vFire

vFire Officer & Portal 9.3.0

Release Notes

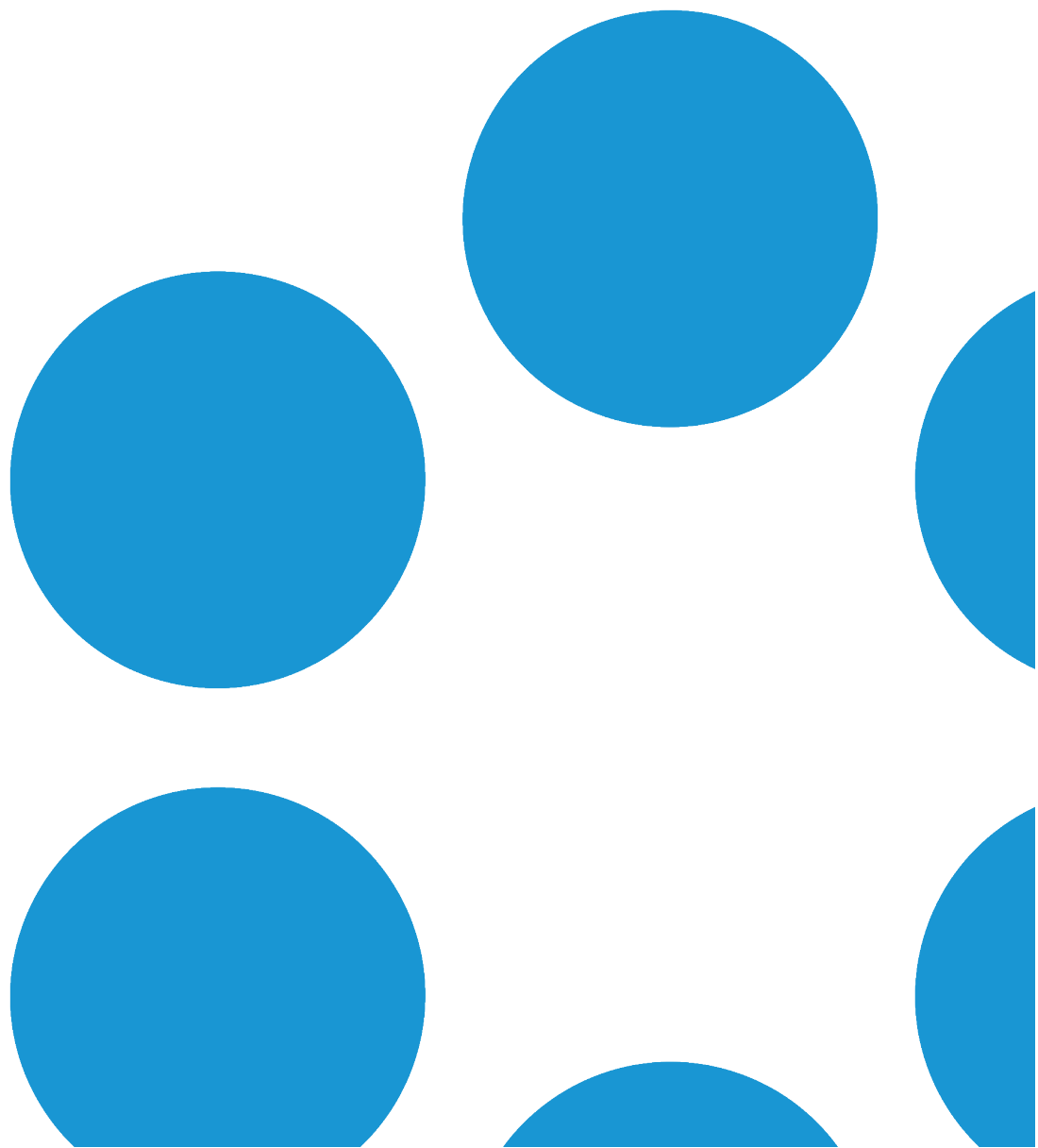Version 1.0

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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	10 March 2016	These release notes document the changes and updates in the vFire Officer & Portal 9.3.0 release.

