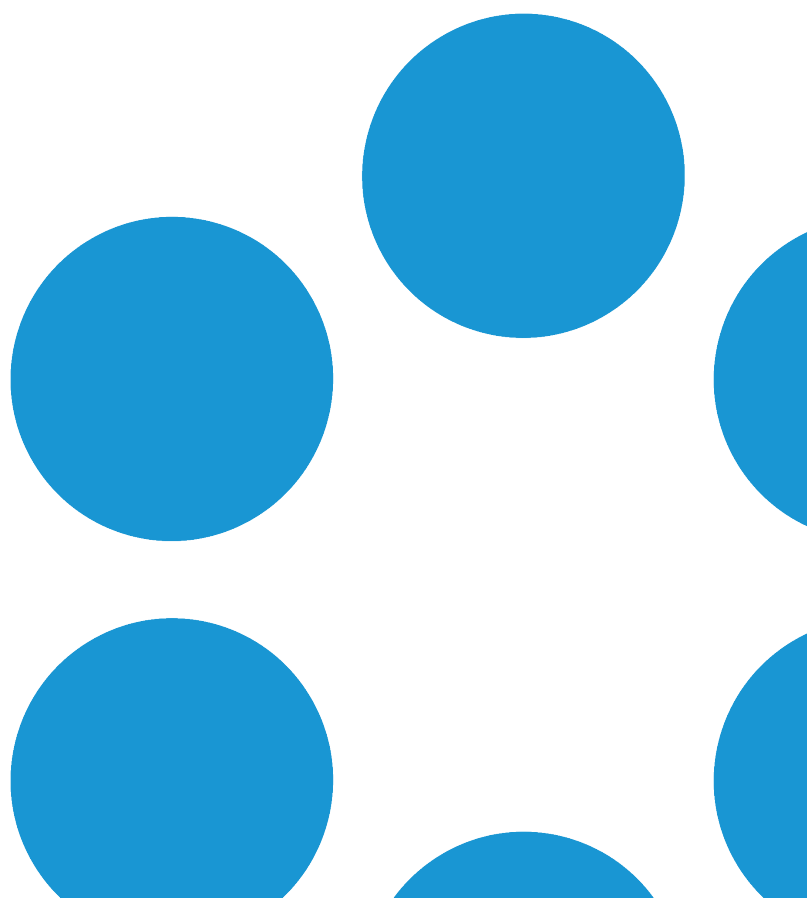




## vFire 9.11 Release Notes

Version 1.1





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## Version Details

The table below contains version details for this document.

Version No.	Date	Details
1.0	12 September 2018	These release notes document new features and changes in the vFire 9.11.0 release.
1.1	26 September 2018	Added information for accessing the Nano sys admin page, and a screenshot for read-only fields.

## Copyright

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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.
<b>Field name</b>	Fields are highlighted in bold text.



## Introducing vFire 9.11

Welcome to vFire 9.11 from Alemba. This release contains new feature functionality and fixes to known issues in vFire Core, vFire Self Service, Nano, vFire App, 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 9.11 Prerequisites Guide](#)
- [vFire 9.11 Installation Guide](#)
- [vFire 9.11 Upgrade Guide](#)
- [vFire Server Console Guide](#)

### Customizations

If you have created customizations, ensure that they are compatible with vFire Core 9.11. 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](http://www.alemba.help).



You will need to register to access this download.

### Replicated Databases

If you replicate the database, you must apply any database schema changes and new indexes to all databases.

### Compatibility between Core and Officer & Portal

Any version of vFire Core 9.11 will be compatible with any 9.11 version of vFire Officer & Portal, regardless of the third release digit.



## Minor Point Releases

These release notes are provided at the release of 9.11.0. However we will also make additional releases to fix issues subsequent to this. These minor releases, versioned with the third digit version number (eg 9.11.1, 9.11.2 etc) will contain fixes to the major release. The release notes will be updated to record these fixes.



## New Features and Changes in vFire 9.11

The key new features in this release include:

- **Enhancements to Nano.** Development continues on Nano with new styling and features:
  - **Interface styling changes.** We have enhanced the Nano user interface to be easier to use and more consistent.
  - **Email attachments.** It is now possible to attach files to outgoing emails in Nano.
  - **Save and Cancel buttons always visible.** Action buttons such as Save and Cancel are now always visible on details screens; analysts no longer need to scroll to find them. Also always visible are the Nano page header, menu, and more.
  - **Keep window open on Save.** Change the user experience by configuring Nano to keep call, request, and task details screens open after the analyst presses Save.
  - **Themes.** System Admins can choose from two color themes for the Nano page header, with options for a light background and a dark background.

See [page 9](#) for an overview of these, and more, enhancements to Nano.

- **Chat Manager.** Managers can now see all active and inactive chat analysts, and change their chat status if needed. See **About Chat** in the Online Help for more details on configuring and using Chat.
- **VMware vRO 7.3** is now supported for the integration connector. See **Connector for vRO** in the Online Help for more details on how to install and use this connector.
- The **Active Directory Connector** has been updated to allow mapping of the following fields from Active Directory: Other Telephone, Initials, Employee ID. See **Connector for MS AD Server** in the Online Help for more details on the connector.
- **Service Actions** have a new checkbox: **Do not copy data between forms**. Select to stop data being copied across submission forms when multiple quantities are ordered. See **Defining the Outcome of Selecting a Service Action** in the Online Help for more details.
- **Hide the default Type.** The Type Tiers window in System Admin has a new setting: **Default Type Hidden**. Select to hide the system-default "Unspecified".
- **Attachments** on outgoing emails are now recorded in the history of the call, request, or task from which the email was sent.





