vFire 9.10 Release Notes

Version 1.6
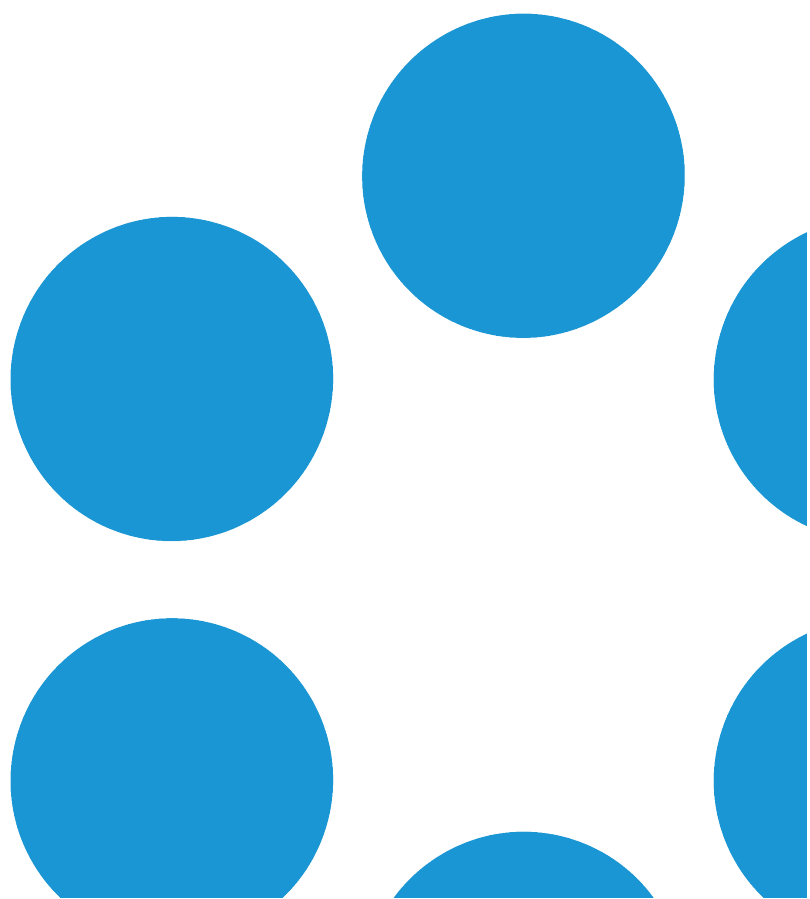
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Version 1.6
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Version Details

The table below contains version details for this document.

Version No.	Date	Details
1.0	31 January 2018	These release notes document new features and changes in the vFire 9.10.0 release.
1.0.1	21 February 2018	Updated to correct SAML details for the vFire app, as stated in page 8.
1.1	28 February 2018	Updated to reflect the fixes introduced in 9.10.1. The vFire app is available as part of the 9.10.1 release. You should run the DatabaseChecker.exe file, to ensure that database corruption does not affect smooth running of Resource Manager. See Running the vFire Patch Tool in the Upgrade documentation for details.
1.2	15 March 2018	Updated to reflect the fixes introduced in 9.10.2.
1.3	11 June 2018	Updated to reflect the fixes introduced in 9.10.3.
1.4	2 July 2018	Updated to reflect the fixes introduced in 9.10.4.
1.5	1 November 2018	Updated to reflect the fixes introduced in 9.10.5.
1.6	20 February 2019	Updated to reflect the fixes introduced in 9.10.6.

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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.
Field name	Fields are highlighted in bold text.

Introducing vFire 9.10

Welcome to vFire 9.10 from Alemba. This release contains new feature functionality and fixes to known issues in both vFire and vFire Officer & Portal.

Installation

For installation instructions, please see the following publications, the latest versions of which are available in alemba.help\help:

- **vFire 9.10 Prerequisites Guide**
- **vFire 9.10 Installation Guide**
- **vFire 9.10 Upgrade Guide**
- **vFire Server Console Guide**

Customizations

If you have created customizations, ensure that they are compatible with vFire Core 9.10. 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.help**.

> 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

Any version of vFire Core 9.10 will be compatible with any 9.10 version of vFire Officer & Portal, regardless of the third release digit.

Minor Point Releases

These release notes are provided at the release of 9.10.0. However we will also make additional releases to fix issues subsequent to this. These minor releases, versioned with the third digit version number (eg 9.10.1, 9.10.2 etc) will contain fixes to the major release. The release notes will be updated to record these fixes.

