

RELEASE NOTES: NOVEMBER 2007

SystemsManagement  
**OnDemand**<sup>™</sup>  
powered by **TriActive**

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# TRIACTIVE® NOVEMBER RELEASE

NOVEMBER 2007

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## PURPOSE OF THIS DOCUMENT

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

- New features
  - New MS Office True-up Savings report
  - New password reset option
  - New Categorized Software subtab in asset detail view
  - Updated Uncategorized Software report
  - Updated Duplicate Software Installs report
  - New export end user option
  - Updated incident page
  - Updated Customer Service Center (CSC) access
- Version 6 retirement
- Resolved Issues
- Known Issues
- Contact Us

Refer to the following sections for details about each topic.

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## NEW MS OFFICE TRUE-UP SAVINGS REPORT

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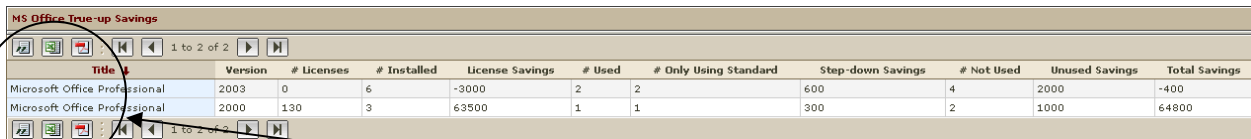
The November Release of Systems Manager includes a new software licensing report, the MS Office True-up Savings report. This report provides Microsoft Office licensing information for compliance reporting as well as comprehensive usage information. You can use this information to produce recommendations for future purchases of Microsoft Office.

**Note:** This new report depends on having 2.0 Software Utilization enabled.

**Original:**

N/A

**New Release:**



Title	Version	# Licenses	# Installed	License Savings	# Used	# Only Using Standard	Step-down Savings	# Not Used	Unused Savings	Total Savings
Microsoft Office Professional	2003	0	6	-3000	2	2	600	4	2000	-400
Microsoft Office Professional	2000	130	3	63500	1	1	300	2	1000	64800

You can export the data from the **MS Office True-up Savings** report data to the following types of files:

- Comma Separated Value (CSV)
- Microsoft Excel
- Adobe PDF

**Note:** We recommend PDF for a printer-friendly view of the report.

Click a CSV, Excel, or PDF button to export the data.

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## NEW PASSWORD RESET OPTION

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The Systems Manager login page now includes a Forgot Password link. This new feature allows Systems Manager users to reset their own passwords without assistance from an administrator.

**Original: Login page**



SystemsManagement  
OnDemand

Welcome to Systems Manager

Company:

Username:

Password:

Remember Me? ([Forget](#))

Login

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## New Release: Login Page

SystemsManagement  
OnDemand

Welcome to Systems Manager

Company:

Username:

Password:

Remember Me? ([Forget?](#))

[Forgot your password?](#)

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Click the **Forgot your password** link to display the password reset page.

## New Release: Reset Password Page

Enter your company ID and username, then click **Reset Password**. Systems Manager sends your new login information to your e-mail address.

SystemsManagement  
OnDemand

Request that your password be reset

Company:

Username:

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## NEW CATEGORIZED SOFTWARE TAB IN ASSET DETAIL VIEW

Now that Systems Manager provides the software catalog, we have continued integrating this information into the product. The latest addition is the new Categorized Software tab, which lists all of the software titles for an asset. You can access this tab from the asset detail view on the Assets tab.

**Original:**

N/A

Click the **Categorized Software** tab on the asset detail view page to view all of the software titles for the asset.

