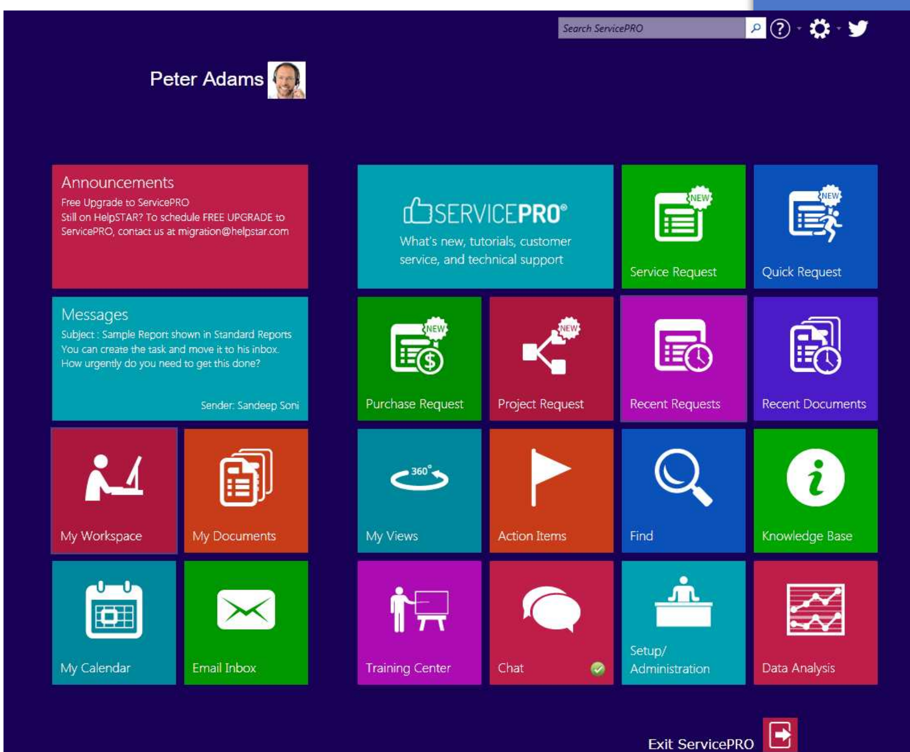


SERVICEPRO

August 2014

Release Notes

Version 14.0.72.6

NOTICES

ServicePRO Release Notes

August 2014

Help Desk Technology Support

- For additional support information, visit us at: http://www.ServicePRO.solutions
- Call us at: 1-800-563-4357, Option 3 for Technical Support

Table of Contents

1. New Features and Improvements

1.1. Introducing the ServicePRO® WorkBench

A key new feature to ServicePRO is the ServicePRO Workbench.

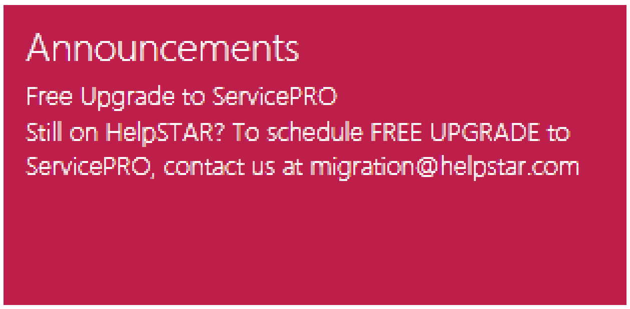
Why Workbench? We call it 'Workbench', because it provides a convenient access to the tools you need to manage your service desk, and your work day. The WorkBench comprises numerous apps, views, search tools, tutorials and navigational aids.

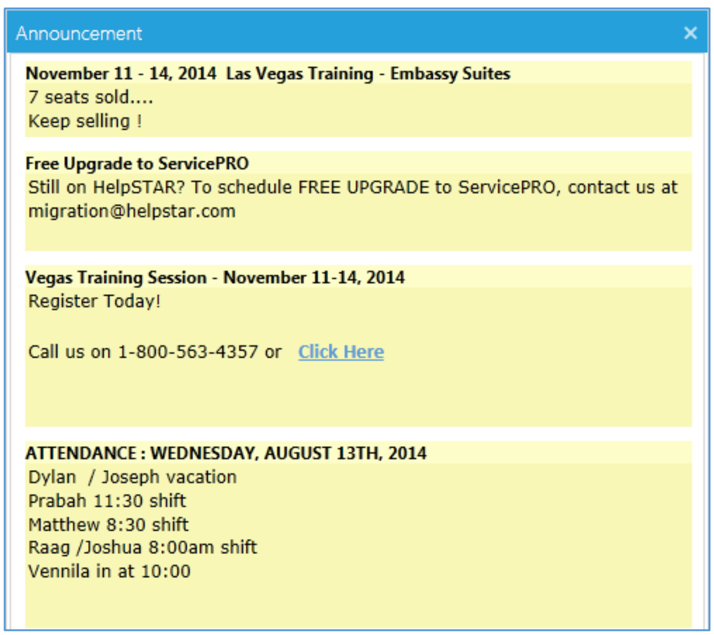
The following is a list of all modules in ServicePRO, with a description of the window that opens.

Announcements

In this tile you will see all active announcements at a glance, and it will cycle through the current announcements. Clicking on the tile will open the Announcements pop-up to view the Announcements in a list.

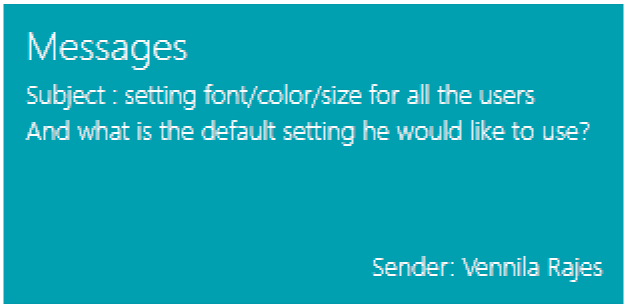
The option to Manage Announcements (Add New, Update and Delete) is now available under the "Set-up Administration" module.

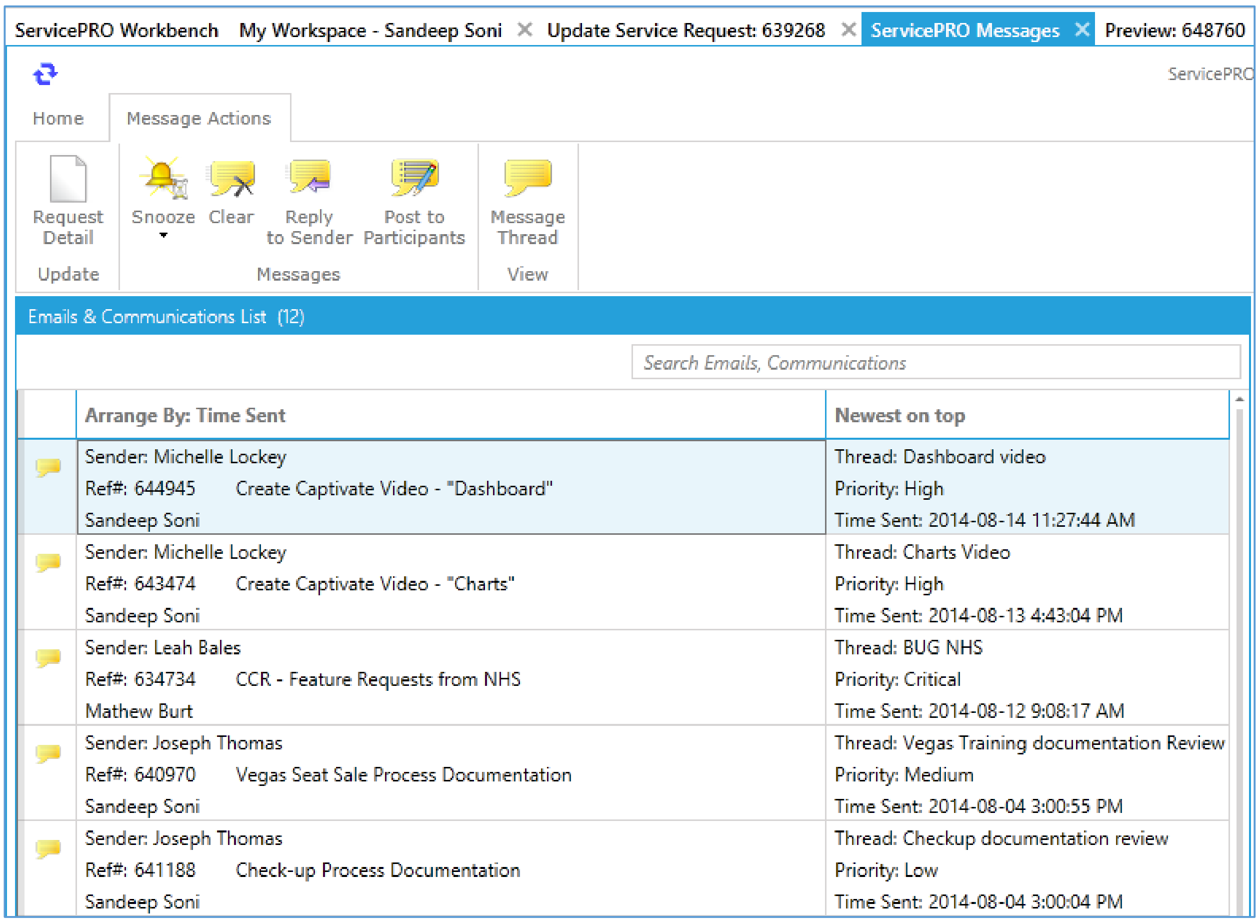




Messages

In this tile you will see Quick Messages which are sent to you. Quick messages are instant conversations among users which creates a dialog thread within a request. All active quick messages will cycle through this tile. Clicking on the tile will open a new tab with the list of all quick messages.

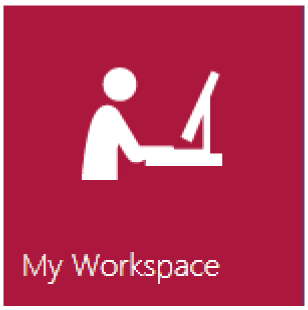


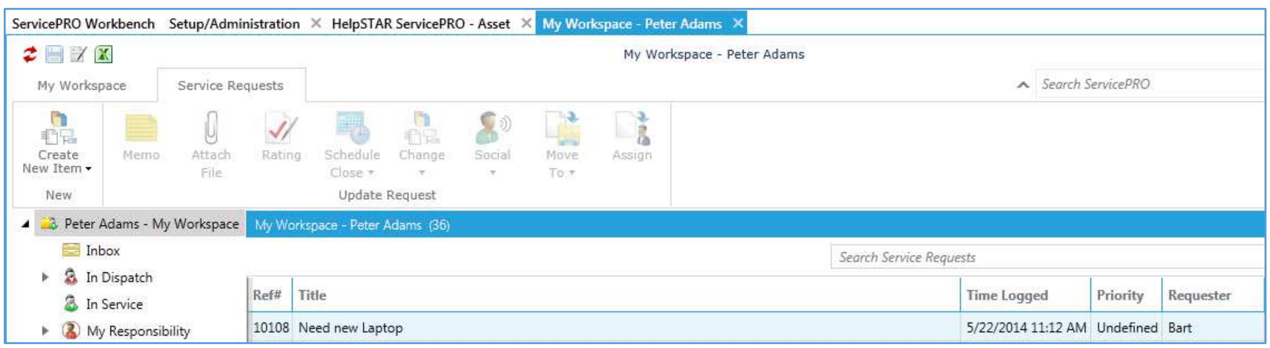


My Workspace

Clicking on this tile will open a new tab with the workspace view. My Workspace View is your dynamic viewport for work that is assigned to you. It will display a listing of all open requests contained in the folders that you have permission on. At a glance, you can view:

- Requests and tasks that have come into your personal inbox, or folders that are shared with other team members
- Requests that you are actively working on
- Requests that you manage or are responsible for



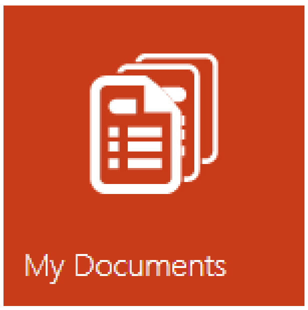


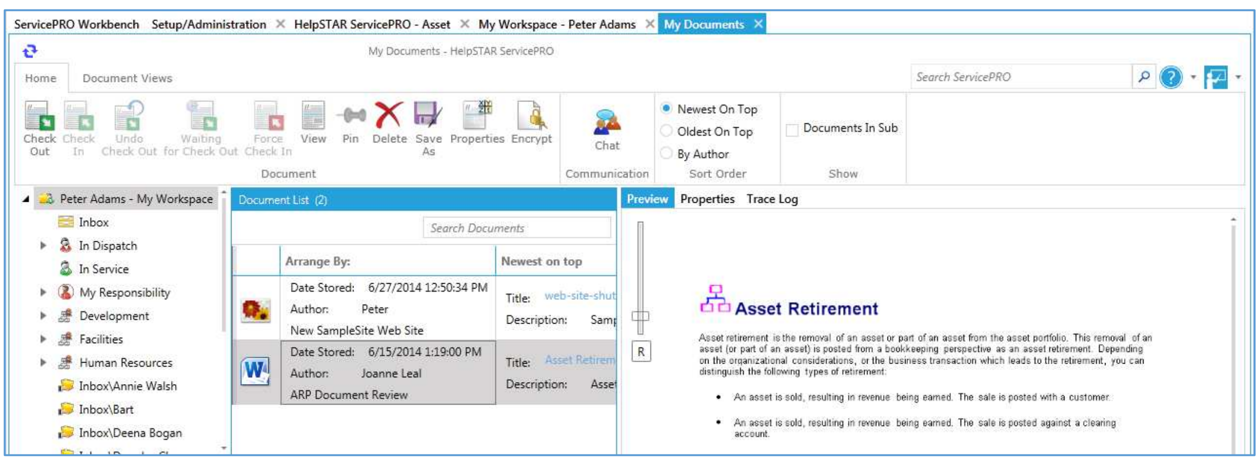
My Documents

Clicking on this tile will open a new tab with document management module. From this module, not only can you view the documents attached to requests in your Workspace, but also those attached to the assets you manage.

