SupportDesk v8 Release Notes

November 2011

BEFORE UPGRADING...

...please read the SupportDesk Upgrade Guide on the Customer Zone

www.richmondsys.com/customerzone

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Introduction

Richmond SupportDesk v8.00 is a release version that introduces a number of new features and enhancements to the application. This release contains significant new functionality for Incident Management, Change Management, Problem Management, Knowledge Base and Templates. Version 8.00 also introduces Service Catalogue functionality into SupportDesk.

The following release notes describe the key features and changes released in this version of the application.

Please take the time to read the sections below, which contain important upgrade information that will help ensure the smooth progression of your upgrade.

It is your responsibility to read this document in full before you take any steps toward upgrading.

Your SupportDesk

To discuss licensing, maintenance contracts, on-site upgrade support or general consultancy please contact your account manager or call 01428 641616 or email info@richmondsys.com.

For Technical Support and documentation please contact us or visit the Customer Zone.

support@richmondsys.com

01428 647333

www.richmondsys.com/customerzone

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1. Important Upgrade Information for ALL Customers

- Please read the Release Notes and consult the SupportDesk Upgrade Guide **BEFORE** upgrading.
- Always back up your database before upgrading.
- If you haven't upgraded recently then please refer to release notes for each version upgrade you have missed.
- If you are upgrading from version 6.74 or older then please contact your account manager or call 01428 641616
- When you upgrade you will require a new serial number to use SupportDesk version 8. Your existing serial number will NOT work. Please log on to the customer zone and follow the steps to request a new serial number.

This release, version 8.00, includes a number of significant new features as well as modified reports and improvements to existing functionality. The software upgrade process is relatively straightforward; however we recommend consultancy assistance from Richmond Systems as this helps you configure and implement new features quickly, and smoothes the upgrade process.

We have specific services available for upgrades; please contact your account manager or call 01428 641616 for more information.

1.1. Web Components (Reporting and Self Service Portal)

When you install the web components of Richmond SupportDesk, i.e. Web Reporting and the Self Service Portal, you will be instructed to remove the existing web component installation through Windows Add/Remove programs.

The process of removing the web components will remove all of the standard report templates, style sheets and images. If you have customised the standard shipping style sheets, images and report files then you must make a back-up copy before removing the web components through Add/Remove programs.

After the web components have been installed, the backed up copies can be restored (copied) back to their folders. If you have made customisations elsewhere, these should not be affected however we strongly recommend that you back up all customisations made to style sheets and images for the Self Service Portal.

We recommend that you make a backup of the following (default path shown):

- %Drive%**\Inetpub\wwwroot\SupportDesk6**\Reports
- %Drive%**\Inetpub\wwwroot\SupportDesk6**\CustomerWeb\Stylesheets
- %Drive%**\Inetpub\wwwroot\SupportDesk6**\CustomerWeb\Images

2. New Features and Changes

2.1. Change Management

Substantial changes have been made to the Change Management functionality in SupportDesk to improve efficiency and provide more control over process flow. In addition there are new features to help users follow ITIL recommended practices.

2.1.1. Adding a Request for Change (RFC)

Adding an RFC has been changed to have a similar feel to the process of adding an incident.

- The Links tab has been removed and replaced with Links box in the top left of the RFC screen.
- Requestor has been re-labelled 'Logged by', this then remains read-only once the RFC is saved.
- New 'Requested By' field, this will be populated by the specialist requesting the RFC, or end user if raised via the SSP.

2.1.2. Editing the RFC (RFC Details screen)

The RFC details screen follows on from the Add RFC screen to have similar layout to an incident

- The Links tab has been removed and replaced with Links box in the top left of the RFC screen.
- Logged by is now read only
- Logged date is now shown
- There is a new "Completed Date" shown on the main RFC screen. This will be populated with the date, time and the status at completion. There is also an indicator to whether completion date was before the due date when the last phase of the RFC is reached, which could be any of the following statuses:
    - Successful Change
    - Unsuccessful Change
    - Partial Change
- There are new sections for Risk, Back-out and Change Review, which are described further on in this section.
- There is an additional field to record and monitor the perceived risk of the Change.
- There is a new 'Requested By' field, which can be changed via drag and drop from the navigator specialist list, or navigator item if enabled within the style settings.

