vFire 9.9

Release Notes

Version 1.13
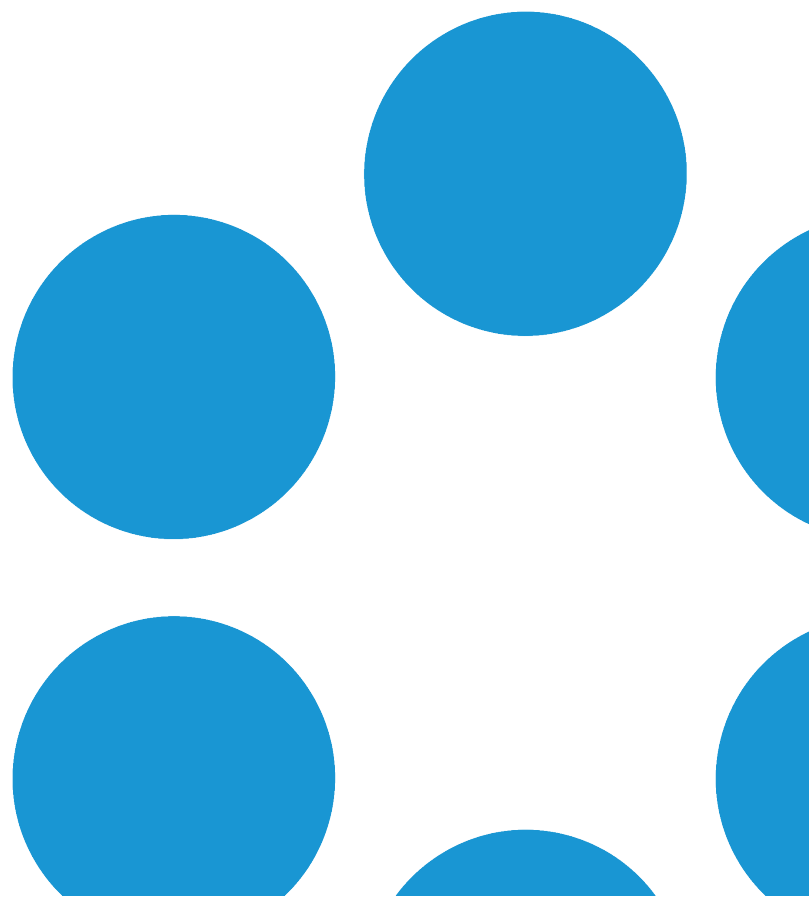
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Version Details for vFire 9.9 Release Notes

The table below contains version details for this document.

Version No.	Date	Details
1.0	10 August 2017	These release notes document new features and changes in the vFire 9.9.0 release.
1.0.1	11 August 2017	Re-released to update the fix list issued with the 9.9.0 software release.
1.1	28 September 2017	These release notes document the new and enhanced features in the vFire 9.9.1 release, as well as the fixes included in this release. This release contains a number of new features in Nano, and the introduction of call logging in the vFire app. See page 9 for more details.
1.1	29 September 2017	Fix to an SD number in the Fixed Issues list. 28862 should have read 28863.
1.2	4 January 2018	Updated to reflect the issues fixed in versions 9.9.2, 9.9.3 and 9.9.4. A single 9.9.4 software release was issued.
1.3	10 January 2018	Updated to include the addition of the "Overwrite locally customized system files" checkbox in the maintenance pack. See page 10 for more details. Clarification regarding the upgrade to support HTML5 and CSS3. See page 11 for more details.
1.4	24 January 2018	Updated to reflect the issues fixed in version 9.9.5.
1.5	15 February 2018	Updated to reflect the issues fixed in version 9.9.6.
1.5.1	6 April 2018	Service Desk number for the Call 0 fix was incorrect. It has now been corrected to 32803.
1.6	27 June 2018	Updated to reflect the issues fixed in version 9.9.7.
1.7	2 July 2018	Updated to reflect the issues fixed in version 9.9.8.
1.8	16 August 2018	Updated to reflect the issues fixed in version 9.9.9.
1.9	23rd August 2018	Updated to reflect the issues fixed in version 9.9.10.

