



vFire Officer and Portal 5.2.0

Release Notes

Version 1.1

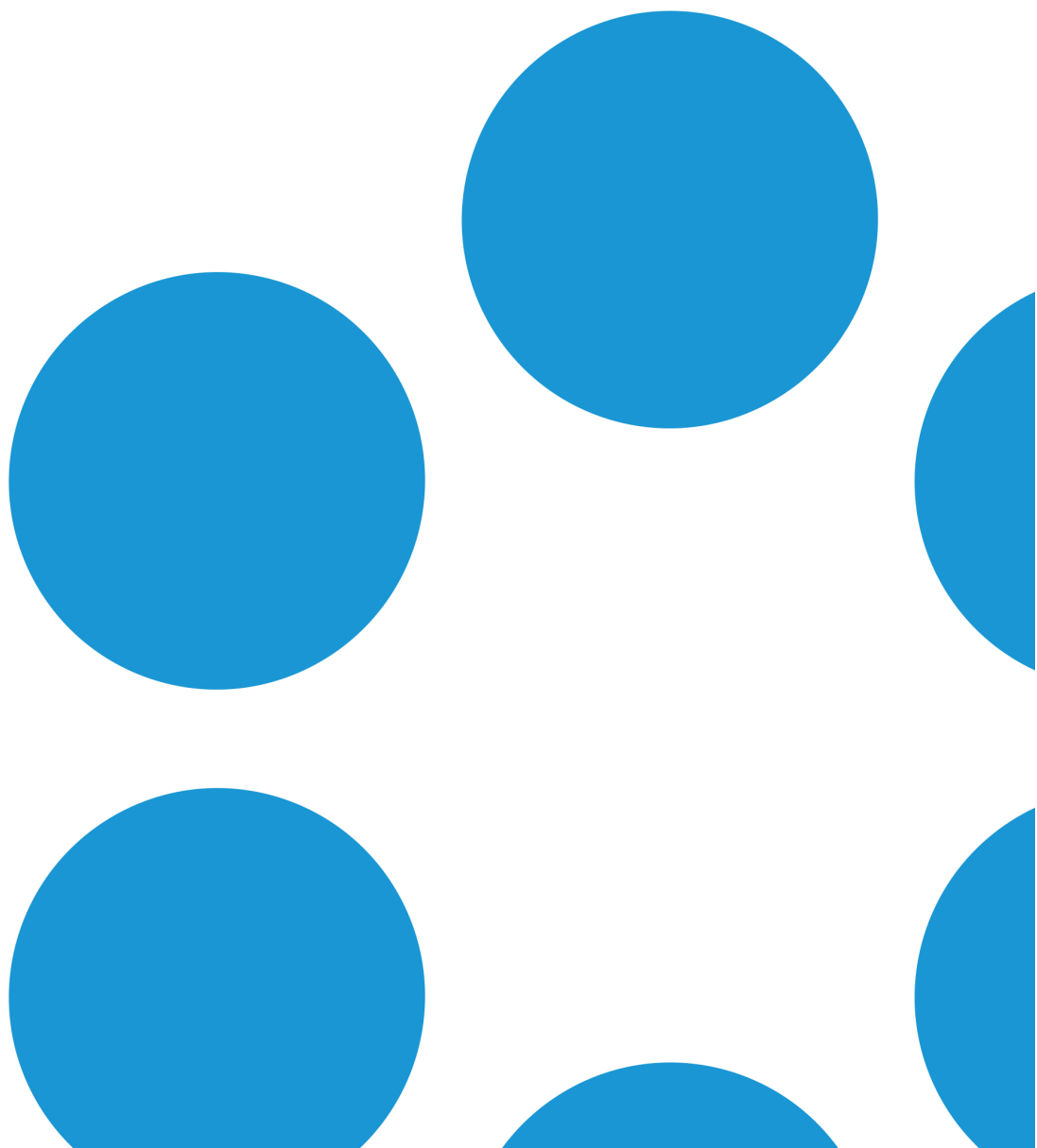




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Version Details

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

Version No	Date	Details
1.0	6 March 15	These release notes document the changes and updates in the vFire Officer and Portal 5.2.0 release. They also document the changes and fixes in releases 5.0 and 5.1.
1.1	9 March 15	This release of the notes contains the Version Compatibility Matrix

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About this Document




These release notes contain instruction and information on the features and upgrades which are incorporated in the vFire Officer and Portal 5.2.0 release.