2.1.3. User Rights

Changes to the user rights in the set up console include splitting the ITSM tab into two tabs for Problem and Change rights.

New rights have been added in the Change Rights options:

- Can change the owner and status of a standard change.
- Can Accept/Reject Requested RFC's
- Can add and RFC using a Quick Template
- Can be an RFC owner

- Can change RFC due Date after RFC complete
- Can create or Delete Quick RFC

2.1.4. CAB Rights

The CAB configuration has been improved so, once invoked the following rights will be enabled:-

- Can Reassign Change Owner
- Can Progress Status (If not the change owner)

2.1.5. RFC Statuses and Status Workflow

To facilitate ITIL v3 functionality further statuses have been added to the RFC process:

- Work in Progress
- Complete
- Evaluation
- Partial Success
- Unsuccessful Change

Version 8.00 also introduces the option to use Workflow for Change Requests. In Change Management Setup Options this can be switched on if required.

When enabled, this feature will limit the statuses displayed dependant on the current status of the Change Request; these can be defined based on your own processes and enable greater control when progressing the change.

The table below shows the default setup of statuses available for each status:

RFC Status	Available Statuses
Requested	Accepted/Rejected
Accepted	Approved, Rejected
Rejected	Closed
Approved	Work In Progress, Complete, Evaluation
Work In Progress	Complete
Complete	Evaluation
Evaluation	Successful Change, Partial Success, Unsuccessful Change
Successful Change	Closed
Partial Success	Closed
Unsuccessful Change	Closed
Closed	Successful Change/Partial Success/Unsuccessful Change

Further rules for this feature include the option to set whether a Change Request can be closed with incomplete tasks outstanding.

2.1.6. Risk Assessment and Back-Out Plan

The RFC screen has additional tabs which facilitate recording and storing details and documents relating to the risk assessments and back out plans for the change. These sections can also be marked as completed and the completion is recorded in the RFC log section.

2.1.7. Change Evaluation and Review

The RFC screen has an additional tab to facilitate recording and storing details of the change evaluation and review. This includes ability to record:

- Review Date
- Evaluation Report
- Recommendations
- Attachments

The review and evaluation can also be marked as completed.

2.1.8. Email Functionality

New functionality is available for Emails to be logged and sent regarding Change Requests as included in Incident Management.

Send Email

There is a new button to allow emails to be sent from an RFC to an associated item with the change request. Clicking to email provides the same options to edit the email text, recipients and add attachments as in an incident.

Once the email is sent it is saved as a CAB note in the system.

Email Updates

Emails sent from the customer can now be recorded automatically as a CAB Note update in the RFC record when matched with the correct identifier before the RFC number, for example 'RFC: xx'

2.1.9. CAB Notes

The settings to define CAB note types are now in the Setup Console.

For each CAB note the summary has been removed, any customers upgrading will find the summary text placed in the description field. CAB notes now have similar behaviour to incidents actions and can be marked as private to not be shown on the Self Service Portal.

2.1.10. RFC Task Types

The settings to define RFC tasks types are now in the Setup Console. The tasks now have similar behaviour to incident activities with:

- Start Date and End Date
- New Alert option
- Completed Date
- Time Spent

RFC Tasks now record history of the task creation and editing for accountability purposes.

2.1.11. Change List - Change Management Console

The change list functionality has been increased to include functions available in the Incident List allowing greater visibility and more effective management of RFC's. This includes:

- Select Columns
- Filter Options for Change List
- Colour Coding
- Printing Change List
- RFC View Restrictions
- Quick Search
- Filter by drag and dropping items from the navigator

2.1.12. RFC Templates "Quick RFCs"

An RFC can be made into a template (Quick RFC) allowing an RFC template to be copied into a new RFC, this is particularly useful for creating standard change workflows.

2.1.13. Show RFCs from Search Console

The right click menu options available on the search console results for inventory items includes being able to view RFC's for the item.

2.1.14. Access Voting Requirements from Activity List

Additional tab has been added on the Activity list to display a specialist's RFC's where they have been requested to vote on. Double clicking opens the RFC for further information and voting.

2.1.15. Automatic Association

The incident automatic association is now available for requesting a new RFC, 'Default Primary Association' and 'Advanced Parental Association' are the available options.

