



vFire Officer and Portal 5.7.0

Release Notes

Version 1.0

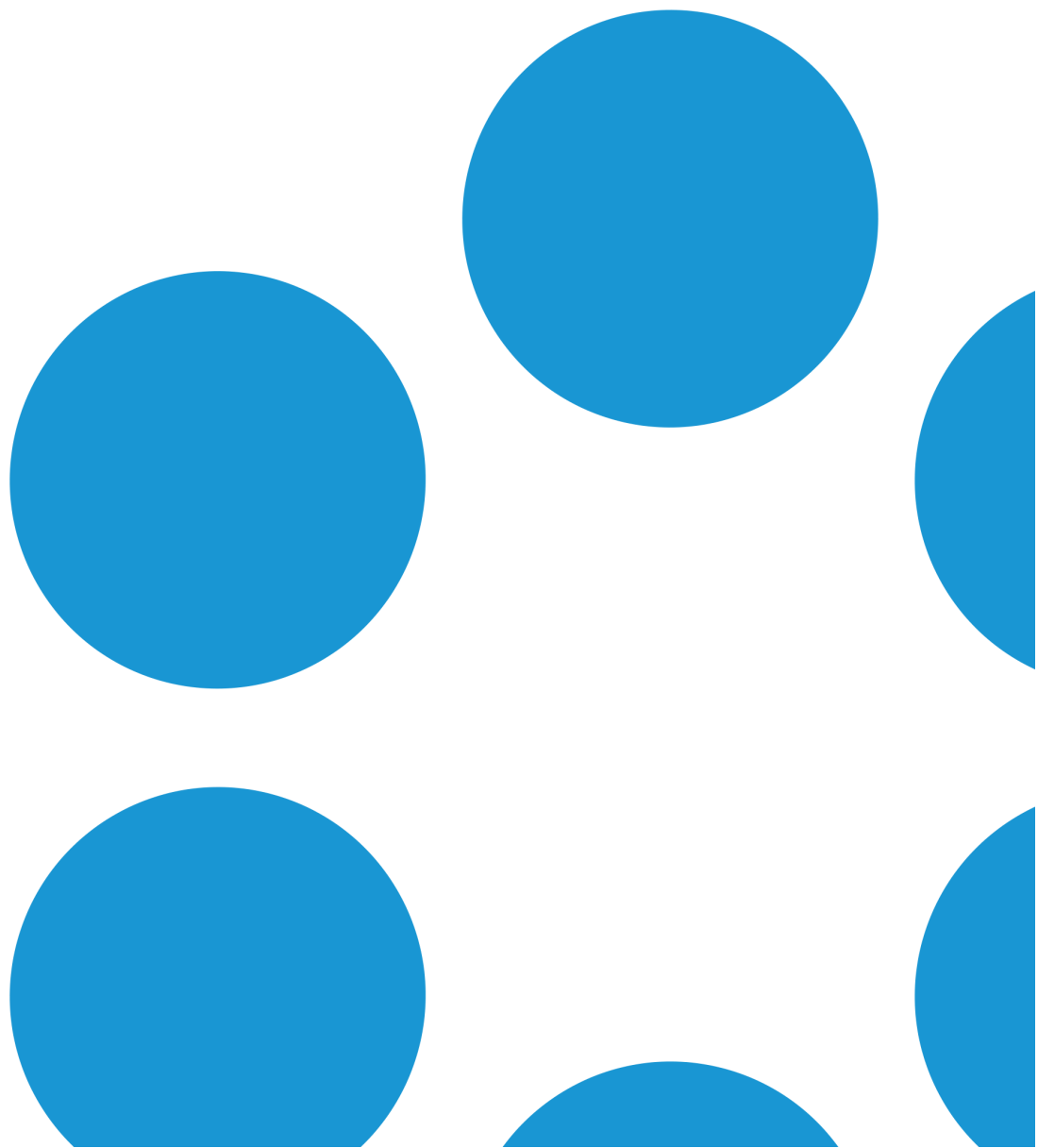




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Version Details

This document supports the version of the product listed. The table below contains version details for the guide.

| Version No | Date | Details |
|------------|------------------|--|
| 1.0 | 27 November 2015 | These release notes document the changes and updates in the vFire Officer and Portal 5.7.0 release. They also document the changes and fixes within earlier v5 releases. |

Copyright

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About this Document




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

Intended Audience

This document is written for officers and administrators who are responsible for the upgrade and use of vFire Officer and Portal.

Standards and Conventions

The following standards and conventions are used throughout the document:

| | |
|---|--|
|  | Prerequisites, including security rights and access you may need prior to completing the task. Prerequisites are also highlighted in a shaded box. |
|  | Information related to the current topic that may be of interest/significance to certain users. Notes are also highlighted in a shaded box. |
|  | Warnings. These are also highlighted in a shaded box. |
| Field name | Fields are highlighted in bold text. |



Introduction

Welcome to vFire Officer and Portal 5.7.0 from Alemba.

This document describes the features and fixes within this release. It is recommended that you read it prior to installation.

Installation

For installation instructions, please see the **vFire Installation and Upgrade Guide**.



Version Compatibility Matrix

vFire Officer and Portal is compatible with specific versions of vFire Core only. See the compatibility matrix below for supported versions.

| | vFire Core 9.2.0 | vFire Core 9.2.1 | vFire Core 9.2.2 | vFire Core 9.2.3 |
|-----------------------------------|---------------------|---------------------|---------------------|---------------------|
| vFire Officer and Portal 5.0.0 | ✓ | ✗ | ✗ | ✗ |
| vFire Officer and Portal 5.1.0 | ✓ | ✗ | ✗ | ✗ |
| vFire Officer and Portal 5.2.0 | ✗ | ✓ | ✗ | ✗ |
| vFire Officer and Portal 5.3.0 | ✗ | ✓ | ✗ | ✗ |
| vFire Officer and Portal 5.4.0 | ✗ | ✗ | ✓ | ✗ |
| vFire Officer and Portal 5.5.0 | ✗ | ✗ | ✓ | ✗ |
| vFire Officer and Portal 5.6.0 | ✗ | ✗ | ✗ | ✓ |
| vFire Officer and Portal 5.7.0 | ✗ | ✗ | ✗ | ✓ |



Issues Fixed in v5.7.0

The 5.7.0 release contains the following Issue Fixes.

| Issue Number (internal ref in brackets) | System Area | Short Description | Fixed in Version |
|--|-------------|---|------------------|
| 13637 (6714) | Officer | The Stakeholders screen in calls in vFire Officer now displays linked Stakeholders. There is no functionality to add, edit or remove. | 5.7 |
| 16248 (7168) | Officer | Behavior of the Status field is now consistent between the Call Forward and Call Defer windows. | 5.7 |
| 16249 (7167) | Officer | The 'Visible in Portal' check box is no longer ticked by default on the Call Defer, Call Forward, or Send Email windows in vFire Officer when vFire Core is configured to keep history private. | 5.7 |
| 16250 (7166) | Officer | When loading a Hot Topic the color of the screen now matches what is defined in vFire Admin. | 5.7 |
| 16253 (7164) | Officer | After an IPK Stream is selected in vFire Officer, the IPK Streams dropdown now collapses automatically. | 5.7 |
| 16260, 16254 (7162, 7163) | Officer | When performing a search from a Q/D field, the value 'Unspecified' no longer appears in the search results. | 5.7 |
| 16345 (7233) | Officer | Call history now records when a SLA agreement is applied to the call. | 5.7 |
| 16403 (7161) | Officer | Results in the Call Search window can now be grouped /sorted by the color box column which represents IPK status. | 5.7 |
| 16408 (7160) | Officer | Call searches using the Logged Date criteria now return consistent results that match the entered date search criteria. | 5.7 |



