

RELEASE NOTES: MARCH 2008

Systems Management
OnDemandTM
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TRIACTIVE® RELEASE

MARCH 2008

PURPOSE OF THIS DOCUMENT

The purpose of this document is to describe the changes to TriActive Systems Manager™ for the March 2008 Release. The descriptions, screenshots, and examples are included to assist your transition to the new features in the most efficient manner possible. This document contains a high-level overview of the visible changes, including “before” and “after” screenshots where appropriate.

This document contains the following sections:

- New Features & Updates
 - Help Desk: new customer survey comment field
 - Admin: new Intel vPro AMT credentials page
 - Admin: new test credentials feature
 - General: new Support Center CSC
- Resolved Issues
- Known Issues
- Contact Us

Refer to the following sections for details about each topic.

NEW CUSTOMER SURVEY COMMENT FIELD

The February 2008 Release included the new customer survey, which an end user receives via e-mail after a specialist closes a ticket. The March 2008 Release includes a new field in the end user survey, which enables you to collect more information, including suggestions and comments, from end users about their satisfaction.

Original: End User Survey

The screenshot shows the 'Customer Service Center' header. Below it is the 'Ticket #97 User Survey' section. The survey text reads: 'Please take a moment to fill out our User Survey to help us provide better service. How would you rate your overall satisfaction with how we resolved your Help Desk issue?' Below the text are five radio button options: '1 - Poor', '2 - Fair', '3 - Average', '4 - Good', and '5 - Excellent'. A 'Submit' button is located at the bottom of the survey section. Below the survey is the 'Ticket #97 Summary' section, which contains the following information:

End User:	E-Mail:
Priority: 4 -	Category: A1
Assignee: jdoe	Status: Closed
Open Date: 12/14/07 9:34 AM	Close Date: 1/9/08 10:22 AM
Opener: jdoe	Last Closer: jdoe
Total Time Worked: 0 minutes	
Subject: test	
Description: test	
Resolution:	
Solution: software installed	

New Release: End User Survey

The screenshot shows the 'Service Center' header. Below it is the 'Ticket #156 User Survey' section. The survey text reads: 'Please take a moment to fill out our User Survey to help us provide better service. Your feedback is important to us. How would you rate your overall satisfaction with how we resolved your Help Desk issue?' Below the text are five radio button options: '1 - Poor', '2 - Fair', '3 - Average', '4 - Good', and '5 - Excellent'. A new 'Comments or Suggestions' text input field is highlighted with a black oval and an arrow pointing to it from below. A 'Submit' button is located at the bottom of the survey section. Below the survey is the 'Ticket #156 Summary' section, which contains the following information:

End User: jdoe	E-Mail: jdoe@triacrive.com
Priority: 4 -	Category: Software
Assignee: jdoe	Status: Closed
Open Date: 2/26/08 7:39 AM	Close Date: 2/26/08 7:40 AM
Opener: jdoe	Last Closer: jdoe
Total Time Worked: 0 minutes	
Subject: Install Adobe Acrobat	
Description: I need Adobe Acrobat to create PDFs.	
Resolution:	
Solution: Installed.	

End users can choose to enter comments and suggestions, up to 512 characters. These comments are saved and you can view them in the **Ticket Survey Responses** report.