You can also check out documents, view and modify them. You can check properties to see who created the document and when, which request it is attached to. The Trace Log will show who checked out the attachment, when, and what was done to it.

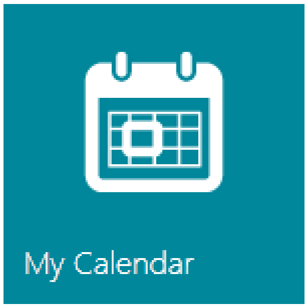
For extra protection, documents can be encrypted so that only individuals or groups who have been explicitly authorized to access the document can do so.

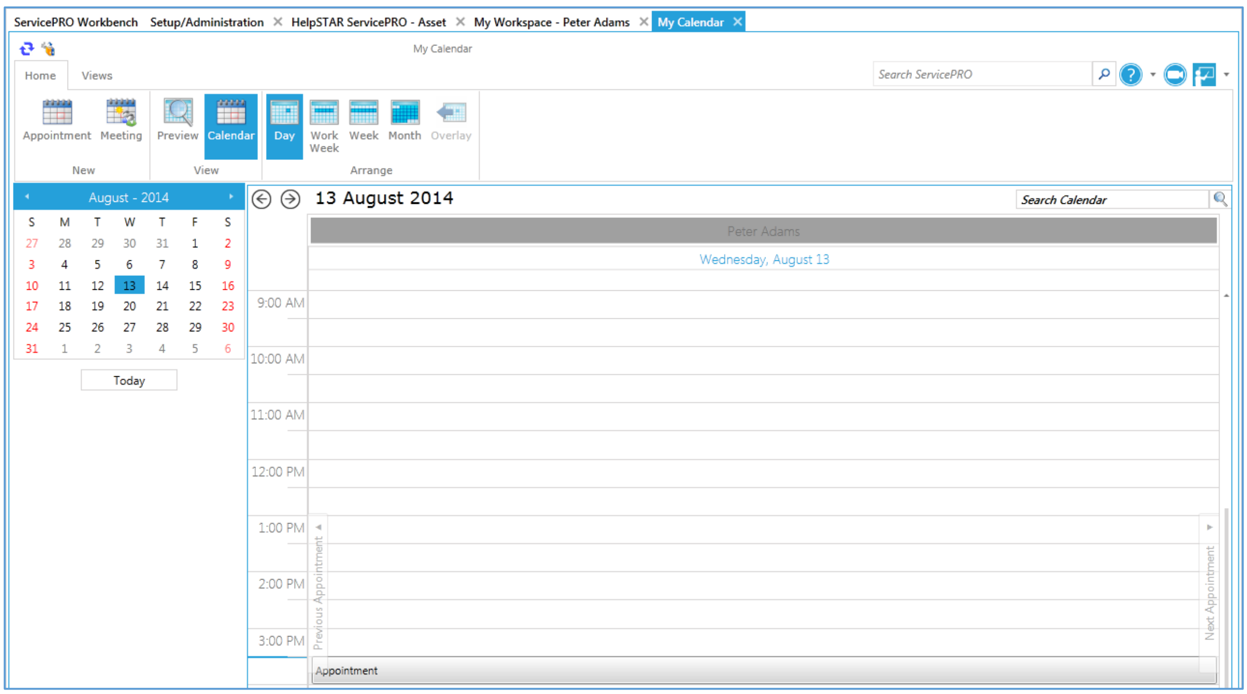




My Calendar

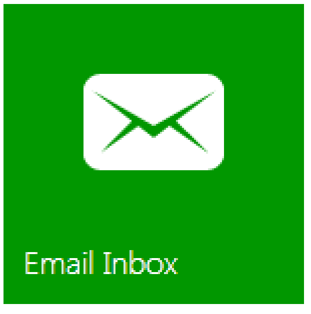
Clicking on this tile will open ServicePRO Calendar module. You can create meetings and appointments and link them to Service Requests. You can also configure your calendar to send notifications of upcoming events.

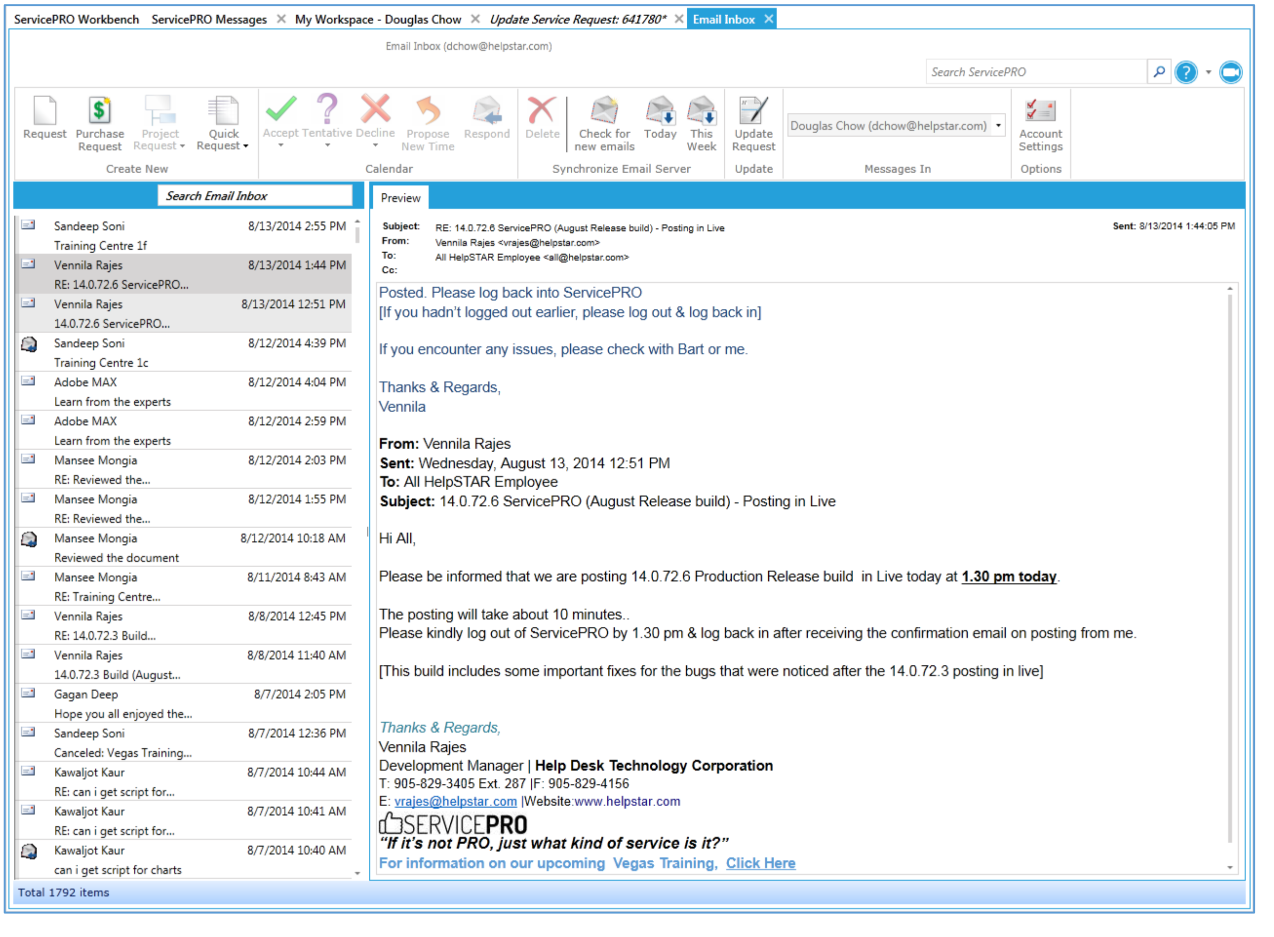




Email Inbox

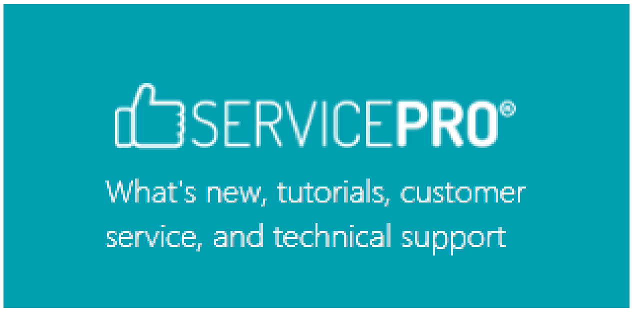
Clicking on this tile will open ServicePRO email inbox which can be synchronized with your outlook or any other email client that is being used by the organization. The Email Inbox allows users in ServicePRO to create or update service or purchase requests by using email messages that are available in their local email accounts.

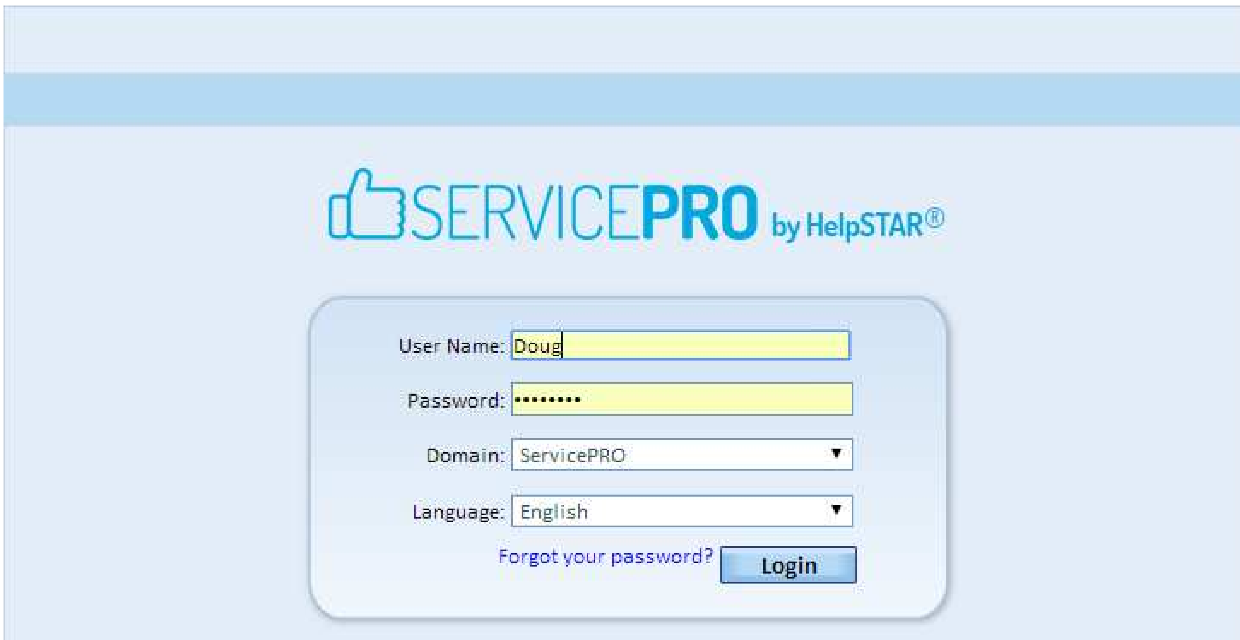




ServicePRO

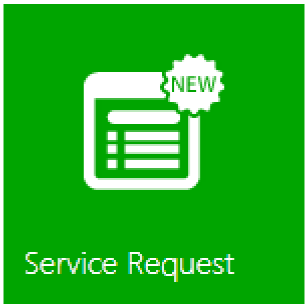
This tile opens support portal for our clients: http://enduser.helpstar.com

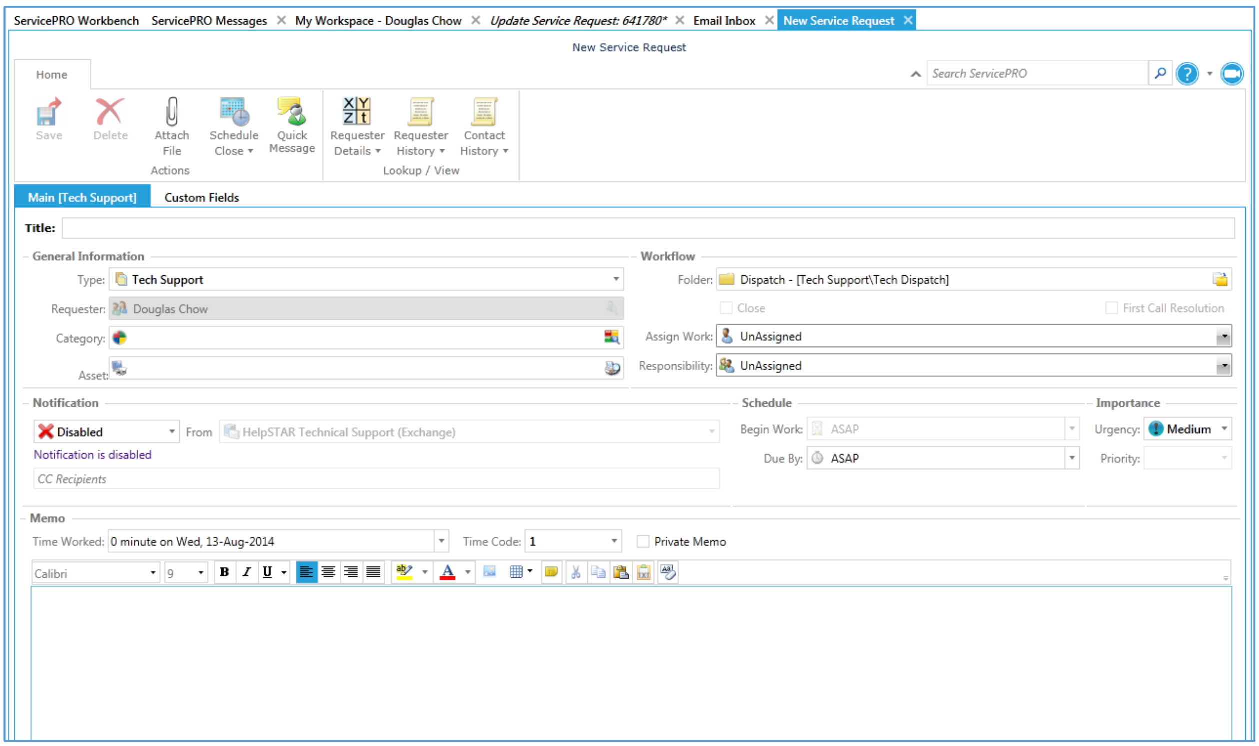




Service Request

This tile will open a new tab to create a new service request.