New Features and Changes in vFire 9.10

The key new features in this release include:

- **User Interface Styling in vFire Core**. We are continuing to enhance the user interface in vFire Core. The changes are outlined on page 10.

  > The styling changes will affect screen and icon displays across vFire Core. Screenshots within the documentation will be fully updated when the restyling is complete.

- **Resource Manager** is now available in Core and Nano. This new feature will allow workflow group managers to resource staff based on availability and skill sets, to maximize their team efficiency and work satisfaction. See page 13 for more details.

- **Type Tier searching** has been improved. The vFire Core interface now offers 'search as you type' for Type Tier fields. See Using the Multi-tier Selector in the online help for more details.

- The **Alemba API** now supports the Resource Manager feature as well as the vFire app. Additional security has been introduced. You cannot log in to the API explorer without the appropriate settings in your General Access security role. To find out more about this, see Logging In to the Alemba API Explorer in the online help.

  > The documentation that was provided in the wiki has been replicated in the online help. The documentation has also been made more comprehensive, reflecting the GA status of the Alemba API. See About the Alemba API in the online help for more details. For a comparison of the two APIs, see About the APIs.

- **Windows Server 2016 Certification**. We are now certified for Windows Server 2016.

- **vFire app** has been further enhanced, and will be available in 9.10.1. The functionality available in the vFire Officer app will now be available in the vFire app, meaning that both users and analysts can use it. Analysts can access their calls on the go, viewing details of calls assigned or forwarded to them. They can forward the call to another analyst or group, update the call notes, review history, change the status or close a call. We have introduced SAML authentication for iOS and Android, and made a number of other minor enhancements and fixes. See About the vFire App in the online help for more details.

- The **SolarWinds connector** has been added to our growing list of available connectors. See **Connector for SolarWinds** in the online help for more details.

- An enhanced **Jira connector** has been released. This will support multiple projects. See **Connector for Jira** in the online help for more details.

> **9.10** The Jira connector introduced in 9.8 required a source to be configured for each project. The 9.10 Jira connector supports a single integration source for multiple Jira projects. If you are using the 9.8 connector and upgrade to 9.10, you need to remove the source(s) and reconfigure them using the new connector. You also need to update any tasks previously set up to use Jira outbound actions, and reconfigure them.

Styling in vFire Core 9.10

In the 9.10 release, we have made numerous changes to the look and style of the interface for vFire Core, to enhance the user experience. It also draws the different vFire interfaces together as a more coherent suite for the user.

Changes to the Login Screen

The pre login screen has been updated to display the Alemba logo and branding, on a dark background. On clicking the **Reload Login** button, users will now be presented with a login window which, again, contains the Alemba logo and branding, with updated buttons.

See Logging in to vFire Core for more details.

Changes to the Window

- The style of the vFire Core window has changed considerably, and there is more consistency across the different areas of vFire Core.

- The **wrapper** looks like this:
. When you hover over an icon, the background color changes to highlight the current/active option.

- The **toolbar** consists of white toolbar buttons on a dark background, and the button icons themselves have been updated:

Call Search
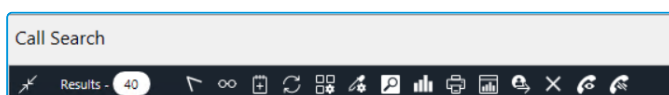
. When you hover over a button on the toolbar, it turns blue. A list of a selection of the standard buttons, and their new icons, is detailed in Standard Buttons. Other button/icons have been updated throughout the documentation.

The background color can be changed using the **Preferences** option on the menu and selecting the **Configuration** tab. See Changing the Background and Menu Colors for more details. The icon color cannot be changed for individual logins.

If you have upgraded from a previous version, in which you personalized your settings, the personalized settings will be carried across to the 9.10 version.

> You can reset them to the default, or select different colors, using the **Preferences** option as before.

- The **icons** in the menu have been updated to reflect the new styling, and only options that are available to you are displayed.

- The **explorer pane** has been updated. The headings are now shown in uppercase, with wider kerning between the characters, and on a dark background. The tabs have rounded corners, and the inactive tab(s) have a shaded background.

Unavailable items are no longer visible on the menu. (In previous versions, options which were currently unavailable were grayed out, but still visible.)

