vFire 9.7

Release Notes

Version 1.9

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Version Details for vFire 9.7 Release Notes

The table below contains version details for this document.

Version No.	Date	Details
1.0	25 January 2017	These release notes document new features and changes in the vFire 9.7.0 release.
1.1	8 February 2017	Updated to reflect the fixes introduced in version 9.7.1 Corrections to the Virtualization Workflow Automation section Information about the 64 bit wrapper in the New Features section
1.2	23 February 2017	Updated to reflect the fixes introduced in version 9.7.2 The fixes introduced in this release prevent the use of the maintenance package to upgrade from 9.7.0 or 9.7.1. You should use the standard upgrade route.
1.3	24 February 2017	Fixes to links within the document
1.4	27 February 2017	Updated to reflect the fixes introduced in version 9.7.3. If you are upgrading from 9.7.2, you can use the maintenance package to upgrade to 9.7.3. If you are upgrading from any version lower than that, you must use the standard upgrade route.

Version No.	Date	Details
1.5	21 March 2017	Updated to reflect the fixes introduced in version 9.7.4. If you are upgrading from 9.7.2, you can use the maintenance package to upgrade to 9.7.4. If you are upgrading from any version lower than that, you must use the standard upgrade route.
1.6	6 April 2017	Issued with the 9.7.5 software release. This maintenance release does not contain any fixes to the software. The maintenance package has been updated in order to support MAPI.
1.7	16 May 2017	Updated to reflect the fixes introduced in version 9.7.6.
1.8	17 May 2017	Updated to correct the short description for fix **27882** (13278)
1.9	23 May 2017	Updated to reflect the changes to compatibility between vFire Core and Officer & Portal, as described in the Introduction.

Copyright

About this Document

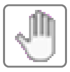
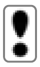
These release notes contain instruction and information on the features and upgrades which are incorporated in the current release of vFire Core and vFire Officer & Portal. vFire Core was previously known as VMware Service Manager.

Intended Audience

This document is written for analysts and system administrators who are responsible for the upgrade and maintenance of vFire Core and vFire Officer & Portal.

Standards and Conventions

The following standards and conventions are used throughout the document:

	Prerequisites, including security rights and access you may need prior to completing the task. Prerequisites are also highlighted in a shaded box.
	Information related to the current topic that may be of particular interest/significance. Notes are also highlighted in a shaded box.
	Warnings. These are also highlighted in a shaded box.
	Examples. These are also highlighted in a shaded box.
	Cross references to additional information, such as instruction, which is typically contained within the online help.
Field name	Fields are highlighted in bold text.

Introducing vFire 9.7

Welcome to vFire 9.7 from Alemba. This release contains new feature functionality and fixes to known issues in both vFire Core and vFire Officer & Portal.

Installation

For installation instructions, please see the following publications, the latest versions of which are available on our website:

- **vFire 9.7 Prerequisites Guide**
- **vFire 9.7 Installation and Upgrade Guide**
- **vFire Server Console Guide**

Customizations

If you have created customizations, ensure that they are compatible with vFire Core 9.7. Apply the customizations **after** upgrading.

MSI

If you use an MSI for Client Access, you may need to update the MSI package before completing the installation. You can download the MSI package from **www.alemba.help**.

You will need to register to access this download.

Replicated Databases

If you replicate the database, you must apply any database schema changes and new indexes to all databases.

Compatibility between Core and Officer & Portal

If you are running vFire Core 9.7, your version of vFire Officer & Portal must also be 9.7, with a third digit equal to or higher than the 9.7 version of vFire Core.

eg vFire Officer & Portal 9.7.3 will run on vFire Core 9.7.0, 9.7.1, 9.7.2 and 9.7.3.

Minor Point Releases

These release notes are provided at the release of 9.7.0. However we will also make additional releases to fix issues subsequent to this. These minor releases, versioned with the third digit version number (eg 9.7.1, 9.7.2 etc) will contain fixes to the major release. The release notes will be updated to record these fixes.

New Features in vFire 9.7

The key new features in this release include:

- **Virtualization Workflow Automation**. We have enhanced the Self Service portal and service requests to deliver a full Cloud Management Portal (CMP) within the portal. This allows us to deliver a self service, auto-provisioning infrastructure cloud that is integrated with your vFire system. See page 11 for more details.
- **Matching Panel** provides an at-a-glance list of Calls and Knowledge Articles related to the current call. The list of related items is based on values in the call fields and dynamically updates as the Analyst enters or changes data, or changes the filter options within the panel. See page 18 for more details.
- **Configurable Labels**. You can now use Designer to rename fields and buttons that are displayed in vFire Self Service, making your Self Service portal even more configurable to meet your organization's needs. See page 24 for more details.
- The ability to **filter CMDB items, including services and service actions in vFire Self Service by stakeholder role** as well as subscriber group. You can now set visibility on the portal based on stakeholder role. This includes the ability to review configuration items and order services and service actions from the service catalog. See page 25 for more details.
- **Styling**. We have introduced several new features that improve and enhance the screen display in vFire Core, making it more usable and easier to configure for personal preference and accessibility:
  - A new portal-like menu display. See **The vFire Core Window** in the online help for more details.
  - Additional configurable display settings for your login. See **Personal Settings** in the online help for more details.
  - The gray background on many of the windows has also been replaced with white, to provide a cleaner, fresher working screen.

  The new styling is installed as standard. As soon as you upgrade, you will see the new menu.

- A new **vFire App** allows users of windows phones to access their outstanding calls and requests, and monitor and update them. This is *in addition to* the existing **vFire Officer** app, which can be used by analysts to manage calls and requests from mobile devices. It is initially available for users of Windows 8.1 phones, and will be made more widely available in later releases.

- **64-bit wrapper** is now available for download. The default continues to be 32-bit, however, some users who wish to run large reports or have high numbers of tabs open simultaneously may wish to explore this option to improve performance.

Alpha Features

We have two new, exciting features that we are developing for 2017. They are currently at the alpha stage of development and are available for those customers who wish to explore their functionality in a lab environment. We would not recommend that you use them in a production environment, but would love your feedback and comment.

α **Alemba API** - a RESTful API, that offers a more powerful and intuitive way of working with vFire data. See page 28 for more details.

α **Nano** - a new browser-agnostic interface that does not require plug-ins. This currently has limited functionality but is available for users to investigate, and represents the initial phase of development of our new user interface. See page 26 for more details.

Additional Features

The following features have also been introduced in this release.

