



vFire 9.5 Release Notes

Version 1.7

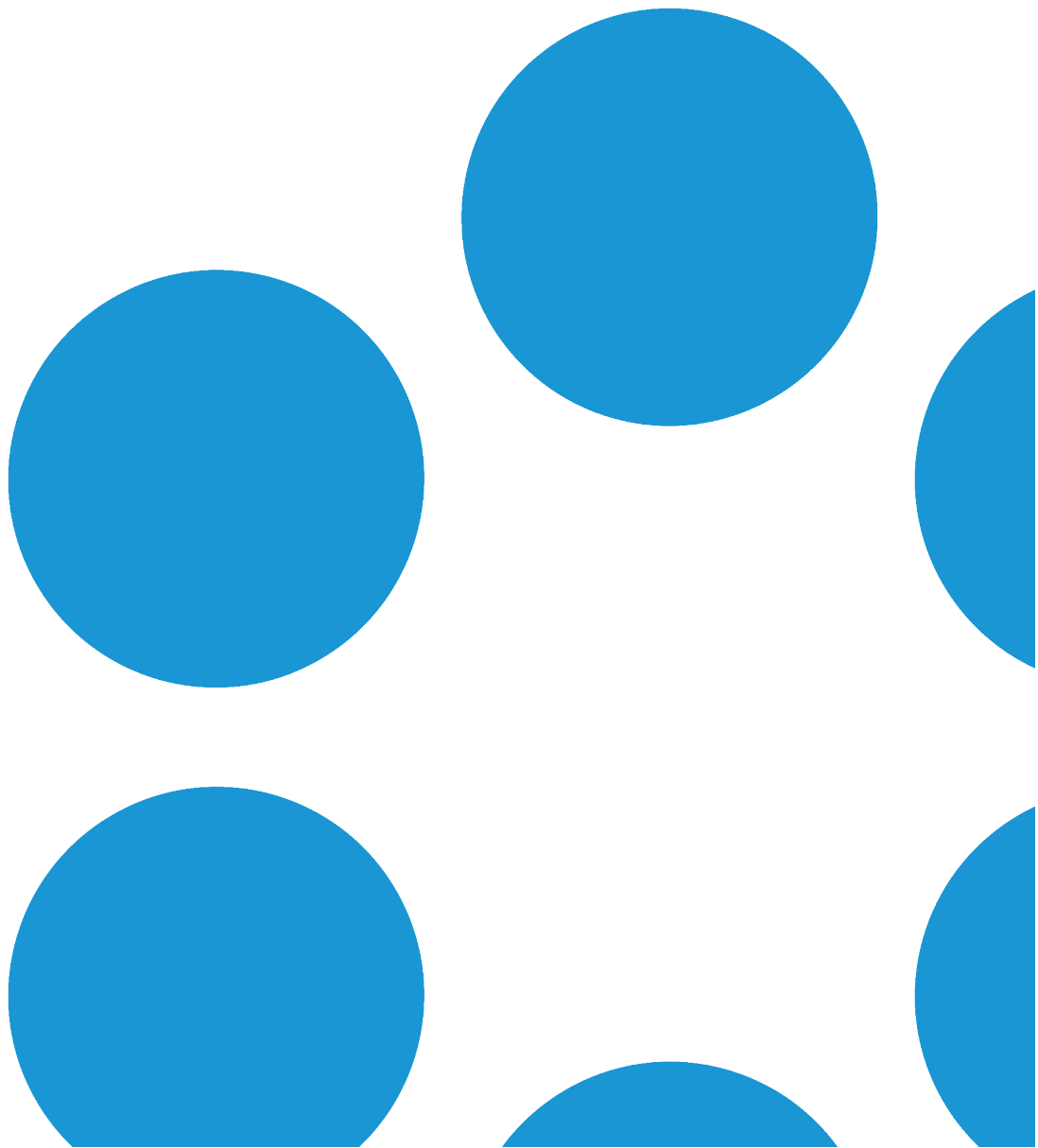




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Version Details for vFire Core 9.5 Release

The table below contains version details for this document.