- There have been numerous changes to the appearance of the **Details pane.**

- **Header Text**. The white text on dark background style is reflected in headings in the **Details** pane, and the **Info** panel. The subheadings in the Info panel are indicated by a lighter gray background.

- The expandable sections in the details are indicated by blue headings, which are displayed in bold when you hover over them.

- **HTML Editor** - expandable window. You can now expand the **html editable** windows when they are in Full Screen mode, by dragging the borders. The

icon in the bottom right hand corner indicates that the box is resizeable by clicking and dragging its borders.

- **Type Tier** fields are now all represented with the same icon - ☰. (In previous versions, there were two different icons, depending on the functionality - ☰ and ☑. Type tier selection has been enhanced as its own feature in 9.10. See Using the Multi-tier Selector for more details.

- **Action Buttons** at the bottom of the windows have been updated to have a more modern look. They are consistent across all of the windows in vFire Core.

Take Action	Internal	Defer	Save	Complete	Cancel

See The vFire Core Window for more details.

Resource Manager

The Resource Manager feature allows workflow group (team) managers to monitor their teams' current commitments, and allocate tasks to individuals in a way that makes the best use of analysts' availability and skills, does not overload staff, and gets the work done more efficiently.

Resource Manager was introduced in 9.10 to give workflow group managers easy sight of what their team(s) and analysts are working on at any given time, at a task level. Within Resource Manager, you can see who is assigned which tasks, which tasks are unallocated, and allocate, reassign, and reschedule tasks within your team(s), based on availability and suitable skill sets.

Only certain tasks require resource management - those that need human involvement, such as standard tasks and approvals. As not all standard tasks and approvals require resource management, you can choose which of these tasks you wish to include in the Resource Manager function.

Within Resource Manager, analysts can be allocated more than one task for the same time period. Resource Manager will indicate graphically if analysts are over allocated; tasks are allocated to an analyst without the required skill (if this functionality is in use); tasks are out of sync; tasks are outside of the "task window"; and/or tasks overlap OLA/SLA breach time.

Some analysts may be assigned to several workflow groups, which may be managed by different team managers. In Resource Manager, you can see all of the tasks that have been allocated to your analysts, even if they have been allocated as a result of them being members of another workflow group.

Before you can use Resource Manager, certain settings and permissions are required, as described in Preparing to Use Resource Manager.

You can then access your resource managed tasks, as described in Using Resource Manager.

You can allocate tasks, as described in Allocating Tasks in Resource Manager.

Analysts can then view the tasks they have been allocated in their Outstanding Workload window in vFire Core, as described in Viewing the Workload, or in Nano, as described in Viewing Your Workload in Nano.

Changes to Supported Platforms in vFire 9.10

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

vFire is now certified for Windows Server 2016.

Platform Support Removed

No platform support has been removed in this release.

Issues Fixed in vFire 9.10

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.

> These release notes are provided at the release of 9.10.0. Additional releases to fix issues subsequent to this will be versioned with the third digit version number (eg 9.10.1, 9.10.2 etc). Fixes which have been put into these minor point releases will be distributed in a separate list of fixes. These should be considered in addition to these release notes.

Issue Number (internal ref)	Functional Area	Short Description	Fixed in Version
38702 (16851)	Service Catalog	Service orders that were submitted after a Portal session was terminated due to timeout did not create a request. This has been fixed and the requests is submitted as expected.	vFire 9.10.6
34332 (16476)	Email	When an email was sent from a Messaging Task configured to have recipients as 'CC', the email addresses are displayed in the same line as the 'TO' section, leaving the 'CC' section blank. This has been fixed and the correct recipients are displayed in the relevant sections.	vFire 9.10.6
33262 (15925)	Upgrade	The oracle.dataaccess.dll file should no longer be distributed, but it was not removed from the upgrade which caused an error when trying to configure the API. This has been fixed and the file has been removed from the upgrade.	vFire 9.10.6