Version No.	Date	Details
1.10	15th October 2018	Updated to reflect the issues fixed in version 9.9.11
1.11	24th October 2018	Updated to reflect the issues fixed in version 9.9.12
1.12	22nd November 2018	Updated to reflect the issues fixed in version 9.9.13
1.13	14th February 2019	Updated to reflect the issues fixed in version 9.9.14

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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 9.9

Welcome to vFire 9.9 from Alemba. This release contains new feature functionality and fixes to known issues in both vFire and vFire Officer & Portal.

> vFire 9.9 does not support Oracle installations. You should not install or upgrade to 9.9 if you are running an Oracle system.

Installation

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

- **vFire 9.9 Prerequisites Guide**
- **vFire 9.9 Installation and Upgrade Guide**
- **vFire Server Console Guide**

> All guides have been updated to reflect discontinued support for Oracle from this release.

Customizations

If you have created customizations, ensure that they are compatible with vFire Core 9.9. 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 9.9 will be compatible with any 9.9 version of vFire Officer & Portal, regardless of the third release digit.

Minor Point Releases

These release notes are provided at the release of 9.9.0. However we will also make additional releases to fix issues subsequent to this. These minor releases, versioned with the third digit version number (eg 9.9.1, 9.9.2 etc) will contain fixes to the major release. The release notes will be updated to record these fixes.

New Features and Changes in vFire 9.9

> vFire 9.9 does not support Oracle installations. You should not install or upgrade to 9.9 if you are running an Oracle system.

The key new features in this release include:

- **Nano** is GA ready. Nano has passed its beta phase of development, and is now GA status. See **Introducing Nano** in the Online Helpto learn more about Nano, and **Nano Feature List** in the Online Help to find out about functionality that is added in this release.

  Several features have been enhanced in the 9.9.1 release, and additional functionality added, including:

  Approve and **Reject** buttons have been added to the **Approval** task screens, making approving a task easier.
  Authorize and **Reject** buttons have been added to **Request** screens.
  Nano is now compatible with Integrated Security and SSO.

- **Alemba API** is GA ready. The RestFUL Alemba API has passed its beta phase of development, and is now GA status. The Alemba API is documented via a wiki within the product. See **Alemba API** in the Online Help to find out more about this API and how you can use it.

- **vRO7.0** is now supported. See **Connector for vRO** in the Online Help for more details on how to install and use this connector.

- **Call Scheduling** has been introduced, allowing analysts with the correct permissions to schedule calls, in much the same way as requests can be scheduled. See **Scheduling Calls** in the Online Help to find out more.

- **Service Actions** can be configured to **launch URLs** or **download objects** from the Service Catalog in vFire Self Service. You can set up your Service Hub in a day using the Integration module to instantly create URL Service Actions for all your external digital forms and other web accessible services and resources. See **Defining the Outcome of Selecting a Service Action** in the Online Help for more details.

- The **Alemba Email Event Connector** can be implemented to generate calls or requests in vFire from 3rd party event tools that send event notifications by email. Fields in the generated calls and requests are populated with data from the emails. A configuration XML file defines field mappings between the template and the contents of event emails. See **Connector for Event Emails** in the Online Help for more details.

- From 9.9.1, the **vFire app** includes call logging. Users can log their own calls using the app. See **About the vFire App** in the online help for more details. It also supports windows authentication.

Additional Features

The following features have also been introduced in this release.

Feature	Description
Statistics Tool	New sections have been added to the report: SQL Server Configurations, SQL Server Top 100 Expensive Queries, and SQL Server Currently Executing; and a section has been removed: Installed Software.
AI Ops	**Proactive Analysis has been renamed to AI Ops**, in keeping with industry familiar terminology.
Screens Pre-upgrade	This upgrade feature has been rationalized and enhanced to carry out more processes, making the subsequent upgrade time shorter. For more details on the screens pre-upgrade feature, see **Screens Pre-Upgrade** in the Online Help.
Overwrite locally customized system files	**9.9** This feature was introduced in 9.9.4. If you have customized files, select this option to move the customized files into a **System\Customizations** folder as part of the upgrade, and upgrade all of the files in the system to the latest version. You can then re-apply the customizations to the upgraded version of the files.