**New Release:**

Category ↑	Publisher	Title	Version
Adware & Malware Removal Tools	Microsoft	Microsoft AntiSpyware	1.0
AntiSpyware	Microsoft	Microsoft AntiSpyware	1.0
AntiVirus	Symantec	LiveUpdate (Symantec)	1.80.19.0
AntiVirus	Symantec	Symantec AntiVirus Client	8.1.0.825
Browser / Suite	Mozilla	Mozilla Firefox	1.0
Chat Application	Yahoo!	Yahoo! Messenger	
Database Application	Microsoft	Microsoft SQL Server 2005 Mobile [ENU] Developer Tools	3.0.0.0
Desktop Publishing	Adobe	Adobe Acrobat	6
Desktop Publishing	Adobe	Adobe Acrobat	6
Development Tools	Microsoft	Microsoft .NET Framework 2.0	2.0.50727
Development Tools	Microsoft	Microsoft Device Emulator version 1.0 - ENU	1.0.50727.42
Development Tools	Microsoft	Microsoft .NET Framework 1.1	1.1.4322
Development Tools	Microsoft	Microsoft Platform SDK (R2) (3790.2075)	5.2.3790.2075
Development Tools	Microsoft	Microsoft Visual Studio 2005 Professional Edition - ENU	8.0.50727.42
Development Tools	Microsoft	Microsoft .NET Framework 1.1 Hotfix (KB886903)	
Development Tools	Microsoft	Microsoft Visual Studio 6.0 Enterprise Edition	
Development Tools	Microsoft	Microsoft Visual Studio Installer	
Document Management	Adobe	Adobe Acrobat	6
Document Management	Adobe	Adobe Acrobat	6
Drivers		Intel(R) Graphics Media Accelerator Driver	6.14.10.4299
FTP Client	Microsoft Corporation	WebFldrs	9.50.7523
Management	Microsoft	Windows Installer	3.1
Microsoft Office	Microsoft	Microsoft Office 2003 Basic	11.0.5614.0
Microsoft Office	Microsoft	Microsoft Office Professional	2003
Multimedia Authoring / Playback	Adobe	Adobe Acrobat	6
Multimedia Authoring / Playback	Adobe	Adobe Reader	6
Multimedia Authoring / Playback	Adobe	Flash Player	8
Multimedia Authoring / Playback		PowerDVD 5.5	
Office Suite	Microsoft	Microsoft Office Professional	2003
Office Suite	Microsoft	Microsoft Office 2003 Basic	11.0.5614.0
Patches / HotFixes	Microsoft	Microsoft .NET Framework 1.1 Hotfix (KB886903)	
Patches / HotFixes	Microsoft Corporation	Security Update for Windows XP (KB890046)	1
Patches / HotFixes	Microsoft	Windows Installer	3.1
Patches / HotFixes	Microsoft Corporation	Windows XP Hotfix - KB895836	20041028.173203
Patches / HotFixes	Microsoft Corporation	Windows XP Hotfix - KB888302	20041207.111426
Patches / HotFixes	Microsoft Corporation	Security Update for Windows Media Player (KB911564)	
Personal Use	Yahoo!	Yahoo! Browser Services	
Personal Use	Yahoo!	Yahoo! Messenger	
Remote Control / Remote Access / Login Control	UltraVNC	UltraVNC v1.0.2	1.1.0.2
Remote Control / Remote Access / Login Control	RealVNC Ltd.	VNC Free Edition 4.1.1	4.1.1

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## UPDATED UNCATEGORIZED SOFTWARE REPORT

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The Uncategorized Software report now includes links for # Installed. These links allow you to view the Software Installations by System report, which displays a list of systems that have a particular software title installed.

### Original:

Filters: Uncategorized Software

Current Filters: ( # Installed greater than '10' )

Report: Uncategorized Software

1 to 2 of 2

Publisher	Title	Version	# Installed ↓
VMware, Inc.	VMware Tools	3.1.0000	8
Microsoft Corporation	Security Update for Windows Media Player 6.4 (KB925398)		25

1 to 2 of 2

### New Release:

Filters: Uncategorized Software

Current Filters: ( # Installed greater than '10' )

Report: Uncategorized Software

1 to 2 of 2

Publisher	Title	Version	# Installed ↓
VMware, Inc.	VMware Tools	3.1.0000	<a href="#">13</a>
Microsoft Corporation	Security Update for Windows Media Player 6.4 (KB925398)		<a href="#">12</a>

1 to 2 of 2

Click a **# Installed** link to display the **Software Installations by System** report, so you can view which systems have the title installed.

## UPDATED DUPLICATE SOFTWARE INSTALLS REPORT

The November Release includes an update to the Duplicate Software Installs report. The report now displays a new Category column, which allows you to view a drill-down report on that category.