2.1.16. Can Request RFC

A new setting has been added into the Style Configuration Misc settings to specify whether the selected style item can be dragged into the RFC 'Requested By' box.

2.1.17. Terminology Change

Change the Change terminology to ITIL v3
To align SupportDesk with ITILv3 framework the terminology for a RFC has been adjusted, in this release the 'Impact' field has been relabelled to 'Change Types' with the following options available:

- Standard (No CAB Voting required)
- Normal (CAB only required to Vote)
- Emergency (Emergency CAB members required to vote only)

2.1.18. RFC Features in Self Service Portal

A new page has been added to view RFC details when double clicking on an RFC from the RFC list, the fields available can be configured from the SSP settings.

Within the RFC details there is an option to 'Add CAB Note', the CAB note type can be specified within the SSP settings.

2.1.19. Voting Notes

When voting to accept or reject an RFC you are now presented with a text box to enter vote notes, these notes are visible from the change approval tab.

2.1.20. RFC Voting Web Page

The page CAB members are directed to when requested to vote on an RFC using the web based form has been redesigned to provide CAB members greater information visibility to make decisions to accept or reject Change Requests.

2.2. Problem Management

2.2.1. Problem Management Workflow Options

Significant Changes have been made to the process and information flow of raising a problem request and linking to an existing problem or known error.

2.2.2. Additional Problem Management Right

- Link Incident to Problem

A new right has been added to allow a specialist to link an incident to a problem giving administrators greater control over which specialist can complete the problem management function.

2.2.3. Problem Management Console Problem List

The problem list has been improved to include

- Improved column selector for the problem list
- Persistence of tick box selection and list layout

2.2.4. Incident/Problem Details

Further information of incidents can now be shown when in a problem record to display linked incidents detail from the linked incidents tab.

2.3. Linked Incidents

A new feature has been added that allows Incidents to be linked to other incidents. Linking incidents allows, for example, reference information in other incidents where Problem Management is not being used or not suitable for the Incident in question.

2.4. Knowledge Base

2.4.1. Transfer of Knowledge Base Article to an Incident

A button to 'Copy to Current Incident' has been added to the Knowledge Base article screen to enable elements of the article to be copied to an incident that is open in SupportDesk. Options are:

- **Add KB Resolution to Current Incident Resolution**
  Resolution in the KB Article is appended to the Incident Resolution.
- **Replace Incident Summary with KB Summary**
  Summary in the Incident is overwritten with the Knowledgebase Keyword Summary
- **Add KB Details to Incident Details**
  Details in the KB Article are appended to the Incident Details.

- **Add KB Attachments to Incident Attachments**
  Attachments in the KB Article are added to the Incident record
- **Email Article to Association**
  This option is only available if any of the other options are chosen and the items have been copied to the Incident record. The Incident's Email box opens with the additional information set, based on selected options and options set in the email settings.

2.4.2. Expired Knowledge Base Articles

Knowledge Base articles can now be flagged as expired allowing the search to only include active articles without requiring out of date information being removed from the system.

These expired articles are no longer shown if they were viewed as part of the top 5 articles on the Self Service Portal.

2.4.3. Knowledge Base Article List Window Improvement

The article list screen has been improved to include the menu options as buttons along the top of the article window as a toolbar including:-

- Quick search option
- Advanced Search that allows to you specify a more detailed criteria
- Ability to filter on SSS only and Expired articles
- Option to clear category filter

Also new columns have been added to the list to include:-

- KBID
- Date added
- Expired
- SSP Visible
- Attachments
- Logged By

2.4.4. Knowledge Base Search Options

There are now several ways to search the knowledge base effectively.

- SupportDesk search console
- Improved Knowledge Base Quick Search
- From within an incident with an additional 'Search the Knowledge Base' button now included.

2.4.5. Knowledge Article Visibility in Self Service Portal

Knowledge articles can now be individually configured for visibility via the Self Service Portal. This allows, for example, customer or department-centric knowledge articles to be displayed.

2.5. Item Locking

2.5.1. Item Locking

There is a new feature that allows any configuration item to be locked or hidden from technicians using the system. This is useful where sensitive information is held such as system passwords or price/cost information.