## Nano Enhancements in 9.11

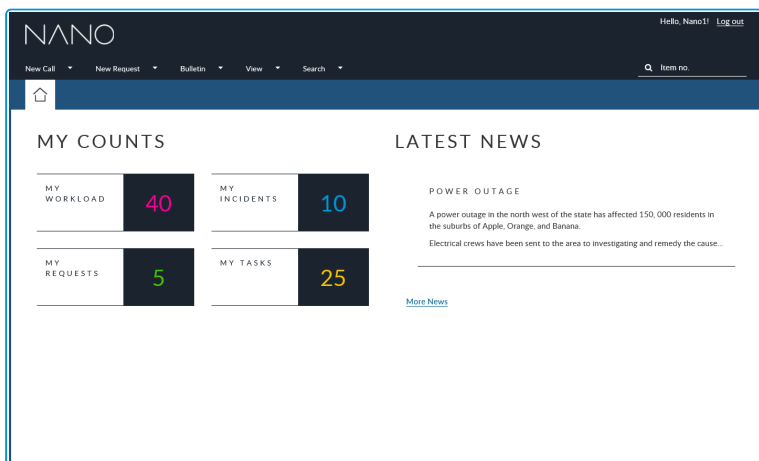
In the 9.11 release we have made numerous changes to the look and feel of the Nano interface, enhancing the user experience. We have also improved how Attachments are displayed and added the ability to attach files to emails sent from Nano. Additional user experience options have been added to System Admin, and certain page elements are now always visible, such as the Save and Cancel buttons.

Nano screens modified during the Nano alpha and beta (vFire releases prior to 9.9.1) should be restored to default before, or immediately after, upgrading to avoid issues.

- Issues may include missing field data, missing action buttons, and other anomalous behavior.

## Nano Styling Changes

The style of Nano has changed considerably, providing more consistency within Nano and across the different interfaces of vFire.



- The **Nano page header** section has been updated to provide a cleaner interface:
  - The **header** consumes less space, and the welcome message and Log Out option have moved to the right.
  - The **menu** is now horizontal and positioned above the tabs section.
  - The **tabs** section is blue and bolder.
- The **Review screen** side panel has been improved to better handle long values.



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

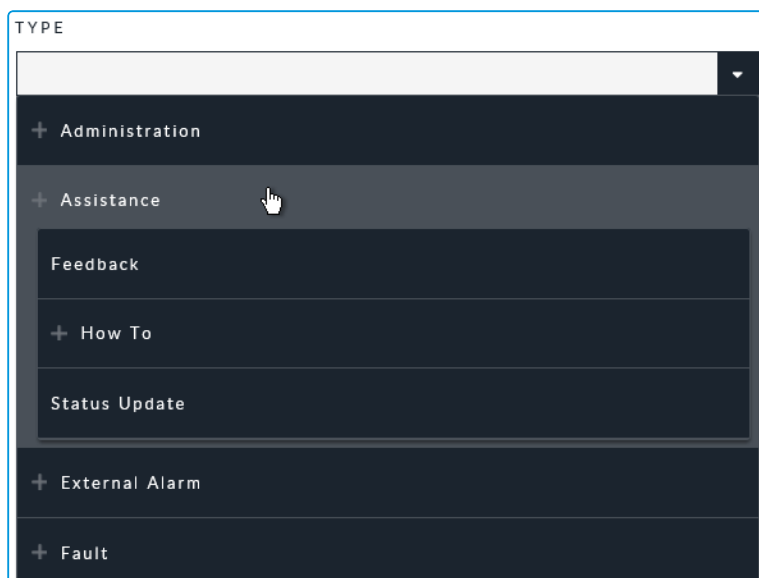
- **All Fields** now have a border and the label is above the field. Tooltips appear when hovering over long field values that do not fit within the field.

- **Read-only fields** are now more consistent, with gray labels and light gray background, so they are easier to differentiate from editable fields.

- **Multi QD fields** now display all their values within the field, which expands to accommodate more values. The search icon has also been updated so you can tell when a field is Multi QD or Single QD.



- **Type Tier** fields have been restyled to better display the list tiers.



## Always Visible

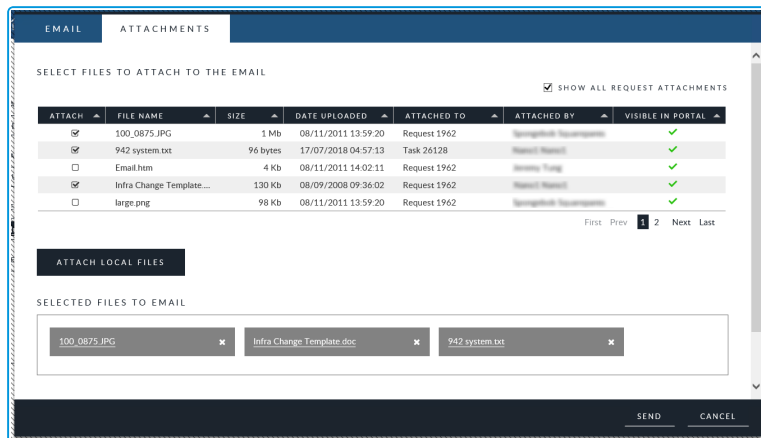
The **action buttons** - Save, Cancel, Take Action, Approve, Reject, Send, Edit, and OK - are now always visible on the details screens, so analysts can press the buttons at any time without having to scroll the page up or down to find the buttons.



The **Nano page header**, which includes the logo, menu, and tabs section is also always visible, enabling analysts to easily switch tabs, open new pages, or perform quick searches without needing to scroll to the top of the page.

**Kanban column headers** are fixed in place and a scrollbar has been added to each column, allowing analysts to scroll up and down within the column.

## Email Attachments

You can now attach files to emails you send from Nano. On the **Email** window select the new **Attachments** tab to see a table containing files currently attached to the work item.



