vFire 9.2.0

Release Notes

Version 1.0

Table of Contents

Version Details

This document supports the version of the product listed. The table below contains version details for the guide.

Version No.	Date	Details
1.0	19 Dec 14	These release notes document the changes and updates in the vFire Core V9.2.0 release.

Online Support

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Comments and Feedback

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About this Document

These release notes contain instruction and information on the features and upgrades which are incorporated in the 9.2.0 release of vFire Core. vFire Core was previously known as VMware Service Manager.

Intended Audience

This document is written for officers and administrators who are responsible for the upgrade and use of the latest vFire Core system.

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 interest/significance to certain users. Notes are also highlighted in a shaded box.
	Warnings. These are also highlighted in a shaded box.
Field name	Fields are highlighted in bold text.

Introduction

Welcome to vFire Core 9.2.0 from Alemba.

This document describes the features and fixes within this release. It is recommended that you read it prior to installation. vFire Core 9.2.0 is a minor release which contains new feature functionality and fixes to known issues.

Installation

For installation instructions, please see the **vFire 9.2 Prerequisites Guide** and the **vFire 9.2 Installation Guide**.

New Features and Changes

vFire 9.2.0 includes the following new features and changes.

Feature	Functionality
Rebranding	All software and documentation is now rebranded to reflect Alemba's takeover of the development of VMware Service Manager
Licensing	From this release, you will need a 9.2 License Key from Alemba. **! You will not be able to use a 9.2.0 system without a new license key.**
Dynamic Screens	Fields can be made available, depending on dynamically changing conditions. Depending on configurable rules, parts of the screen can be made hidden, read-only or optional until certain conditions are met, at which point they become visible, enterable or mandatory.
Report Builder Upgrade	The vFire Core reporting engine has been upgraded to Version 15.
Monitor Settings	You can now select a "first day of the week" for reporting purposes.
Incoming Email Settings	The options for reopening calls via incoming email have been modified.
Changes to supported platforms	Platform support has been added for SQL Server 2014

Rebranding

Alemba has taken over the development of VMware Service Manager. Part of this transition involves the renaming and rebranding of the software. VMware Service Manager has become vFire and is now an Alemba software product.

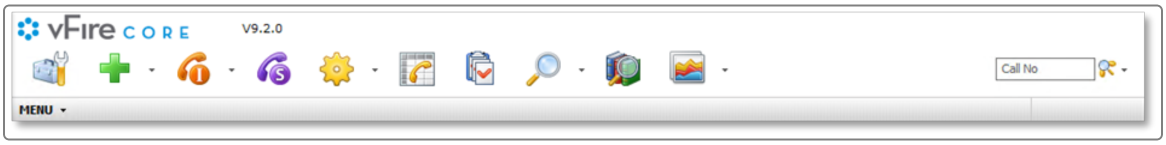
The following represents the new naming conventions for the existing product interfaces.

Previous Name	New Name
VSM (main client)	vFire Core
VSM Customer Portal	vFire Customer Portal
VSM External Supplier Portal	vFire External Supplier Portal
VSM Catalog Portal	vFire Catalog Portal
VSM HTML Only	vFire HTML Only
VSM PDA	vFire PDA

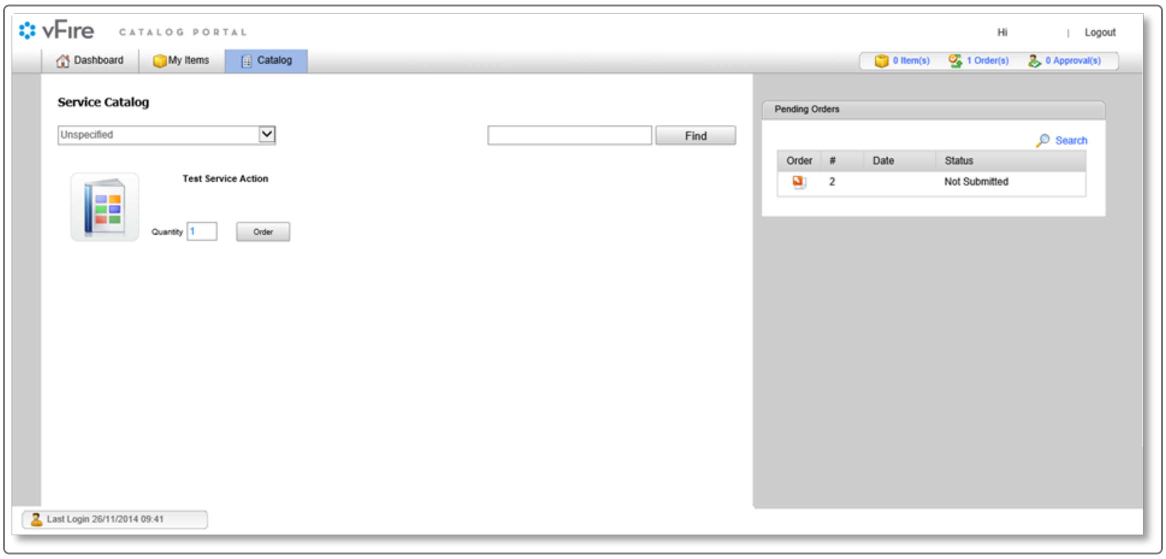
The rebranding is consistent throughout the product suite and Alemba documentation, and is reflected in the login screens, help files and screen designs.

Within the vFire Core application the icons and logo have been updated, as illustrated overleaf.

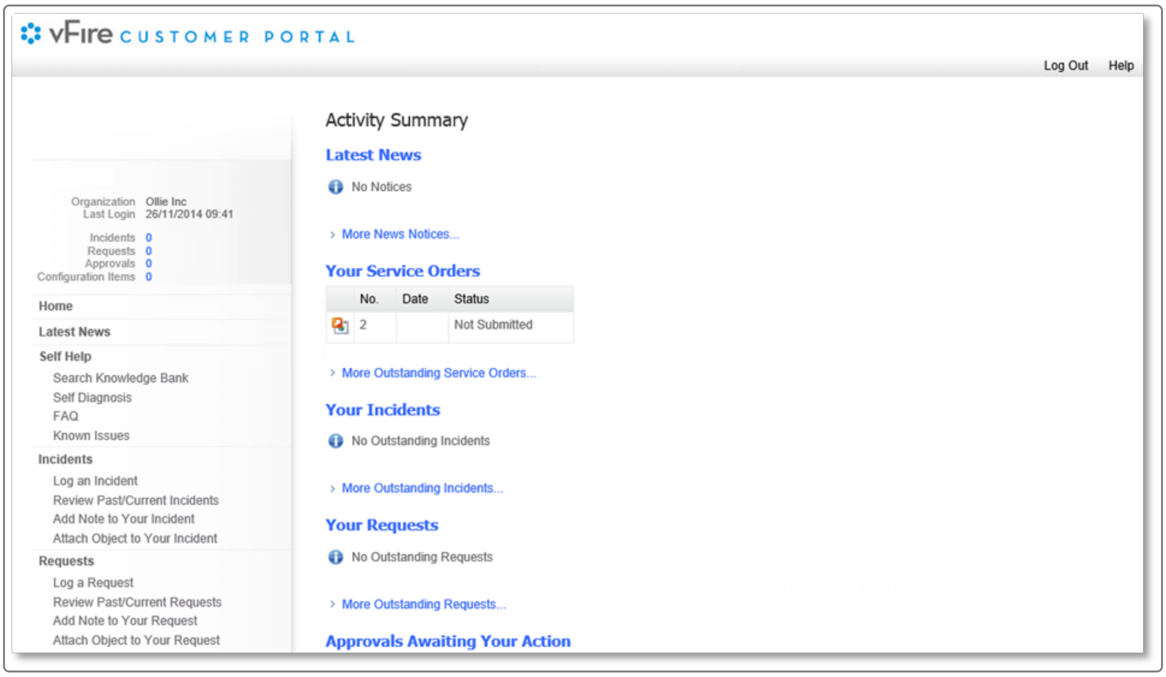
The banner now looks as follows:



The vFire Catalog Portal looks like this:



The vFire Customer Portal looks like this:



New URL

As part of the rebranding a new URL (or landing page) has been provided. You now have the option of browsing to a landing page 'core.aspx' instead of the old 'servicemanager.aspx' page.