### Original: Duplicate Software Installs

Filters: Duplicate Software Installs			
Current Filters:			
Reports: Duplicate Software Installs			
Asset Name ↑	Title		Count(Title)
BMEY-LT	Microsoft Office Visio Standard		2
BMEY-LT	Java 2 Runtime Environment		2
OPERATIONS	Mozilla Firefox		2
PROD-WIN2K-3	Norton AntiVirus		5
QA-SMB	Microsoft SQL Server Desktop Engine		2
RAD_DELL	Microsoft .NET Framework		2
RAD_DELL	Microsoft Baseline Security Analyzer		2
RM-WINXP	Microsoft .NET Framework		2
RM-WINXP	Microsoft Baseline Security Analyzer		2
SDER	Mozilla Firefox		5
SDER	WinZip		2
SDER	LiveUpdate (Symantec)		2
SSUB-T40	Access IBM		2
SUPPORT_1	Microsoft .NET Framework		2
SUPPORT_1	J2SE Runtime Environment		2
SUPPORT_1	Microsoft SQL Server Desktop Engine		2
SUPPORT_1	Microsoft Office Proof		4
XPVM	Microsoft .NET Framework		2
XPVM	J2SE Runtime Environment		4
<b>Total</b>			<b>48</b>

### New Release: Duplicate Software Installs

Filters: Duplicate Software Installs			
Current Filters:			
Reports: Duplicate Software Installs			
Asset Name ↑	Title	Category	Count(Category)
BME	Java Runtime Environment	<a href="#">Browser / Suite</a>	2
BME	Java Runtime Environment	<a href="#">Development Tools</a>	2
NEMO-XP	Security Update for Windows XP (KB901214)	<a href="#">Patches / HotFixes</a>	2
NEMO-XP	Security Update for Windows XP (KB896358)	<a href="#">Patches / HotFixes</a>	2
NEMO-XP	Security Update for Windows XP (KB917953)	<a href="#">Patches / HotFixes</a>	2
NEMO-XP	Security Update for Windows XP (KB899587)	<a href="#">Patches / HotFixes</a>	2
NEMO-XP	Microsoft User-Mode Driver Framework Feature Pack 1.0	<a href="#">Development Tools</a>	2
RAD_DELL	Adobe Acrobat	<a href="#">Desktop Publishing</a>	2
RAD_DELL	Adobe Acrobat	<a href="#">Document Management</a>	2
RM-WINXP	Windows Installer	<a href="#">Patches / HotFixes</a>	2
RM-WINXP	Adobe Acrobat	<a href="#">Desktop Publishing</a>	2
RM-WINXP	Windows Installer	<a href="#">Management</a>	2
RM-WINXP	Adobe Acrobat	<a href="#">Document Management</a>	2
SUPPORT_1	Adobe Acrobat	<a href="#">Document Management</a>	2
SUPPORT_1	Adobe Acrobat	<a href="#">Desktop Publishing</a>	2
SUS	Adobe Acrobat	<a href="#">Desktop Publishing</a>	5
SUS	Adobe Acrobat	<a href="#">Multimedia Authoring / Playback</a>	4
SUS	Adobe Acrobat	<a href="#">Document Management</a>	5
<b>Total</b>			<b>18</b>

Click a **Category** link to display a detailed report for a single category.

## New Release: Detail View

Filters: Duplicate Software Installs

Current Filters: ( Asset Name equals 'NEMO-XP' AND Title equals 'PrintKey' AND Category equals 'Multimedia Authoring / Playback' )

Report: Duplicate Software Installs [Unsaved]

Save [Print] [Export] [Refresh] [Home] [Back] 1 to 2 of 2 [Next] [End]

Category ↑	Publisher	Title	Version
Multimedia Authoring / Playback	Warecentral	PrintKey	
Multimedia Authoring / Playback	Warecentral	PrintKey	

Save [Print] [Export] [Refresh] [Home] [Back] 1 to 2 of 2 [Next] [End]

The detailed view of the **Duplicate Software Installs** report provides a more detailed filtering of the data, based on category.

## NEW EXPORT END USER OPTION

With the November release, Systems Manager now extends its exporting options to end users. You can now export end user report data from both the Enabled End Users report and the Disabled End Users report.