| Issue Number (internal ref in brackets) | System Area | Short Description | Fixed in Version |
|---|-------------|---|------------------|
| 16409 (7159) | Officer | Error no longer displayed when attempting to add a linked extension field as a column to the search results window. | 5.7 |
| 16410 (7158) | Officer | The 'Send Email' checkbox has been removed on the Defer and Action call screens and the label has been separated on the Forward and Closure screens so it can be re-labelled. | 5.7 |
| 16417 (7479) | Officer | Users will no longer be randomly timed out when using both vFire Core and the vFire silverlight portal at the same time. | 5.7 |
| 16441 (7128) | Officer | When a call is created from a Hot Topic, pressing Save will now take the user to the call closure screen if the Hot Topic is configured with 'Close Automatically' selected in vFire Admin. | 5.7 |
| 16467 (7236) | Officer | The One Liner field in vFire Officer now prevents users from entering more characters than will be saved to the database. | 5.7 |
| 16469 (7157) | Portal | Resolved error "Invalid object name 'FF_COMMAND'." during installation of vFire Portal. | 5.7 |
| 16558 (7465) | Officer | Emails sent from calls or requests in vFire Core successfully reach CC and BCC recipients . | 5.7 |
| 16673 (7391) | Officer | Display issues when viewing the CMDB Linking Diagram in vFire Officer have been resolved. | 5.7 |
| 16853 (7344) | Portal | Authorized users can now approve file extensions and signatures for file attachments. For more information, refer to page 13 . | 5.7 |



| Issue Number (internal ref in brackets) | System Area | Short Description | Fixed in Version |
|--|-------------|---|------------------|
| 16863 (7322) | Officer | When closing a call in vFire Officer the "Send Email" check box is no longer enabled if vFire Core is not configured to send emails to customers. | 5.7 |
| 16977 (7314) | Officer | The refresh rate of the Search Results window is now configurable using the "Browse Refresh Interval" setting on the System Settings window in vFire Core System Admin. For more information refer to page 12 . | 5.7 |
| 17028 (7421) | Officer | Quick Search results in vFire Officer no longer return temporary calls - calls that were created and canceled without being submitted. | 5.7 |
| 17359 (7615) | Officer | Resolved a caching issue in vFire Officer that was causing incorrect IPK Statuses to be displayed. | 5.7 |
| n/a (6742) | Other | Resolved an upgrade issue that was causing the IPK Streams and IPK Statuses to no longer function, resulting in errors upon logging into vFire Officer. | 5.7 |
| n/a (7767) | Officer | The error message regarding the bulletin board is no longer displayed when a user has logged out of vFire Officer or has their session terminated by the system. | 5.7 |



Features and Changes in v5.7.0

The release of vFire Officer and Portal 5.7.0 includes the introduction of the following new features:

| Feature | Functionality |
|--|--|
| Refresh Rate in vFire Officer Search | The refresh rate of the Search Results window in vFire Officer is taken from the Browse Refresh Interval setting in the System Settings window in vFire Core System Admin. See page 12 for more details. |
| Permissions to approve file types/signatures | The Attachments screen in vFire Administration allows Officers to attach files, and system administrators to add or approve file types/signatures. See page 13 for more details. |

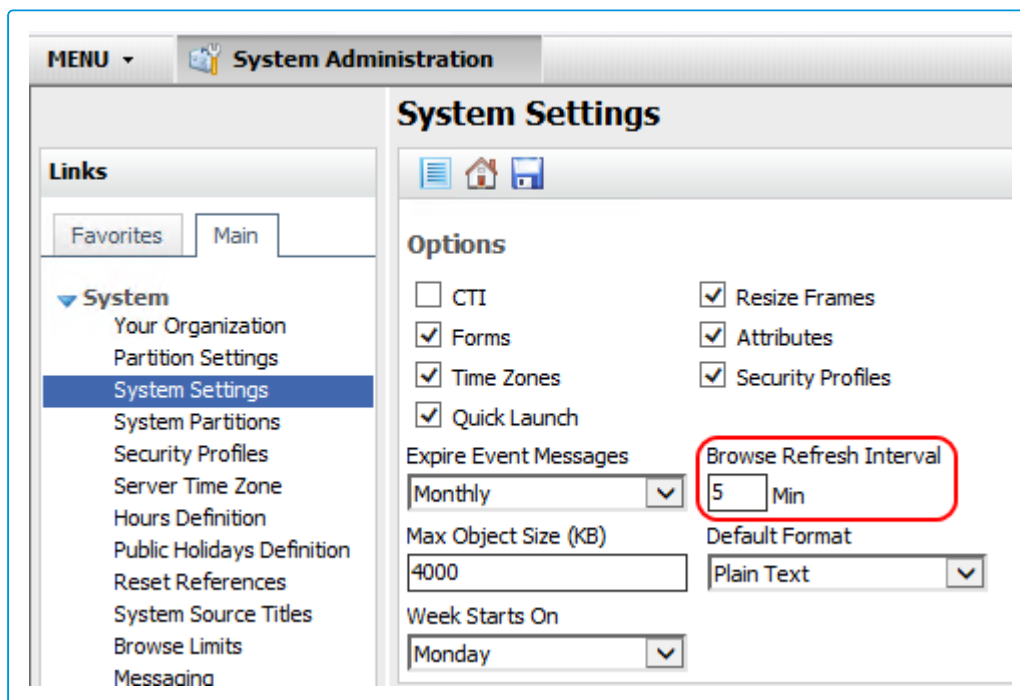


Configurable Refresh Rate for Search Results

From release 5.7.0, the refresh rate of the Search Results window in vFire Officer is taken from the **Browse Refresh Interval** setting in the **System Settings** window in vFire Core System Admin.



For performance reasons, only values of 5 or higher should be entered. Values below 5 will display a warning message upon pressing Save.





Approving File Types and Signatures in vFire

The Attachments screen in vFire Administration allows Officers to attach files, and system administrators to add or approve file types/signatures.

Attaching Approved File Types

When a vFire Officer or Portal user attempts to upload an attachment, vFire will first check to see if the file attachment is included in the list of file extensions on the Attachments screen in vFire Admin, and has been approved.

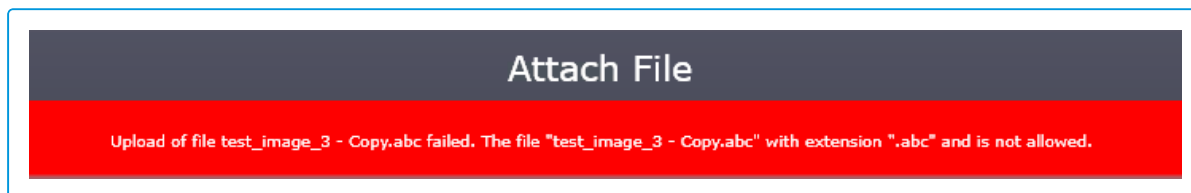
The screenshot displays the vFire Administration interface. At the top, there are navigation tabs: Shared, Officer, Portal, Survey, Wallboard, Change Calendar, and System. Below these are several menu items: Users, Languages, Query Paging, Login, MMA, Attachments, Generic, Portal, Settings, Mappings, Admin Users, Localisation Settings, Configure, Theme Builder, and Caching. The main content area is split into two panes. The left pane, titled 'Allowed files for upload', contains a table with columns for 'Extension' and 'Delete'. It lists various file extensions such as docx, eml, exe, html, jpg, msg, msi, png, sys, txt, xls, and xism, each with a 'Delete' button. The right pane, titled 'Match file extension with file signature for upload', is grouped by 'Extension'. It shows a list of approved file signatures, including HTML, 123, 386, 3GP, 3GPP5, 4XM, 7Z, ABA, ABD, ABI, ABY, AC, AC_, ACCDB, ACM, ACS, and AD.