Sample old URL:
http://myserver/systemname/servicemanager.aspx

Sample new URL:
http://myserver/systemname/core.aspx

FAQ

? **Will my old 'ServiceManager.aspx' URL Still work?**

Yes, any existing URLs or links will still work the same as before the upgrade

? **Can the new 'Core.aspx' page have URL variations appended to it? (e.g. 'core.aspx?lite' for the Customer Portal)**

Yes, any of the existing URL variations will work with the new 'Core.aspx' page.

Licensing

Before you start

You will not be able to use a 9.2.0 system without a new license key.

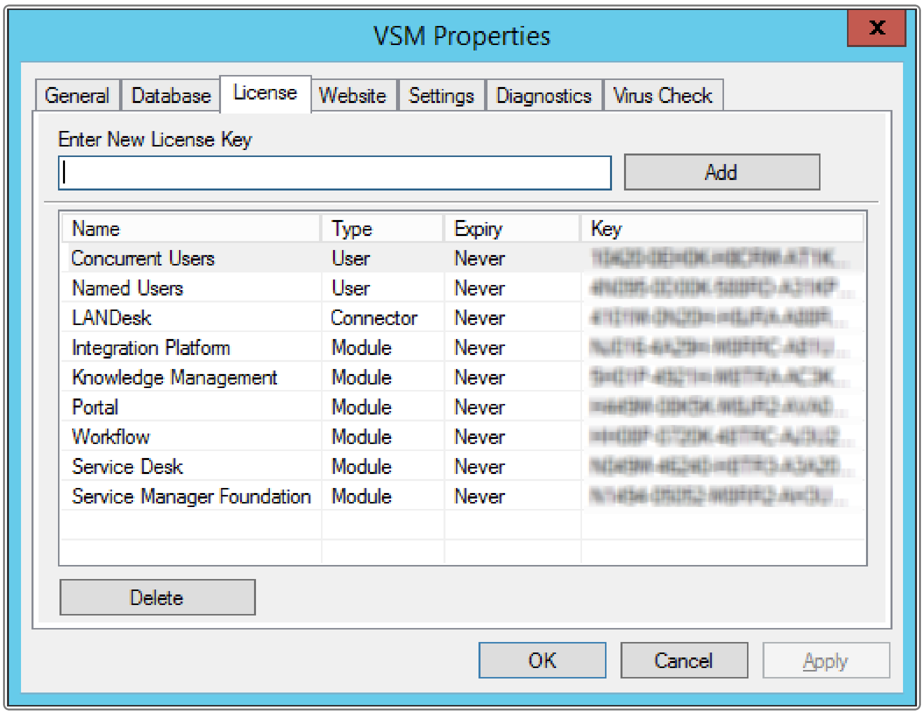
Previously you would have had a separate License Key for each module purchased but for 9.2.0 and going forward, Alemba will issue a single License Key for each installation. Your entitlement will remain the same but the key itself must be updated.

Please contact Alemba Support or your Account Manager to request a new License Key.

vFire Server Console Change

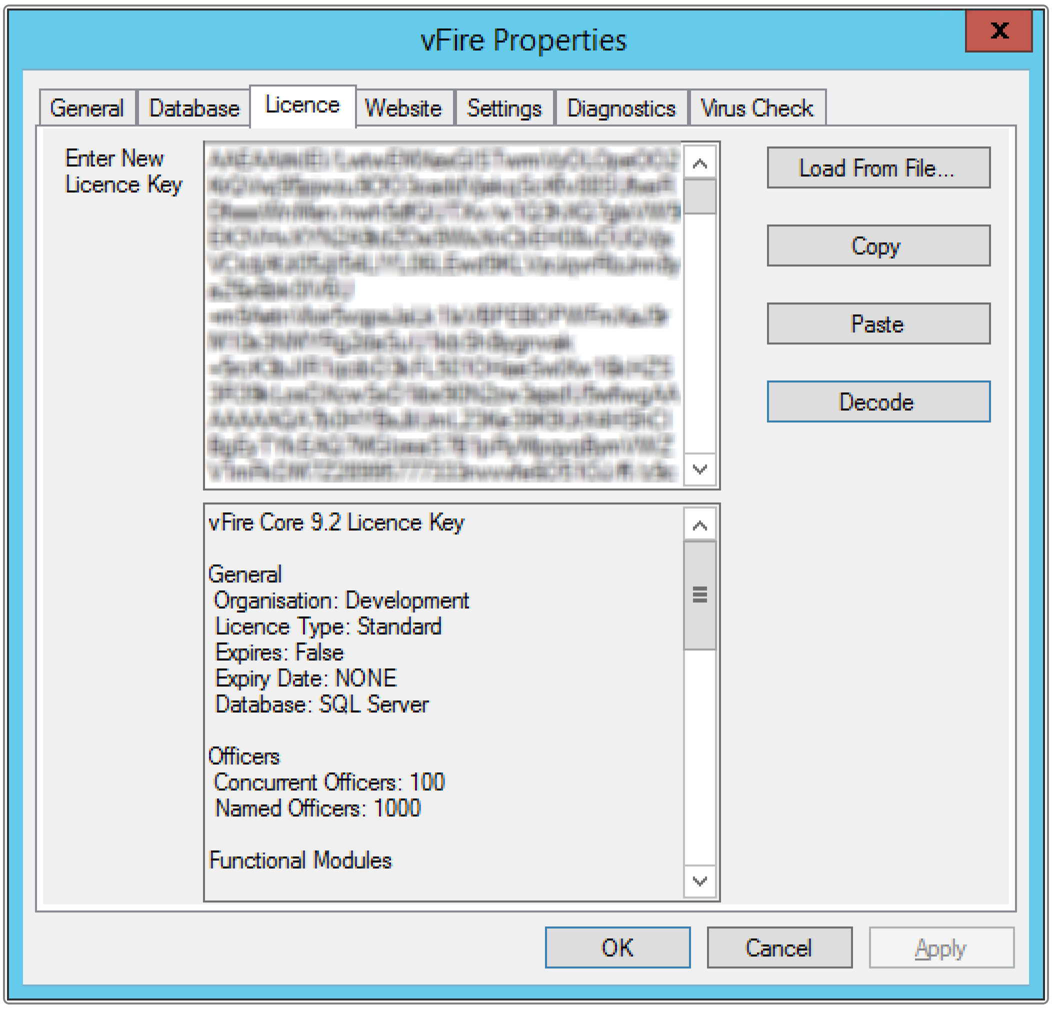
The License Tab on the Properties dialog box has been changed to accommodate a single License Key.

The VSM Properties dialog box is illustrated below.



You can see the new vFire Properties dialog box overleaf.

The new vFire Core Properties dialog box looks like this:



Dynamic Screens

This release sees the introduction of dynamic screens, where parts of the screen that an officer or customer is completing can be made available depending on dynamically changing conditions. You can configure rules that will make parts of the screen hidden, read-only or optional until certain conditions are met, at which point they become visible, enterable or mandatory.

Advantages

This helps to keep the screen simple, and reflect the order in which you want things done, helping the officer or customer complete the task in hand quicker.

Where can Dynamic Screens be used?

You can apply these to most of the elements that make up a screen – fields (including HTML fields), headings, and entire tabs or sections. Buttons can even be hidden until required, according to your needs. Wherever the properties Hidden, Read Only or Required appear on a screen element, this new feature can be used.

Who can use this feature?

Once applied by the system administrator, this feature is available for both officers and customers using vFire Core and vFire Customer Portal.