There are three levels of locking:

- **Read Only**
  User can see Configuration item but cannot make any changes
- **Visible Only**
  User can see that the Configuration item exists but cannot see any details other than the Configuration item name
- **Hidden**
  User cannot see the configuration item

2.5.2. Item Locking Management Console

The console allows management of Configuration Items locking across the navigator so multiple items can be locked or unlocked for a number of users. This feature is rights-based and is designed for managing locked items from a central location (locks can also be set on the new locking screen on configured items).

2.6. General Product

2.6.1. Incident Visibility in Navigator Options

There are two new settings within the User Profile to toggle the visibility of incidents and quick incidents under items in the Navigator:

- Show Incidents in Navigator
- Show Quick Incidents in Navigator

2.6.2. Quick Incident Wizard

Changes to the Add Quick Incident Wizard dialogue box now provide:

- Show Quick Incidents under their parent CI (based upon the navigator structure)
- Option to expand or collapse the tree
- Option to filter by category
- Option to filter by navigator (select parent and it includes all QIs under parent and any children)
- Details of QI shown in Description pane

2.6.3. Applying Quick Incident Templates to Incident Records

SupportDesk previously supported an option to add Quick Incident Activities to an existing incident. This feature has been extended to provide options to apply or add the following to the incident record:

- Activities
- Actions
- Replace Summary
- Add Description
- Add Resolution
- Use Resolution Code
- Use Category

2.6.4. Incident List Filters

Default and persisting options for the incident list now include:

- Show quick Incidents, False by default
- Show Problems, False by default

The selected options are retained after use of SupportDesk for each user.

2.6.5. Initial Category

There is a new field Initial Category field for Incidents and Problems has been added to record the category selected at the time the incident was logged. Once logged this is a read only option.

2.6.6. Resolution Codes Based on Category

There is a new option in the Setup Console to link Resolution codes to the selected Category, providing relevant Resolution Codes to each category of Incident or Problem. This makes it easier for Specialists when selecting the correct resolution code when resolving/closing a call.

2.6.7. First Time Fix

There is a new option to enable a first time fix check box; this allows first-time fix to be recorded for a call irrespective of its resolution code.

2.6.8. Custom Field

There is a new option to enable a custom field that appears on the Incident Record screen; this can be used, for example, to hold external supplier reference numbers or cost information.

2.6.9. Force Action

This is a new setting that forces an Action to be added into the Incident when resolving an incident. This has been added to ensure that response targets are met for incidents SLAs and not left un-responded once an incident is completed.

2.6.10. Expired Maintenance Warning

When logging an incident against an item that has passed the end date for the maintenance cover the specialist is warned to inform them that the maintenance cover has expired. IN addition, the item in question is highlighted in red in the associations window. This can be used for support contracts with customers, suppliers and assets.

2.6.11. Incident Details

Small adjustments to the layout of the incident details screen including:

- Only non-editable fields appear in the centre section of the window
- Specialist and Group now included where other drop down fields are on the right side of the window
- Additional 'Opening Category' non editable field to record what category was initially set when creating the incident

2.6.12. Email Options

There is a new option to mark the outgoing email action as private by default.

There are also new options to alert alternative specialists or group members if assigned specialist is off sick or busy as defined in the specialist availability calendar.

Specialist alerts now have the option to include Incident ID in the subject line when an incident is raised, updated or reassigned.

There is also an option to add an *ad hoc* email address and to browse a list of email addresses from an existing style, for example, contacts.

2.6.13. Private Attachments

Documents and files attached to incidents, knowledge base and RFC's can now be specified as private. Setting this option means that these attachments cannot be viewed from the self-service portal.

2.6.14. Drag and Drop for File Attachments

There are improvements to include drag and drop functionality for all attachment interfaces.

2.6.15. File Attachment Delete Confirmation

Confirmation dialogue is shown when deleting attachments from any attachment area.

2.6.16. Emailing Attachments

An additional column has been added to the attachments available to be sent via email to include the description and date of the file. This assists when choosing between files versions of the same name.

2.6.17. New Asset/Resource Reservation Service

The resource booking has been extended to include an optional setting for Customers to 'request' a booking via the Self Service Portal. A reservation requires approval before the booking can be confirmed. This feature also includes new email notifications which can be configured within the specialist alerts setup section.

