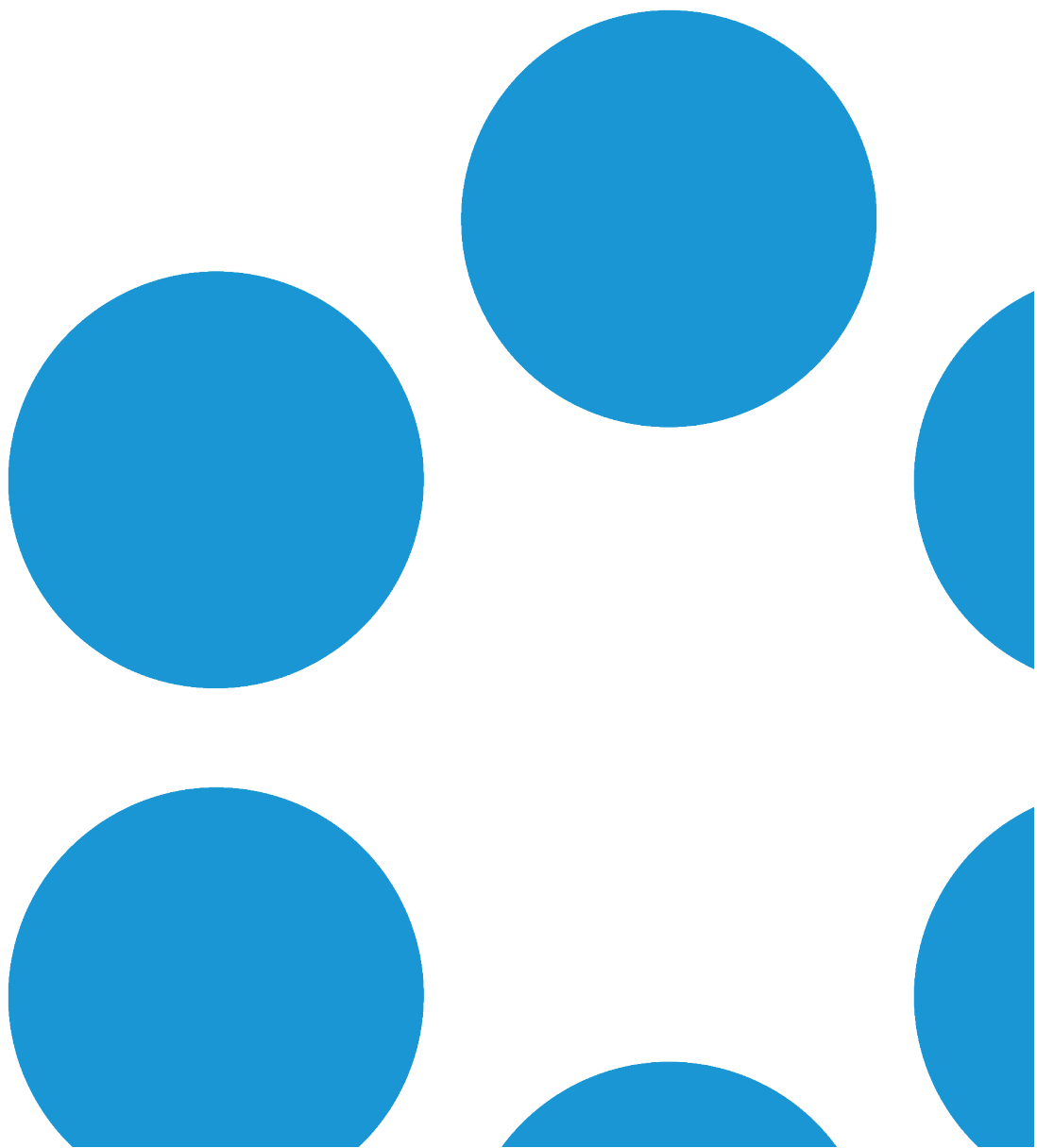




vFire 9.4 Release Notes

Version 1.5





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## Version Details for vFire Core 9.4 Release Notes

The table below contains version details for this document.

