



# LiveTime Service Management

## Version 5.1.3

### Release Notes

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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 Pink Elephant 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 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. **Please note that as of release 5.1 LiveTime requires Java JDK 5 or greater.**

### 4. Upgrading to LiveTime 5.1

#### Upgrading from 4.0.x or 5.0.x

For existing users of LiveTime v4.0.x or 5.0.x, a ***database upgrade*** will be required. Please follow these steps:

1. Stop LiveTime
2. Backup the current database, LiveTime.war and application banners (to reload after upgrade)
3. Install the new WAR file for 5.1
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.

#### **After the upgrade the Administrator must:**

- Re-index the system, by going to the Setup > Privileges > System tab and clicking the 'Re-index' button
- Re-upload application banners. Go to Setup > Customize tab.

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### 5. Change History

#### Version 5.1.3 -June 2008

##### Fixes

- 30/05/2008 - changed 4.0.3 to 4.0.7 upgrade code to cope with some database syntax errors in postgresql
- 28/05/2008 - Added more debug messages for email headers when polling against some servers
- 27/05/2008 – The Users tab “Display” list setting wasn’t being set correctly therefore the preferred selection would not stick.
- 26/05/2008- Departments were not being inserted when adding them via an Item .csv import.
- 26/05/2008- The Forget Password option was failing to send an email to the user.
- 26/05/2008- If a Knowledge Base article has its visibility set to “Everyone” and the public knowledge base is disabled, users are now required to log in before they can view the article.

#### Version 5.1.2 -May 2008

## Fixes

- 07/05/2008 - Oracle fix for solution articles that were not being displayed when assigned to a Quick Call template.

## Version 5.1.1 -April 2008

### Fixes

- 28/04/2008 – Fixed Null Pointer when toggling the filters in the quick call list
- 28/04/2008 – Fixed upgrade bug on Oracle where a field was left out of the schema
- 15/04/2008 – AMIE was unable to reverse engineer the Discovery 2007 Schema when the language pack had been applied due to a new table which was larger than could be dealt with.
- 11/04/2008- Supervisor, technician or partner users who also have the Managers role could not reply to incidents via email due to the permission restrictions on the Manager user.

## Version 5.1 -March 2008

### New features and Enhancements

#### Contracts

- Ability to manually add time spent on a Request through a Request Note
- Contracts billed on a per hourly basis
- Minute and Hourly options placed on per SLA/OLA/UPC/Outages basis rather than a global system setting

#### Configuration Items

- Bulk Item editor for multiple ownership changes to Items
- The option to map and import Rooms via an Item .csv import

#### Internal Logging

- New Email logger to track all incoming and outgoing email messages
- New Log file reader that displays LiveTime's log file, within the Administrator console

#### Direct Links

- Emailed survey invitation contains a direct link to the Survey
- Direct URL links for Knowledge Base Articles made available to Technicians
- CTI integration that allows for direct access to customer details through the LiveTime interface
- Access to Requests via the Events Calendar

#### Web Services

- New service to add and update Organizational Units
- Extended Customer web service to include more details

#### Other New Features

- Customers given the ability to search for Items by Item ID when generating a new Request
- Geographical Regions editor with the ability to create states and assign Time zones
- Re-vamp of the Teams editor
- RSS feeds for Technicians
- Allow for multiple Item Types to be assigned to Knowledge Base Articles
- Service Catalog Items selected from within the CMDB will automatically display the relationship map when opened
- Request note templates defined for an Item category that can be applied to any request for standardized Technician responses
- New "Hyperlink" data type option for Custom Fields
- Addition of more global Timezones
- Re-factored indexing to improve full text searching across the application

- The ability to delete Published Surveys
- Technicians are now BCC'ed on all email correspondence to the customer, rather than CC'ed

#### **Service Manager Only Features**

- Incorporation of OLA blackout periods
- Ability for Customers and Technicians to update RFC's via email
- Manager Users given the ability to approve RFC's via the application or email

#### **Customer Requests fixed in this release:**

CR#2924- The ability to search for Solution Note content using Full Text  
 CR#2751- Allow for tildas (~) to be entered into URL fields  
 CR#2479- Alphabetical sorting when displaying Item owners and Quick Calls  
 CR#2732- When a Technician is assigned to a RFC and they also belong to the next layer of the Change Team, the request is automatically assigned to that User  
 CR#2715- Added a new date format yyyy/mm/dd  
 CR#2700- Customer, Mix-Mode and LDAP custom fields now appear under the Incident > Customer tab  
 CR#2687- Added the ability for an Administrator to set a default date format  
 CR#2674- Replaced the "Country" search attribute with "Username" when searching for customer during incident creation  
 CR#2672, CR#2658- Added Phone and Priority parameters to email template messages  
 CR#2652- Addition of Annual, Bi-Annual, Bi-Monthly, Quarterly intervals for Scheduled Quick Calls  
 CR#2637- Ability to import customers as Primary Contact via the Customer .csv  
 CR#2631- The option to customize scheduled AMIE import syncs  
 CR#2626- New search attribute for customer creation/account activation dates

## Additional Notes:

**Oracle RMDBS-** As of Version 5.1, the new Oracle driver requires Java 1.5 or above.

**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 the date 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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## 6. 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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## 7. 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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