2.6.18. New Tracking List

A new Tracking List has been added to display all bookings in a list format similar to the Item List view; this is located from the new Asset Management menu (previously named Inventory)

2.6.19. New Rights

New rights have been added to prevent certain specialists from viewing/editing the following inventory item tabs:

- History
- SLA
- Tracking
- Maintenance

In addition to these rights there is a new Service Catalogue Rights tab with rights related to the Service Catalogue, see Section 3 for further description of these rights.

Miscellaneous Rights tab has been added along with the following options:

- Lock Configuration Items

Option on Item Rights tab also added:

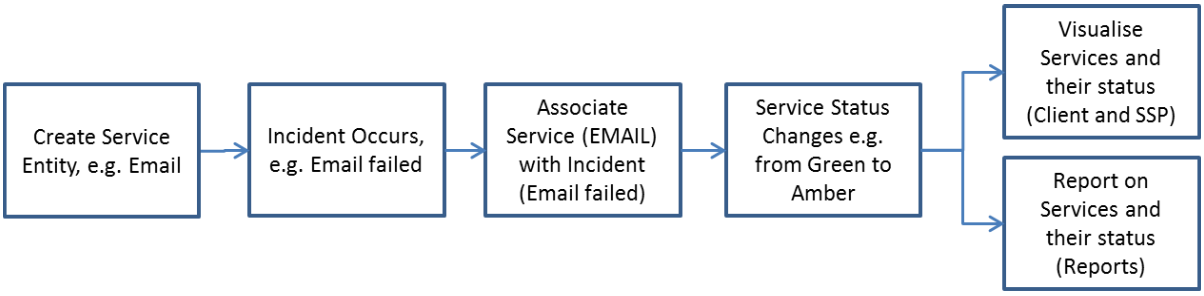
- Access Configuration Item Locking console

3. Service Catalogue

3.1. Introduction to the Service Catalogue

Version 8 introduces a new Service Catalogue option, which allows services to be created and associated with incidents to monitor and show service status. The feature has been designed for creating a service catalogue ground-up, or taking existing items and configuring them as services.

The following is a summary of the approach to enabling, using and visualising services.



A **Service** entity is created by taking a **Configuration Item** and enabling it as a **Service** in the

Setup Console → Configuration Management → Inventory Styles.

This approach has two distinct advantages:

1. The Service entity can have all the attributes of a configuration item:

    - Alphanumeric, numeric, date, currency, hyperlink, email, attachments, SLA, maintenance, history and tracking.

    As well as the specific service catalogue attributes:

    - Service name, description, availability, target availability, backup, owner, representative, criticality, portfolio type and status

2. The upgrade path from older versions is straightforward. For example, Configuration Items that are being used to hold service catalogue information can simply be enabled as services. Subject to investigation there is also the possibility to script the transfer of attributes to the corresponding service catalogue tab attributes.

Services can then be linked to other **Configuration Items** and **Categories**. Service settings include the ability to define the status, which can be selected manually by the Specialist (pick from a list) or automatically according to associated incidents, thresholds for which are set at a global level in the Setup Console.

When a Specialist logs an incident SupportDesk offers a list of related **Services** based on the **Category** of the incident. The Specialist can also view services based upon the incidents associations, or can view a full list.

Associating a service should not hinder the adding of incidents; therefore making the service association can be done at any stage. There is a user-right that when set will prompt the Specialist to associate a service with an incident when the incident is added, opened or closed. This is not mandatory.

When a service is associated it is located in the association box of the incident (as with any CI); **Services** can also be dragged from the **Navigator** into the associations box.

When the status of a service changes the **service owner** or **service manager** can be notified at a service specific level. There is also an option to notify a nominated specialist and/or group when the status changes. The latter is for smaller organisations where one person or group monitors service status.

Services and their relationships are **visualised individually** within the Configuration Item on the Service tab.

Services and their relationships are **visualised globally** on a Service Catalogue list, which lists all services. This is similar to Item List except that the criteria for inclusion are that the item is configured as a service.

Services and their status are visible in a number of places in the Client. In addition the **Self Service Portal** provides visibility of the status of selected services.

Visibility and editing of services is handled by user rights.

3.2. Service Catalogue Features

The following section details how the features have been added into SupportDesk and the functionality of these features.

