Release Notes

Helpdesk Solution 6.0 Service Pack 4

March 8, 2006

Contents

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Section 1 – Overview

1.1 – Document Purpose

This document provides the upgrade and “what’s new” information for the 6.0 SP4 of Altiris Helpdesk Solution.

1.2 – Background

Helpdesk Solution is an affordable, effective Service Management system that allows IT organizations to deliver a higher level of service to their customers, while reducing the cost of operations. Helpdesk ensures that your employees’ needs are met quickly and efficiently, and promotes a methodical approach to service management. Helpdesk Solution is natively integrated with a highly accurate Configuration Management Database and Asset Repository, as well as systems management tools, and saves time and money by empowering helpdesk specialists to do more than is possible with traditional helpdesk products alone.

Section 2 – Upgrading

The Helpdesk Solution Product Guide discusses the process that should be followed when upgrading. However, the following is important additional information about upgrades to the Helpdesk application.

Helpdesk Solution is designed to be flexible and tolerant of customizations made by our customers and partners. However, there are some important considerations when planning an upgrade to the latest release.

In general, there are 2 types of customizations that are most common: those that are made at the database level and those that are made to the files on the web server that make up the Helpdesk application. The data layer and the files are combined to create the user experience. Generally speaking, changes made in the database through the Helpdesk UI, such as new items added to dropdown menus, the various helpdesk rules, e-mail templates, etc. are all preserved through the upgrade process automatically, without any concerns. This also includes new database tables that may have been added to support additional external data, etc. However, any stored procedures which have been added or modified that are not part of the stock helpdesk should be set aside for the upgrade and added back later, as Helpdesk will not preserve them during the upgrade process.

The main area of concern for upgrades however, lies in the files that reside on the web server (Program Files\Altiris\Helpdesk\aexhd\). These files, especially those found in the templates directory, make up the screens that we see when using the Helpdesk. Altiris provides a very good method for making changes to these templates and other files so that any changes made to them can persist through the upgrade process. However, we’ve found that in many cases, customers have not used this method, or if they have used it, they may not know that in order to take advantage of new functionality in each release, there are some additional steps that must be followed.

The method for customizing these files and having them persist through the upgrade is very simple and is detailed in the product guide (search for custom.config in the Helpdesk Solution Product Guide). Essentially, any files you wish to modify, for example the editIncident.aspx file (defines the edit incident page in the helpdesk), can be copied from their original location and placed in a folder called “custom” which should be created in the root directory of the web that will be affected (examples: \aexd\ or \wiuser\). Any customizations are then made to the copied file in the custom folder instead of the original. For the system to know that this copied and modified file should be used instead of the original, a “custom.config” file is placed in the root of the same web that contains a pointer to the copied file. The system will automatically look at this custom.config file whenever it needs a file, and if an entry for the file is in there, it will use the customized version in place of the original.

When the Helpdesk upgrade process runs, all system files, including the stock templates, are deleted and replaced with the new versions. However, the custom.config file and the “custom” directory (s) will remain. That way, when the new files are installed, the previously customized versions in the custom folder will still be there, and will be used instead of the new files. Therein lies the catch. If you want to take advantage of the new features provided by the new versions of the templates, you’ll need to apply those same customizations you made to the files in the custom folder to the new versions of the files, such as new fields, etc. Otherwise, you’ll be using the old forms with the new system and may be missing out on new features.

Most importantly, because any files were modified by the customer or by a partner that were not moved to the custom folder will be lost when the upgrade is installed, it is very important that you review the custom.config portion of the Helpdesk Solution Product Guide and make sure that any files you’ve customized are properly referenced in the custom.config file and moved to the custom directory BEFORE running the upgrade process if you want to keep your customizations. For more details on how to do this, consult the Product Guide, contact Altiris Professional Services, or Altiris Customer Support, depending on the level of assistance you feel you need.

Section 3 – Changes in Helpdesk 6.0

3.1 – Complete Notification Server 6.0 Console Integration

Security – Housed on the Notification Server Console’s Configuration tab. Five roles are provided initially, each with a set of specific rights available as check boxes which indicate whether a given privilege is granted or not granted. The results of the choices made are evaluated each time a Helpdesk page is displayed. Only those privileges specifically granted will appear as options in the fly-out menus and in the Incidents tab of the console. Note that privileges will not take effect until the browser is closed and restarted.