Feature	Description
	Prior to 9.9.4, all customized files were merged unchanged as part of an upgrade process. Customers with customizations were, effectively, running systems combining files with different release versions. A large number of files were upgraded in the base system as part of the 9.9 release, which could potentially cause problems for customers running systems with files from previous releases. For this reason, it is strongly recommended that if you have customized files, you select the checkbox and re-apply customizations where necessary when the upgrade is complete.
Support of HTML5 and CSS3	9.9.1 lays the foundations for further interface improvements by supporting HTML5 and CSS3. This will cause a longer upgrade time. There is an improved Screens Pre Upgrade Tool available as part of the maintenance pack and this should be used if upgrade times are high. Details of this are available in **Screens Pre-Upgrade**. Once the installation is complete, there will be no apparent impact to customers' installations. We have updated vFire Core to use HTML5 and CSS3 to support the Styling changes planned for future releases.

Changes to Supported Platforms in vFire 9.9

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

No further platform support has been added in this release.

Platform Support Removed

Oracle is not supported in vFire 9.9. vFire 9.8 is the last Oracle supporting version of the software.

Issues Fixed in vFire 9.9

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 9.9.0. Additional releases to fix issues subsequent to this will be versioned with the third digit version number (eg 9.9.1, 9.9.2 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.

> A number of issues were addressed in the development of Nano and the Alemba API from beta to GA release, all of which have not been listed here as they were either internal or as a result of feedback and suggestion, or indicative of the beta stage of the product.

Issue Number (internal ref in brackets)	Functional Area	Short Description	Fixed in Version
38429 (16786)	SLM	The Close Response was inactive after a suspension was removed. This has been fixed and the Close Response is now active.	vFire Core 9.9.14
38548 (16783)	Reports	Parameters were not being saved after running a report. This has been fixed and when you click the save button the parameters are saved and available for the next time.	vFire Core 9.9.14
38117 (16710)	SLM	When trying to save a 3 dimension matrix an error is produced. This has been fixed and the error no longer appears and the matrix is saved.	vFire Core 9.9.14
38534 (16888)	Nano	Forwarding a request to an analyst in Nano shows analyst name and the Group as Unspecified and is not appearing in the analysts calls outstanding view. This has been fixed and the Group is correctly displayed.	vFire Core 9.9.14

Issue Number (internal ref in brackets)	Functional Area	Short Description	Fixed in Version
38550 (16887)	Nano/Search	Call screen sets are being displayed when using the Advanced Search for Requests in Nano. This has been fixed and the Request screen sets are now displayed as expected when completing the Advanced Search in Nano.	vFire Core 9.9.14
35601 (16849)	Connectors	During configuration JIRA outbound fields are blank. This has been fixed and the fields are displaying values as expected.	vFire Core 9.9.14
31631 (15394)	Nano/Menu	In Nano if there is a large number of Workflow Processes or IPK Statuses and Streams the menu does not expand. This has been fixed and the menu works as expected.	vFire Core 9.9.14
39015 (16801)	Nano/Email	When attempting to send emails from inside a call or request to multiple people, by selecting their Person record, Nano does not send the email. This has been fixed and all the requested emails are sent.	vFire Core 9.9.14
38506 (16785)	Nano/Email	When trying to send an email from Nano to a customer the images in the template do not show. They are showing as the blank box with an x in the middle. This has been fixed and the images are displayed correctly.	vFire Core 9.9.14
38528 (16784)	Nano/Bulletin	In Nano the bulletin board displays articles from both partitions. This has been fixed and the correct articles are being displayed based on partition.	vFire Core 9.9.14
38028 (16711)	IPK	When attaching an object to a Call in the vFire Self Service Portal you are able to add a description. This description was	vFire Core 9.9.13

