

RELEASE NOTES: JULY 2007

SystemsManagement

Ondemand™

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TRIACTIVE® RELEASE

JULY 2007

PURPOSE OF THIS DOCUMENT

The purpose of this document is to describe the changes to TriActive Systems Manager™ for the July 2007 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:


- Specialist & Workgroup E-mail Notifications
- Help Desk: End User Tab Enhancement
- Resolved Issues
- Known Issues
- Contact Us

Refer to the following sections for details about each topic.

SPECIALIST & WORKGROUP E-MAIL NOTIFICATIONS

This section identifies the changes in Help Desk ticket e-mail notifications included in the July 2007 Release. These changes provide timely information to specialists, thus fostering efficiency.

Note: Systems Manager sends e-mail notifications only to those specialists who have their notifications turned on.

To configure e-mail notifications, click the Options button  in the Systems Manager header and then click the Notifications tab. Refer to the online help for step-by-step instructions.

Specialist E-mail Notifications

The following change has been made to specialist e-mail notifications:

- Specialists are now notified if tickets assigned to them are closed by someone else. Systems Manager includes the solution entry in the close notification e-mail.

Note: Specialists do not receive notifications if they are the assignees and close tickets or make other changes to their own tickets.

Workgroup E-mail Notifications

This release of Systems Manager includes the following changes to workgroup e-mail notifications:

- Workgroup assignees receive notifications in the following instances:
 - When a ticket assigned to the workgroup is taken by a specialist
 - If a ticket is re-assigned from a workgroup to any specialist
 - When a ticket assigned to the workgroup is closed
- Workgroup members do not receive notification in the following instances:
 - If a ticket is re-assigned from one workgroup to another workgroup
 - If a ticket is re-assigned from a specialist to a workgroup/specialist

HELP DESK: END USER TAB ENHANCEMENT

The Help Desk End User tab now includes pending and resolved tickets in the ticket lists. This enhancement allows you to view all tickets for an end user, not just opened and closed tickets.

Original: End User Tab

Ticket #775 Open Date: 6/28/07 2:13 PM Last Updated: 6/28/07 2:13 PM Opener: mjohnson

Save & View Details Save & View Queue Cancel Printable Format E-mail Ticket Copy Ticket

End User: [Johnson, Mark](#) Asset:

* Priority: 5 - P5 * Category: Software

* Assignee: mjohnson

* Status: Open

* Subject: Need Adobe Acrobat installed

* Description: I need Adobe Acrobat installed so that I can save my documents to PDF.

Explanation: None Selected Resolution: None Selected

Solution: Enter a custom solution. Select an article from the Knowledge Base:

Total Time Worked: 0 minutes Additional Time Worked: 0 Minute(s)

Travel Dest:

Let's see what's the limit on this particular labe:

Custom text field 3:

Custom Text Field 4:

Custom Text Field 5:

Custom Text Date:

Custom Date Field 2:

Custom Date Field 3:

* Required Fields

Save & View Details Save & View Queue Cancel Printable Format E-mail Ticket Copy Ticket

Assets Attachments Approvals **End User** Change History Work History Incidents Tasks

Johnson, Mark

Edit End User Information

Name: Johnson, Mark
E-Mail: mjohnson@triacrive.com
Department: Information Technology
Location: Headquarters

Open Tickets for Johnson, Mark

#	Open Date/Time	Priority	Assignee	Subject
769	6/28/07 2:09 PM	5	mjohnson	Need Adobe Acrobat installed
770	6/28/07 2:09 PM	5	mjohnson	Need Adobe Acrobat installed
773	6/28/07 2:11 PM	5	mjohnson	Need graphics tool installed
774	6/28/07 2:12 PM	5	mjohnson	Need book publishing tool installed

Closed Tickets for Johnson, Mark

#	Open Date/Time	Close Date/Time	Priority	Assignee	Subject
772	6/28/07 2:10 PM	6/28/07 2:10 PM	5	mjohnson	Need Adobe Reader installed

New Release: End User Tab

Ticket # 1519 Open Date: 1/19/07 3:24 PM Last Updated: 6/28/07 1:33 PM Opener: jdoe

Save & View Details Save & View Queue Cancel E-mail Ticket Copy Ticket

End User: [Doe, Jane](#) Asset:

* Priority: 6 - * Category: Software

* Assignee: jdoe

* Status: Open

* Subject: Need Adobe Acrobat installed

* Description: I need to save files as PDF, so can I get Adobe Acrobat installed asap?