Version No.	Date	Details
1.0	8 July 2016	These release notes document new features and changes in the vFire 9.5 release, incorporating vFire Core and vFire Officer & Portal releases.
1.1	15 August 2016	This version of the release notes contains fixes which were added in the 9.5.1 release.
1.2	17 August 2016	This version of the release notes contains fixes which were added in the 9.5.2 release (primarily in relation to upgrades from 9.5.0).
1.3	31 October 2016	This version of the release notes contains a single fix which was added to the vFire Officer & Portal 9.5.2 release.
1.4	21 March 2017	This version of the release notes contains fixes which were added in the 9.5.3 release.
1.5	22 March 2017	Re-release, to rectify errors in release version number assigned to latest fixes.
1.6	6 April 2017	Issued with the 9.5.4 software release. This maintenance release does not contain any fixes to the software. The maintenance package has been updated in order to support MAPI.
1.7	23 May 2017	Update to the Compatibility between vFire Core and Officer & Portal, as described in the Introduction.

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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 9.5

Welcome to vFire 9.5 from Alemba. This release contains new feature functionality and fixes to known issues in both vFire Core and vFire Officer & Portal.

 This release of vFire Core is compatible with SQL Server databases only. It is not compatible with Oracle databases.

Installation

For installation instructions, please see the following publications, the latest versions of which are available on our website:


- [vFire 9.5 Prerequisites Guide](#)
- [vFire 9.5 Installation and Upgrade Guide](#)
- [vFire Server Console Guide](#)

Customizations

If you have created customizations, ensure that they are compatible with vFire Core 9.5. 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

Note the following compatibility when downloading software versions.

If you are running vFire Core 9.5, your version of vFire Officer & Portal must also be 9.5, with a third digit equal to or higher than the 9.5 version of vFire Core.



vFire Officer & Portal 9.5.3 will run on vFire Core 9.5.0, 9.5.1, 9.5.2 and 9.5.3.

These release notes are provided at the release of 9.5.0. However we will also make additional releases to fix issues subsequent to this. These will be versioned with the third digit version number (eg 9.5.1, 9.5.2 etc). For fixes which have been put into these minor point releases, a separate list of fixes will be distributed. These should be considered in addition to these release notes.



New Features and Changes in vFire 9.5

vFire Core

The key new features in this release include:

- Location, Organization, Contract, Knowledge Article, Subscriber Group, and Cost Center are now available as import options through the Integration module. See **Defining a Resource Mapping** in the online help for more details.
- A suite of new connectors have been introduced to deliver integration with MS SQL Server. These connectors support the integration framework's ability to import resources, generate calls/requests from events, lookup external data during a call or request lifecycle, and update external data through outbound actions. See **Connector Suite for MS SQL Server Tables** in the online help for more details.
- A new connector in 9.5 which is highly configurable to allow integration with SQL Server or Oracle databases. See **Connector for Resource Databases** in the online help for more details.

vFire Help

The online help is now available through our [alemba help self service portal](#), by selecting **vFire Help & Documentation Site** from the **My Options** menu.

A new **Learn** section has been added to the online help. You can access it by selecting the



tutorial icon on the [home page](#), or from the drop-down menu item.

Within this section, there are sets of video tutorials on:

- **How vFire Works** - Building your vFire System; Configuring your vFire System and Managing your vFire System
- **Using vFire** - Getting Started; vFire Self Service; vFire Designer
- **Troubleshooting** - vFire Statistics Tool

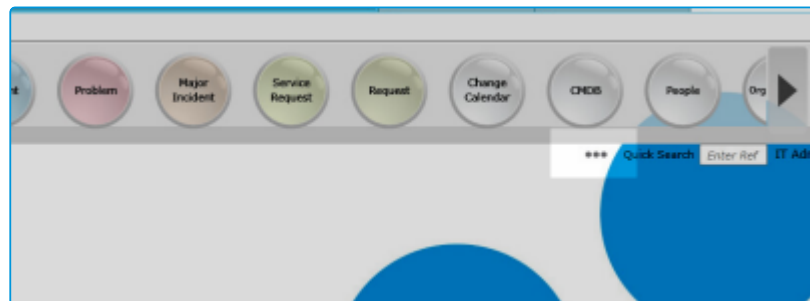


This section will be expanded with each release.