3.2 – Smart Task Registration and Utilization

Tasks in the context of Helpdesk are discreet units of work, such as resetting a password or delivering a software package to a target computer. Helpdesk provides the API and mechanism necessary to register these tasks, allowing Altiris solution developers to define the tasks they wish to expose and register them with helpdesk upon installation. These tasks will then be presented to the Helpdesk user as a hyperlink, with very powerful capabilities.

This allows Altiris customers to benefit from much faster Incident resolution capabilities and paves the way for unprecedented integration levels across all Altiris solutions.

3.3 – Knowledge Base

Perhaps the most requested feature on the list, the knowledge base offers a convenient, fully integrated way to capture and preserve solutions for later reference, so that it can be used to speed the incident resolution process. The following features and capabilities are provided:

- Author knowledge directly from an incident.
- Publish ad-hoc articles such as HTML, Word and Acrobat files and make them fully searchable.
- Organize content into libraries and hierarchical scopes for more targeted searching.
- Search the knowledge base from the My Helpdesk console
- Expiration dates for each article so that outdated articles can be easily retired
- Review process for each article submitted
- Security to restrict searching and display of content by group
- Users can rate articles' usefulness
- Tracks the number of times each article is used
- Search by keyword or natural language

3.4 – ITIL (IT Infrastructure Library) Terminology

Current users of Helpdesk will notice that the term Work Items has been changed to Incidents for this beta version. This change was in step with Altiris' longer term plan to fully align with ITIL terminology and processes. As such, Helpdesk can accurately be considered as Incident Management within the ITIL framework. For more information about ITIL, please visit http://www.pinkelephant.com/.

3.5 – Incident Rules

In addition to the Routing Rules Helpdesk has always had, a new Incident Rules feature will allow the value of other fields on the Incident to be changed when it is triggered. For instance, if a user chooses a different category, it could trigger an automatic bump of the priority. The rules will be easily configured, with no scripting necessary, right through the web interface.

3.6 – Quick Incidents

This feature will be a favorite of Helpdesk Solution users. It allows workers and administrators to define templates for Incidents that they most frequently encounter, saving workers from having to manually fill out each field on the ticket over and over again. This will be handy for calls such as password resets which are extremely common and require virtually the same information to be entered every time. Workers can even define their own unique Quick Incidents for use only by themselves, or share them with others.

3.7 – Satisfaction Survey

A satisfaction survey can be automatically sent to a person whose issue has been resolved. When the survey is submitted, it can be tracked and reports will be provided to showcase the overall survey responses. The idea is to provide a reliable means for managers to gauge the effectiveness of the support provided, and find new ways to offer greater support.

3.8 – Enhanced Bulletin Board

Building on the Helpdesk 5.6 Bulletin Board feature, Helpdesk 6.0 offers a new bulletin board that makes it much easier for workers to manage high impact Incidents, while at the same time keeping both Helpdesk Specialists and general employees apprised of the status of their IT infrastructure.
The bulletin board is still displayed on the Worker Report and the My Helpdesk screen; however the information displayed is a special view of a live Incident in the system, instead of a separate, flat entity as before. Buttons have been added to allow Helpdesk Specialists to link new incoming Incidents to a given bulletin item, and in so doing, establishing a parent/child link between the new Incident and the Incident reflected in the bulletin item. This is handy for managing incidents such as a down e-mail server or network outage that might affect many people, and would result in numerous calls to the helpdesk. Now these related Incidents can be managed as one, enabling more accurate reporting and eliminating confusion-causing duplicates.

3.9 – Updated Look and Feel

The Helpdesk user interface has undergone a makeover that places it in line with the 6.0 versions of other Altiris products, including the Notification Server console. A new flex grid control allows resizing and sorting of the various columns on the forms, and allows users to tailor their record lists to their preferences. A new query dropdown appears on the Worker Report that makes it much more convenient for a user to choose the list of Incidents they want to see.

3.10 – Upgrade of previous versions now supported

The upgrade process from earlier versions to 6.0 should now be working correctly. As with all software, this should first be attempted on a non-production, test copy of the application server.

