

This release note contains information on changes made to Absolute Service since the previously released version.

This document provides information on the following topics:

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Maintenance Features, Fixes, and Enhancements in Absolute Service 8.0.1

Absolute Service 8.0.1 contains new features, fixes, and enhancements based on customer requests. The following table provides information about the most notable new features, enhancements, and fixes.

Process	Change Request #	Description
General	10159471	<ul style="list-style-type: none"> • Custom field string lists whose entries begin with numbers now apply numerical instead of character sorting to the options, which results in 1,2,10,100 instead of 1,10,100,2.
	10159556	<ul style="list-style-type: none"> • The workflow and lifecycle editors now present you with a warning before you delete connections between the workflow and lifecycle states.
	10159642	<ul style="list-style-type: none"> • Fixed various page width issues to allow access to buttons that seemed to fall off the edge of the page.
	10159576	<ul style="list-style-type: none"> • Localized the browser's unsupported message on the login screen.
	10159696	<ul style="list-style-type: none"> • Fixed the assign to layer one option for assigning technicians to teams.
	10159774	<ul style="list-style-type: none"> • Localized the Classification and Closure code context menus.
	10159865	<ul style="list-style-type: none"> • Restricted partner visibility of data on filters shared at the team level because it could result in partners seeing entries visible to the filter creator, which may be above their access level.

Process	Change Request #	Description
Change Management Database and Asset Management Integration Engine	10159708	<ul style="list-style-type: none"> Refined the Absolute Manage connector to work over ODBC connections to a MySQL data source.
	10159715	<ul style="list-style-type: none"> Corrected excessive logging of custom field changes where not change occurred but resulted from edits that originated in two different time zones.
	10159763	<ul style="list-style-type: none"> For categories created by duplicating an existing category, the Federation tab is accessible.
	10159771	<ul style="list-style-type: none"> Configuration Managers can access the Configuration tab.
	10159800	<ul style="list-style-type: none"> Manager users can now share Configuration Filters.
	10159806	<ul style="list-style-type: none"> Values, sourced from an (Asset Management Integration Engine (AMIE) repository, that exceed the storage length within Absolute Service now have those values truncated and inserted, instead of ignored.
Requests	10157852 and 10156685	<ul style="list-style-type: none"> When you enter a note, the lower Save button warns you that the action cannot save the note you are entering. You are prompted with an option to Continue, which removes the warning and saves the note.
	10158167	<ul style="list-style-type: none"> Corrected the date formatting in the Request Editor's item details tooltips to match a technician's preference.
	10158522	<ul style="list-style-type: none"> Fine-tuned the process of proposing knowledge content as a solution to better reflect what actually occurred.
	10159078	<ul style="list-style-type: none"> When converting from Incident to Service Request, or from Service Request to Incident, the technician assigned to the original request is assigned to the converted request, if possible.
	10159261	<ul style="list-style-type: none"> Replies to closed requests are recorded against the specific request.
	10159359	<ul style="list-style-type: none"> Added a Download All button to the Attachments pane to enable technicians to download all or selected attachments for a request as a zipped archive with one click.
	10159553	<ul style="list-style-type: none"> In the requests list, the SLA progress bar shows in red when the SLA is violated.
	10159561	<ul style="list-style-type: none"> Fixed the formatting for request details when used in a message template to omit formatting tags.
	10159717	<ul style="list-style-type: none"> Fixed the default cursor location when adding a note.
	10159723	<ul style="list-style-type: none"> Restored request classification sorting to work as it did in Absolute Manage 7.0.
Reports	10159404	<ul style="list-style-type: none"> Export and import custom report definitions generated using the Report Builder to transfer from test instances to production instances.
	10159420	<ul style="list-style-type: none"> The Custom Report Builder includes the necessary wildcards to query a "like" expression, instead of requiring the user to include them.
	10159485	<ul style="list-style-type: none"> Added more request fields and fields relating to request notes as options in Report Builder.
	10159700	<ul style="list-style-type: none"> Fixed the calculation that resulted in a negative value in Mean Open time report.
	10159787	<ul style="list-style-type: none"> You can now use the parent item of an item as the subject of a Custom Report.

Process	Change Request #	Description
Upgrades	10159551	<ul style="list-style-type: none"> The new custom field definitions added to the Hardware category are disabled upon upgrade instead of showing as duplicated fields for existing customers.
	10159698	<ul style="list-style-type: none"> When you click upgrade on the database page against a database that does not require an upgrade, you are shown an appropriate message.

Minimum System Requirements

The following operating systems, databases, web servers, and other third-party software were tested with Absolute Service 8.0.1 using 512MB of physical RAM and 1GB of available hard disk space.