You can now...	Description
Add Reminders to recipient(s)' Outlook calendar	A new **Add to Calendar** button has been added to the **Call Defer** window, which will add the reminder to the recipient(s)' Outlook calendar, using the date and time specified in the **Reminder** field. This button is only visible if **Add to Calendar** is selected in the **Messaging** window and Outlook must be installed on the local desktop and configured to at least one recipient account.
Configuration Items are now Resources	In vFire Self Service, "Configuration Item" labels have been renamed to "Resources" to reflect the wide spectrum of entities that can be ordered from the portal.

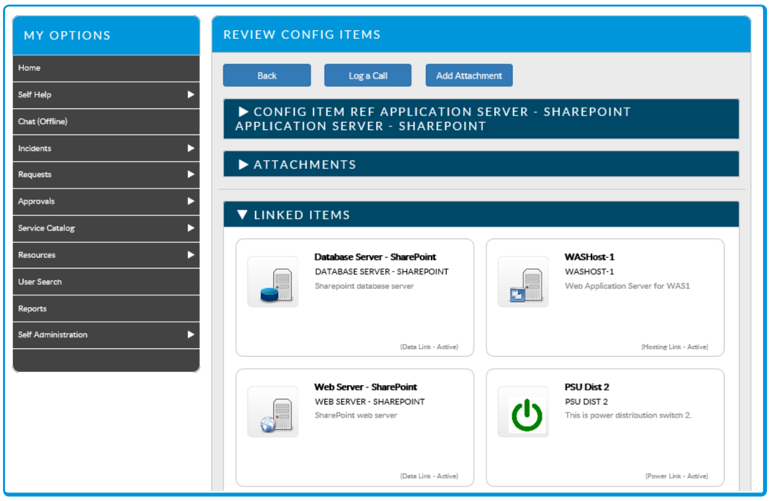
Virtualization Workflow Automation

New functionality in vFire has enhanced the ordering, management and maintenance of virtualized environments.

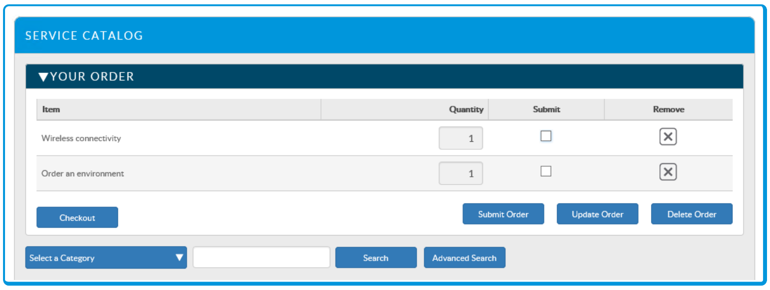
You can now:

- **Map resource groups to subscriber groups**. This means that people can be mapped to a subscriber group when, say, an AD scan is run, rather than manually mapping them. The **Action** tab on the **Mapping for Resource Type** window now has an additional checkbox and Q/D field in which you can select a subscriber group to which you want to map. See **Defining a Resource Mapping** in the online help for more details.
- **Make the request amendable** at different stages in the workflow. A new **Amendable** checkbox has been added to the **Request Completion Statuses** window. When selected, the service actions and other details associated with the request can be amended at the selected statuses. To fine out more about amendable requests, see **Setting Up Amendable Requests** in the online help.
- **Use an additional trigger option in all delay tasks**. A new **Parent Request Closed** option has been added to all delay tasks, allowing you to trigger the delay task to activate when the parent request closes. See **Delay Tasks** for more details.
- **Add further items to a request which has already been provisioned**. See page 13 for more details.
- **Associate workflow templates with service bundles**, allowing you to assign an overarching workflow for the project. See page 14 for more details.
- **Hide items within the Self Service portal**, based on their portal display category. A new **Hide Child** button on each tier in the **Self Service Portal Display Categories** window allows you to hide some or all of the child items for a given Portal Display category.
- **Share parent request CMDB items with child requests**. You can now create master service catalog items within which sub items can be selected, sharing information from the master item with each child as specified by the requestor. See page 16 for more details.
- **View items linked to any CI in the Self Service portal**. Linked items are now displayed as tiles on the **Review** screen in the Self Service portal. Users can select

them to view their details.



- **Store selected items in a shopping cart in the Self Service portal**. Users can now create a list of wanted items and then close the session without emptying their cart. They can then choose which of the items they want to submit for order, leaving the rest for a later order.



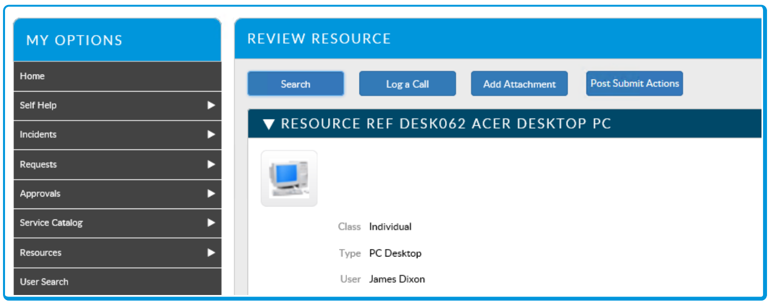
Post Provision Service Actions

You can identify certain service actions as available for ordering after the provision of the configuration item.

There are several steps involved in setting up post provisioning:

1. In the **Self Service Portal Display Categories** window, create a **Portal Display Category** for the service actions that you want to make available post provision.
2. In the **Self Service Portal Settings** window, select the **Enable Post Provisioning Portal Display Category** checkbox, and then specify the category using the **Type Tiers** selector field below.
3. In the **Adding a Service Action** window, specify the same **Portal Display Category**.

When users review the resource in the portal, they will see an additional button - **Post Submit Actions**.



Selecting this button will take the user to the service catalog, which will display those service actions that have the "post provisioning" portal display category. Selecting **Order** will display the relevant form. If the Request CI's field is on the form, it will be automatically populated, and can then be used in the workflow to pass information about the configuration item to any outbound action.

