vFire

vFire 9.8

Release Notes

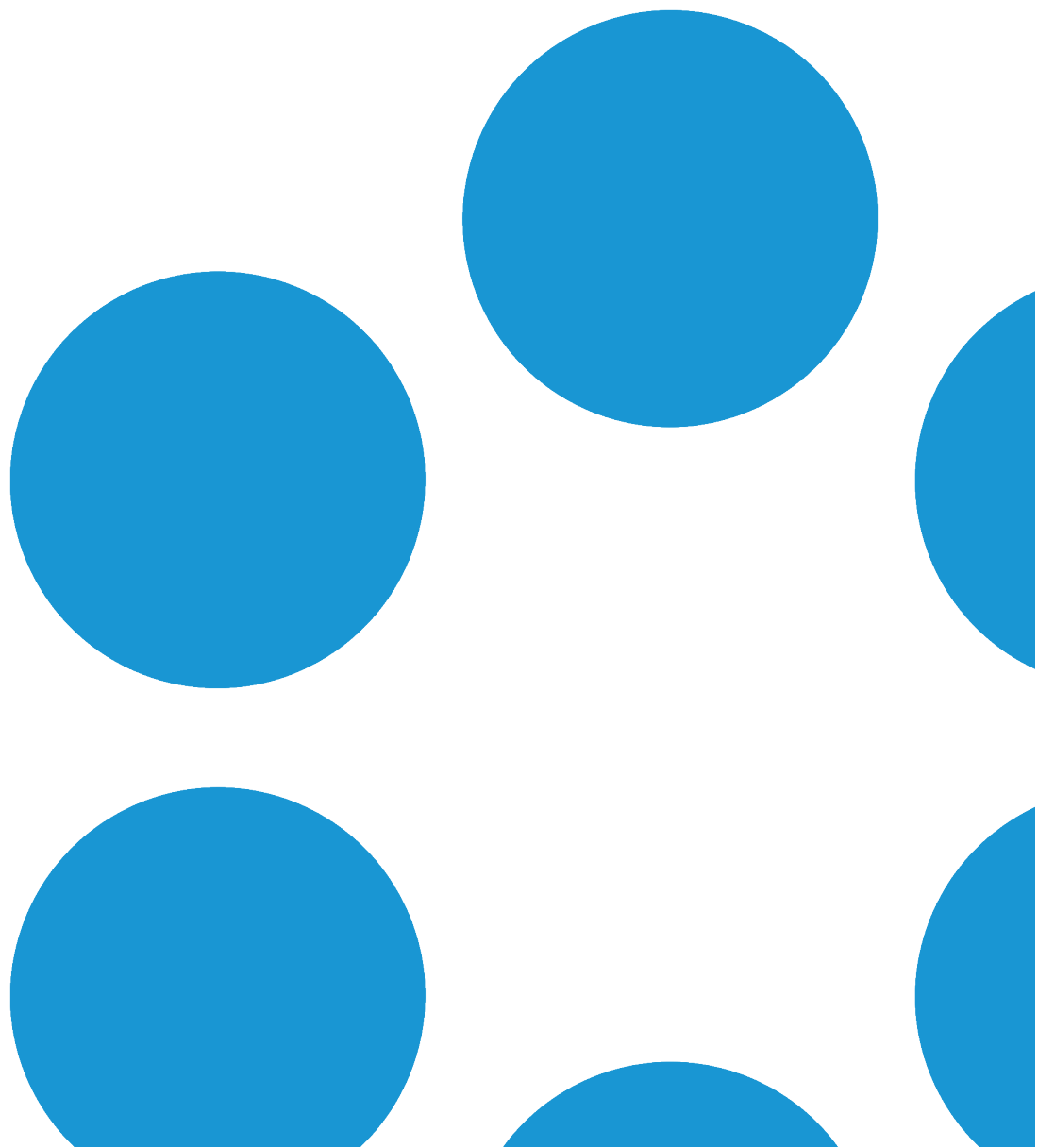Version 1.2.1

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Version Details for vFire 9.8 Release Notes

The table below contains version details for this document.