vFire Officer & Portal

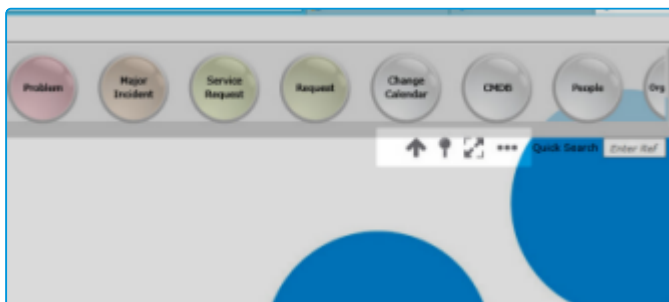
This release of vFire Officer & Portal introduces **Screen Maximization and Display Enhancements** in vFire Officer. System administrators can now configure vFire Officer so that the screen can be maximized, the menu can be pinned/unpinned, and positioned at the top or the left hand side of the screen. System Administrators can set the menu position and visibility for all users of the system, or allow users to choose their own settings.

If users can change their own settings, their initial screen will look like this, with three dots





at the top of the screen.



When users select the dots, the menu will expand, offering them three icons, which they can use to position, pin or maximize the screen.



depending on the current selection.

The displayed icons will change,

The   buttons are used to position the menu to the left or top of the screen.

The   buttons hide or display the menu. When the menu is hidden, it is displayed by hovering over a small



icon if it is hidden to the left of the screen, or



if it is hidden when positioned at the top of the screen.



The buttons toggle between maximized and coverflow screen displays.

In Admin, system administrators can set the defaults and whether users can select their own settings. If users are allowed to select their own settings, system administrators can choose whether those settings are active for a single session, or will be the user's default from then on.



Changes to Supported Platforms in vFire Core 9.5

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

SQL Server 2016

Platform Support Removed

No platform support has been removed.



Issues Fixed in vFire 9.5

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 9.5.0. Additional releases to fix issues subsequent to this will be versioned with the third digit version number (eg 9.5.1, 9.5.2 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 in brackets)	Functional Area	Short Description	Fixed in Version
23798 (11916)	CMDB	The system was failing to populate the data in the specified Request or Task field, when the 'Add to Request Field' option was ticked when creating an item. This resulted in Messaging Tasks being unable to select newly created Users or Analysts for outbound emails. This has now been fixed; the correct data is populated and the outbound emails are now sent as required to any new Users or Analysts. This fix will appear in the base release for 9.8.0.	vFire Core 9.5.3
21235 (11331)	MAPI	MAPI was not working as expected and could not be configured as required. The set up issues have now been resolved and MAPI will work as expected. This fix will appear in the base release for 9.8.0.	vFire Core 9.5.3
22811, 22835	Install & Upgrade	Upgrade issues from 9.5.0 are now resolved.	vFire Core 9.5.2



Issue Number (internal ref in brackets)	Functional Area	Short Description	Fixed in Version
n/a (10889)	Connectors	SAML authentication is supported in this version for users of 9.5. It will become part of the base product in 9.6.0.	vFire Core 9.5.1
22244 (11042)	vFire Self Service	The description in the Service Catalog tiles did not display if the font size was set to default or above. This has now been fixed and the description is visible for all font sizes up to the truncated value.	vFire Core 9.5.1
15278 (6591)	Forum	When setting up a forum, the Email checkbox which allows system administrators to disable forum notifications for an analyst/group was not available. This has been resolved and the button is now available.	vFire Core 9.5.0
16819 (7355)	IPK	Calls were intermittently failing to unsuspend if open onscreen when the suspend end time is reached. This is resolved.	vFire Core 9.5.0
17121 (7422)	Search	Performance issue in Task Search when adding a Person extension field from the request column option. This is resolved.	vFire Core 9.5.0
18841 (10361)	Search	CMDB Search, Call Search, and KB Search were intermittently failing to load. This is resolved.	vFire Core 9.5.0
19766 (10322)	CMDB	Analysts can now modify their own delegation setup via Menu > Admin > Delegation Setup without requiring CMDB role permissions to Update Person records.	vFire Core 9.5.0
19833 (10110)	vFire Self Service	Latest News alert now says "There is no news at this time." when there is no news. Global font family, size and color changes are now reflected on the Latest News alert.	vFire Core 9.5.0