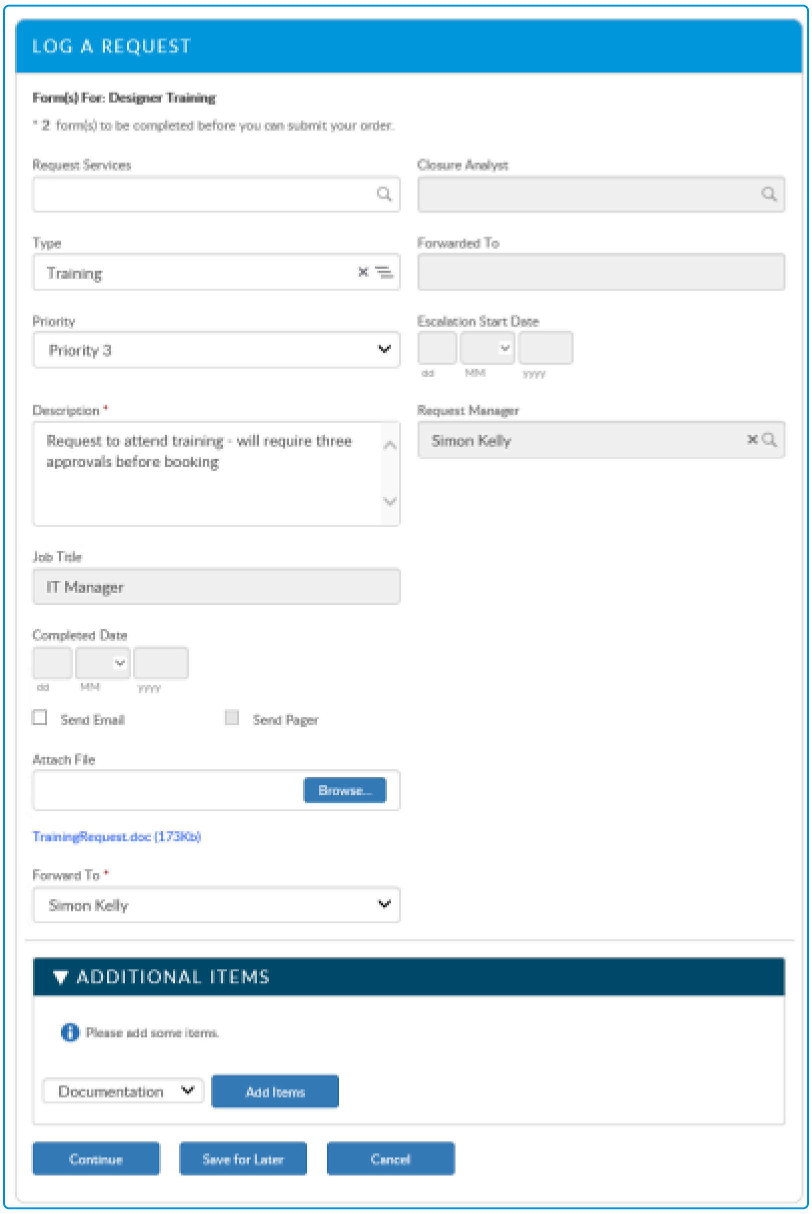
Users can only use this feature if the request is at an amendable status.

To find out more about Post Provision Service Actions, see **Setting Up Post Provision Service Actions** in the online help

Linking Templates to Service Bundles

In the Service Bundle Details window, there is a new section called **Templates**, which contains a **Create Request** checkbox. Selecting it displays a **Using template** field, which is mandatory.

When users order a Service Bundle linked to a request, the workflow is triggered.



This form is editable in Designer the same way as any other Request Submission Form.

The screen displays the Submission Form linked to the Request of the Service Bundle. Beneath this, Service Actions can be added/edited and displayed. For more details, see **Setting Up Amendable Requests** in the online help.

Sharing Parent Request Items with Child Requests

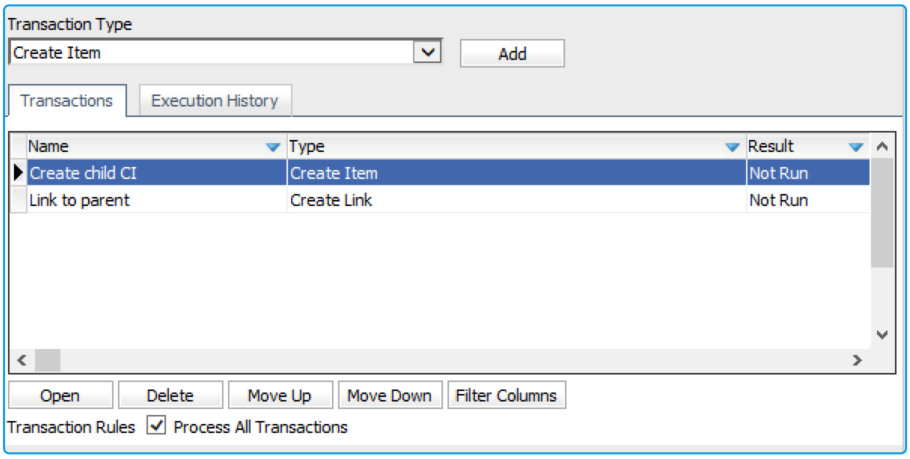
There are several steps involved in sharing parent request items with the child request:

1. In **Designer**, open the parent workflow screen, and add the **Result CMDB Items** field to the screen.
2. Still in Designer, open the child workflow screen, and add the **Parent Result CMDB Items** field.
3. Open the parent workflow's **Manage CMDB Item** task. In the **Create Item Details** section, ensure that **Add to Request Field** is ticked. Select **Result CMDB Items** in the field selector.
4. Open the child workflow dependency diagram. Ensure that a delay task is placed before the Manage CMDB task.
5. Open the Delay task, and set the **Delay** trigger is to **Parent Request Closed**.

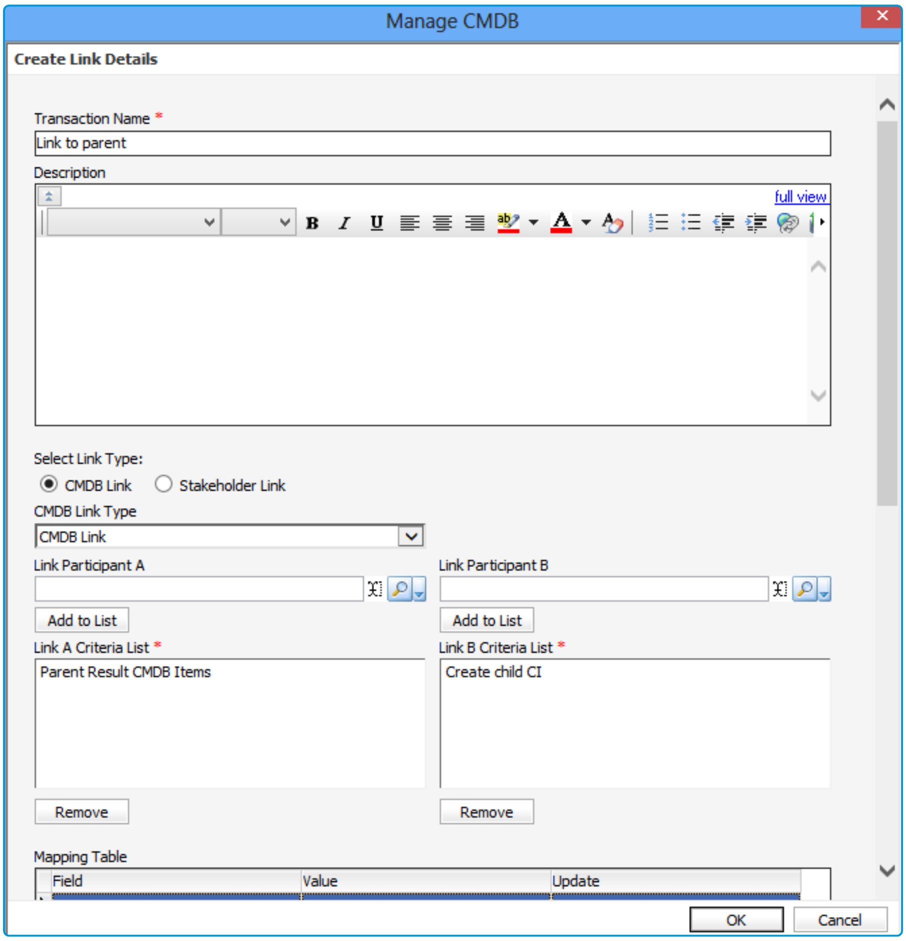
When the request is submitted, the child request will wait until the parent request is completed. When the parent request closes it will populate the **Parent Result CMDB Items** field on the child requests with whatever values are entered on the **Result CMDB Items** field on the parent. This field can then be used to create links in the child request Manage CMDB task.