The **Allowed files for upload** pane on the left of the screen shows a list of possible extensions, with **.*** selected as default, allowing all listed extensions.

The system will then check to make sure that the file signature is approved. If there is a match then the file will be uploaded.



If the file extension signature is not approved, the user will be presented with an error message and the file will not be uploaded.



The extension and signature combination attempted will appear in the attachments list in an unapproved state, which the system administrator can then review and approve as appropriate.

Adding a File Extension and Signature

If the file extension and signature are known they can be entered directly in to the list on the Attachments screen in vFire Admin.

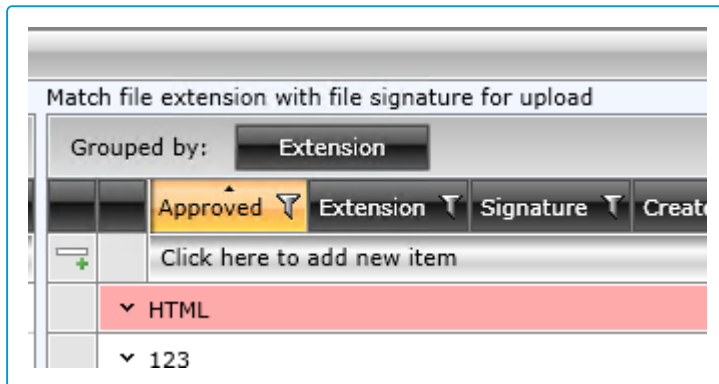


Before you start

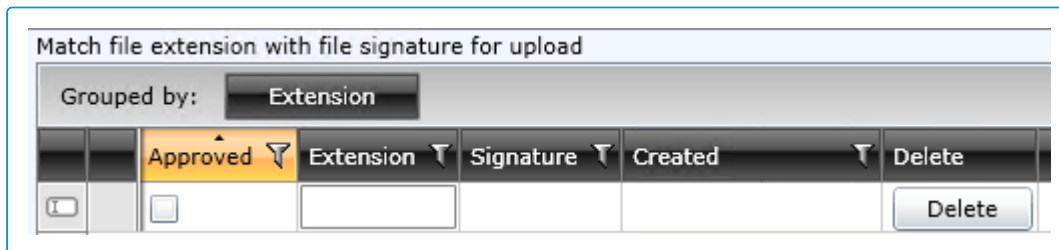
You must have **Administrator** selected in the **Users** screen for your username.



1. Navigate to the **Attachments** screen in vFire Admin. (Having logged in, select the **Shared** tab and then select **Attachments**.)
2. Select **Click here to add new item** at the top of the browse table.



3. A new row is displayed in place of the **Click here** button.

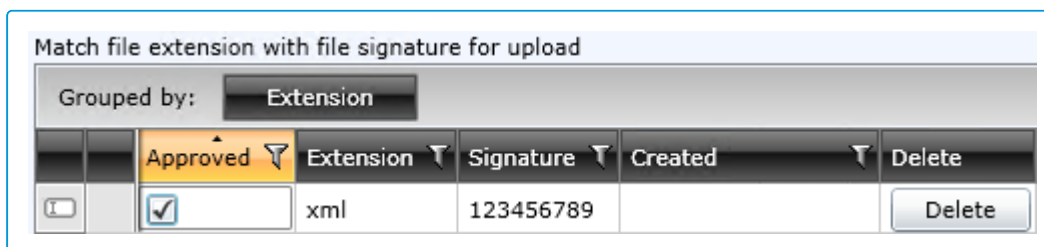



4. Complete the details.

Extension key in the extension, for example **xml**, without the preceding period.

Signature key in the signature.

5. Select the **Approved** checkbox.



6. Select  at the top of the screen.



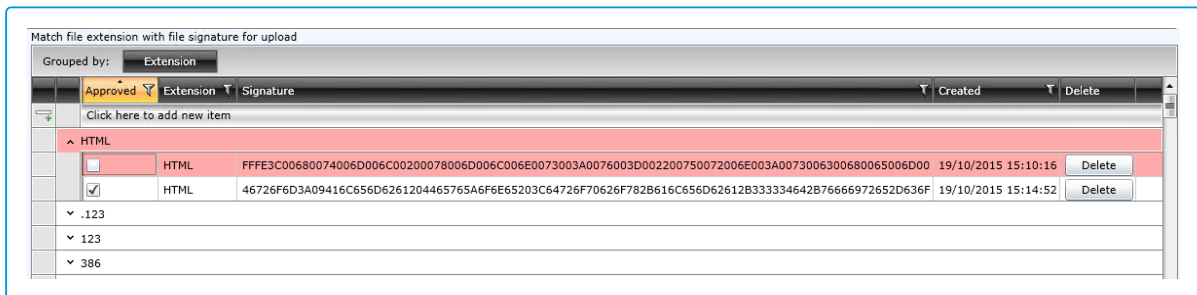
Approving an Extension and Signature Combination




Before you start

You must have **Administrator** selected in the **Users** screen for your username.

1. Navigate to the **Attachments** screen in vFire Admin. (Having logged in, select the **Shared** tab and then select **Attachments**.)
2. The unapproved extension signature will be highlighted and the **Approved** checkbox to the left of the extension name will be unselected.



3. Shorten the **Signature** if necessary.
4. Select the **Approved** checkbox.
5. Select  at the top of the screen.

As soon as the file extension signature has been approved the file can be uploaded. If you do not want to approve the combination, you can leave the Approved checkbox unselected or select the **Delete** button to the right of the extension.



If an extension is deleted and a user attempts to upload a document with that combination it will reappear in an unapproved state.



Issues Fixed in v5.6.0

The 5.6.0 release contains the following Issue Fixes.

| Issue Number (internal ref in brackets) | System Area | Short Description | Fixed in Version |
|--|-------------|--|------------------|
| 15401 (6903) | Officer | Mandatory date fields were not highlighting with a red background to indicate they are mandatory. Issue fixed. | 5.6 |
| 15753 (6770) | Officer | Users are now able to download attachments that have an apostrophe in the name of the file. | 5.6 |
| 15839 (6871) | Officer | When a drop down field is the first item on a screen, it no longer automatically expands to display the full list of values whenever the user clicks elsewhere on the screen. | 5.6 |
| 15913 (6846) | Portal | An error message referring to "Unspecified Plural" is no longer shown when launching vFire Portal with #Calls in the URL. | 5.6 |
| 16015 (6869) | Officer | After selecting the Add Note function, users were not able to immediately start typing, instead they had to click in the text and then type. Issue fixed. | 5.6 |
| 16232 (7115) | Officer | The 'New Person' screen was loading in read only mode. It now loads correctly so a new person record can be created. | 5.6 |
| 16512 (7143) | Officer | When a call is being deferred or forwarded, the Status field no longer defaults to the first value in the list, it now populates with the previously selected Status value. | 5.6 |
| 16575 (7153) | Officer | The 'Receiver' field is no longer being pre-populated with a previously selected Officer's name after the Forward button is clicked again after using the Back button to navigate away from the Call Forward screen. | 5.6 |



| Issue Number (internal ref in brackets) | System Area | Short Description | Fixed in Version |
|--|-------------|---|------------------|
| N/A (7024) | Officer | On the call closure screen, the 'Reason' drop down field was not showing any values if the 'Reason to Type' option was selected in vFire Core System Administration. Issue fixed. | 5.6 |
| N/A (7116) | Officer | On the call closure screen, the 'Reason' and 'Resolution' fields are no longer mandatory if they're defined as non-mandatory in vFire Admin and vFire Core System Administration. | 5.6 |
| N/A (7117) | Officer | In vFire Officer Hot Topics a 'Service' field is now available. | 5.6 |



