Symantec™ ServiceDesk 8.5 Release Notes

Symantec™ ServiceDesk 8.5 Release Notes

Legal Notice

Symantec Support

All support services will be delivered in accordance with your support agreement and the then-current Enterprise Technical Support policy.

Knowledge Base Articles and Symantec Connect

Before you contact Technical Support, you can find free content in our online Knowledge Base, which includes troubleshooting articles, how-to articles, alerts, and product manuals. In the search box of the following URL, type the name of your product:

https://support.symantec.com

Access our blogs and online forums to engage with other customers, partners, and Symantec employees on a wide range of topics at the following URL:

https://www.symantec.com/connect

Technical Support and Enterprise Customer Support

Symantec Support maintains support centers globally 24 hours a day, 7 days a week. Technical Support's primary role is to respond to specific queries about product features and functionality. Enterprise Customer Support assists with non-technical questions, such as license activation, software version upgrades, product access, and renewals.

For Symantec Support terms, conditions, policies, and other support information, see:

https://entced.symantec.com/default/ent/supportref

To contact Symantec Support, see:

https://support.symantec.com/en_US/contact-support.html

ServiceDesk 8.5 release notes

This document includes the following topics:

- About ServiceDesk

- What's new in ServiceDesk

- Installing ServiceDesk

- Upgrading to ServiceDesk 8.5

- Migrating to ServiceDesk 8.5

- Migrating data to ServiceDesk 8.5

- Fixed issues

- Known issues

- Other things to know

- Where to get more information

About ServiceDesk

Symantec ServiceDesk improves your infrastructure's service management.

It is ITIL-based and includes all of the primary ITIL Service Management processes. These processes include Incident Management, Problem Management, Change Management, and Knowledge Management. ServiceDesk also includes a Service Catalog that lets your users choose service items. It also includes an Active Directory Self-Service Catalog that lets users easily and securely reset passwords and access network shares.

ServiceDesk uses the Symantec Workflow framework to manage service tickets, provide reports, and integrate with the Configuration Management Database (CMDB).

You can configure ServiceDesk to meet your organization's specific requirements. These configuration options include setting up business hours, rule execution which can perform a variety of actions on incidents, changes, and problems, including routing, automated email generation, and incident messaging. You can implement advanced customizations. These customizations may include creating data types, modifying feeder forms, modifying the Process View page, and adding fields to reports.

For more information, see the following:

Symantec™ ServiceDesk 8.5 Implementation Guide

Symantec™ ServiceDesk 8.5 User Guide

For videos and articles, join the Symantec sponsored ServiceDesk user group on Symantec Connect:

http://www.symantec.com/connect/workflow-servicedesk

For continuous documentation updates, subscribe to the following forum on Symantec Connect:

https://www.symantec.com/connect/product/servicedesk

What's new in ServiceDesk

The following new features are introduced in this release of ServiceDesk:

Table 1-1   List of new features in ServiceDesk

Feature	Description
Updated the theme of all the forms.	The Themes of all the forms is now updated to match the new **Process Manager** format.
Option to edit **Business Services Process Association** is added.	From this release onwards, you can **Add** and **Remove** a **Business Services Process Association**s with a ServiceDesk Incident.
Improved Email monitor processes.	Performance of the Email monitor processes is now faster.
New Installation readiness check.	A new installation readiness check is added to ensure that ServiceDesk is not installed on the Notification Server computer.
Pre-built automation libraries for **Incident**, **Problem**, and **Change** modules.	**Incident**, **Problem**, and **Change** Data Types are now refactored to include pre-built automation libraries.

Installing ServiceDesk

You can install ServiceDesk as a standalone product but it requires installation of Symantec Management Platform on a separate server for licensing purposes. You can also install ServiceDesk and use it along with the other products in the IT Management Suite, as long as ServiceDesk is installed on it's own server.

Before you install ServiceDesk on the ServiceDesk server, see the topic "ServiceDesk scalability" in the *Symantec™ ServiceDesk 8.5 Implementation Guide* at:

http://www.symantec.com/docs/DOC11085

Things to know about the ServiceDesk installation process:

- ServiceDesk 8.5 is compatible with Symantec Management Platform versions 8.5, 8.1, 8.0, 7.6, and 7.5 SP1. It is also compatible with IT Management Suite versions 8.5, 8.1, 8.0, 7.6, and 7.5 SP1.

- You use the Symantec Installation Manager (SIM) to install the ServiceDesk Solution software.
  The ServiceDesk Solution software grants you access to the ServiceDesk Server installer.

- You use the ServiceDesk server installer to install the ServiceDesk application on your new designated server.