3.11 – Client-side Caching of Category List Dropdown Menus

Previous versions of Helpdesk required a screen refresh and http request to the server for each level of Incident category chosen. Customers told us that this often resulted in very long page load and refresh times on slow connections. Instead, the entire category structure is downloaded to the browser the first time the Edit Incident page is displayed and a screen refresh is not required for each item selected. The category list will be automatically downloaded during future visits only if changes are detected.

Section 4 – Changes in Helpdesk 6.0 SP1

4.1 – New ITIL features

ITIL requires that Helpdesk solutions contain certain core capabilities and data elements in order to be certified as compliant with the standards. Two new fields, Impact and Urgency were added to the Helpdesk data schema and Incident templates to support the core requirements for ITIL Incident management specifically. Impact and Urgency can then be used to drive the Priority of an Incident, allowing for more flexibility in defining appropriate business rules and service levels.

4.2 – Knowledge Base article review workflow

Helpdesk SP1 adds improved knowledge base article review workflow. In HD 6.0 the reviewer is assumed to be the article editor as well. HD SP1 allows the reviewer to request changes to an article under review and assign the task of implementing those changes back to another worker (the original article author by default). All article review and modification steps are tracked as an incident in the Helpdesk database.

4.3 – New 'Create Article' option in the knowledge base flyout menu

In 6.0 it is only possible to create a new KB article from the incident view page. Users can now create a new article at any time.

4.4 – Satisfaction survey report

The user satisfaction survey in 6.0 collects a rating value from contacts when an incident has been handled. A new web report allows workers to review the contact satisfaction data.

4.5 – New formatting options

Incident comments, KB articles, and bulletins in HD 6.0 process UBB-style markup to provide simple formatting (bold, italic, links, images, etc.). In 6.0 users must type in the UBB markup codes for this manually. HD 6.0 SP1 now provides toolbar icons to insert the codes on the worker's behalf. The UBB image tag was supported in 6.0 but only for pre-existing images. SP1 offers the ability to upload new image files for in-line graphic attachment.

4.6 – New grid detail view

The right-click menu on the grid control now contains a "Detail View" option that allows users to view all the details for a selected item. In this mode, the grid displays one item at a time with all properties displayed as field/value rows.

4.7 – Personal Quick Incidents

Quick Incidents can only be created or modified by administrative workers in 6.0. Much like Queries, non-administrative workers can make their own private Quick Incidents (like Queries, administrative workers will still be able to create "shared" ones).

4.8 – Customizations to the console easier to manage

SP1 provides a new customization technique which is much easier than defining a new entry point and providing customizations in parallel to the shipping entry point. Now customizers can simply drop a custom.config file into the root of the web or into an entry point and Helpdesk will process all of the files, image files, presentations, consoles, commands, resourceLibs, and strings found therein (overriding the shipping versions). This allows customizers to maintain a different look and feel to the consoles for different companies, departments or groups, or to modify console behavior, and to maintain these changes through upgrades.

4.9 – Documentation updated

Product Guide has been updated with clearer installation and upgrade path details. More edits and new sections are on the way, to be delivered through the Solution Center as they become available.

Section 5 – Changes in Helpdesk 6.0 SP2

5.1 – Lookup editor

This allows administrators to change the values in the dropdown lists in helpdesk such as Priority, Status, etc. through the web console instead of in the database.

5.2 – File attachments to outbound e-mail

Attachments can be added to outbound e-mail in three ways:

1. On the email action page in Edit Incident. The worker can select one of the attachments currently associated with the incident or upload new attachments to the incident. If attachments are added to the outgoing e-mail, this fact is recorded in the incident comment. This feature allows one-off attachments to be sent under the worker's control.
2. On the e-mail template page. E-mail templates can now be explicitly defined with associated attachments. Attachments defined in this way are independent of the incident from which they are sent. This is useful for sending files/documents with a specific email cover message.
3. On the notify rule page. Attachments can be associated with a particular notify rule independent of the e-mail template the rule sends and independent of the incident that fired the rule. This is useful for sending a standard file with all email sent by the rule (e.g. a disclaimer document with all mail sent to end users, etc.).

5.3 – Date and time granularity

Start and Due date for incidents now include time as well as date.