Issue Number (internal ref in brackets)	Functional Area	Short Description	Fixed in Version
20091 (9974)	Email	Images inside the body of incoming emails were not being preserved in the call history.	vFire Core 9.5.0
20117 (10319)	Workflow	Manage CMDB Tasks now create person records successfully regardless of the request creator's CMDB Role permissions.	vFire Core 9.5.0
20294 (10235)	Install	After installing the Setup Kit and before creating a new system, now it lets you rename the \Program Files\Alemba\vFire folder.	vFire Core 9.5.0
20310 (10126)	vFire Self Service	Arrow icon is now present in the Select a Category drop down in vFire Self Service > Service Catalog > Browse The Service Catalog. Also, the "X" clear button is now displayed after a category is selected.	vFire Core 9.5.0
20489 (10391)	SLM	Service Resume will now close all SLA events regardless of whether or not a call is in a suspended state.	vFire Core 9.5.0
20563 (10394)	Workflow	In request history, selecting a filter option and pressing Apply now correctly applies the filtering to the request history. Also, filter selection is retained when navigating away from the History screen and back again.	vFire Core 9.5.0
20608 (10316)	Designer	Dynamic Rules using linked fields as criteria were not always triggering when assigned to a checkbox on a Self Service Portal screen. This is now fixed.	vFire Core 9.5.0
20667 (10325)	Designer	On Approval approve/reject screens in vFire Self Service, the Smart Search and Advanced Search on request QD fields now activates correctly.	vFire Core 9.5.0



Issue Number (internal ref in brackets)	Functional Area	Short Description	Fixed in Version
20748 (10461)	Email	IPK Workflow rule notification emails were not being sent when the 'Email Grouping (CC/BCC)' setting was enabled for Messaging in System Admin. This is resolved.	vFire Core 9.5.0
20743 (10567)	SLM	SLA/OLA using single or multi-dimension matrix will now get applied to calls/requests logged via incoming email / portal with the correct events.	vFire Core 9.5.0
21113, 21286 (10676)	vFire Self Service	In Chrome, items and links were not displaying correctly in the Manage My Order window after an order was submitted. This is now resolved.	vFire Core 9.5.0
21323 (10535)	Config Port	Rules using custom lists were showing the wrong lists after import. Rules using custom lists are now showing the correct lists on the target system.	vFire Core 9.5.0
21137, 21323 (10535)	Config Port	Images were not being ported. Now after import, images are showing correctly on the target system.	vFire Core 9.5.0
21151 (10627)	vFire Self Service	A button has been added to the Order Confirmation window to redirect users back to the service catalog.	vFire Core 9.5.0
21197 (10614)	vFire Self Service	The font size for menu headings under My Options was limited. There is now a Font Size option in Designer>Skins>My Options window that offers a drop-down list of font sizes. (If the font size chosen causes the menu heading to exceed the parameters of the window, the text will be cut off at that point.)	vFire Core 9.5.0
21280 (10619)	vFire Self Service	Portal screen widget sections were not listed in consistent ref order. Now all are rendered as descending.	vFire Core 9.5.0