Version No.	Date	Details
1.0	13 May 2016	These release notes document new features and changes in the vFire Core 9.4.0 release. It includes details of the vFire Core and Officer & Portal releases.
1.1	16 May 2016	Minor update to correct version numbering
1.2	8 July 2016	Update to fix list to reflect fixes implemented in the 9.4.1 and 9.4.2 releases
1.3	10 August 2016	Update to fix list to reflect fixes implemented in the 9.4.3 and 9.4.4 releases
1.4	7 September 2016	Update to fix list to reflect fixes implemented in the 9.4.5 release
1.5	13 October 2016	Update to fix list to reflect single fix implemented in the 9.4.6 release

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## 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.
<b>Field name</b>	Fields are highlighted in bold text.



# Introducing vFire 9.4

Welcome to vFire 9.4 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 Core Prerequisites Guide](#)
- [vFire Core Installation and Upgrade Guide](#)
- [vFire Core Server Console Guide](#)

## Customizations

If you have created customizations, ensure that they are compatible with vFire Core 9.4.0. 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.com](http://www.alemba.com).



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

Note the following compatibility when downloading software versions.



vFire Core	vFire Officer & Portal
9.4.0	9.4.0
9.4.2	9.4.2
9.4.3	9.4.2
9.4.4	9.4.4



## New Features and Changes in vFire Core 9.4

vFire Core 9.4 includes the following new features and changes.

Feature	Functionality
<b>"Add Me" feature for Major Incidents</b>	Users with the required permissions can now select an <b>Add Me</b> button for Major Incidents. See <a href="#">page 9</a> for more details.
<b>Exchange 365 Certification</b>	You can now use a Microsoft Exchange 365 server for incoming and outgoing email with the IMAP and POP3 protocols. See <b>Email Settings</b> in the online help for more details.
<b>vFire Statistics Tool</b>	A new option has been added which can be used to troubleshoot system performance issues, as well as participate in the planning and development of the product. See <a href="#">page 10</a> for more details.
<b>Terminology change</b>	This is throughout the vFire Core and portal interfaces, and is designed to strengthen the system's alignment with ITIL standards. See <a href="#">page 11</a> for more details.  As part of the terminology change, the vFire Customer Portal is now referred to as vFire Self Service. See <a href="#">page 13</a> for more details.
<b>Create Custom Pages</b>	System administrators can now create custom pages for use within vFire Self Service by taking a copy of an existing page in the Install directory, renaming it, and creating a custom link within the portal. See <b>Creating Custom Pages</b> in the online help for more details.



These Release Notes give an overview of the new features. You can find out more about how to use the features by visiting our online guides at [www.alemba.help/help](http://www.alemba.help/help). You must be registered with the site to log in.





## Add Me

Users can now add themselves to a Major Incident so that the full impact of the Major Incident can be captured and reported on, and the user can receive feedback and updates, such as when the Major Incident is resolved.

There is now an additional set of checkboxes in the **Self Service Portal Role: Options** tab which can be used to give permissions to "add me" to major incidents.

Users with the necessary permissions will see an **Add Me** box in the Major Incidents widget in their vFire Self Service home page. Once they choose to be added to the major incident, an incident will be cloned and assigned to them and the **Add Me** button will disappear. The user can then review the major incident, add notes and attachments as standard.

As a system administrator, you need to carry out the following steps:

- Enable the **Review Major Incidents** widget and the **Show Add Me Button** option in the **Options** tab of the **Self Service Portal role**.
- If necessary, configure the **IPK Status Ref** number. The system assumes that the IPK Status Ref for a major incident is 5. In some of the long-established systems, this Ref may be different. System administrators needing to change this setting should consult Alemba Support if in doubt.
- Create a call template for each partition, if call templates are partitioned in your system.
- In the **Self Service Portal Settings (Partitioned)** window, specify which call template will be used for each partition. This is very important to ensure that the analysts can access the call

With these settings in place, the Major Incident widget should be visible in the Self Service portal, with the **Add Me** button available until selected by the user.



## vFire Statistics Tool

The vFire Statistics Tool gathers system information to help troubleshoot performance and user issues and support improvements to the system. It ships with the product and can be run to generate a snapshot of system background information.

It can be run as a one-off, using the new **vFire Statistics** option in the **Help** menu if users are trying to troubleshoot. This is typically done in conjunction with Alemba Support, and will generate an email that is automatically sent to them containing system statistics. The user initiating the report can specify additional recipients if they wish.

It can also be run as a monthly report, which is automatically generated at the start of every calendar month and sent to Alemba. The data gathered from these reports is completely anonymous, and the statistics generated will be used to improve the product and schedule enhancements. They cannot and will not be used for any other purpose, such as marketing or directly contacting a user. System administrators can choose to participate in this data collection process by selecting the option in the System Settings window. The checkbox is deselected by default.

