

Numara FootPrints 9 Changelog November 11, 2008

Feature Highlights

- **New! Service Catalog Module** - This new add-on module enables IT organizations to offer a menu of services customized to their business customers in a customer-friendly interface.
- **New! Preventive Maintenance** - Enables the FootPrints user to provide proactive service management with Quick Issue Templates that automatically create new issues on a recurring basis, which can be used for periodic server maintenance, ensuring password changes on strategic accounts every X days, regular auditing of systems for SOX compliance, or any other regularly scheduled maintenance event.
- **New! Mobile Interface** – This add-on module combines real-time, dynamic access to FootPrints via a web browser on Microsoft® Windows Mobile, RIM® Blackberry®, and Apple® iPhone® devices, with FootPrints Sync functionality for calendar, task and contact synchronization. This module allows agents to manage their assignments, search the knowledge base, etc. on the go and without the need of a PC.
- **New! Configuration Management Enhancements** –CMDB roles permit greater security by fine-tuning access to configuration data, improved navigation controls in the visualizations module, and Web Services API support.

Address Book

The following issues are fixed:

- Sections disappear in Address Book Dynamic SQL link (Field Maintenance) page
- Problem with links to master contact or organizational field when the key contained a single quote character.
- When creating new Address Book entries, users had to click in the first field to be filled in before keying in information. With this release the cursor should be placed in the first input field.
- An apostrophe in a CI's custom ID caused a Javascript error when a contact linked to the CI was selected.
- Hebrew report displayed field names in English.
- Address Book load incorrectly tried to fix colons in data prior to fixing choice fields.
- During Address Book import, the .csv file was being left in the temp\abimport directory.
- Internal Date Address Book fields were not populated when customer submitted a request.
- It was possible the primary key to have non-unique entries.
- A read-only Agent role still allowed the Create Issue button to be displayed, though the Agent was not able to create an Issue.
- Dynamic Link to PostgreSQL allowed link to tables in a different schema than 'public'.
- Master contact field did not follow language schemas on Address Book pages.
- Sections disappeared in the Address Book Dynamic SQL Link (Field Maintenance) page.
- Selecting an asset by contact was broken for Numara Asset Manager 8.5.

The following features or enhancements were added:

- Added supervisor field type for the address book.

Calendar

The following issues are fixed:

- A bug with ical attachments affected users in Greenwich Mean Time.
- When a recurring appointment with a ticket link was scheduled to begin at a future date, the first occurrence ended up with two tickets.
- The save availability default button did not save week view settings.
- Canceling a confirmation window when you edit a recurring appointment results in word "False".
- Multi-day appointment displayed only on the start day on the week/month view.
- Date fields for Availability were not displayed on the Availability matrix.
- Date/time fields linking to calendar only on create
- An Oracle error occurred when an extremely long description was placed in a calendar appointment.
- The Date/time picker popup disregarded the week start calendar preference
- All tickets created by a recurring appointment will say the submitter is Calendar. Previously, the first ticket created displayed the user's real name and all subsequent tickets were Calendar.
- Create Appointment showed odd default times.

The following features or enhancements were added:

- A Week view was added to the Availability matrix.

Change Management

The following issues are fixed:

- Voting was allowed on deleted Issues.
- CM Processes with non-alphanumeric characters were not displayed properly
- Deadline Actions in issue voting summary did not display if phase had no deadline
- The icon for the Summary page of Change Management processes has been changed.
- HTML tags were displayed in emails.
- The "Contact" voter was not being displayed.
- Assigning Agents from different teams as part of a approval/disapproval action did not save properly.
- Under some circumstances, a phase could be approved before all voters had voted.
- Issue History showed "unknown" for User when was email sent automatically by a Change Management process.
- Deleted users would show as blank in the Voting History.
- Processes were not starting after a cross-project copy triggered an escalation that should have started the process.