5.4 – Validation Rules

This lets administrators ensure that modifications to an incident meet certain criteria before they can be saved. For instance, a rule can be written to require a Close Code be selected whenever an incident's status is being changed to Closed. A validation rule's properties include the same set of criteria available in the other rules (to define the rule conditions) plus the text message displayed to the worker when an incident is found to be invalid. The invalid message is displayed as a standard validation error when the user attempts to save the incident.

5.5 – Enhanced Incident Search Criteria

The user interface for searching for Incidents has been improved to make searches more accurate. A new Simple mode has been added to make life easier for those with less training, a much more powerful Advanced mode (using the same UI as the rule builders), and an Expert SQL mode. The Advanced mode can be used to create complex Boolean queries with specialized criteria. This serves the dual purpose of demonstrating how the query model works as well as training the worker how to create more complex query criteria.

5.6 – Cloning

Second tier Helpdesk items (e.g. Quick Incidents, Tasks, Routing rules, Incident rules, Notify rules, and E-mail templates, Queries, Bulletins, E-mail inboxes, and E-mail inbox filters) can now be cloned and modified to allow creation of new instances based on existing instances.

5.7 – “Edit Multiple Incidents” privilege

The NS security roles page now contains a new privilege in the Incident Privileges section. This privilege allows Administrators to permit other workers to use the Edit Multiple Incidents page without granting them full admin privilege.

5.8 – New canned Smart Tasks

Several new Tasks are available out of the box. These tasks appear in the Task list and are initially inactive.

5.9 – Import/Export Admin data

You are now able to import and export admin data. The following two pages have been added to the Admin menu: Import Admin Data and Export Admin Data.

5.10 – Miscellaneous

- Added new “Change Advisory Board Queue”
- Added a “Save as Last Query” option to the worker report page for added convenience
- Added report arrays to worker and queue properties so users can drill down into incidents owned/assigned to a particular worker by status
- The Incident Settings page on the NS Configuration tab has configuration options for controlling the background processes, such as auto-updates of asset data in Helpdesk from NS.

Section 6 – Bugs Fixed in Helpdesk 6.0 SP2 Hotfix 1

6.1 – Get a .NET parser error when clicking on Incidents tab

This happened with NS 6.0 SP1 Hot Fix 14. This has been fixed.

6.2 – Helpdesk 6.0 SP2 causes Knowledge Base failure

This has been fixed.

6.3 – workitem_managed_object_id field mis-wired in rule criteria and assignment editors

Advanced conditions and advanced assignments can now use workitem_managed_object_id and workitem_contact_id without them being confused with the "Has Asset" and "Has Contact" conditions.

6.4 – Asset/Contact associations only partially supported by the New/Edit Incident URL

This has been fixed.

Section 7 – Changes in Helpdesk 6.0 SP3

7.1 – Automation Rules

Automation rules are a new and very powerful kind of rule that allow you to build and manage more complex and automated workflow and change management scenarios more than ever before. Automation rules work by providing the ability to execute a URL automatically based on any criteria in the work item. You instantly open linked subtasks for a change request, provide better event-driven integration with external systems, and forward Helpdesk or Alert Manager work items from one Notification Server to another.

You can now more closely model advanced change management processes and requirements, and have event driven processes that span multiple Notification Servers. For example, a Monitor Solution alert that gets raised in its local Alert Manager can be forwarded to a central Helpdesk instantly so it can be brought to the attention of Helpdesk staff.

This feature should also be useful to managed service providers as they can now deploy Notification Servers as needed at customer sites and ensure that any work items or alerts that meet specified criteria will be forwarded to a central helpdesk server, greatly simplifying the MSP support and management model.

7.2 – Encrypt Passwords

Passwords are now encrypted. If you want the passwords to not be encrypted, go to the Configuration tab and navigate to **Configuration > Server Settings > Notification Server Settings > Incident Settings**, and then clear **Show decrypted passwords to workers**.

7.3 – HTML Preview mode for e-mail templates

When viewing or editing an E-mail Template, there are two new links:

- The "Preview" link opens a new window containing the content of the email message template exactly as it appears (with macros unresolved) except that it is rendered as HTML or not depending on the setting of the Interpret as HTML flag.
- The "Preview with context" link uses the incident number entered into the text box to resolve the macros and produce the actual result that a user would receive if a rule using this template were to fire for that incident.