Version No.	Date	Details
1.0	17 May 2017	These release notes document new features and changes in the vFire 9.8.0 release.
1.1	23 May 2017	Updated to reflect the changes to compatibility between vFire Core and Officer & Portal, as described in the Introduction.
1.2	31 May 2017	Updated to include fixes included in the 9.8.1 release, and clarify alpha status of the Alemba API. An additional feature enhancement introduced in this release is the global Select All/Deselect All checkboxes in the **Add New Configuration Settings** window, allowing users to include/exclude all the screens, forms or message templates at a global level.
1.2.1	1 June 2017	Minor fixes following feedback

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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 9.8

Welcome to vFire 9.8 from Alemba. This release contains new feature functionality and fixes to known issues in both vFire Core 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 9.8 Prerequisites Guide**
- **vFire 9.8 Installation and Upgrade Guide**
- **vFire Server Console Guide**

Customizations

If you have created customizations, ensure that they are compatible with vFire Core 9.8. 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

If you are running vFire Core 9.8, your version of vFire Officer & Portal must also be 9.8, with a third digit equal to or higher than the 9.8 version of vFire Core.

vFire Officer & Portal 9.8.3 will run on vFire Core 9.8.0, 9.8.1, 9.8.2 and 9.8.3.

Minor Point Releases

These release notes are provided at the release of 9.8.0. However we will also make additional releases to fix issues subsequent to this. These minor releases, versioned with the third digit version number (eg 9.8.1, 9.8.2 etc) will contain fixes to the major release. The release notes will be updated to record these fixes.

New Features and Changes in vFire 9.8

The key new features in this release include:

- **Configurable Portal tables**. You can now configure almost all of the tables in vFire Self Service, adding and removing columns, choosing the order in which they are displayed, and sorting by any available column. For more details, see **Configuring Portal Tables** in the online help.

- **Suggested Knowledge**. This feature allows users to view relevant knowledge articles while they complete call submission forms in the Self Service Portal. For more details, see **Suggested Knowledge in the Self Service Portal** in the online help.

- **Call Auto Close**. You can use this feature to define parameters to identify aged calls, notify specified recipients of impending closure, and automatically close those calls if no action is taken. Multiple auto close rules can be configured, each with different call matching criteria, notification intervals, notification recipients, and call closure field settings to apply on closed calls. For more details, see **Call Auto Close** in the online help.

- **Jira Connector**, enabling the creation of issues in Jira triggered by actions sent from vFire. Once an issue is created in Jira, updates can be passed between the issue and the call or task in vFire that created it. For more details, see **Connector for Jira** in the online help.

- **Stored Procedures connector**, allowing you to build custom logic into a workflow without customizing SQL files or building javascript logic. You simply write one maintainable stored procedure that is installed in the database. For more details, see **Connector for Stored Procedures** in the online help.

- **External Process connector**, which can run an external process as part of an Outbound Action task. It allows values to be passed between a workflow in vFire and an external process, such as PowerShell, or other executable. Communication is two-way; meaning that it can pass and receive values. For more details, see **Connector for External Processes** in the online help.

- **CSV connector enhancements**, which include a new feature to allow upload of files from local locations, and relabeling an existing feature to clarify functionality. See **Connector for CSV File** in the online help for more details.

- **Nano**. We have continued developing our new browser-agnostic interface, and it is now available as a beta release for managing tasks and incidents.

Additional Features

The following features have also been introduced in this release.

Feature	Description
Statistics Tool enhancement	The vFire Statistics Tool now saves the HTML report locally on the server as well as emailing the report. The report can be found in the "Log" folder inside the vFire system folder.
Styling	We are continuing to enhance the Core user interface. The new design features that were introduced in the 9.7 release have been further developed, with improvements to the menu scroll bar and navigation. You will notice that there is now a scroll bar on menus longer than the screen allows. The active items in the parent menu will also be highlighted, so that you can clearly see where you are. We will continue to style the user interface over coming releases.
vFire app	From 9.8.1, this will be available for Windows, Android and iOS phones.
Alemba API	The Alemba API remains in alpha phase of development, and following features have been added. They are all fully documented in the wiki and the API Explorer: • Authentication now supports single sign-on. • Permission checks for navigation properties. • Write-only fields (Person.Password is the only example at the moment). Flagged as that in the API Explorer. • Metadata Explorer, accessible from the API Explorer by clicking on the metadata links.
Configuration 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. Users can manuall select/deselect individual settings in specific tabs having chosen a global setting.

Changes to Supported Platforms in vFire Core 9.8

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

All platforms supported in previous releases continue to be supported.