3.2.1. Item Service Catalogue Option

Create "Service" entities by creating new (or taking existing) Configuration Items and enabling a new "Service Catalogue" tab. There are also options associated with each item style to specify:

- Automatic Status Change
- Specialist and or Group notifications for the service

3.2.2. Service Catalogue SSP Messages

The messages provided on the SSP to end users to inform that there are no interruptions to service can be modified to display custom text.

3.2.3. Service Portfolio Status Types

Service Portfolio Types is where you specify the different service portfolio statuses or stages SupportDesk has included statuses as suggested by the ITIL best practice. These statuses can be modified or added to as required.

3.2.4. Service Statuses

The status of a service refers to its current status, for example, the current status of a service is normal but if there is an issue with a service it might be Unavailable. SupportDesk has included service statuses as suggested by ITIL best practice, these can be modified or additional statuses added as required. The colour of the status and whether it is displayed on the Self Service Portal can also be set.

3.2.5. Automatic Service Change Thresholds

The service status can be set to change based on customarily defined criteria for the threshold for that service when a number of incidents meeting the defined criteria are logged against the service. This is a global setting per status type and the interface is similar to the setup for view restrictions.

3.2.6. Service List

A list of services can be viewed on a Service List (similar to the Item list) with the ability to apply the following filters:

- **Drag n' drop from Navigator**
  Includes a 'Remove Filter' button when filter applied
- **Status**
  Populated with different Service Status types and an 'ALL' option
- **Type**
  Populated with different Types: Business Service, Technical Service + 'ALL' option
- **Portfolio Status**
  Populated with different Service Portfolio Status types + 'ALL' option
- **Service Item Style**
  Populated with different Configuration Item Types where Service Catalogue tab option is enabled + 'ALL' option

Associated Items can also be shown or hidden below the service by double-clicking the service or right-clicking.

Other options available by right clicking from the Service List include:

- Open Service
- Show Linked Items
- Add New Incident
- Add Quick Incident
- Add New Problem
- Add RFC
- View Items Incidents
- View Items RFCs
- Add Service as an Association
- Locate in Navigator

3.2.7. Viewing Services (Navigator Structure Shortcuts)

The services can be displayed in the navigator in more than one location. SupportDesk's navigator structure is built on a parent child relationship where an item has a parent item. In the case of a service, it maybe that this service item would have a relationship to other items in the navigator, but there are not more than one instance of the service item. This option allows a master service item to be created but also shows a shortcut to the service item under other areas of the navigator to reflect the relationship held.

The master or original service item can be located from the shortcut and the location of the shortcut in the navigator can be changed as required.

3.2.8. Service History

The history of the service tab for an item is recorded in the item history along with other item changes. The Item history has extended options in the filtering to include service attributes including what details have been changed from and then to, for example - Service Status Changed FROM: Amber TO: Red:

- Service Status
- Automatic/Manual Status Change
- Service Owner
- Service Requestor
- Service Name
- Service Type
- Service Portfolio Status
- Service Description
- Availability
- Business Users
- Revenue Generated
- Target Availability
- Backup
- Service Criticality

3.2.9. Service Rights

To facilitate the service catalogue functionality a new tab in the user rights has been added to the rights options. This includes the following rights to be enabled for the group:

- Edit Service details tab
- View Service details tab
- Change Service Status
- Always prompt for service association (if no service associated with incident)

3.2.10. Service Email Alerts

To ensure specialists are kept informed email alerts can be configured to send to specialists when the status of a service changes. This can be used in conjunction with automatic service status changes so that the user responsible for that service can see that there is disruption in place when they may not have been aware prior to then.

3.2.11. Service Status Visibility

To keep service desk Specialists and End Users informed about service status there are displays in the main client and self-service portal.

Self-Service Portal

The status of services can be displayed on the self-service portal for end user visibility of the availability of the services provided by the service desk.

There is a new section on the SSP homepage for Business Service Availability which specified services can be displayed to show their current status when normal service is disrupted and if known an expected return to normal status date and time.

Main Client

The status of services can be viewed by specialists with a new tab in the navigation pane. This provides a view of the services and their current status and option to filter by the following options:

- Status
- Type
- Portfolio Status
- Service Item Style

4. Bug Fixes

The table below details fixes corrected in existing features by this release of SupportDesk.