Original: Ticket Survey Responses

Report: Ticket Survey Responses							
Ticket #	Subject	Open Date	Close Date ↓	Assignee	End User Last Name	End User First Name	Rating
12	test	Jul 19, 2007 1:55:24 PM		admin	Armstrong	Lance	3 - Average
62	dfhg	Oct 9, 2007 2:10:38 PM		admin	Smith	John	2 - Fair
156	Install Adobe Acrobat	Feb 26, 2008 1:39:55 PM	Feb 26, 2008 1:40:52 PM	admin	Armstrong	Lance	5 - Excellent
147	testing	Jan 29, 2008 8:38:24 PM	Jan 30, 2008 9:58:05 AM	admin	Smith	John	5 - Excellent
146	testing	Jan 29, 2008 8:10:15 PM	Jan 30, 2008 9:57:41 AM	admin	Armstrong	Lance	4 - Good
145	testing	Jan 29, 2008 8:07:55 PM	Jan 30, 2008 9:57:21 AM	admin	Smith	John	3 - Average
144	testing	Jan 29, 2008 8:04:57 PM	Jan 30, 2008 9:56:58 AM	admin	Armstrong	Lance	5 - Excellent
143	testing	Jan 29, 2008 7:59:36 PM	Jan 30, 2008 9:56:34 AM	admin	Smith	John	4 - Good
141	testing	Jan 29, 2008 6:32:10 PM	Jan 30, 2008 9:56:13 AM	admin	Armstrong	Lance	3 - Average
140	testing	Jan 29, 2008 6:13:03 PM	Jan 30, 2008 9:55:47 AM	admin	Smith	John	5 - Excellent
139	testing	Jan 29, 2008 6:03:49 PM	Jan 30, 2008 9:55:26 AM	admin	Armstrong	Lance	5 - Excellent
135	test	Jan 29, 2008 5:08:06 PM	Jan 30, 2008 9:54:07 AM	admin	Smith	John	3 - Average
142	testing	Jan 29, 2008 6:49:38 PM	Jan 30, 2008 9:53:27 AM	admin	Armstrong	Lance	5 - Excellent
148	testing	Jan 29, 2008 8:50:42 PM	Jan 29, 2008 8:54:11 PM	admin	Smith	John	4 - Good
3	Ticket for testing	Jun 1, 2007 11:17:45 AM	Jan 3, 2008 10:23:31 AM	admin	Armstrong	Lance	5 - Excellent

New Release: Ticket Survey Responses

Follow these steps to display the **Ticket Survey Responses** report:

1. Click the **Help Desk** tab.
2. Point to the **Reports** menu and select **Ticket Reports -> Ticket Survey Summary** to display the **Ticket Survey Summary** report.
3. Click the number link in the **# Responses** column to display the **Ticket Survey Responses** report:

Report: Ticket Survey Responses								
Ticket #	Subject	Open Date	Close Date ↓	Assignee	End User Last Name	End User First Name	Rating	Comments
12	test	Jul 19, 2007 1:55:24 PM		admin	Armstrong	Lance	3 - Average	
62	dfhg	Oct 9, 2007 2:10:38 PM		admin	Smith	John	2 - Fair	
156	Install Adobe Acrobat	Feb 26, 2008 1:39:55 PM	Feb 26, 2008 1:40:52 PM	admin	Armstrong	Lance	5 - Excellent	Thank you for handling my ticket request so qui...
147	testing	Jan 29, 2008 8:38:24 PM	Jan 30, 2008 9:58:05 AM	admin	Smith	John	5 - Excellent	
146	testing	Jan 29, 2008 8:10:15 PM	Jan 30, 2008 9:57:41 AM	admin	Armstrong	Lance	4 - Good	
145	testing	Jan 29, 2008 8:07:55 PM	Jan 30, 2008 9:57:21 AM	admin	Smith	John	3 - Average	
144	testing	Jan 29, 2008 8:04:57 PM	Jan 30, 2008 9:56:58 AM	admin	Armstrong	Lance	5 - Excellent	It was the best of times, it was the worst of t...
143	testing	Jan 29, 2008 7:59:36 PM	Jan 30, 2008 9:56:34 AM	admin	Smith	John	4 - Good	
141	testing	Jan 29, 2008 6:32:10 PM	Jan 30, 2008 9:56:13 AM	admin	Armstrong	Lance	3 - Average	
140	testing	Jan 29, 2008 6:13:03 PM	Jan 30, 2008 9:55:47 AM	admin	Smith	John	5 - Excellent	
139	testing	Jan 29, 2008 6:03:49 PM	Jan 30, 2008 9:55:26 AM	admin	Armstrong	Lance	5 - Excellent	
135	test	Jan 29, 2008 5:08:06 PM	Jan 30, 2008 9:54:07 AM	admin	Smith	John	3 - Average	
142	testing	Jan 29, 2008 6:49:38 PM	Jan 30, 2008 9:53:27 AM	admin	Armstrong	Lance	5 - Excellent	
148	testing	Jan 29, 2008 8:50:42 PM	Jan 29, 2008 8:54:11 PM	admin	Smith	John	4 - Good	
3	Ticket for testing	Jun 1, 2007 11:17:45 AM	Jan 3, 2008 10:23:31 AM	admin	Armstrong	Lance	5 - Excellent	Good Job!