7.4 – Limit satisfaction surveys to one response

Helpdesk now checks to make sure a survey has not already been submitted before accepting the survey results. If a survey has already been submitted, it does not submit the new results and takes you to a page indicating that a survey has already been completed for this incident.

7.5 – Added tab order to forms

Cleaned up tab order for New and Edit Incident pages so that:

1. Contact is the first field that gets focus in a New incident.
2. Comment is the first field to get focus in Edit incident

7.6 – Improved Multi-edit and Multi-delete UI to prevent unintended deletion of incidents

In the Delete Incidents page, added text under the finish button notifying users that “All items will be deleted” and also disabled selection in the grid since all grid items get deleted. Also added functionality to either **Build a list of incidents to delete** or **Delete all incidents matching the specified criteria**. The same applies to the Edit Incidents page.

7.7 – Provide shorter URL for KB articles

A label with a URL that will view the article is now displayed with other article information. This URL contains the article# instead of the id. The ViewArticle and Frameset templates were changed to support finding a published article give an article number.

7.8 – Added "Edit in new window" option to incident grids

Added "Edit in new window" to incident grid context menu. This lets you build a list of addresses to send e-mail dynamically, such as with an aexquery macro to get data from the Notification Server on the fly.

7.9 – Process macros in To, Cc, Bcc fields

You now have the ability to process macros in the To:, Cc:, and Bcc: fields of a Notification rule or worker generated e-mail. Previously, the Format for Print button was only available when using the helpdesk worker console outside of the Altiris Console. This feature makes the Format for Print feature available when using the helpdesk within the Altiris Console

7.10 – Added "Format for print" to Helpdesk pages in the Altiris Console

This formats the incident page for printing. Click this link and use the browser’s print button to print the incident.

7.11 – Allow incident history to be edited

Historical comments can now be edited by an administrator on the incident page. You can now also modify the visible to guest flag.

Changes to the incident comment are logged within the incident for audit purposes, both within the modified comment and as a new entry in the comment history. A comment index number has been added to each historical comment entry. The audit log comment refers to the comment index to indicate which comment was modified.

7.12 – Attachments can be deleted

Any user can now delete attachments from an incident. Attachment deletion is logged to the incident for audit purposes.

7.13 – Allow satisfaction surveys to be sent on random frequency

Created a new Notify rule called "Send satisfaction survey randomly". The frequency can be adjusted by modifying the “Send satisfaction survey randomly” rule.

7.14 – Allow incident creation from blank body e-mails

Modified the Inbox processing to now accept e-mail messages with no body as long as there is a valid subject.

7.15 – Improved KnowledgeBase scope tree UI

All the scope picking is now done through the use of the tree drop-down control. Also, on the Advanced find, the scope selection has been simplified to allow the user to leave the list blank to search all scopes (the default) or to select a specific scope and add it to the list.

7.16 – Allow e-mail to be sent to other addresses for a contact

Added a field to the contact edit page to allow other e-mail addresses to be entered and also added a check box to the notify rule edit and e-mail action on the incident edit page to allow e-mails to be sent to other e-mail addresses. When these boxes are checked, notification and e-mails are sent to the selected contacts primary e-mail address, as well as the contact's other e-mail addresses.

7.17 – Added administrative option to append incident changes to all comments

On the Incidents Setting page (**Configuration tab > Configuration > Server Settings > Notification Server Settings > Incident Settings**), added an option called **Include incident change log with every incident comment**. If this is selected, the incident change log is included with every incident comment. This applies to changing an incident comment on the incident edit page.

7.18 – Indicate VIP status immediately when contact is selected

The VIP image is now shown immediately after selecting a contact, which has VIP status, from the contact Quick Find dropdown list.

7.19 – Allow searching in incident history

On the incident search page, on the Simple, Advanced, and Expert pages, there is an option called **Search incident history**. When this is selected, it will also search the incident history for the specified criteria.
If this is selected, each incident is searched history change by history change. If the history change matches all the criteria, then that incident is added to the list.

7.20 – New Macros

Several new macros have been added, including OWNED_BY_EMAIL_LINK, OWNED_BY_PAGER_EMAIL_LINK, XPATH_VALUE, CURRENT_WORKER, URLENCODE, and REGEX.

7.21 – Incidents with no contact or asset data will not be returned

Incidents with no contact or asset data will not be returned while finding incidents using contact or asset criteria (using the Advanced tab of Find Incidents).