The following features or enhancements were added:

- Incorporated Customers and their supervisors as approvers to extend approval processes throughout the organization without special configuration or access rights

- Approvers can also be identified from custom fields for more advanced approval workflow
- [Upon approval, implement proposed CIs or changes to CIs linked to Issues](#)
- Customer voting works for any primary key type
- "CM First Tally to reach" now has ">0%" as an option

Charts/Java

The following issues have been fixed:

- Could not edit charts generated from the "Issue Statistics" canned metric report.

Configuration Management

The following issues are fixed:

- CMDB templates did not include roles and field permissions.
- CMDB checkbox attributes were not saving the "off" state
- Quick Issue Templates allowed adding CIs but they were not stored
- CI search then selecting Sort On attribute resulted in erroneous text
- CI Number was not consistent between quick search and CI search page
- Deleting a CI from the CMDB did not remove links from CI to issues or contacts
- CMDB visualization was not working for some CIs.
- Real Number CI Attributes could not be SUMMED, AVERAGED, etc., in metric reports
- If a drop-down field in the CMDB contained choices that were numbered with a gap in the numbering, it could result in a reorderEnum error when copying that CMDB.
- Periodic (time-based) CMDB Automations sometimes would not run, or would not run at the correct time.
- There were a large number of rejects when loading Numara Asset Manager relationships into the CMDB.
- Having a single quote in a relationship name would break the CI page.
- Oracle 10g could not save CMDB searches.
- There were errors and/or incorrect data when importing an asset status column into the CMDB.
- There was an extra confirmation when adding/deleting links from the ticket page.
- CMDB templates did not include roles and field permissions.
- Visualization did not expand to max height/width in the expanded view.
- The CMDB and Service Catalog now use the colors of the project that they were launched from.
- When copying a CMDB, the Service Name format was not being copied.
- Real Number CI Attributes could have their total number of digits and decimal places changed (MS SQL and mySQL only).
- A number of problems were reported when the flip-through viewer was disabled and a CMDB is on.

The following features or enhancements were added:

- Greatly improved navigation options in the visualization view

- Added CMDB roles to extend selective security to agents and customers based on business needs
- [Propose a change to a CI linked to an Issue, or propose a brand new CI linked to an Issue, where the proposal will be implemented at some future point do to an escalation rule or Change Management action](#)
- Made it easier and faster to link CIs to an Incident or Problem with new key word search option
- Added Web Services (XML/SOAP) support to the CMDB to allow for creating and updating of CIs and their relationships from other applications (note this feature is not available in the beta, but will be in the final release)

Customer Self-Service

The following issues are fixed:

- The customer Welcome Page was not displayed after clicking Home button of regular customer interface when the Submit Request page was set as the home page.
- Auto add profiles used primary authentication even when set to secondary authentication.
- There was a Javascript error on the Survey Question page.
- An "Invalid script parameter" error was caused by a long survey title.
- File attachments were not attached to emails when a survey was configured without a survey project.
- Auto-added customers who were registered in multiple projects were not logged in to their expected projects.

The following features or enhancements were added:

- The "eService Customer Portal" was renamed the "Customer Service Portal"

Dashboard

The following issues are fixed:

- The dashboard component was not supposed to show agents with 0 counts
- Adding the Saved Search Component to the dashboard was confusing
- Non-system administration users with the Dashboard option for "Currently Logged In Users" got an Access Denied error when trying to view all logged in users.
- The Dashboard component for Pending Approvals showed closed and deleted issues.
- The Global Ticket Display on the Customer Self-Service page was sending erroneous Access denied messages.
- If a customer clicked View Organization, then clicked a field to resort it, the view was changed to View Mine.
- The customer roles page did not provide the HTML Editor for defining the welcome message
- Administrators did not control the navigation toolbar design for each customer role.

The following features or enhancements were added:

- Save Search" function to save custom search configurations in Dashboard components
- Can view "Project Totals" for multiple projects, allowing you to see totals without having to switch projects

- Can limit graphs and charts to top “N” categories such as Top 5 Issue types based on number of incidents

Database

The following issues are fixed:

- The dashboard component was not supposed to show agents with 0 counts

The following features or enhancements were added:

- [Two new database tables](#) replace the content that was stored in the `foot.lic/.License`, `MRpasswd`, and `client-ips.txt` files.