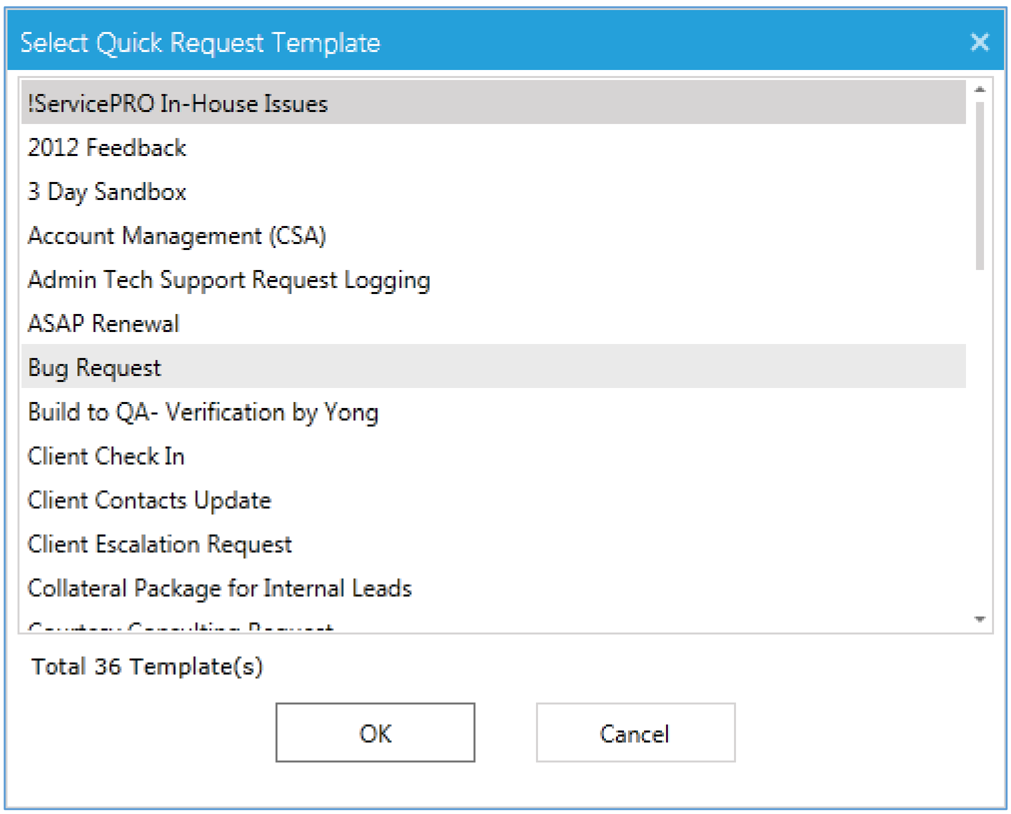




Quick Request

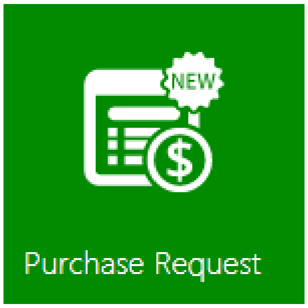
Clicking on this tile will prompt to select a quick request template from the list.

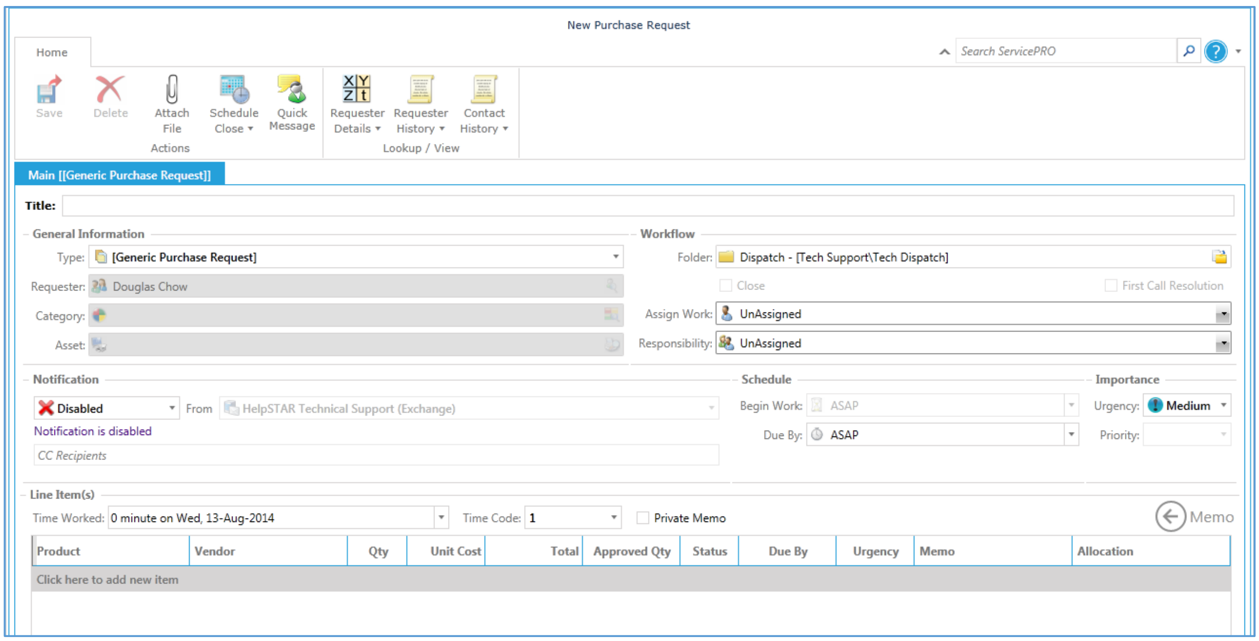
Users can create a service request using a predefined *Quick Request* template. Requests templates are created for commonly occurring tasks or requests, and are pre-populated with default values and workflow options.



Purchase Request

This tile will open a new tab to create a new purchase request.

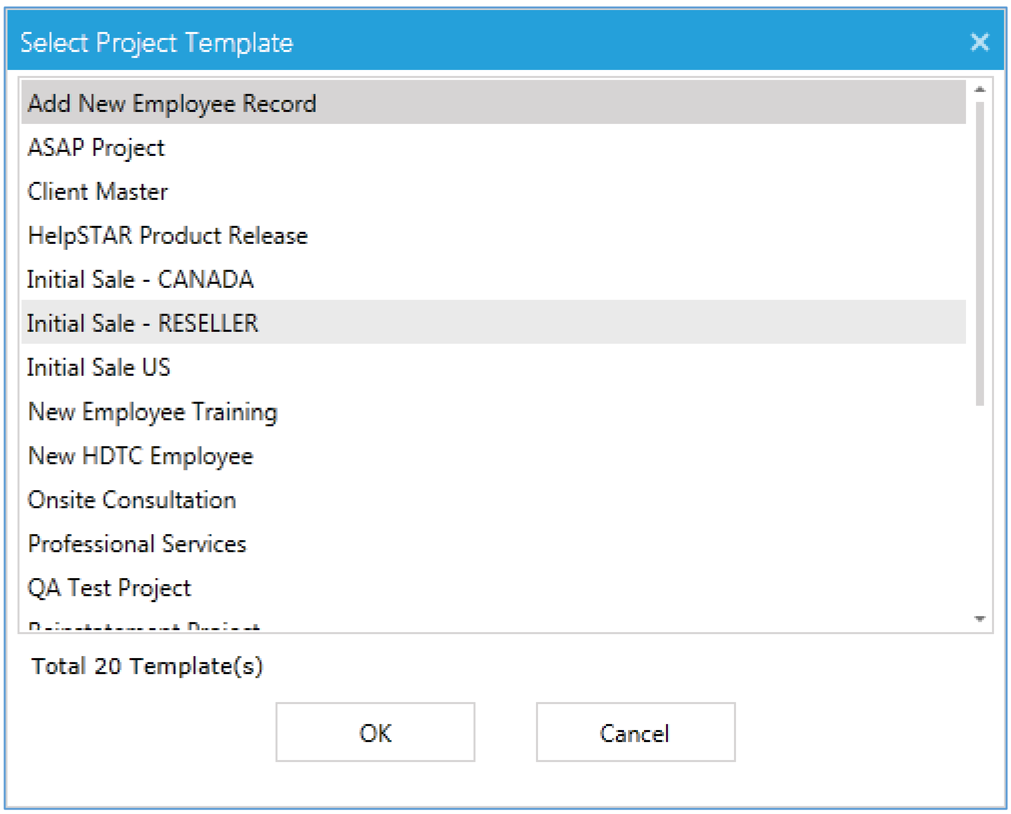




Project Request

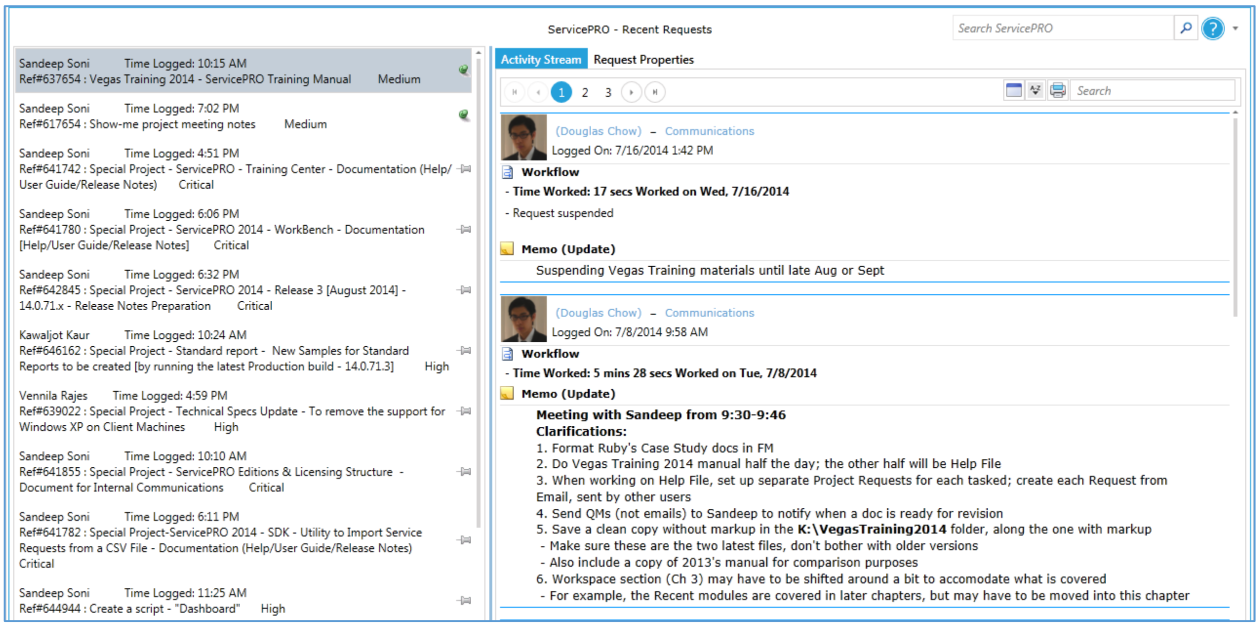
Many projects recur frequently in the life of a typical service desk. Examples include setting up new employees, testing procedures for software release and more. For recurring projects, it is helpful to design project templates that will automatically create a standard hierarchy of requests and child-requests.

Clicking on this tile will prompt to select a project request template from the list.



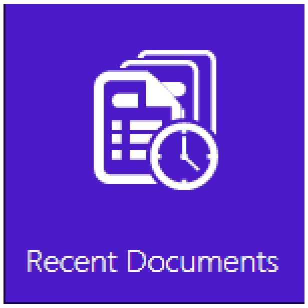
Recent Requests

Clicking on this tile will open a new tab that will have a list and preview of all the requests that were recently viewed by the user.



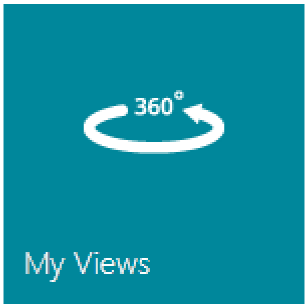
Recent Documents

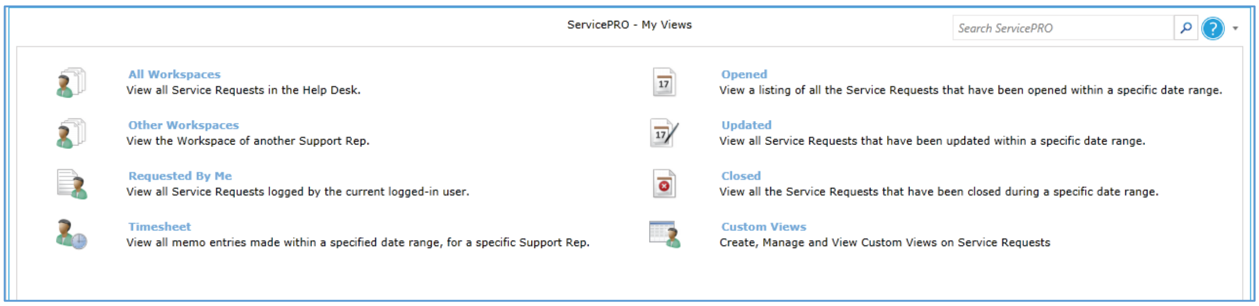
Clicking on this tile will open a new tab that will have a list and preview of all the documents/attachments that were recently viewed by the user.