Features and Changes in v5.6.0

vFire Officer and Portal release 5.6.0 includes the following new features and changes.

| Feature | Functionality |
|---|--|
| Backdating of Call Logged Date | In vFire Officer when a call is being logged, the 'Call Logged Date' can now be set to a past date by entering the date into the 'Action Start' date/time field. |
| Delete button removed from drop down fields | The option to clear a value from a drop down field using the 'x' button, in vFire Officer, has been removed. |

Backdating of Call Logged Date

From release 5.6.0 the 'Action Start' field accepts past dates during the call logging stage, enabling users to backdate the call's Logged Date. Once the call is Saved, Deferred, etc, the Action Start field only allows current or future dates. Service Level Agreements (SLAs, OLAs, UCs) are updated to reflect the backdated logged date.

Delete button removed from drop down fields

The reset/clear/delete/'x' button has been removed from drop down fields in vFire Officer so users are no longer able to clear a drop down field once it has been populated. Users will be able to change the value but will not be able to leave the field blank.



Issues Fixed in v5.5.0

The 5.5.0 release contains the following Issue Fixes.

| Issue Number (internal ref in brackets) | System Area | Short Description | Fixed in Version |
|--|-------------|---|------------------|
| 14504 (6624) | Portal | Fixed vFire Portal call logging issue where Impact and Urgency only showed if both options were enabled. | 5.5 |
| 14691 (6461) | Portal | When viewing an email in vFire Portal that was sent from vFire Officer or Core, the text is now formatted correctly when the 'Hide System Actions' setting is selected. | 5.5 |
| 15218 (6489) | Portal | Service Actions and Bundles in the Service Catalog are now sorted alphabetically. | 5.5 |
| 15376 (6597) | Other | Legacy PRM and CRM tables removed from database schema due to an incompatibility with vFire 5.x Patches which caused issues in vFire Officer. | 5.5 |
| 15640 (6741) | Officer | Person templates with "Concurrent" unchecked are included in the Named Officer license count in vFire Officer, preventing users from logging in and showing the error "Named officer allocation exceeded, please contact your system administrator". This is fixed. | 5.5 |
| N/A (4298) | Portal | Text searching in the Calls List of a selected IPK Status now returns search results when run in any partition. | 5.5 |
| N/A (5009) | Portal | Partition selection in shared mode is now working as expected. The UI has also been enhanced so that the partition selection is step 1 of the wizard. See Partition Selection in Shared Mode in Features and Changes in v5.5.0 for more details. | 5.5 |
| N/A (6735) | Officer | Screen flip animations removed from vFire Officer to improve performance. See Screen Animations in Features and Changes in v5.5.0 for more details. | 5.5 |



| Issue Number (internal ref in brackets) | System Area | Short Description | Fixed in Version |
|--|-------------|---|------------------|
| N/A (6787) | Portal | Fixed an issue where no IPK Streams would display in the vFire Portal if the IPK Status had exactly 6 IPK Streams linked to it. | 5.5 |
| N/A (6844) | Portal | The Log Call button and IPK Stream bubbles became disabled in the vFire Portal when switching partitions if IPK Streams are partitioned but calls are not. This is fixed. | 5.5 |
| N/A (6861) | Portal | Field lookups within the vFire Portal call wizard for Service Orders now return the correct values based on the current partition. | 5.5 |
| N/A (6866) | Portal | Requests logged from the vFire Portal as part of Service Orders are now logged to the correct partition. | 5.5 |



Features and Changes in v5.5.0

vFire Officer and Portal release 5.5.0 includes the following new features and changes.

| Feature | Functionality |
|------------------------------------|--|
| Partition Selection in Shared Mode | Partition selection during call and request logging in the vFire Portal has been enhanced when Shared Mode is enabled. |
| Screen Animations | Screen flip animations have been removed from vFire Officer to improve performance. |

Partition Selection in Shared Mode

In previous releases, when logging a call or request in vFire Portal while Shared Mode was enabled, partition selection was controlled using a drop down in the top right of the logging wizard.

From 5.5.0 onward, if Shared Mode is enabled, the first step in the Call or Request logging wizard is now partition selection. Once the partition is selected the wizard will progress to the next step in call or request logging and display data relevant to that partition. For example, if the IPK Stream is the next step in the wizard, users will only be presented with the IPK Streams that match the partition they have selected.

The resulting call or request is logged in the partition that was selected in the first step.

No other partition modes are affected.

Screen Animations

Screen flip animations have been removed from vFire Officer to improve performance. Animations have been retained on the vFire Portal.



Issues Fixed in v5.4.0

The 5.4.0 release contains the following Issue Fixes.

| Issue Number (internal ref in brackets) | System Area | Short Description | Fixed in Version |
|--|-------------|--|------------------|
| 7761 (2896) | Officer | When selecting from a multi-select field, the Tab key was not working as expected. Now users are only required to press the Tab key once to move focus from one field to the next after selecting the field value(s). | 5.4 |
| 9937 (4063) | Officer | Form values are now refreshed on clicking the Save button. | 5.4 |
| 11227 (5822) | Officer | The call linking screen was displaying an unnecessary link when a call and a request were linked. This issue is now fixed. | 5.4 |
| 11230 (5674) | Officer | The vFire logo image is now displayed on reports printed from vFire Officer. | 5.4 |
| 12237 (5486) | Officer | The Call Report was occasionally displaying HTML code for notes added, actions taken or calls being closed. HTML code is no longer being added to the report. | 5.4 |
| 12265 (5675) | Officer | The 'Logged Date' field was editable. It is now set to read only. | 5.4 |
| 12369 (5781) | Portal | On logging off, users were receiving a message to refresh their browser, which was not working as expected. The IE browser now refreshes when the refresh icon or F5 button is clicked after logging off the vFire Portal. | 5.4 |
| 12394 (5234) | Officer | A row height icon has now been added to the search screen in vFire Officer to enable users to resize the row height of the search results. | 5.4 |



| Issue Number (internal ref in brackets) | System Area | Short Description | Fixed in Version |
|--|-------------|--|------------------|
| 13044 (5723) | Officer | The installer allowed users to install 5.0 and 5.1 on 9.2.1 successfully despite being incompatible. This is no longer possible. Compatibility is now validated. | 5.4 |
| 13799 (6061) | Officer | Double clicking the Take Action button in vFire Officer no longer causes an error. | 5.4 |
| 14200 (6180) | Portal | Added validation check on Portal login to prevent duplication of user settings, which was causing an "Operation failed" error message. | 5.4 |
| 14241 (6089) | Portal | The cursor was not appearing in the "Attach Note" window on opening, requiring users to click on the field. It is now present automatically. | 5.4 |
| 14348 (6205) | Officer | Using "Cascade to child calls" was generating an "Operation failed" error message. This issue is resolved and cascaded notes are now listed in the history of the child calls. | 5.4 |
| 14349 (6206) | Officer | The Admin Change Calendar filter was not returning all values. It now returns all values regardless of partition or availability. Users is requested to confirm when saving filters with blank values. | 5.4 |
| 14529 (6284) | Officer | When using IE11 on windows 8.1, clicking on the "Filter by Category" options displays a blank page. Issue has been resolved. | 5.4 |
| 13545 (6063) | Officer | Request links created in vFire Officer were not displaying correctly in vFire Core. This has been resolved and they are now displaying correctly. | 5.4 |
| N/A (5768) | Officer | Re-sized images within the description field of a call were rendered invisible if the call was saved multiple times. Images now display correctly in all cases. | 5.4 |