Issue Number (internal ref)	Functional Area	Short Description	Fixed in Version
37310 (16599)	CMDB	There was a problem downloading files from Service Actions. This was due to the fact that the permission to download files from Service Actions are dependent on the Configuration Item permissions in the Portal Role and it was treating objects as Configuration Items. This has been fixed and the files are no longer treated as Configuration Items and can be downloaded as expected.	vFire 9.10.6
38454 (16707)	Reporting	When attempting to run a report, the Configuration Item Type field appeared as 'text only' rather than a 'type tier' and therefore could not be selected. This has been fixed and the Configuration Item can be selected as required.	vFire 9.10.6
35998 (16465)	Request	When using the HTML5 controls, the dropdown/list for Implementation Profile does not render. This has been fixed and list is now visible.	vFire 9.10.5
33719 (16296)	Designer	'When selecting the 'No default value' property on a date/time field in Designer the field is still populated when logging a new Call or Request. The fix ensures that the 'No Default Value' property is observed.	vFire 9.10.5
34522 (16264)	Config Port	When using Configuration Portability Type Tiers lower than Tier 2 do not import successfully. This has been fixed and all levels of Type Tiers now import correctly.	vFire 9.10.5

Issue Number (internal ref)	Functional Area	Short Description	Fixed in Version
34146 (16258)	IPK	When the Reason Forced option is selected the field is set as Mandatory but it selects the first value in the list rather than leaving the value blank. This has been fixed and the field is initally set to the blank value which, beacuse the field is mandatory, now forces the Analyst to select the correct value from the list.	vFire 9.10.5
29872 (15869)	Portal	When a service request is submitted via the customer portal, the post-submission review screen shows the submit date as null and the status as "Not Submitted", even though the underlying request and service order have been correctly submitted. This has been fixed and the date and status are displayed correctly.	vFire 9.10.5
37299 (16641)	System	When a pop-up box asking if you want to extend your session or advising that your session timed out displays there is a script warning error message. This has been fixed and the error message no longer appears.	vFire 9.10.5
36819 (16470)	IPK	The matching panel was not including keywords when searching for knowledge bank articles. This has now been resolved.	vFire 9.10.4
36568 (16472)	vFire Self Service	On search windows in the Self Service Portal, pressing Enter after completing a Search field, or after entering text in the Text Search area, did not initiate a search. This has now been resolved and pressing the Enter key works as expected. This fix first appeared in 9.9.7.	vFire 9.10.4

Issue Number (internal ref)	Functional Area	Short Description	Fixed in Version
36464 (16534)	Nano	When creating a call in Nano the default screen was displayed instead of the screen configured in Designer. This occurred under certain circumstances on systems configured with IPK Status and Streams. This issue has been resolved. This fix will be available in the 9.11 base release.	vFire 9.10.4
35610 (16321)	Nano	The order in which call menu options were displayed in Nano were inconsistent with Core. When logging a call, you should be offered a choice of IPK Status options (Incident, Problem, Known Error…), and then IPK Streams (IT, Facilities, Documentation…). Nano was displaying the Streams first, and then the Status. This has now been resolved and the Nano menu is displaying Status > Stream. This fix first appeared in 9.9.7.	vFire 9.10.4
35671 (16331)	vFire Self Service	Javascript/HTML that was included in a call description was being evaluated as normal page content and run when the calls were reviewed on the portal in the list view. This has now been resolved and the javascript/html provided within a description is treated as part of the call description text. This fix will be available in the 9.11 base release.	vFire 9.10.3

Issue Number (internal ref)	Functional Area	Short Description	Fixed in Version
35571 (16360)	Quick Launch	Quick Launch was not working in some areas. The links were not appearing when reviewing a request from requests outstanding window, or selecting tasks from the dependency diagram. This has now been resolved and the links appear as expected. This fix will be available in the 9.11 base release.	vFire 9.10.3
35352 (16307)	Nano	When Integrated Windows Authentication was used for Self Service Portal it affected Nano logon. This has now been resolved, and authentication for Nano is determined by selecting the checkbox "Full Application and HTML Only". This fix will be available in the 9.11 base release.	vFire 9.10.3
35057 (16332)	HTML Type Tiers	When the Type field was set to "Required" in Designer, and no default value was provided, a javascript error was generated. This has now been resolved and behaves as expected. This fix will be available in the 9.11 base release.	vFire 9.10.3
34892 (16354)	Install & Upgrade	Call screens configured in Designer were not upgrading properly, resulting in calls not being able to load in Core. This has now been resolved. This fix will be available in the 9.11 base release.	vFire 9.10.3