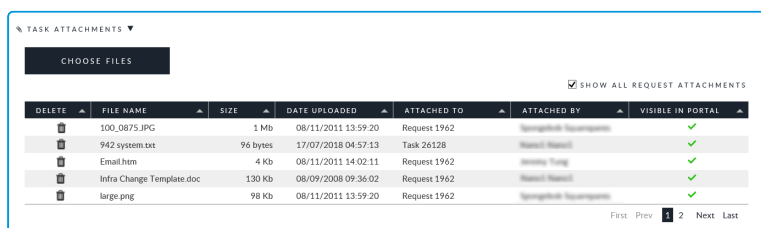
- Attach files to the email by selecting the **Attach** checkbox or clicking in the table cell, or you can attach other files to the email by pressing .
- Remove files from the email by pressing  or unselecting the **Attach** checkbox in the table.
- See details of selected files by hovering over the file name.



For more information on this feature see **Using the Email Window** in the Online Help.

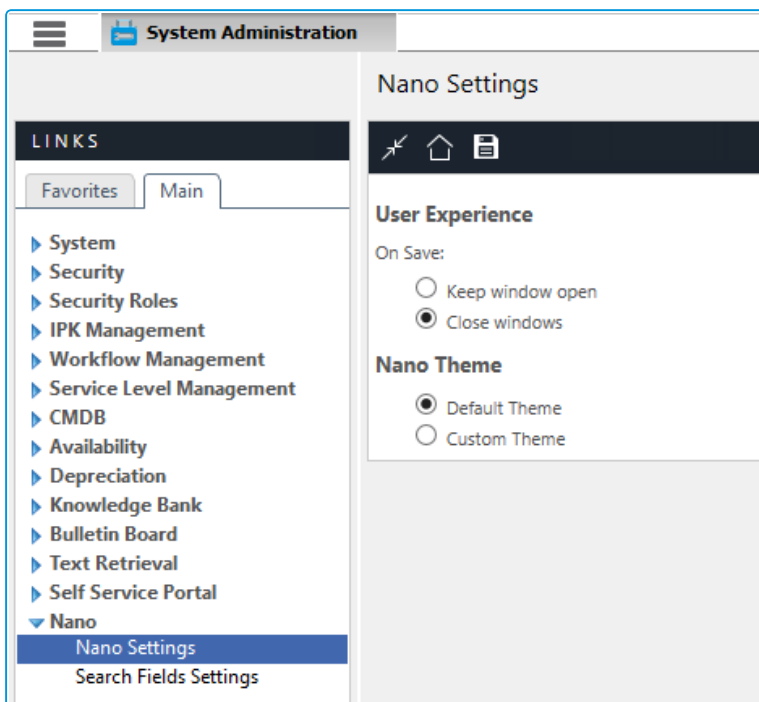
## New Attachments View


The attachments section on details screens for calls, requests, and tasks has been redesigned to display attachments in a table format, making it easier to see information about the attached object such as who attached it and when. On request screens you can also see which task an object is attached to. On task screens you can see all objects attached to the request, including to other tasks, by selecting the **Show All Request Attachments** checkbox.



## Nano Settings in System Admin

A new **Nano Settings** page has been added to System Administration, where admins can configure settings that change the user experience in Nano.

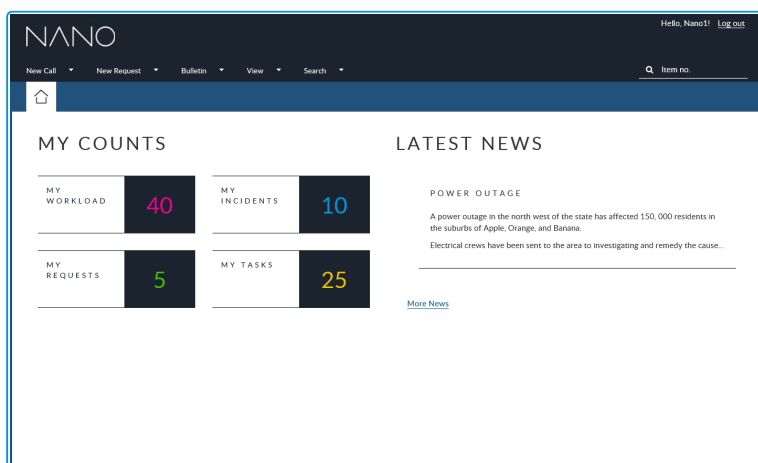


 To see **Nano** in the sys admin explorer pane, you must have **Nano Setup** enabled in your **General Access Security Roles – Admin Tab**.

Use the **On Save** setting to control what happens when analysts press **Save** on details screens: **Keep window open** or **Close window**.

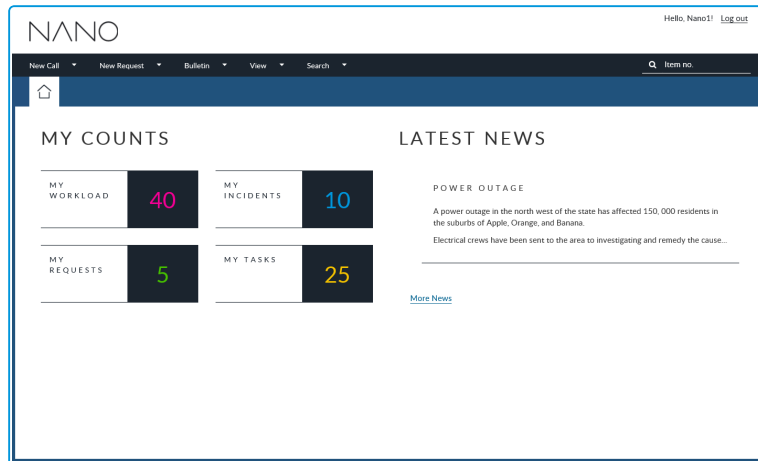
The **Nano Themes** setting lets admins choose from one of two themes provided with Nano, which changes the look of the Nano page header:

- **Default Theme** for a dark header:





- **Custom Theme** for a light header:



The **Custom Theme** has been developed to be customizable by anyone with skill in CSS. To customize, navigate to the system's **Content** folder, then edit **custom-header.css**; e.g.: C:\Program Files\Alemba\vFire\

For more details on how to access and use these system settings, read **Nano Settings** in the Online Help.