For information about installing ServiceDesk, see the *Symantec™ ServiceDesk 8.5 Implementation Guide* at:

http://www.symantec.com/docs/DOC11085

For information about installation of Symantec Management Platform 8.5 or IT Management Suite 8.5, see the Symantec™ IT Management Suite 8.5 Installation and Upgrade Guide.

For information about installation of Symantec Management Platform 8.1 or IT Management Suite 8.1, see the Symantec™ IT Management Suite 8.1 Installation and Upgrade Guide.

For information about installation of Symantec Management Platform 8.0 or IT Management Suite 8.0, see the Symantec™ IT Management Suite 8.0 Installation and Upgrade Guide.

For information about installation of Symantec Management Platform 7.6 or IT Management Suite 7.6, see the Symantec™ IT Management Suite 7.6 Installation and Upgrade Guide.

For information about installation of Symantec Management Platform 7.5 SP1 or IT Management Suite 7.5 SP1, see the Symantec™ IT Management Suite 7.5 SP1 Installation and Upgrade Guide.

See "About ServiceDesk" on page 4.

See "Upgrading to ServiceDesk 8.5" on page 7.

See "Migrating to ServiceDesk 8.5" on page 7.

Upgrading to ServiceDesk 8.5

You can execute an in-place, same-server upgrade to ServiceDesk 8.5.

The supported upgrade paths to ServiceDesk 8.5 are as follows:

- 8.1 RU6

- 8.0 HF7

The ServiceDesk upgrade process includes the following steps:

1. Upgrade Symantec Management Platform

    Use the Symantec Installation Manager to upgrade the Symantec Management Platform. In the Symantec Installation Manager, click **Upgrade installed products** and then choose to install Symantec Management Platform.

    For more information on how to upgrade to Symantec Management Platform 8.5, see the Upgrading to IT Management Suite 8.5 chapter in the *IT Management Suite Installation and Upgrade Guide* at the following URL:

    http://www.symantec.com/docs/DOC11093

2. Use the Symantec Installation Manager (SIM) to upgrade the ServiceDesk Solution software on the Symantec Management Platform.

    The ServiceDesk Solution software grants you access to the ServiceDesk server installer.

3. Use the ServiceDesk server installer to upgrade the ServiceDesk application on your ServiceDesk server.

    Note: Before you upgrade, close all the Email Monitoring tickets to ensure that the related Incident Management process is created properly.

See "What's new in ServiceDesk" on page 5.

See "Migrating to ServiceDesk 8.5" on page 7.

Migrating to ServiceDesk 8.5

Existing ServiceDesk customers using ServiceDesk versions earlier than 8.0 must migrate to ServiceDesk 8.5, which involves migrating to new hardware. This migration includes both the ServiceDesk server and a new Process Manager database instance. You should plan to install ServiceDesk in a new environment, separate from your existing ServiceDesk server. An in-place upgrade path is not available for pre-8.0 versions of ServiceDesk. Symantec does not support attempts to install 8.5 over a pre-8.0 version of ServiceDesk. You must run both systems in

parallel until your previous tickets are closed and necessary data is migrated to your ServiceDesk 8.5 environment.

Things to know about the ServiceDesk migration process:

■ You must first upgrade or migrate your instance of the Symantec Management Platform (and IT Management Suite if installed) to any of the following compatible versions:

   ■ 8.5

   ■ 8.1

   ■ 8.0

   ■ 7.6

   ■ 7.5 SP1

■ You use the Symantec Installation Manager (SIM) to install or upgrade the ServiceDesk Solution software on the Symantec Management Platform.
   The ServiceDesk Solution software grants you access to the ServiceDesk server installer.

■ You use the ServiceDesk server installer to install the ServiceDesk application on your new designated server.

For information about migrating to ServiceDesk 8.5, see the topic "Migrating to ServiceDesk 8.5" in the *Symantec™ ServiceDesk 8.5 Implementation Guide* at:

http://www.symantec.com/docs/DOC11085

For information about migrating to Symantec Management Platform 7.5, see the Symantec™ IT Management Suite 6.x to 7.5 Migration Guide or Symantec™ IT Management Suite 7.0 to 7.5 Migration Guide.

See "What's new in ServiceDesk" on page 5.

See "Migrating data to ServiceDesk 8.5" on page 8.

Migrating data to ServiceDesk 8.5

You can use some of the data from ServiceDesk 7.0 MR2, 7.1 SP1, 7.1 SP2, 7.5, 7.5 SP1, 7.6 in ServiceDesk 8.5. You can migrate incidents, change requests, problems, and other data. You can access this historical ticket data from ServiceDesk 8.5 for reporting purposes.

For more information about migrating data to ServiceDesk 8.5, see the topic "About migrating data to ServiceDesk 8.5" in the *ServiceDesk 8.5 Implementation Guide* at:

http://www.symantec.com/docs/DOC11085

See "Migrating to ServiceDesk 8.5" on page 7.