7.22 – Rules can identify when they run

Validation, Incident, Routing, Notify, Automation rules can now directly identify when they run based on when an incident is new or not new or every time (options: Every time incident is saved, Only when incident is new, and Only when incident already exists). Administrators can remove criteria such as "Version" is equal to "1" and use the new user interface instead.

7.23 – Failed rule will not stop rule processing

In Helpdesk Solution 6.0 SP2, when rules failed they might stop other rules from running. This is no longer the case - a single misbehaving rule will not stop rule processing. Similarly, if a particular macro fails, then other macros continue to be processed.

7.24 – Managing categories has been improved

Managing categories has been greatly improved. Importing and exporting categories using Import Admin Data can handle thousands of categories, although we recommend having only a couple of hundred categories at most. The Category user interface can now handle thousands of categories also, but we recommend offline-editing of an exported category tree XML file.

7.25 – Enhanced Tasks

Tasks now have the same creation and processing options as Automation Rules: call the Helpdesk web service to manipulate incidents, log task invocation and results, process response, and so forth.

7.26 – Tasks can capture output of Webservice or URL

Tasks now support the ability to capture the output of a Webservice or URL, process it using Visual Basic, and display the result in a new window.

7.27 – Full-text searching performance improved

Performance of Full-text searching on title and comments is improved for large databases. Wildcard searches now support all SQL wildcard operators. Noise words are handled more gracefully.

7.28 – Webservice.asmx consumers can run in the security context of an active Helpdesk worker

Webservice.asmx consumers can run in the security context of an active Helpdesk worker.

7.29 – Multiple attachments now save correctly

Multiple attachments with the same name uploaded at the same time now save correctly.

7.30 – Parent/child link type now user managed

A new lookup defining the relationship between two linked incidents is now available. The default values include: Simple, Inherit Status, and Push Status. New automation rules have been provided to “Push Status to Parent” and “Push Status to Children”. These rules modify the parent or child status value of linked incidents depending on the value of the Link Type lookup for a given link pairing.

7.31 – Expand/compress button for large data controls

Tables and large edit fields (for example: Comment) now have a button to temporarily give them more space to work more conveniently with large amounts of data.

7.32 – Improved logging for background incident processing

Incidents updated by background processing will now log appropriate messages with NS if they fail to update because of a Validation Rule.

7.33 – Improved behavior across UI with non-standard URLs (https, port number, and so forth.)

The “authority” registry key can be used to signal non-standard URL stems.

7.34 – Better navigation context for View pages

View pages now understand their position in the command hierarchy (so a link appears at the top of the page in “View Incident Rules”, for example, to return to the “List Incident Rules” page.

7.35 – Improved NS logging

The following events are now logged: Application start/stop, Macro error reporting, Optional validation errors, Detail on unexpected failures, Inbox processing results.

7.36 – More fields for assignment

More fields are available for setting values in incident rules, tasks, e-mail inboxes, and automation rules.

7.37 – KB - Integrated support for draft libraries

This is now basic feature of the software rather than a hotfix configuration. Draft libraries can be created and used for articles under development but still available for retrieval (unlike Review documents where only the author and reviewer can see). This is useful for dynamic article environments.

7.38 – KB - Libraries can be set to track or not track changes

Previously, all libraries tracked revisions. Now you can set this to meet your requirement. Track versions turned on is the default behavior; articles edited in these libraries have revisions created automatically when a new version is published. Track versions turned off does not keep old versions of an article so only the latest is available in the system.

7.39 – KB - Added more validation to library creation

The system now prevents the user from creating nested libraries.

7.40 – KB - Modified configuration page shows positive feedback when configuration successful

Now, when configuring from the NS console, a message is displayed to confirm the second phase of the configuration was successful.

7.41 – KB - Better internationalization support

Scope names are presented without English directory name, fixed error viewing articles with non integer scores in some languages, fixed problem where no results were returned in some languages when using the content field in the advanced search page.

7.42 – KB - Deleting and archiving of large numbers of articles improved

Added check all and uncheck all buttons, lengthened timeouts and set maximum article rows

7.43 – KB – Refreshing libraries always includes archive and revision scopes

Refreshing libraries didn't always include the archive and revision scopes. Now it does.