Issue Number (internal ref)	Functional Area	Short Description	Fixed in Version
34877 (16308)	Availability	When an outage was created from a call, each time the call was saved the outage duplicated. This has now been resolved and only a single outage is generated, as expected. This fix will be available in the 9.11 base release.	vFire 9.10.3
34794 (16384)	Workflow	In the dependencies diagram, the horizontal scroll bar was not showing. This has now been resolved and the scroll bar displays as expected. This fix will be available in the 9.11 base release.	vFire 9.10.3
34255 (16185)	CMDB	Certain explorer options were not showing in early 9.10 versions of the software. This has now been resolved, and all available explorer options display and function correctly. This fix will be available in the 9.11 base release.	vFire 9.10.2
30856 (15404)	vFire Self Service	In the Service Catalog, using the 'Continue Ordering' button to order several items with large files attached caused performance issues within vFire Self Service. This was specific to the service catalog, and did not affect calls or requests. The issue has now been resolved, and performance is no longer impacted by this type or ordering behavior. This fix will be available in the 9.11 base release.	vFire 9.10.2

Issue Number (internal ref)	Functional Area	Short Description	Fixed in Version
33972 (15918)	HTML Type Tiers	Type Tiers could not be selected in a Known Issue knowledge article. This has now been resolved.	vFire 9.10.1
33944, 33798 (15919)	HTML Type Tiers	Calls and requests could not be closed when HTML Type Tiers were enabled. This has now been resolved.	vFire 9.10.1
33798 (15907)	Upgrade	When upgrading from 9.9.1 to 9.10, the database was not upgrading. This was due to conflicts with a previous patch installer. The issue has now been resolved and the database upgrades successfully.	vFire 9.10.1
33675 (15882)	Config Portability	In 9.9, the tables on the Screens - Individual tab of the Add New Configuration Settings screen in Config Portability were showing incorrectly. Instead of displaying as separate 'all screens' and 'selected screens' tables, they appeared as a single table, so you could not add to or remove items from the Selected Screens table. This has now been resolved and the tables appear as separate entities.	vFire 9.10.1
33641 (15875)	Workflow	Closure tasks would not close properly in 9.9.5. This has now been resolved. This fix first appeared in 9.9.6.	vFire 9.10.1

Issue Number (internal ref)	Functional Area	Short Description	Fixed in Version
32803 (15550)	IPK/Workflow	Identified and closed a loophole that could allow Call number 0, Request number 0, Task number 0 to be closed, causing other calls/requests/tasks to close unintentionally. The code to prevent this has been strengthened, ensuring item 0 is not accessible, cannot be closed, items cannot be linked to it, and any existing links are ignored when closing a parent item. This fix first appeared in 9.7.12.	vFire 9.10.1
32100 (15881)	Reporting	SLM Reports did not work in 9.9 with partitioned systems. Running an SLM report generated the error message: Parameter Partition Required. This is now resolved.	vFire 9.10.1
31648 (15550)	vFire Self Service	With Integrated Security enabled, Users were able to submit Incident or Request submission forms after being timed out of the Portal, resulting in a corrupted call/request and no confirmation email. This has now been fixed and submission forms can no longer be submitted after timeout. This fix first appeared in 9.7.12.	vFire Core 9.10.1
30886 (15893)	vFire Self Service	When Users were attempting to add items to amendable service bundles in the Portal, no items were available for selection. Occurred if Partition Settings were configured a particular way. This has now been fixed so Users can add items to amendable service bundles. This fix first appeared in 9.7.12.	vFire 9.10.1

Issue Number (internal ref)	Functional Area	Short Description	Fixed in Version
30547 (15894)	vFire Self Service	Pressing Enter in a text field clears the Q/D field selection made earlier. This has now been fixed. This fix first appeared in 9.7.10.	vFire 9.10.1
29708 (15896)	vFire Self Service	When doing an advanced QD search on a user approval screen configured in Designer, selecting a value redirected the user to the default approval approve screen rather than the screen on which they did the advanced search. This issue is now resolved and users are returned to the screen on which they did the search. This fix first appeared in 9.7.8.	vFire 9.10.1
28368 (15895)	Messaging	The same message was being sent multiple times to the same person for different reasons, for example, messages were being sent when a note was added, the forum updated, and an action applied to a call. This has now been resolved.	vFire 9.10.1
27820 (15897)	IPK	Special Characters were not copying correctly. This has now been fixed. This fix first appeared in 9.6.6.	vFire 9.10.1
27757 (14881)	Search	Adding columns to saved searches were causing systems to crash, due to a memory issue. This has now been resolved. This fix first appeared in 9.5.6.	vFire 9.10.1

