LiveTime Service Management
Version 5.0.2

Release Notes

October 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

Version 5.0 -August 2007

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

Change Log

5.0.2 (November 6,2007)

31/10/07	Changed the way banners get populated to deal with issues on Lotus Notes clients which do not support the png file format
30/10/07	Optimized Informix caching and pooling connections
30/10/07	Fixed problem with Informix servers when logging incidents via email
30/10/07	Fixed problem when logging incidents via email with no subject
28/10/07	Fixed issue with Safari 3.0 browser which would remove underlines from Tab controls.
28/10/07	Fixed cross site scripting issue in list views
27/10/07	Fixed cross-site scripting vulnerability in main list rendering when displaying description of request.
26/10/07	Auto selection of popups with single entries during customer portal incident creation
23/10/07	Fixed visibility issue relating to incident specific solutions in the customer portal
23/10/07	Fixed issue where large numbers of shared items caused a performance decrease in the customer portal
23/10/07	URL contained within the handshake email now points to the host by name rather than only IP
19/10/07	Improved AMIE error reporting in the user interface & logs
18/10/07	Fixed error that occurred whilst rendering Knowledge base article PDF files which contained no custom fields
17/10/07	Modified permissions for direct knowledge base article links
17/10/07	Fixed issue where knowledge base article titles were truncated
17/10/07	Fixed issue related to HTML formatting in knowledge base articles
17/10/07	Fixed dashboard option visibility issues
16/10/07	Fixed issue where the Incidents by classification report excluded general classifications from the parent category when selecting an item type

16/10/07 Enabled more default closed options for workflow lifecycles
15/10/07 Fixed issue where character set changes would prevent indexing
12/10/07 Fixed performance issue related to the size of the knowledge base and rendering of article lists in the customer portal
11/10/07 Altered contents of several properties files, relocated many properties to the new system.properties file to allow per instance settings for locales
08/10/07 Fixed potential Null Pointer when viewing an incident with a status-note enabled state assigned
08/10/07 Fixed potential Null Pointer when terminating a session object
08/10/07 Fixed error where the default workflow would not be assigned to a support team in the Help Desk application
04/10/07 URL's contained within an RSS feed now point to the host by name rather than IP
04/10/07 Fixed AMIE imports to prevent an issue where changes to the last item imported for any given category would not save to the database
04/10/07 AMIE imports that replace relationship types will now delete the older version of that relationship
03/10/07 Fixed case sensitivity issue related to importing ownership information of items from a csv file where users are derived from an LDAP/AD source
02/10/07 Fixed issue that prevented the handshaking feature from functioning as intended
02/10/07 Fixed intermittent unknownKeyException when changing roles
01/10/07 Fixed null pointer when viewing a purchase order that has an incorrectly defined line item
28/09/07 Fixed null pointer caused by creating a new supplier and subsequently selecting the Purchase Order list
28/09/07 Fixed null pointer caused by adding line items with no quantity specified and then generating items from those
28/09/07 Fixed bugs in the Purchase Order web service whereby a vendor created using the service would not be visible in any lists or searchable by name within LiveTime

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

Contacting LiveTime Software

Feel free to contact LiveTime Software for product information. You can reach us in any of the following ways:

Phone (USA)	(949) 777 5800
Fax (USA)	(949) 752 1649
Email Sales & Marketing	sales@livetime.com
Home Page	http://www.livetime.com
You can write to LiveTime Software at:	4100 Newport Place, Suite 780 Newport Beach, CA 92660

Our *international offices* can be contacted on:

Europe	+44 (0) 1242 580090
Australia	+61-3-9620 7588