Intended Audience

This document is written for officers and administrators who are responsible for the upgrade and use of vFire Officer and 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 5.2.0 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**.



Version Compatibility Matrix

vFire Officer and Portal is compatible with specific versions of vFire Core only. Please see a compatibility matrix below for supported versions.

	vFire Core 9.2.0	vFire Core 9.2.1
vFire Officer and Portal 5.0.0	Yes	No
vFire Officer and Portal 5.1.0	Yes	No
vFire Officer and Portal 5.2.0	No	Yes



Issues Fixed in v5.2.0

The 5.2.0 release contains the following Issue Fixes.

Issue	System Area	Issue and Fix Summary	Fixed in Version
2202	Officer	Deleted service actions are no longer appearing in Service Bundles on the IT Store.	5.2
4185	Portal	Partitioned Service Orders are now correctly included in the appropriate partition's bubble count on the home screen.	5.2
4192	Officer	Service Order bundles now update and display correctly as completed when all underlying requests are completed.	5.2
4263	Officer	Users can now create custom searches with multiple entities set as criteria.	5.2
4662	Officer	It is no longer possible to submit a blank Service Order by deleting all items in final step.	5.2
4668	Officer	Matching Call Type column now correctly shows abbreviated IPK names.	5.2
4828	Portal	Isolated Storage system errors should no longer appear when submitting Service Orders in Portal.	5.2
4855	Portal	An issue with service orders created via the portal not using the correct submission template has been fixed.	5.2
4856	Officer	Bing Maps feature updated and working again on Call search results.	5.2
4896	Database	An MMA button incorrectly labelled as Open Task has been relabelled to Open Request.	5.2
4909	Officer	E-mails are now correctly sent to all parties when utilising CC and BCC fields.	5.2
4933	Officer	When No Default Value is set to Yes, date/time fields are not populated in vFire Officer.	5.2



Issue	System Area	Issue and Fix Summary	Fixed in Version
4935	Portal	Multiple quantities can now be ordered correctly for service actions.	5.2
4954	Portal	An issue with the wrong service order ref's appearing in search results and on screen designs when logged through the portal has been fixed.	5.2
4955	Officer	Service Bundles will no longer appear if contained Service Actions are unavailable to user.	5.2
4957	Portal	An issue when loading the approval screens in the Portal has been fixed so that the correct customer approval screen is shown.	5.2
4960	Portal	class="p_1">A problem in vFire admin not loading workflow processes properly has been fixed so that the Request logging section under portal settings does not look for a partition where there is none.	5.2
4962	Officer	Query dropdown in Admin 'Query Paging' section no longer contains blank entries.	5.2
4963	Portal	Configuration Items no longer duplicated in Portal linking diagram when expanding tree with no other items linked.	5.2
4964	Officer	Users can now paste data in to the 'Quick Search' field using mouse right-click functionality.	5.2
4965	Portal	More error handling and messages added to user password change verification in Portal.	5.2
4966	Officer	An issue with the Enable Searching checkbox not saving the selection has been fixed so that changes are saved.	5.2
4968	Officer	Users can now pan and zoom large images in the attachment viewer.	5.2
4972	Officer	'Type' column in the 'Show Matches' section of a Call now correctly shows abbreviated IPK names.	5.2



Issue	System Area	Issue and Fix Summary	Fixed in Version
4976	Portal	The total call number per IPK status on the portal home page now updates correctly when caching settings are set to "Recommended".	5.2
4978	Portal	Custom images with the same filename in vFire Admin Theme Builder no longer overwrite each other when saved.	5.2
5018	Portal	An issue with the call logged message not appearing correctly has been fixed so that no text is truncated.	5.2
5033	Portal	Service Order partitions are now set correctly via the shopping cart	5.2
5097	Portal	vFire Portal now recognizes when the 'Publish to Portal' box is ticked for any KB article status and articles are displayed as expected.	5.2
5115	Portal	Calls and Requests created as part of a service order are now always assigned to the partition they are logged under (when calls / requests are partitioned)	5.2
5116	Portal	Service bundles ordered via the shopping cart now include all linked service actions when service actions are partitioned	5.2
5117	Portal	SERVICE_REF is now set correctly for calls created as part of a service action	5.2
5119	Portal	Service orders containing a service bundle now close correctly when all underlying service actions are complete	5.2
5120	Portal	Calls logged in the vFire Portal by customers with Officer access are now being assigned correctly when using the Override Default Assign group option.	5.2
5122	Officer	Removed Quick Launch feature from call screens and call sidebar	5.2
5142	Portal	The 'Install To Desktop' function now executes and completes successfully for Officer, Portal and Admin modules.	5.2