You can use the **Manage CMDB Item** task on the child to create a CMDB Item, and link it to the parent request CMDB Item.

1. Open the **Manage CMDB Item** task on the child. Add a **Create Item** transaction.



2. Then add a **Create Link** transaction, adding the **Parent Result CMDB Items** field as Participant A. Add the result of the Create Item transaction as Participant B.



When this task runs, it will create a new CMDB item and link it to the CMDB items listed in the "Parent Result CMDB Items" field.

Matching Panel

The Matching Panel enables faster call resolution by providing an at-a-glance list of Calls and Knowledge Articles relevant to the call being worked on. The list dynamically updates as data is entered into the call, or as filtering options are changed. Selecting a Call or Knowledge article from the list displays more details in Quick View within the panel. One-click actions enable Analysts to link/unlink calls or knowledge, email knowledge content to Users, or automatically close the call using a selected Knowledge Article. The Matching Panel can be re-sized or collapsed, as can each section within the panel allowing the Analyst to view only Calls or only Knowledge, or both.

In the Matching Panel you can:

- View Matching Calls and Knowledge
- Perform Actions on Matching Items
- Apply Filters to the Result Set
- Show/Hide or Resize the Panel

View Matching Calls and Knowledge

The Matching Panel displays calls and knowledge articles that contain values matching the currently active call based on which filters are enabled in the matching panel.

No matching occurs on blank fields, fields added to the screen in Designer, or fields correlating to unselected filters.

To display results in the Matching Call and Matching Knowledge sections, enter data into the call, or take action on a call that already contains data. The matching panel will begin populating with results 2 seconds after you stop typing.

To change the listed results modify the data in the call fields, or change filtering options by pressing and selecting or deselecting filters. Refer to page 21 for a description of each filter.

The Matching Calls and Matching Knowledge sections each display the top 20 matching call and knowledge articles in order of relevancy. If there are more than 20 items that match, the results total is displayed in red: **Results - 20**.

To see more than 20 matching items launch a full search in a new Search window by pressing or . Call data for filters selected in the Matching Panel will be applied as search criteria in the Search window. All matching calls or knowledge articles are displayed in the full search, not only the top 20.

When launching a full search from the Matching Panel, the Text search criteria field option **Logical** is selected by default on the Call or Knowledge Search screen as this is the text search method used by Matching Panel.
Logical searches utilize the SQL Server text search engine.

To see more details for a call or knowledge article:

- **Open the Quick View** by clicking in the header of the call or knowledge article. Quick View opens within the Matching Panel, so you can view the call and knowledge details without leaving the call. To close Quick View and return to the list of results, press .
- **Open the details window** by pressing to open the call or knowledge article in a new tab.

Perform Actions on Matching Items

Actions available for calls:

The **Review** button opens the call details in a new tab.

The **Link As Child** button links the call as a child of the current call. This button is hidden if the call is already linked.

The **Link As Parent** button links the call as a parent of the current call. This button is hidden if the call is already linked.

The **Unlink** button unlinks the call from the current call. This button is hidden if the call is not linked.

Actions available for knowledge articles:

The **Review** button opens the knowledge article in a new tab.

The **Link** button links the knowledge article to the current call. This button is hidden of the knowledge article is already linked.

> Linked knowledge articles are listed in the call's **Linked Knowledge Entries** screen which is accessed from the Explorer Menu.

The **Unlink** button unlinks the knowledge article from the current call. This button is hidden if the knowledge article is not linked.

The **Email Knowledge** button opens the **Send Email** window with the following fields pre-populated: the Subject and Body contain contents from the knowledge article, the Recipient field contains the User of the call.

Use the **Resolve Call** button to automatically link the knowledge article and close the call. The call's closure Reason and Call Status fields are populated with values defined in the **Call Resolution by Knowledge** section in System Admin **IPK Settings**, and the One Liner field with "Resolved by Knowledge Article ***x***" (where ***x*** is the article number).

If Closure Rules are enabled in System Admin **IPK Settings (Partitioned)**, the call is resolved with the closure field values as described above, and then the appropriate closure rule is applied.

> Upon pressing , you may be prompted to enter outage information; only do so if you wish to create an open outage for that linked CMDB item.

> The resolving knowledge article is listed in the call's **Linked Knowledge Entries** screen with a tick in the **Resolved By** column.

> If a call was resolved by a knowledge article and then reopened, pressing on a different knowledge article will not switch this flag to the new article. It is recommended to remove the link to the previous knowledge article.

Apply Filters to the Result Set

Filters in each of the Knowledge and Calls sections can be used to refine the list of items returned in the results.

To filter the results in the Matching Call and Matching Knowledge sections, press to display the list of filter options per section.

Select a filter to limit the results to only those containing the same value as that in the correlating call field. Each filter correlates to a standard field on the screen (except Open, Closed, and IPK Status).

eg If the User field on the call screen contains "Joe Blogg", selecting the User filter limits the call results to only calls that have "Joe Blogg" in their User field.

At least one filter must be selected for the Matching Panel to return results. At least one of the selected filters must contain a value in the corresponding field in the current call. (Except Open, Closed, and IPK Status.)

eg If only the Service filter is selected, and the Service field in the call is blank, no results are returned.

Fields that are renamed or removed from the screen in Designer are renamed or hidden, respectively, in the filter set. Screen fields that are hidden (not removed) are visible in the filter set.

Filter Options

The **Search on** section contains filters for text searching. Deselect this option to exclude text searching and return results based only on the call fields. Selected by default. These filters apply to both Matching Call and Matching Knowledge results.