Click a comment to display the **Completed Survey Details** page, as illustrated in the following graphic.

New Release: Completed Survey Details Page

Ticket # 156 Completed Survey Details	
<input type="button" value="Back"/>	
Ticket #: 156 Survey Sent On: 2/26/08 1:40 PM Ticket Assignee: jdoe Ticket End User: jdoe Survey Rating: 5 - Excellent Survey Comments: Thank you for handling my ticket request so quickly. I'm back on track!	
<input type="button" value="Back"/>	

The **Completed Survey Details** page allows you to view more details about a survey response, including the date sent and the full comments (which are abbreviated in the **Ticket Survey Responses** report if they are too long).

NEW INTEL vPRO AMT CREDENTIALS PAGE

We will soon provide integration that allows you to manage Intel vPro Active Management Technology (AMT) equipped systems from within Systems Manager.

The March 2008 Release includes a new vPro/AMT Settings page on the Remote subtab of the Admin tab that allows you to create and edit a set of credentials that Systems Manager will use in a future release to provide support for Intel vPro-enabled systems.

Original:

N/A

New Release:

The screenshot displays the 'vPro/AMT Settings' page. At the top, there is a navigation bar with tabs for 'Dashboard', 'Community', 'Help Desk', 'Assets', 'Remote', 'Network Monitor', 'Distribution', 'Patch', 'Reports', and 'Admin'. Below this, a secondary navigation bar shows 'General', 'Assets', 'Help Desk', 'Knowledge Base', 'Delegates', 'Discovery', 'Deployment', 'MicroAgent', 'Patch', and 'Remote'. The 'vPro/AMT' sub-tab is selected. The main content area is titled 'vPro/AMT Settings' and contains two input fields: '*Username:' and '*Password:'. Both fields are circled in black, and an arrow points from the text 'Enter your vPro AMT credentials.' to the password field. There are 'Save' buttons at the top left and bottom left of the settings section.

Enter your vPro AMT credentials.

NEW TEST CREDENTIALS FEATURE

The link in the Credentials column on the Configure Namespaces report now displays a new editing page. This new page allows you not only to edit the namespace but also set and test credentials. The new ability to test credentials on this page allows you to quickly test multiple sets of credentials without saving them.

Follow these steps to display the Configure Namespaces report:

1. Click the **Admin** tab.
2. Click the **Discovery** subtab. The **Configure Namespaces** report displays by default:

Name	Type	Credentials	IP Address	Description	Disabled	Activity Status	Last scanned
MSHOME	MS-Domain	[Set Credentials]				None	10-13-2007 08:00 AM
QALAB	MS-Domain	qalab\administrator	0.0.0.0			Discovery Error	11-11-2007 05:29 AM
BNA	MS-Domain	[Set Credentials]				None	
TRIACTIVE INC.	MS-Domain	[Set Credentials]		test		None	
QA	MS-Domain	[Set Credentials]				None	9-22-2007 03:02 PM
INOW	MS-Domain	[Set Credentials]				None	
INFOHOW	MS-Domain	[Set Credentials]				None	
TRIACTIVE	MS-Domain	triative\deploy	0.0.0.0			None	2-9-2008 01:48 AM
WORKGROUP	MS-Domain	[Set Credentials]				None	
MS	MS-Domain	[Set Credentials]				None	
MYGROUP	MS-Domain	[Set Credentials]				None	
SUPPORT_1	Subnet	[Set Credentials]	10.0.5.0			None	
TEST	Subnet	[Set Credentials]	10.3.4.5			None	
PRD-WIN2K	Subnet	[Set Credentials]	10.0.4.0			None	
A702ATEST	Subnet	[Set Credentials]	10.0.0.1			None	
10.0.0.20	Wins-Server	[Set Credentials]	10.0.0.20			None	
10.0.0.18	Wins-Server	[Set Credentials]	10.0.0.18			None	

Click a link in the **Credentials** column to edit a namespace and/or set & test credentials, as illustrated in the following graphic.

