vFire

vFire Officer and Portal 5.0.0

Release Notes
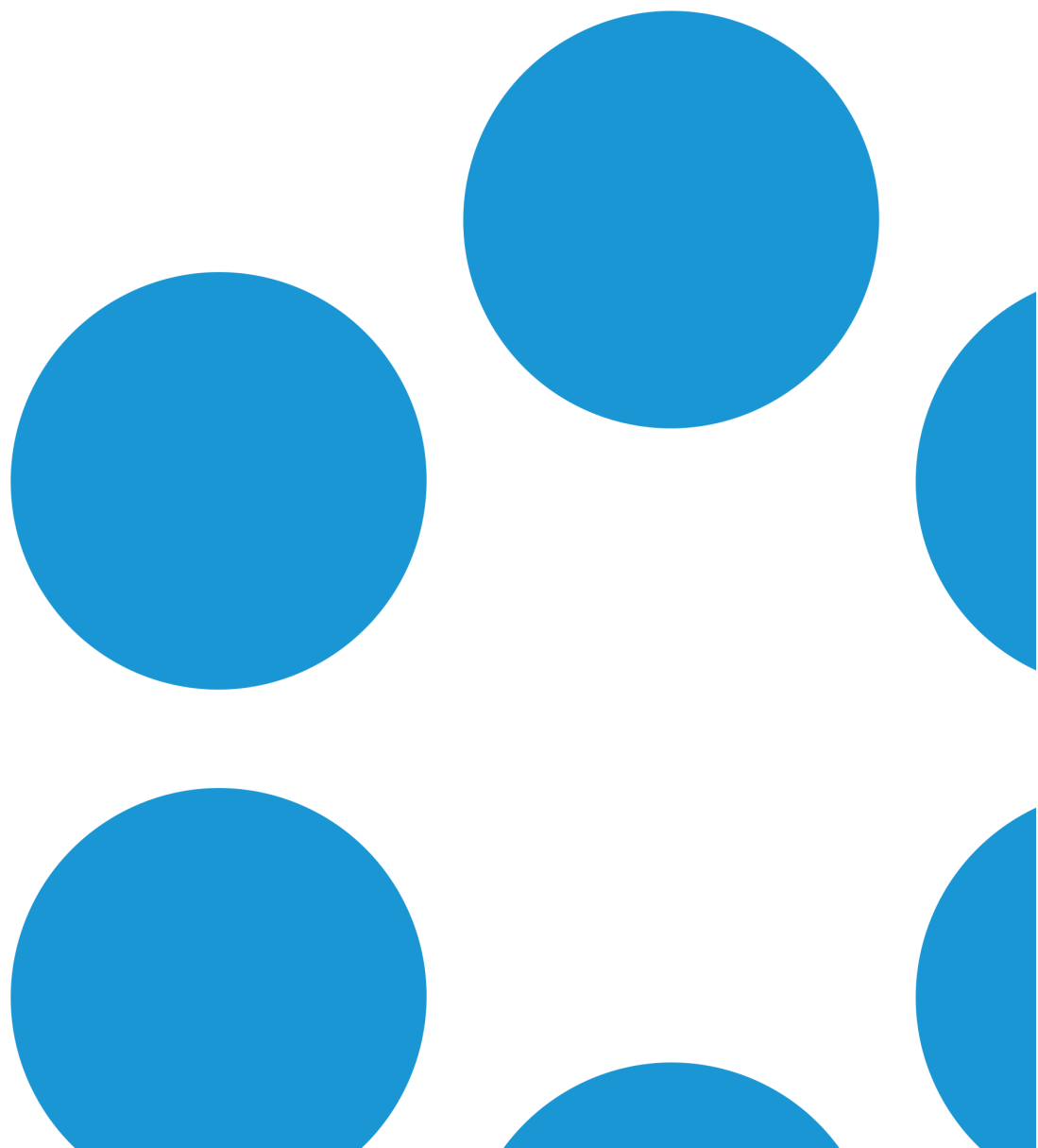
Version 1.0

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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	24 December 14	These release notes document the changes and updates in the vFire Officer and Portal 5.0.0 release.

Copyright

About this Document

These release notes contain instruction and information on the features and upgrades which are incorporated in the vFire Officer and Portal 5.0.0 release.

Intended Audience

This document is written for officers and administrators who are responsible for the upgrade and use of vFire Officer and vFire Customer 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 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 Officer and Portal 5.0.0 from Alemba.

This document describes the features and fixes within this release. It is recommended that you read it prior to installation.

Installation

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

New Features and Changes

vFire Officer and Portal 5.0 includes the following new features and changes.