My Views

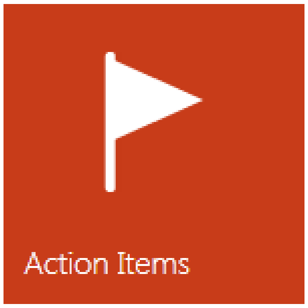
Clicking on this tile will open a tab for selecting different request views, including requests logged by yourself, closed requests, or open requests. In addition, you have the ability to create custom views and check other workspaces.

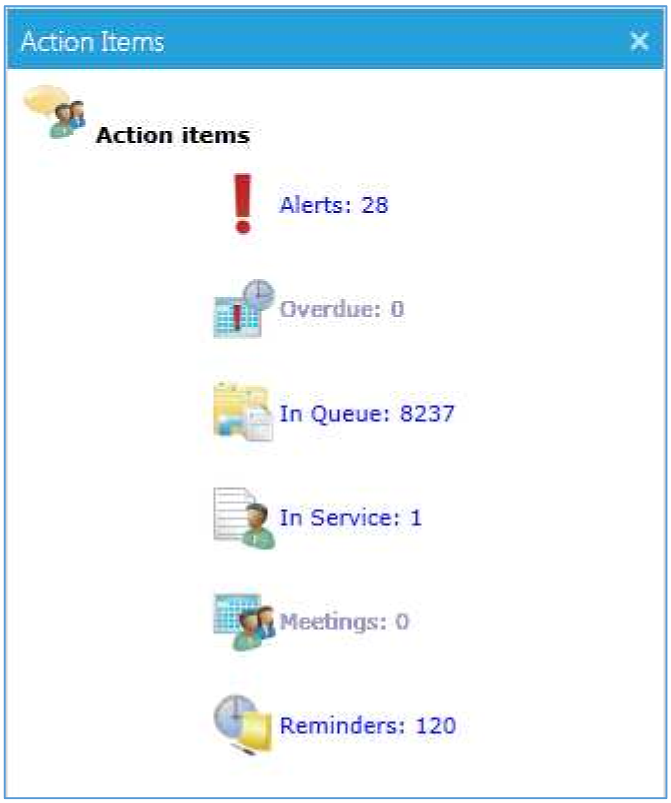




Action Items

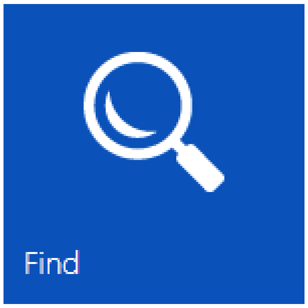
Clicking this tile will display counters for all Action Items at a glance. Clicking on any of the action items will open a separate tab to display the list of notifications and requests.

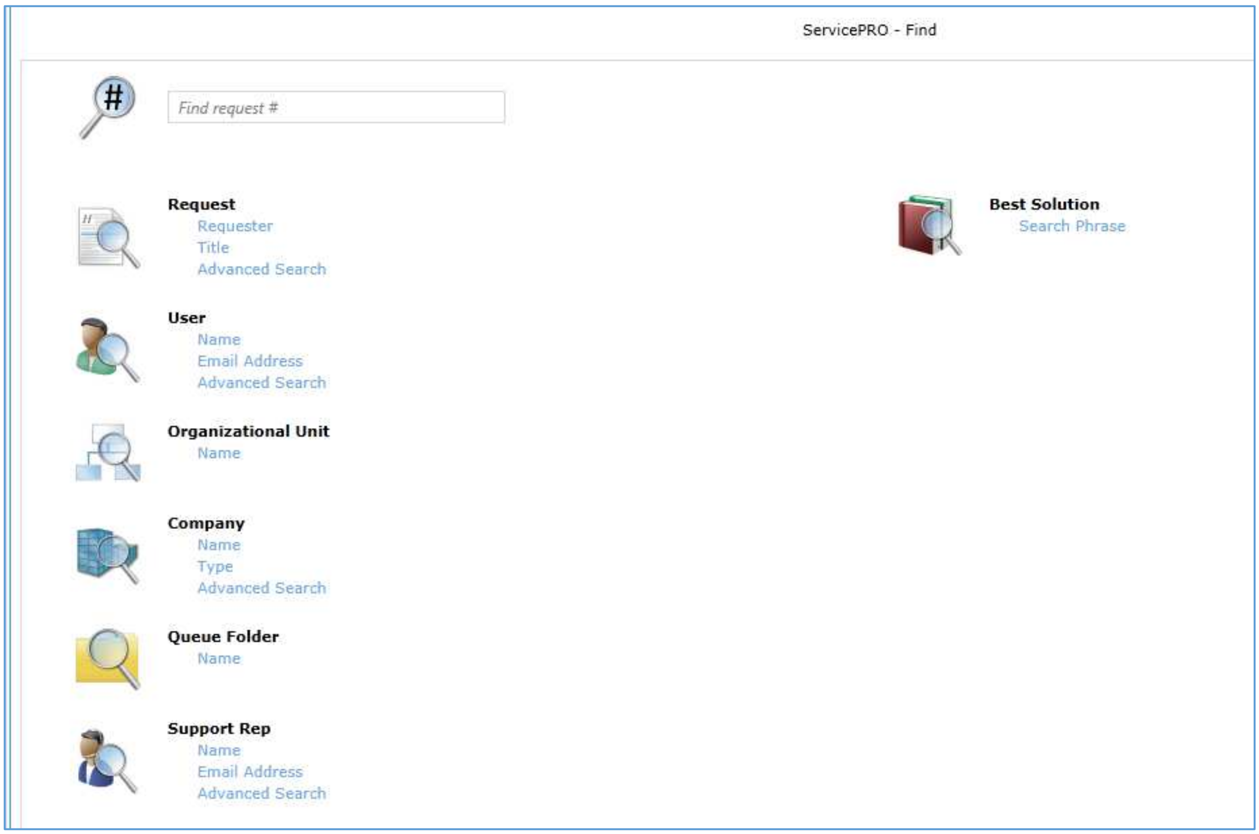




Find

Clicking on this tile will open ServicePRO advanced search module, where you can specify various criteria’s to narrow down your search results.

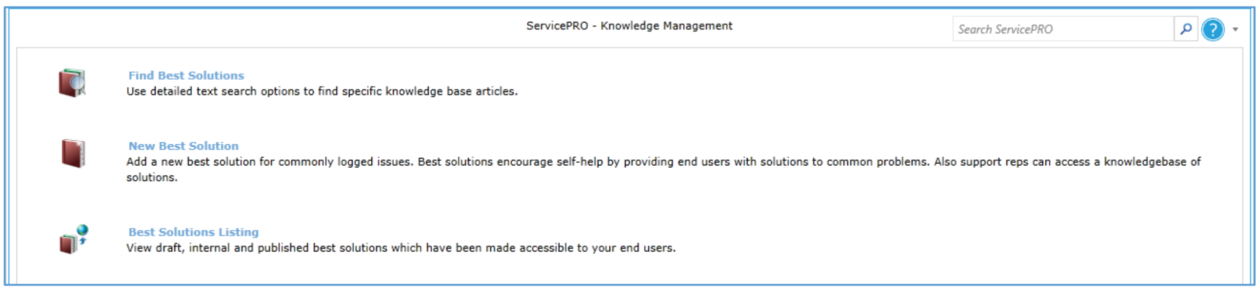




Knowledge Base

Clicking on this tile will open Knowledge Base module.

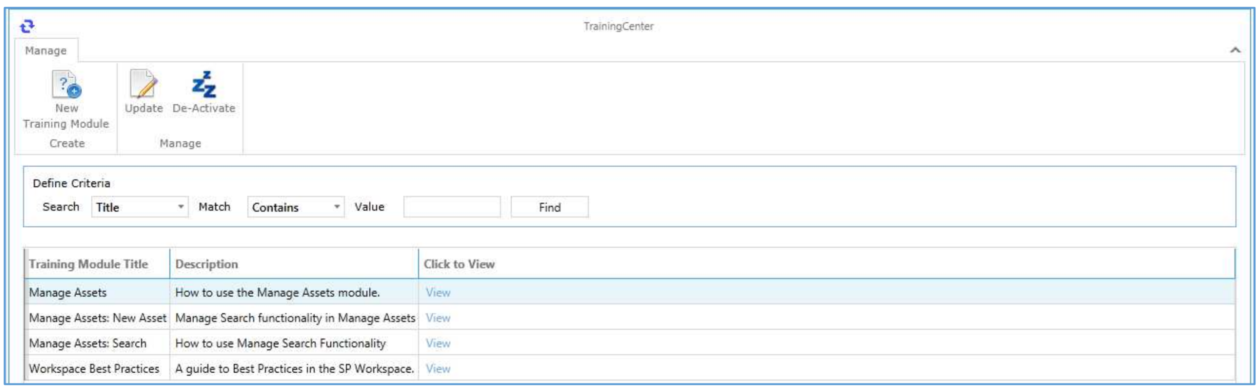
Building a knowledge base will assist in providing solutions to end users, which will potentially reduce the requests logged to your help desk. In this module ServicePRO users can create, view and search for best solutions.



Training Center

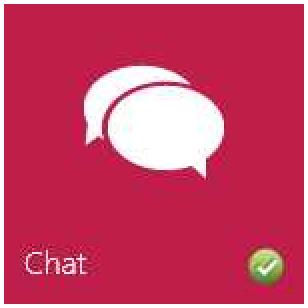
Clicking on tile will open Training Center module.

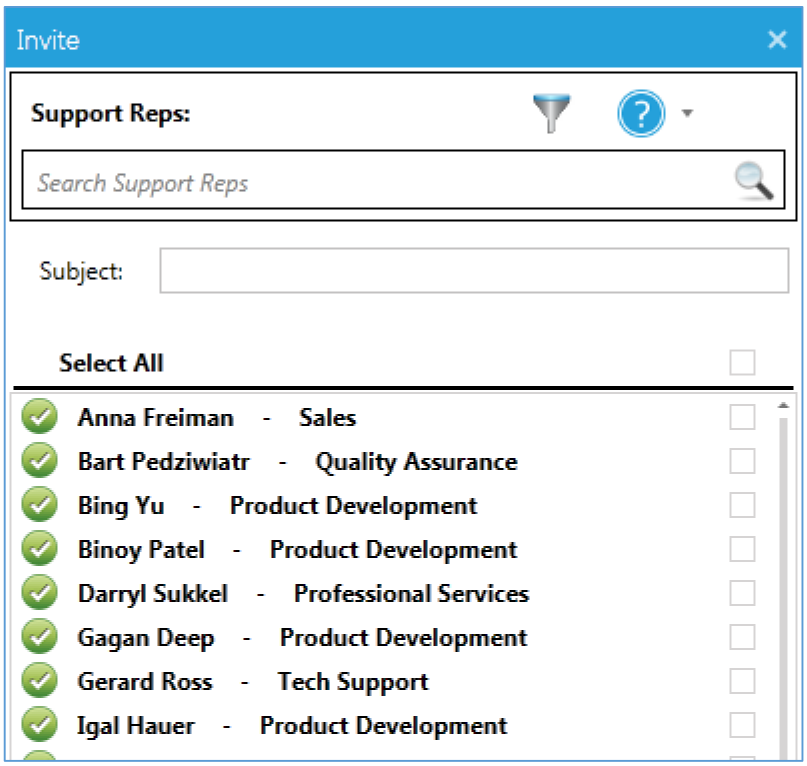
Training Center in ServicePRO facilitates delivery of training modules for not only ServicePRO, but any process and procedure in your organization.



Chat

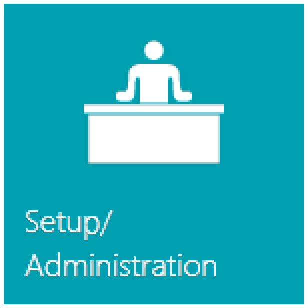
Clicking on tile will open Chat invite window. Users can also set their availability on the tile.

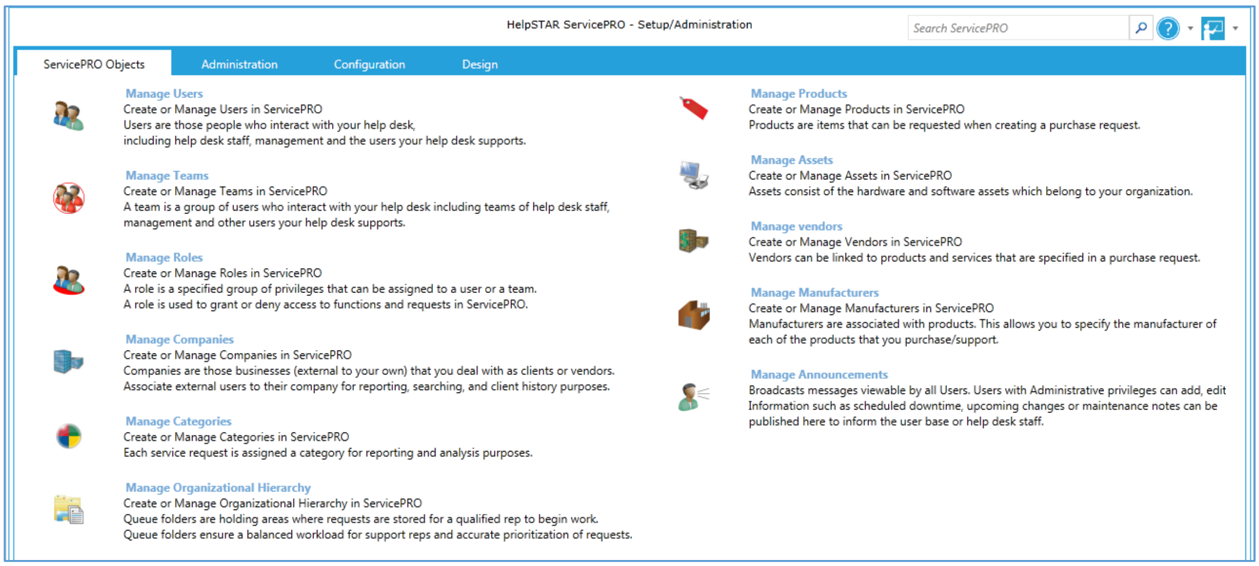




Setup/Administration

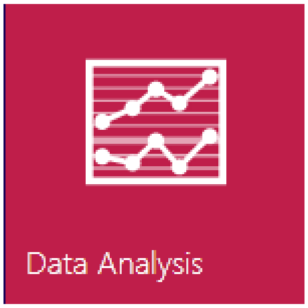
Clicking this tile will open the Setup/Administration module in a separate tab. Here you can manage ServicePRO Objects, Administration modules such as RBAC, Configuration modules such as system email or Design project templates and create request types.