Original:

The screenshot shows a dialog box titled "Credentials for Wins-Server 10.0.0.18". It has a "Save" button and a "Cancel" button at the top left. The form contains the following fields:

- Username:
- Password:
- Confirm Password:
- Domain:

At the bottom left, there are "Save" and "Cancel" buttons.

New Release:


The screenshot shows a dialog box titled "Edit WINS Namespace". It has "Save" and "Cancel" buttons at the top left. The form contains the following fields:

- Wins Server Name:
- Address:
- * Required Fields
- Description:
- Username:
- Password:
- Confirm Password:
- Domain:
- Test Endpoint:

A "Test Credentials" button is located at the bottom right of the form, with a green checkmark icon to its left. An arrow points to this button.

After you enter credentials, click the **Test Credentials** button to verify.

The green check mark  indicates valid credentials.

A red X  indicates invalid credentials.

NEW SUPPORT CENTER CSC

From the Support Center, you have a direct link into the Tech Support Help Desk. This means that from the product, you can open support tickets, view the status of your current tickets, and update and attach logs to existing tickets 24x7 from a Web browser.

Follow these steps to take advantage of this new feature:

1. Log in Systems Manager.



2. Click the Support Center button in the Systems Manager header to display the Support Center welcome page:



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CUSTOMER LOGIN PARTNER LOGIN CONTACT

PRODUCTS NEWS EVENTS PARTNER COMPANY

IT 2.0
"Holding your success!"

"This stuff is great. I was happy to finally get all my assets hardware and software inventory information in one location. I thought we were up to date on all our patches, but the first scan showed me that we weren't. I also had some additional questions and found their tech support to be top notch."
- IT Manager

SUPPORT CENTER

INFORMATION

Welcome to the Support Center!

- **Online Help (Start Here)** - Full documentation for Systems Manager (Admin/User Guide).
- **Knowledge Base / FAQs** - Answers to all issues that come through tech support.
- **Training Guides** - Guides you step-by-step through SW delivery, patch, monitoring, etc.
- **Videos** - How-to, overview, training, and value-benefit videos.
- **Bulletins** - This links you back to the bulletins, release notes, and known issues.
- **Release Notes Archive** - This links to all v6 and v7 release notes.
- **Still Need Help?** - Open a ticket with Tech Support (view/update your existing tickets).

Coming Soon! - The ability to search the Support Center for additional types of items that match what you're looking for. Today you can search within the Online Documentation, but we're going to add KB articles, video, training guides, and FAQs into the search later this month.

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- Click the **Still Need Help** link to automatically create a user account in our database and go directly to our Help Desk, where you can create, review, and update your tickets:

The screenshot displays the Customer Service Center interface. It is divided into several sections:

- Contact Information:** A form with fields for personal and professional details.

First Name:	Jane
Middle Name:	
Last Name:	Doe
E-Mail:	jdoe@triactive.com
Notification E-Mail:	
ID:	
Title:	
Department:	Information Technology
Location:	Headquarters
Phone:	
Phone Ext.:	
Pager Phone:	
Pager E-Mail:	
Cell Phone:	
Time Zone:	CST
- Open Problem Tickets:** A table listing active tickets.

#	Status	Open Date / Time	Age	Problem Subject
1520	Open	Fri Jan 19 21:24:16 GMT 2007	356 D	Need Adobe Acrobat installed
1519	Open	Fri Jan 19 21:24:04 GMT 2007	356 D	Need Adobe Acrobat installed
136	Open	Tue Aug 01 22:00:10 BST 2006	527 D	Internet connection down
- Closed Problem Tickets:** A table listing resolved tickets.

#	Status	Open Date / Time	Age	Problem Subject
3213	Closed	Thu Jun 28 19:17:35 BST 2007	197 D	Need Adobe Reader installed
- Create a Problem Ticket:** A form for submitting new issues.
 - Category: Select a Category (dropdown)
 - Priority: 1 - Critical server (dropdown)
 - Subject: (text input)
 - Description: (large text area)
 - Custom Test 70: (text input)
 - Custom 7:1 long text: (large text area)
 - Custom Date 1: (calendar icon) mm/dd/yyyy

- Enter your problem ticket.

Note: Consider updating your information so the Support Center can contact you, if necessary.
- After we resolve your issue, you will receive a satisfaction survey so you can let us know how we are doing. Our goal is to continue to improve our processes and services, and increase your visibility into what we are working on.