## Changes to Supported Platforms in vFire 9.11

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 platform support has been added in this release.

### Platform Support Removed

No platform support has been removed in this release.



## Issues Fixed in vFire 9.11

This release contains the following issue fixes in vFire Core, vFire Self Service, Nano, vFire App, 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 9.11.0. Additional releases to fix issues subsequent to this will be versioned with the third digit version number (eg 9.11.1, 9.11.2 etc). Fixes which have been put into these minor point releases will be distributed in a separate list of fixes. These should be considered in addition to these release notes.


Issue Number (internal ref)	Functional Area	Short Description	Fixed in Version
<b>16308</b> <b>19955</b> (10036) (7316)	Messaging	Email addresses over 50 characters were being truncated. This has been resolved and now email addresses up to 150 characters can be entered into Person records, and more in manual email fields.	9.11.0
<b>19656</b> (10332)	Messaging	When a Note was added to a call, the owning officer was not receiving the notification email under some circumstances. This has been resolved.	9.11.0
<b>21297</b> <b>32798</b> (15841)	Designer	Approval comments were not appearing in messaging task emails under some circumstances. This has been resolved by adding two new system fields to Designer: APPROVAL_COMMENT_LAST retrieves the last approval comment, APPROVAL_COMMENTS_PRIOR retrieves all approval comments except the newest (last) one.	9.11.0
<b>21561</b> (11478)	IPK	When using the 'OK New' button on Call Defer screens, the new call was being created in the wrong IPK Stream. This has been resolved and now the new call has the same IPK Stream as the original call.	9.11.0





Issue Number (internal ref)	Functional Area	Short Description	Fixed in Version
<b>21868</b> (10931)	Designer	Bullet points were not appearing when applied to text in the HTML Editor field on screens in Designer. This has been resolved.	9.11.0
<b>22822</b> (11483)	Workflow	The "Linked CIs" field on Request Details screens had a disabled Details button whenever it contained more than 1 Config Item. This has now been resolved.	9.11.0
<b>23064</b> <b>26259</b> <b>26505</b> <b>34814</b> (15571)	vFire Self Service	Pressing 'Enter' while searching the service catalog did not trigger the search. This has been resolved.	9.11.0
<b>23070</b> (11519)	Workflow	In Delay tasks, the setting "Calculate Delay Time Using Working Hours" became unselected after running Workflow Portability on the workflow template. This has been resolved.	9.11.0
<b>23246</b> (12536)	Workflow	When viewing Tasks Outstanding if a task is opened by right clicking and selecting 'Review', the task window is automatically closed when the Tasks Outstanding window is closed. This has been resolved and the Task window remains open.	9.11.0
<b>23661</b> (12037)	IPK	When Priority is partitioned and there is a Priority Matrix defined per partition, the Priority on calls did not match the defined Priority Matrix. This has been resolved.	9.11.0
<b>23725</b> (12542)	Designer	Tooltips added to QD fields on Submission forms did not appear when viewed in the Self Service Portal. This has been resolved.	9.11.0





Issue Number (internal ref)	Functional Area	Short Description	Fixed in Version
<b>24975</b> <b>34877</b> <b>36484</b> (12451) (16308)	Availability	When an outage was created from a call, each time the call was saved the outage duplicated. This has now been resolved and only a single outage is generated, as expected.   This fix first appeared in 9.9.8.	9.11.0
<b>25077</b> (12901)	vFire Self Service	When accessing a knowledge article in the Self Service Portal by using a hyperlink or URL, the role permissions for knowledge were not being enforced. This has now been resolved and users can no longer view knowledge articles they do not have permission to see.	9.11.0
<b>26368</b> (15567)	CMDB	In the CMDB Search results table, the column "No of CPUs" displayed as "EXTFLDV_390066", and no values are appeared in the table cells. This has been resolved.	9.11.0
<b>26440</b> (15196)	vFire Self Service	Objects added to Requests were visible in the Self Service Portal, regardless of the "Visible in Portal" setting on the object. This has been resolved.	9.11.0
<b>26736</b> (12903)	vFire Self Service	All new user registrations were becoming "Locked_By" a negative REF value, preventing registration confirmation. This has now been resolved and the "lock" is released so registration confirmation can be completed.	9.11.0
<b>26751</b> (15566)	IPK	When the Call Forward screen loads, the focus was automatically placed on an analyst or group in the list. This has been resolved so there is no focus, forcing the manual selection of an analyst or group to forward the call to.	9.11.0




Issue Number (internal ref)	Functional Area	Short Description	Fixed in Version
<b>26931</b> (12865)	Messaging	When an email subject includes the fields 'Forward To', 'Forward to Group' and 'Forward to Analyst', the fields were blank if the email was sent by the system, such as when a call is forwarded. This has now been resolved.	9.11.0
<b>27232</b> (15870)	Bulletins	Bulletin Board entries were showing last updated by "System User" under certain circumstances. This has been fixed to always show the editing analyst.	9.11.0
<b>27671</b> (15204)	vFire Self Service	Bulletins in the Self Service Portal were not showing html formatting such as bullet points and numbered lists. This has been resolved.	9.11.0
<b>27862</b> (15328)	vFire Self Service	In the portal, on the Add Attachment and Add Note windows, the Entity Number field was editable. This has been resolved and the field is now read-only.	9.11.0
<b>28182</b> (15193)	Designer	In Designer, when cloning a screen with hidden sections, the sections were no longer hidden on the new screen. This has been resolved.	9.11.0
<b>28183</b> (13719)	Partitioning	When the Partition Settings option "Forward to Group Members Included" was not selected, analysts were able to see calls in their Outstanding screen from partitions they should not see. This has been resolved and calls no longer appear from other partitions when that setting is not selected.	9.11.0