| Issue Number (internal ref in brackets) | System Area | Short Description | Fixed in Version |
|--|-------------|--|------------------|
| N/A (5866) | Officer | Images contained within the description field of a call no longer displayed once the call was closed. Images now display correctly in all cases. | 5.4 |
| N/A (4229) | Portal | With the appropriate settings enabled, emails are now sent to Portal customers upon submission of a Call, Service Order or Request to confirm submission. | 5.4 |
| N/A (4591) | Officer | When users hover over the Info button in the info panel, the tool-tip now displays the label name and not the field name. | 5.4 |
| N/A (4774) | Officer | Validation added to "Add note" functionality to prevent system error when submitting blank notes. | 5.4 |
| N/A (4827) | Officer | Emails are now sent when 'Email Optional at Forward' is enabled in vFire Core and a call is forwarded with the 'Send Email' option selected in vFire Officer. | 5.4 |
| N/A (4832) | Officer | 'Clone to KB' checkbox has been removed from the close call screen. | 5.4 |
| N/A (4901) | Officer | Validation has been added to prevent a call/request/task being submitted without first selecting an officer, group or external recipient. The recipient must match the selected receiver type. | 5.4 |
| N/A (5127) | Officer | The up and down cursor keys on the keyboard can now be used to select a value from the drop-down fields in vFire Officer. | 5.4 |
| N/A (5522) | Officer | A validation check has been added to prevent cyclic call linking in vFire Officer. | 5.4 |
| N/A (5695) | Officer | The Add Note, Attach Object and Edit buttons have been removed from the Locations search results' page. | 5.4 |



| Issue Number (internal ref in brackets) | System Area | Short Description | Fixed in Version |
|--|-------------|---|------------------|
| N/A (5766) | Officer | Performing subsequent edits on submitted bulletin board items no longer creates duplicate bulletin entries. | 5.4 |
| N/A (5767) | Officer | Changes to Bulletin Board entries were displaying in the rolling display, even if they were not saved. This has now been resolved. | 5.4 |
| N/A (5849) | Officer | Images contained within the description field of a call were not displayed correctly in the 'Call closed to customer' email template when viewed by the recipient. Images now display correctly in all cases. | 5.4 |
| N/A (5864) | Officer | Linking Diagram was not showing parent of type Request. This is now resolved, and parents of type Request are now displayed in the linking diagram. | 5.4 |
| N/A (6199) | Other | Users were experiencing errors when creating new vFire systems on vFire console. Fixed errors which could corrupt the configuration files when creating a new system. | 5.4 |



Issues Fixed in v5.3.0

The 5.3.0 release contains the following Issue Fixes.

| Issue | System Area | Issue and Fix Summary | Fixed in Version |
|-------|------------------|---|------------------|
| 2594 | Admin | If no Bing Language key is present, the relevant Localisation Settings on the Languages screen in vFire Admin are disabled. | 5.3.0 |
| 3638 | Officer | Creating a new search on entities contained within a subgroup now returns the correct results. | 5.3.0 |
| 4336 | Officer | The Physical Status of a call now updates correctly when repeatedly actioning the call in quick succession. | 5.3.0 |
| 4355 | Officer | Pre-filled multi QD values, and custom multi QD values in a request template are now picked up when a request is logged with that template. | 5.3.0 |
| 4394 | Portal | All fields, including custom fields added to the Customer Portal screen design are now read-only. | 5.3.0 |
| 4414 | Officer | An appropriate error message is now displayed when an attachment fails to download due to a network error. | 5.3.0 |
| 4430 | Portal | In the Service Catalog, the Image, Item name, Price, Quantity and Sub-total fields are now read only. | 5.3.0 |
| 4550 | Officer | Graph tab text headers are now correctly localised across all languages. | 5.3.0 |
| 4570 | Officer & Portal | It is now possible to scroll through attachments pending upload in Officer and Portal. | 5.3.0 |
| 4744 | Portal | The Relate Request Type and CMDB Type checkbox has been removed from the Portal > Request Logging screen in vFire Admin. | 5.3.0 |
| 4830 | Officer | Colors and details on call linking diagrams now show correct information. | 5.3.0 |



| Issue | System Area | Issue and Fix Summary | Fixed in Version |
|-------|-------------|--|------------------|
| 4859 | Portal | Knowledge Bank articles now correctly count hits from vFire Portal. | 5.3.0 |
| 4928 | Portal | File name field is now populated when saving a file attached to a service request, call, config item, KB article or approval in vFire Portal. | 5.3.0 |
| 4929 | Officer | Images inserted automatically as part of a call template or manually via the description field now correctly render and persist when viewed either within the call screen itself or locally via email. | 5.3.0 |
| 4971 | Officer | It is now possible to upload plain text files under 50 bytes in size. | 5.3.0 |
| 4973 | Officer | Images added as part of the description field of a call now correctly maintain their modified size dimensions when the call is saved and actioned. | 5.3.0 |
| 4974 | Officer | More than one image can now be added to the Description field of a call and to the body of an email. | 5.3.0 |
| 4975 | Portal | The scroll down arrow is no longer obscured by "Next" bubble on the service selection window. | 5.3.0 |
| 4977 | Admin | Deleted request types no longer appear in the vFire Admin, Change Calendar, Colors list. | 5.3.0 |
| 5058 | Other | Creating a new system no longer appends 'vFire' to the system file directory name. | 5.3.0 |
| 5059 | Officer | Saved searches no longer display duplicate references. | 5.3.0 |
| 5060 | Officer | Searches performed with custom screen set Designer objects now return the objects value in search results. | 5.3.0 |
| 5140 | Portal | Time out issues relating to missing themes in database during the patching process have been fixed. | 5.3.0 |
| 5143 | Portal | Error handling has been added in vFire admin to cater for missing themes and templates in the database. | 5.3.0 |



| Issue | System Area | Issue and Fix Summary | Fixed in Version |
|-------|-------------|--|------------------|
| 5145 | Officer | The creation of template Persons is no longer available and should be conducted in vFire Core. | 5.3.0 |
| 5149 | Admin | In vFire Admin the Cache Lifetime settings for Config Item, Location and Organization have been changed so that they are set to 'off' by default. | 5.3.0 |
| 5232 | Portal | Data held in custom Designer 'Yes/No' drop-down lists now persists across vFire Core, Officer and Portal. | 5.3.0 |
| 5252 | Admin | Default Assign groups are now ordered alphabetically. | 5.3.0 |
| 5308 | Portal | Knowledge Base articles that are automatically displayed when logging a call are now filtered based on the officer's content access permissions. | 5.3.0 |
| 5309 | Officer | Grayed-out IPK bubbles now return to their correct state after IPK status is changed. | 5.3.0 |
| 5453 | Portal | The number displayed in an update buddy bubble matches the correct number of updates when the search is run. | 5.3.0 |
| 5460 | Officer | When 'Close Request on Submit' is selected in vFire Admin, only Requests where the user selects Submit or Log Later will close automatically. | 5.3.0 |
| 5462 | Officer | Column headings in quick searches now show the display name instead of the database name. | 5.3.0 |
| 5464 | Portal | A new event has been added to refresh a user's name when it is changed and saved within the Portal without the user having to log out and back in. | 5.3.0 |
| 5491 | Officer | Officers no longer need a customer role defined in their person record to approve Approval Tasks. | 5.3.0 |
| 5498 | Portal | The 'No Get Data Attributes defined for this property' error message is no longer displayed when attaching an object to a config item. | 5.3.0 |