Dependencies

The following issues are fixed:

- A read-only dropdown field in a popup dependency displayed "fake impossible choice" in the data.
- Dependencies with only one value were not selecting the single value by default, but selecting “Make a Selection” instead.

Dynamic Field Mapper

The following issues are fixed:

- Dynamic Field Mapper needed some fixes for connecting to a DB2 database on an IBM iSeries machine.
- Incoming mail error file could be overwritten by the next mail

Email

The following issues are fixed:

- The list of incoming email accounts was unsorted and displayed old project names
- Updating a multi-line text field with the timestamp feature enabled via web services or incoming email overwrote existing data
- Better handling of corrupt MIME incoming email messages.
- FootPrints might have truncated multi-line field data entered through incoming email and containing a colon character.
- In some circumstances, incoming mail lost data from HTML-only mails.
- CC notifications to teams would not go out if team name included spaces.
- A space in the reply address caused a "501 5.5.4 Invalid Address" error when sending mail
- The case-insensitive check for ISSUE and PROJ keywords in email Subject line was not working.
- The CC variable was not working in Escalation Emails templates.

- The Issue Workflow Option for Title is not being checked when updates were performed via incoming mail.
- Incoming email sometimes ignored images embedded in message.
- When an Address Book field was set via incoming email, if the value of the field was set to 0, it would be changed into a blank field.
- History did not show multiple CCs from incoming email.
- The error message when incoming mail is too large was improved.
- Improved the speed of IMAP mail processing.

Escalation

The following issues are fixed:

- Escalation summary now shows criteria for fields of type 'mail', 'ftp' or 'http'
- There was an escalation error for not finding the InitDynamicLinkingOptions sub in the system log.
- Escalation summary mails were not going out.
- Dynamically linked statuses were being updated from an escalation when statuses in the linked project were incompatible with statuses in the originating project.
- An ampersand in the escalation or saved search criteria removed trailing data on load.
- An escalation rule with an apostrophe in the name displayed a backslash before the apostrophe.
- An escalation password prompt did not focus in the prompt when the page was displayed, requiring the user to perform a mouse click to type the password.
- When searching on a date/time Project or Address Book field, choosing the Relative option did not allow for HOURS as a unit of time.
- The escalation Unique ID was not readily available on escalation page.
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The following features or enhancements were added:

- [Automatically implement proposed CIs or changes to CIs linked to Issues as an escalation action](#)
- Escalation setup page now focuses password prompt field

Field Automation

The following issues are fixed:

- AutoField did not set the result field if one of the decision fields was Assignees.
- Field names in the AutoField Result-field drop-down were not alphabetized.

Fields

The following issues are fixed:

- Negative numbers not be entered in a Real Number field.

- Did not allow administrators to change the built-in status of Request for a project.
- Could not edit a field created by project template whose name matched a reserved word (e.g.. 'Problem Type').
- A Dialog Break added to a Section Header caused problems in the Field Maintenance administration page display of the list of fields and sections.
- A value of "0" for dropdown field or character field was not committing to database.
- The Re-Use Choice List option sorts projects alphabetically.

The following features or enhancements were added:

- The terms "Precision" and "Scale" were changed to Total Digits and Decimal Places.

File Attachments

The following issues are fixed:

- The attachment directory size check measured just directory for project. It will also be run now in the background.
- When working on two tickets at once, files sometimes were attached to wrong issue.
- Attachment directory size checked the directory for the project and not the entire attachment directory.
- CheckLogin failed when a Customer Service Portal unique customer uploaded an attachment.
- The attachment directory size check was moved to the background.

Global Issues

The following issues are fixed:

- An Access Denied error was being displayed when customers tried to access a Global Issue.
- Unlinking a GlobalLink caused an Issue with the interface.

Homepage

The following issues are fixed:

- Auto-refreshing the homepage would reset the time that was recorded for when the page was loaded; this prevented a user from being logged out for being idle for too long.
- View All link was broken on the Pending Solution dashboard component.
- Custom logos were not being displayed.
- A CheckLogin error (logged out) would occur when using the `_PROJMENU_` variable in the traditional customer interface.
- A SQL Address Book on Oracle would not allow customer access to FootPrints with incorrect case of user ID.