Issue Number (internal ref)	Functional Area	Short Description	Fixed in Version
<b>28720</b> (14878)	IPK	<p>Analysts who were directly assigned a call from a partition to which they did not have access could still open and action the call. This has now been resolved, to show only analysts with access to the partition in the Forward To list.</p> <p> This fix first appeared in 9.9.7.</p>	9.11.0
<b>29208</b> (14987)	Designer	<p>Fields which should be hidden based on rules configured in Designer are displaying when opening an Approval from a User Approval email using the 'Open Task' (MMA URL) link. This has been resolved and the fields that should be hidden are no longer visible when the Task Review screen is opened from the User Approval Email using the MMA URL 'Open Task' link.</p> <p> This fix first appeared in 9.9.9.</p>	9.11.0
<b>29300</b> (14522)	System Admin	<p>The Email Settings window in System Administration contained a column for the email Password. This column has now been removed to prevent a possible security risk.</p>	9.11.0
<b>29434</b> (16043)	Messaging	<p>In the details window for Message Types, it was possible to select different subjects for the system-generated auto response message types, such as Call Logged External Reply. This has been resolved and now the Subject field is read-only.</p>	9.11.0




Issue Number (internal ref)	Functional Area	Short Description	Fixed in Version
<b>29708</b> <b>31738</b> <b>33329</b> (14699) (15896) (15860)	vFire Self Service	When doing an advanced QD search on a user approval screen configured in Designer, selecting a value redirected the user to the default approval screen rather than the screen on which they did the advanced search. This issue is now resolved and users are returned to the screen on which they did the search. <div data-bbox="619 734 1262 801" style="border: 1px solid #ccc; background-color: #f0f0f0; padding: 5px; margin-top: 10px;">  This fix first appeared in 9.7.8.           </div>	9.11.0
<b>29899</b> (15798)	vFire Self Service	On portal submission forms, after a value was entered into a User field and then removed or overwritten with a new value, data from the new person record was not saved to the form on submit. This has been resolved.	9.11.0
<b>30055</b> (15134)	IPK	On the Call Search window the Template check box was selectable by all analysts. This has been resolved and now the check box is disabled for analysts without the Administer Call Templates permission in their IPK Security Role.	9.11.0
<b>30176</b> (15572)	Nano	The warning message 'You do not have permission to complete this approval' appeared after saving an approval and then reopening the approval window. This has been resolved.	9.11.0
<b>30230</b> (15574)	System Admin	The Activity Log for emails now includes the message type number.	9.11.0
<b>30349</b> (15575)	Designer	On the Person Details screen in Designer, changing the label of the Organization field was not being reflected in person records. This has been resolved.	9.11.0




Issue Number (internal ref)	Functional Area	Short Description	Fixed in Version
<b>30452</b> (15413)	vFire Self Service	Bulletins configured to be visible to only certain IPK and Workflow groups were visible to all users in the Self Service Portal. This has been resolved and now bulletins with group restrictions are only visible in the portal to analysts who belong to those groups.	9.11.0
<b>30460</b> (15048)	Nano	The menu options New Call and New Request displayed all IPK Streams, IPK Statuses, Workflow Processes, and Workflow Templates (respectively) regardless of permissions defined in the analyst's security role settings. This has been resolved and now only the permitted options are presented.	9.11.0
<b>30595</b> (15532)	IPK	Adding an attachment to a Call or Request where the name includes an ampersand causes a server error. This has been resolved and the attachment can be successfully added and opened.   This fix first appeared in 9.9.9.	9.11.0
<b>30679</b> (15933)	Designer	Scroll bars were missing from list fields configured to be read-only. This has been resolved.	9.11.0
<b>30741</b> (15209)	Designer	Multi-value QD fields that are set as Read Only did not prevent items being removed from the field. This has been resolved.	9.11.0






Issue Number (internal ref)	Functional Area	Short Description	Fixed in Version
<b>30856</b> (15404)	vFire Self Service	<p>In the Service Catalog, using the 'Continue Ordering' button to order several items with large files attached caused performance issues within vFire Self Service. This was specific to the service catalog, and did not affect calls or requests. The issue has now been resolved, and performance is no longer impacted by this type or ordering behavior.</p> <p> This fix first appeared in 9.10.2</p>	9.11.0
<b>31144</b> <b>32363</b> <b>36675</b> (15139)	Nano	Changing the column configuration on Search and Outstanding windows was not immediately applying the change, and required the window be reopened for the change to take effect. This has been resolved.	9.11.0
<b>31179</b> (16326)	vFire Self Service	On submission forms, when data was entered into a search field (QD field) before launching the full search, canceling and returning to the search field, the data in the field was lost. This has been resolved and the value is now retained.	9.11.0
<b>31261</b> <b>31565</b> (15865)	Nano	Workflow diagrams designed in Core to display horizontally were displaying vertically in Nano under some circumstances. This has been resolved and Nano now displays the diagrams correctly.	9.11.0
<b>31292</b> (16167)	Knowledge	There was a typo in the tab bar for the Knowledge role: "Knowledge Management Security Role". The tab now correctly shows "Knowledge Management Security Role".	9.11.0






