LiveTime Service Management

Version 5.5.4

Release Notes

June 29, 2009

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
- Ubuntu 5, 6
- 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
- VMWare Player, Server and ESX Server

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, 11g
- DB2 8.x, 9.x
- DB2 i5/OS v5r2
- SQL Server 7, 2000, 2005, 2008
- 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 6.1 or above
- Sun Java System Application Server 7, 8
- 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 5.5

Important notes for Active Directory Users

As of LiveTime 5.5 all usernames are derived from the UPN in Active Directory rather than the legacy and now deprecated NT logon name. This has been necessary in order to support Windows Server 2008 and future versions of Active Directory as recommended by Microsoft.

If you are currently using the old 'NT' style logons we recommend you change the equivalent UPN to match or just login to LiveTime using the new UPN name, as the old style is no longer supported. Further details can be found in the troubleshooting section of the ADLDAP Guide from LiveTime.

Upgrading from 4.0.x or 5.0.x
For existing users of LiveTime v4.x or 5.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 5.5
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 5.5.4 - June 2009

- When spawning process for other requests, the related pane is now visible
- Partner Dashboard now only shows metrics for the relevant partner account
- Fixed default SLA assignment when creating requests via the customer portal
- Sequential quick call generation will now correctly skip unselected quick calls
- When changing workflow on a request, the status will be set to the default open state
- Fixed load balanced incident assignment logic where one technician would be favored
- Fixed Null Pointer when calculating times where sequential states have timers disabled
- Linking unlinked Change Requests and Problems is now permitted via the Analysis tab
- Removed spurious audit trail entries and emails based on the contents of unrelated requests
- If the email receipt workflow option is set to do nothing the request state no longer changes
- Added new Web Service calls to manage CMDB Items:
    - AddItemOwner(itemNumber, username)
    - RemoveItemOwner(iteNumber, username)
    - getItemRelationships(itemNumber)

Version 5.5.3 - May 2009

- Fixed various Spanish translation issues
- Fixed Item CSV import to resolve duplicate rooms
- Fixed SLA assignment via email when running Help Desk application
- Added new parameter to Request Summary Template for FSC Date
- Reset Due Date to the beginning of the SLA when linking Changes or Problems from the main request screen
- Fixed AMIE import when using MySQL which doesn't support the schema attribute.

Version 5.5.2 - April 2009

- Added KPI reports for the change management process
- Customer partner list box is no longer limited to 10 partners
- Incident search technician list box is no longer limited to 100 technicians
- Items that have the 'rollback' action performed now clearly state this action occurred in the audit trail
- Change requests by status (active) report now shows all requests that are in active status
- Improved error messaging when custom field data changes will cause data layer issues
- Customer updates via web services no longer require the default role to be set to 'Customer'
- Technicians marked as 'On Vacation' are no longer available for request assignment
- Quickcalls with a status set to a lifecycle end point now bypass the analysis screen
- Email update flag now correctly interacts with allow-reopen in Helpdesk
- Prevent email from being sent to the internal system user
- Prevent partner accounts from searching requests by team or technician
- Prevent deleted customer accounts from being edited in alternate tabs causing license issues
- Changing the customer assigned to a request will update the org unit assigned to that request
- Changed default timezone assigned to Ontario, Canada to GMT -5
- Added SLA action history information to request audit trails
- The 'Ignore Share' option on an Item Type will now default to 'Off' for new Item Types
- Added version information to system report
- Increased the width of popups on customer portal for people using windows explorer
- Added new web services for searching items without customer ownership restrictions
- Incident progress bar now pauses when using 'on hold' states and no longer allows an override for due date
- Corrected database schema incompatibilities when run on SQL Anywhere