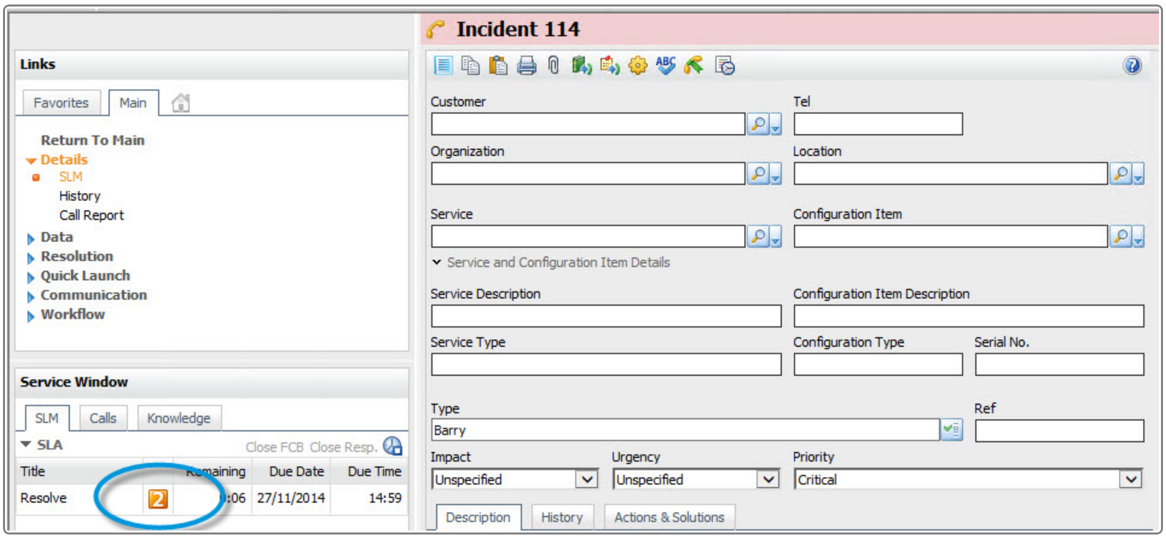
Examples of Dynamic Screens in Action

The following sections illustrate some examples of how dynamic screens can help. You may want to:

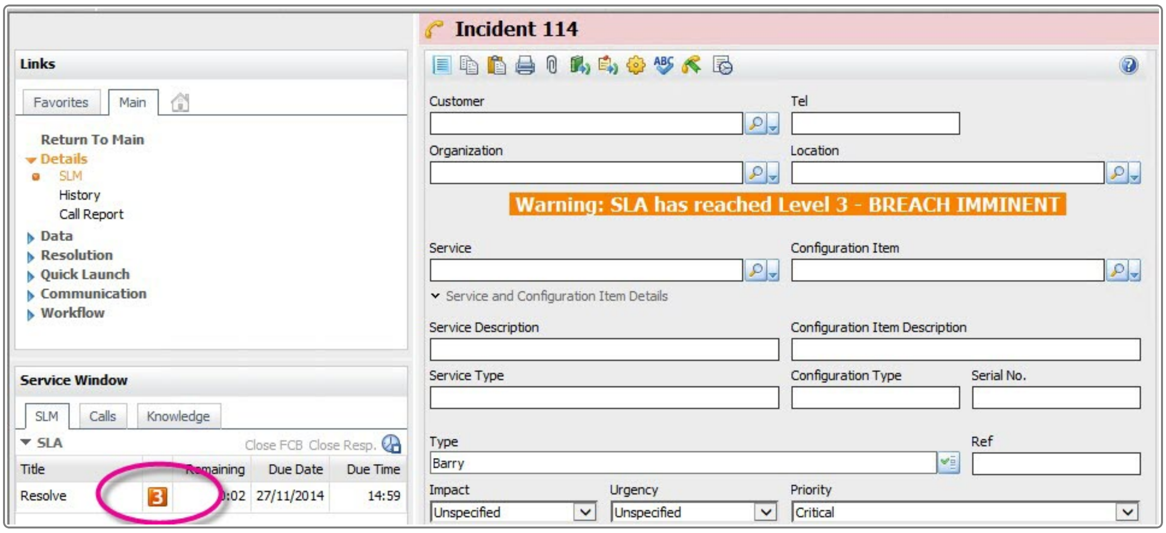
- display a warning on the screen if a call is about to breach
- hide non-essential fields when customers are logging a Critical incident
- only show implementation details on a Change after it is Authorized
- hide unnecessary detail on a Service form until you need to add it to the catalog

Breach Scenario

In this screen, the Incident has reached breach level 2.

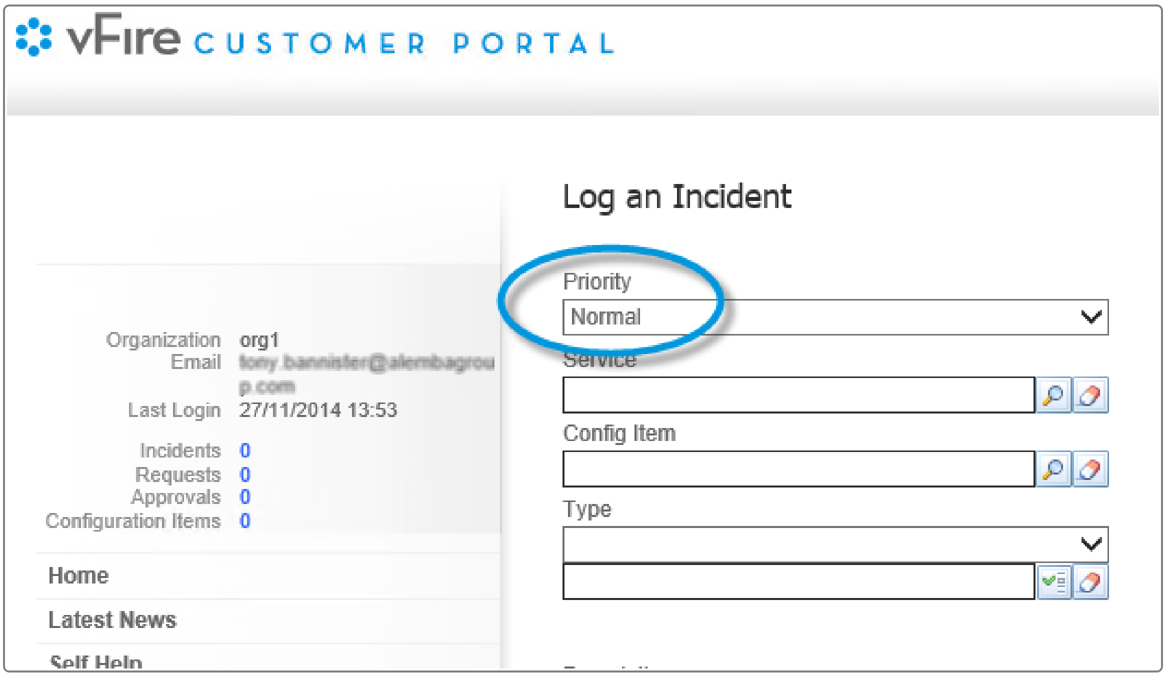


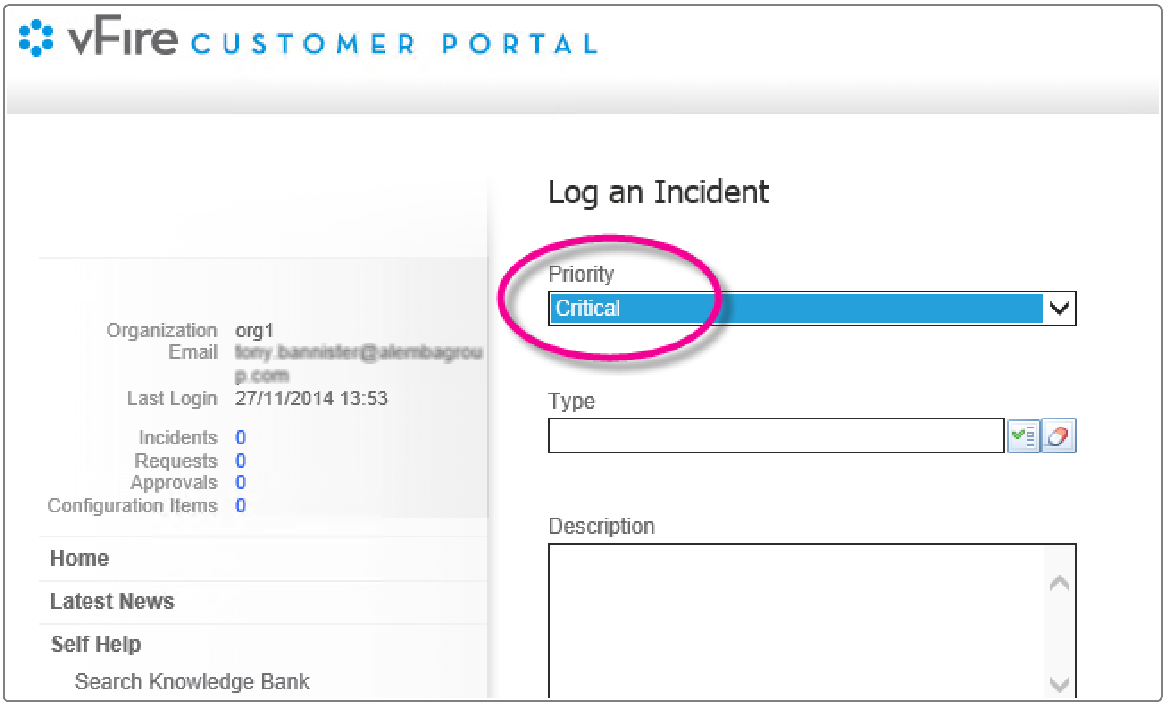
Once it reaches level 3, the screen changes to display a warning:



Critical Situations

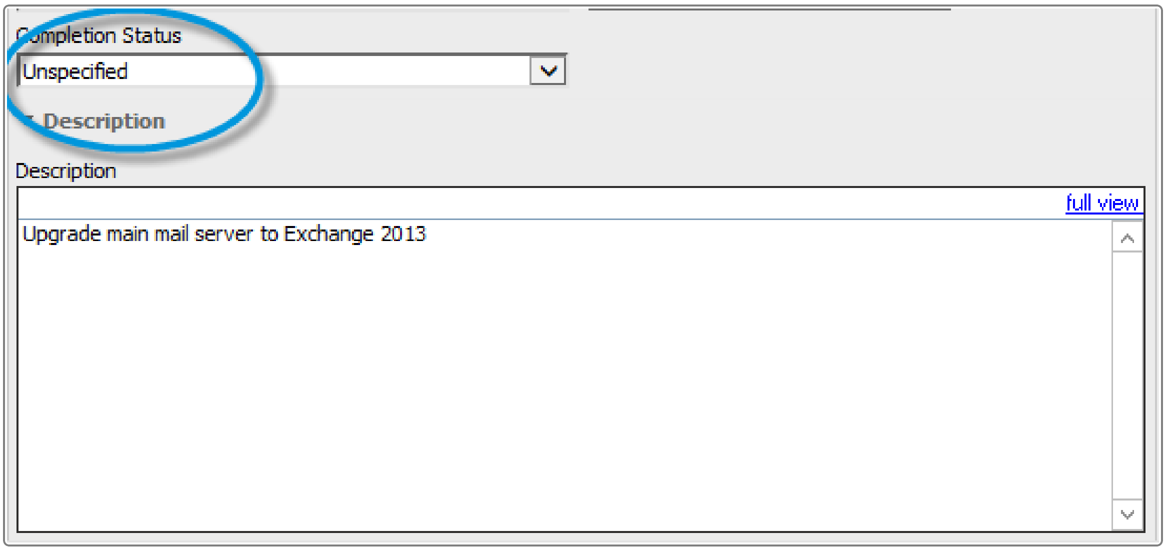
On the vFire Customer Portal, the customer only has to complete the essential details, if it is a critical issue:

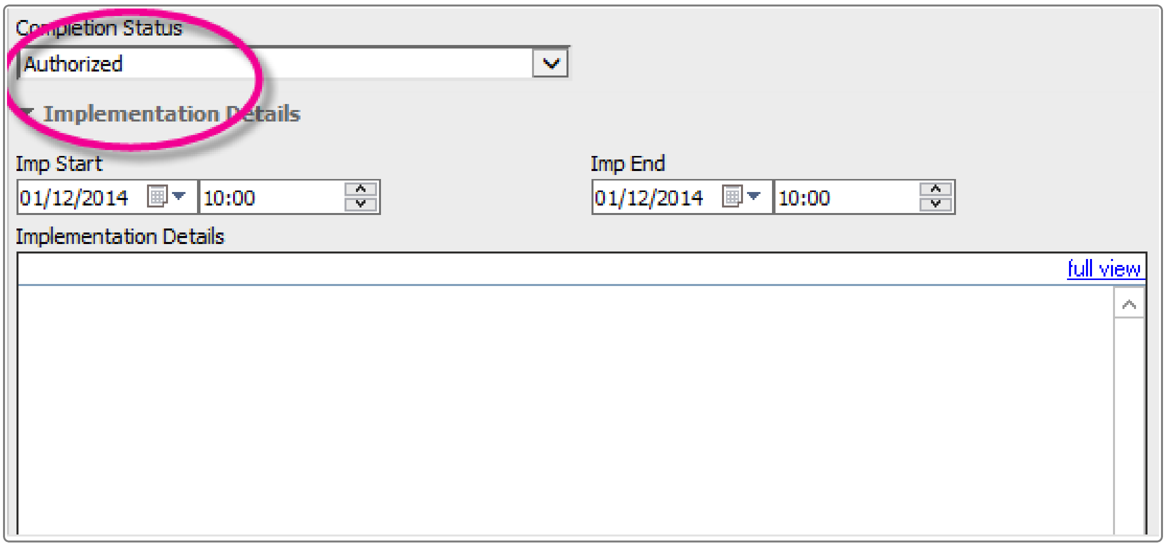




Logging a Change

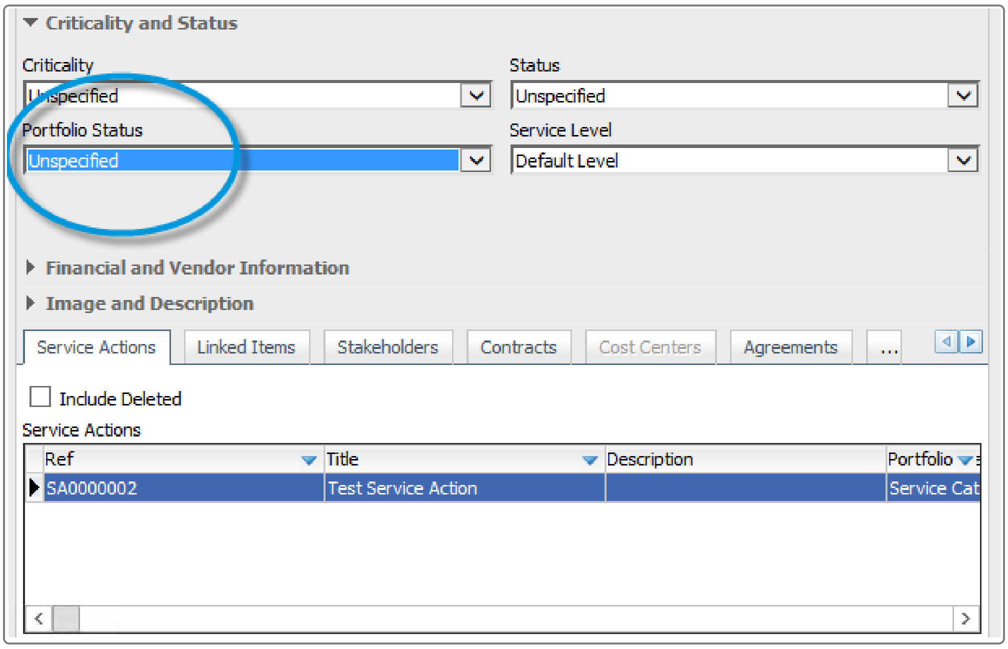
Within a Change, the implementation details are hidden until the request is authorized:

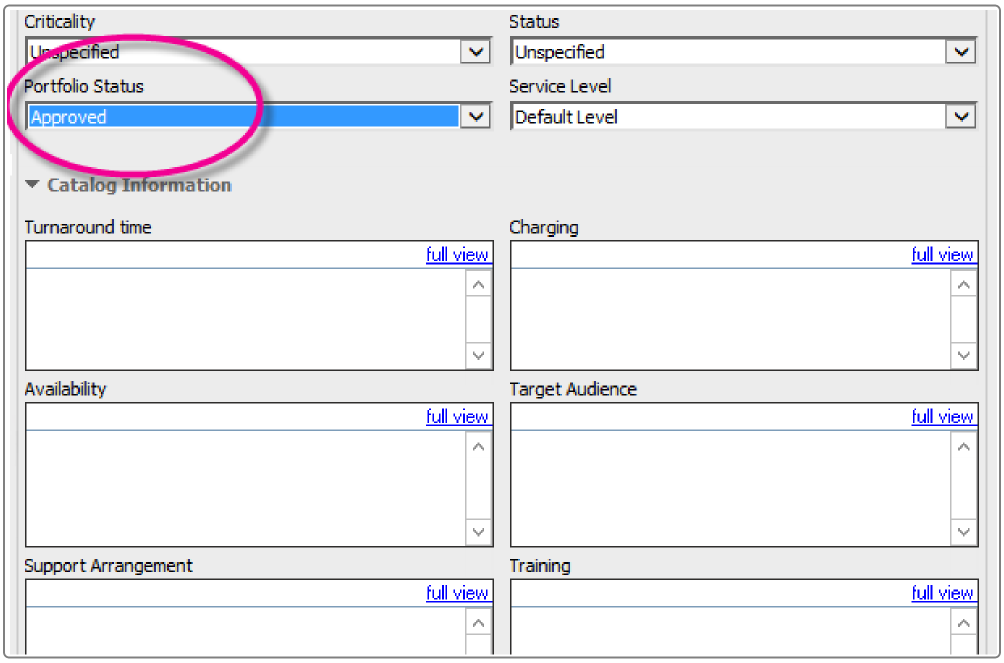




Entering Catalog Information

On the Service Details screen, detailed catalog information is hidden until you need to complete it:

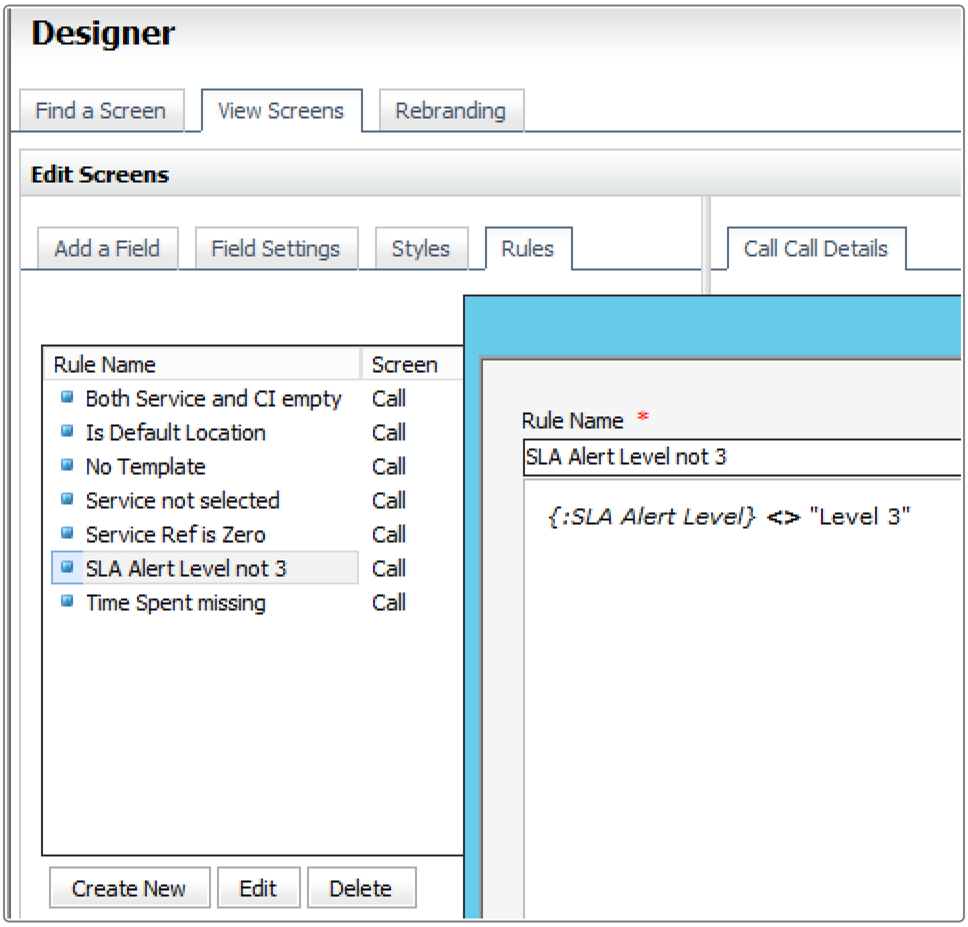




Setting up Dynamic Screens

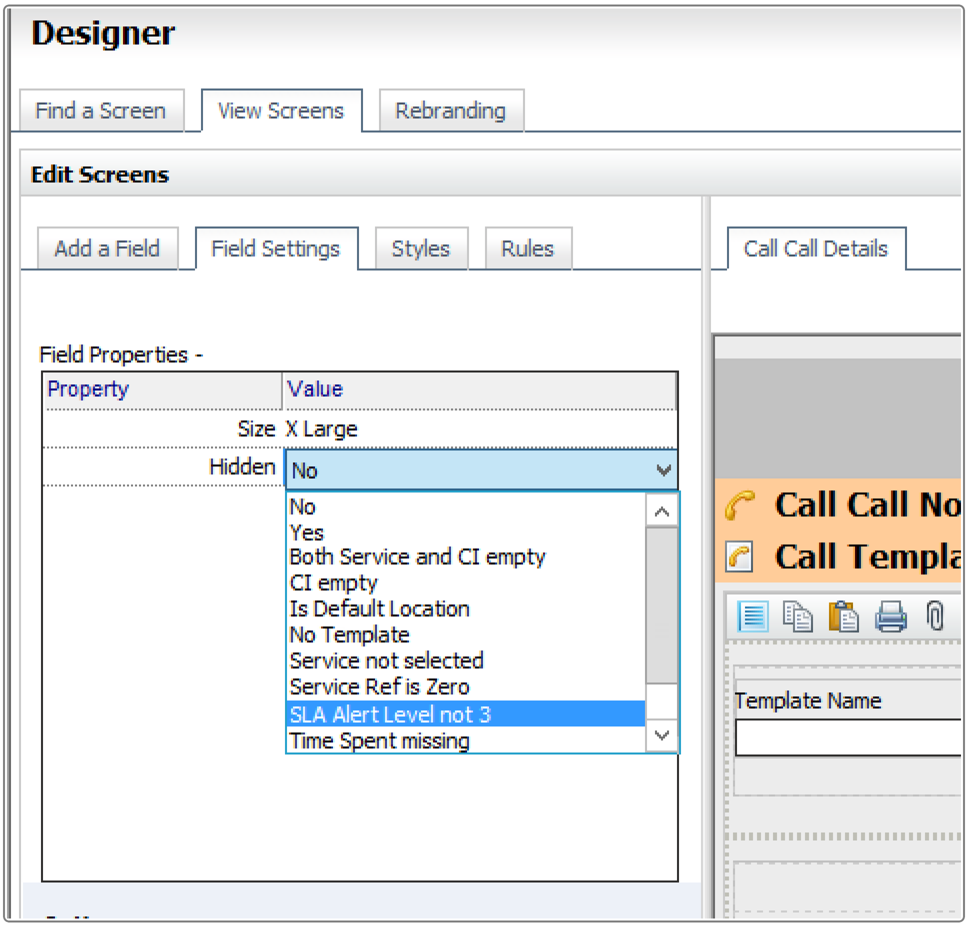
Dynamic screens are easy to set up – first you define a rule, then you can apply it to as many fields as you want. If you define the rule on a parent screen, it will be available to all its child screens, should you wish to use it.

Rules are defined in a new sub-tab within the **View Screens** tab when viewing a screen in **Designer**. Select **Create New** and use the standard vFire Rules Builder to create your rule. (The Rules Builder is already used for setting up rules for Proactive Analysis, Manage CMDB Task transactions and in the Integration Platform.) Give your rule a unique name, save it, and the rule is ready to use.



The Rules Builder allows you to build rules based on the following field types: Text , Numeric, Drop Down, Single Value QD, List Box, Checkbox and Date. It does not support fields of type Text Area, Multiple Value QD or Multi-Select.

If you look at a field's Properties, you will find that most have at least one of the properties **Hidden**, **Read Only** or **Required**, and often all three. Rules appears after "No/Yes" in the dropdown on **Read Only** and **Hidden**, and after "None" in the Field Rule dropdown in the **Required** Field Configuration dialog (if you select the **On Condition** option).



Pick a rule for the desired property, save the screen, and you are done. Thereafter, if the condition is true, then the behavior will apply.

Dynamic Fields and Actions

You have extra options for the **Required** property. Here you can link a rule to one or more Action, so that when you perform that action, the rule is applied. For example, you can leave some fields optional until you forward the call, at which point the system will check the rule, and if the condition is true, it will ensure that those fields are filled in first.

This additional feature is available for the following Actions:

Calls	Save/Defer, Forward Internal, Forward External, Close
Requests	Save/Defer, Forward Internal, Submit, Complete
Tasks	Save/Defer, Forward Internal, Complete

You can also make fields Required for Actions without setting a rule, in which case the fields will always become mandatory when that action is invoked.