### Original:

Enabled End Users

1 to 5 of 5 View All Pages: 1

Last Name E-Mail Search

	Last Name ↑	First Name	E-Mail	Department	Location
Disable [Print] [Export]	{ Person12	Fake change	fake12@triacrive.com	Advertising	Atlanta
Disable [Print] [Export]	{ Person13	Fake edit	fake13@triacrive.com	Advertising	Atlanta
Disable [Print] [Export]	{ Person14	Fake edit	fake14@triacrive.com	Advertising	Atlanta
Disable [Print] [Export]	{ Person15	Fake edit	fake15@triacrive.com	Advertising	Atlanta
Disable [Print] [Export]	{ Person16	Fake edit	fake16@triacrive.com	Advertising	Atlanta

Last Name E-Mail Search

### New Release:

Filters: Enabled End Users

Current Filters: ( Enabled equals 'true' )

Report: Enabled End Users

Disable [Print] [Export] [Refresh] [Home] [Back] 1 to 1 of 1 [Next] [End]

	First Name ↓	Last Name	E-Mail	Department	Location
Disable [Print] [Export]	Jane	Doe	jdoe@triacrive.com	Information Technology	Headquarters

Disable [Print] [Export] [Refresh] [Home] [Back] 1 to 1 of 1 [Next] [End]

You can export the data from the end user report to the following types of files:

- Comma Separated Value (CSV)
- Microsoft Excel
- Adobe PDF

**Note:** We recommend PDF for a printer-friendly view of the report.

Click a CSV, Excel, or PDF button to export the end user data.

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## UPDATED INCIDENT PAGE

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The create and update incident pages now display in the same format as the create/update ticket pages. This consistency among pages aims to increase your efficiency when using Systems Manager.

**Note:** The examples here illustrate the update incident page; however, the changes display on both the create and update incident pages.

### Original:

The screenshot shows the 'Incident #32' update page. At the top, there are buttons for 'Save', 'Close Incident', 'Cancel', 'Printable Format', and 'View Ticket #209'. The page is marked as '[Unsaved]'. The form contains the following fields and values:

- \* End User:** Doe, John (with a search icon)
- ID:** N/A
- Phone:** 5555555555
- Extension:** N/A
- Department:** Account Management
- Location:** Testing Location
- Asset:** (with a search icon)
- Status:** Open
- Open Date:** 3/19/05 3:02 PM
- Last Updated:** 3/19/05 3:02 PM
- Associated Ticket #:** 209
- \* Priority:** 3 - Medium - This is a Test (dropdown)
- \* Owner:** admin (dropdown)
- \* Category:** Internet (with edit and delete icons)
- \* Subject:** test2
- \* Description:** test2
- Resolution:** None Selected (dropdown)
- Solution:** (empty text area)

At the bottom right, there is a red asterisk and the text '\* Required Fields'. The bottom of the page has the same set of buttons as the top: 'Save', 'Close Incident', 'Cancel', 'Printable Format', and 'View Ticket #209'.

## New Release:

The **Asset** field search button now displays closer to the text field, and the **Category** field is now a drop-down list.

The screenshot shows the 'Create Incident' form with the following fields and buttons:

- Buttons at the top: **Open Incident / Create Ticket**, **Open Incident / Associate Ticket**, **Close Incident**, **Cancel**
- Status: **[Unsaved]**
- End User: **Doe, John**
- Fields: **ID: N/A**, **Phone: N/A**, **Extension: N/A**, **Department: N/A**, **Location: N/A**
- Asset:** text field with a search icon button to its right.
- Associated Ticket #:** text field
- Priority:** dropdown menu (value: 4 -)
- Owner:** dropdown menu (value: admin)
- Category:** dropdown menu (value: Internet)
- Subject:** text field (value: test2)
- Description:** text area (value: test2)
- Resolution:** dropdown menu (value: None Selected)
- Solution:** text area
- Buttons at the bottom: **Open Incident / Create Ticket**, **Open Incident / Associate Ticket**, **Close Incident**, **Cancel**
- Legend: **\* Required Fields**