When searching calls for matching text, only the Description field is included; call history entries are not searched.

Description Performs a text search using the text from the call's Description field. This text search uses 'Any + Exact' search logic. Calls and Knowledge Articles are returned if they contain **any** of the words (in any order) entered into the current call's Description field.

Text Performs a text search on text typed into this field. This text search uses 'All + Exact' search logic. Calls and Knowledge Articles are returned if they contain **all** of the words (in any order) entered into this filter.

Filters in the **Matching Call** and **Matching Knowledge** sections are accessed by pressing  in each section. These filters offer:

Logged Returns matching calls logged within the specified period. Only applies to calls. This filter is visible on the Matching Calls section header.

User Select to display only calls that contain the same value in the User field as the current call. Only available for calls.

Location Select to display only calls that contain the same value in the Location field as the current call. Only available for calls.

Organization Select to display only calls that contain the same value in the Organization field as the current call. Only available for calls.

Type Returns only Calls and Knowledge Articles that contain the same value in their Type field as the current call. This filter is available in both the Matching Call and Matching Knowledge filter lists.

Service When this filter is selected for calls, only calls that contain the same value in the Service field are displayed. When this filter is select for Knowledge, only Knowledge Articles that contain the same value in the Linked CMDB Items field are displayed.

Configuration Item When this filter is selected for calls, only calls that contain the same value in the Configuration Item field are displayed. When this filter is select for Knowledge, only Knowledge Articles that contain the same value in the Linked CMDB Items field are displayed.

Open Deselect to exclude open calls in the Matching Call results. Selected by default. Only available for calls.

Closed Select to include closed calls in the Matching Call results. Only available for calls.

IPK Status Filters the Matching Call results by the selected IPK Status. By default this is set to **(Any)** which displays calls of all IPK Statuses.

This filter is not available if IPK Statuses are not enabled in the system

Show/Hide or Resize the Panel

The panel is visible in calls that are in 'actioned' mode in vFire Core. It is not displayed in calls that are in 'review' mode, or that have an IPK Status for which **Matching Knowledge** or **Matching Calls** is unselected in System Admin.

Show or hide the Matching Panel by pressing and . The show/hide state of the panel in the last call defered/closed/forwarded will be applied to the next call that is actioned or created by the analyst.

Expand or collapse each section within the panel by pressing beside the Matching Call title or Matching Knowledge title.

Adjust the width of the panel by dragging the left edge horizontally across the screen.

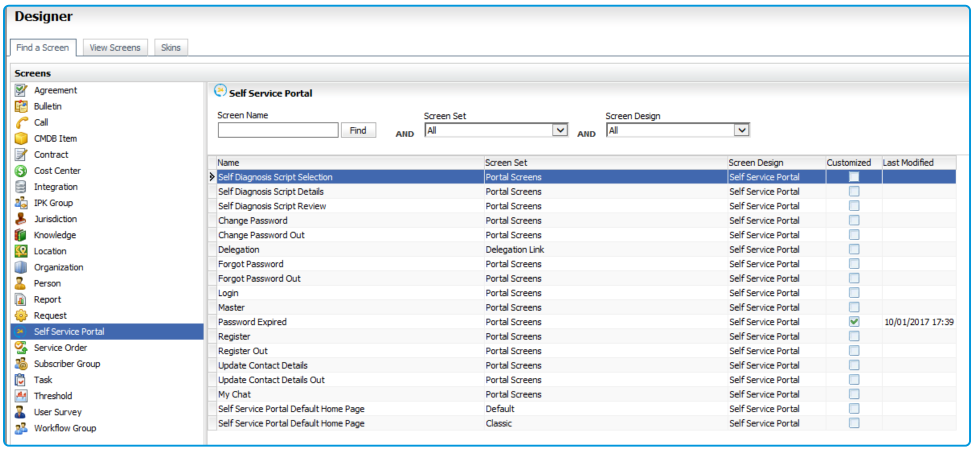
For more details, See the **Matching Panel** topic in the online help.

Change Labels

This feature is only available on SQL systems.

You can now use Designer to configure fields and buttons that are displayed in vFire Self Service, making your Self Service portal even more configurable to meet your organization's needs.

When you access Designer, you will find a range of Portal Screens for the different entity types in the **Find a Screen** tab. You will also find a **Self Service Portal** option.



You can select any of the listed screens to view the layout and fields contained within it, and configure the field labels as you would anywhere else in the system. You can also add tooltips, and hide fields, so that they are not visible in the portal.

See **Configuring Fields** and **Configuring Button Labels** in the online help for more details.

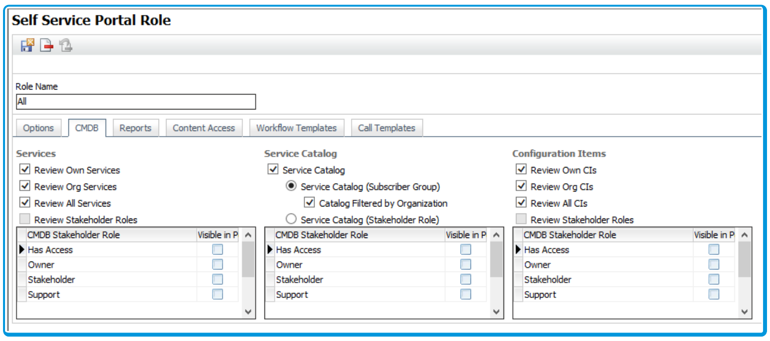
Filtering by Stakeholder

The 9.7 release introduces the ability to filter visibility in the Self Service portal by stakeholder role as well as subscriber group.

This feature is only available on SQL systems.

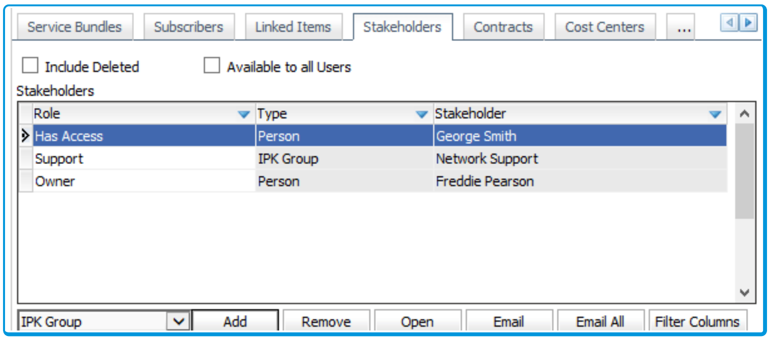
There are several steps involved in setting this up:

1. The **Self Service Portal Roles** window in the **Admin** menu now has a new **CMDB** tab. Some of the functionality has been moved from the **Options** tab, and now you can use this tab to determine permissions for access to services, the service catalog and configuration items in the Self Service portal.

