

ManagedServices  
OnDemand™

RELEASE NOTES: AUGUST 2008

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# TRIACTIVE® PARTNER PORTAL

AUGUST 2008

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## PURPOSE OF THIS DOCUMENT

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The purpose of this document is to describe the changes to the TriActive® Partner Portal for the August 2008 Release.

This document contains the following sections:

- New Features & Enhancements
  - Upgraded database
  - Enhanced evaluation term choices
  - Enhanced Provision a Purchased Solution page
- Resolved Issues
- Known Issues
- Contact Us

Refer to the following sections for details about each topic.

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## UPGRADED DATABASE

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We have upgraded our database to support internationalization.

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## ENHANCED EVALUATION TERM CHOICES

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To increase the number of choices for an evaluation term, we have added a 45 days option to the Term drop-down list on the Provision an Evaluation page.

**Original:**

The screenshot shows the 'Provision an Evaluation' form. The 'Term' dropdown menu is open, showing the following options: 1 Week, 2 Weeks, 4 Weeks, 2 Months, and 3 Months. The '3 Months' option is currently selected. The form also includes fields for 'Solution To Provision' (Asset Management Suite (AMS)), 'Expiration Options' (Delete evaluated services, Delete evaluated services and lockdown), and 'Send out the following notifications' (Remind me that this evaluation is going to expire 3 days beforehand, Send me a message when this evaluation expires).

**New Release:**

You can now select the **45 Days** option from the **Term** drop-down list when provisioning an evaluation.

The screenshot shows the 'Provision an Evaluation' form with the updated 'Term' dropdown menu. The '45 Days' option is now visible at the bottom of the list, circled in black. The other options (1 Week, 2 Weeks, 4 Weeks, 2 Months, 3 Months) remain the same. The form also includes fields for 'Solution To Provision' (Asset Management Suite (AMS)), 'Expiration Options' (Delete evaluated services), and 'Send out the following notifications' (Remind me that this evaluation is going to expire 3 days beforehand, Send me a message when this evaluation expires).

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## ENHANCED PROVISION A PURCHASED SOLUTION PAGE

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We have enhanced the Provision a Purchased Solution page to include more detailed descriptions of the Minimum Number MEPs field and the Minimum Number of Monitored Devices field. This new level of detail strives to eliminate any confusion between the two fields.

### Original:

Provision a Purchased Solution:

1. \* Solution To Provision:  
Server Management Suite (SMS)  
 Enable Education  
 Enable Priority Support  
 Enable Database Extract  
 Enable Customer Service Center  
 Assign every specialist to the role associated with the selected solution

2. \* Term:  
1 Year

3. \* Start Date:  
08/04/2008

4. \* End Date:  
08/04/2009

5. Minimum Number of MEPs (Managed End Points):  
1

6. Minimum Number of Monitored Devices:  
0

NOTE: Specify the minimums to be eligible for price band discount. \* Required Fields

### New Release:

The number you enter for your **Minimum Number of MEPs** (desktops, laptops, servers) is likely to be different than your **Minimum Number of Monitored Devices** (servers, routers, switches). If you enter the same number for both fields, the TriActive Partner Portal asks you to confirm.

Provision a Purchased Solution:

1. \* Solution To Provision:  
Server Management Suite (SMS)  
 Enable Education  
 Enable Priority Support  
 Enable Database Extract  
 Enable Customer Service Center  
 Assign every specialist to the role associated with the selected solution

2. \* Term:  
1 Year

3. \* Start Date:  
08/04/2008

4. \* End Date:  
08/04/2009

5. Minimum Number of MEPs (Managed End Points):  
1  
MEPs are the desktops, laptops, and servers that will have a MicroAgent installed.

6. Minimum Number of Monitored Devices:  
0  
Monitored Devices are the servers, routers, switches, and other devices that will be monitored.

NOTE: Specify the minimums to be eligible for price band discount. \* Required Fields

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## RESOLVED ISSUES

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The following issues are resolved in the August 2008 Release of the TriActive Partner Portal:

- The new Default Promotion Code field on the Create Partner page automatically displays the partner login as the suggested promotion code of the admin partner account. You can change this code if you wish. If another partner is already using the promotion code, the TriActive Partner Portal prompts you to choose another promotion code. (6205/9787)
- When you set subcategories for new tickets, all category levels now display when you view the tickets in the Help Desk reports. (6890)  
**Note:** To view all category levels for existing tickets, unmanage and remanage the company to display the categories.