Issue Number (internal ref in brackets)	Functional Area	Short Description	Fixed in Version
21281 (10621)	vFire Self Service	Users were confused by the functionality of the button labeled as the 'Back' button on search results windows. The button has been relabeled to 'Search' to clarify where the user will be taken on selection.	vFire Core 9.5.0
21292 (10667)	vFire Self Service	Using the browser's Back button while in a Self Service submission form intermittently resulted in a "Webpage has expired" error page. This is resolved.	vFire Core 9.5.0
21296 (10685)	vFire Self Service	In vFire Self Service, when selecting an incomplete order in the mini-cart (Your Orders) or the 'Manage my orders' screen, it now presents the un-submitted forms. Also, the Delete checkbox for orders has been replaced by a delete button.	vFire Core 9.5.0
21303 (10630)	vFire Self Service	A Delete Order button has been added to the Order Results summary in the service catalog.	vFire Core 9.5.0
21306 (10689)	vFire Self Service	A button has been added to the Your Order section of the Service Catalog home screen which removes items from the in-progress order. This replaces the two actions of first selecting the Remove checkbox and then updating the order.	vFire Core 9.5.0
21439 (10686)	vFire Self Service	"Linked" field values were not displayed in Portal screens. This is now resolved.	vFire Core 9.5.0
n/a (7386)	Workflow	Fields are no longer editable on the Create Request Task screen when it is in review mode.	vFire Core 9.5.0
n/a (9120)	Admin	Cosmetic improvements to the My Options screen in System Admin	vFire Core 9.5.0



Issue Number (internal ref in brackets)	Functional Area	Short Description	Fixed in Version
n/a (9167)	Admin	In System Admin, after undeleting a portal system and pressing Save, there was a warning prompt "A Default Portal System is required for customer portal system". This is resolved.	vFire Core 9.5.0
n/a (9334)	Designer	In Designer the Global Font Size option now has a max value of 18. Existing Skins with Global Font Size > 18 will be updated to use Global Font Size 18 on upgrade.	vFire Core 9.5.0
n/a (9386)	vFire Self Service	The Order button in Service Actions/Bundles now remains aligned with the quantity field.	vFire Core 9.5.0
n/a (10756)	Integration	Outbound Actions now send the text value of profile list items, instead of the Ref value.	vFire Core 9.5.0
n/a (10192)	vFire Self Service	Resolved an error message that appeared when logging back in to the Portal after a session timeout "Unknown:LITE"	vFire Core 9.5.0
n/a (10198)	Search	Using column "Location > Organization" or any other columns drilled down from Location > Organization in a search result window no longer causes the result table to disappear.	vFire Core 9.5.0
n/a (10199)	Search	Location's organization extension field values are displayed correctly on Location searches.	vFire Core 9.5.0
n/a (10289)	Search	The Undelete button now appears consistently for deleted articles in KB Admin. And the Delete button appears consistently for Bulletin Admin, Subscriber Group, Org, Location, and Contract.	vFire Core 9.5.0




Issue Number (internal ref in brackets)	Functional Area	Short Description	Fixed in Version
n/a (10406)	vFire Self Service	In the portal, Location search fields were not returning all valid Locations if the Organization column was in the smart search field settings. Now all Locations are returned in this scenario, whether or not they are linked to an Organization.	vFire Core 9.5.0
n/a (10420)	Email	The outgoing email subjects are now using the new terminology User, Analyst and External Contact.	vFire Core 9.5.0
n/a (10457)	Upgrade	Performance improvements to the screen upgrade step of the patch tool.	vFire Core 9.5.0
n/a (10471)	Upgrade	Resolved an issue causing the file Alemba.Encryption.dll to become locked during upgrade.	vFire Core 9.5.0
n/a (10472)	Upgrade	Upgrading a system created from the 9.3 Setup Kit now maintains the existing folder structure in \Program Files\Alemba\vFire and no longer creates a new folder structure.	vFire Core 9.5.0
n/a (10473)	Upgrade	Upgrade fails due to a known Windows issue that locks file fontawesome-webfont.ttf. The Windows issue has been worked around so upgrades can now complete successfully.	vFire Core 9.5.0
n/a (10474)	Workflow	SLM events are no longer calculated on temporary request items (requests with negative numbers)	vFire Core 9.5.0
n/a (10489)	Upgrade	Performance improvements to the ElementUpdate step of the patch tool.	vFire Core 9.5.0
n/a (10523)	vFire Self Service	Resolved a JavaScript error that occurs when loading a portal submission form containing linked search/QD fields "Error: Unable to get property 'val' of unidentified or null reference"	vFire Core 9.5.0