   On this window, you can specify whether you want to filter the service catalog by subscriber group or stakeholder role.

2. The **Service Action Details** and **Service Bundle Details** windows have a new **Stakeholders** tab, as well as the Subscribers tab, which you can use to make the item "available to all stakeholders", or specify specific stakeholders, and the nature of their

   access.

3. When users search for resources (CMDB items) in the Self Service portal, they are filtered according to stakeholder visibility. A widget at the bottom of the screen contains details of their stakeholder role.

Introducing Nano

Nano is a sleek and efficient web browser interface designed to cater for anyone who needs to log in, complete a task or action a work item, and log out again.

All supported web browsers can be used to access Nano which does not require any plug-ins or add-ons.

Nano provides a single interface for users of the Self Service Portal, external suppliers and contacts, and analysts who:

- Work with calls - creating, updating and closing calls
- Work with requests - creating, updating, and completing requests
- Work with tasks - updating and completing tasks
- Send emails from calls, requests, or tasks
- Manage their workload using the Outstanding windows
- Perform Call, Request, and Task searches

To administer system settings, create templates, or design screens and reports, use vFire Core.

Logging into Nano

No configuration changes are required to use or access Nano. Anyone who can log into vFire Core, the Self Service Portal, or External Supplier Portal, can log into Nano and is restricted by the same security role permissions.

Access Nano using URL format http://<server_name>/<virtual_directory>/nano.aspx

Replace <server_name> with your vFire web server, <virtual_directory> with your vFire virtual directory; and, if your vFire Core system uses SLL, replace `http` with `https`.

eg `http://localhost/vFire/nano.aspx`

Logging into Nano consumes concurrent and named licenses in the same way as vFire Core. An analyst who logs into Nano while logged into vFire Core will be logged out of

Core, and vice versa.

Session timeout periods in Nano are the same as for vFire Core and the Self Service Portal.

See **Configuring Nano** and **Using Nano** in the online help for more details.

Alemba API

α The Alemba API was introduced in 9.7 at the alpha stage of development, and, as such, is subject to significant change and review. It currently has limited functionality but is available for users to investigate. We would welcome your feedback.

As the Alemba API is subject to substantial updates, we would **not** recommend that you write anything to it that relies on no change.

The Alemba API is a RESTful API that is being introduced as part of a new generation of product software that will offer greater functionality and an improved user experience.

A RESTful API is an Application Programming Interface that follows REST (or Representational State Transfer) principles to allow one system to manipulate data on another. REST is a widely used protocol that provides a wide range of benefits over older protocols, such as performance, scalability and simplicity.

What is new?

The original vFire API is WCF-based (Windows Communication Foundation), which is **procedural** – it exposes a limited set of operations that manipulate a limited set of entities, and you need to know the name of the operation that you want to perform in order to use it. By contrast, the RESTful API is **entity centric** – it exposes all the entities within vFire, and the verbs that can be used to manipulate those entities follow the same standard pattern.

The RESTful API is also self-documenting, in that you can discover more detail about how to use the API from the API itself. The result is a more flexible and more intuitive way of working with vFire data.

How do I get it?

The Alemba API comes as part of the standard 9.7 install. It does not require additional installation, licensing or cost to use.

Installing the Alemba API will not impact your current API in any way. It is simply making it available for you to explore.

What is included in the Installation?

With the installation, you get:

- 3 web services in 2 web sites in 2 app pools:
  - Alemba.Web
    - Authorization service – allows you to login and provides a token to use for all subsequent API calls
    - The API Explorer (see below)
  - Alemba.API – the main API
- API Explorer – an interactive UI for understanding the API, including live search facilities as well as detailed technical information regarding all the available entities and actions
- A wiki that will take you through the steps involved in setting up and using your Alemba API. (This will be documented in vFire Online Help when the API has been fully developed.)

Do I need to use the new API to run 9.7?

You do not need to use the Alemba API to use 9.7. However, it is a prerequisite if your users want to use the new vFire app.

Getting Started

The web services should be automatically configured as part of the install. However you are advised to check the settings in IIS, to confirm that the App Pool is configured for automatic recycling.

The base url is **http://<servername>/<VirtualDirectory>/alemba.web**.

To log in to the API explorer, key the following into your browser: **http://<servername>/<VirtualDirectory>/alemba.web/alemba/api-explorer**.

You will be prompted to log in. Do so using your normal vFire login.

The API Explorer gives you an overview of the entities covered by the API, their properties, and what actions are supported per entity. It also provides a visual interface for viewing live data. Full instruction is given in the **API Explorer Guide** in the wiki. Access the wiki by selecting the Help link on screen.

Once you are familiar with the API, you can start using the API programmatically. The **Programmers' Guide** in the wiki will provide technical details.

Finally, using the API to achieve business level tasks, such as raising a Service Order, is covered in the **Cook Book** section of the wiki.

Comment and Feedback

As this is an Alpha release, and under active development, we welcome your feedback. Please contact the Service Desk with comments, queries and any observations that you want to bring to our attention.

Changes to Supported Platforms in vFire Core 9.7

This section outlines changes to supported versions of third party platforms.

To find out more about the implications for installation and upgrades, refer to the relevant guides.

Platform Support Added

No further platform support has been added in this release.

Platform Support Removed

All platforms supported in previous releases continue to be supported.

Issues Fixed in vFire 9.7

This release contains the following issue fixes in vFire Core and vFire Officer & Portal. The vFire Officer & Portal issues are listed at the bottom of the table.

These release notes are provided at the release of 9.7.0. Additional releases to fix issues subsequent to this will be versioned with the third digit version number (eg 9.7.1, 9.7.2 etc). Fixes which have been put into these minor point releases will be distributed in a separate list of fixes. These should be considered in addition to these release notes.