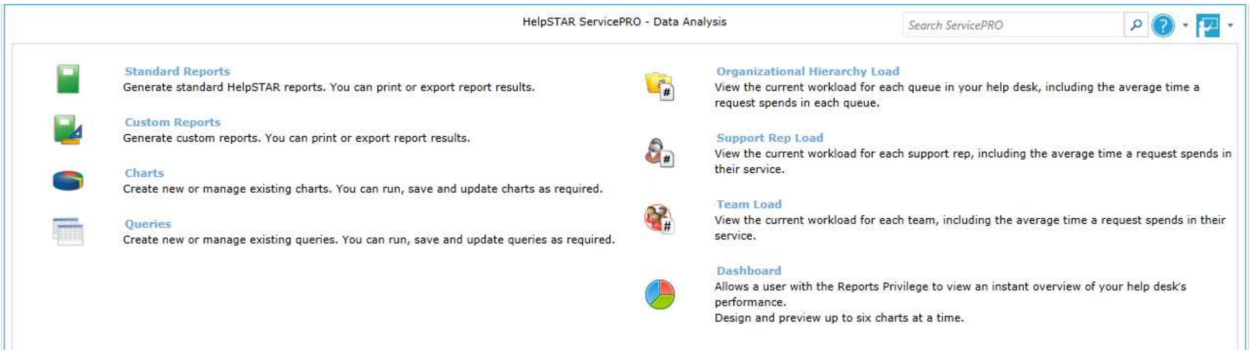




Data Analysis

Clicking on this tile will give you the options to work with Reports, Charts, Queries, and Dashboards.





Header Modules

The top of the Workbench features additional options that includes Search functionality, access to Help Files, and User Options.

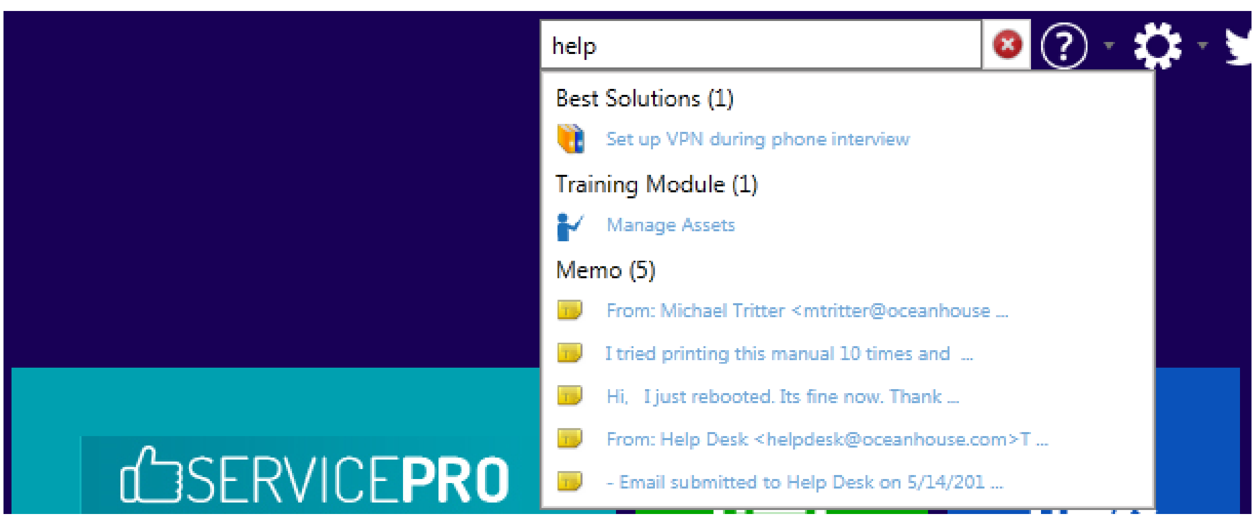
Search ServicePRO

The search bar allows you to seek out related memos, requests and other items for a specific keyword(s) across various ServicePRO objects.

Search results can include the following categories:

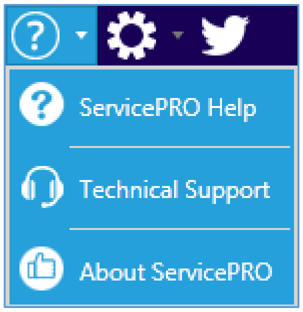
- Best Solutions
- Calendar Items
- Companies
- Organizational Units
- Service Requests
- Training Modules
- Documents
- Memos

A number in brackets next to the type of result indicates how many total items have been found. If the desired item does not appear in the search list, click on the result type (i.e. Best Solutions, Memos) to view all of those results.



Help and Support (Question Mark Icon)

Additional links to help and support pages can be found under the Question Mark icon in the header.



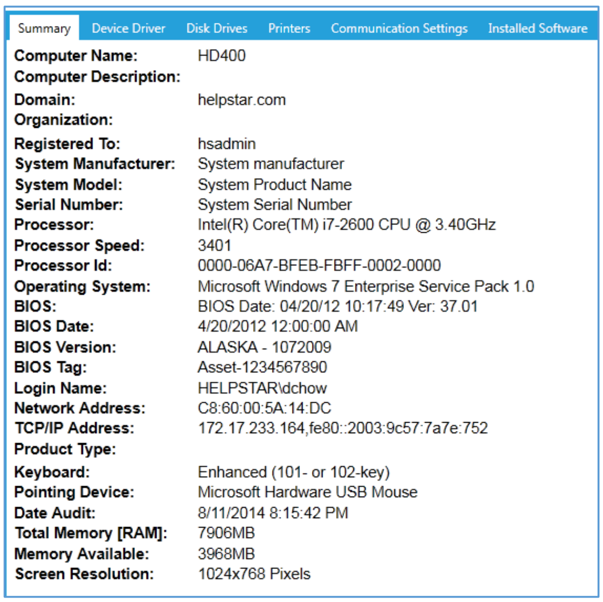
- **ServicePRO Help –** Opens the help file.
- **Technical Support** – Opens the End User Portal, located at http://enduser.helpstar.com
- **About ServicePRO** – Provides ServicePRO information such as ServicePRO's current version number, License information, Default System Email Account and company Website URLs.

Options (Gear Icon)

User Options, as well as Log Out and Auditing functionality can be found under the gear icon.

- **User Options –** Adjust and customize a variety of different user-specific options
- **Log In as a Different User** – Logs out of the current account to log in as a different user.
- **Audit Current Workstation** – This will perform a software and hardware audit on the current computer

A.



Computer Name:	HD400
Computer Description:	
Domain:	helpstar.com
Organization:	
Registered To:	hsadmin
System Manufacturer:	System manufacturer
System Model:	System Product Name
Serial Number:	System Serial Number
Processor:	Intel(R) Core(TM) i7-2600 CPU @ 3.40GHz
Processor Speed:	3401
Processor Id:	0000-06A7-BFEB-FBFF-0002-0000
Operating System:	Microsoft Windows 7 Enterprise Service Pack 1.0
BIOS:	BIOS Date: 04/20/12 10:17:49 Ver: 37.01
BIOS Date:	4/20/2012 12:00:00 AM
BIOS Version:	ALASKA - 1072009
BIOS Tag:	Asset-1234567890
Login Name:	HELPSTAR\dchow
Network Address:	C8:60:00:5A:14:DC
TCP/IP Address:	172.17.233.164,fe80::2003:9c57:7a7e:752
Product Type:	
Keyboard:	Enhanced (101- or 102-key)
Pointing Device:	Microsoft Hardware USB Mouse
Date Audit:	8/11/2014 8:15:42 PM
Total Memory [RAM]:	7906MB
Memory Available:	3968MB
Screen Resolution:	1024x768 Pixels

Twitter

Selecting the Twitter icon opens ServicePRO's Twitter page.

@ServicePROnews (https://twitter.com/ServicePRONews) will open in a new tab or window.

1.2. Training Center

What is the Training Center?

Human capital is the most expensive resource in a knowledge based economy. ServicePRO's Training Center promotes the development of employees skills (in any department or discipline), and retention of corporate knowledge. Training Center facilitates delivery of training modules for not only ServicePRO, but any process and procedure in your organization.

Manage Training Center Privileges

A licensed user with any of the below listed privileges will have the ability to manage the Training Center in ServicePRO.

- ServicePRO Administrator
- Access Control
- Asset Administrator
- Data Analysis Designer
- Object Designer
- Project Designer
- Rule Designer

How to access Training Center in ServicePRO

1) Via the Training Center tile from the WorkBench.

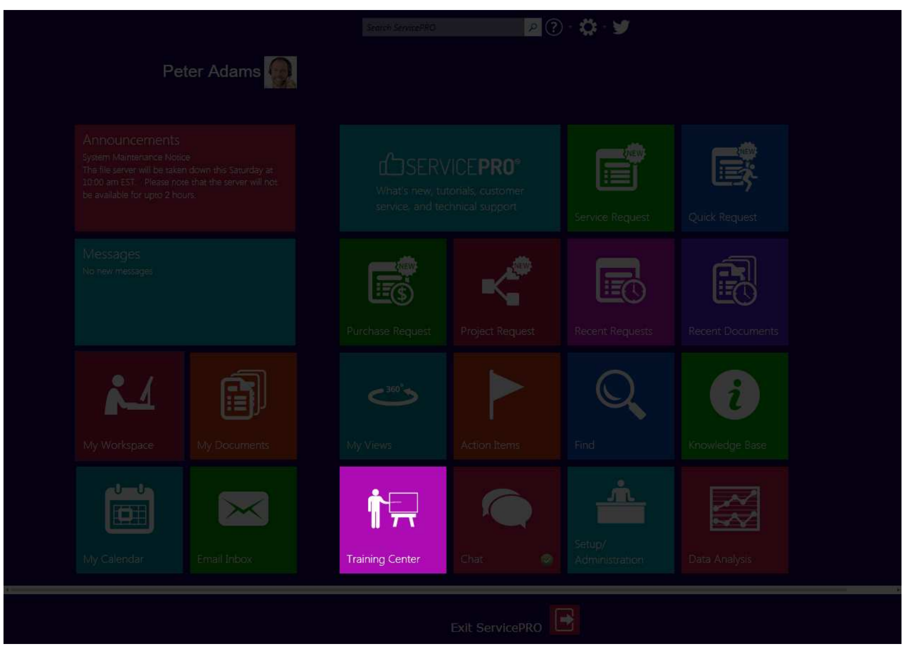


Figure 1.2-1: Training Center highlighted on the WorkBench screen

2) From the context-sensitive Training Center icon, located on the upper right of ServicePRO screens

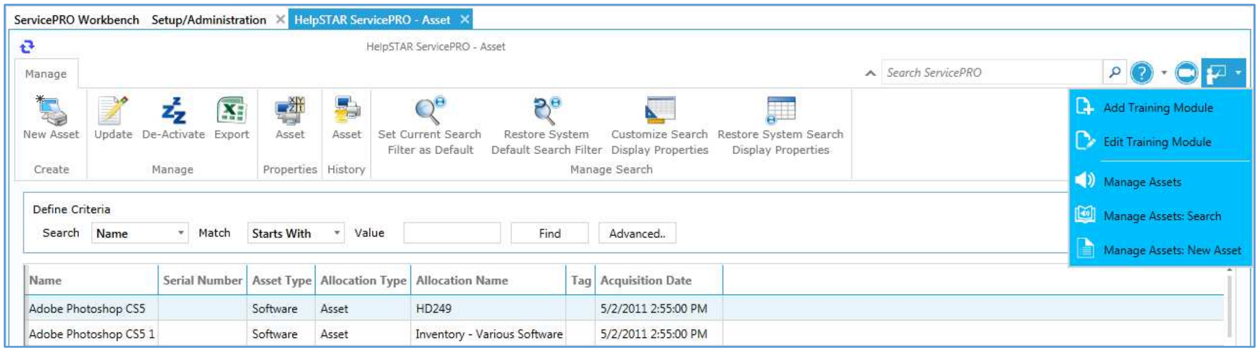


Figure 1.2-2: Manage Assets' Training Module menu

Training Center Main Screen

When the Training Center is selected from the WorkBench, it will take the user to the following Screen:

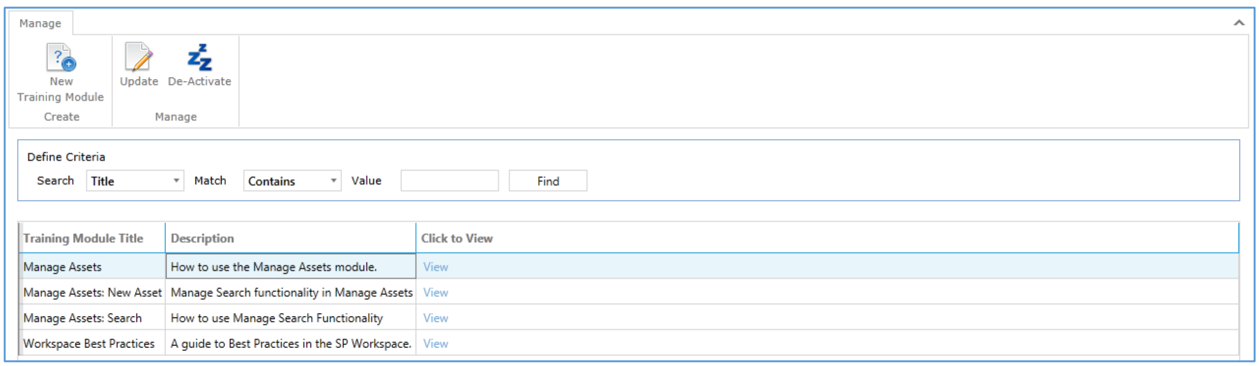


Figure 1.2-3: Training Center's main page with System Management privileges enabled.