Improvements on Earlier Versions

Earlier versions of vFire Core had a simplified, less flexible version of this feature. It only allowed you to either make a field Required for one or many Actions, OR for one or many Priorities, OR for one or many Call Statuses. The new version still allows linking to just Actions or just rules, but you can also combine Actions with rules and the rules are much more flexible.

If previously defined, the old rules will be displayed and continue to work. Deselect **Required** and save the screen to make the new features available to configure.

Additional Information

Not everything has the Hidden, Read Only or Required properties – in some cases they would not make sense – but wherever they appear, the dynamic behavior is available.

Fields that are on related records, such as a customer's telephone number on a Call screen, are Read Only by definition, so the option to apply a condition to this is not available. As they are not enterable, you cannot make them Required either, so again this cannot be made conditional. You can however make them conditionally Hidden.

FAQ

? What happens to screen rules I created using the old Rules Builder?

Any existing rules will be upgraded to the new Rules Builder format and applied in the same way as before.

? Can I apply rules to Custom fields?

Yes.

? Can I apply many rules to a single screen element?

No just one. If you want to apply two rules, just create a third rule that contains both of the others.

? Are rules available on other screens?

Yes - you can see rules from parent screens.

? If I clone a screen with rules, are the original rules available on the new screen?

Yes

? Does this affect the behavior of the Unique field property?

No – that continues to work as before.

? Is it available yet in other parts of vFire, such as vFire Officer and vFire Portal?

Not yet. They will act as if these properties are not set.

Top Tips

- Make sure your Rule name is unique.
- Be careful with your logic – don't make a field required while it is hidden or read-only!
- Rules you create for a screen will also be available for any child screens, should you wish to use them.

Worked Examples

Here is how to set up the examples mentioned above.

Rule	Apply to Hidden property of ... field	... on Screen
SLA Alert Level <> Level 3	new HTML Editor type field with warning	Call Details
Call Priority = Critical	all fields down to Description	Call Submission
Completion Status = Unspecified	Implementation Details (collapsible section)	Request
Service Portfolio Status = Unspecified	Catalog Information (collapsible section)	Service

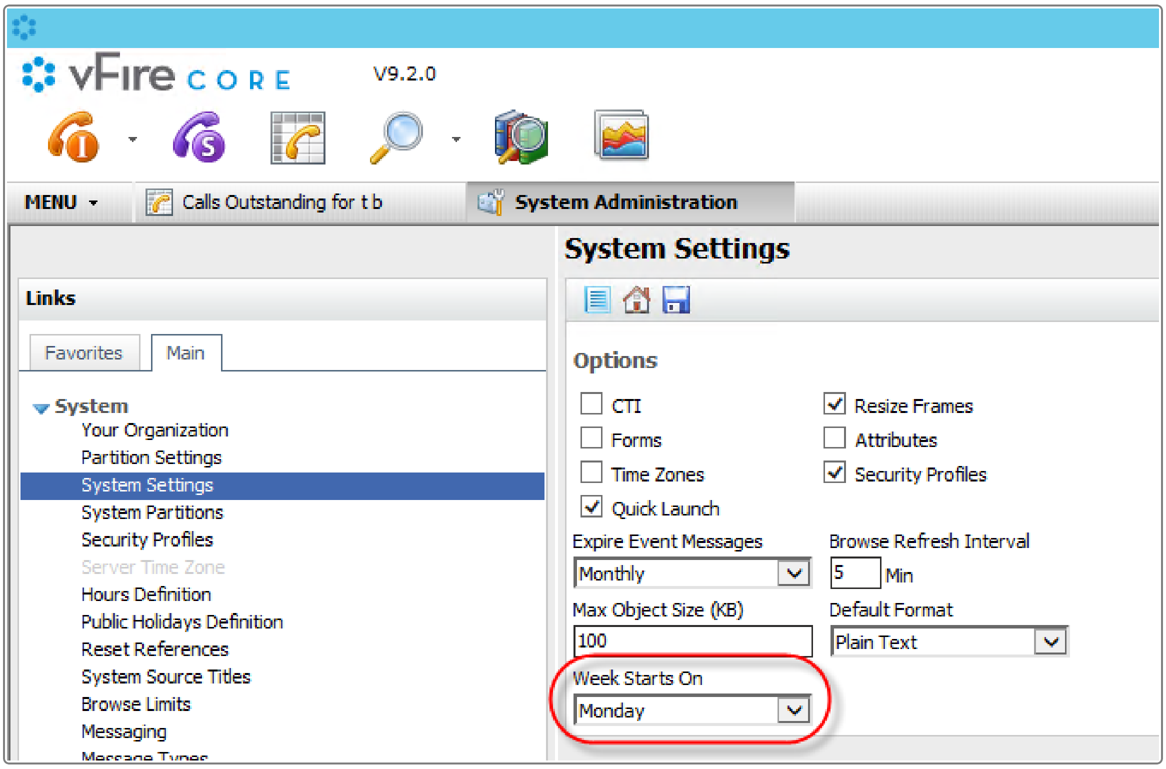
Report Builder Upgrade

The vFire Core Report Builder engine is based on a third party toolset. As part of our ongoing maintenance program, this has been upgraded to Version 15 to help leverage various enhancements and fixes.

For specific fix details see the section on **Fixed Problems**.

Monitor Settings

A new Admin option has been added for Monitors. Previously when "group by week" was selected, weekly statistics were hard coded to start on the Sunday. Now you can select the first day of the week for reporting purposes. This option is found in System Administration>System Settings and is named 'Week Starts On'.

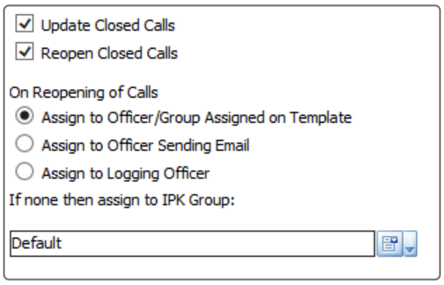


This will change the default start day.

Incoming Email Settings

The options for reopening calls via incoming email have been modified. There were certain circumstances which the previous rules did not accommodate. Changes have been made to cover these scenarios.

A new IPK Group field has been added named **If none then assign to IPK Group**'. This is used in conjunction with each of the three **On Reopen of Calls** radio buttons (these are only activated once the **Reopen Closed Calls** checkbox is selected. The functionality of these three options is described below.



Option Name	Definition
Assign to Officer/Group Assigned on Template	Assign the reopened call to the group or officer specified in the template initially used to create the call. If the call was not logged via a Call Template or if it was used by a Call Template and the template does not have an officer or group assigned then the call is assigned to the IPK Group selected in the box below. This was previously named 'Assign Officer/ Group on Template'. It has been renamed for clarity.
Assign to Officer Sending email	Assigns the reopened call to the officer who sent the email. If the person sending the email was not an officer, the call is assigned to the IPK Group selected in the box below.
Assign to Logging Officer	Assigns the call to the officer who logged the call originally. The history entry for the reopen email is recorded in the name of the customer. If the call was not logged by an officer it is assigned to the IPK Group selected in the box below. This option was previously named 'Assign to Default Logging Officer'. It has been renamed for clarity.

Changes to Supported Platforms

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

Platform Support Added

Database Server: SQL Server 2014

Platform Support Removed

None

Fixed Issues

The following table lists problems fixed in this release:

Issue	Issue summary	Fix summary	System area	Fixed in Version
2897	Reports that contain graphs which use the "Summary" option as their datasource produce results that are not grouped properly when the report is scheduled.	Reports are now showing consistently whether scheduled or run manually. The fix applied the same chart classes that were used by the control.	Reporting	9.2.0
2919	IIS crashes when opening a Knowledge Base article that has been created with pasted content in the Additional Info field.	Content in the Additional Info field does not corrupt, which was the cause of the error.	Knowledge Base	9.2.0
2954	SLM calculations incorrectly handling public holiday/hours definitions	Changes to the downtime calculations have rectified this issue.	SLM	9.2.0
2955	SLM CMDB Selection Priority. When a custom field is added to multiple screensets for different CMDB types, it is reflected multiple times in the CMDB Selection Priority admin page.	The SQL query fix means that only a single entry is now showing.	SLM	9.2.0