Issues Fixed in vFire 9.8

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 9.8.0. Additional releases to fix issues subsequent to this will be versioned with the third digit version number (eg 9.8.1, 9.8.2 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
28158 (13478)	Designer (vFire Self Service)	When the master screen for vFire Self Service was modified in Designer, the results were not as predicted. The problem has now been resolved and any changes to the master page will work as expected.	vFire Core 9.8.1
28322 (13477)	Messaging	Message Type 200 was incorrectly names as "Approval - Messaging Task". It has now been renamed to "Task - Messaging Task", consistent with pager type 200.	vFire Core 9.8.1
27977 (13476)	Connectors	CSV connector has now been added to the list of automatically installed connectors.	vFire Core 9.8.1
27693 (13475)	Knowledge Management	"View History" was not displaying the object history as expected in KB articles. This has now been fixed and the object history is showing as expected.	vFire Core 9.8.1

Issue Number (internal ref in brackets)	Functional Area	Short Description	Fixed in Version
28231 (13474)	SLA	When creating a new SLA agreement, if you went into the Workflow Selection explorer option before selecting a IPK or workflow process, you could not select "All" under IPK Status and Workflow Process. This has now been resolved, and after selecting the explorer option and returning to the Agreement details screen, the "All" value under IPK Status and Workflow Process dropdowns can be selected.	vFire Core 9.8.1
28080 (13156)	Designer	The Master Approval, Approval Approve and Approval Reject screens were not editable in 9.7. This has now been fixed, and all screens are editable. This fix first appeared in 9.7.6.	vFire Core 9.8.1
22728 (12759)	Install & Upgrade	Some updates were missing when a Screen Pre-upgrade was performed using the Update application, from a system version less than 9.2.0 to a version greater than or equal to 9.2.0. This affected the Call Submission and Request Submission screens on the Self-Service Portal whereby QD fields would not display suggestions for entries typed in, but would instead display the text "Core entity cannot be zero". This has been resolved and QD fields on these systems are now working as expected.	vFire Core 9.8.1
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 has also been documented as an Additional Feature in these release notes.)	vFire Core 9.8.1

Issue Number (internal ref in brackets)	Functional Area	Short Description	Fixed in Version
27882 (13599)	Install and Upgrade	During installation, the redemption64.dll file was not being stored correctly, resulting in it not being found and producing an error. The fix ensures that the redemption64.dll file is stored in the correct place and the install can complete. This fix first appeared in 9.7.6.	vFire Core 9.8.1
23838 (12035)	Reporting	vFire Core was not counting actions completed from within vFire Officer, and incorrect values were displayed on the report. vFire Core has been fixed so that the action is now counted and is correctly reflected in the relevant report. This fix first appeared in 9.6.5.	vFire Core 9.8.0
26893 (12825)	vFire Self Service	Users without access and permissions to see Incidents could still see the count widget. This was not consistent with the other count widgets on the Home Page. This has been made consistent with other count widgets, and if there are no access rights or permissions for a Portal role the Incident count widget will not appear. This fix first appeared in 9.7.4.	vFire Core 9.8.0

Issue Number (internal ref in brackets)	Functional Area	Short Description	Fixed in Version
26623 (12804)	Calls/64-bit wrapper	When using the 64 bit wrapper random characters were being displayed in the description and other text fields. These characters were not saved to the database and were not visible when using the 32 bit wrapper. The 64-bit wrapper has been fixed and these problems no longer occur. This fix first appeared in 9.7.4.	vFire Core 9.8.0
26405 (12798)	vFire Self Service	Dynamic Field Rules for Call logging were not being generated properly when accessing the page via CI review.	vFire Core 9.8.0
n/a (12748)	Upgrade	The IN_IS_WORDS upgrade scripts were taking quite a long time to run for large IN_IS_WORDS tables. The upgrade scripts for IN_IS_WORDS table have been included in the pre-upgrade process to help reduce the upgrade time when the table is very large. This fix first appeared in vFire Core 9.6.3.	vFire Core 9.8.0
25197 (12532)	Availability	Outage Update, Outage Link and Outage Downtime stored procedures were not being run even when ticked in System Administration. This has now been fixed.	vFire Core 9.8.0
24384 (12374)	Designer	Hiding a Grid Layout hides all other fields in the section. This has now been fixed and only the Grid Layout is hidden; all other fields are unaffected. This fix first appeared in vFire Core 9.6.3.	vFire Core 9.8.0

