ServicePRO

May 2015
Maintenance Release
Release Notes
14.0.80.5

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ServicePRO – May 2015 Release – Release Notes

1. Notifications

- Google Chrome is phasing out support for NPAPI, and subsequently, Silverlight plug-in support. As a result, ServicePRO will not be supported out-of-the-box with latest versions of Google Chrome starting January 2015.
  - o For more information on NPAPI depreciation, please consult: http://www.chromium.org/developers/npapi-deprecation
  - o ServicePRO will continue to work properly with Internet Explorer and other supported browsers.
- ServicePRO Help Documentation has been replaced with *Show Me Videos* and *Training Tutorials*.
- **NOTE**: Please advise all users to clear their browser cache whenever ServicePRO is updated to this release version.

2. Enhancements

2.1.ServicePRO Cloud9

- Cloud9 Self Service Portal and Mobile Portal are available upon request.
  - o Detailed User Guide documentation is available at the ServicePRO Wiki: http://www.servicepro.wiki/wiki/1133/servicepro-cloud9
- Cloud9 now features improved Accessibility support using JAWS Reader.
  - o Visit http://webaim.org/articles/jaws/ for more information on JAWS Reader.
  - o Documentation on Accessibility support in Cloud9 is also available here: http://www.servicepro.wiki/Attachments/Documents/Cloud9_Accessibility_Documentation.pdf
- Implemented facility to integrate Cloud9 login to a web page in a Corporate Website.
  - o Documentation on setup for Cloud9 Login Integration is available here: http://www.servicepro.wiki/Attachments/Documents/Cloud9_Login_Integration.pdf

2.2.ServicePRO

- When you drag and drop one or more requests from one folder to another folder in the Workspace, the focus is made to remain in the source folder itself instead of switching to the destination folder.
- Vendor field is made available for selection in the Custom Asset Allocation Report.

3. Client Bug Fixes

3.1.Service Requests, Project Requests, Quick Requests, Workspace and other Views

- To/CC fields in the Send Email field will list only active users.
- From/To selections in Send Email field will retain the same values as drafted by the user when the email is sent out.
- Service Requests will print properly without giving any ASPOSE component errors.
- Customized Service Request views will display properly for different filters and nodes appropriately.

3.2.Reports, Charts and Dashboard

- Custom Fields that feature Date or Date-Time values in Custom Reports will now appear empty if the value is null.

3.3.Calendar and Calendar Synchronization

- When a selected appointment date "Conflicts with another calendar appointment on the calendar", the Calendar will properly display the calendar spot with the conflicting appointment.

3.4.End User Portal

- Attachments that were added under user-created binders are listed correctly in the End User Portal

3.5.Cloud9

- Active Directory Domain's selection dropdown now lists domain names correctly if using longer names.
- Users who belong to domains other than the current Domain can now login to Cloud9 successfully.
- Leaving Cloud9 idle for over 20 minutes will not time out the application.