



# LiveTime Service Management

## Version 5.0.3

### Release Notes

November 2007

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### Contents

1. Welcome to LiveTime
  2. System Requirements
  3. Installing LiveTime
  4. Upgrading to Version 5.0
  5. Change History
  6. Issues and Limitations
  7. For more information
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## 1. Welcome to LiveTime

LiveTime Service Management solutions provide best practice (ITIL and ISO 20000) service and support delivery for enterprise 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.

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## 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 Enterprise 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
- PostgreSQL 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

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### 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.

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### 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 its 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**

### **5.0.3 (November 28,2007)**

- 27/11/07 Survey questions with the menu selection option are now no longer limited to 10 entries
- 16/11/07 Fixed Null Pointer in the customer portal caused when creating an item during incident creation.
- 15/11/07 Fixed Null Pointer caused when the start date of a maintenance contract was set before the open date of a request assigned with the contract
- 15/11/07 Partner users given the ability to search their customer's requests that are assigned to other technicians
- 14/11/07 URL's contained within LiveTime Chat now point to the host by name rather than IP
- 14/11/07 Solution articles generated via a handshake will now set the visibility to 'Assigned Incident' and place the solution and question text into the correct fields

### **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*)

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## 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.

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## 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](http://www.livetime.com)

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