Issue Number (internal ref in brackets)	Functional Area	Short Description	Fixed in Version
		not showing in the Call history when viewed in vFire Core. This has been fixed and the description is now present in the call history.	
38032 (16789)	IPK	The workload screen did not display requests that have been forwarded or submitted by other users. This has been fixed and the workload screen now displays the requests correctly.	vFire Core 9.9.13
38717 (16806)	SLM	When cloning a call the Close FCB and Close response are greyed out and disabled. This has been fixed and when cloning the call the Close FCB and Close response are now active.	vFire Core 9.9.13
39564 (16859)	Alemba API	Updating a person record using the Alemba API failed. This has been fixed and the update is now completed correctly.	vFire Core 9.9.13
38334 (16722)	SLA	When a call comes out of suspension and data on the call is updated which impacts the SLA this was not being calculated correctly and the remaining time left was incorrect. This has been fixed and the SLA is correctly calculated based on the data entered in to the call details.	vFire Core 9.9.12
33486 (15863)	Stakeholders	Service Stakeholders are not displayed once availability is switched on. This has been fixed and the Stakeholders are now displayed correctly whether availability is switch on or off.	vFire Core 9.9.11
25964 (12864)	CMDB	Other users are able to add links to a Configuration Item whilst it is being updated and the record should be locked.	vFire Core 9.9.11

Issue Number (internal ref in brackets)	Functional Area	Short Description	Fixed in Version
		This has been fixed and the record correctly locks and does not allow actions from other users.	
22822 (11483)	Request	It is not possible to select the Linked Configuration Items 'Details' button on a Request screen when multiple Configuration Items are listed as they are greyed out. This has been fixed and the details button is now enabled for all linked Configuration Items.	vFire Core 9.9.11
37308 (16701)	Workflow	When a task in a workflow is closed as redundant due to workflow logic, and the workflow contains a loop in order to reactivate that path depending on certain circumstances, the task will not reactivate. This has been fixed and the task reactivates as expected.	vFire Core 9.9.11
17281 (16702)	Audit	When Manual Stakeholders are added to Changes in vFire after the Change Record has been submitted, the audit logs display old entries from users who have never accessed the Change Record. This has been fixed and the erroneous data no longer appears.	vFire Core 9.9.11
37028 (16705)	IPK	When forwarding internally directly to another analyst the physical status does not update correctly when you are the analyst receiving the call. It should say "Forwarded to You" instead it says "Forwarded Internally" this is the same for forwarding to a group it should say "Forwarded to Group" but instead it says "Forwarded internally". This has been fixed and the Physical Status is now	vFire Core 9.9.11

Issue Number (internal ref in brackets)	Functional Area	Short Description	Fixed in Version
		displayed correctly in the details panel and in the Calls outstanding screens.	
37462 (16598)	API	The Alemba API Explorer could not be loaded following a Maintenance Release upgrade. This has been resolved and the API explorer successfully loads.	vFire Core 9.9.10
37802 (16639)	Audit	When saving a change to a Configuration Item in the CMDB the Reason dialogue box is not being presented and no reason is recorded against the change and the date/time recorded is the time the change was entered not the date/time that the change actually occurred even though the Audit function is enabled. This has been resolved and the Reason dialogue box is being presented and all of the information is being recorded in line with the Audit function.	vFire Core 9.9.9
37028 (16609)	IPK	When forwarding a call the Physical Status is not correctly updated in line with the configuration in System Admin. This has now been resolved and the Physical Status updates with the values from System Admin.	vFire Core 9.9.9
34884 (16328)	IPK	When a field is set to Mandatory and the No Default Value property has been set to 'Yes' the first call logged for each IPK Status always populates the field with a default value. This has been resolved and the Mandatory and No Default value rules are being observed for all calls.	vFire Core 9.9.9
31887 (16255)	CMDB	An Analyst with a Configuration Management role that does not allow	vFire Core 9.9.9