Issue Number (internal ref)	Functional Area	Short Description	Fixed in Version
<b>31463</b> (16152)	Designer	Conditionally hidden fields were not hiding/unhiding when the condition was met due to a Quick Solution being applied. This has now been resolved and the hidden property is being applied correctly.	9.11.0
<b>31564</b> (15994)	Nano	The Bulletin Board was showing bulletins to all analysts, including those without security role permissions to view bulletins. This has been resolved.	9.11.0
<b>31645</b> (16156)	Monitors	Monitors in dashboards were resizing themselves after the dashboard was reopened. This has been resolved and the monitors remain the defined size.	9.11.0
<b>31714</b> (16023)	Designer	Multi-value QD fields were not displaying all their contents. This issue occurred when the field was added to the screen as a 'linked field'. This has been resolved.	9.11.0
<b>31881</b> (15400)	Nano	<p>When Integrated Windows Authentication was used for Self Service Portal, it was having an impact on Nano login. This has now been resolved, and Nano is now unaffected by authentication settings for the Self Service Portal. Instead, it is turned on by selection of the Full Application and HTML Only checkbox in the Security Settings window.</p> <p> This fix first appeared in 9.9.7.</p>	9.11.0








Issue Number (internal ref)	Functional Area	Short Description	Fixed in Version
<b>31887</b> (16255)	CMDB	<p>An Analyst with a Configuration Management role that does not allow them to create a Configuration Item is still able to create a New Configuration Item from the Linked Configuration Items within a request. This has been resolved and the permissions are being observed correctly.</p> <p> This fix first appeared in 9.9.9.</p>	9.11.0
<b>31970</b> (15800)	Workflow	<p>The Request Creation Task was copying contents of custom multi-value QD fields from the parent request to the new Request even though the field was not mapped. This has been resolved.</p>	9.11.0
<b>32116</b> (15787)	IPK	<p>When the Type field on the Call Details screen was configured with the 'Required' and 'No default value' settings, the field was defaulting to "Unspecified". This has now been resolved.</p> <p> This fix first appeared in 9.8.6.</p>	9.11.0
<b>32154</b> <b>33590</b> (15528)	IPK	<p>The Reason field was not defaulting to a blank value on the Call Close screen even though Reason Forced was configured. The blank value was at the top of the list but the first non-blank value was selected by default. This has been resolved.</p> <p> This fix first appeared in 9.9.6.</p>	9.11.0






Issue Number (internal ref)	Functional Area	Short Description	Fixed in Version
<b>32383</b> (15527)	Workflow	Analysts were able to open other analyst's Tasks Outstanding even though they do not have the permission to do so. This has been resolved and the permissions are being observed correctly.   This fix first appeared in 9.9.9.	9.11.0
<b>32431</b> <b>36464</b> (16534)	Nano	When creating a call in Nano the default screen was displayed instead of the screen configured in Designer. This occurred under certain circumstances on systems configured with IPK Status and Streams. This issue has been resolved.   This fix first appeared in 9.10.4.	9.11.0
<b>32440</b> (16297)	vFire Self Service	In the self service portal, when searching for Service Orders by Service Order Number, all Service Orders were returned. This has been resolved.	9.11.0
<b>32533</b> (15842)	Nano	If call details were entered and not saved, and then another call was raised and both calls saved, the Description details were not saving correctly. This has now been resolved and call description details are saved as expected.   This fix first appeared in 9.9.7.	9.11.0
<b>32621</b> (15801)	Designer	In Designer, after saving the Delegation screen for Self service Portal, the screen corrupted. This has been resolved.	9.11.0





Issue Number (internal ref)	Functional Area	Short Description	Fixed in Version
<b>32671</b> (15549)	IPK	<p>Calls were intermittently failing to unsuspend if open onscreen when the suspend end time was reached. This has now been resolved.</p> <p> This fix first appeared in 9.5 but the error returned in 9.6. The second fix first appeared in 9.9.6.</p>	9.11.0
<b>32922</b> (15738)	Messaging	<p>Emails were not working in vFire Core if the incoming server was pointing to Microsoft Exchange 2013 SP or newer. This issue has been resolved and the fix is backwards compatible, meaning it should still work for older versions of Exchange (2010).</p> <p> This fix first appeared in 9.8.5.</p>	9.11.0
<b>33219</b> (15788)	vFire Self Service	<p>When the Date/Time field on submission forms was configured with the 'Required' and 'No default value' settings, the field was not blank by default. This has now been resolved.</p> <p> This fix first appeared in 9.8.6.</p>	9.11.0





Issue Number (internal ref)	Functional Area	Short Description	Fixed in Version
<b>33335</b> (15750)	Nano	<p>Nano would only log in to the default system. This has now been resolved.</p> <p> Nano supports SSO for more than one system. However, when two instances of vFire are running on one system, but SSO has been applied to only one of them, Nano only logs in to the default system. In order for SSO to work correctly, the SSO needs to be enabled or disabled on both systems.</p> <p> This fix first appeared in 9.8.6.</p>	9.11.0
<b>33397</b> (15862)	Partitioning	<p>The Types Tiers from all partitions were displayed in the Color Configuration and Rules Builder windows. This has been resolved.</p>	9.11.0
<b>33449</b> (15861)	Reporting	<p>After 9.9.4 upgrade, any report that contained a group Filter (example IPK Workload Report) did not return the correct results. Data is pulled in but the filter was not applied; nor were the filters added to the top description box. This has now been resolved.</p> <p> This fix first appeared in 9.10.2.</p>	9.11.0
<b>33541</b> (16203)	Integration	<p>The SQL Table connectors were not able to retrieve table columns under some circumstances, preventing field mappings. This has been resolved.</p>	9.11.0
<b>33809</b> (16033)	Knowledge	<p>In Knowledge articles details, the "Linked CMDB Items" section displayed deleted CMDB items. This has been resolved.</p>	9.11.0








