LiveTime Service Management
Version 6.0.1

Release Notes

December 8, 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, 2008 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, 6.x or 7.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 LiveTime requires Java SDK 5 or greater.

4. Upgrading to LiveTime 6.0

Important notes for Active Directory Users
Usernames are derived from the UPN in Active Directory rather than the legacy and now deprecated NT logon. 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 AD/LDAP Guide from LiveTime.

Upgrading from 4.x or 5.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 6.0
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

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- Org Unit Deletion is now possible via web services
- Added import of ownership information from SCCM
- CC Team option will now correctly forward all updates
- AMIE imports from SCCM will now include ownership data
- Group notes copied to a request display the correct technician
- Chinese Yuan is now a valid currency selection in the setup area
- Fixed various SLA reports for execution against Oracle databases
- Corrected bug in handling of attachments to grouped service requests
- Request Creation via web services now allows the subject to be entered
- Request editor will function correctly if no default classification is defined
- Corrected functionality of handshaking to correctly process manual handshakes
- Web services calls added to simplify searching for country information and using it
- Prevented prompting for workflow selection when creating a new team in Helpdesk
- Web services calls to get request notes will no longer return private notes to customers
- Corrected functionality and added date range to Active * Request by Technician (report)
- Reason for closing a request in handshaking no longer has a 10 character minimum length
- Deleted outages will no longer prevent the creation of new outages when the times clash
- All Knowledge articles will now return as part of finding solutions in the Analysis tab
- Relabelled the Email field on the forgotten password page to reduce confusion
- Emailing private notes will once again ignore the adhoc addresses field
- Refinements to the cursor positioning during new request creation
- Corrected date sorting issue for notes with 2 digit year values
- Corrected behaviour limiting the visibility of requests in the customer section
- Corrected behaviour restricting the undelete functionality of customer accounts
- Service Request search options will no longer be visible in the customer portal unless licensed
- The default Service Request team will now populate correctly when creating items from Invoices
- Improved CTI integration to work with a single URL regardless of incoming phone number source
- Corrected display issue where searching for a change request resulted in the user landing in the Incident tab
- Customer and User details updated to identify licensed processes as separate from supporting processes
- Custom field descriptions will now correctly validate the length is no greater than 255 characters
- Service Level checkbox will now be correctly greyed out for users with no roles assigned
- Hot Topics and Recent Topics in the customer portal now display the correct content
- User Guide Updated to reflect 'Survey Manager' privilege for administering surveys

Version 6.0 - September 2009
New features and Enhancements

ITIL v3 Support

- Implemented various features required to facilitate ITIL v3 compliance for:
  - Request Fulfilment Management (Required Licenses)
  - Service Portfolio Management
  - Service Catalog Management
  - Knowledge Management
- Updated various features required to facilitate ITIL v3 Compliance for:
  - Incident Management
  - Problem Management
  - Change Management
  - Service Level Management
  - Service Asset & Configuration Management
    (Formerly Configuration Management)

Service Asset & Configuration Management

- Added support for LANrev to AMIE
- Added support for ZENworks configuration manager 10 to AMIE
- AMIE now allows multiple data sources to allow for federated CMS implementations
- AMIE staging area implemented allowing imported items to be selected for CMDB inclusion
- Service Catalog and Service Portfolio Management are handled through the CMDB interface
- New cost calculator for service implementations with forecast usage and service levels
- Key availability metrics for CI's are now accessible from the CI costs tab (MTTR, MTBF)
- Item Types now define 'supported service levels' for items of that type

Other New Features

- All request types now support a subject line, or short description
- Time editors for technician working hours and sla opening hours now support templates
- Relaxed the deletion requirements for knowledge base articles marked as solutions
- Remodelling of the customer portal to support new service catalog functionality
- Various changes to views and filters on the item list to support ITIL v3 changes
- Customers can now be configured to receive SMS rather than email
- Workflow states that have special meaning are annotated and still can't be deleted
- All workflow states can now be renamed.
- Implemented permissions system for modifying the Configuration Management Database content
- Implemented permissions system for modifying the Knowledge Base content
- Implemented data validation engine (via regular expressions) for custom fields
- Planned outages can now optionally list the change requests scheduled for implementation
- Alerts can now be defined as 'public' and these can be accessed from the login page
- RSS Feeds for customer alerts are now published and accessible from the alert window
- Users can now specify the host name of the machine running LiveTime to override hostname resolution
- Web Services interface overhauled with respect to managing requests via the API
- Various usability improvements to the Incident queue with respect to edit permissions
- Request summary page now contains an icon to inform the user a solution has been applied
- Most email templates now support parameters similar to the table format in 5.5
- The customer portal once again supports full text searching of requests
- The identifier field is now used consistently throughout the application
- Request editor, under the customer tab, now has information mouse-overs containing notes

Notable Customer Requests fixed in this release (of about 150):

(CR 1006748 / I 1006747)
Provide the ability to manually specify the password for customers

(CR 1006455)
KPI Reports can now be generated with respect to a given SLA

(CR 1006399 / I-1006334)
Request print view can now optionally hide hidden notes (for distribution to customers)

(CR 1006384 / I-1006363)
Priority, Urgency and Impact labels can now be localized

(CR 1006367 / I-1006355 / I 1006356)
If 'View Shared Requests' is enabled for customers, then the Customer Requests list contains options to allow technicians to see the requests shared with that customer

(CR 1006349 / I-1006339)
Request Print View now indicates if there are attachments on the request

(CR 1006318 / I-1006312 & CR 1006317 / I 1006314)
CTI phone number lookups will now return a list of customers that match if more than one is found. If no matches are found it will check departmental phone numbers

(CR 1006307 / I-1006300)
A new request can be created directly from the customer requests listing to facilitate technicians checking for an existing request and not having to search for the customer a second time.

(CR 1006101 / I-1005390)
Users of a given CI can optionally be notified of CI state changes at the point they are changed.

(CR 1005713 / I-1005155)
Surveys can now optionally be sent on resolution of EVERY request, regardless of if that customer has received the given survey previously, by setting an option on the survey configuration

(CR 1005694 / I-1005114)
The subject line parsing of emails now can cope with spaces between the # and the request number

(CR 1005671)
SLA Reminders Warnings and Notifications can be defined in any sequence at the users discretion to a maximum value of 200% of SLA time, to allow continued notification of breached requests

(CR 1005656)
Alerts now support bulk deletion using checkboxes

(CR 1005634)
Active Directory integrations will no longer show the domain popup on the login screen IF there is only ONE domain defined in the active directory configuration

(CR 1005615)
Reduced search facilities available to partner users to prevent access to customer data not relevant to that partner

(CR 1005605)
When a solution is applied to a request containing attachments, the attachments will now be included in the solution email

(CR 1005600)
New 'View Shared Requests' option in admin console that limit request visibility to those shared at the org unit level rather than across all users of a given item

(CR 1005596)
When entering a note, users can now specify when the work they are describing was undertaken.

(CR 1005580)
Allow bulk deletion of items (using the bulk item editor)

(CR 1005578)
Technician correspondence can now be optionally CC'd or BCC'd via a global admin setting

(CR 1005565)
List views that belong to deleted users can now be modified / deleted by supervisors

(CR 1005550)
Manufacturers can now be maintained via a list similar to the vendors list

(CR 1005534)
Quickcalls can now be duplicated to minimise data entry requirements when creating multiple similar requests

(CR 1005517)
Requests can now be archived and will be hidden for all purposes other than reporting

(CR 1005514)
More survey audience type options have been added

Additional Notes:

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. More information can be found in the online help

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