Depending on privileges set for a licensed user, they will be allowed or prevented from viewing specific functions for the Training Center.

If the user has not been assigned any privileges listed in the above section, options for Managing the Training Center such as **Add**, **Update** and **De-Activate** will be unavailable,. The user will only be presented with the list of Training Modules that are accessible to them (i.e. filtered based on which screens the user has access to).

The user will be able to click the **View** link beside each training module to view it.

The user can search for specific accessible training modules in the Search field.

Creating new Training Module from the Training Center

New Training Modules can be created by selecting the icon in the upper left corner.

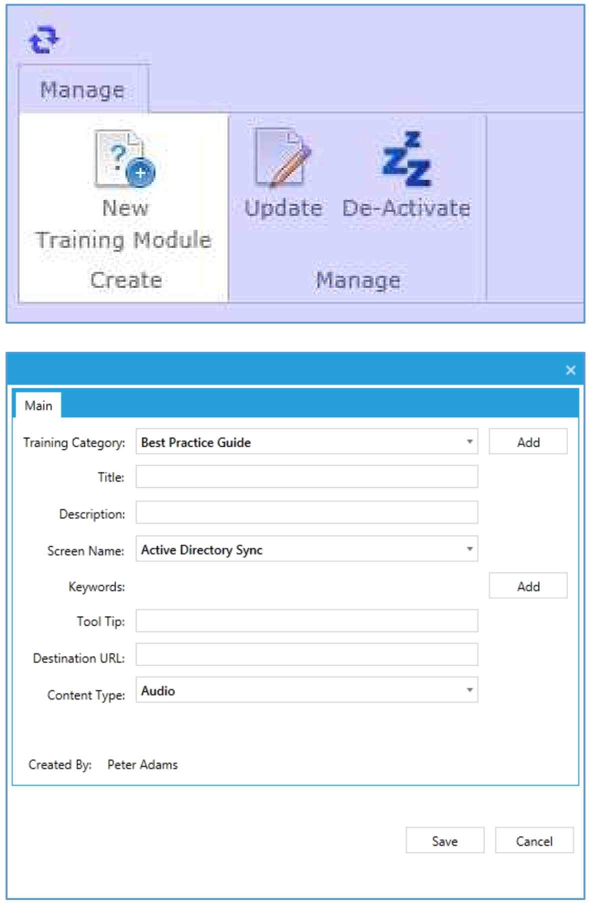


Figure 1.2-4: New Training Module

The New Training Module window will open, and you will be able to populate fields with information to create a Training Module. Note that the following fields are mandatory for completion:

- Training Category
- Title
- Screen Name
- Destination URL
- Content Type

Training Category

By default, the available categories will be:

- Best Practice Guide
- Training Module
- Tutorial

Note that Users may also add more Training Categories to the list using the **Add** button. The Default Categories, however, cannot be modified.

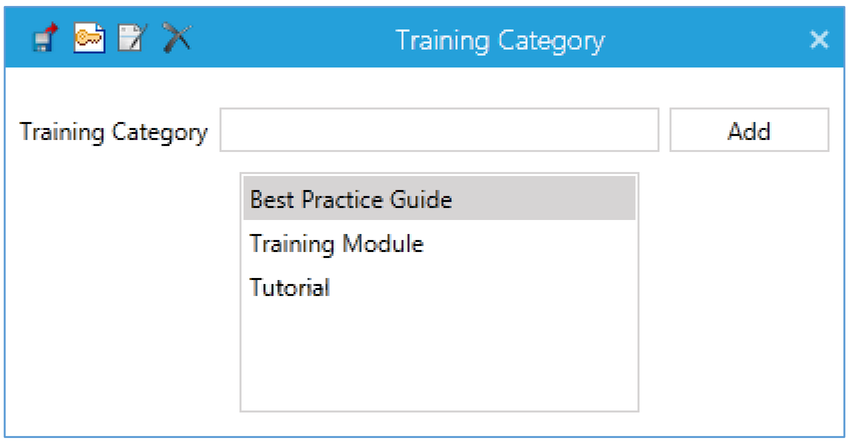


Figure 1.2-5: Adding new Training Categories.

Title

This will determine the title that is displayed in Training Module lists.

Description

A brief description for the Training Module, stated under the **Description** column in the list.

Screen Name

This dropdown list features every module in ServicePRO that can be assigned a Training Module.

In some cases, selecting a Screen Name will enable an additional Object Name field.

"Object Name"

The Object Name field's label will dynamically change based on the Screen Name selected. Not all Screen Names will have Name fields associated to them.

Examples:

- If Charts or Dashboard Designer is selected, **Chart** name will be displayed.
- If Query Designer is selected, **Request Query Name** will be displayed.
- If Manage Assets is selected, **Asset Type** will be displayed.
- If Manage Users is selected, **User Type** will be displayed.

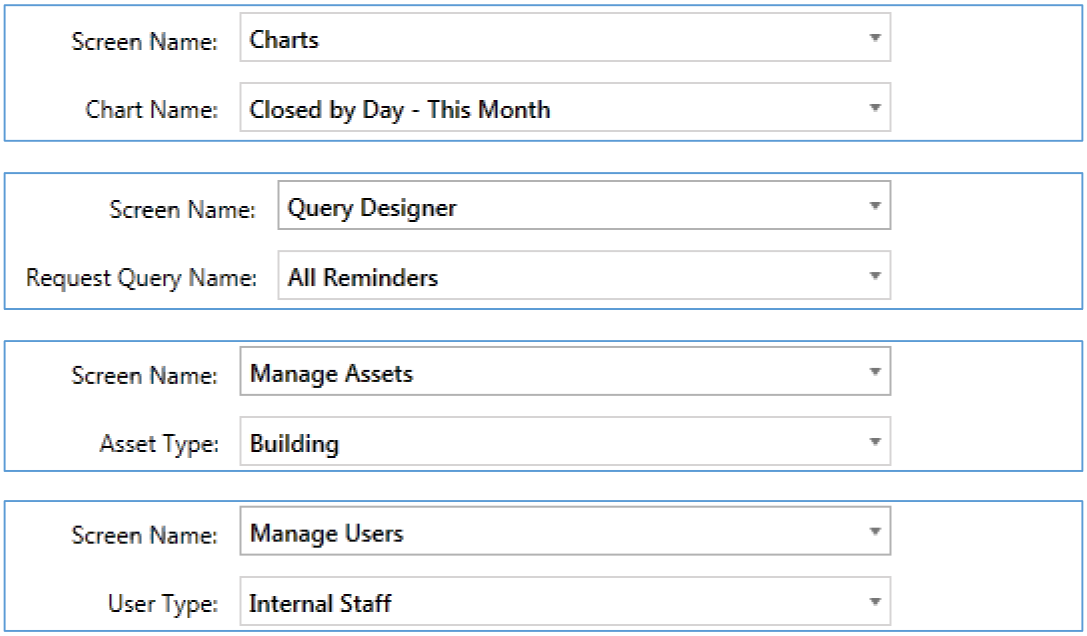


Figure 1.2-6: Examples of “Name” fields enabled by specific Screen Name selections.

Keywords

Keywords can be added to this field, and any entries can be used as additional search queries for the Training Module.

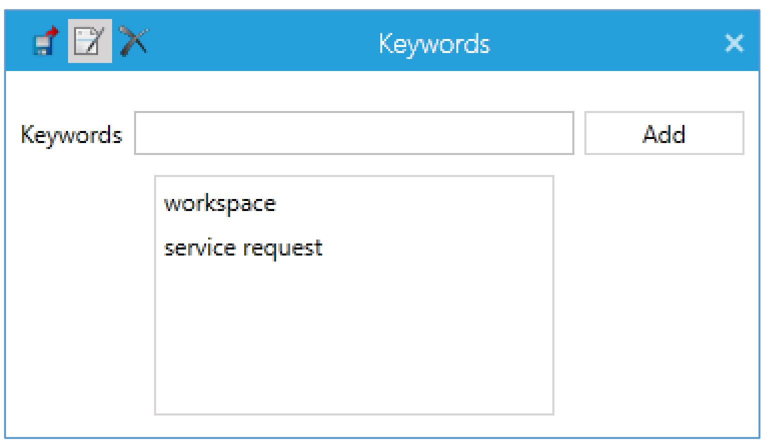


Figure 1.2-7: Adding Training Module Keywords

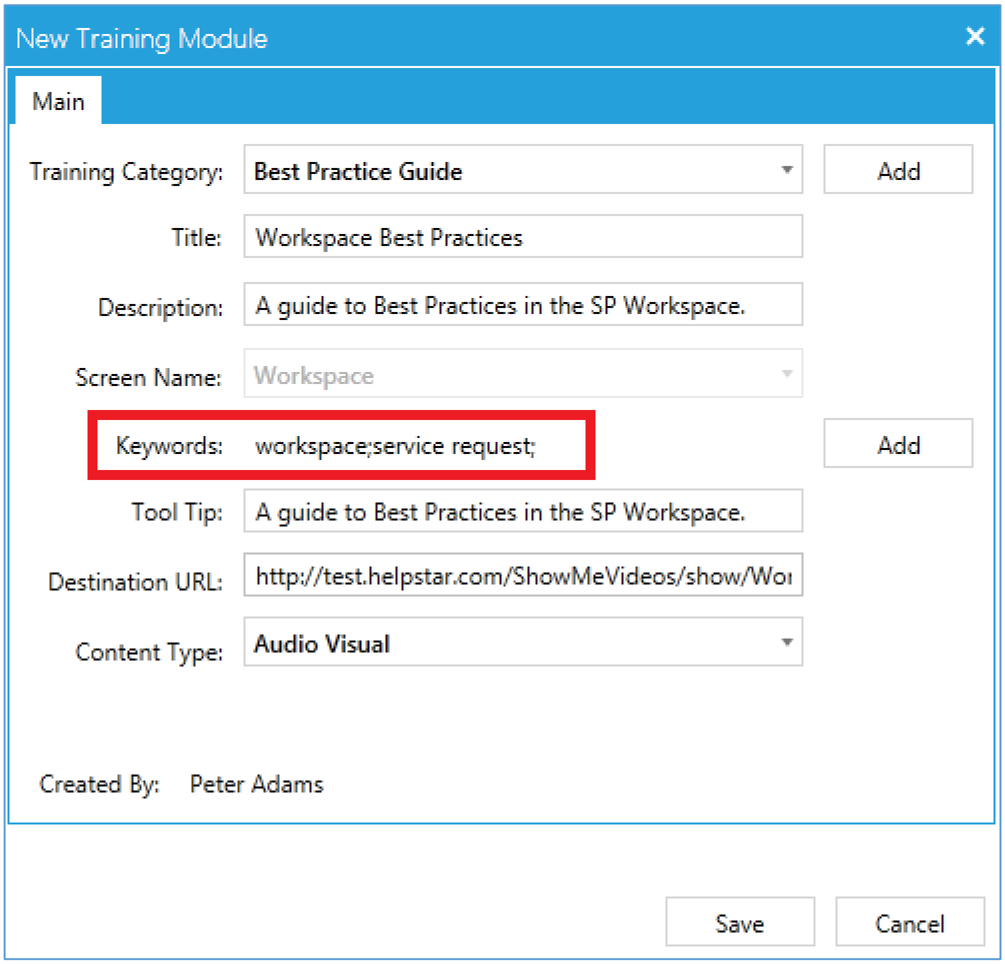


Figure 1.2-8: The Keywords are listed here, separated by semicolons.

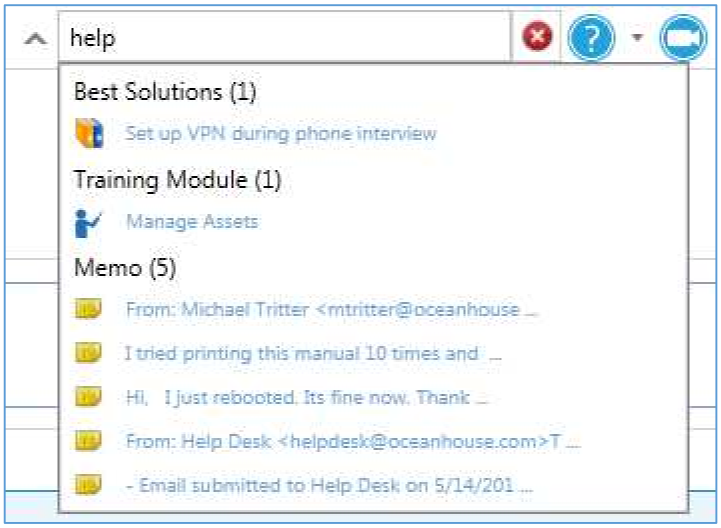


Figure 1.2-9: Searching using keywords will allow you to find Training Modules.

Tool Tip

Write a brief description of the training module here. When selecting a training module from any other part of ServicePRO, hovering the mouse over one of the Tool Tip options will produce a Tool Tip briefly.

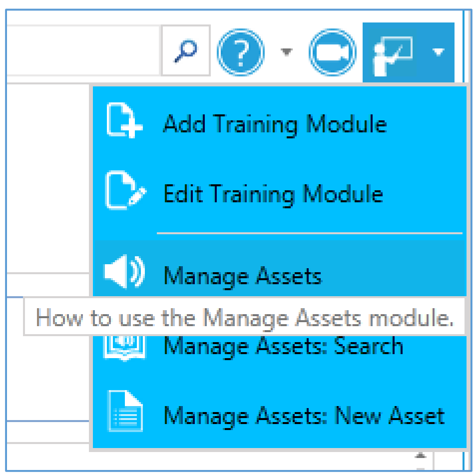


Figure 1.2-10: Tooltips are displayed when hovering over Training Modules.

Destination URL

The Destination URL will allow you to place the custom URL for where your Training Module is located. Selecting the Training Module or clicking ‘View’ in the Training Center will open the link to the Training Module in your default browser or application.

Content Type

Here you can designate the icon to represent the type of content being shown in the module. Select from the following:

1. **Audio**
2. **Audio Visual**
3. **Document**

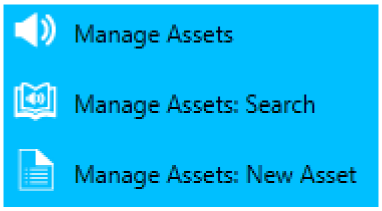


Figure 1.2-11: Audio, Audio Visual and Document Training Modules feature separate icons.