- 64 bit operating system platforms, which include:
 - Windows Server 2003, 2008, and 2012 versions
 - Windows 7 and 8
 - FreeBSD (UNIX) versions 6, 7, and 8
 - IBM i5/OS V5R2 or later
 - VMware Player, Server, and ESX Server versions 4.0 or later
 - Mac OS X 10.6 or later
 - Ubuntu versions 8, 9, 10, and 11
 - Red Hat Enterprise Linux versions 4, 5, and 6
 - CentOS Linux versions 5 and 6
 - openSUSE Linux versions 10, 11, and 12
 - Solaris (x86, SPARC) versions 9, 10, and 11
- Databases, which include:
 - Oracle 9.2.0.5, 10g, 11g, 12c
 - DB2 8.x, 9.x
 - DB2 i5/OS V5R2
 - SQL Server 2005, 2008, and 2012
 - MySQL 5.x and later
 - Informix Dynamic Server version 9.2 or later
 - PostgreSQL versions 8.x and 9.x
 - Sybase ASA version 8.0 or later
 - Sybase ASE versions 11 and 12.x
- Browsers, which include the following:
 - Chrome 20 or later
 - Firefox 4.0 or later
 - Internet Explorer (IE) 9 or later
 - Opera 10 or later
 - Safari 5 or later
 - Other HTML5 browsers
- Further specific requirements including:
 - Java 6 or later
 - 2GB of available RAM
 - 100GB of disk space

Installing Absolute Service 8.0.1

Absolute Service has a universal installer that runs on all supported platforms (see [Minimum System Requirements](#)). This installer requires a 64 bit operating system, running Oracle Java SDK 7 or later.

IMPORTANT If you use web services, you need to begin migrating your legacy applications to the new interfaces (using the underscore prefix) to prepare for overhauled interfaces in a future release; for example, `_authenticate()`.

Upgrading to Absolute Service 8.0.1

Before you can upgrade to Absolute Service 8.0.1 you need a valid support and maintenance contract. If you do not have a support and maintenance contract, contact your account manager or a member of our sales team.

For customers with an existing support and maintenance contract, go to the Absolute Service Global Support site at <https://service.absolute.com> and log in with your support credentials. The Knowledge Base article named *Upgrading to Absolute Service 8.0.1* provides instructions for downloading the product.

IMPORTANT To process various localization routines, upgrading to Absolute Service 8.0.1 uses the locale of the user who is running the upgrade. Therefore, this user's operating system must match exactly that of the default messages stored within the previous version; for example, use the English operating system when upgrading to solve any problems upgrading the language files.

The *Absolute Service 8.0.1 Upgrade Guide* provides information and tasks on the following topics:

- how to upgrade from earlier versions to the newest version of Absolute Service
- how to upgrade from LiveTime 6.0 and later versions to Absolute Service 8.0.1
- post-upgrade instructions for Administrators and Supervisors

Contacting Absolute Global Support

If you have difficulty upgrading Absolute Service, contact Absolute Global Support (<http://www.absolute.com/en/support/absolute-service>) and log in with your support credentials. We welcome your questions, comments, and feature requests.

About Absolute Service

Absolute Service is a comprehensive IT Service Management (ITSM) solution, certified by Pink Elephant for full compliance with Information Technology Infrastructure Library (ITIL) v2011 best practices. Absolute Service version 8.0.1 supports 10 core ITIL processes. This enterprise-wide solution delivers complete customer service and support for organizations of any size.

Absolute Service is fully web-based and provides browser access using Servlet or J2EE application Server infrastructure. Absolute Service is highly scalable and supports a virtually unlimited number of users. The application supports a variety of RDBMSes, application servers, and web servers, and is available in the following deployment models:

- on-demand Software as a Service (SaaS) using the cloud
- deployed as a software installation, or virtual or plug-and-play appliance on Windows, Solaris, Linux, Mac OS X, and many other platforms

Absolute Service supports organizations' current and future scalability by letting customers easily transition between both deployment models. For more information, see <http://www.absolute.com/en/products/absolute-service>.

Absolute Service is available in three editions:

- **Help Desk**, which includes Incident, Configuration and Service Level Management (Basic) functionality with an emphasis on internal or external customer support.
- **Standard Edition** (ITIL certified), which includes Service Asset and Configuration Management, Service Catalog Management, Service Portfolio Management, Service Level Management and Knowledge Management. This edition provides licensing for technicians to use ITIL 2011 certified processes of Request Fulfillment and Incident Management.
- **Premium Edition** (ITIL certified) is the flagship edition that includes the licensed technician processes of the Standard Edition (see above) and adds ITIL 2011 certified Change Management, Release and Deployment Management, and Problem Management.

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US patents No. 5,715,174, No. 5,764,892, No. 5,802,280, No. 5,896,497, No. 6,087,937, No. 6,244,758, No. 6,269,392, No. 6,300,863, No. 6,507,914, No. 7,818,557, No. 7,818,803, No. 7,945,709, No. 8,062,380, No. 8,234,359, No. 8,241,369, No. 8,307,055, No. 8,332,953, No. 8,346,234, 8,362,901, No. 8,418,226, No. 8,419,806, No. 8,441,348, No. 8,510,825, No. 8,556,991, No. 8,566,961, and No. 8,606,971. Canadian patents No. 2,205,370, No. 2,211,735, No. 2,284,806, No. 2,771,208, and No. 2,733,222. U.K patents No. EP0793823, No. GB2298302, and No. GB2338101. German patent No. 69512534. Australian patent No. 699045. Japanese patents No. 4067035, No. 5220924, and No. 5363305. Mexican patents No. 297,406 and No. 306,287. Russian patent No. 2,460,220.