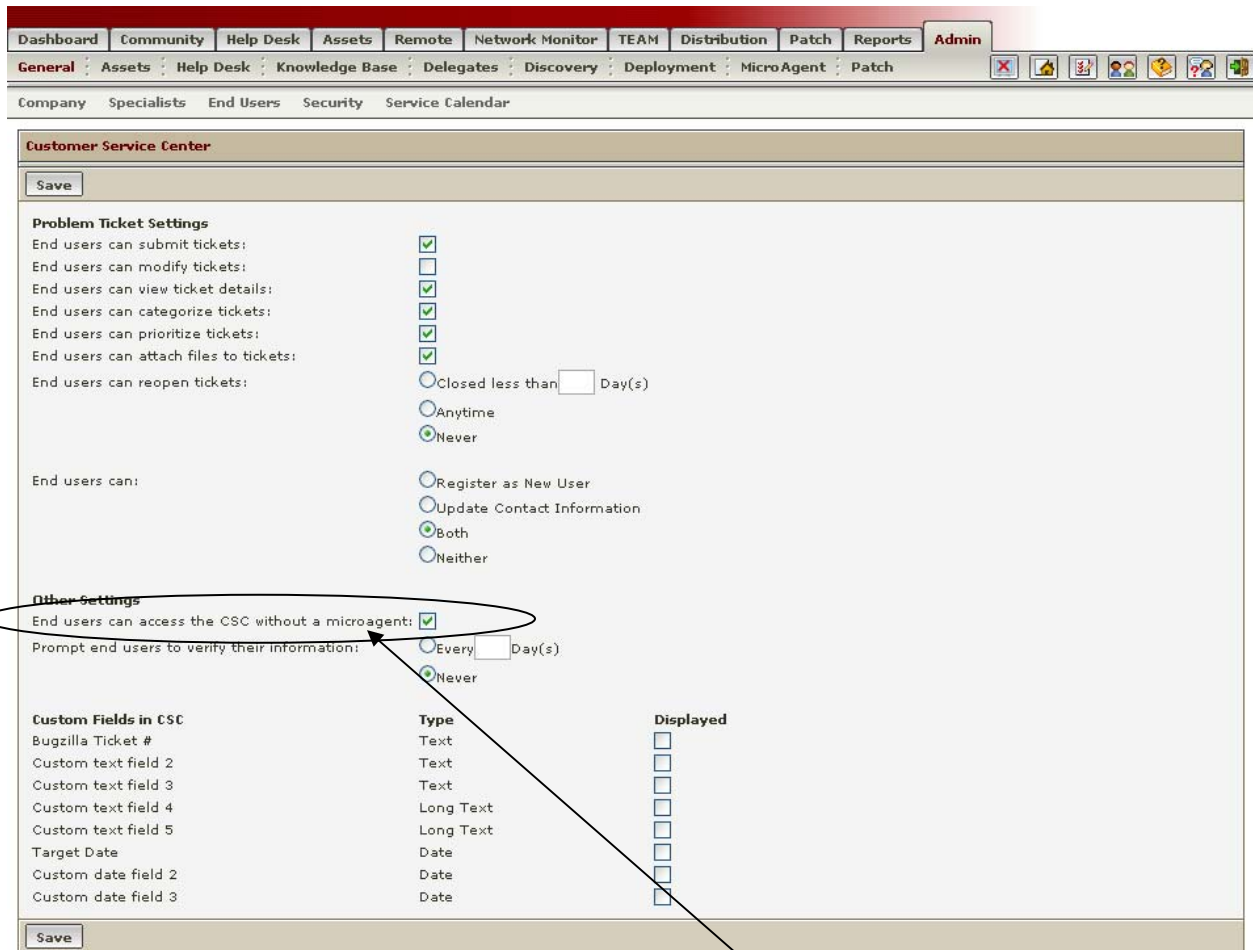
The buttons have been rearranged and renamed; however, they still display at the top and the bottom of the page.

## UPDATED CUSTOMER SERVICE CENTER (CSC) ACCESS

You can now access the Customer Service Center (CSC) from anywhere on the Web, without having the MicroAgent installed. This new feature offers the convenience of accessing the CSC from either the tray icon or the new URL.

To access the CSC via the URL, enter the following URL and replace the *companylogin* variable with your own: `https://agent.triactive.com/?company=<companylogin>`. Then enter your credentials to access the CSC.

You can set up this option for your end users on the Customer Service Center page on the Admin tab:



The screenshot shows the 'Customer Service Center' configuration page in the Admin tab. The 'Other Settings' section is circled in red, and an arrow points to the checked checkbox for 'End users can access the CSC without a microagent:'. Below this, there is a table for 'Custom Fields in CSC'.