Feature	Functionality
Compatibility	vFire Officer and Portal Version 5.0.0 is compatible with vFire Core 9.2.0 only
Licensing	From this release, you no longer need to license Officer and Portal separately from vFire Core
Labels	More granular labeling, where the same word is used in different contexts
Modules	The prototype modules for CRM and Project Management are no longer shipped

Compatibility

To install and use vFire Officer and Portal version 5.0.0 you must be using vFire Core (formerly VSM) version 9.2.0.

Licensing

In previous releases, to use vFire Officer and Portal, you needed to apply a separate license, in addition to the vFire Core license. From 5.0 onwards, this will no longer be necessary, as the licensing for vFire Officer and Portal is now included in the vFire Core license. Consequently, the License tab has been removed from the vFire Console tool, and you can now see all license information in one place, in the vFire Server Console.

> As vFire Officer is now part of the foundational product, it is not separately listed in the list of modules.

Labels

This release sees the extension of the existing configurable label functionality. You have always been able to change the text of labels in vFire Officer and Portal, using vFire Admin. Customers have found that in some cases they would like to change the same text in one place, but not in another. To date there was only one label used in both cases.

From this release onwards, the list of labels in vFire Admin now shows instances where the same label is used in many places separately. It also shows the context in which it is used, not just the Module (Officer, Portal or Admin), and the View in which it appears (e.g. CloseCallView). Additionally, if the same text occurs twice in the same view, the Instance column allows you to identify each separately. Once clearly identified, you can update each label as desired.

If, on the other hand, you want to change existing labels to all say the same thing, you can still easily do this. Change one label, right click and Copy it, select all the labels that you want to change (shift click or control click) and right click to Paste the value to many rows. You can undo your changes as often as you wish. Finally, save all your changes using the Save icon.

> There are still some labels that are not associated with Modules and Views. If you cannot find the label you need to change, just clear the filter on the Module column and the list will refresh, showing further labels.

Modules

Previous releases included two prototype modules: Customer Relationship Management and Project Management. These modules no longer form part of the product suite and all references to them have been withdrawn.

Issues Fixed

This version contains the following Issue Fixes.

Issue	Issue Summary	Fix Summary	System Area	Fixed in Version
3834	Custom Date fields display without border outline when out of focus during call submission	Custom Date fields display with border outline throughout call submission	Portal Submission	5.0.0
3851	Exception error displayed when you log in to portal with no password for the first time	"Invalid username or password" message displayed whenever log in to portal with no password	Portal Login	5.0.0
3854	If Attach field is Required, mandatory indicator not shown, and can submit without attachment, if an attachment is added then deleted	If Attach field Required, mandatory indicator is shown, and cannot submit without attachment, even if an attachment is added then deleted	Portal Attachments	5.0.0
3859	Attaching an oversized file leaves Service Order hanging	You can no longer attach an oversized file	Portal Attachments	5.0.0
3981	Attachments added to a Customer Approval Task in Portal are not visible when reviewing the record in Portal	Attachments added to a Customer Approval Task in Portal are visible when reviewing the record in Portal	Portal Attachments	5.0.0

Issue	Issue Summary	Fix Summary	System Area	Fixed in Version
3983	Attachment indicator in an Incident list is not correctly indicating the uploaded attachments	Attachment indicator in an Incident list correctly indicates the uploaded attachments	Portal Attachments	5.0.0
4013	Attach File button on Questions screen during call submission does not work	Attach File button on Questions screen during call submission works	Portal Attachments	5.0.0
4084	Attaching an oversized file during call logging fails silently	You cannot attach an oversized file	Portal Attachments	5.0.0
4085	Duplicate items in "Grouped by" section of My Calls if group by Log Date and then add note.	No duplicate items in "Grouped by" section of My Calls if group by Log Date and then add note.	Portal Calls	5.0.0
4113	"Visible in Portal" check box missing	"Visible in Portal" check box now available on action screens for Calls, Requests and Tasks	Officer	5.0.0
4147	Exception error displayed when clicking on grid view header Hide button on an empty list	Column hidden when click on grid view header Hide button on an empty list	Portal	5.0.0
4184	De-selecting the Suspend button on the call Defer screen does not Un-suspend the call	De-selecting the Suspend button on the call Defer screen unsuspends the call	IPK	5.0.0