The following features or enhancements were added:

- Close Date and Closed By on homepage options were added to the homepage fields display.

Install/Upgrades

The following issues are fixed:

- Customer colors were reverting to the default on upgrade.
- There was a problem with upgrades that displayed an error -5009.

The following features or enhancements were added:

- Improved speed of installations/upgrades.
- Support for Windows 2008 for Server installation

Instant Talk

The following issues are fixed:

- Instant Talk error: invalid script parameter when using Customer Service Portal
- Invalid filename error involving double backslashes at the end of a filename was corrected.

Interface

The following issues are fixed:

- In some instances, a button was relabeled "SAVE"
- Timezone info did not fit in flip-thru description viewer's menu of description entries.
- There was an indentation issue for the Time Tracking section on Hebrew browsers.
- The Assignee picker for the Escalations, Change Management, Agent, and Issue pages are now all uniform.
- Some buttons were not displayed on Opera 8.x and later.

The following features or enhancements were added:

- Made assigned to, submitted by, and other multi-selects larger on the search/report/escalation page
- Default font size made larger
- The tab feature was extended to Reports, Advanced Search, Escalations, CM Report, My Preferences, Project Options, etc
- Various tabbed pages were rearranged and the layout otherwise improved for usability
- A variety of small interface enhancements were introduced to improve functionality.

Issue

The following issues are fixed:

- Adding an SLA broke the order of sections or tabs because of custom tabs
- HTML comment tags in conditionally mandatory/optional field broke the edit issue page.

- Some of the language translation to Thai failed.
- Edit locking failed when trying to obtain a lock that did not already exist.
- Images pasted into description turn into broken links
- Internal Address Book fields were not populated when a customer used a Quick Issue.
- Use of a single quote in the field name would prevent escalations from being saved.
- The contact history was displayed incorrectly when local encoding was used.
- Undeleting an Issue refreshed to the wrong page.
- When using a Quick Issue template with HTML in it, and a non-WYSIWYG description editor, the description fields would be mangled.
- A 203 error occurred when an agent who was not a member of the destination project updated a dynamically linked issue.
- When viewing the details page of an issue, FootPrints displayed varying text in the first heading for different special issue types: sometimes "Global Issue X", sometimes "Request X", and sometimes just "Issue X".
- Contact information was being lost while registering an Issue.
- Could not keep a Request in the Request status.

The following features or enhancements were added:

- There is a new rich text editor that is supported by Internet Explorer, Firefox, and Safari.

JavaScript

The following issues are fixed:

- Javascript error when creating a solution.
- There were some problems with Quick Descriptions from the Homepage Mass Edit page.
- There was a Javascript alert complaining about date fields entered with leading zeroes for day or month

Knowledge Management Enhancements

The following issues are fixed:

- The default word "Category" did not save when initially creating sub-categories
- Updated the URL of the Novell Knowledge Base
- After voting on a solution's usefulness in multi-window mode, popularity count did not refresh in the main Knowledge Base list.
- Editing a KB Category broke the search

The following features and enhancements were added:

- [Filter solutions based on populated fields on the issue screen for faster search.](#)
- Added Solution flags to identify the state of a solution, ie: Draft, Approved, Published, etc for authoring approvals and reporting, and enhanced the approval workflow
- Added "Solutions Only" fields so that selected fields do not appear in the Issue view
- Added "inaccurate" with a comment section to Yes/No solutions rating allowing customers to identify solutions that appear to be incorrect or unclear so that they can be updated and improved

- New report that shows number of authored solutions per agent and how often used over a period of time

Language

The following issues are fixed:

- Users who have the same role but use different languages had the wrong language displayed in drop-down dependency groups.
- Some Received vs Closed reports were missing text in the title.
- A status variable inserted into a field header would not translate `_REQUEST_` into whatever the administrator-chosen word is (or the default of "Request" for English).
- When running a custom metric by Assignees, the bar/slice for unassigned issues was always labeled "unassigned" without any localization.
- Time Tracking Description field's label changed when you changed the word Description.

