LiveTime Service Management
Version 5.0

Release Notes

August 2007

Contents

1. Welcome to LiveTime

LiveTime Service Management solutions provide best practice (ITIL and ISO 20000) service and support delivery for enterpise organizations. Available in 2 editions, Help Desk and Service Manager.

- LiveTime Help Desk includes Incident, Configuration and Service Level Management (Basic) functionality with emphasis on internal or external customer support.
- LiveTime Service Manager is a comprehensive service management solution that is certified by PinkElephant to be fully compliant with Information Technology Infrastructure Library (ITIL) standards. LiveTime Service Manager supports the five core ITIL processes for Incident, Change, Problem, Configuration and Service Level Management. This enterprise-wide solution delivers complete customer service and support for any size organization.

LiveTime solutions are completely web-based, providing web-browser access via Servlet or J2EE Application Server infrastructure. It is highly scalable and can support an unlimited number of users. The application itself can be deployed on Windows, Solaris, Linux, Mac OS X and many others and supports a variety of RDBMSs, application servers and web servers.

2. System Requirements

The following operating systems, Web servers, databases, and other third-party software have been tested with LiveTime v4.0 using 512MB of physical RAM and 1GB of available hard disk space.

Operating Systems

- Windows 2000, 2003 Server
- Red Hat Eneterprise 2, 3, 4, 5
- SUSE Linux 9, 10
- Solaris (x86, SPARC) 8, 9, 10
- Mac OS X Server 10.3 or above
- FreeBSD 4.8 or above
- Novell NetWare 6.0 or above
- HP-UX 10 or above
- AIX 5.3 or above
- i5/OS v5r2 or above

Web Servers

- Sun ONE Web Server 6.0 SP2
- Apache 1.3.9 or above
- Microsoft Internet Information Server 5.x, and 6.x

Databases

- Oracle 9.2.0.5, 10g
- DB2 8.x, 9.x
- DB2 i5/OS v5r2
- SQL Server 7, 2000 or 2005
- MySQL 4.1, 5.x
- Informix DS 9.2 and later
- Ingres r3
- PostgresSQL 8.x
- Sybase ASE 11,12.x
- Sybase ASA 8.0 and later

J2EE Application Servers

- JBoss 3.x or above
- Apache Tomcat 5.0 or above
- Bea WebLogic 8.1 or above
- IBM WebSphere 4.0.4 or above
- Sun Java System Application Server 7 or above
- Oracle AS 10.1.3 or above
- ATG Dynamo
- Pramati 3.5 or above

- JOnAS 4.1 or above
- Geronimo 1.0 or above

3. Installing LiveTime

Refer to the appropriate LiveTime Deployment Guide.

4. Upgrading to LiveTime 5.0

Upgrading from 4.0.x
For existing users of LiveTime v4.0.x, a ***database upgrade*** will be required. Please follow these steps:

1. Stop LiveTime
2. Install the new WAR file for 5.0
3. Backup the current v4.0x database
4. Start LiveTime
5. At Database Configuration page, enter the database details
6. Click Test to ensure the database connection is correct
7. Click Advanced
8. Click Upgrade, followed by the next Upgrade button
9. Once the migration is complete click Save
10. When the upgrade is complete, the login page is displayed.

Oracle RDBMS Users Please Note
When upgrading an Oracle database, a restart of LiveTime is necessary *after* the database has been migrated and login page displayed.

4. Change History

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New features and Enhancements

LDAP/Active Directory

- The introduction of customer Mixed Mode LDAP/ADS, allowing customers to authenticate using either an authentication server or internal authentication.
- Free text custom fields for mapping and importing LDAP Advanced attributes

AMIE

- Added support for LogInventory Asset Management Server
- When configuring AMIE a set of default settings are predefined based on the Server Type selected
- Owners can be assigned to Items imported via AMIE:
    - Ownership that can be defined on an Asset Management Server can be imported as owners to the Item in LiveTime. (Please note that the customers must already exist within the database for this to occur)
    - Ownership can be applied as per parent-child relationships. When the Relationship option is enabled, ownership of a parent Item will be inherited by its child Item/s.
- The type of data imported from an Asset Management Server into LiveTime can be customized. Using an XML export functionality, the configuration details can be modified, then uploaded back into LiveTime, for

LiveTime to follow the customized settings.

Customer Portal

- The Customer portal has been completely redesigned with many enhanced and additional features, including:
    - Optional subscription to personalized RSS feeds, for instant feedback on Requests and Item Outages
    - The Customer portal View Shared Incidents option has extended to display org unit requests. With the option enabled, Customers can see their own org unit requests even if Items are owned by more than one org unit.
    - The ability for customers to search the Knowledge Base by article ID

Reports

- Customizable reports can be created using Pentaho Reports, an open-source report writing tool. These reports can be published to and accessed via LiveTime's Reports tab.
- Addition of the following reports:
  -Open/resolved by category
  -Open/resolved by team
  -Logged time by technician (changed how it gets it values)
  -Team requests by technician
  -Request Timesheet by Date
  -Request Timesheet by Technician
  -Total of POs and Invoices (via custom reports)
  -Requests by Organization
  -Requests by Original Technician
  -Incident Item Category by Organization
  -Incident Item Type by Organization

Email

- Parameterized email object summaries to allow for the full customization of emails that are sent by the system
- Replying to an incident via email with the incident ID incorrect will fire an "Incident Not Found" email off to the customer
- Support for Secure SMTP/POP3
- Automatic Item selection for Incidents created by email when a customer owns only one Item.
- The Subject line of emails will now form part of the Incident's description.