Issue	Description
Loophole in Specialist Calendar rights	Specialists who do not have the `Add Calendar Entries for Other Users` right are still able to mark them as busy from the Add Activity window, which then creates a calendar entry for them. FIXED
Default Primary Association Incorrect When Creating Incident Via Search Console	When a user selects right-click menu to create a new Incident from Search Console results, it ignores the Default Primary Association option from Setup Console > Business Rules Automation > Automatic Item Association. It still associates the correct items, but doesn`t pick the correct primary assoc. FIXED
Hunt group feature is ignoring Skills Matrix	It assigns incidents to specialists who are not skilled to handle them. FIXED
Incident Failures on Closed Day	Closed days were sometimes ignored by any incidents logged shortly before the closed day was created in the calendar, as closed days were only evaluated when logging new incidents, or changing from inactive to active status. FIXED
Deleting an SSP group	When a navigator item is deleted, it is removed from CIID table, but it is not deleted from SSP Customer Settings group in CustomerInfo table. FIXED
Reporting and Custom Classification	Was not disabling the selection of Custom Classification field values in web reports if Custom Classification is disabled in the Setup Console. FIXED
Email Window control issues	The email window remained in focus while other applications were in use, and there wasn't an option to re-size the window. It wasn't possible to drag and drop an item from the navigator into the recipient window. FIXED
No persistence or multi-select on PC Inventory Browser	If you apply grouping/column sorting to the PC Inventory Browser, and then right-click > delete PC Inventory data, it resets the form which removes all of the grouping/sorting. FIXED
SupportDesk Crash	If you have an Add Action and Email window open at the same time within a call then SupportDesk crashes on Windows XP and on Windows 7 it becomes unresponsive. FIXED
Extra carriage returns in email incidents	Some Emailed incidents have extra carriage returns in the body of the text. FIXED
SLA Stats Report not working	The SLA Stats Report was providing inaccurate data. FIXED
Hot Fix issue in Extensions	The Email and Escalation services incorrectly state that the DB Hotfix version is wrong if they cannot connect to the database (Current version Hotifx #0, New version Hotix #1). FIXED
Temporary Attachment issue	Temporary email attachments are not deleted until the `Sent` email has been deleted from the `OutgoingMail` table. FIXED
Bug when using Resolution Code to change Status	If you set the system to change Status to `Closed` when a Resolution Code is applied, it bypasses the logic which prevents you from closing an incident with outstanding future Activities. FIXED
Improved feedback to end user on the KB interface	When adding/updating KB articles through the windows client, no feedback is given to the end user to let them know that an article has been successfully saved or updated. FIXED
Common Processing Service	Common Processing Service Errors in Event Log. FIXED

Errors in Event Log	
Outgoing Email TLS/SSL connection error	Outgoing Email TLS/SSL connection error. FIXED
Actions not counted as Response when created via SSP	When a customer updates an incident via the Self Service Portal, it creates a `Response` entry in the incident log, but it doesn`t mark the incident as `Responded`, and so it soon fails the Response Target. FIXED
Issue with SLA rights	Select Incidents SLA, and Amend Incidents SLA rights were not working correctly. FIXED
Error when logging an incident on the specialist web	When you try to add incident there is an error 500 in certain environments. FIXED
Auto Closure issue	The auto status change time was calculating from the last action rather than the status change. FIXED
Error When Emailing from Incident	Receive an error when launching the email client if you have an ampersand in the subject of the call. FIXED
Email profile settings issue	Alert Customer tick box and Settings within Setup Console --> Email Settings --> Profile Settings --> Incident Templates for Responded, Added by specialist, Closed and Resolved, if changed update all emails profiles. FIXED
Reassigning Locked Incident causes unhandled error	Reassigning Locked Incident causes unhandled error in some instances. FIXED
Management Console incorrect results for two stage closure	The management console is seeing some calls as resolved, these calls are the ones where the specialist themself has changed the status from resolved to closed and so triggered the second stage where the call is actually resolved. FIXED
Screen sizing issue	Issue with re-sizing the actions window. FIXED
PC Inventory Scanning times	There is no entry for a specific time in the GUI. FIXED
Customer satisfaction survey issue	When calls are closed the customer is being sent a satisfaction survey. However it`s not set to send satisfaction surveys in the setup console, in either closed or resolved. FIXED