Note: Refer to the Customer Survey section on page 4 to view an example.

RESOLVED ISSUES

The following issues from the February 2008 Release are resolved in the March 2008 Release:

- Dashboard: Reports that contain quotation marks in their titles now display properly on the Dashboard. (6530/10320)
- Help Desk: You can now navigate from one subtab to another in a closed ticket. (5156)
- Help Desk: E-mail notifications no longer include work history entries that are marked with the Do not display in CSC option. (6493)
- Help Desk: Systems Manager now accurately sends all notifications for ticket changes. (6520)
- Assets: When fixed assets are associated with end users, the fixed asset information now includes manufacturer and model information. (6337/10068)
- Assets: Virus scans now detect all versions of McAfee. (6398/20211)
- Assets: Software scans now detect Microsoft Exchange 2003. (6510)
- Assets: When a computer report includes end user fields, assets without an end user assignment are now included in the report. (6513/10512)
- Patch: You can now set new patches to Approved and Auto Apply. (6512)
- Reports: All summary and matrix reports now display properly with the Display secondary group values as column headers option. (6542/10423)
- Customer Service Center: Pending and resolved tickets now display in the CSC. (6457)

KNOWN ISSUES

The following list identifies the known issues for the March 2008 Release of Systems Manager:

- General: The Save and Cancel buttons do not display at the bottom of the Create End User page. (6071)
- Dashboard: The Remove button is missing from My Links. (4458)
- Community: The left and right arrow buttons that allow you to navigate from one page of your community items to another are not working properly. (6235/9848)
- Help Desk: When creating a ticket, the asset associated with an end user is not linked to the ticket when you select the end user. (4782/9916)
- Help Desk: The Custom Solution option can be confusing to use. (4920/9613)
- Help Desk: Systems Manager generates a system error when you press the Enter key if the custom text field is highlighted. (4936)
- Help Desk: If a company is set to send e-mail notifications for any modification or status change and if you use the advanced e-mail options, the end user receives both the standard e-mail notification and the advanced e-mail notification instead of just the advanced e-mail notification. (5990)
- Help Desk: If you enter text with quotation marks in Work History or Description, the content can get garbled. (6073)
- Assets: End user information on the Remote Control System Summary page is not correct. (5423)
- Assets: Software change history for manually-tracked software always displays an addition and removal every time. (5531)
- Assets: The asset detail view does not display any Microsoft Vista last logged in users. (5681/10338)
- Remote: The Web-based remote viewer Ctrl+Alt+Delete option is not working properly. (4867/7511)
- Remote: Unattended remote control with prompting on Microsoft Vista systems is unreliable. (6149)
- Software Distribution: You cannot run visual basic scripts from distribution. (5450)
- Patch Management: In the patch scan history, your sort order is not preserved if you clear part of the event history. (5601)
- Patch Management: Secscan does not detect required patches for Microsoft Vista. (5610)
- Patch Management: If you try to apply a patch that has already been applied, the previously installed patch displays an unknown status. (6232)
- Reports: You cannot search on blank values in reports. (5778)

- Admin: You can now disable a specialist, but you must also disable the specialist's end user account. (All specialists are end users.)
- Admin: You cannot disable a specialist account if that user has not logged in. (5477)
- Admin: If the depot delegate changes, caching does not detect the change of IP address. (5777)
- Admin: You cannot delete multiple MicroAgents if any of the assets have registered in the last two days. (6299/10015)
- Admin: If you try to define a namespace without entering credentials and accept the default test endpoint "use delegate", you receive an error. (6588) (updated 03/10/08)
Workaround: Select the delegate system by name, rather than through the "use delegate" default.
- General: The options page does not allow you to set a category filter for notifications. (5646)
- General: After you log in and click Continue on the Bulletins page, you can encounter a TSM Unknown Server Error 500. If you receive this error, close all browser sessions and try again. Or, enter the following URL <https://manager.systemsmanagementondemand.com/viewDashboard.do> to work around the issue.

CONTACT US

We would like to hear from you. If you have any questions or comments about this release, you can contact us at support@systemsmanagementondemand.com or call 1-877-874-2284, option 3.