View Training Modules

All users will be able to view Training Modules by selecting the upper right icon. Training Modules will be listed with icons indicating the type of content (Audio, Audio-Visual, or Document).

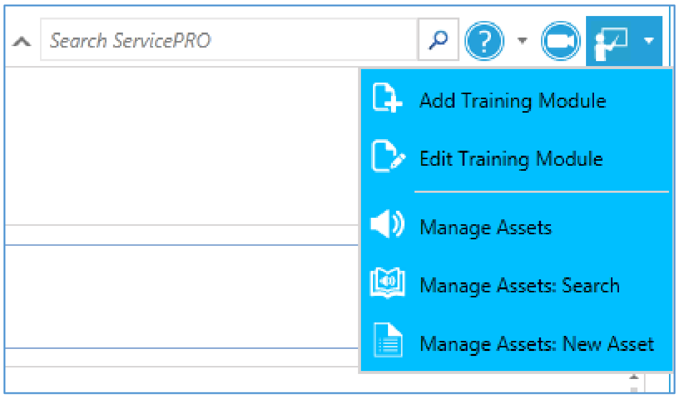


Figure 1.2-12: Accessing screen-specific Training Center options

Adding and Editing Training Modules to Screens

If user has privileges for managing the Training Center, a menu for Add and Edit will also be available in the drop-down

Add Training Module

Fill in the fields to complete information about the new Training Module. The 'Screen' field will automatically be filled indicating the screen for which training module is being created.

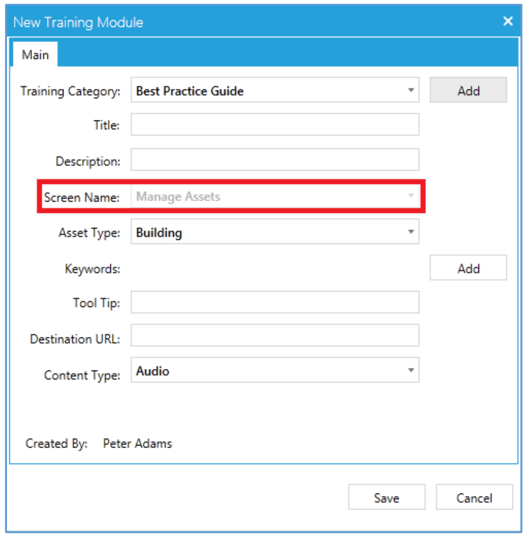


Figure 1.2-13: Screen Name cannot be altered if Adding a Training Module out of a particular page.

Edit Training Module

An additional dropdown list will pop out, allowing you to select which module you wish to edit.

Like with Add Training Module, the Screen Name field cannot be edited when editing a Training Module this way. The "Object Name" field, if applicable, will also already be set as a result.

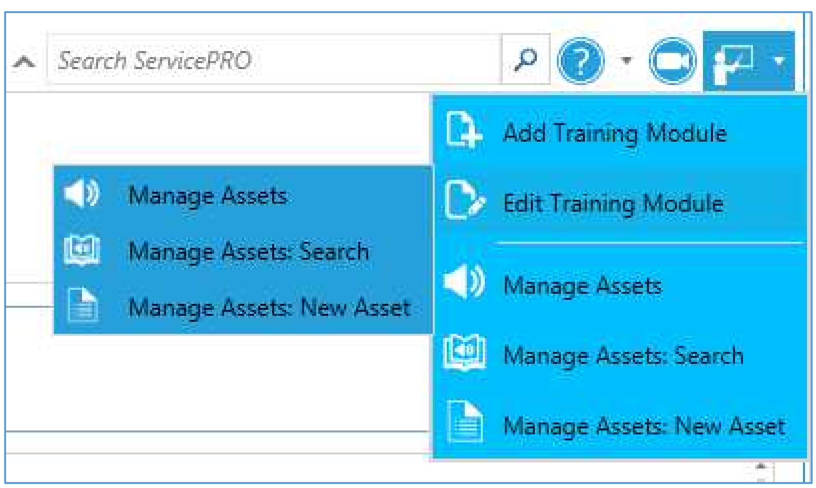


Figure 1.2-14: Edit screen-specific Training Modules

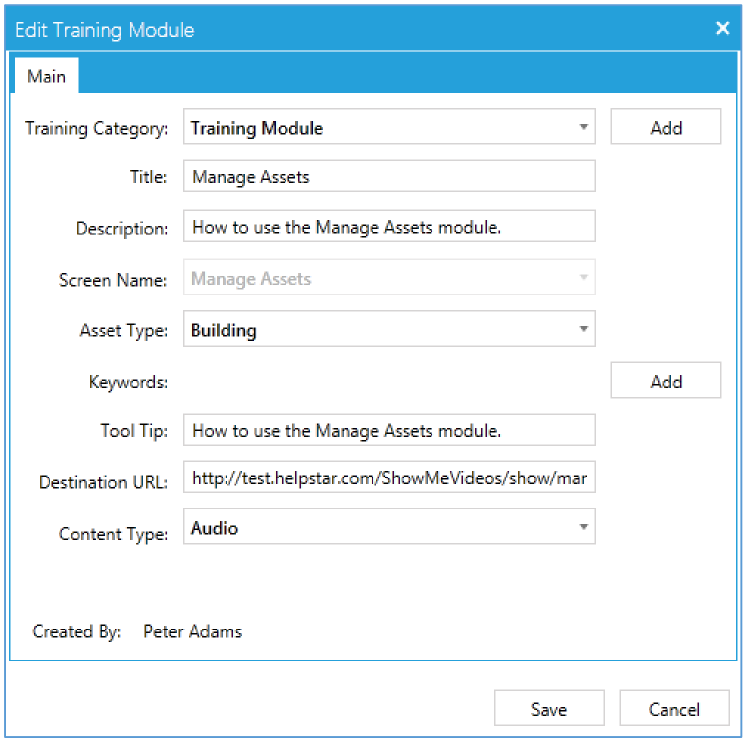


Figure 1.2-15: Screen Name cannot be altered if Editing a Training Module out of a particular page. Other fields will already be populated.

Updating and Deactivating Training Modules

Under the Manage grouping in the Ribbon Toolbar, there are options for Updating and Deactivating selected Training Modules.

Update

This would open the Add/Edit Training Module dialog in Edit Mode with loading all the existing properties of the selected Training Module facilitating the user to update the required properties.

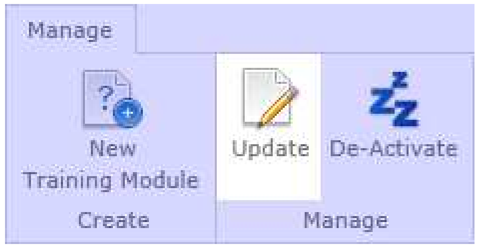


Figure 1.2-16: Update Training Modules icon

De-Activate

De-activating an Existing Training Module is possible from the Training Center Screen by selecting an Existing Training Center module in the list and clicking on ‘De-Activate’ ribbon menu.

Note it is possible to choose multiple entries to De-activate by holding down CTRL and selecting multiple list items.

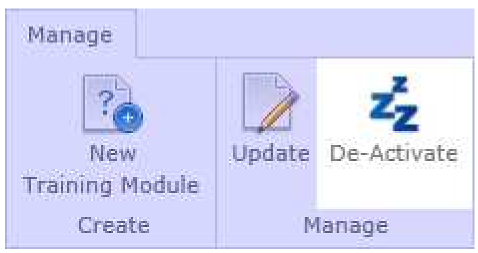


Figure 1.2-17: De-Activate Training modules icon

Deleting and Re-activating Training Modules

The option to Re-activate or Delete a de-activated Training Module is available under the **Setup/Administration – Administration** tab, as illustrated in the picture below.

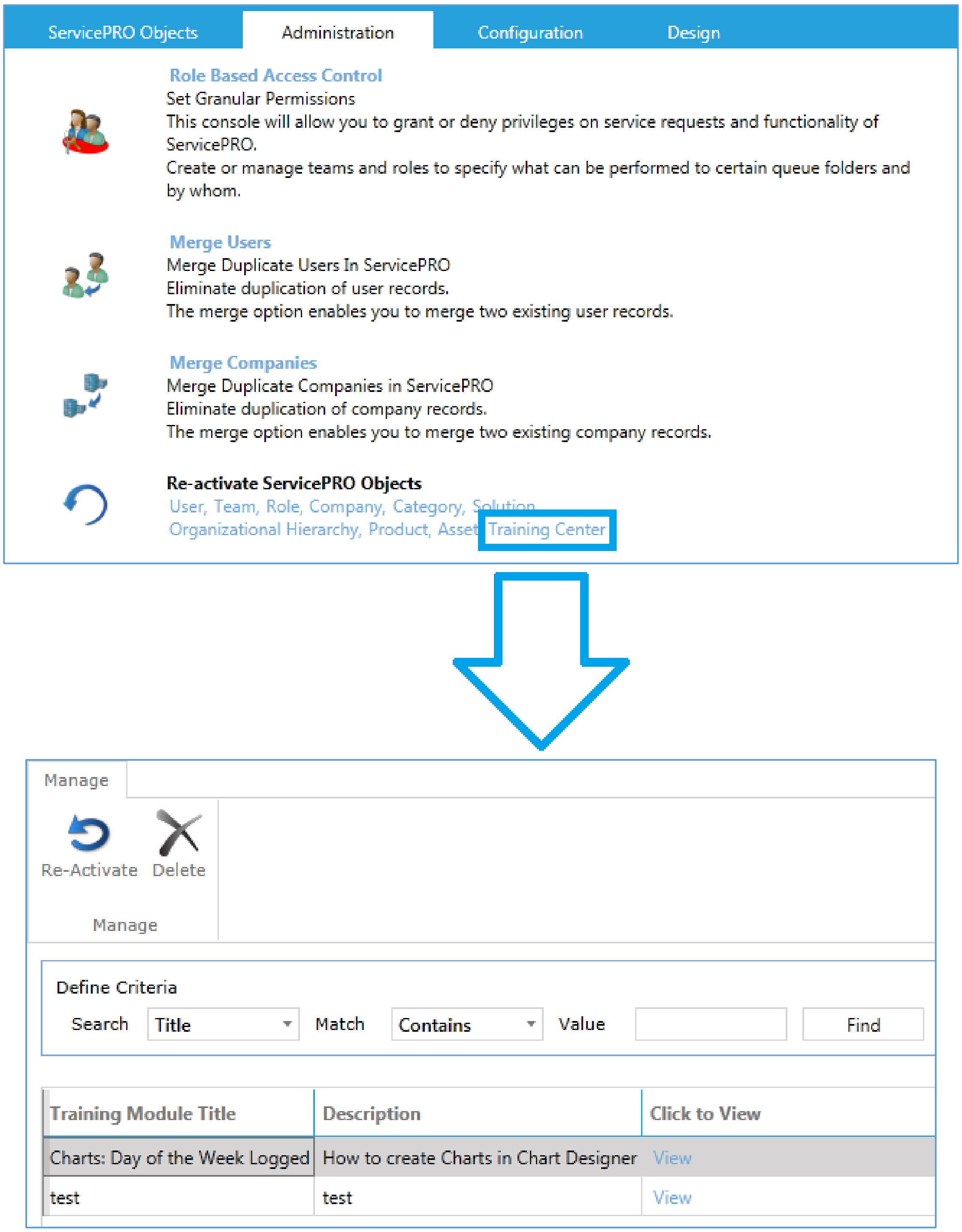


Figure 1.2-18: Accessing the *Re-activate ServicePRO Objects – Training Centre* screen.

Clicking on Re-Activate Ribbon menu option will re-activate the currently selected de-activated Training Module item in the list. Likewise, clicking on **Delete** in the Ribbon menu will delete the currently selected deactivated Training Module items in the list after prompting the user for Delete Confirmation.

Figure 1.2-19: Re-activate and Delete deactivated Training Modules from the ribbon.

Searching in Training Modules

Find Functionality in the Training Center

Entering a value and searching using the Find function will populate the list with Training modules that match the search criteria.

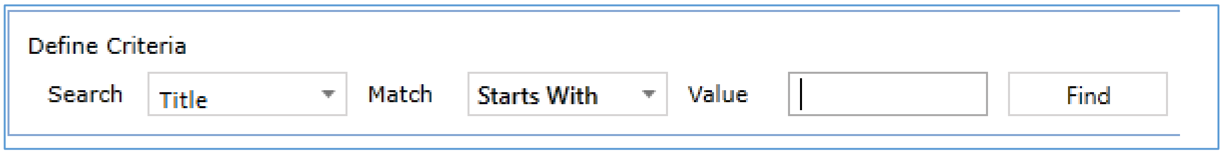


Figure 1.2-20: The Find fields above the list of Training Modules

Training Modules in ServicePRO Global Search

ServicePRO Global Search can also search for Training Modules, using values set in the following fields:

1. Training Module Title
2. Training Module Description
3. Training Module Keywords

If the user has privileges to manage the Training Center, he will be able to see all training modules in the system.

If user does not have these privileges, the Training Modules will be filtered based on which screens the user has access to.

2. Service Requests Import Utility (Open Source)

Import Utility Overview

This document describes the details on the usage of the utility to import Service Requests from CSV files.

What is the Service Requests Import Utility?

This is an open source utility developed using ServicePRO SDK to import Service Requests and memos into the ServicePRO database from a comma-separated values (CSV) file.

Data for tickets can be exported from other Help Desk systems into CSV file, then added into ServicePRO Database en masse using this import utility thus facilitating quicker and easier import of data for Service Requests without needing to create the tickets one by one manually from the ServicePRO application.