Issue	System Area	Issue and Fix Summary	Fixed in Version
5146	Portal	An issue with matching Knowledge Bank hits has been fixed so that they are no longer caching those of the previously logged call.	5.2
5159	Portal	All custom objects should now correctly be read-only on Portal review screens.	5.2
5162	Officer	CMDB searches now only show items from the current officer's partition instead of items from all partitions	5.2
5164	Officer	System timeouts now correctly use database time instead of client time when determining when to terminate a vFire session.	5.2
5168	Officer	Agreement Traffic Light indicator will no longer count down in background on SLA suspension.	5.2
5197	Portal	An error message containing SetUserControlSetting when using the Service Catalog no longer appears.	5.2
5235	Officer	A warning message has been added which displays prior to the system timing-out.	5.2
5238	Other	Install vFire to desktop option removed from Admin login screen.	5.2
5248	Portal	Calls submitted outside of partition 0 by partitioned customers are now correctly visible within the corresponding Calls grid for that partition.	5.2
5249	Portal	Calls submitted outside of partition 0 by partitioned customers are now being calculated correctly by the corresponding IPK bubbles.	5.2
5257	Officer	'Automatic' colour option removed from all colour pickers apart from HTML areas.	5.2
5271	Officer	A lookup is now automatically performed when pasting values in to Officer Quick Search box.	5.2



Issue	System Area	Issue and Fix Summary	Fixed in Version
5275	Portal	Calls and Requests created using the Shopping Cart are now allocated to the appropriate partition instead of the customer's default partition.	5.2
5303	Portal	CMDB items with multiple parent nodes will no longer cause an error when expanding linking tree in vFire Portal.	5.2



Issues Fixed in v5.1.0

The 5.1.0 release contains the following Issue Fixes.

Issue	System Area	Issue and Fix Summary	Fixed in Version
4599	Officer KB Articles	The Knowledge Bank article labels were not displaying correctly. This has been fixed by creating a converter to trim text and apply labels.	5.1.0
4601	Portal Requests	When filtering by portal role for request logging has been enabled the Log Request button now does not display for users who do not have any available workflow processes so that they are no longer presented with a blank screen when they attempt to do so.	5.1.0
4602	Officer Search	The scroll function has been adapted so that 'scroll up' when selecting available entities for a new search now works correctly.	5.1.0
4603	Officer Call History	The call history grid has been fixed to allow for columns to be configured and displayed correctly.	5.1.0
4605	Officer Call Forwarding	The drop down list fields have been modified to not accept clicks while closing so that the issue of selected incorrect officers when call forwarding is fixed.	5.1.0
4606	Officer Email	The call closure parameters have been modified so that emails are always sent to customers when a major incident, that they are linked to through the 'Add me' functionality, is closed.	5.1.0
4659	Portal Wizard	The 'Relate IPK Stream and Category' check box and associated functionality has been removed so that all tier 1 and tier 2 categories appear in the Portal wizard.	5.1.0



Issue	System Area	Issue and Fix Summary	Fixed in Version
4690	Officer, Portal Partitions	Partition parameters have been updated so that in a partitioned system requests, which are not partitioned, will pull look up information for the partition of the officer rather than the default partition to which the officer does not have access.	5.1.0
4789	Portal Calls	Relevant field controls have been modified so that fields which should be read-only in the Portal are no longer editable.	5.1.0
4803	Officer Call Indicators	First call indicators that were displaying as an orange third escalation are now correctly displaying as green.	5.1.0
4808	Officer Person	The picture upload icon has been removed from the Person screen.	5.1.0
4809	Officer Search	A new message appears in the side bar for matching calls to remind the user to select the appropriate criteria. This prevents all calls from being displayed instead of the matching ones.	5.1.0
4811	Officer, Portal	Portal date only fields now no longer require a time to be entered.	5.1.0
4812	Officer, Portal	Users are now able to select 'unspecified' values from multi-select fields.	5.1.0
4813	Officer Call History	A fix has been applied so that notes and actions added to Calls and Requests are displaying correctly in the history.	5.1.0
4815	Officer Requests	The request status has been selected to load on the defer screen to prevent an issue with the status field not updating when a new request is deferred.	5.1.0



Issue	System Area	Issue and Fix Summary	Fixed in Version
4816	Admin Color Palette	The color palette has been updated and expanded allowing customers to use previously selected colors without affecting the newer ones.	5.1.0
4831	Officer Knowledge Bank	It is now possible to search for custom Knowledge Bank entry types.	5.1.0
4863	Officer Search	vFire Officer searches have been updated to consistently show matching records rather than returning no results.	5.1.0
5106	Portal Requests	Requests that have been disabled in vFire Core no longer appear in the request logging wizard.	5.1.0



Features and Changes in v5.1.0

vFire Officer and Portal release 5.1.0 includes the following new features and changes.