Issue	Issue Summary	Fix Summary	System Area	Fixed in Version
4186	Exception error displayed when trying to graph a search that has no base entity	Graph option no longer available for graphs with no base entity	Search	5.0.0
4188	If you add the Contract field onto a Call screen, it does not display any data	Contract field now correctly populated on Call screens	Officer	5.0.0
4189	Exception error displayed if click on Search (magnifier on Orbiter) immediately after clicking New Search button	No error displayed if click on Search immediately after clicking New Search button	Search	5.0.0
4201	Able to view another customer's calls by following a direct link to that call's URL	You can no longer view another customer's calls by following a direct link to that call's URL A message is displayed if you attempt to do so	Security	5.0.0
4207	Informational messages and system errors shown in the same way	Informational messages now shown in a more friendly way	Officer	5.0.0
4214	Display of Incident Matches can be slow if many calls logged	Incident Matching scalability improved	Officer Performance	5.0.0
4215	Display of Customers in drop down can be slow if many customers	Customer drop down scalability improved	Officer Performance	5.0.0

Issue	Issue Summary	Fix Summary	System Area	Fixed in Version
4220	Display of Call Bubble counts can be slow if many calls	Call Bubble Count scalability improved	Portal Performance	5.0.0
4221	Display of Major Incidents can be slow if many calls logged	Major Incident scalability improved	Portal Performance	5.0.0
4222	Display of My Calls can be slow if many calls logged	My Calls scalability improved	Portal Performance	5.0.0
4224	Display of Knowledge Base can be slow if many articles logged	Knowledge Base scalability improved	Portal Performance	5.0.0
4227	Display of My Workload can be slow if many calls/requests/tasks logged	My Workload scalability improved	Officer Performance	5.0.0
4230	Content of Plain Text email content shown as xml in History	Content of Plain Text email content shown as text in History	Portal Email	5.0.0
4231	Attachment action shown in History as System Action in Portal, but as normal action in Officer	Attachment action now shown in History as normal action in Portal and Officer	Portal History	5.0.0
4233	SQL times out during patch commands on install/upgrade of very large database	Timeout avoided during patching process	Install and Upgrade	5.0.0

Issue	Issue Summary	Fix Summary	System Area	Fixed in Version
4235	Error if clone a call twice in a row	Can clone call twice in a row without error	Officer Cloning	5.0.0
4255	vFire Core session terminated after it terminates an existing vFire Officer session	Logging in to vFire Core terminates existing vFire Officer session and continues successfully	Login	5.0.0
4459	Resizing of text fields on Articles is not remembered next time	Fields now size correctly	Portal Knowledge	5.0.0
4480	If IPK Statuses were previously enabled and are then disabled, you still see bubbles for all IPK Statuses	If IPK Statuses were previously enabled and are then disabled, you only see bubble for Calls	Portal	5.0.0
4483	No confirmation dialog when deleting saved search	Confirmation dialog shown when deleting saved search	Officer	5.0.0
4501	Intermittent blank screen when launching a new call or request	New call an request screen now loads reliably	Officer	5.0.0
4545	Deleting attachment does not work and causes error on log out	Deleting attachment now works correctly	Officer	5.0.0
4547	Newly created Workflow Template not available for selection	Newly created Workflow Template now available for selection	Officer	5.0.0

Issue	Issue Summary	Fix Summary	System Area	Fixed in Version
4548	Selecting alternate language removes header and footer display areas	Selecting alternate language does not affect header and footer display areas	Portal	5.0.0
4555	Cannot delete a language, and translating a language appears to hang	Can delete and translate multiple languages	Admin	5.0.0
4556	Intermittent blank reference number presented after logging a call	New call number now correctly appears	Portal	5.0.0
4569	Admin login is incorrectly included in count of logged in Officers	Admin no longer included in count of logged in Officers	Officer	5.0.0
4600	Error when clicking 'Knowledge Article' tab in call if system patched	Upgrade ensures the required view is added if missing	Officer	5.0.0
4632	Some Message Templates do not appear in Email screen	Some HTML compatibility issues resolved	Officer Email	5.0.0
4645	Cloning an unsaved call to a request causes hanging request screen	Cloning of unsaved calls disabled	Officer	5.0.0
4646	Error clicking on Portal - Call Logging tab if upgraded from 4.3	Upgrade now adds table if missing	Admin	5.0.0

Issue	Issue Summary	Fix Summary	System Area	Fixed in Version
4688	Unhelpful error message when attempting to add a new language with invalid Bing translation key	Helpful error message when attempting to add a new language with invalid Bing translation key	Admin	5.0.0
4730	SOAP is still the default protocol on install	OWIN is now the default protocol on install, as it is faster	Console	5.0.0
4764	Email actions performed on a call create a blank history entry if using customized template	Email actions performed on a call using templates customized using vFire Core Designer create a proper history entry	Officer	5.0.0

Further Information

Product Information and Online Support

For documentation, release notes, software updates or for information about Alemba products, licensing and service, visit:

www.alemba.com.

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

Technical support

For technical support or other contact details please visit:

www.alemba.com/contact-us

Comments and Feedback

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