| Issue | System Area | Issue and Fix Summary | Fixed in Version |
|-------|------------------|--|------------------|
| 5499 | Portal | The Class drop-down field on a read-only CMDB item page is no longer selectable. | 5.3.0 |
| 5516 | Officer | Officer 'Note' ('Indicator') column has been removed from search results with items that don't have note attach functionality. | 5.3.0 |
| 5531 | Portal | An error message that occurred when dragging empty column headers in searches no longer appears and column headers can be moved as expected. | 5.3.0 |
| 5536 | Officer & Portal | vFire Officer and Portal 5.3 can only be installed on a 9.2.1 version of vFire Core. Upgrade attempts on prior versions of Core are now blocked via the console. | 5.3.0 |
| 5572 | Officer | Knowledge Bank article hit count now increments correctly when articles are viewed in Officer. | 5.3.0 |



Issues Fixed in v5.2.0

The 5.2.0 release contains the following Issue Fixes.

| Issue | System Area | Issue and Fix Summary | Fixed in Version |
|-------|-------------|---|------------------|
| 2202 | Officer | Deleted service actions are no longer appearing in Service Bundles on the IT Store. | 5.2 |
| 4185 | Portal | Partitioned Service Orders are now correctly included in the appropriate partition's bubble count on the home screen. | 5.2 |
| 4192 | Officer | Service Order bundles now update and display correctly as completed when all underlying requests are completed. | 5.2 |
| 4263 | Officer | Users can now create custom searches with multiple entities set as criteria. | 5.2 |
| 4662 | Officer | It is no longer possible to submit a blank Service Order by deleting all items in final step. | 5.2 |
| 4668 | Officer | Matching Call Type column now correctly shows abbreviated IPK names. | 5.2 |
| 4828 | Portal | Isolated Storage system errors should no longer appear when submitting Service Orders in Portal. | 5.2 |
| 4855 | Portal | An issue with service orders created via the portal not using the correct submission template has been fixed. | 5.2 |
| 4856 | Officer | Bing Maps feature updated and working again on Call search results. | 5.2 |
| 4896 | Database | An MMA button incorrectly labelled as Open Task has been relabelled to Open Request. | 5.2 |
| 4909 | Officer | E-mails are now correctly sent to all parties when utilising CC and BCC fields. | 5.2 |
| 4933 | Officer | When No Default Value is set to Yes, date/time fields are not populated in vFire Officer. | 5.2 |



| Issue | System Area | Issue and Fix Summary | Fixed in Version |
|-------|-------------|--|------------------|
| 4935 | Portal | Multiple quantities can now be ordered correctly for service actions. | 5.2 |
| 4954 | Portal | An issue with the wrong service order ref's appearing in search results and on screen designs when logged through the portal has been fixed. | 5.2 |
| 4955 | Officer | Service Bundles will no longer appear if contained Service Actions are unavailable to user. | 5.2 |
| 4957 | Portal | An issue when loading the approval screens in the Portal has been fixed so that the correct customer approval screen is shown. | 5.2 |
| 4960 | Portal | A problem in vFire admin not loading workflow processes properly has been fixed so that the Request logging section under portal settings does not look for a partition where there is none. | 5.2 |
| 4962 | Officer | Query drop-down in Admin 'Query Paging' section no longer contains blank entries. | 5.2 |
| 4963 | Portal | Configuration Items no longer duplicated in Portal linking diagram when expanding tree with no other items linked. | 5.2 |
| 4964 | Officer | Users can now paste data in to the 'Quick Search' field using mouse right-click functionality. | 5.2 |
| 4965 | Portal | More error handling and messages added to user password change verification in Portal. | 5.2 |
| 4966 | Officer | An issue with the Enable Searching checkbox not saving the selection has been fixed so that changes are saved. | 5.2 |
| 4968 | Officer | Users can now pan and zoom large images in the attachment viewer. | 5.2 |
| 4972 | Officer | 'Type' column in the 'Show Matches' section of a Call now correctly shows abbreviated IPK names. | 5.2 |



| Issue | System Area | Issue and Fix Summary | Fixed in Version |
|-------|-------------|--|------------------|
| 4976 | Portal | The total call number per IPK status on the portal home page now updates correctly when caching settings are set to "Recommended". | 5.2 |
| 4978 | Portal | Custom images with the same filename in vFire Admin Theme Builder no longer overwrite each other when saved. | 5.2 |
| 5018 | Portal | An issue with the call logged message not appearing correctly has been fixed so that no text is truncated. | 5.2 |
| 5033 | Portal | Service Order partitions are now set correctly via the shopping cart | 5.2 |
| 5097 | Portal | vFire Portal now recognizes when the 'Publish to Portal' box is ticked for any KB article status and articles are displayed as expected. | 5.2 |
| 5115 | Portal | Calls and Requests created as part of a service order are now always assigned to the partition they are logged under (when calls / requests are partitioned) | 5.2 |
| 5116 | Portal | Service bundles ordered via the shopping cart now include all linked service actions when service actions are partitioned | 5.2 |
| 5117 | Portal | SERVICE_REF is now set correctly for calls created as part of a service action | 5.2 |
| 5119 | Portal | Service orders containing a service bundle now close correctly when all underlying service actions are complete | 5.2 |
| 5120 | Portal | Calls logged in the vFire Portal by customers with Officer access are now being assigned correctly when using the Override Default Assign group option. | 5.2 |
| 5122 | Officer | Removed Quick Launch feature from call screens and call sidebar | 5.2 |
| 5142 | Portal | The 'Install To Desktop' function now executes and completes successfully for Officer, Portal and Admin modules. | 5.2 |



| Issue | System Area | Issue and Fix Summary | Fixed in Version |
|-------|-------------|---|------------------|
| 5146 | Portal | An issue with matching Knowledge Bank hits has been fixed so that they are no longer caching those of the previously logged call. | 5.2 |
| 5159 | Portal | All custom objects should now correctly be read-only on Portal review screens. | 5.2 |
| 5162 | Officer | CMDB searches now only show items from the current officer's partition instead of items from all partitions | 5.2 |
| 5164 | Officer | System timeouts now correctly use database time instead of client time when determining when to terminate a vFire session. | 5.2 |
| 5168 | Officer | Agreement Traffic Light indicator will no longer count down in background on SLA suspension. | 5.2 |
| 5197 | Portal | An error message containing SetUserControlSetting when using the Service Catalog no longer appears. | 5.2 |
| 5235 | Officer | A warning message has been added which displays prior to the system timing-out. | 5.2 |
| 5238 | Other | Install vFire to desktop option removed from Admin login screen. | 5.2 |
| 5248 | Portal | Calls submitted outside of partition 0 by partitioned customers are now correctly visible within the corresponding Calls grid for that partition. | 5.2 |
| 5249 | Portal | Calls submitted outside of partition 0 by partitioned customers are now being calculated correctly by the corresponding IPK bubbles. | 5.2 |
| 5257 | Officer | 'Automatic' colour option removed from all colour pickers apart from HTML areas. | 5.2 |
| 5271 | Officer | A lookup is now automatically performed when pasting values in to Officer Quick Search box. | 5.2 |



| Issue | System Area | Issue and Fix Summary | Fixed in Version |
|-------|-------------|--|------------------|
| 5275 | Portal | Calls and Requests created using the Shopping Cart are now allocated to the appropriate partition instead of the customer's default partition. | 5.2 |
| 5303 | Portal | CMDB items with multiple parent nodes will no longer cause an error when expanding linking tree in vFire Portal. | 5.2 |