Miscellaneous

The following issues are fixed:

- Deleted user accounts were being removed from the assignee list when an issue was edited.

The following features or enhancements were added:

- There were client IP check problems with proxied connections.
- The default directory for Auto-run Reports has been changed to place these reports in a "Reports" directory rather than writing them into the main FootPrints directory.
- A "delete incoming email address" confirmation was added
- A confirmation prompt is now required before deleting any incoming email account.

Password Reset

The following features or enhancements were added.

- The Password Reset feature has been improved, with much easier implementation for administrators.

Performance

The following issues are fixed:

- The unique name search for new attachments caused performance issues

The following features or enhancements were added:

- Performance improvement when running reports.
- The select CC popup was causing slow performance.
- Performance improvement for running, editing and deleting saved reports.
- Performance improvement for creating multiple charts in a subtitled custom metric report.

Project Administration

The following issues are fixed:

- Auto Assign page has some extra text displayed in summary
- Attempts to delete an existing project would return an error screen about a "cgi" error. The project was not deleted.
- It was possible to save blank spaces for Open and Closed translations on the Statuses administration page.
- When Auto Assign listed fields used to make decisions, fields deleted after the rule was made no longer showed in the decision tree.
- Following an agent import, the user list was not sorted properly on some pages.
- When you edit an agent and change their preferred language, it doesn't save.
- The first Schema field was not displayed in the Agent Preferences template if the Schema.<lang> file was not empty.

The following features or enhancements were added:

- The size of the AutoField rules list was increased.
- Project Administration | Project | Priorities goes to a new page dedicated to just priority administration.

Project Wizard

The following features or enhancements were added:

- Some project template names have been changed and there are several new project templates.

Quick Issue

The following issues are fixed:

- There was a JS error on Internet Explorer or an "SLAChanged() not defined" error on Firefox.
- Deletion of attachments from a Quick Issue template did not work.

Numara Remote

The following features or enhancements were added:

- Numara Remote was updated to include support for Windows Vista.

Reporting

The following issues were fixed:

- Metric Resolution Report returns the same result for 9 or 24 hours work schedule
- Changing a report style removed History from the list of fields chosen for display
- There was a problem with Time to Close on issues created in the Closed status.

- Changing the "other" cutoff in a graphical metric report sometimes gave an "ArrayOutOfBoundsException".
- Users could not change the size of a multi-series bar chart in a custom report.
- Running a Columns/Combo style cross-project survey report produced an error.
- The graphical Resolution Rate report broken down by Assignees was not working.
- There was a null pointer exception error in Active Issues by the Custom Field chart when some choices for field had a 0 issue count.
- Counts of a float field were displayed with float field's precision and scale instead of as whole numbers.
- Metric reports on date/time fields incorrectly formatted the labels for dates before 12:00PM.
- After editing a metric report which has an 'other' item and changing the 'other cutoff', the new chart shows incorrect data (attributes all the 'other' values to one single person instead of showing more values).
- Reports did not use multi-window preference for links to individual ticket details.
- Average and Sum custom metrics did not translate internal field names
- Received vs Closed was not limiting results to yourself or your team as specified.
- Downloading an export report would lead to logout when the Internet Explorer pop-up blocker was enabled.
- Could not re-save a previously saved shared public report.
- There was a Session No longer active error message when modifying a report to Export style.
- There was a problem with the Flashboard Average Time to Close that occurred when an issue was created in Closed status.
- Empty auto-run reports were being emailed.
- SLA reports were causing a performance degradation.
- The Last Edited By field would report Anonymous Customer if the "Was this solution helpful" received a Yes response.

The following features or enhancements were added:

- Added graph and chart drill-down capability in Dashboards, Flashboards, and built-in and custom reports
- [Added support for "relative hours" for time queries of date/time fields.](#)
- Added "Closed Date" as a searchable field and Added "Not Equal To" option when searching on Create/Last Edit date
- Added new options to the "Received vs Closed" metric report to break results down by any custom dropdown fields.
- Added breakdown by individual ticket to let you see how long that ticket was in any of the statuses to Built-in Metric Report on time spent in each status
- Option to prevent "large" reports from being run on-the-fly to prevent performance degradation.
- The bar charts in dashboard and flashboard have wider bars.