- Corrected customer RSS feeds when active directory integration is enabled
- Corrected RSS error feeds to return the correct URL when the application is run over https
- Corrected login page URL when livetime runs over https and RSS feeds return an error
- Corrected total cost calculation for time limited subscriptions when billing is enabled
- Corrected article audit trail entries when editing work flow status notes
- Corrected item number validation where customized item numbers contain special characters
- Corrected request auto escalation procedure when SLA support hours are defined
- Corrected localization issue on scheduled reports which would cause generated reports to be corrupt
- Corrected Item CSV import to prevent duplicate manufacturers from being created
- Corrected Item CSV import to prevent global items when the billing is module is enabled
- Corrected Item CSV import to prevent items with no Item Type from being imported as 'unnamed'
- Corrected Item CSV import to allow items with no manufacturer to use the 'Unknown' entry
- Corrected Item CSV import to correctly identify item numbers containing quotes
- Corrected Customer CSV imports to not reset passwords to blank on update (when not provided)
- Corrected item count for 'My Customers' Items' filter for partner roles
- Corrected de-selection of roles when license limit is exceeded
- Corrected due date calculation when an SLA is selected for a request in a workflow entry state
- Corrected due date calculation when applying a per incident contract to a group of requests
- Corrected contract assignment to requests when raising requests via the customer portal
- Corrected the total column in the closed incidents by technician report
- Corrected incident group list rendering performance issue
- Corrected item search during incident creation when searching across all items
- Corrected email log entries for received messages
- Corrected proposed solution searches for item types with hyphenated names
- Corrected null pointer on contract deletion
- Ensure loopback email is an exact match to the from field when reading email

Version 5.5.1 - January 2009

- Corrected functionality related to the default notification setting for incident notes
- Corrected save issue that would prevent account changes when running at the license limit
- Corrected an issue that caused spurious log entries to be created whilst de-escalating a request
- Corrected calculation of due dates that would result in weekends being included as business days
- Corrected intermittent issue preventing quick call selections from updating the request contents
- Corrected functionality of the email notification flag in the request privileges
- Corrected 'Item' web service call to correctly return technicians as customers when appropriate
- Corrected 'Item' web service call related to creating or deleting item relationships
- Corrected 'Remember Login' functionality from the login page
- Reduced minimum username length to two characters
- LDAP account name restrictions have been relaxed for sys & admin accounts
- Using quick calls in the new request editor now correctly update the request description
- Prevented users causing errors by creating requests when they have no assigned processes
- Fixed a memory leak caused by entering invalid email credentials
- Various other performance enhancements to improve application response under load

Version 5.5 - January 2009

New features and Enhancements

Requests

- New request editor with SLA progress meter
- Streamlined request creation
- Multi-item requests
- Context sensitive quick call options
- Seamless integration with support contract module
- Separation of service target display for greater prominence

- Enhanced link requests & groups functionality within the requests editor
- Ability to create alerts on a request basis
- Ability to De-escalate requests back to the technician in the previous layer

Technician Scheduling

- Options for enabling each of working hours, vacations and public holiday support
- Support for defining technician working hours
- Integration with technician assignment logic to optionally prevent assignment to off-line technicians
- Support for scheduling technician vacations
- Integration with incident assignment to redistribute technicians workloads when vacations commence
- Scheduling of public holidays in both recurrent and once only
- Ability to re-schedule public holidays to allow for ‘observed dates’ as well as actual dates
- Integration with Service Management to offset due dates
- Ability to define both national and state based public holidays
- Added options to pause SLA timers during public holidays
- Fully integrated into the Events calendar