Issue Number (internal ref in brackets)	Functional Area	Short Description	Fixed in Version
28080 (13161)	Designer	Following the introduction of the Change Labels functionality you were unable to design the Approval Approve/Approval Reject screen after you restored the default. this is now fixed and you can design the screens as expected.	vFire Core 9.7.6
27882 (13278)	Install	During installation, the redemption64.dll file was not being stored correctly, resulting in it not being found and producing an error. The fix ensures that the redemption64.dll file is stored in the correct place and the install can complete.	vFire Core 9.7.6
26893 12825)	vFire Self Service	Users without access and permissions to see Incidents could still see the count widget. This was not consistent with the other count widgets on the Home Page. This has been made consistent with other count widgets, and if there are no access rights or permissions for a Portal role the Incident count widget will not appear.	vFire Core 9.7.4

Issue Number (internal ref in brackets)	Functional Area	Short Description	Fixed in Version
26623 (12804)	Calls/64-bit wrapper	When using the 64 bit wrapper random characters were being displayed in the description and other text fields. These characters were not saved to the database and were not visible when using the 32 bit wrapper. The 64-bit wrapper has been fixed and these problems no longer occur.	vFire Core 9.7.4
26385 (12826)	MAPI	MAPI was not working as expected and could not be configured as required. The set up issues have now been resolved.	vFire Core 9.7.4
26554 (12801)	Chat	The chat queue was not refreshing in vFire Core. This has now been fixed.	vFire Core 9.7.3
26350 (n/a)	Designer/vFire Self Service	When a multi Q/D button was added to a vFire Self Service screen in Designer, an error message beneath the Q/D field was being displayed - "Error:Unable to get property '1' of undefined or null reference" and the Q/D field was unusable. This has now been fixed.	vFire Core 9.7.2
26330 (n/a)	Performance	Custom HTML pages were being cached, which was affecting performance. This has now been fixed.	vFire Core 9.7.2
26290 (n/a)	vFire Self Service	The Delete Button and Back button were missing when ordering/reviewing the new style Service Bundle. This has now been fixed.	vFire Core 9.7.2
26254 (n/a)	Stakeholders	A person or organization added as a stakeholder to existing CI or Service that did not have any stakeholders prior to 9.7 was not appearing in the Stakeholder Roles table in the CI/Service details screen in the portal. This has now been fixed.	vFire Core 9.7.2

Issue Number (internal ref in brackets)	Functional Area	Short Description	Fixed in Version
26214 (n/a)	Designer	Once an html widget was added to a service desk form in Designer, it could not be dragged or moved to another location. This has now been fixed.	vFire Core 9.7.2
25997 (n/a)	Performance	Some default records that were newly introduced in 9.7 were previously missing GUIDs. These records now have default CONFIG_PORT_GUIDS	vFire Core 9.7.2
25944 (n/a)	Workflow	Right clicking on a connecting line in a dependency diagram was generating an error. This has now been resolved.	vFire Core 9.7.2
25939 (n/a)	Upgrade	Some dynamic rules were not working following upgrade. This has now been fixed.	vFire Core 9.7.2
25855 (n/a)	vFire Self Service	When you selected a Custom option from the My Options menu, and then selected another option, the custom option window refreshed instead of displaying the other option, until you carried out an IIS reset. This has now been fixed and the correct option is displayed on selection.	vFire Core 9.7.2
22710 (11988)	Partitioning	If User/Analyst were partitioned but request/call were not, when a Call/Request was logged and forwarded to a Group, the Call/Task/Request did not show up in the Call/Task/ Request Outstanding screen of the Analyst from the Forwarded To Group. This has now been fixed.	vFire Core 9.7.2
n/a (21697)	vFire Self Service	The function IsServiceBundleRequest had defects. This has now been resolved.	vFire Core 9.7.1

Issue Number (internal ref in brackets)	Functional Area	Short Description	Fixed in Version
n/a (12667)	Security Roles	The display in the new CMDB tab in the Self Service Portal Role window was inconsistent with other areas of the system. This has been resolved, and Configuration Items are now shoen on the left; Services in the middle; and Service Catalog on the right.	vFire Core 9.7.1
n/a (12666)	Service Catalog	PART_ASSET not needed in ?Lite Check Your Service Catalog? Query. This is now resolved.	vFire Core 9.7.1
n/a (12659)	Service Catalog	The Submit button colouring was incorrect and text including the number of forms, total cost and update details were misaligned. This has been rectified.	vFire Core 9.7.1
n/a (12172)	Calls	Using Outlook Reminders when deferring a call could mean that SLAs were not correctly triggered. This has been resolved, and Outlook Reminder and SLAs now work as predicted.	vFire Core 9.7.1
n/a (12862)	CMDB	When the 'Available to All' option was ticked in Admin for Stakeholders, you were unable to add Stakeholders to a Service Action or Service Bundle. The fix allows a new Stakeholder to be added as normal.	vFire Core 9.7.1
n/a (12679)	Service Catalog	The styling of the cart was not maintained and 2 error messages were generated on selection of Advanced Search in the service catalog. The styling now remains consistent and no error messages are produced when using the Advanced Search function in the Service Catalog for Service Actions and Service Bundles.	vFire Core 9.7.1

Issue Number (internal ref in brackets)	Functional Area	Short Description	Fixed in Version
n/a (12668)	Service Catalog	When selecting which items to display to a User in the Service Catalog the system was not checking that the user has the appropriate Stakeholder role. The system now checks whether the user is a Stakeholder, and holds the appropriate Stakeholder role.	vFire Core 9.7.1
n/a (12611)	Workflow	The IPK Workflow and Conditional Branching Rules were using the incorrect value for the label rename for system prior to version 9.2. This was changed to use the unique field value called VALUE_NAME to ensure that the right label changes are made and that the application can find the right field values that the rules process.	vFire Core 9.7.1
n/a (12410)	Self Service Portal	When opening a person detail page on the Self Service Portal, the top widget header was duplicated. Now only a single header is displayed.	vFire Core 9.7.1
26019 (n/a)	Install & Upgrade	When upgrading from 9.7.0 to 9.7.1 the version numbers were not being updated, making it impossible to log in to the system. Clean installs of 9.7.1 and upgrading from version prior to 9.7.0 were unaffected by this issue. This has now been resolved.	vFire Core 9.7.1
n/a (11955)	Integration Platform	SSO connector performance has been improved.	vFire Core 9.7.0
n/a (11610)	Chat	A new call source named 'Chat' has been added, and any new calls logged by Chat will have this as their source. This fix was first introduced in 9.6.1.	vFire Core 9.7.0

Issue Number (internal ref in brackets)	Functional Area	Short Description	Fixed in Version
n/a (11510)	vFire Self Service	The wording on the login screen message has been changed.	vFire Core 9.7.0
n/a (11340)	Chat	If the user ends a chat and immediately logs out, the analyst received the error "random-16-digit-number is closed." with a red background. This has now been fixed. This fix was first introduced in 9.6.1.	vFire Core 9.7.0
n/a (11338)	Chat	If connectivity was lost or vFire Core was closed/crashes before a call was saved, the messages linked to the call were lost. This has now been fixed, and the system behaves as if the call was canceled by the analyst. This fix was first introduced in 9.6.1.	vFire Core 9.7.0
n/a (11337)	Chat	Chat messages were linking to the wrong call when multiple unsaved calls were opened during a chat. Analysts can no longer open a call in a Chat if there is already an unsaved call linked to the chat. This fix was first introduced in 9.6.1.	vFire Core 9.7.0
n/a (11326)	Chat	The instructive text on the My Chats page was unclear, regarding selecting the *icon* to chat about an existing issue. This has now been reworded for clarity. This fix was first introduced in 9.6.1.	vFire Core 9.7.0