Explanation: None Selected Resolution: None Selected

Solution: Enter a custom solution. Select an article from the Knowledge Base:

Total Time Worked: 0 minutes Additional Time Worked: 0 Minute(s)

CustomTest3:

Travel Dest: test

Let's see what's the limit on this particular labe:

Custom Text Field 4:

Custom Date1: 01/19/2007 mm/dd/yyyy

Custom Test Date: 01/19/2007 mm/dd/yyyy

Custom Date Field 3: 01/19/2007 mm/dd/yyyy

* Required Fields

Save & View Details Save & View Queue Cancel E-mail Ticket Copy Ticket

Asset Attachments Approvals End User
Change History Work History Incidents Tasks

Doe, Jane

Edit End User Information

Name: Doe, Jane
E-Mail: jdoe@trifactive.com
Department: Information Technology
Location: Headquarters

Open / Pending Tickets for Doe, Jane

#	Open Date/Time	Status	Priority	Assignee	Subject
136	8/1/06 4:00 PM	Open	8	jdoe	Internet connection down
1520	1/19/07 3:24 PM	Open	6	jdoe	Need Adobe Acrobat installed
115	7/26/06 10:47 AM	Pending	6	jdoe	Need Adobe Acrobat installed

Closed / Resolved Tickets for Doe, Jane

#	Open Date/Time	Close Date/Time	Status	Priority	Assignee	Subject
3214	6/28/07 1:37 PM		Resolved	5	admin	Phone is not working
3213	6/28/07 1:17 PM	6/28/07 1:17 PM	Closed	5	jdoe	Need Adobe Reader installed

The **Open/Pending Tickets** list now includes all open and pending tickets associated with the end user.

The **Closed/Resolved Tickets** list now includes all resolved and closed tickets associated with the end user.

Click a ticket number or subject to view a printable, PDF copy of the ticket.

RESOLVED ISSUES

The following issues from the 7.0 Beta Release are resolved in the July 2007 Release:

- You can now include Help Desk custom fields in reports. (bug 4187)
- You can now remove an end user and click the End User tab to display it successfully. (bug 4392)
- You can now successfully distribute to a dynamic or static system group. (bug 4399)
- The Custom Date field in reports now displays correctly. (bug 4472, ticket 6625)
- You can now change specialist passwords in version 7.0. (bug 4678)
- Systems Manager retains the information in the fields on the Create End User page even when you leave the page and go back to it. (bug 4796)
- You can now access all of the Admin subtabs to which you have rights. (bug 4976)
- You can now sort MicroAgent search date results by Last Contact date successfully. (bug 5436)
- You can now add an action to a package and Systems Manager saves the file to run. (bug 5526)
- Tickets e-mailed from the Help Desk now display properly. (bug 5547)
- Endpoint scans reports no longer contain the option to filter on dynamic groups. If you try to view an existing report filtered by dynamic groups, Systems Manager displays an error. (bug 5596)

KNOWN ISSUES

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

- General: The TEAM tab is no longer available.
- General: Microsoft Vista is not yet supported.
- General: If you set end user notifications to notify on any modifications, Systems Manager only notifies on status changes. All other end user notification settings work properly.
- Remote: If you want to try out the “unattended” Web-based Remote Control feature, contact support to verify that the modules are at current levels.
- Reports: If you create a report in the new user interface using some of the new fields, you cannot view that report in the old user interface. This issue affects computer and endpoint scan report types.
- Dashboard: The Important Info section is no longer available. (bug 5439)
- Help Desk: You can re-open a ticket; however, Systems Manager does not clear the solution. (bug 4250)

- Help Desk: You cannot reopen a closed Help Desk ticket from a non-default ticket subtab. For example, assume that your default subtab is Work History. If you view a closed ticket, click the Tasks subtab, and then try to reopen the ticket, Systems Manager generates an error message. If you view a closed ticket and do not change subtabs, you can reopen the ticket. (bug 4299)
- Help Desk: The Create End User option is not available in the Search for End Users dialog box. (bug 4301)
- 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. (bug 4782)
- Help Desk: If you view a ticket in Microsoft Internet Explorer, go to another page, and then click the Back button, Systems Manager displays a page expired message. (bug 4921)
- Help Desk: Systems Manager generates a system error when you press the "Enter" key if the custom text field is highlighted. (bug 4936)
- Help Desk: If you select a category for a ticket and then set the assignee to "Determine using rules", Systems Manager displays an error. (bug 5147)
- Help Desk: Systems Manager is not respecting the priority settings for e-mail notifications. (bug 5645)
- Help Desk: You cannot select an Asset subcategory when creating or editing a ticket. (bug 5676)
- Assets: There is an intermittent issue with performance when searching on end users and assets. (bug 4314)
- Assets: End user information on the Remote Control System Summary page is not correct. (bug 5423)
- Software Distribution: If you create a package with same name as another package, Systems Manager displays a general error instead of a message indicating that the name is a duplicate. (bug 5029)
- Patch Management: In the patch scan history, your sort order is not preserved if you clear part of the event history. (bug 5601)
- Admin: You cannot create roles. (bug 5465)
- Admin: You cannot modify a specialist. (bug 5668)
- Admin: You cannot disable a specialist account if that user has not logged in. (bug 5477)

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@triacrive.com or call 1-877-874-2284, option 3.