Issue Number (internal ref in brackets)	Functional Area	Short Description	Fixed in Version
24383 (12373)	Self Service Portal	Hiding a section in vFire Self Service left a line on the screen. This has now been fixed, there is no line and the entire section is hidden as expected. This fix first appeared in vFire Core 9.6.3.	vFire Core 9.8.0
23789 (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 first appeared in vFire Core 9.5.3.	vFire Core 9.8.0
22462 (11912)	Self Service Portal	Analysts were unable to view calls/requests logged in the Self Service portal as service actions. The calls were listed in the call search but a security error was displayed when attempting to open them. This was an error relating to partitioning, and has now been resolved. This fix first appeared in vFire Core 9.6.4.	vFire Core 9.8.0
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 first appeared in vFire Core 9.5.3.	vFire Core 9.8.0

Issue Number (internal ref in brackets)	Functional Area	Short Description	Fixed in Version
28080 (13161)	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 vFire Core 9.7.6.	vFire Core 9.8.0
13755, 6508, 23684 (12959)	Knowledge Management	When editing a KB article from Knowledge Administration, the Type and Profile fields could not be edited unless the Entry Type was changed. This has now been fixes and the fields can be edited as expected.	vFire Core 9.8.0
24337, 24248 (12914)	Upgrade	Images were corrupted in upgraded screens. This has now been resolved and images are showing correctly.	vFire Core 9.8.0
25941 (12918)	Alemba API	The API install failed when upgrading an existing system with a non-admin user login. This has now been resolved, and the install will not fail.	vFire Core 9.8.0
26191 (12867)	Alemba API	When creating a new vFire system in the server console, the creation of the API failed with an error. This has now been resolved.	vFire Core 9.8.0

In the Online Help

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

- Support documentation for the 9.8 release

- Updated **URL Portal Searches** with sample URLs for submission forms, and to review calls, requests and approvals.

- **vFire Statistics Tool** describes where to find a copy of the report on the web server.

- Instruction on how to **configure Portal Tables** to determine what is displayed in the tables in vFire Self Service.

- **Suggested Knowledge in the Self Service Portal** tells you how to configure suggested knowledge so that users can view relevant knowledge articles while they complete call submission forms in the Self Service Portal.

- **Call Auto Close** tells you how to define parameters to identify aged calls, notify specified recipients of impending closure, and automatically close those calls if no action is taken.

- **Connector for Jira** tells you how to use the Jira connector introduced in 9.8 to enable the creation of issues in Jira triggered by actions sent from vFire.

- **Connector for Stored Procedures** explains how to use the Stored Procedures connector introduced in 9.8 to build custom logic into a workflow without customizing SQL files or building javascript logic.

- **Connector for External Processes** explains how to run an external process as part of an Outbound Action task. It allows values to be passed between a workflow in vFire and an external process, such as PowerShell, or other executable. Communication is two-way; meaning that it can pass and receive values.

- The **Connector for CSV File** topic has been updated to include a new feature which allows upload of files from local locations, and relabeling an existing feature to clarify functionality.

  > The relevant topics in Configuration Portability and Integration have also been updated to reflect the new connector capabilities.

- **Introducing Nano**. We have continued developing our new browser-agnostic interface, and it is now available as a beta release for managing tasks and incidents.

- The About Chat topic now describes how to set up Chat to work between multiple web servers.

- **Setting Up Amendable Requests** describes how to configure amendable statuses for requests, with examples.

- **Setting Up Post Provision Service Actions** details how to set up certain service actions as available for ordering after the provision of a configuration item that is linked to a VM.

- **Workflow Fundamentals** is a new page containing links to a series of instructional videos, covering Understanding Change Management, Creating a Simple Workflow, Adding Task Details and Assigning Tasks, User Approval tasks, Messaging Tasks, Delay Tasks, Activation Tasks, SLM Start and Stop Tasks, Conditional Branching tasks and Closure Tasks.

- **Porting Configuration Data** has been updated to include the new global **Select All** and **Unselect All** buttons to select or deselect all of the screen, forms and templates.

> We have added a video to find step by step instruction on **Using the Jira connector**.

> Further workflow management videos include **Run External Procedure Tasks** and **Manage CMDB Tasks**.

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.