Copyright

About this Document

These release notes contain instruction and information on the product enhancements which are incorporated in the vFire Officer & Portal 9.3.0 release.

Intended Audience

This document is written for officers and administrators who are responsible for the upgrade and use of 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 interest/significance to certain users. Notes are also highlighted in a shaded box.
	Warnings. These are also highlighted in a shaded box.
eg	Examples. These are also highlighted in a shaded box.
Field name	Fields are highlighted in bold text.

Introduction

Welcome to vFire Officer & Portal 9.3.0 from Alemba.

vFire Officer & Portal 9.3.0 was previously known as vFire Officer & Portal 5.9.

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 and Upgrade Guide**.

Version Compatibility

vFire Officer & Portal 9.3.0 is compatible with any 9.3 version of vFire Core, for example, 9.3.0.

Issues Fixed in vFire Officer & Portal 9.3.0

This release contains the following issue fixes.

Issue Number (internal ref in brackets)	System Area	Short Description	Fixed in Version
14299 14485 (6340)	Portal	The vFire Admin configuration setting "relate IPK Stream and CMDB Type" was being ignored, resulting in all CMDB Item types to be displayed instead of the ones related to the IPK Stream. This has been fixed.	9.3.0
15369 (6868)	Portal	Improved performance in the vFire Portal.	9.3.0
16409 (7159)	Officer	Resolved an issue which resulted in an error when attempting to add a linked extension field as a column to the search results window.	9.3.0
18027 (8079)	Officer	Linked extension fields can now be used as part of the search criteria.	9.3.0
18485 (8216)	Portal	The service ref has been removed from the service selection screen in vFire Portal when logging a call. Now, only the service title is displayed	9.3.0
18513 (8682)	Officer	vFire Officer now correctly obscures login credentials when creating logs.	9.3.0
18569 (8669)	Officer	Resolved an issue causing workflow diagrams to hang.	9.3.0
18917 (9418)	Portal	"IT Store Operation failed" error no longer appears.	9.3.0
19050 (9083)	Officer	vFire Officer was not showing the correct Call Types when changing Incident to Service Request when "Link Type by IPK Status" is enabled in Core IPK Settings. This has been fixed.	9.3.0

Issue Number (internal ref in brackets)	System Area	Short Description	Fixed in Version
19130 (9157)	Officer	There was an issue when adding the Custom Profile field to call screens. This has been fixed.	9.3.0
19138 (9306)	Officer	Incident bubbles in vFire Officer were not displaying correctly according to roles. This has been fixed.	9.3.0
19235 (9328)	Officer	In vFire Officer, if screens contain a Forward To Group field, the value displayed was incorrect. This has been fixed.	9.3.0
19376 (9421)	Officer	Issue with task history not being displayed is now resolved.	9.3.0

Features and Changes in vFire Officer & Portal 9.3.0

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

Feature	Functionality
Version numbering and compatibility with vFire Core	Version numbering for vFire Officer & Portal has changed to better reflect compatibility with vFire Core. Moving forward, all versions of vFire Officer & Portal 9.3.x will be compatible with all versions of vFire Core 9.3.x.
URLs to service catalog items from an external web page or document	Users now have the ability to click on a link from within a document or external webpage that will take them directly to a service catalog item. To use this feature append **?catalogueitem=x** to the vFire Portal URL (where x is the unique ref of the service item) eg http://<Server>/<VirtualDirectory>/portal.aspx?catalogueitem=37
Improved display at Service selection when logging calls	When logging a call in the vFire Portal, the Service selection screen no longer shows a concatenation of Service Ref and Service Title. Now only the Service Title is displayed.
Clickable external links	Users can now click on a link from within a document or external webpage that will take them directly to a service catalog item.
Call closure reasons can now be linked to screen sets	A new Admin setting has been added to link screen sets to closure reasons.

Further Information

Product Information and Online Support

For release notes, software updates, or information about Alemba products, licensing and services, visit **www.alemba.com**.

You will also find up-to-date product documentation, training materials and videos at www.alemba.com/help.

> 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.