Issue Number (internal ref)	Functional Area	Short Description	Fixed in Version
<b>33894</b> (16038)	IPK	When applying a Quick Solution a call the Type field was not updated with the value from the Quick Solution field mappings. This has been resolved.	9.11.0
<b>33958</b> (16039)	Messaging	When calls were logged by incoming email from Users, the call Source was incorrectly showing "Email - Analyst". This has been resolved and now shows "Email - User".	9.11.0
<b>34006</b> (16257)	vFire Self Service	If Services are partitioned but Users are not, smart searching was not working if the portal specified in the URL was not the user's default partition. This has now been resolved and is working as expected.   This fix first appeared in 9.8.6.	9.11.0
<b>34028</b> (16232)	IPK	The prompt "Please complete required fields" was not being cleared after a call was successfully saved. This is now resolved.	9.11.0
<b>34255</b> (16185)	CMDB	Certain explorer options were not showing in early 9.10 versions of the software. This has now been resolved, and all available explorer options display and function correctly.   This fix first appeared in 9.10.2.	9.11.0
<b>34312</b> (16233)	CMDB	The icons for Freeze and Unfreeze have been updated to reflect the new style for icons.	9.11.0
<b>34354</b> (16231)	vFire Self Service	When the Type field on a portal submission screen was set as hidden in Designer, it was not actually hidden in the portal. This has been resolved.	9.11.0





Issue Number (internal ref)	Functional Area	Short Description	Fixed in Version
<b>34396</b> (16250)	Nano	Searches were ignoring the partition settings of the analyst and displaying results from all partitions. This has been resolved and now results are displayed only from partitions the analyst has permission to access.	9.11.0
<b>34568</b> (16273)	Partitions	The vFire Core menu did not contain the option to create new Service Actions if the analyst was in a partition other than the system default partition. This has been resolved.	9.11.0
<b>34726</b> (16253)	CMDB	On the Transaction details screen, some fields were incorrectly positioned and truncated. This has been resolved.	9.11.0
<b>34734</b> <b>36149</b> <b>37038</b> (14704)	Nano	Dynamic rules to hide sections and fields on Nano screens were not working in Nano. This has been resolved and now screen sections and fields are hidden and unhidden based on the rule conditions.	9.11.0
<b>34794</b> (16384)	Workflow	In the dependencies diagram, the horizontal scroll bar was not showing. This has now been resolved and the scroll bar displays as expected.   This fix first appeared in 9.10.3.	9.11.0
<b>34884</b> (16328)	IPK	When a field is set to Mandatory and the No Default Value property has been set to 'Yes' the first call logged for each IPK Status always populates the field with a default value. This has been resolved and the Mandatory and No Default value rules are being observed for all calls.   This fix first appeared in 9.9.9.	9.11.0







Issue Number (internal ref)	Functional Area	Short Description	Fixed in Version
34892 (16354)	Install & Upgrade	<p>Call screens configured in Designer were not upgrading properly, resulting in calls not being able to load in Core. This has now been resolved.</p> <p> This fix first appeared in 9.10.3.</p>	9.11.0
34951 (16363)	Workflow	<p>Analysts who did not have the workflow role permissions "Take Over Approvals" or "Complete Other's Approvals" were able to do so under some circumstances. This has been resolved and the role permissions are now being respected.</p> <p> This fix first appeared in 9.9.7.</p>	9.11.0
35057 (16332)	HTML Type Tiers	<p>When the Type field was set to "Required" in Designer, and no default value was provided, a javascript error was generated. This has now been resolved and behaves as expected.</p> <p> This fix first appeared in 9.10.3.</p>	9.11.0
35571 (16360)	Quick Launch	<p>Quick launch was not working in some areas. The links were not appearing when reviewing a request from requests outstanding window, or selecting tasks from the dependency diagram. This has now been resolved and the links appear as expected.</p> <p> This fix first appeared in 9.10.3.</p>	9.11.0
35573 (16358)	Designer	<p>When opening a details window in Review mode, the List Box field was editable. This has now been resolved and the List Box field is now read-only in this scenario.</p> <p> This fix first appeared in 9.9.7.</p>	9.11.0




Issue Number (internal ref)	Functional Area	Short Description	Fixed in Version
35610 (16321)	Nano	<p>The order in which call menu options were displayed in Nano were inconsistent with Core. When logging a call, you should be offered a choice of IPK Status options (Incident, Problem, Known Error...), and then IPK Streams (IT, Facilities, Documentation...). Nano was displaying the Streams first, and then the Status. This has now been resolved and the Nano menu is displaying Status &gt; Stream.</p> <p> This fix first appeared in 9.9.7.</p>	9.11.0
35671 (16331)	vFire Self Service	<p>Javascript/HTML that was included in a call description was being evaluated as normal page content and run when the calls were reviewed on the portal in the list view. This has now been resolved and the javascript/html provided within a description is treated as part of the call description text.</p> <p> This fix first appeared in 9.10.3.</p>	9.11.0
35929 (16364)	Designer	<p>Field properties, such as Hide and Required, were not working on Form screens. This has now been resolved.</p>	9.11.0
36024 (16365)	CMDB	<p>Some fields in CMDB Items were not triggering the Change Reason window even though Change Reason was enabled in System Admin CMDB Settings. This has been resolved.</p>	9.11.0