Custom Fields in CSC	Type	Displayed
Bugzilla Ticket #	Text	<input type="checkbox"/>
Custom text field 2	Text	<input type="checkbox"/>
Custom text field 3	Text	<input type="checkbox"/>
Custom text field 4	Long Text	<input type="checkbox"/>
Custom text field 5	Long Text	<input type="checkbox"/>
Target Date	Date	<input type="checkbox"/>
Custom date field 2	Date	<input type="checkbox"/>
Custom date field 3	Date	<input type="checkbox"/>

To enable this option for your end users, select the **End users can access the CSC without a microagent** option on the **Customer Service Center** page. (This option is cleared by default.)

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## VERSION 6 RETIREMENT

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We plan to retire v6 at the end of this year. This product retirement will significantly improve performance for v7 by freeing up the hardware necessary to run two concurrent versions.

Currently, the v6 URL ([manager.triactive.com](http://manager.triactive.com)) redirects you to the v7 URL ([manager.systemsmanagementondemand.com](http://manager.systemsmanagementondemand.com)). You can still access v6 from there until the end of 2007.



Click the **Take me to the V6.0 Login Page** to access the v6 version of Systems Manager.

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## RESOLVED ISSUES

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The following issues from the October 2007 Release are resolved in the November 2007 Release:

- General: If you delete a report that displays on your start page, Systems Manager no longer displays a general error. (bug 6123)
- Help Desk: If you view a ticket in Microsoft Internet Explorer, go to another page, and then click the Back button, Systems Manager no longer displays a page expired message. (bug 4921)
- Reports: In custom ticket reports, closed ticket resolution times display correctly. (bug 5998, ticket 8985)

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## KNOWN ISSUES

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The following list identifies the known issues for the November 2007 Release of Systems Manager:

- General: The Confirm Password label does not display correctly. (bug 5987, ticket 9324)
- General: The Save and Cancel buttons do not display at the bottom of the Create End User page. (bug 6071)
- Dashboard: The Remove button is missing from My Links. (bug 4458)
- Help Desk: You can close tickets with incomplete tasks or approvals. (bug 3919)
- 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: The Custom Solution option can be confusing to use. (bug 4920, ticket 9613)
- 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: Systems Manager is not respecting the priority settings for e-mail notifications. (bug 5645)
- Help Desk: If you deselect a sub category, Systems Manager displays an error when you save the ticket. (bug 5686)
- Help Desk: The end user search and create buttons encounter intermittent problems. (bug 5881, ticket 8541)
- 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. (bug 5990)
- Help Desk: You cannot edit the initial time worked for tickets, but you can edit the time worked for work history entries. (bug 6009)
- Help Desk: When you change the status of an open ticket to closed and then add work history, the category fields no longer display when you return to the main ticket view. (bug 6072, ticket 8906)
- Help Desk: If you enter text with quotation marks in Work History or Description, the content can get garbled. (bug 6073)
- Assets: End user information on the Remote Control System Summary page is not correct. (bug 5423)
- Assets: The fixed assets detail view is broken for companies that do not have the Help Desk service. (bug 6159)
- 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.
- Remote: You cannot filter on last logged in user. (bug 6083)

- Software Distribution: You cannot run visual basic scripts from distribution. (bug 5450)
- Patch Management: In the patch scan history, your sort order is not preserved if you clear part of the event history. (bug 5601)
- Patch Management: Secscan does not detect required patches for Microsoft Vista. (bug 5610)
- Patch Management: If a file depot delegate is configured and an endpoint's MicroAgent cannot download a patch from it, the MicroAgent does not try to obtain the patch from the Microsoft update website. (bug 5926)
- 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.
- 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. (bug 5477)
- Admin: If the depot delegate changes, caching does not detect the change of IP address. (bug 5777)
- Admin: When the reconcile option is checked for importing end users, there is no way to continue the import. (bug 5937)
- Admin: The WNetOpenEnum error displays without a specific error number that corresponds to discovery failure. (bug 6140, ticket 9488)
- Online Help: When searching the online help and navigating quickly, you can encounter an occasional script error.

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## CONTACT US

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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](mailto:support@triacrive.com) or call 1-877-874-2284, option 3.