Issue Number (internal ref in brackets)	Functional Area	Short Description	Fixed in Version
		them to create a Configuration Item is still able to create a New Configuration Item from the Linked Configuration Items within a request. This has been resolved and the permissions are being observed correctly. This fix will be available in the 9.11 base release.	
30595 (15532)	IPK	Adding an attachment to a Call or Request where the name includes an ampersand causes a server error. This has been resolved and the attachment can be successfully added and opened. This fix will be available in the 9.11 base release.	vFire Core 9.9.9
32383 (15527)	Workflow	Analysts were able to open other analyst's Tasks Outstanding even though they do not have the permission to do so. This has been resolved and the permissions are being observed correctly. This fix will be available in the 9.11 base release.	vFire Core 9.9.9
29208 (14987)	Designer	Fields which should be hidden based on rules configured in Designer are displaying when opening an Approval from a User Approval email using the 'Open Task' (MMA URL) link. This has been resolved and the fields that should be hidden are no longer visible when the Task Review screen is opened from the User Approval Email using the MMA URL	vFire Core 9.9.9

Issue Number (internal ref in brackets)	Functional Area	Short Description	Fixed in Version
		'Open Task' link. This fix will be available in the 9.11 base release.	
24975, 36484 (12451)	IPK	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 Core 9.9.8
36320 (16473)	Monitors	When setting filter options for monitors, selecting "Last n days" did not present an option to enter the number of days. This has been resolved and the number of days can now be entered. This fix will be available in the 9.11 base release.	vFire Core 9.9.8
36518 (16460)	Designer	When large sections of the screen are hidden using rules in Designer, the screen displays blank spaces. This was due to a top margin setting on some of the fields, which meant that the margin was still displaying even when the field was hidden. This has now been resolved, so that the margin is also hidden, and the screens look as they should. This fix will be available in the 9.11 base release.	vFire Core 9.9.8
28720 (14878)	IPK	Analysts who were directly assigned a call from a partition to which they did not	vFire Core

Issue Number (internal ref in brackets)	Functional Area	Short Description	Fixed in Version
		have access could still open and action the call. This has now been resolved, to show only analysts with access to the partition in the Forward To list. This fix will be available in the 9.11 base release.	9.9.7
31881 (15400)	Nano	When Integrated Windows Authentication was used for Self Service Portal, it was having an impact on Nano login. This has now been resolved, and Nano is now unaffected by authentication settings for the Self Service Portal. Instead, it is turned on by selection of the Full Application and HTML Only checkbox in the Security Settings window.	vFire Core 9.9.7
32388 (15840)	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.	vFire Core 9.9.7
32533 (15842)	Nano	If call details were entered and not saved, and then another call was raised and both calls saved, the Description details were not saving correctly. This has now been resolved and call description details are saved as expected.	vFire Core 9.9.7
31249 (15855)	IPK/Requests	If an existing call/request was edited to change the User to one who did not have an Organization or Location saved, an error message was displayed on attempting to review or edit the call/request afterwards. This behavior	vFire Core 9.9.7

Issue Number (internal ref in brackets)	Functional Area	Short Description	Fixed in Version
		was visible in Nano and Core. It has now been resolved and making these changes no longer results in corruptions/errors. Any existing calls/requests with this issue are also displaying correctly.	
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.	vFire Core 9.9.7
35573 (16358)	Designer	When opening a details window in Review mode, the List Box field was editable. This has now been resolved and the List Box field is now read-only in this scenario.	vFire Core 9.9.7
34951 (16363)	Workflow	Analysts who did not have the workflow role permissions "Take Over" or "Complete Other's Approvals" were able to do so under some circumstances. This has been resolved and the role permissions are now being respected.	vFire Core 9.9.7
33641 (15851)	Tasks	Closure tasks would not close properly in 9.9.5. This has now been resolved. This fix will be available in the 9.10 base release.	vFire Core 9.9.6
32154, 33590	IPK	The Reason field was not defaulting to a	vFire