For more details, see **vFire Statistics Tool in the online help**.



## Updated Terminology











In the 9.4.0 release, vFire Core strengthens its ITIL alignment with a terminology update.

We have rebranded the vFire Customer Portal and changed labels across the system to reflect ITIL standards.



This terminology change only affects out-of-the-box fields and labels; in-house content and modifications remain untouched by the upgrade. See [page 12](#) for more details.

The following changes will be observed after installing or upgrading to vFire Core 9.4.0:

Pre 9.4.0	9.4.0 onwards
<b>Customer</b>  Customer Survey  Email Customer Customer Approval Task	<b>User</b>  User Survey  Email User User Approval Task
<b>Officer</b>  Current Officer	<b>Analyst</b>  Current Analyst
<b>External Officer</b>  Linked External Officer	<b>External Contact</b>  Linked External Contact
<b>User</b>  User ID Delete Disabled Users	This term has been replaced with the most appropriate term for the context, to prevent confusion with the Customer-to-User change  Login ID Delete Disabled Person Records



## Limitations of Terminology Update

The terminology changes introduced in 9.4.0 do not apply to the API or user-created content or user-modified labels, when upgrading.

**eg** A custom screen set named **New Customer Screen Set** will remain unchanged.

**eg** A created field named **Customer ID** will remain unchanged (both Label and Display Name values).






**eg** If you changed the Label value (but not Display Name) of the standard **Customer** field to **Employee**, the label value will continue to be **Employee**. However, as this is a standard (out of the box) field, the Display Name value will be changed to **User** by the upgrade. The reverse is also true - if the Display Name value is changed but not the Label.

**eg** If you changed both the Label and Display Name values of the standard **Customer** field to **Employee**, both will continue to be **Employee**.



## vFire Customer Portal becomes vFire Self Service

The title **vFire Customer Portal** has been replaced with **vFire Self Service** or **Self Service Portal**, as follows.

Pre 9.4.0	9.4.0 onwards
<p><b>Customer Portal</b></p> <p> vFire Customer Portal Customer Portal Log On</p>	<p><b>Self Service</b> <i>within the Portal</i></p> <p> vFire Self Service Self Service Log On</p>
<p><b>Portal</b> (<i>when referring to the vFire Customer Portal</i>), or <b>Customer Portal</b></p> <p> Default Portal Publish to Portal Customer Portal Session Time Out</p>	<p><b>Self Service Portal</b> <i>within vFire Core, the vFire Server Console and so on</i></p> <p> Default Self Service Portal Publish to Self Service Portal Self Service Portal Time Out</p> <p> <b>Portal</b> is still displayed within vFire Core in some circumstances.</p>



## Changes to Supported Platforms in vFire Core 9.4

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

Exchange 365/Exchange online is now supported.

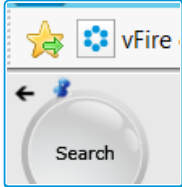
### Platform Support Removed

No platform support has been removed.



# New Features and Changes in vFire Officer & Portal 9.4

This release of vFire Officer & Portal includes the following new features and changes.

Feature	Functionality
<b>Menu change</b>	<p>You can now pin or unpin your menu to enlarge elements on the screen by selecting the small pin icon in the top left corner of your menu.</p>  <p>Having selected it, you will notice that the menu disappears and the elements on the screen enlarge. You can redisplay the menu by hovering over the top menubar, and repin it by selecting the icon again.</p>



## Issues Fixed in vFire 9.4

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.

Issue Number (internal ref in brackets)	Functional Area	Short Description	Fixed in Version
<b>23366</b> (10170)	Designer	The 'conditional mandatory' dynamic rule was not working when applied to a Date field. This has been resolved and the rule is working as expected.	vFire Core 9.4.6
<b>22786</b> (11323)	API	API Text added to the Actions & Solutions field on the mobile App were not added to the History of the call. This has been resolved and the text is now added and visible.	vFire Core 9.4.5
<b>18841</b> (10358)	Search	Searches for CMDB, Call and KB articles were not loading properly, occasionally displaying a white screen. This has been fixed in this release.	vFire Core 9.4.4
<b>20489</b> (10390)	SLM	SLA breaches were not applied correctly to calls which were suspended and then unsuspended. This has been fixed in this release.	vFire Core 9.4.4
<b>20563</b> (10393)	Request History	When viewing the Request History, analysts were unable to select additional types. This has been fixed in this release.	vFire Core 9.4.4
<b>20743</b> (10413)	Email	No events were being created for SLAs and OLAs when a call was submitted via email. This is now fixed and SLAs and OLAs are applied appropriately.	vFire Core 9.4.4





