LiveTime Service Management

Version 5.1.9

Release Notes

December 9, 2008

Contents

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.

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
- 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. **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.

5. Change History

Version 5.1.9 -December 2008

Fixes

- 9/12/08- Fixed Excel output for Custom report writer which was trying to set UTF encoding when unnecessary.
- 26/10/08- Ensure password is not used with LDAP if it is not required, yet present in the UI
- 25/10/08- Changed upgrade code for customers who cancelled the upgrade midway through cycle. This change allows the system to recover from this event.

Version 5.1.8 -October 2008

Fixes

- 17/10/08- Removed some debug code from release
- 16/10/08- Fix indexing of Word documents with no text in them
- 16/10/08- Ensure SMTP authentication is switched off when the toggle is off so that passwords do not get sent to the server when they are still present.
- 16/10/08- Allow AMIE engine to support input streams in addition to byte arrays and blob's.

Version 5.1.7 -October 2008

Additions

- 04/10/08- Added the ability to justify a change request when using the manager role.
- 03/10/08- Added Open Resolved by Item Type and Technician Reports
- 03/10/08- Allow editing of Description field of both Groups and Quick Calls on initial logging
- 03/10/08- Added 2 new messages for Group Templates to permit both Name and Description to be sent out on creation.

Fixes

- 04/10/08- Fixed labels and Legend on trend reports
- 27/09/08- Prevention of potential deadlock in full text indexing
- 26/09/08- Prevented roles being locked out when an LDAP Reference points to a deleted account
- 26/09/08- Fixed edit button visibility for team members
- 25/09/08- Fixed Help Link in Incident Editor
- 25/09/08- Corrected bug where incident groups weren't automatically closing on completion
- 25/09/08- Underpinning Contract Supplier list showing a maximum of 25 suppliers
- 24/09/08- Populating non-customer visible custom fields during portal incident creation
- 24/09/08- Purchase order Vendor list showing a maximum of 25 vendors

Version 5.1.6 -September 2008

Fixes

- 19/09/08- Allow technicians to switch Teams if global reassignment for technicians is switched on
- 17/09/08- Performance improvement on service tab of client portal for databases with slow FPU
- 17/09/08- Fixed CI creation ability on client portal.

Version 5.1.5 -August 2008

Fixes

- 30/08/08- Email template table now loads correctly on SQL Server
- 30/08/08- Column Headings in incident and change reports corrected
- 30/08/08- Items generated from PO that have editable item numbers are now searchable
- 30/08/08- Fixed Team assignment on incidents when using group templates
- 27/08/08- Added iPhone and Fav icons to all portals and login screens
- 27/08/08- Fixed spelling error when referring to LOGINventory XML mapping file
- 27/08/08- Fixed locale based formatting in Event calendar
- 16/08/08- Fixed referential integrity problem when deleting articles from knowledge base with deleted incidents under Postgres 8.x
- 16/08/08- Added further descriptive messages on Client Validation when adding new roles and you have exceeded the license count.
- 16/08/08- Ensure that auto selection works when only 1 Item exists within Category or Type Selections in customer portal
- 11/08/08- Fixed Web Services date processing when using date datatypes on CI's
- 10/08/08- Fixed Chat over SSL connections which could cause access denied errors
- 01/08/08- Corrected visibility of articles set within the customer portal

- 28/07/08- Fixed upgrade code for Postgres related to upgrades prior to 4.0.3
- 27/07/08- Added Traditional Spanish translation across all portals
- 27/07/08- Added Japanese Customer interface
- 26/07/08- Reworked server IP address detection for certain types of Unix such as Debian

Version 5.1.4 -June 2008

Fixes

- 26/06/08- Fixed an issue that effected the rendering of the Workflow map.
- 25/06/08- Added new reports for Incident, Problem and Change- Timesheets by Customer and Timesheets by Org Unit.
- 24/06/08- Fixed Item costs value from being reset after the Item as was assigned to a Request.
- 20/06/08- Updated the relevant libraries to correctly handle the indexing of encrypted PDF attachments.
- 19/06/08- Upgrades now insert a default schedule date for AMIE imports.
- 18/06/08- Fixed dashboards where the graph images rendered incorrectly due to timestamp misalignment.
- 18/06/08- Added the ability to update Customers via the customer .csv import.
- 17/06/2008- Corrected Group attachments as they were pointing to an incorrect directory path.
- 17/06/08- Support for User, Customer, and Outage internationalized RSS feeds in Internet Explorer 7.
- 16/06/2008- Modified the toggle-all facility so that it only selects checkboxes that are part of a list.
- 11/06/2008- Item validation now checks for AMIE system ID uniqueness within the category, rather than system wide.
- 11/06/2008- Fixed AMIE import to prevent the re-creation of manually deleted imported items.
- 11/06/2008- Support for tree-table drag and drop in Safari 3.3.1.

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)*

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.

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

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