Issue Number (internal ref in brackets)	Functional Area	Short Description	Fixed in Version
(15528)		blank value on the Call Close screen even though Reason Forced was configured. The blank value was at the top of the list but the first non-blank value was selected by default. This has been resolved. This fix will be available in the 9.11 base release.	Core 9.9.6
32671 (15549)	IPK	Calls were intermittently failing to unsuspend if open onscreen when the suspend end time was reached. This has now been resolved. This fix was first introduced in 9.5, but the error became apparent again in 9.6. It will be available in the 9.11 base release.	vFire Core 9.9.6
33449 (15861)	Reporting	After 9.9.4 upgrade, any report that contained a group Filter (example IPK Workload Report) did not return the correct results. Data is pulled in but the filter was not applied; nor were the filters added to the top description box. This has now been resolved. This fix will be available in the 9.11 base release.	vFire Core 9.9.6
33335 (15750)	Nano	Nano would only log in to the default system. This has now been resolved. See the note below. Nano supports SSO for more than one system. However, when two instances of vFire are running on	vFire Core 9.9.6

Issue Number (internal ref in brackets)	Functional Area	Short Description	Fixed in Version
		one system, but SSO has been applied to only one of them, Nano only logs in to the default system. In order for SSO to work correctly, the SSO needs to be enabled or disabled on both systems. This fix will be available in the 9.11 base release.	
33111, 33105, 33215 (15654)	Upgrade	When upgrading from 9.9.1 to 9.9.4, 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 will be available in the 9.10 base release.	vFire Core 9.9.5
32803 (15626)	IPK	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 will be available in the 9.10 base release.	vFire Core 9.9.5
31648 (15626)	vFire Self Service	With Integrated Security enabled, Users were able to submit Incident or Request	vFire Core 9.9.5

Issue Number (internal ref in brackets)	Functional Area	Short Description	Fixed in Version
		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 will be available in the 9.10 base release.	
32507 (15454)	Screens Pre-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 will be available in the 9.10 base release.	vFire Core 9.9.4
32057 (15455)	Upgrade	When upgrading from 9.2.3 to 9.9.1, the Interop.redemption was not updated with the 64 bit dll during upgrade, but remained in place. This file is not required in 9.9. It is now removed as part of the upgrade. This fix will be available in the 9.10 base release.	vFire Core 9.9.4

Issue Number (internal ref in brackets)	Functional Area	Short Description	Fixed in Version
31535, **31536** (15350)	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 will be available in the 9.10 base release.	vFire Core 9.9.3
31608 (15271)	vUA/Authentication	NT authentication and SAML were configured to support vUA systems. This fix will be available in the 9.10 base release.	vFire Core 9.9.2
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 will be available in the 9.10 base release.	vFire Core 9.9.2
30430 (15033)	Install and Upgrade	When upgrading from 9.5 to 9.9, the following error was displayed - "The resource 'C:\Program Files\Alemba\vFire\Redemption.dll' does not exist." This has now been resolved.	vFire Core 9.9.1
30299 (15032)	Designer	No section properties were displaying on a Request/Call Details screen in Designer. This has now been fixed.	vFire Core 9.9.1
29727 (15028)	vFire Self Service	Rewording of error message for access related to permissions.	vFire Core 9.9.1

Issue Number (internal ref in brackets)	Functional Area	Short Description	Fixed in Version
28640 (15151)	Wrapper and Controls	The accents on characters such as è,é,ê,î,ô,û, were not displaying when typed into HTML text area fields. This issue is now fixed.	vFire Core 9.9.1
28047, 28080 (13156)	Designer	Following the introduction of the Change Labels functionality, you were unable to design the Approval Approve/Approval Reject screen after you restored the default. This is now fixed and you can design the screens as expected. This fix first appeared in 9.7.6.	vFire Core 9.9.1
20917, 21204 (11537)	Install/Prereqs	With DB NT Auth option selected, patch tool upgrade failed with error. If the database login account has the login permissions as outlined in the Database Server Requirements in the 9.9 Prerequisites, this will no longer be an issue.	vFire Core 9.9.1
20649, 29986 (15031)	vFire Self Service	Lists were being overwritten when user scrolled (Quick Solutions were not retaining settings applied). This is now fixed.	vFire Core 9.9.1
11151 (5038)	Config Portability	'Select All' and 'Unselect All' checkboxes have been added to the **Add New Configuration Settings** window, which apply the setting across ALL the Config Port tabs. This was first introduced in 9.8.1, and was documented as a fix and an **Additional Feature** in those release notes.	vFire Core 9.9.1