Issue Number (internal ref in brackets)	Functional Area	Short Description	Fixed in Version
<b>20748</b> (10460)	Email	IPK Workflow rule emails were not being sent when the cc/bcc setting was enabled in Messaging. This has been fixed in this release.	vFire Core 9.4.4
<b>21767, 21500</b> (10875)	Dashboard/Viewing Workload	Workload and Dashboard views in vFire Core were automatically showing unsubmitted calls. These have been removed from the default view.	vFire Core 9.4.4
<b>n/a</b> (10889)	Connectors	SAML authentication is supported in this version for users of 9.4. Users of 9.5 must install v9.5.1. It will become part of the base product in 9.6.0.	vFire Core 9.4.4
<b>20608</b> (10316)	Designer	Dynamic Rules using linked fields as criteria were not always triggering when assigned to a checkbox on a Self Service Portal screen. This is now fixed.	vFire Core 9.4.3
<b>21113, 21286</b> (10676)	vFire Self Service	In Chrome, items and links were not displaying correctly in the Manage My Order window after an order was submitted. This is now resolved.	vFire Core 9.4.3
<b>21292</b> (10667)	vFire Self Service	Using the browser's Back button while in a Self Service submission form intermittently resulted in a "Webpage has expired" error page. This is resolved.	vFire Core 9.4.3
<b>21296</b> (10685)	vFire Self Service	In vFire Self Service, when selecting an incomplete order in the mini-cart (Your Orders) or the 'Manage my orders' screen, it now presents the un-submitted forms. Also, the Delete checkbox for orders has been replaced by a delete button.	vFire Core 9.4.3



Issue Number (internal ref in brackets)	Functional Area	Short Description	Fixed in Version
<b>21306</b> (10689)	vFire Self Service	A button has been added to the Your Order section of the Service Catalog home screen which removes items from the in-progress order. This replaces the two actions of first selecting the Remove checkbox and then updating the order.	vFire Core 9.4.3
<b>21439</b> (10686)	vFire Self Service	"Linked" field values were not displayed in Portal screens . This is now resolved.	vFire Core 9.4.3
<b>n/a</b> n/a	Install & Upgrade	Issues with mismatched file versions have been fully fixed	vFire Core 9.4.2.2
<b>n/a</b> n/a	Install & Upgrade	Issues with mismatched file versions have been partially fixed	vFire Core 9.4.2.1
<b>20966</b> (10473)	Install & Upgrade	Font Copy error during upgrade to 9.4.0 during certain circumstances has been resolved.	vFire Core 9.4.1
<b>20986</b> (10475, 10489, 10457)	Install & Upgrade	Upgrade performance issues have been resolved	vFire Core 9.4.1
<b>21008</b> (10472, 10519)	Install & Upgrade	Upgrade logs files now create correctly	vFire Core 9.4.1
<b>11679</b> (5063)	Designer	Date fields on portal screens in were not hidden when their Hide property in Designer was set to either 'Yes' or a dynamic rule. This is now resolved.	vFire Core 9.4.0
<b>14518</b> (9524)	Reporting	The 'Admin Summary - IPK Groups and Officer' report was not including analysts recently added to the system. This is now resolved.	vFire Core 9.4.0



Issue Number (internal ref in brackets)	Functional Area	Short Description	Fixed in Version
<b>14786</b> (6318)	Designer	The Cost Center Name field can now be made unique in Designer, as can IPK Group, Workflow Group, Subscriber Group, Jurisdictions and Knowledge entities	vFire Core 9.4.0
<b>16596</b> (7238)	Email	Incoming emails were updating existing Workflow Templates where the Template number was accidentally used in the email subject. Request, Call and Task Templates cannot now be updated via Incoming email.	vFire Core 9.4.0
<b>17425</b> (7571)	Email	Emails from calls no longer display the last comment entered by the Analyst into 'Action & Solutions' (SOLUTION_DESC in Designer) if the 'Visible in Self Service Portal' was unchecked for the comment.	vFire Core 9.4.0
<b>17574</b> (8889)	Pager	Analysts with valid pagers now receive a page when Page Officers is set under the IPK group, even if no group pager exists.	vFire Core 9.4.0
<b>17796</b> (7895)	Search	When performing a search by Organization with 'Equal + Below' selected, the results now correctly show results from all child tiers for the selected organization, not only tiers 1 and 2.	vFire Core 9.4.0
<b>18082</b> (8065)	API	Target Date in Requests created via API was defaulting to the date/time when the Request was created. This is now resolved.	vFire Core 9.4.0