Pre-requisites, Scope and Limitations of Service Requests Import Utility

1. The input data for Service Requests Import must come in a CSV (comma-separated values) file.
   - Only the very first row should contain Column/Field Names.
   - All other rows should contain the data values for the fields.
   - One CSV File for Service Requests and One CSV File for Memos, linked using a Logical Request ID, supplied by both CSV files.
2. The following basic properties of Request are required fields for creating Service Requests and they should be coming in the CSV file:
   - Request Title
   - Requester Name
   - Priority
3. The following information coming in the CSV file should be already present in the ServicePRO for the import to happen for the specific record:
   - Requester name
4. It is possible to have multiple memos imported per ticket.
5. The User need to provide a folder ID in which all the requests will be imported to.
6. The User needs to select the request type (UDF or Generic) and map it appropriately.
7. It is not possible to import the following Base Service Request fields:
   - **TimeStateChanged** – This field is updated automatically whenever the request data is inserted or updated
   - **Status** – Status in ServicePRO may not match with the Status coming from another application

8. It is not possible to import the following Custom Fields:
   - Reference Fields
   - DB Lookup Fields (LookupBox)
   - Function Fields
   - Masked Entry

   Only the following Custom Fields Data can be imported: Text, HyperLink, Numeric, Date, CheckBox, DropDown, RadioButton. No validation will be applied; the user should ensure that the CSV file contains correct field data.
9. Requester name and Memo author name are mapped to tbluser.name
10. Following elements are hard-coded in the Open Source (limitations):
    - **Service URL** (i.e. http://localhost/HelpSTAR.Server/): This needs to be updated to the Client's ServicePRO WCF Service URL
    - **ServicePRO userid and password**: This needs to be updated to a User with Administrative credentials in the client's ServicePRO Database

Fields Mappings for CSV file Data

Mapping fields for the Service Requests CSV file should contain the following criteria:

- **Required fields mapping**: RequestID (Logical Request ID for Mapping to Memos in Memo CSV File), Title, Requester, Priority code
- **TimeLogged:** This is an optional date-time field. If the user does not map it, then it will use current date time to log a ticket. Otherwise it will use the mapped field.
- **UDF fields mapping**: This should contain only basic fields (ie. numeric, text, datetime) without validation

NOTE: The Request ID that comes in the CSV file is used in logical mapping for memo imports. The actual Request ID will always be generated by the utility.

The Memos CSV file is optional – If you do not import a memo, then the imported request will have default one memo. The mapping of fields for Memo CSV file are as follows:

- **Required fields mapping**: RequestId [Logical Request ID for Mapping Memos to Requests in Requests CSV File], author, type, memotime, text memo

For the Service Requests imported using the Service Requests Import utility, the Category will be set to [none] by default. As a result, when a user tries to save these imported requests in ServicePRO, the user will be prompted to select a category.

How to access the ServicePRO Import Utility

Service Request Import Utility is supplied as an open source code visual studio project as part of ServicePRO SDK.

Technical Pre-requisites

Technical Prerequisites to build and run the Open source Service Requests Import utility are as follows:

- ServicePRO 14.0.72.6 version or Later
- ServicePRO SDK 14.0.72.6 version or Later
- Microsoft Visual Studio 2013
- .NET framework 4.5+

Detailed Steps to Configure, Build and Run the Utility

1. Extract the provided zip (ServicePRO_SDK_14.0.72.6) file into a local directory.
2. Using Visual Studio 2013, browse to the extracted files location and open the project file ImportRequests.csproj.
3. Correct and/or add the references in the project for the following ServicePRO SDK related DLL files:
    - `HelpSTAR.PCL.Common.dll`
    - `HelpSTAR.PCL.ObjectDesigner.dll`
    - `HelpSTAR.Transport.Hybrid.dll`
    - `ICSharpCode.SharpZipLib.dll`
    - `ServicePRO.Sdk.Windows.dll`
4. Open MainWindow.xaml.cs and on the Window_Loaded method, update with your ServicePRO service url [This URL can be found in the web.config of your ServicePRO installation, typically found under: *C:\HelpSTAR\HSSITES\HSSupportNET\web*\]

```
//Step 1: Set Server URL (This is stored in Web.config for ServicePRO.Web)
ServerSettings.SetServiceUri("http://localhost/ServicePRO.Server/");
```

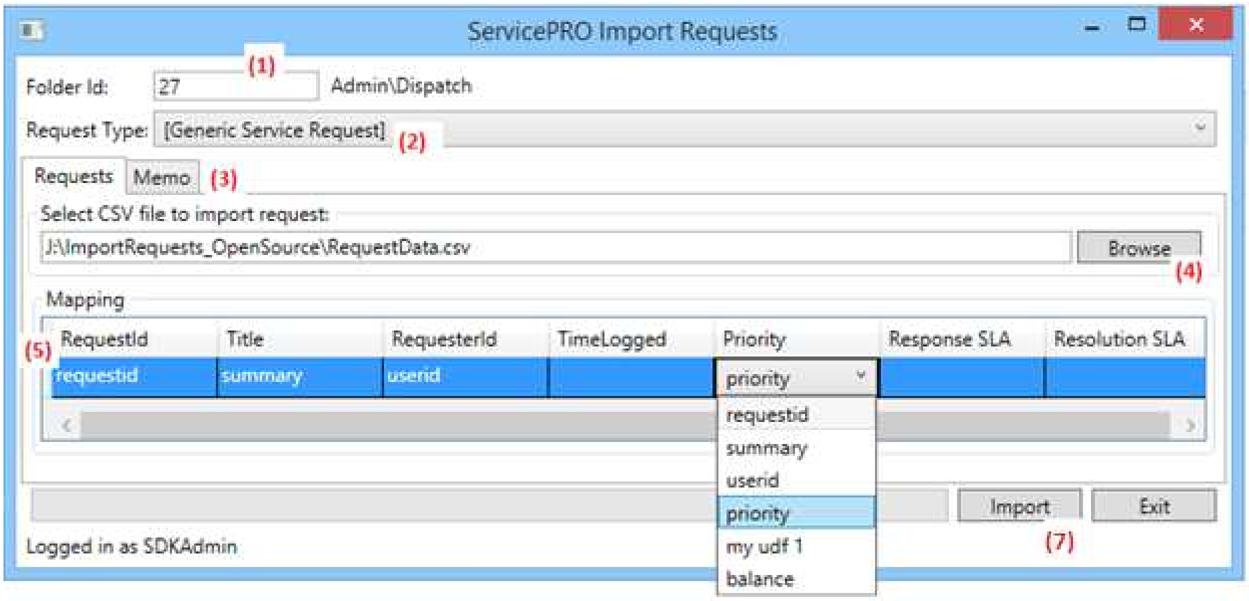
5. Update with the user login name and password for an admin user in ServicePRO. The utility will use these credentilas to login as that user.

```
//Step 4: Login
_loginManager.Login(selectedDomain, _session, "SDKAdmin", "helpstar",
true,
```

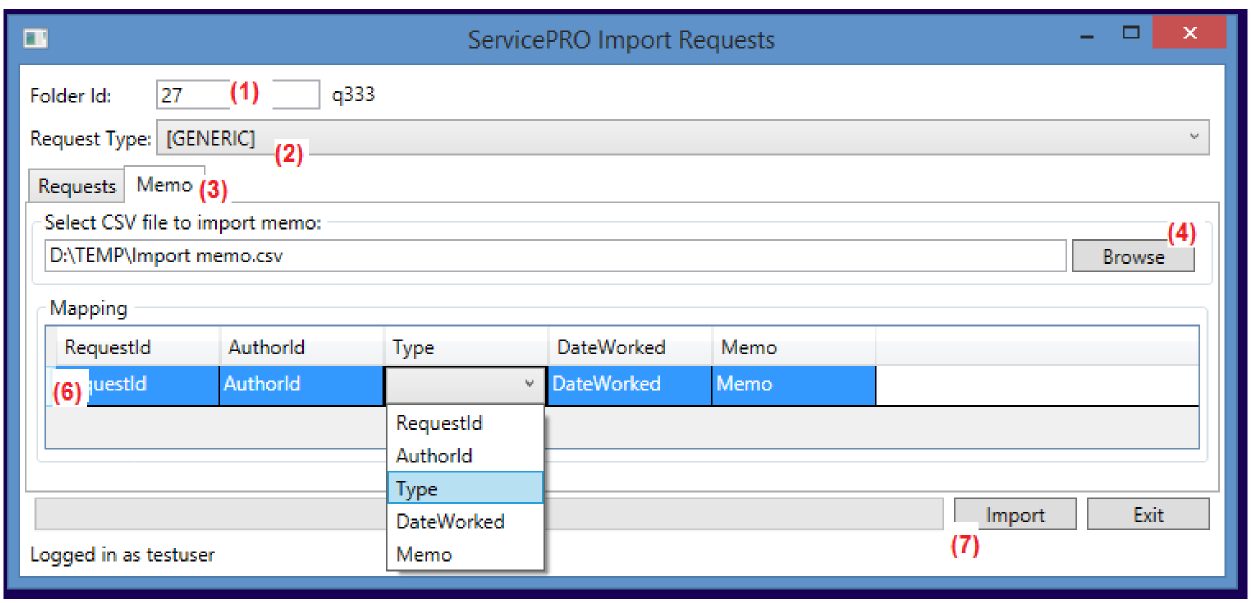
6. After correct url and login information has been provided, build and run the utility.

User Interface Overview

Requests Tab Selected



Memo Tab Selected



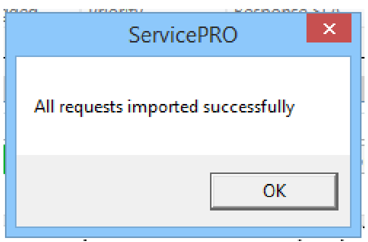
The following are the main parts of the open source Service Requests Import utility User Interface (reference the above images).

1. **Folder Id input** – This is the ID of the Queue folder to where the request will be moved to after creation. To find the id run the following sql statement on your ServicePRO HS2000CS database:

```
select * from tblqueue where QueueType in (2,8)
```

2. **Service request type selection** – This will depend on your ServicePRO database. Selecting a custom request type will also alow you to map values to custom fields on the request.
3. **Requests and Memo CSV import selection** – You may import request data only OR request PLUS memo data, although memo data is not mandatory. If a Memo CSV is not selected, a default memo will be entered for newly created requests.
4. **Browse –** Browse and select a comma separated values (CSV) file that contains the data to import here. Please note that the data file needs to include a header row containing Column/Field names to facilitate field mapping in Step 5 (Request field mapping) and Step 6 (Memo field mapping).
5. **Mapping (Requests)** – Once a valid CSV file is selected for Requests, the field headers in Mapping Grid should be mapped to the corresponding columns in the CSV file.
   *[Details on field mapping are given in **Fields Mappings for CSV file Data**]*
6. **Mapping (Memo)** – [Not Mandatory] Once a valid CSV file is selected for Memos, the field headers in Mapping Grid should be mapped to the corresponding columns in the CSV file.
   *[Details on field mapping are given in **Fields Mappings for CSV file Data**]*
7. **Import** – Import the data and create new requests. If you have not specified a memo CSV, the utility will prompt if you want to import with the default memo. Click Yes to continue.

After import finishes, there will be a success prompt shown.



3. Module Bug Fixes

Service Requests, Project Requests, Quick Requests, Workspace & other Views

- Users can customize their “In Service” view
- Custom fields with no permissions to update or view behave as expected when creating Project requests or regular service requests.
- Users able to make changes to multiple project tasks in the same session
- Trace “Closed” is included if user assigns to self and closes the request in one step.
- Workspace (Dispatch) refreshes as expected
- Requester Company or OU link in Activity Stream/Request properties behaves as expected
- Issue with recursive project reference is now fixed
- Sorting by any column now behaves correctly in Advanced Search Results Window.

Email Inbox

- Launching and working with email inbox behaves correctly using IBM Domino server.

ServicePRO Objects

- Removing roles and saving changes in RBAC is no longer throwing exception
- Moving queue folders from one location to another in organizational hierarchy is no longer throwing exception
- When creating a new announcement, audience field now defaults to privileged users
- Users can now print PO details
- Changing search criteria while searching for an asset is now bringing results as expected

Administration / Configuration

- In priority escalation, adding queue folders behaves as expected
- SLA does not allow resolution time to be less than the response time

Assets/Configuration

- In Asset Explorer, viewing asset properties is displayed in the correct font size.
- Assets are sorted alphabetically in Discovered Hardware
- Right clicking on existing discovery schedule shows the correct labels
- In Asset Explorer, inventory node loads as expected
- Performance improvements in loading the Discovered hardware tree
- Discovered hardware behaves as expected when associating with assets
- Fields can be edited when dragging more than one hardware to create assets
- Discovered item queries saved with “Total Memory (RAM)” field from previous versions behaves correctly
- When configuring discovery schedules, IP range values show correctly in the UI after saving

Purchasing

- The character length of PO number is now restricted to 20 characters
- Vendors show correctly for products assigned to more than one vendor
- Purchase order behaves as expected in Firefox browser

AD Authentication

- Request Details and Approval link behaves as expected when accessed by a support rep using AD authentication

Query Designer

- When exporting to excel, the issue with time closed for open requests is now fixed
- First memo logged via end user portal shows correctly in query results
- Order of fields does not change in query results when “ask for criteria” is used
- “Request Originated By” criteria shows correct results

Reports, Charts, Dashboard

- Correct report is generated and emailed when manually adding a grouping to a customized Overview report
- Removing a grouping from the custom report designer removes it from the report layout
- Grouping tab is displayed correctly in different resolutions
- PO Detail report is properly formatting the vendor address
- Users can now edit/preview Company and OU listing reports if there is a filter on “Type”

Object Designer / Custom Fields Editor

- Creating an alphanumeric dropdown without specifying a choice/item behaves as expected
- Users can cancel out of a look up or dropdown field
- Fields set as “Required” and given a default value behaves as expected

Quick Request Templates

- Message is shown when user tries to add a quick request template with duplicate name

Rule Designer & Rule Service

- Rule end date behaves correctly when business rule schedule is modified
- Status shows correctly when using request status variable in business rule email template

Starwatch Service

- Request priority variable shows correctly in emails
- Starwatch behaves as expected when sending out memos from business rules
- .WAV attachments are attached as expected
- Emails are sent to CC recipients as expected

Import Utility

- While importing users, Utility does not reset passwords to default value for users already in the database.

Others [Application Level]

- Automated shut down sequence behaves as expected