Searching

The following issues are fixed:

- Searching on Inactive was not working.
- The "Next" button on customer search results would lose organization data.

- Knowledge Base search results were not sorted when selecting a solution for an Issue's description.
- The following features or enhancements were added:
- A "not equal to" option has been added for searching on date created/last edited.
- A new "Empty" radio option for exact/relative/range/empty options was added.

Security

The following issues are fixed:

- Information passed to web logs was restricted.
- Login with full name caused an "invalid script parameter" error.
- Updated and made more consistent list of banned characters for CUSTM.
- Users could enter arbitrary HTML by typing into the plain text description editor
- The security log file ownership was incorrect on Unix if a background script triggered the log for the first time.
- A vulnerability in CI data integrity was closed.

The following features or enhancements were added:

- Changed "open" functions to use 3-argument style.

Service Level Management

The following issues are fixed:

- There was a potential Javascript error when creating/editing a quick issue template and SLAs are defined
- 24 Hour time format preference was not followed when SLA dates were updated by ticket page javascript
- SLA dates were not set back if an escalation sets the issue's status from a pending status to a non-pending status.
- The opening page of SLA pending statuses did not give any of the interface to get the statuses.
- SLA field links were showing on the Field Maintenance page.

The following features or enhancements were added:

- "Closed" is the default resolved status for the SLA report by due date and Open is the default status for the SLA report by response time field
- The Hours option in SLA setup now goes to a maximum of 48 instead of 24

Sub-tasks

The following issues are fixed:

- When creating subtasks with a role, the subtasks put the "New/Open" status on the top of other statuses set by the rule.

The following features or enhancements were added:

- "Subtask Update" will be unavailable to customers when a master issue is edited

System Administration

The following issues are fixed:

- A System Administrator User Management failure could occur when making a change in more than 25 projects.
- Sometimes errors would disappear from the system log.
- Flashboard debugging could not be enabled from the Debug manager page.
- It was possible to add a user with a non-unique email address on the system administration user management page without being notified
- Broadcast Message timestamps sometimes displayed an incorrect date.
- There was a "Duplicate email" error when adding agent to another project.
- A newly created user was only added to the default project and not to other selected projects.
- The System User Manager would hang when users were selected for editing on the AIX Unix.
- There was a potential to break background script processing.
- The System User Management page allowed entering a user ID containing a space.

The following features or enhancements are added:

- Improved speed of Administration | System | Version Control page
- Users are now sorted by User ID on the System User Management page.

Time Tracking

The following issues are fixed:

- Time tracking was overwriting time tracking data in some instances
- Applying a Quick Issue Template caused multiple time tracking entries to be added.
- Extra decimal places were displayed for currency values.
- When agents were deleted, their names stopped showing up in the time tracking details.
- Data in a Time Tracking report would get shifted over one or more columns.

Usability Enhancements

- Added tabbed views to report, search, escalation, user preferences and project option screens to make it easier to find what you want
- Added rich text editor to Description field for Firefox and Safari browsers
- Added weekly calendar view to improve availability management and team scheduling
- Added Closed Date and Closed as possible Homepage columns

User Permissions

The following Issues are fixed

- Concurrent agents were prematurely logged out, and there were other idle-time inconsistencies.
- An agent updating a ticket that is linked to a ticket in a project where the agent is a customer caused a logout error.
- Edge case causes new users to be created with system default date format instead of specified date format
- Roles governing cross-project report were not being enforced.
- Taking a request and applying a quick issue template failed.
- Could not save mandatory description on status change on the project ->user roles page

User Preferences

The following issues are fixed:

- The user preferences template can no longer change template values for section 508 users.
- Updating agents with an agent preferences template will no longer overwrite time zone, date format, or preferred language.

Web Services

The following feature or enhancements were added:

- Web Services APIs were added to support Numara Configuration Management.