Issue Number (internal ref)	Functional Area	Short Description	Fixed in Version
22672 (15898)	Designer	The Edit Mask on a field on the submission form appeared in the background rather than the foreground of the submission screen. This has now been resolved.	vFire 9.10.1
21679 (15899)	IPK/ Partitions	Incidents created by Add Me were not created in the same partition as the parent Major Incident. Now, any Call or Request created from a Template is created in the partition of the template if the template and the item are partitioned. If the item is not partitioned, then it is in the zero partition. If the template is not partitioned and the item is, then it is in the partition of the user logging the item. This fix first appeared in 9.7.10.	vFire 9.10.1
16591 (7237)	Workflow	Updates to requests were not being saved when 'Complete' was selected. This has now been resolved, and Action Description is saved on 'Complete'.	vFire Core 9.10.0
32426 (15441)	Integration/ Connectors	Users could not specify a default CI "If the item cannot be resolved" when creating a Resolution Rule for Configuration Item within the Events in the Integration Platform. This was due to missing 'id' attributes, and has now been resolved.	vFire Core 9.10.0
31074 (15361)	Knowledge	Users could not view the history of KB articles when the html editor field was expanded but not visible on the screen. This was because the html editor control did not load when it was not in the visible scroll view. This has now been resolved.	vFire Core 9.10.0

Issue Number (internal ref)	Functional Area	Short Description	Fixed in Version
31369, 30888, 25846, 31958 (15362)	IPK	When two calls were logged by email simultaneously, the logging user was occasionally being recorded wrongly. This has now been resolved, and the correct logging user is recorded.	vFire Core 9.10.0
31417 (15270)	Pre-screen Upgrade	Using the pre-screen upgrade caused an error when there were multiple systems on the same server. This has now been resolved and is working correctly. This fix first appeared in 9.9.2.	vFire Core 9.10.0
31608 (15271)	vUA/ Authentication	NT authentication and SAML were configured to support vUA systems. This fix first appeared in 9.9.2.	vFire Core 9.10.0
31535, 31536 (15350)	Upgrade/ Alemba API	Actions and solutions could not be updated on a call. The history of the call indicated updates, but no text was displayed. This has now been resolved and is working correctly. This fix first appeared in 9.9.3.	vFire Core 9.10.0

Issue Number (internal ref)	Functional Area	Short Description	Fixed in Version
32507 (15454)	Upgrade	The server console and messaging service were not working as expected after screen pre-upgrade because the HTML Agility Pack is upgraded during the installshield process, making it no longer compatible with the existing installation. This meant that the server console and emailing service were not available in the interim period between pre-upgrade and full upgrade. This has now been resolved and the HTML Agility Pack is only upgraded as part of the full upgrade. This fix first appeared in 9.9.4.	vFire Core 9.10.0
32057 (15455)	Upgrade	When upgrading from 9.2.3, the Interop.redemption was not updated with the 64 bit dll during upgrade, but remained in place. This file is not required in 9.10. It is now removed as part of the upgrade. This fix first appeared in 9.9.4.	vFire Core 9.10.0
33111, 33105, 33215 (15654)	Upgrade	When upgrading from 9.9.1, users were encountering the following error - 'Version string portion was too short or too long'. This was cause by an extra digit being added to the version number, which has now been resolved. This fix first appeared in 9.9.5.	vFire Core 9.10.0

In the Online Help

January 2018

This release of the online documentation contains the following new and updated material:

- New features introduced in 9.10 have been fully documented throughout the online help. See page 8 for more details.

- Prerequisites have been updated to reflect additional hardware requirements with the introduction of the Alemba API, and support for Windows Server 2016

- Prerequisites and Installation topics have been updated to reflect additional db user permissions required for the Alemba API.

- **Maintenance Package** topics have been updated to reflect additional steps required with the introduction of the Alemba API

- Alemba API documentation has been introduced. It is no longer in its own wiki; instead the Help link in the API explorer will take you to the online help

- New topic on the Connector for SolarWinds.

- The vFire App documentation has been updated to reflect the additional functionality introduced in 9.10. See About the vFire App and associated topics for more details.

- The fix list for 9.10 reflects fixes for vFire Core, Nano and the vFire app.

Further Information

Product Information and Online Support

For information about Alemba products, licensing and services, visit **www.alemba.com**.

For release notes and software updates, go to **www.alemba.help**.

Up-to-date product documentation, training materials and videos can be found at **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** 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.