Issue Number (internal ref in brackets)	Functional Area	Short Description	Fixed in Version
n/a (10632)	SLM	"By CMDB Type" option has been removed from Admin > SLM > Matrix Definition > Y Dimension for Requests and Tasks/Approvals matrix .This applies to existing and new matrix. Existing Requests and Tasks/Approvals matrix already using Y Dimension "By CMDB Type" will have its Y Dimension set to "Unspecified" instead.	vFire Core 9.5.0
n/a (10636)	Server Console	In the Server Console the label for DB User ID is now renamed to DB Login ID.	vFire Core 9.5.0
n/a (10678)	API	When a call was logged in vFire and updated via the API, text added to the Actions & Solutions field did not get added to the History of the call. This is now resolved.	vFire Core 9.5.0
n/a (10687)	vFire Self Service	Resolved an issue with Chrome resulting in the "Manage My Order(s)" screen to be blank when it should be displaying unsubmitted items and their HTML link to the forms.	vFire Core 9.5.0
n/a (10751)	Designer	In Designer > Skins > My Options, the "Menu Item Font Colour", has been extended to set the count number font colour on the portal homepage (under the 'my counts' widget).	vFire Core 9.5.0
n/a (10742)	IPK	Unsubmitted calls are now not visible in vFire core under Calls Outstanding > Your Groups Calls, until the call has been submitted.	vFire Core 9.5.0
n/a (10746)	IPK	Unsubmitted calls are now not visible in vFire core under View > Workload, until the call has been submitted.	vFire Core 9.5.0
n/a (10748)	vFire Self Service	Contents in the "My..." widget were escaping the widget frame resulting in the "Search..." entity links below it to be obscured. This is resolved.	vFire Core 9.5.0



Issue Number (internal ref in brackets)	Functional Area	Short Description	Fixed in Version
n/a (10749)	Designer	The Service Catalog / Service Order Item tiles are now configurable in Designer. There are now options to change tile width, and font size and color.	vFire Core 9.5.0
n/a (10751)	Designer	In Designer > Skins > My Options, the "Menu Item Font Colour", has been extended to set the count number font color on the portal homepage (under the 'my counts' widget).	vFire Core 9.5.0
n/a (10762)	Workflow	When printing request details by right-clicking on the screen and selecting Print, the printout now includes linked fields.	vFire Core 9.5.0
23431 (11914)	IPK	<p>If comma separation was used for "Decimal Symbol", it was not possible to use vFire Officer/Portal and an error was received when logging a call. This is now fixed.</p> <div style="border: 1px solid #ccc; background-color: #e6f2ff; padding: 5px; margin-top: 10px;">  This fix is also part of the 9.7 release. It is not included in 9.6. </div>	vFire Officer & Portal 9.5.2
20047 (10782)	Email	Calls logged via email and replied to in vFire Officer did not send the text typed in the template to the customer.	vFire Officer & Portal 9.5.0
21402 (10781)	Workflow	When using custom screens for approval tasks in vFire Portal, the hard coded Request section is no longer shown.	vFire Officer & Portal 9.5.0
n/a (10488)	Workflow	When a user is logging a request and populates the Start, End and/or Target field, the date/time entered was not retained after clicking Save. This is now resolved.	vFire Officer & Portal 9.5.0



Issue Number (internal ref in brackets)	Functional Area	Short Description	Fixed in Version
n/a (10487)	IPK	Field values were not being retained on a cloned call's screen.	vFire Officer & Portal 9.5.0
n/a (10438)	IPK	When the Hide System Actions checkbox is ticked on a call's history screen, the system actions are not hidden. The system actions are always displayed whether the box is ticked or not.	vFire Officer & Portal 9.5.0



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.