Issues Fixed in v5.1.0

The 5.1.0 release contains the following Issue Fixes.

| Issue | System Area | Issue and Fix Summary | Fixed in Version |
|-------|----------------------------|--|------------------|
| 4599 | Officer KB Articles | The Knowledge Bank article labels were not displaying correctly. This has been fixed by creating a converter to trim text and apply labels. | 5.1.0 |
| 4601 | Portal Requests | When filtering by portal role for request logging has been enabled the Log Request button now does not display for users who do not have any available workflow processes so that they are no longer presented with a blank screen when they attempt to do so. | 5.1.0 |
| 4602 | Officer Search | The scroll function has been adapted so that 'scroll up' when selecting available entities for a new search now works correctly. | 5.1.0 |
| 4603 | Officer Call History | The call history grid has been fixed to allow for columns to be configured and displayed correctly. | 5.1.0 |
| 4605 | Officer Call Forwarding | The drop down list fields have been modified to not accept clicks while closing so that the issue of selected incorrect officers when call forwarding is fixed. | 5.1.0 |
| 4606 | Officer Email | The call closure parameters have been modified so that emails are always sent to customers when a major incident, that they are linked to through the 'Add me' functionality, is closed. | 5.1.0 |
| 4659 | Portal Wizard | The 'Relate IPK Stream and Category' check box and associated functionality has been removed so that all tier 1 and tier 2 categories appear in the Portal wizard. | 5.1.0 |
| 4690 | Officer, Portal Partitions | Partition parameters have been updated so that in a partitioned system requests, which are not partitioned, will pull look up information for the partition of the officer rather than the default partition to which the officer does not have access. | 5.1.0 |



| Issue | System Area | Issue and Fix Summary | Fixed in Version |
|-------|-------------------------|--|------------------|
| 4789 | Portal Calls | Relevant field controls have been modified so that fields which should be read-only in the Portal are no longer editable. | 5.1.0 |
| 4803 | Officer Call Indicators | First call indicators that were displaying as an orange third escalation are now correctly displaying as green. | 5.1.0 |
| 4808 | Officer Person | The picture upload icon has been removed from the Person screen. | 5.1.0 |
| 4809 | Officer Search | A new message appears in the side bar for matching calls to remind the user to select the appropriate criteria. This prevents all calls from being displayed instead of the matching ones. | 5.1.0 |
| 4811 | Officer, Portal | Portal date only fields now no longer require a time to be entered. | 5.1.0 |
| 4812 | Officer, Portal | Users are now able to select 'unspecified' values from multi-select fields. | 5.1.0 |
| 4813 | Officer Call History | A fix has been applied so that notes and actions added to Calls and Requests are displaying correctly in the history. | 5.1.0 |
| 4815 | Officer Requests | The request status has been selected to load on the defer screen to prevent an issue with the status field not updating when a new request is deferred. | 5.1.0 |
| 4816 | Admin Color Palette | The color palette has been updated and expanded allowing customers to use previously selected colors without affecting the newer ones. | 5.1.0 |
| 4831 | Officer Knowledge Bank | It is now possible to search for custom Knowledge Bank entry types. | 5.1.0 |



| Issue | System Area | Issue and Fix Summary | Fixed in Version |
|-------|-----------------|--|------------------|
| 4863 | Officer Search | vFire Officer searches have been updated to consistently show matching records rather than returning no results. | 5.1.0 |
| 5106 | Portal Requests | Requests that have been disabled in vFire Core no longer appear in the request logging wizard. | 5.1.0 |



Features and Changes in v5.1.0

vFire Officer and Portal release 5.1.0 includes the following new features and changes.

| Feature | Functionality |
|------------------|---|
| Compatibility | vFire Officer and Portal Version 5.1.0 is compatible with vFire Core 9.2.0 |
| Knowledge Bank | Knowledge Bank hit counts are now updated when Knowledge Bank articles are viewed in the vFire Portal. |
| Rebranding | The new vFire logo and branding has been updated throughout vFire Officer and Portal. |
| Searches | Both system and custom searches now automatically refresh when the search window is in focus. |
| Call Logging | A new label has been added to the Services field in the call logging screen. |
| History Searches | History has been added as a search filter so that users can search for Calls/Requests/Tasks based on values contained within the History. |



Issues Fixed in v5.0.0

The 5.0 release contains the following Issue Fixes.

| Issue | System Area | Issue Summary | Fix Summary | Fixed in Version |
|-------|--------------------|---|---|------------------|
| 3834 | Portal Submission | Custom Date fields display without border outline when out of focus during call submission | Custom Date fields display with border outline throughout call submission | 5.0.0 |
| 3851 | Portal Login | Exception error displayed when you log in to portal with no password for the first time | “Invalid username or password” message displayed whenever log in to portal with no password | 5.0.0 |
| 3854 | Portal Attachments | If Attach field is Required, mandatory indicator not shown, and can submit without attachment, if an attachment is added then deleted | If Attach field Required, mandatory indicator is shown, and cannot submit without attachment, even if an attachment is added then deleted | 5.0.0 |
| 3859 | Portal Attachments | Attaching an oversized file leaves Service Order hanging | You can no longer attach an oversized file | 5.0.0 |
| 3981 | Portal Attachments | Attachments added to a Customer Approval Task in Portal are not visible when reviewing the record in Portal | Attachments added to a Customer Approval Task in Portal are visible when reviewing the record in Portal | 5.0.0 |
| 3983 | Portal Attachments | Attachment indicator in an Incident list is not correctly indicating the uploaded attachments | Attachment indicator in an Incident list correctly indicates the uploaded attachments | 5.0.0 |



| Issue | System Area | Issue Summary | Fix Summary | Fixed in Version |
|-------|--------------------|---|--|------------------|
| 4013 | Portal Attachments | Attach File button on Questions screen during call submission does not work | Attach File button on Questions screen during call submission works | 5.0.0 |
| 4084 | Portal Attachments | Attaching an oversized file during call logging fails silently | You cannot attach an oversized file | 5.0.0 |
| 4085 | Portal Calls | Duplicate items in “Grouped by” section of My Calls if group by Log Date and then add note. | No duplicate items in “Grouped by” section of My Calls if group by Log Date and then add note. | 5.0.0 |
| 4113 | Officer | “Visible in Portal” check box missing | “Visible in Portal” check box now available on action screens for Calls, Requests and Tasks | 5.0.0 |
| 4147 | Portal | Exception error displayed when clicking on grid view header Hide button on an empty list | Column hidden when click on grid view header Hide button on an empty list | 5.0.0 |
| 4184 | IPK | De-selecting the Suspend button on the call Defer screen does not Un-suspend the call | De-selecting the Suspend button on the call Defer screen unsusponds the call | 5.0.0 |
| 4186 | Search | Exception error displayed when trying to graph a search that has no base entity | Graph option no longer available for graphs with no base entity | 5.0.0 |