Issue	Issue summary	Fix summary	System area	Fixed in Version
2956	Deleted model types are displaying in search criteria when filtered by manufacturer.	The behavior of the deleted field values check has been changed to exclude deleted values by default.	CMDB	9.2.0
2957	When an OLA is configured and IPK overrides are set as part of the configuration, the system is not taking the IPK overrides into consideration when calculating the OLA Target time.	IPK Overrides correctly affect OLA Target Times.	SLM	9.2.0
3005	An issue in the reporting object caused a fatal communication error.	Error resolved	Reporting	9.2.0
3006	A call in one partition gets another partition closure rules when the officer switches partitions.	The correct closure rules are assigned to the call within the partition to which they are assigned.	IPK	9.2.0
3007	Script error when loading customer survey output form.	Script errors resolved on customer survey output form.	Customer Surveys	9.2.0
3008	Recurring event log error from workflow service.	There are no event errors about system overflow exceptions when the workflow and core services have been up for a long time.	Services	9.2.0

Issue	Issue summary	Fix summary	System area	Fixed in Version
3009	Stakeholder notifications. Email Grouping(CC/BCC) (Admin > Messaging) is set to On, the request history doesn't show recipient name if the message is set up to send to Request No/Organization/Stakeholder	The Stakeholder recipient is showing in the request history and receiving emails.	Workflow	9.2.0
3010	When a user deleted a saved search it emptied the SU_ WEB_CONFIG table for all users that are logged in.	The SQL fix applied means that officers can add or delete saved searches without affecting the configuration settings for other users.	Search	9.2.0
3011	Workflow Service only running on one thread.	Workflow service now runs on multiple threads when more than one request needs to be processed.	Services	9.2.0
3012	In Admin for Limit Type by IPK Status, the screen freezes when changing options due to slow javascript coding.	Performance of functions on this screen have been improved.	Admin	9.2.0
3019	Date fields in emails are displaying in US format, i.e.: mm/dd/yyyy, even though the Server Date Time has been changed to dd/MM/yyyy.	Server Date Time has been changed to dd/mm/yyyy and emails are now sent with the correct date format.	Email	9.2.0

Issue	Issue summary	Fix summary	System area	Fixed in Version
3516	Incorrect date shown on Calls Outstanding and Reports when Timezone difference is half an hour	Call details consistently display the logged in officer's time/date details.	Calls Outstanding	9.2.0
3522	Exporting items via Configuration Portability results in an out of memory error.	All Options export can be run successfully.	Config Portability	9.2.0
3525	When reopening calls via emails, the partition can swap to a partition to which the user should not have access.	New functionality has been added to cater for unhandled situations. See **Incoming Email Settings** (page 25) for more details	Email	9.2.0
3526	There are issues with importing workflow templates.	The same workflow templates can be imported without error.	Workflow Portability	9.2.0
3622	Errors processing incoming email.	Mail DLLs upgrade with latest versions of Mailbee and Redemption DLLs	Email	9.2.0
3653	Customers with officer access are able to see person details when sending an email from within a call even though they are partitioned.	Recipient Window only shows users with in the same partition.	Email	9.2.0

Issue	Issue summary	Fix summary	System area	Fixed in Version
3654	There was an issue with the location_ref field on the portal request submission screens where the location is being overwritten by the location on the person record.	On the request submission form, the location value can be specified and modified when the customer is not linked to the location.	Customer Portal	9.2.0
3655	Person records for customers that email in to the system are being created in the wrong partition even though the call is going to the correct partition.	Customer records are being created in the correct partitions when they email a call.	CMDB	9.2.0
3656	No email notifications sent to VSM groups.	Email notifications are being sent to groups.	Email	9.2.0
3658	Reporting datasets appear to be disregarding the data being passed in via an Unbound parameter	When running a report via Report Explorer the tracing shows Call Logging Group ref and Call Resolve Group ref.	Reporting	9.2.0
3660	Error displayed when trying to upgrade from 9.0 to 9.1 - Application terminated at System not current correctly configured.	Registry changes handled to circumvent error	Installation/ Upgrade	9.2.0

Issue	Issue summary	Fix summary	System area	Fixed in Version
3666	Users with the Author box checked in the Knowledge management security role cannot edit their own documents if Content access is turned on and the Edit box is not checked for the Profile the document is part of.	The author who created the article has the right to edit it when they have the correct permission applied.	Knowledge Base	9.2.0
3667	If the polling service for Config Port is terminated or fails before the activity is updated, when loading up Config Port screen under Admin, it will remain blank.	If a port is interrupted, a message is displayed confirming this.	Config Port	9.2.0
3701	The 'Service Window' on call screens does not display when the VSM client is launched from a load balanced URL.	Service window displays as expected.	SLM	9.2.0
3713	When sending emails to officers by group where one or more have a delegate set up, the emails were not going to any recipients after the system had processed the delegate email.	All officers within the group including the delegator and the delegate receive emails.	Email	9.2.0

Issue	Issue summary	Fix summary	System area	Fixed in Version
3737	The Config Item field was reinstated after an upgrade and then not available for linking to an Outbound Action Task.	The Outbound Action Task can be selected once it's added to Designer.	Designer	9.2.0
3753	Wrapper Options. Show Captions Checkbox status not remembered.	Show Captions Option now saves correctly	Wrapper	9.2.0
3786	There was an issue with simulating an outage and finding root causes	Simulating an outage on a peer-to-peer CI relationship functions correctly.	Outages	9.2.0
3787	Large numbers of errors posting on the VSM Admin Server were making debugging almost impossible. EG DeleteStencil ERROR: (Infra.Services.Core) Error Deleting Request XXXX	Extra checks have been added to procedures to ensure links are cleared from service order and service order item when deleting.	Services	9.2.0

Issue	Issue summary	Fix summary	System area	Fixed in Version
3807	Add NoLock to the following Queries: > Get Temporary Request > Count Suspended Tasks > Retrieve Template Connector by Connector Task No > Retrieve Template Connector Index by Task No > Retrieve Template Component Task By Task No > Workflow Task Coordinates	Queries Modified	Database	9.2.0
3815	SLM window incorrectly displaying '-' instead of time remaining	The remaining value is reflecting the time remaining until the SLA is breached.	SLM	9.2.0
3817	If a call has a resolve breach to level 1 and then the call is closed, the Resolve SLA continues to count down and then eventually shows as breached.	The SLA stops counting when the call is closed.	SLM	9.2.0
3839	When a call is cloned, the contents of the Workaround field are duplicated. The duplicated Workaround is added to the call History, which if cloned many times causes an unwieldy history and slow response.	When cloning calls, the workaround contents are not duplicated.	IPK	9.2.0

Issue	Issue summary	Fix summary	System area	Fixed in Version
3866	IE11. Knowledge Article Details not Displayed Correctly	Knowledge Article details now display correctly	Knowledge Base	9.2.0
3888	The horizontal scrollbar does not work within the Availability schedule and the schedule name is trimmed.	The Schedule list is now displays as a drop down and the long name is displayed in full.	Availability	9.2.0
3913	The RemoveRequest stored procedure is taking a long time to run.	Removing the OR statements from Oracle for RemoveRequest and RemoveTask in the Delete or update statements has fixed the issue.	Database	9.2.0
3918	There was a slow query in the event log for 'Get Request Linked Requests'.	The modified query has rectified this.	Database	9.2.0
3932	The print dialog box in the reporting engine has changed from 9.1.8 to present less options to the user.	The correct print dialog box is now shown when printing reports to any format.	Reporting	9.2.0
3934	Exporting reports to Excel fails when a field is 8kb or higher.	Reports export to Excel with large field sizes without error.	Reporting	9.2.0

Issue	Issue summary	Fix summary	System area	Fixed in Version
3938	Patch process is not performing upgrade database step for an SQL server with no Oracle Driver.	When the Oracle Driver is absent, the SQL Upgrade can still be performed.	Installation/ Upgrade	9.2.0
3940	Oracle error for query SURVEYPAGE INPUT	Query modified and now runs with no errors.	Customer Surveys	9.2.0
3941	Users with a Workflow Security role but not the right to reopen approvals are able to do so.	Users cannot reopen approvals without the right to do so.	Workflow	9.2.0
3943	Javascript error when accessing Knowledge Base articles.	There are no errors when accessing a Knowledge Base article.	Knowledge Base	9.2.0
3946	Breach times for multiple agreements that apply different OLAs to tasks in a workflow are not being applied correctly.	Dependent task OLAs have the correct start times.	SLM	9.2.0
3947	If the source system workflow template is modified to have the same name as a target system workflow template, it does not refresh after import to be consistent.	The target system import workflow template is updated to be consistent with the source system.	Workflow	9.2.0