Other New Features

- Welcome message can now contain HTML
- Added export button to the Logs section to simplify responding to LiveTime support technicians
- Customer accessible quick calls are available and selectable in the portal
- Added ‘My Teams Requests’ filter - which will display all requests a technician is a member of
- Incident Search will allow searching against CI custom fields similar to the advanced item search during incident creation
- Incident Group Notes are now sent to all relevant technicians
- Quick Groups for ‘Problems’ have been removed as the idea of a planned problem doesn’t fit conceptually with Problem Management
- Decommissioned items no longer show up as outages in the outages page(s)
- Item Type & Category Icons now also support 64 x 64 pixels
- Item Types can be hidden from customers, thus making them ‘Internal’
- Item Criticality now directly determines the Impact levels for requests. This provides tight integration from the CI to the priority of a request when derived priorities are enabled
- CI Category now has a visibility control for relationship maps
- Surveys can be stopped by clicking a button instead of adjusting the end date
- Items generated from Purchase orders are now immediately searchable by item number
- More columns are available for Purchase Order view creation
- Added ability to cancel pending contracts without activating them
- PDF Export of Audit Trails for Requests, Items and Knowledge articles
- Reports on Service Delivery KPI’s have been added to the reports section
- Changed naming of Company & Department reports to Organization & Organizational Unit for consistency
- Owned Items column added to customer list view editor
- Addition of more global Time zones
- Added a button to delete all AMIE imported items (restart required)
- Item Web Service now supports paging through owned items
- Requests Web Service now supports entry of custom field data
- Purchase orders now generate a warning on delivery to confirm the action
- Added the ability to raise requests against specific CI’s through email using Item # in subject line as long as individual has access to Item.
- Generally improved page response times and latency
- Added support for Spanish, Chinese and Rumanian, based upon users operating system settings.
- Improved Calendaring for Forward Schedule of Change and added more detail on each request.

Customer Requests fixed in this release:

(CR 2335 / I-1001839 & CR 2686 / I-1002726)
Administrator setting to control visibility of the technician assigned to a request in the Customer Portal.

(CR2966 / I-1003296)
Administrator setting to control default priority.

(CR1518 / I-1000977 & CR 2625 / I-1002361)
Request Searches allow selection of multiple technicians.

(CR2738 / I-1002935)
Escalations caused by SLA's now state which phase of the SLA triggered the escalation in the Audit trail.

(CR2961 / I-1003230)
Scheduled Quick Calls now have a 'day of week' option.

(CR2973 / I-1003408)
Scheduled Quick Calls now have a 'One Time' option, allowing calls to be scheduled once

(CR2925 / I-1003151)
Change Request Quick Calls now allow selection of any workflow state - thus allowing them to be pre-approved.

(CR 2516 / I-1002168) CI Relationship map now includes mouse overs to provide access to further information about items without having to select them.

(CR2984 / I-1003380) Enhanced the Bulk Item editor to support editing more attributes at once depending on the items selected.

(CR3383 / I-1004066)
Depreciated value is now selectable as a column in the item list

(CR3221 / I-1003843)
Relationship Maps now support mouse-over tooltips

(CR3172 / I-1003779)
Vendor list is now visible to technicians

(CR2774 - I-1003022)
SLA's now have custom fields

(CR2759 / I-1002977) Survey creation / administration is now controlled by a user preference in the user details so it can be delegated to technicians

(CR2821 / I-1003081)
Notification controls can now be specified per-team

(CR2505 / I-1002148)
Deleted technicians are now included in technician reports

(CR2803 / I-1003054)
Users can now dismiss multiple alerts - checkboxes have been added to the alert window

(CR3248 / I-1003840)
Multiple errors associated with the LOGINventory AMIE integration have been resolved.

(CR3015 / I-1003427)
Active Directory imports now also check UserPrincipalName as well as SAMAccountName

(CR2885 / I-1003106)
CSV item imports now include cost information

(CR2763 - I-1002982)
List Filter selections are now persisted - so when you leave an area, or indeed logout - users will be taken back to the last filter they chose.

(CR1925 / I-1001269)
User searches will now search both first name and last name (when one field is present)

(CR3238 / I-1003862)
Implemented parsing of MS Word special characters to better represent pasted text in the UI

(CR3003 / I-1003484)
Emails generated automatically by LiveTime no longer append the name of the technician

(CR3102 / I-1003676 & CR3351 / I-1004045)
Paths that begin with file:\\ will now be rendered as hyperlinks to support UNC paths on Windows

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

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