| Issue | System Area | Issue Summary | Fix Summary | Fixed in Version |
|-------|---------------------|--|--|------------------|
| 4188 | Officer | If you add the Contract field onto a Call screen, it does not display any data | Contract field now correctly populated on Call screens | 5.0.0 |
| 4189 | Search | Exception error displayed if click on Search (magnifier on Orbiter) immediately after clicking New Search button | No error displayed if click on Search immediately after clicking New Search button | 5.0.0 |
| 4201 | Security | Able to view another customer's calls by following a direct link to that call's URL | You can no longer view another customer's calls by following a direct link to that call's URL A message is displayed if you attempt to do so | 5.0.0 |
| 4207 | Officer | Informational messages and system errors shown in the same way | Informational messages now shown in a more friendly way | 5.0.0 |
| 4214 | Officer Performance | Display of Incident Matches can be slow if many calls logged | Incident Matching scalability improved | 5.0.0 |
| 4215 | Officer Performance | Display of Customers in drop down can be slow if many customers | Customer drop down scalability improved | 5.0.0 |
| 4220 | Portal Performance | Display of Call Bubble counts can be slow if many calls | Call Bubble Count scalability improved | 5.0.0 |



| Issue | System Area | Issue Summary | Fix Summary | Fixed in Version |
|-------|---------------------|--|---|------------------|
| 4221 | Portal Performance | Display of Major Incidents can be slow if many calls logged | Major Incident scalability improved | 5.0.0 |
| 4222 | Portal Performance | Display of My Calls can be slow if many calls logged | My Calls scalability improved | 5.0.0 |
| 4224 | Portal Performance | Display of Knowledge Base can be slow if many articles logged | Knowledge Base scalability improved | 5.0.0 |
| 4227 | Officer Performance | Display of My Workload can be slow if many calls/requests/tasks logged | My Workload scalability improved | 5.0.0 |
| 4230 | Portal Email | Content of Plain Text email content shown as xml in History | Content of Plain Text email content shown as text in History | 5.0.0 |
| 4231 | Portal History | Attachment action shown in History as System Action in Portal, but as normal action in Officer | Attachment action now shown in History as normal action in Portal and Officer | 5.0.0 |
| 4233 | Install and Upgrade | SQL times out during patch commands on install/upgrade of very large database | Timeout avoided during patching process | 5.0.0 |
| 4235 | Officer Cloning | Error if clone a call twice in a row | Can clone call twice in a row without error | 5.0.0 |



| Issue | System Area | Issue Summary | Fix Summary | Fixed in Version |
|-------|------------------|---|---|------------------|
| 4255 | Login | vFire Core session terminated after it terminates an existing vFire Officer session | Logging in to vFire Core terminates existing vFire Officer session and continues successfully | 5.0.0 |
| 4459 | Portal Knowledge | Resizing of text fields on Articles is not remembered next time | Fields now size correctly | 5.0.0 |
| 4480 | Portal | If IPK Statuses were previously enabled and are then disabled, you still see bubbles for all IPK Statuses | If IPK Statuses were previously enabled and are then disabled, you only see bubble for Calls | 5.0.0 |
| 4483 | Officer | No confirmation dialog when deleting saved search | Confirmation dialog shown when deleting saved search | 5.0.0 |
| 4501 | Officer | Intermittent blank screen when launching a new call or request | New call an request screen now loads reliably | 5.0.0 |
| 4545 | Officer | Deleting attachment does not work and causes error on log out | Deleting attachment now works correctly | 5.0.0 |
| 4547 | Officer | Newly created Workflow Template not available for selection | Newly created Workflow Template now available for selection | 5.0.0 |
| 4548 | Portal | Selecting alternate language removes header and footer display areas | Selecting alternate language does not affect header and footer display areas | 5.0.0 |



| Issue | System Area | Issue Summary | Fix Summary | Fixed in Version |
|-------|---------------|---|---|------------------|
| 4555 | Admin | Cannot delete a language, and translating a language appears to hang | Can delete and translate multiple languages | 5.0.0 |
| 4556 | Portal | Intermittent blank reference number presented after logging a call | New call number now correctly appears | 5.0.0 |
| 4569 | Officer | Admin login is incorrectly included in count of logged in Officers | Admin no longer included in count of logged in Officers | 5.0.0 |
| 4600 | Officer | Error when clicking 'Knowledge Article' tab in call if system patched | Upgrade ensures the required view is added if missing | 5.0.0 |
| 4632 | Officer Email | Some Message Templates do not appear in Email screen | Some HTML compatibility issues resolved | 5.0.0 |
| 4645 | Officer | Cloning an unsaved call to a request causes hanging request screen | Cloning of unsaved calls disabled | 5.0.0 |
| 4646 | Admin | Error clicking on Portal - Call Logging tab if upgraded from 4.3 | Upgrade now adds table if missing | 5.0.0 |
| 4688 | Admin | Unhelpful error message when attempting to add a new language with invalid Bing translation key | Helpful error message when attempting to add a new language with invalid Bing translation key | 5.0.0 |



| Issue | System Area | Issue Summary | Fix Summary | Fixed in Version |
|-------|-------------|---|--|------------------|
| 4730 | Console | SOAP is still the default protocol on install | OWIN is now the default protocol on install, as it is faster | 5.0.0 |
| 4764 | Officer | Email actions performed on a call create a blank history entry if using customized template | Email actions performed on a call using templates customized using vFire Core Designer create a proper history entry | 5.0.0 |



Features and Changes in v5.0.0

vFire Officer and Portal 5.0.0 includes the following new features and changes.

| Feature | Functionality |
|---------------|--|
| Compatibility | vFire Officer and Portal Version 5.0.0 is compatible with vFire Core 9.2.0 only |
| Licensing | From this release, you no longer need to license Officer and Portal separately from vFire Core |
| Labels | More granular labeling, where the same word is used in different contexts |
| Modules | The prototype modules for CRM and Project Management are no longer shipped |

Compatibility

To install and use vFire Officer and Portal version 5.0.0 you must be using vFire Core (formerly VSM) version 9.2.0.

Licensing

In previous releases, to use vFire Officer and Portal, you needed to apply a separate license, in addition to the vFire Core license. From 5.0 onwards, this will no longer be necessary, as the licensing for vFire Officer and Portal is now included in the vFire Core license.

Consequently, the License tab has been removed from the vFire Console tool, and you can now see all license information in one place, in the vFire Server Console.



As vFire Officer is now part of the foundational product, it is not separately listed in the list of modules.



Labels

This release sees the extension of the existing configurable label functionality. You have always been able to change the text of labels in vFire Officer and Portal, using vFire Admin. Customers have found that in some cases they would like to change the same text in one place, but not in another. To date there was only one label used in both cases.

From this release onwards, the list of labels in vFire Admin now shows instances where the same label is used in many places separately. It also shows the context in which it is used, not just the Module (Officer, Portal or Admin), and the View in which it appears (e.g. CloseCallView). Additionally, if the same text occurs twice in the same view, the Instance column allows you to identify each separately. Once clearly identified, you can update each label as desired.

If, on the other hand, you want to change existing labels to all say the same thing, you can still easily do this. Change one label, right click and Copy it, select all the labels that you want to change (shift click or control click) and right click to Paste the value to many rows. You can undo your changes as often as you wish. Finally, save all your changes using the Save icon.



There are still some labels that are not associated with Modules and Views. If you cannot find the label you need to change, just clear the filter on the Module column and the list will refresh, showing further labels.

Modules

Previous releases included two prototype modules: Customer Relationship Management and Project Management. These modules no longer form part of the product suite and all references to them have been withdrawn.



Further Information

Product Information and Online Support

For documentation, release notes, software updates, or information about Alemba products, licensing and services, visit:

www.alemba.com.



You may need to register to access some of these details.

Technical Support

For technical support or other contact details please visit:

www.alemba.com/contact-us

Comments and Feedback

If you have any comments or feedback on this documentation, submit it to info@alembagroup.com.