Issue Number (internal ref in brackets)	Functional Area	Short Description	Fixed in Version
n/a (11325)	Chat	When the User ended a chat and then refreshed the page, a new chat was initiated for the same call. This has now been fixed. This fix was first introduced in 9.6.1.	vFire Core 9.7.0
n/a (11314)	Chat	Analysts can now set up and use a single chat queue only when partitioning is enabled but calls are not partitioned. This fix was first introduced in 9.6.1.	vFire Core 9.7.0
n/a (11307)	Chat	The background of the notification, which appears in Core when a new waiting chat is added to the queue, inherited the colors set up for the toolbar (Menu/Options/Colors). This has now been fixed, and the background remains static gray, as per alerts or reminders. This fix was first introduced in 9.6.1.	vFire Core 9.7.0
n/a (11302)	Chat	Users who only had access to a single partition were presented with a multi level menu. This has now been fixed and users with access to a single partition will only see a single menu option. This fix was first introduced in 9.6.1.	vFire Core 9.7.0
n/a (11230)	Chat	It was possible for 2 calls linked to one chat to end up in different partitions, if the Analyst had the "Change Call Partition" privilege in their IPK Management Role. The Partition against the chat session when the chat session started is now stored. Full Chat is only shown if that chat session's partition is one that the analyst is entitled to see.	vFire Core 9.7.0

Issue Number (internal ref in brackets)	Functional Area	Short Description	Fixed in Version
n/a (11196)	Chat	If an analyst minimized the Chat window during a chat, it would stay minimized, even if the user sent a chat message. This has now been fixed, and the chat window will automatically redisplay on receipt of a message. This fix was first introduced in 9.6.1.	vFire Core 9.7.0
n/a (11191)	Chat	In the very unlikely event of two analysts picking up the same Chat, the (system perceived) second analyst will receive a message that the Chat is already in progress, and be advised to leave the chat. This fix was first introduced in 9.6.1.	vFire Core 9.7.0
n/a (11178)	Chat	An unpinned Chat window was not minimizing as expected after hovering over it and then clicking away. This has now been fixed. This fix was first introduced in 9.6.1.	vFire Core 9.7.0
n/a (11040)	Search	When the Browse Control was positioned over a QD item, and the page refreshed, the QD items appeared over the top of the Browse control. This has now been fixed.	vFire Core 9.7.0

Issue Number (internal ref in brackets)	Functional Area	Short Description	Fixed in Version
23823 (11971)	Requests	When the Attachments field is made mandatory in request submission screen, you were unable to submit the request as the field is always empty - even when attachments are added. The new change in 9.6 to add multiple attachments meant that the Attachments text field in the screen is always empty. This stopped the user from submitting the form as it never satisfies the REQUIRED validation. This has been fixed and you can now submit the form under these circumstances. This fix was first introduced in 9.6.2.	vFire Core 9.7.0
23815 (11963)	Upgrade	The Terminology Change in 9.4 incorrectly retained some data values. These have now been rectified. This fix was first introduced in 9.6.2.	vFire Core 9.7.0
23791 (11968)	Chat	When adding 'Chat' to the My Options menu as a child of another item you were unable to see the options that should ‘pop out’ when clicking on Chat. This has been fixed and now all options are visible. This fix was first introduced in 9.6.2.	vFire Core 9.7.0
23723 (11744)	vFire Self Service	The background color for the item count tile was not inheriting the menu color. This has now been fixed. This fix was first introduced in 9.6.1.	vFire Core 9.7.0

Issue Number (internal ref in brackets)	Functional Area	Short Description	Fixed in Version
23361 (11677)	Chat	The system required completion of a hidden "user ref" field in order to log a call. This has now been fixed. This fix was first introduced in 9.6.1.	vFire Core 9.7.0
22457 (12006)	Service Catalog	If the Tile Size was increased to a larger size, such as 600px, no additional Service Action/Bundle Descriptive Text was added to the Tile. Text now fills the available space.	vFire Core 9.7.0
22364 (11208)	vFire Self Service	Checkboxes were missing in the Order windows for optional items in service bundles. This has now been fixed. This fix was first introduced in 9.6.1.	vFire Core 9.7.0
22346 (11208)	Service Catalog	Checkboxes were missing for optional items in service bundles, making them impossible to order. This has now been fixed.	vFire Core 9.7.0
22244 (11042)	vFire Self Service	The description in the Service Catalog tiles did not display if the font size was set to default or above. This has now been fixed and the description is visible for all font sizes up to the truncated value. This fix was first introduced in 9.6.2.	vFire Core 9.7.0
21327 (10712)	Designer	It was possible to drag an image out of an html editor and place it on the form. The image could not then be edited or moved, and the html editor disappeared. This is now fixed.	vFire Core 9.7.0
20857 (10765)	Configuration Portability	When IPK scripting entries were exported using configuration portability, and then re-imported, the entries displayed in the wrong order. This has now been resolved.	vFire Core 9.7.0

Issue Number (internal ref in brackets)	Functional Area	Short Description	Fixed in Version
23431 (11914)	IPK	If comma separation was used for "Decimal Symbol", it was not possible to use vFire Officer/Portal and an error was received when logging a call. This is now fixed. This fix was first introduced in 9.5.2. It was not included in the 9.6 release.	vFire Officer & Portal 9.7.0
22143 (11029)	Portal	The currency symbol was showing in the default (sterling) instead of taking the currency from the settings chosen in vFire Core. This has now been fixed.	vFire Officer & Portal 9.7.0
19233 (9650)	IPK	It was possible to log an incident in vFire Officer without setting a priority. This has now been fixed and the priority must be defined.	vFire Officer & Portal 9.7.0
19197 (9475)	Portal	Emails being sent to groups were not being delivered. This has now been fixed.	vFire Officer & Portal 9.7.0
17818 (9327)	Search	Forum Calls Default Search did not filter on Open Calls so showed all Forum Calls an Analyst had ever been assigned. It is now possible to search on only open calls.	vFire Officer & Portal 9.7.0

Further Information

Product Information and Online Support

For information about Alemba products, licensing and services, visit **www.alemba.com**.

For release notes and software updates, go to www.alemba.help.

Up-to-date product documentation, training materials and videos can be found at www.alemba.help/help.

You may need to register to access some of these details.

Technical Support

For technical support, please visit: **www.alemba.com** and select the **vfire support** link. You will need to log in to the alemba self service portal to contact the Alemba Service Desk.

Comments and Feedback

If you have any comments or feedback on this documentation, submit it to info@alembagroup.com.