Fixed issues

The following are the issues from the previous releases that are fixed in this release.

Table 1-2   Fixed issues for ServiceDesk

Issue	Article link
There is no option to add or modify a Business Service association with a **Change** or an **Incident**.	TECH236182
When an incident is submitted via email, the location is not automatically associated to the incident.	N/A
Relate Incident to NS Asset creates date format in NSE based on service account regional settings. However, Notification Server NSE processing is not able to properly process other date formats than US English.	TECH240565
Symantec Supervisors role does not have **Data Class Read** permissions for some entities.	N/A
An Implementer Comment that is longer than 254 characters throws an error and does not allow to proceed.	TECH249434
Initiate Voting on Change ticket can time out when CAB has many (20+) members. When the timeout occurs, the Change ticket is not properly in voting state and this causes problems with Change ticket.	N/A
When on the advanced **Submit Incident** form, a user accidentally clicks **Resolve** button, returning to the main form by clicking **Cancel** requires the **Resolution** to be filled.	N/A
SD.IncidentManagementSimple.EndUserRequest form fails when getting Departments/Locations fails.	N/A

Known issues

The following are known issues for this release. If additional information about an issue is available, the issue has a corresponding article link.

For the most up-to-date information, latest workarounds, and other technical support information about this solution, see the Technical Support knowledge base.

Table 1-3 Known issues

Issue	Article link
On the **Reports > Service and Asset Management > ServiceDesk > Find Servicedesk Changes For Asset** page the URL listed in the **URLtoChange** column does not open a webpage. Workaround: Manually copy the URL and paste it in a new browser window.	TECH230728
Characters or symbols such as apostrophe, which are included in the text that is submitted through ServiceDesk forms are displayed as html-encoded in the Process View page, and in any subsequent form control where the Remove HTML option is not selected. In the latter case, an application error can occur because HTML that is detected in a form raises a security-related exception in the workflow engine when the form is submitted. This issue has two symptoms: 1　Some characters or symbols that were captured in ServiceDesk forms appear encoded in the process header Web Part on the Process View page. For example, the apostrophe symbol becomes '. This is caused by the fact that the Web Part itself is configured to ignore the HTML content. The content itself is fine. 2　All text controls have a configurable option to ignore HTML content (here it is called Remove HTML). This option should be selected every time, but there are a few places in Problem Management forms where it is not. This means that the encoded characters display in the text box on that form and when you attempt to submit the form, the workflow engine detects illegal characters, and throws an error. *continued*	N/A

Table 1-3   Known issues *(continued)*

Issue	Article link

continued
 	
Workaround:
 	
For each of the custom Process View pages that are provided with ServiceDesk, open the Process Info Web Part editor and disable HTML escaping. To do this action, complete the following steps:
 	
Step 1
 	
1 Log in as administrator.
 	
2 Go to **Site Actions** and select **Page List**.
 	
3 On the left navigation pane, expand **Process View pages** and click **SD Incident View**.
 	
4 Click **Go to Page**.
 	
5 Go to **Site Actions** and select **Modify Page** > **Edit Page**.
 	
6 On the **Ticket Overview** Web Part, click **Edit** to open the Web Part configuration screen.
 	
   Note: The Process Info Web Part may be titled differently on other pages.
 	
7 Select to clear the **Escape** check box.
 	
8 Click **OK**.
 	
Repeat for any other instances of Process Info Web Part on the affected page and then repeat for all the affected Process View pages.
 	
Step 2
 	
1 Open the package **SD.Forms.ProblemManagement** in the designer.
 	
2 Open the following forms and for all text boxes ensure that **Remove HTML** option is selected in the **Functionality** tab.
   ■ Review Rejection Reason.
   ■ Verify Problem.
   ■ Create Fix for Problem.
   ■ Approve Proposed Fix/Workaround.
   ■ Schedule Request.
 	
3 After completing all the forms, publish the project.	

While upgrading to ServiceDesk 8.x, the `Symantec.ServiceDesk.Licensing.dll` is not updated.	N/A

Table 1-3   Known issues *(continued)*

Issue	Article link
Problem Management extended data breaks the ruleset components in SD.ProblemManagement.	N/A

Other things to know

The following are things to know about this release. If additional information about an issue is available, the issue has a corresponding Article link.