Issue Number (internal ref in brackets)	Functional Area	Short Description	Fixed in Version
<b>18097</b> (8690)	IPK	The Action Type field on the Call screen was defaulting to "Unspecified". This has been fixed and follows the normal mandatory and no default value settings when ticked in Designer.	vFire Core 9.4.0
<b>18356</b> (8240)	Email	The Description now appears as expected in Call Search browse and Calls Outstanding views for calls logged via Incoming Email (MAPI).	vFire Core 9.4.0
<b>18519</b> (8688)	IPK	Only tasks/approvals for the relevant analyst(s) are displayed on the Tasks Outstanding window if "Forward Internally" is checked.	vFire Core 9.4.0
<b>18820</b> (8973)	Config Portability	The "Invalid column name 'STATUS'" error is no longer displayed when importing screens with dynamic rules containing profiles without a STATUS column.	vFire Core 9.4.0
<b>18835</b> (9112)	Portal	Portal Approval Approve form was showing all dynamically hidden fields after clicking submit with invalid password. Conditionally hidden fields are no longer visible in Portal approval screens when submitting the approval without entering a password.	vFire Core 9.4.0
<b>18856</b> (9100)	API	An error was generated when trying to create a person via API - UserID already Exists. This has been resolved.	vFire Core 9.4.0



Issue Number (internal ref in brackets)	Functional Area	Short Description	Fixed in Version
<b>18876</b> (8969)	Email	When a Call was logged via Incoming Email, the html within the Call Description was rendered as plain text. This has been resolved. (This only arose if Inboundemailia Stored Procedure was enabled.)	vFire Core 9.4.0
<b>19093</b> (9331)	Server Console	A new "Additional Connection String Properties" text box appears in Server Console Database Properties "Advanced" screen to resolve the SQL Connection String issue. Contents are appended to Connection string.	vFire Core 9.4.0
<b>19559</b> (9720)	Install & Upgrade	The patch tool was failing due to timeout. 30 minutes command timeout has been added to each command used in the patch tool to resolve this problem.	vFire Core 9.4.0
<b>20270</b> (10145)	SLM	The Application Error pop up after clicking "Override IPK Conditions" in Agreement Details screen has been resolved.	vFire Core 9.4.0
<b>20309</b> (10166)	SLM	Suspending Calls resulted in an incorrect Target time after suspension. This has been resolved.	vFire Core 9.4.0
<b>20357</b> (10175)	Install & Upgrade	VSMService.svc and WebHandlerService.svc were missing from upgrade and clean install. These are now included in the build kit for upgrade and clean install	vFire Core 9.4.0



Issue Number (internal ref in brackets)	Functional Area	Short Description	Fixed in Version
n/a (8077)	Install & Upgrade	Upgrade errors relating to the table 'dbo.IN_APPLICATION_CACHE' which were occurring on certain systems have now been resolved.	vFire Core 9.4.0
n/a (8829)	vFire Self Service	Bar chart drill down now works in Chrome	vFire Core 9.4.0
n/a (9408)	Officer	patch-create-sp.xml has been removed as no longer needed	vFire Core 9.4.0
n/a (9453)	Search	Organization column now exists in Location Search's column config in Main app. You can also drill down to Organization from Location column in vFire Core Searches like Call, Request, CMDB Item, etc; and from the Location column to Organization in Search Fields Settings admin screen.	vFire Core 9.4.0
n/a (9483)	Install & Upgrade	MAMLTtoHTML.xslt, vCM SQL script files are now deployed in the upgrade and setup kit	vFire Core 9.4.0
n/a (9491)	Oracle	When "Create New Calls Anonymously" is turned on in Incoming Email Settings, it generated errors and incoming emails are not processed. This has now been fixed.	vFire Core 9.4.0