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## KNOWN ISSUES

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The following list identifies the known issues for the August 2008 Release of the TriActive Partner Portal:

- You cannot configure the “from” e-mail address in Web-based attended remote control. (5886)
- If you save the Create Partner page while using an existing partner login, the TriActive Partner Portal returns you to the page with a message to choose another login but resets most of the partner rights to default values. (6895)
- If a paying customer has an expired evaluation for items already purchased, that customer can receive evaluation expired notifications. (6940)

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## CONTACT US

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From the Support Center, you have a direct link into our Support Help Desk. Here, you can open support tickets, view the status of your current tickets, and update and attach logs to existing tickets at any time from a Web browser.

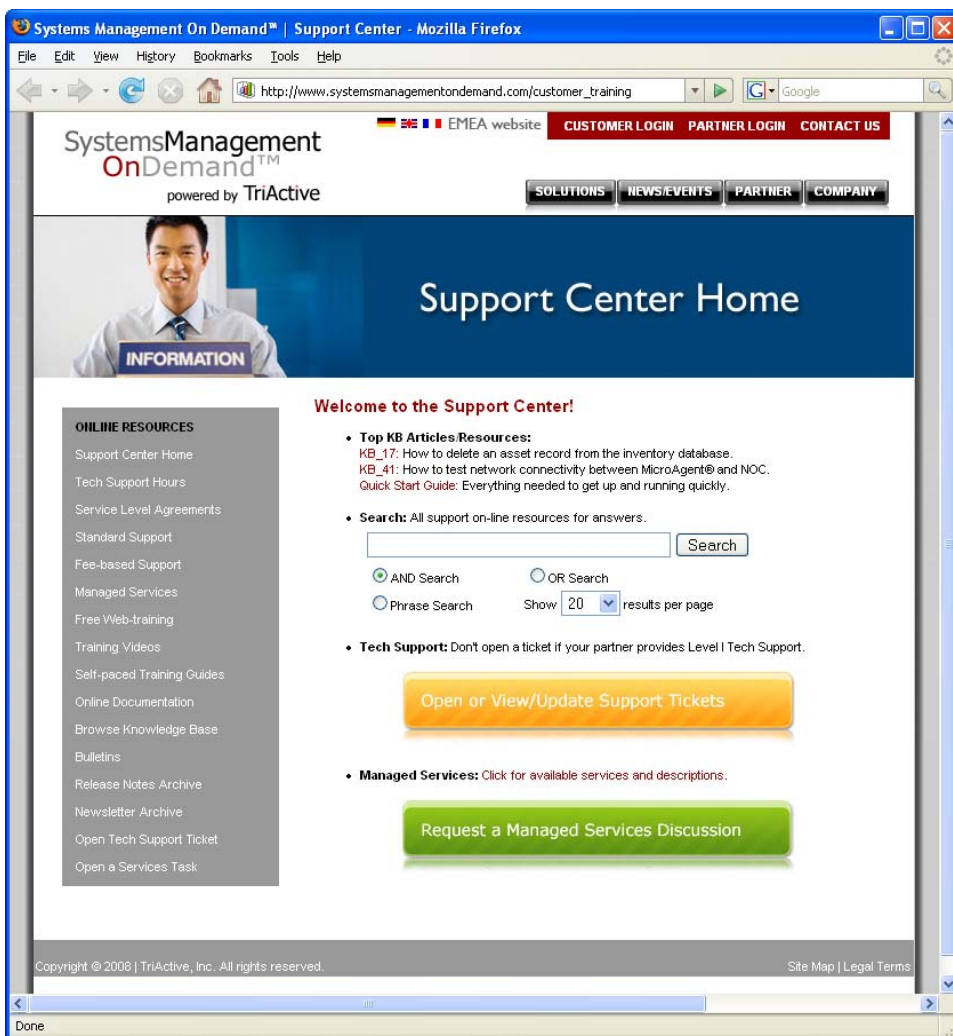
Follow these steps to open a ticket with Support:

1. Log in to Systems Manager.

2. Click the Support button



in the Systems Manager header to display the Support Center Home page:

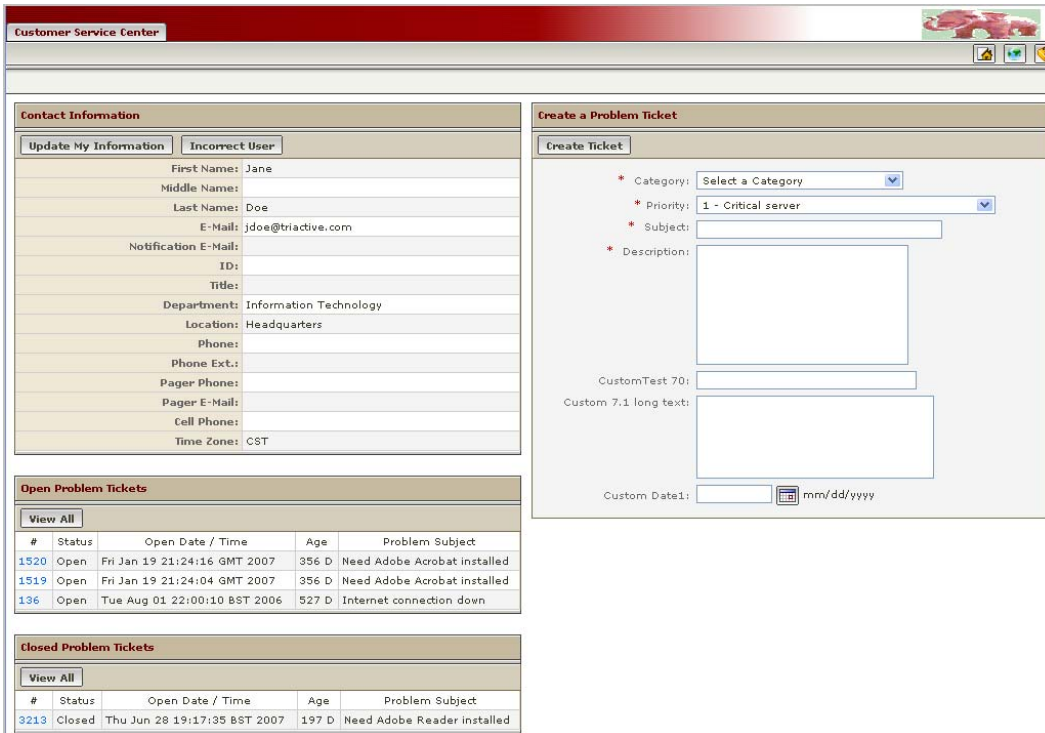


The screenshot shows the 'Support Center Home' page of the Systems Management On Demand portal. The browser window title is 'Systems Management On Demand™ | Support Center - Mozilla Firefox'. The address bar shows the URL 'http://www.systemsmangementondemand.com/customer\_training'. The page header includes the logo 'SystemsManagement OnDemand™ powered by TriActive' and navigation links for 'CUSTOMER LOGIN', 'PARTNER LOGIN', and 'CONTACT US'. Below the header, there are buttons for 'SOLUTIONS', 'NEWS/EVENTS', 'PARTNER', and 'COMPANY'. The main content area is titled 'Support Center Home' and features a 'Welcome to the Support Center!' message. On the left, there is a sidebar with 'ONLINE RESOURCES' including links to 'Support Center Home', 'Tech Support Hours', 'Service Level Agreements', 'Standard Support', 'Fee-based Support', 'Managed Services', 'Free Web-training', 'Training Videos', 'Self-paced Training Guides', 'Online Documentation', 'Browse Knowledge Base', 'Bulletins', 'Release Notes Archive', 'Newsletter Archive', 'Open Tech Support Ticket', and 'Open a Services Task'. The main content area lists 'Top KB Articles/Resources' with links to KB\_17, KB\_41, and a Quick Start Guide. It also includes a search bar with a 'Search' button, radio buttons for 'AND Search', 'OR Search', and 'Phrase Search', and a 'Show 20 results per page' dropdown. Below the search bar, there are two prominent buttons: an orange 'Open or View/Update Support Tickets' button and a green 'Request a Managed Services Discussion' button. The footer contains copyright information for TriActive, Inc. and links to 'Site Map' and 'Legal Terms'.

3. Click the **Open or View/Update Support Tickets** button



to go directly to our Help Desk, where you can create, review, and update your tickets:



**Customer Service Center**

**Contact Information**

Update My Information    Incorrect User

First Name: Jane  
Middle Name:  
Last Name: Doe  
E-Mail: jdoe@triacrive.com  
Notification E-Mail:  
ID:  
Title:  
Department: Information Technology  
Location: Headquarters  
Phone:  
Phone Ext.:  
Pager Phone:  
Pager E-Mail:  
Cell Phone:  
Time Zone: CST

**Create a Problem Ticket**

Create Ticket

\* Category: Select a Category  
\* Priority: 1 - Critical server  
\* Subject:  
\* Description:  
CustomTest 70:  
Custom 7.1 long text:  
Custom Date1: mm/dd/yyyy

**Open Problem Tickets**

View All

#	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**

View All

#	Status	Open Date / Time	Age	Problem Subject
3213	Closed	Thu Jun 28 19:17:35 BST 2007	197 D	Need Adobe Reader installed

4. Enter your problem ticket.

**Note:** Consider updating your information so the Support Center can contact you, if necessary.