Table 1-4   Other things to know

Issue	Article link
The session timeout for Process Manager is changed from number of days to number of minutes. Additionally, the default session timeout is changed from 90 days to 90 minutes. After the configured session timeout in minutes, the user needs to log on to access Process Manager.	N/A
Incident Management requires setup and is not fully functional out-of-the-box. See the *About configuring ServiceDesk* topic in the *Symantec™ ServiceDesk 8.5 Implementation Guide*.	N/A
Change Management requires setup and is not fully functional out-of-the-box. See the *About configuring ServiceDesk* topic in the *Symantec™ ServiceDesk 8.5 Implementation Guide*.	N/A
Symantec has improved security controls on the Workflow Server. The improved security can potentially block the ability to deploy from a local Workflow Designer to a remote Workflow Server. If you cannot deploy to a remote Workflow Server, change the following setting on the remote Workflow Server before attempting to deploy. **To allow remote connections:** ■ On the Workflow Server, right-click on the **Task Tray Tool** and click **Settings**. ■ In the **Workflow Server** section next to **Workflow Server Configuration**, click the ellipsis. ■ In the **General** section, check **Allow Remote Connections**. Please note that the Symantec security best practice is to revert this setting after you are finished deploying. For more information on Symantec security best practices, see the article *ServiceDesk/Workflow General Security Best Practices*.	DOC6160

Table 1-4   Other things to know *(continued)*

Issue	Article link
Changes in ServiceDesk documentation: ■ The *ServiceDesk Solution Software User Guide* has been deprecated. The instructions that were in this guide are now in the *ServiceDesk Implementation Guide* and *ServiceDesk User Guide*. ■ The *ServiceDesk Portal User Guide* has been deprecated. The instructions that were in this guide are now in the *ServiceDesk User Guide*. ■ The *ServiceDesk Customization Guide* has been deprecated. Because of the changes to ServiceDesk, most of the customizations can be accomplished in the Process Manager portal. Some advance customizations can still be accomplished by editing the workflow processes. See the *Configuring ServiceDesk* and *Advanced ServiceDesk customizations* topics.	N/A

Where to get more information

Use the following documentation resources to learn about and use this product.

Table 1-5   Documentation resources

Document	Description	Location
Release Notes	Information about new features and important issues.	The **Supported Products A-Z** page, which is available at the following URL: http://www.symantec.com/business/support/index?page=products Open your product's support page, and then under **Common Topics**, click **Release Notes**.
User Guide	Information about how to use this product, including detailed technical information and instructions for performing common tasks.	■ The Documentation Library, which is available in the Symantec Management Console on the **Help** menu. ■ The **Supported Products A-Z** page, which is available at the following URL: http://www.symantec.com/business/support/index?page=products Open your product's support page, and then under **Common Topics**, click **Documentation**.

Table 1-5 Documentation resources *(continued)*

Document	Description	Location
Help	Information about how to use this product, including detailed technical information and instructions for performing common tasks. Help is available at the solution level and at the suite level. This information is available in HTML help format.	The Documentation Library, which is available in the Symantec Management Console on the **Help** menu. Context-sensitive help is available for most screens in the Symantec Management Console. You can open context-sensitive help in the following ways: ■ Click the page and then press the F1 key. ■ Use the Context command, which is available in the Symantec Management Console on the **Help** menu.

In addition to the product documentation, you can use the following resources to learn about Symantec products.

Table 1-6 Symantec product information resources

Resource	Description	Location
SymWISE Support Knowledgebase	Articles, incidents, and issues about Symantec products.	http://www.symantec.com/business/theme.jsp?themeid=support-knowledgebase
Cloud Symantec Help Center	All available IT Management Suite and solution guides are accessible from this Symantec Help Center that is launched on cloud.	http://help.symantec.com/Welcome?context=ITMS8.5

Table 1-6   Symantec product information resources *(continued)*

Resource	Description	Location
Symantec Connect	An online resource that contains forums, articles, blogs, downloads, events, videos, groups, and ideas for users of Symantec products.	http://www.symantec.com/connect/endpoint-management/forums/endpoint-management-documentation Here is the list of links to various groups on Connect: ■ Deployment and Imaging http://www.symantec.com/connect/groups/deployment-and-imaging ■ Discovery and Inventory http://www.symantec.com/connect/groups/discovery-and-inventory ■ ITMS Administrator http://www.symantec.com/connect/groups/itms-administrator ■ Mac Management http://www.symantec.com/connect/groups/mac-management ■ Monitor Solution and Server Health http://www.symantec.com/connect/groups/monitor-solution-and-server-health ■ Patch Management http://www.symantec.com/connect/groups/patch-management ■ Reporting http://www.symantec.com/connect/groups/reporting ■ ServiceDesk and Workflow http://www.symantec.com/connect/workflow-servicedesk ■ Software Management http://www.symantec.com/connect/groups/software-management ■ Server Management http://www.symantec.com/connect/groups/server-management ■ Workspace Virtualization and Streaming http://www.symantec.com/connect/groups/workspace-virtualization-and-streaming