Feature	Functionality
Compatibility	vFire Officer and Portal Version 5.1.0 is compatible with vFire Core 9.2.0
Knowledge Bank	Knowledge Bank hit counts are now updated when Knowledge Bank articles are viewed in the vFire Portal.
Rebranding	The new vFire logo and branding has been updated throughout vFire Officer and Portal.
Searches	Both system and custom searches now automatically refresh when the search window is in focus.
Call Logging	A new label has been added to the Services field in the call logging screen.
History Searches	History has been added as a search filter so that users can search for Calls/Requests/Tasks based on values contained within the History.



Issues Fixed in v5.0.0

The 5.0 release contains the following Issue Fixes.

Issue	System Area	Issue Summary	Fix Summary	Fixed in Version
3834	Portal Submission	Custom Date fields display without border outline when out of focus during call submission	Custom Date fields display with border outline throughout call submission	5.0.0
3851	Portal Login	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	5.0.0
3854	Portal Attachments	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	5.0.0
3859	Portal Attachments	Attaching an oversized file leaves Service Order hanging	You can no longer attach an oversized file	5.0.0
3981	Portal Attachments	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	5.0.0



Issue	System Area	Issue Summary	Fix Summary	Fixed in Version
3983	Portal Attachments	Attachment indicator in an Incident list is not correctly indicating the uploaded attachments	Attachment indicator in an Incident list correctly indicates the uploaded attachments	5.0.0
4013	Portal Attachments	Attach File button on Questions screen during call submission does not work	Attach File button on Questions screen during call submission works	5.0.0
4084	Portal Attachments	Attaching an oversized file during call logging fails silently	You cannot attach an oversized file	5.0.0
4085	Portal Calls	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.	5.0.0
4113	Officer	"Visible in Portal" check box missing	"Visible in Portal" check box now available on action screens for Calls, Requests and Tasks	5.0.0
4147	Portal	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	5.0.0
4184	IPK	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	5.0.0



Issue	System Area	Issue Summary	Fix Summary	Fixed in Version
4186	Search	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	5.0.0
4188	Officer	If you add the Contract field onto a Call screen, it does not display any data	Contract field now correctly populated on Call screens	5.0.0
4189	Search	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	5.0.0
4201	Security	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	5.0.0
4207	Officer	Informational messages and system errors shown in the same way	Informational messages now shown in a more friendly way	5.0.0
4214	Officer Performance	Display of Incident Matches can be slow if many calls logged	Incident Matching scalability improved	5.0.0
4215	Officer Performance	Display of Customers in drop down can be slow if many customers	Customer drop down scalability improved	5.0.0



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



Issue	System Area	Issue Summary	Fix Summary	Fixed in Version
4235	Officer Cloning	Error if clone a call twice in a row	Can clone call twice in a row without error	5.0.0
4255	Login	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	5.0.0
4459	Portal Knowledge	Resizing of text fields on Articles is not remembered next time	Fields now size correctly	5.0.0
4480	Portal	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	5.0.0
4483	Officer	No confirmation dialog when deleting saved search	Confirmation dialog shown when deleting saved search	5.0.0
4501	Officer	Intermittent blank screen when launching a new call or request	New call an request screen now loads reliably	5.0.0
4545	Officer	Deleting attachment does not work and causes error on log out	Deleting attachment now works correctly	5.0.0
4547	Officer	Newly created Workflow Template not available for selection	Newly created Workflow Template now available for selection	5.0.0



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



Issue	System Area	Issue Summary	Fix Summary	Fixed in Version
4688	Admin	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	5.0.0
4730	Console	SOAP is still the default protocol on install	OWIN is now the default protocol on install, as it is faster	5.0.0
4764	Officer	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	5.0.0



Features and Changes in v5.0.0

vFire Officer and Portal 5.0.0 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.



Further Information

Product Information and Online Support

For documentation, release notes, software updates or for information about Alemba products, licensing and services, 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.