Issue Number (internal ref in brackets)	Functional Area	Short Description	Fixed in Version
n/a (9529)	Config Portability	<p>The classification of the following config port log messages have been changed to more accurately reflect the nature of the message:</p> <ul style="list-style-type: none"> <li>• (pre-9.4) Critical Errors = (9.4) Errors</li> <li>• (pre-9.4) Errors = (9.4) Warnings</li> <li>• (pre-9.4) Warnings = (9.4) Informational</li> </ul>	vFire Core 9.4.0
n/a (9530)	Oracle	The classic skin now displays correctly on Oracle for both setup kit and MSI.	vFire Core 9.4.0
n/a (9531)	Install & Upgrade	The update tool needed manual code changes every time a minor version is incremented. The code has been updated to be based on the assembly details instead of hard coded.	vFire Core 9.4.0
n/a (9532)	vFire Self Service	"Unable to find Call #xx in the database" error occurred when submitting service order submission form linked to a call template. This has been resolved.	vFire Core 9.4.0



Issue Number (internal ref in brackets)	Functional Area	Short Description	Fixed in Version
n/a (9533)	Install & Upgrade	<p>Some cleanups have been done on registry keys under HKLM &gt; SOFTWARE &gt; Alemba &gt; vFireCore:</p> <ul style="list-style-type: none"> <li>• "InfraVersion" renamed to "Version" (this now stores the full version string)</li> <li>• "InfraEnterprisePath" renamed to "InstallPath"</li> <li>• "RPVersionXX" keys replaced with a single "UpdateStage" key</li> <li>• "RPVersionOldXX" key removed completely, no longer needed</li> </ul>	vFire Core 9.4.0
n/a (9534)	vFire Self Service	<p>Errors when submitting Portal submission forms with blank read-only fields (such as LOCKED BY, AUTHORISED BY, LOGGING OFFICER) have been resolved. Some other smart search issues found during QA of this ticket are also fixed.</p>	vFire Core 9.4.0
n/a (9552)	Designer	<p>In Customer Survey Input, Output and Already Completed screens, fields are now selectable after saving, closing and re-opening screens in Designer. QD field icons are now positioned in the correct order (to match Call screens)</p>	vFire Core 9.4.0





Issue Number (internal ref in brackets)	Functional Area	Short Description	Fixed in Version
<b>n/a</b> (9705)	Knowledge Bank	KB Admin was preventing users from deleting KB Items. The KB Administration search results browse table did not show the Delete button. This has been resolved and KB items can be deleted/undeleted as necessary.	vFire Core 9.4.0
<b>n/a</b> (9770)	Install & Upgrade	The patch tool was identifying locked files, but failing to copy them or identify the error. The patch process will now wait longer for a locked file to become unlocked before attempting to recopy the file.	vFire Core 9.4.0
<b>18994</b> (9428)	Officer	Issue with nested change calendar filters is now resolved	vFire O&P 9.4.0
<b>19099</b> (10097)	MMA	MMA URL now redirects to the correct address (vFireProduction/officer.aspx)	vFire O&P 9.4.0
<b>19101</b> (9427)	Calls	Deleted problem types were showing as [REF_COMPOSITE_67] . A fix has been applied so calls in vFire Officer still show problem types after they have been deleted.	vFire O&P 9.4.0
<b>19734</b> (9655)	SQL	Calls can now be cloned to requests.	vFire O&P 9.4.0
<b>19993</b> (10099)	Workflow/ SQL	Emails are now being sent when a request is logged in vFire Officer.	vFire O&P 9.4.0
<b>20005/20067</b> (10050)	Admin	Analysts with admin selected can now log into Officer Admin v9.3	vFire O&P 9.4.0



Issue Number (internal ref in brackets)	Functional Area	Short Description	Fixed in Version
n/a (9540)	Officer	The timeout alert message was causing the expiry time of the session to be extended with the time set in the session timeout. If Ok was clicked on the warning message, the user could go on to perform actions and the session will not end as expected. The timeout alert message has been enhanced and reworded to provide a more helpful message.	vFire O&P 9.4.0
n/a (10195)	Officer	When a call is cloned, the Save button on the new call screen is now available	vFire O&P 9.4.0
n/a (10204)	IPK	Calls with a negative call number were being returned in the incident matching panel results. This has been resolved.	vFire O&P 9.4.0



## Further Information

### Product Information and Online Support

For information about Alemba products, licensing and services, visit [www.alemba.com](http://www.alemba.com).

For release notes and software updates, go to [www.alemba.help](http://www.alemba.help).

Up-to-date product documentation, training materials and videos can be found at [www.alemba.help/help](http://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](http://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](mailto:info@alembagroup.com).