7.44 – KB - Modified layout of search pages for lower resolution screens

More horizontal space is used where possible.

7.45 – KB - Article rating algorithm fixed

As the number of article ratings went up, the importance of the rating eventually went to zero. The Value calculation is now corrected.

7.46 – KB - Article search pages have improved scope selection

By default, you can leave the scope selection empty to search entire Knowledgebase, or add scopes one by one.

7.47 – KB - Simplified article URL is available for use in View Article

There is now a simplified way to refer to an article. This is provided in the meta data frame of the view article page under "Published location".

Section 8 – Changes in Helpdesk 6.0 SP4

8.1 – Incident has WAfW (Web Administrator for Windows) icon even if RTSM is installed

Helpdesk now checks for presence of RTSM upgrade to Web Admin for Windows and displays appropriate link and tooltip.

8.2 – New Knowledge Base library path name validation is too restrictive

Similar Knowledge Base Library path names are now allowed.

8.3 – Scope picker in the Knowledge Base search and publish pages does not show the first library's scopes by default

Knowledge Base search and publish pages now display a library's scopes correctly when page is initially invoked.

8.4 – Auxiliary data issues corrected

Numerous auxdata issues corrected to allow complex workflow modeling (auxdata macro processing, availability in rule criteria and assignment UIs, and so forth.).

8.5 – Timeout when processing many child incidents

Ample time now allowed for asynchronous update of many child incidents by Automation rule.

8.6 – Notification Server to Helpdesk synchronization fails when users are moved to a new domain

Improved Notification Server contact synchronization when Notification Server has duplicate user data from multiple Domain Servers.

8.7 – "Simple article URL" for Knowledge Base view page not supporting non-standard URL roots

"Simple article URL" for Knowledge Base view page now supports non-standard URL roots (for example: port numbers).

8.8 – Asset and Contact datasets load large workitem lists that significantly slow down edit and view performance on mature Helpdesk systems

Improved efficiency of queries against the workitem_current_view table (was manifesting as timeouts during database upgrade on large databases).

8.9 – Task issues

Fixed several issues with enhanced Tasks (Helpdesk 6.0 SP1 tasks now editable, TASK_LIST macro now compatible with new task types, corrected ProcessResponse handling, and so forth.).

8.10 – Incident edit contact causes SQL error

Double encryption of contact password now prevented for new contact in Incident Edit.

8.11 – Authentication issue when creating NS Automated

Fixed authentication issue with creating NS Automated Actions when the application identity is not a worker in the Helpdesk database.

8.12 – Setting Email Inbox to set auxiliary data causes error when processing

Now handle auxiliary data assignments correctly during email inbox processing.

8.13 – Inconsistency with Notify Rule processing through web service incident updates

Default/visible Notify rules now processed when an incident is modified through the web service.

8.14 – Miscellaneous workflow related issues

Added department and company fields to worker_view so they can be accessed in rule and assignment criteria (via macro).

8.15 – New password encryption procedure not applied to WinUser console

New password encryption procedure now applied to WinUser console.

8.16 – New contact from within incident always encrypts password

New contact from within incident now correctly encrypts password.

8.17 – Contains and not Contains string operators not correctly parsing the string correctly

This has been fixed. The Contains operator now supports the SQL wildcard syntax '%', '_', '[...]', and '[^...]'.

8.18 – Updated localization strings

8.19 – Added latest EULA

8.20 – Templates that were modified for this release

AdHocPublish.ascx
ArticleEdit.ascx
ArticleFind.ascx
ArticlePublish.ascx
ArticleView.ascx
AssetManager.ascx
ConsoleMyHD.ascx
ContactManager.ascx
InvokeTask.ascx
subArticleAdvanceFind.ascx
subAssetInfo.ascx
subCriteriaEditor.ascx
subCriterionEditor.ascx
subUrlEditor.ascx
subUrlEditorIncident.ascx
WorkItemEdit.ascx
WorkitemEditAux.ascx

Section 9 – Known Issues

9.1 – Assign incident to me task now working correctly

The "Assign incident to me" task now works correctly, but if the administrator has modified it, Helpdesk will not replace it with a working version during upgrade. Use the Import Admin Data command to import the file DefaultData.xml (located in the install directory) to force replacement of all Helpdesk-supplied tasks and rules.