Issue Number (internal ref)	Functional Area	Short Description	Fixed in Version
<b>36320</b> (16473)	Monitors	When setting filter options for monitors, selecting "Last n days" did not present an option to enter the number of days. This has been resolved and the number of days can now be entered.   This fix first appeared in 9.9.8.	9.11.0
<b>36337</b> (16367)	Reporting	When a report is saved with parameters defined, those parameters are not saved. This has been resolved.	9.11.0
<b>36568</b> (16472)	vFire Self Service	Pressing Enter after completing a Search field did not initiate a search. This has now been resolved and pressing the Enter key works as expected.   This fix first appeared in 9.9.7.	9.11.0
<b>36819</b> (16470)	IPK	The matching panel was not including keywords when searching for knowledge bank articles. This has now been resolved.   This fix first appeared in 9.10.4.	9.11.0
<b>37028</b> (16609)	IPK	When forwarding a call the Physical Status is not correctly updated in line with the configuration in System Admin. This has now been resolved and the Physical Status updates with the values from System Admin.   This fix first appeared in 9.9.9.	9.11.0
<b>37040</b> (16484)	Nano	When expanding Type Tiers, the third and fourth tier were not visible. This has been resolved and now up to five tiers can be seen.	9.11.0



Issue Number (internal ref)	Functional Area	Short Description	Fixed in Version
<b>32388</b> <b>36568</b> (15840) (16472)	vFire Self Service	On search windows in the Self Service Portal, pressing Enter after completing a Search field, or after entering text in the Text Search area, did not initiate a search. This has now been resolved and pressing the Enter key works as expected. <div data-bbox="608 674 1254 745" style="border: 1px solid #ccc; background-color: #f0f0f0; padding: 5px; margin-top: 10px;">  This fix first appeared in 9.9.7.           </div>	9.11.0
<b>n/a</b> (14729)	Nano	In the Nano Search Fields Settings window, the settings for "Minimum Input Length" and "Results to Display" were not reflected in the Advanced Search window. This has been resolved.	9.11.0
<b>n/a</b> (14783)	Nano	When analysts close the browser instead of logging out of Nano, any entities they were working on (such as calls, requests, or other records) were remaining locked to their person record, preventing others from updating them. This has been resolved.	9.11.0
<b>n/a</b> (15096)	Nano	The request history displayed in Nano was not showing task closures. This has been resolved and task closures are now included in the history.	9.11.0
<b>n/a</b> (15123)	Nano	When using Safari web browser, the menus were not expanding and contracting correctly. This has been resolved.	9.11.0
<b>n/a</b> (15136)	Nano	Passwords were required for authorization and approval of Requests and Tasks, even when using SSO. This has been resolved and a password is no longer required.	9.11.0
<b>n/a</b> (15164)	Nano	Call and Request records became corrupted and inaccessible after changing the User to one without a linked Organization or Location record.	9.11.0



Issue Number (internal ref)	Functional Area	Short Description	Fixed in Version
n/a (15186)	Nano	After entering a 2nd decimal point into a number field, all digits after the 2nd decimal were lost. This has been resolved.	9.11.0
n/a (15993)	Nano	The Bulletin Board was showing all bulletins regardless of the partition of the bulletin or viewing analyst. This has been resolved.	9.11.0
n/a (16234)	Nano	It was possible to attach files to calls, requests, and tasks while they were in review mode. This has been resolved.	9.11.0
n/a (16402)	Nano	Updates to entities, such as Person records, Services, and Config Items, were not being reflected in the review screen side panel. This has been resolved and now the correct data is displayed in the side panel after the item record is updated.	9.11.0
n/a (16553)	Nano	The expanded Type Tiers were being cropped by the edge of the browser window. This has been resolved and now the tiers fit within the window limits.	9.11.0
n/a (16593)	Database	These columns in the database now support 248 characters: AR_PERSON.ATTRIBUTE_1, AR_PERSON.UP_ATTRIBUTE_1, AR_PERSON.ATTRIBUTE_2, AR_PERSON.UP_ATTRIBUTE_2, ARCHIVE_CALL_LOGGING.CHAR_1, ARCHIVE_CALL_LOGGING.CHAR_2, CL_CALL_LOGGING.CHAR_1, CL_CALL_LOGGING.CHAR_2, CR_REQUEST.CHAR_1, CR_REQUEST.CHAR_2, CR_REQUEST.CHAR_3, CR_REQUEST.CHAR_4, CR_TASK.CHAR_1, CR_TASK.CHAR_2, CR_TASK.CHAR_3, CR_TASK.CHAR_4	9.11.0



## In the Online Help

# September 2018

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

- New features introduced in 9.11 have been fully documented throughout the online help. See [page 8](#) for more details.
- Nano topics have been updated to reflect the new functions and styling changes introduced with 9.11. See [page 9](#) for more details.
- The fix list for 9.11 reflects fixes for vFire Core, Nano and the vFire App.
- The **About Chat** topic has been updated to include Chat Manager.
- The Install and Upgrade **Troubleshooting and FAQ** topic has been updated with a caution about Nano screens modified during the Nano alpha and beta.
- The Connector Matrix has been updated to reflect support of VMware vRO 7.3. See **vFire Connector Matrix** for more details.
- The topic on **Defining the Outcome of Selecting a Service Action** includes the new setting "Do not copy data between forms".
- The IPK Management Settings topic on **Type Tiers** has been updated to include the new check box "Default Type Hidden".
- The topic **Configuring the Server** in the Prerequisites to has been updated to reflect server configuration options in Windows Server 2016.
- A separate topic has been added reflecting options in Server 2012 **Configuring the Server in Windows Server 2012** .



## Further Information

### Product Information and Online Support

For information about Alemba products, licensing and services, visit [www.alemba.com](http://www.alemba.com).

For release notes and software updates, go to [www.alemba.help](http://www.alemba.help).

Up-to-date product documentation, training materials and videos can be found at [www.alemba.help/help](http://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](http://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](mailto:info@alembagroup.com).