Issue Number (internal ref in brackets)	Functional Area	Short Description	Fixed in Version
13616, 26698, 21634, 15620, 6837 (13752)	IPK	Closure group analysts only had the ability to 'Take Action' and then 'Cancel' on calls with a state of Open/Unresolved. When viewing an Open/Unresolved call, Closure Analysts will now see Take Action and Cancel button. After clicking Take Action, they will see Internal, External, Defer, Save, Close, Close New, Cancel buttons.	vFire Core 9.9.0
16859 (14627)	Designer	There was no way to create a dynamic rule to check if the CMDB Item is a template. 'Template' is available for CMDB item details when creating dynamic rules.	vFire Core 9.9.0
22495 (12841)	Connectors	In the views in the SCCM Connector for Hardware and Hardware History, only column headings for categories were displayed, not the actual field data. This fix first appeared in 9.4.7.	vFire Core 9.9.0
23615 (11991/13825)	Email	Poor email performance during periods of high load on the system has been resolved. This fix first appeared in 9.7.7.	vFire Core 9.9.0
25386 (12757)	IPK	Images or screenshots pasted in Actions and Solutions were not saving with the call details. The update appeared in the call history, but the screenshot did not. This has been resolved.	vFire Core 9.9.0
25394 (13741)	Statistics Tool	Running the stats tool triggered Windows installer to reconfigure all products	vFire Core 9.9.0

Issue Number (internal ref in brackets)	Functional Area	Short Description	Fixed in Version
		installed in the application server. This sometimes resulted in other application reconfiguration failing. The Stats Tool report now no longer has the "Installed Software" section, and there are no longer informational entries in event log regarding Windows Installer reconfiguring the products installed in the server.	
25553 (12718)	Designer	You could not have a blank option for tasks which are pulling a custom list dropdown field from a request when the field was set to read only. This issue has been resolved, and you can select 'display blank option' in Designer and have the field as read-only.	vFire Core 9.9.0
26287 (14626)	Designer	The value SLA BREACH Target was not selectable as an entity through vFire Self Service. SLA BREACH field has now been added and is available to be added to call details screen and portal review screens in Designer.	vFire Core 9.9.0
26543 (12863)	Links/Server Console	If the Portal Security Cookie checkbox is enabled in the server console, and a user sends a link to another user, the security cookie is activated and the second user is presented with a blank login box that does not work. The database field is blank, so the user could not login to access the content they were linked to. This has now been resolved, the correct cookie security error message is displayed, the database is populated on the screen and the user is able to log into the form.	vFire Core 9.9.0

Issue Number (internal ref in brackets)	Functional Area	Short Description	Fixed in Version
27518, 26913, 27433, 28312, 28622, 28887, 28976, 29042 (13887)	Upgrade	Matching panel fields in the InCallDetails.htm file was duplicated when there was more than one vFire system pointing to the database. This lead to script error when opening the call screens and the call screens failing to load. This issue has now been resolved and screens can be open at run time when logging calls. This fix first appeared in 9.7.8.	vFire Core 9.9.0
28668 (14653)	Workflow	Occasionally, requests were not being created, causing workflows to fail. This issue has been resolved and requests are now being created correctly. This fix first appeared in 9.8.2.	vFire Core 9.9.0
28799 (13905)	Knowledge/ vFire Self Service	Knowledge feedback (comments and ratings) submitted from the Self Service Portal were not being recorded against the KB article. This is now resolved and the rating and comments are recorded as expected.	vFire Core 9.9.0
28863 (13838)	Designer/ Requests	Dynamic rules from Request screen set did not work in Task screen. This fix first appeared in 9.7.7.	vFire Core 9.9.0
28934 (13856)	Upgrade	File patching was changing the source of images to reference the file system. This is now resolved. This fix first appeared in 9.7.7, and was included in 9.8.1.	vFire Core 9.9.0