New Preferences

- Request default email notification option. An Administrator can set the preferred notification method to either Email/None/SMS which becomes the default when Requests are created.
- A preference to show only active Items in customer portal
- A default preference to specify whether a Request Note, is by default, Public/Private
- A default preference to specify whether a Request Note, is by default, set to email Yes/No
- New preference to allow technicians to duplicate Incidents and Change Requests

Other New Features

- Customer Surveys have been introduced
- LiveTime has been Internationalized, allowing customers to localize the application for any language
- An AJAX-based spell checker has been added to validate Request descriptions and notes. It is also possible to change the default dictionary language used by the spell checker.
- Context Sensitive on-line HTML Help
- Instant Messaging via LiveTime Chat has been added, allowing customers and technician to participate in

real-time regarding requests

- An Event Calendar has been added to display the due date for Requests
- Re-occurring requests can now be generated via Scheduled Quick calls. Once enabled, the system automatically raises requests using existing quick calls
- Group Templates allow requests to be managed as a project. Requests within a project can then be generated either in sequence or as a group.
- AJAX tree-table drag and drop for List Custom Fields and Classifications
- Item Category lifecycles are now displayed as a visual map
- A new 'Assigned Incident' visibility option for Solution articles. These solutions can not be searched or are visible to any other user except to that of the Request it is assigned to.
- One click activate and deactivate options to enable custom fields for Item Categories.
- Email Note Action preference for a Workflow to optionally update the status of incidents when a customer adds a note.
- It is now possible to add Notes to Workflow States
- Incident > Customer search will now sort by both first and last names
- The Item Relationships Tab now displays a table of all relevant relationships for the item
- The Item .csv import creation function has been extended to allow for the update of existing items in situations where the item IDs are know.
- Direct links to incidents, articles or items in the customer portal
- Default workflows for an SLA have been introduced

Service Manager Only Features

- Change Request custom fields have the added option of controlling Customer visibility and assignment defaults
- Customers given the ability to generate Change Requests via the portal

Customer Requests fixed in this release:

CR# 2459- When an incident is assigned an inactive state, a closed email is no longer sent to the customer
CR# 2446- Daily and Weekly Date range options have been added for Scheduled Reports
CR# 2445- An additional item search option has been added for Incident creation called "All assigned Items"
CR# 2441- Fixed related article paging when the list exceed 5 entries
CR# 2440- Added a preference for technicians to be able to duplicate Incidents
CR# 2395- When a technician is on vacation and they are the sole member of an escalation layer, request assignment is be based on the next escalation layer
CR# 2389- Renamed the notification user from "Requestor" to "Customer" and "Owners" to "All Owners"
CR# 2358- Audit trails now capture the changes made to custom fields
CR# 2327- A new "Username" column has been added to the Customer and User list views
CR# 2312- Department names are now only unique across companies rather than org unit
CR# 2252- The ‘Incident by Department’ chart within the Scheduled report has been limited to the top 20 entries
CR# 2243- The item audit trail now captures changes to an item’s relationships
CR# 2238- The default administrator account is now editable when authenticating against a directory server
CR# 2198- Improved proposed solution matching
CR# 2123- If a customer owns a single item and they create an incident via email, the incident will automatically be assigned the owned item
CR# 2102 -Group names no longer need to be unique
CR# 2040- Items created from a purchase order are assigned the "delivered to" owner
CR# 1681- The ability to specify a default technician to a quick call template
CR# 2448- Advanced search for items has been introduced in the portal
CR# 2210- Related articles in the customer portal are now listed with a title, not just an ID number

Additional Notes:

Escalation and Change Request- When an SLA triggers and the action is to escalate, the change request will be escalated to the Change Assessment Board (CAB) *(Service Manager Only)*

Item Imports (via .csv)- In order to map a department to an item during an import through a .csv, a company must be mapped as well. All teams and customers need to be defined correctly and match what is in the .csv file before items can be imported successfully.

Priority Calculation-The background logic used to calculate the priority of a task is based on the Impact and Urgency selected for the request.

Creating a CR for an item change- With the option enabled to create a RFC from an item change, a customer will not be able to create an item in the portal (new button is hidden) and a technician cannot create one during the creation of an incident. *(Service Manager Only)*

5. Issues & Limitations

Large attachments greater than 40MB may cause out of memory exceptions

Attaching large files to cases may cause the application to run out of memory.
Workaround*:* Increase the memory available to the servlet container and compress any attachments when possible.

Listbox size restriction

In several of the list boxes only the first 250 elements of a list can be displayed.

LiveTime License Manager

The LiveTime license manager allows only one concurrent login per IP Address.

ADS/LDAP Authentication

When ADS/LDAP is enabled User accounts, such as a Supervisor, Technician, Partner, Manager or Finance, can only be created updated through the appropriate authentication server, and no longer within the LiveTime interface. The synchronization option is the only way LiveTime can be updated with user information.

6. Further Information

About LiveTime Software

Headquartered in Newport Beach, California, LiveTime Software, Inc. is a vendor of Web 2.0, ITIL service management, help desk and support automation software for medium to large enterprises. Many global 2000 organizations and educational institutions use LiveTime's vendor-neutral solutions to lower their costs and improve customer satisfaction. Founded in 1999, LiveTime Software is a privately held firm with offices in the United States, Australia and the United Kingdom. For more information visit www.livetime.com

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