Issue	Issue summary	Fix summary	System area	Fixed in Version
3949	The Workflow Polling service does not restart at midnight.	The TimeOut check has been moved to earlier in the process and the Polling service restarts at midnight.	Services	9.2.0
3950	The Get Outage Details query still runs even when Availability is not configured.	The query is no longer running when Availability is not configured.	Availability	9.2.0
3951	The issue was slow running query in the event log EVENTVIEWER EXPIRE EVENTS.	No event errors when starting Core Services.	Services	9.2.0
3952	Get error when uploading large objects	Objects can be uploaded within the defined size limit.	Attachments	9.2.0
3958	Bulletin Search Criteria. Cannot paste into a numeric field if it has trailing or leading white space.	Bulletin Search Criteria screen accepts and processes numbers with and without leading and trailing spaces.	Bulletin Board	9.2.0
3959	The session expiry message is not displaying in the officer's time zone.	The timeout warning is now rendered using the officer's time zone.	Session Management	9.2.0
3965	There was an error adding attachments to service requests in the portal when the customer tries to log it on behalf of someone else.	The owner and creator can add notes and objects to requests and calls.	Customer Portal	9.2.0

Issue	Issue summary	Fix summary	System area	Fixed in Version
3970	Printer paper size defaults to Letter instead of A4.	The paper size is retained from Report Explorer and if printed from the Report Designer the paper size set in report attributes is used.	Reporting	9.2.0
3985	VSM v.9.1.9. Screens exported using VSM Designer have incorrect object closure tag - double angle bracket instead of a single one	Object closure tag amended.	Designer	9.2.0
3986	The Request Multi QD value does not display correctly on Request Email, Request Letter.	Request CIs and Request services multiple values are displaying correctly on the Request Email and Request Letter.	Workflow	9.2.0
3987	When external supplier cancels a Call through the portal (button 'Not Complete'), the wrong history type is recorded.	A call cancelled by an external supplier using the Not Complete button is being recorded in the history as EU - External Action Not Complete.	External Supplier Portal	9.2.0
3988	When a call is submitted via the portal and an entry is selected in the Type field and then subsequently removed, the Type selected is still showing on the call details.	A default value has been added to this field so that when an entry is removed it will be replaced with the default value rather than the previously entered value.	Customer Portal	9.2.0

Issue	Issue summary	Fix summary	System area	Fixed in Version
3989	Monitor issue: Call grouping by week does not depend on server or regional settings, call records are gathered from Sunday to Friday - excluding Saturdays.	A new admin setting has been added called Week Starts On so that the administrator can define the first day of the week. The monitor graph will be adjusted according to this setting. See **Monitor Settings** (page 23) for more details.	Dashboards	9.2.0
3990	On the External Supplier portal, the default contact external officer couldn't edit an external supplier task if a contract had not been assigned and the non default contact was able to action the task.	When an external supplier task does not have a contract assigned, the default contact external officer can edit the task and the non default contact external officer receives an error message when trying to action the task.	External Supplier Portal	9.2.0
3991	On the External Supplier portal there was an error message displayed when attempting to open an attachment on a task.	The object attachment can be opened from an External Supplier Task on the portal.	External Supplier Portal	9.2.0
3992	Call Closure screen displays officers not having the permission for "Closure Comments". All officers are displayed in the "Forward To" list.	Officers will only appear on the list when closing calls if they have the 'closure comments' permission enabled.	IPK	9.2.0

Issue	Issue summary	Fix summary	System area	Fixed in Version
3993	The 'Reason' field can only be mapped to one 'Quick Solution' record.	The 'Reason' field can now be mapped to multiple quick solution records.	Quick Solutions	9.2.0
4017	Availability Error when time zone offset with commas	Error resolved	Availability	9.2.0
4028	There was an issue when emailing notifications from a workflow to all workflow groups that was not sending the notifications to all users because there were too many email addresses in the string - which had a maximum character value of 512.	There is no longer a maximum number of characters.	Email	9.2.0
4029	Some fields are missing on a report when using extension data.	SQL has been modified and all report data appears as expected.	Reporting	9.2.0
4031	There was a mismatch in Action Time shown in the Timesheet column view and the full details shown when opening a particular action details.	A fix to a javascript code now ensures that the time spent appears consistently on the Time Sheet details.	Timesheets	9.2.0

Issue	Issue summary	Fix summary	System area	Fixed in Version
4032	Change Window message for CMDB users with 'CMDB Item Action by Default' and Availability turned off.	Additional validation has been added so that if Availability is not enabled the prompt will not show on the CI screen.	Availability	9.2.0
4033	The SLM Exclusion function on the call > SLM screen does not save when pressing the Apply button	Verified exclusion pop up appears when exclusion applied in call SLM window. Verified Exclusion and reason appear in Call History. Verified Call is excluded from SLM Breach Report. Verified Call without Exclusion appears in Report	SLM	9.2.0
4034	API transaction CallCreate. When call template is not partitioned, CallCreate form Partition parameter is not recognized. The call is always logged to officer's default partition.	This fix is specific to the scenario when Call template is not partitioned. The IPartition parameter will be recognized if it is under officer's accessible partition. Otherwise, it will be set to officer's default partition.	API	9.2.0
4074	AD scans failing due to missing Display Type	Splitting the static and inheritable functions means that the AD scans function as expected.	Integration Platform	9.2.0

Issue	Issue summary	Fix summary	System area	Fixed in Version
4092	When the Start and End date/times of an Action Type are changed and set to the same value they are not recorded in the History.	When Action Start and Action End Date/TImes are set to the same value on Call Details, the information is accurately recorded in the history.	Timesheets	9.2.0
4115	On External Supplier Portal, any External Supplier Task attachment doesn't show file name. Instead, it shows as (Object).	Correct file name now shown	External Supplier Portal	9.2.0
4116	When External Officer is not the default contact of the external supplier and not linked to the contract, the task search and task under contract on the home page display are not showing correct number.	Now showing correctly	External Supplier Portal	9.2.0
4117	Calls reopened via email are not appearing in the Outstanding calls > Your Group's Calls and are going to the 'incoming email' officer group instead.	When reopening a call via email the call is now going to the group the call is being forwarded to and appears correctly in the Outstanding Calls.	Calls Outstanding	9.2.0
4129	Schema modified to add index DOCUMENT_TYPE to IN_IS_WORDS	Schema modified to add DOCUMENT_TYPE to IN_ IS_WORDS with indexes modified	Database	9.2.0

Issue	Issue summary	Fix summary	System area	Fixed in Version
4131	The Get License Count Query was blocking other queries from executing.	The SQL fix to the Get License Count no longer blocks other queries.	Database	9.2.0
4148	INBOUNDMAILIA2 stored proc constantly writes to event viewer	The INBOUNDMAILIA2 stored procedure has been stopped from writing to the event viewer in certain circumstances	Email	9.2.0
4163	Error message received patching the database during upgrade.	An Oracle fix prevents this from happening.	Database	9.2.0
4167	Issue with Dynamic Fields for Screen Designer that the Dynamic Rules tag is being added to the Call History.	After a dynamic rule is added and an email template is created, the dynamic tag is not added to the Call History.	Email	9.2.0
4169	Dynamic script is being added to the email template and is being written to the History when an email is sent from the call.	The dynamic rules tag is not written to the new email template.	Email	9.2.0
4175	The radio button selection on an Activation Task in a workflow template is not saving.	The Activation task options are saving correctly following a fix to the javascript file.	Workflow	9.2.0
4244	Last Login time on portal not adjusted for Time Zone	Login time now shown in correct time zone	Customer Portal	9.2.0

Issue	Issue summary	Fix summary	System area	Fixed in Version
4284	When request logged from portal is marked as "Submitted Later", the request delete from main app throws an application error.	The request submitted later via customer portal can be deleted from main app without error.	Workflow	9.2.0

Environment and System Requirements

Prerequisites for 9.2.0 release are described in the **vFire 9.2 Prerequisites Guide**.

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

Customizations

If you have created customizations, ensure that they are compatible with vFire 9.2.0. Apply the customizations after installing vFire 9.2.0.

Screen Designer Customizations

Customizations created through Screen Designer are automatically included in the installation.

MSI

If you use an MSI for Client Access, you may need to update the MSI package before completing the installation. To obtain the MSI package, please download this from Alemba.

Replicated Databases

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

Documentation

The following guides are of relevance to this release, and will be released at the same time.

Documentation Title	Version	Release Date
vFire 9.2 Installation Guide	1.0	19 December 14
vFire 9.2 Prerequisites Guide	1.0	19 December 14

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