Issue Number (internal ref in brackets)	Functional Area	Short Description	Fixed in Version
29091 (13870, 13888)	IPK	The Upgrade process was taking a long time for some customers. The screen pre-upgrade feature has been enhanced to include more processes, making the subsequent upgrade quicker. This fix first appeared in 9.7.7.	vFire Core 9.9.0
29175 (13899)	Designer	Screen history in Designer was not showing any entries. This fix first appeared in 9.7.8.	vFire Core 9.9.0
29179 (13900)	Designer	Two portal screens ("Person Review" and "Master Approval Review") were not functioning as they should in Designer - users were unable to add/remove fields on these screens. This has now been resolved. This fix first appeared in 9.7.8.	vFire Core 9.9.0
29448 (14671)	vFire Self Service	: Submitting a request submission form was resulting in the error "Unable to defer closed entity." This issue is now resolved and requests submit without error. This fix first appeared in 9.7.8.	vFire Core 9.9.0
29577 (14672)	Cloud Workflow	Issues with cloud workflows caused by query performance have been resolved. This fix first appeared in 9.7.8.	vFire Core 9.9.0

In the Online Help

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

- Prerequisites and Installation topics have been updated to reflect discontinued support for Oracle from this release.

- Server Console topics have been updated to reflect discontinued support for Oracle from this release.

- A new topic, Defining the Outcome of Selecting a Service Action has been added with instructions for configuring the new **Launch URL** and **Download Object** functions, and linking a Service Action to call and workflow templates.

- CMDB Item Types and Completing CMDB Item Details have been updated with instructions on how to configure and use the **Portal Submit Button** field.

- The **Basic URLs** topic has been retitled to System Access URLs and contains details for accessing **Nano**.

- **Proactive Analysis** has been renamed to **AI Ops** throughout the documentation, to reflect changes made in the software.

- Scheduling Calls has been added to the online help, containing instruction on how to schedule calls, in much the same way as you could schedule requests in earlier releases. The **Scheduling Requests** topic has been updated to reflect changes as a result of the new feature.

- Additional **Nano** topics have been introduced, to reflect functionality in 9.9. This will be continually updated throughout the beta phase.

- A new Authentication section has been added to the online help, containing information on how to configure authentication settings for the Alemba API, including Configuring Authentication for the Alemba API, Integrated Security v Single Sign On, Configuring Windows Authentication for the Alemba API, and Configuring Single Sign On using SAML for the Alemba API.

- A new topic has been added, explaining how to use the Connector for Event Emails.

- **Saving searches**, **sharing saved searches**, and **viewing saved searches** is now documented.

- The **call logging** feature in the vFire app has been fully documented for 9.9.1, and a new section on **System Administrator Notes** has been added, documenting the settings required for the app to function as expected.

- For the 9.9.1 release, the **Install and Upgrade PDF** has been divided into an **Install Guide** and an **Upgrade Guide**, to make the PDFs more concise. The section on **Configuring your System** has been moved to the **Prerequisites PDF**.

- A **Prerequisites Checklist** has been added to the Prerequisites, Installation and Upgrade PDFs.

- Additional videos have been added on **Saving and Sharing Searches**, **Actioning Calls**, **Linking and Cloning Calls**, and **Adding Attachments and Sending Emails**. The **vFire and IPK** video has been updated to include examples of how IPK is managed in vFire.

- The "Overwrite locally customized system files" checkbox which was added to the maintenance pack in 9.9.4 has been documented. See page 9 for more details.

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.