

8.00.00

Integration

- New Added new history information related to external notifications

Notifications

- New Added config.xml to templates folder so specific email settings can be controlled using template scripts
- New Added scripting to prevent notifications under specific circumstances

Remote Logging

- Other Email import now has better control over deleting processed emails and emails flagged for deletion are not processed

Scripting

- New Added new scripting vars: Responsible user and group, Log user and group, Contact email

Security

- Bug Fix Reset/change password screens have incorrect limit on number of characters allowed for email address

Stages

- New Stages can now invoke Resolve or Close statuses upon completion
- Other [End] Stage has been removed, all stages are now [Start] or [Intermediate]

Task Detail

- Other Moved stage actions to their own section

8.00.01

Notifications

- Other Text character limit removed from custom message for send task copy

Task Detail

- Other Added date header field to Attachments list and ordered by date

Workflow

- New Added new user interface for editing workflows
- New Added ability to spawn subtasks from flow stages
- Other Stage names are now defined directly on stages

8.00.02

Assets

- New Disposal wizard now caters for multiple assets

Data Archiving

- Bug Fix Task detail screen for archived tasks does not show custom fields data

Remote Logging

- Other Added ability to script task type defaults using incoming email subject

Task Lists

- Other Status and Priority filters now populate with all possible values regardless of grid paging (previously only displayed values from loaded rows)

Workflow

- Other Stage numbering and counts are now automatically kept sequential and in sync
- Other Actions can now route back to the stage to which they belong
- New Added new diagram for flow visualization

8.00.03

Escalations

- Other Escalations already sent may now be re-triggered if the SLA parameters change

SLA

- New Added SLA overrides and the ability to set specific values when overriding SLAs

Workflow

- Other Start stage is now automatically set when editing or dragging stages

8.00.04

Follow-Ups

- New Added new Follow-up functionality

Journals

- New Journals can now be added to closed calls

SLA

- Bug Fix Due dates do not get set correctly when editing tasks and a new SLA is looked up

Workflow

- Other Stage sub-task info is now displayed on tree and diagram views

8.00.05

Custom Fields

- New Added new option for Checkbox type custom fields

8.00.07

Custom Forms

- New Added ability to integrate custom forms with call logging menus
- New Added ability to attach documents on custom forms

Custom Forms Utility

- Other Approvals completed in ASD can now be displayed on custom forms

Integration

- Other Attachment description can now be specified in addition to the file name

SLA

- Bug Fix SLA Override to manual SLA on new calls does not set MTTRESP and MTTREP correctly

Task Detail

- Other Added workflow stage close user to stages grid

Workflow

- New Added new diagrams to indicate progress and position in workflow

8.00.08

Scripting

- Other Added context sensitive help for scripting pages

Task Detail

- Other Stage completion actions can now be selected directly from the action list and additional stage status messages are also displayed

Workflow

- New Re-opened tasks can now be opened in a specific stage
- New Workflows can have actions that allow user-defined re-routing of the workflow
- Bug Fix Stage completion fails when an action points back to the same stage

8.00.09

Workflow

- Other Minor cosmetic changes on stage wizards
- Bug Fix Approvals may not operate correctly for workflows that use the same stage more than once

8.00.10

AD Updates

- Other Error message may not display correctly when update fails

DBUpgrade

- Other Updated qASD_ArchiveSummaryCube

Notifications

- Other Added new variables for workflow stage ID and URL
- Other Added new variable for satisfaction survey comments

Workflow

- Other Added descriptions for each part of workflows for displaying tooltips on diagram elements

8.00.12

App Setup Wizard

- Other Call types can now be generated for new and existing sites
- Bug Fix Default notifications are not created for new installations
- Other Call types that already exist in the database are now highlighted in red on the call types selection tree [ver 5.00.08]
- Other Call types can now be generated without requiring user-groups to exist

DBUpgrade

- Other Added additional default settings for new sites

Task Detail

- New Added workflow progress image to main screen

8.00.13

New Calls

- Other Screen sizing changes to allow all owner details to be visible without scrolling

Self Service

- Bug Fix Treeview displays ITIL types for non-pro systems

Task Detail

- Other Show Workflow link is now hidden for tasks that do not have any associated workflows
- Other Added help link

Workflow

- Other Stage and Action description tooltips are now also visible on the stage history and task detail stage diagrams and links

8.00.14

ASD Setup Wizard

- Other Call type subjects are not always generated for some ITIL types

New Calls

- Bug Fix New assets grid does not get the Description field populated after an asset search
- Other Minor adjustments to sizing of asset fields
- Other Asset dropdown now follows the same rules regarding components as the asset search screen (for null values)
- Other Asset dropdown now displays asset number as well description

Surveys

- Bug Fix Survey wizard has sizing issues in some browsers

Workflow

- New Added ability to export and import workflow definitions

8.00.15

Knowledgebase

- Bug Fix Knowledgebase treeview displays incorrectly in some browsers
- Bug Fix Knowledgebase treeview fonts do not always display correctly
- Bug Fix Help link does not show correct page

New Calls

- Other Some data may not be saved correctly if the form is submitted while rpc actions are busy. Finish button is now disabled during these times.

Self Service

- Bug Fix New call wizard buttons do not display correctly on some systems

8.00.16

Assets

- New Category and sub category fields are now lookup fields (config in DTA)
- Bug Fix Disposal flag is not set correctly for new asset records
- New Added ability to duplicate asset records
- New Added additional fields for Tax depreciation

Scheduled Tasks

- Other Description field capacity has been increased

Workflow

- Bug Fix Status is not set correctly when importing some workflow definitions

8.00.17

Assets

- New Asset duplication can now utilize the auto-number feature
- Other New asset quantity field now defaults to 1
- Other Serial numbers can now be captured when duplicating asset records
- Bug Fix Asset serial number does not display on Assets grid

Entitlement

- Bug Fix New entitlement configuration records are not saved

8.01.00

Approvals

- New Added new approval variable [__LINEMANAGER__] for automatic assignment to a user's manager
- New Added the ability to change approvers
- Bug Fix Security is not correctly implemented for manual approval requests
- New Approval results are now determined by a minimum required percentage and approvers can have weightings according to importance
- Other Task approvals: Multiple approvers entered on one line separated by ';' now generate individual approval records
- Other Stage approvals: If approval info exists due to scripting, that now overrides approvals defined on the stage (previously a combination of both was generated)
- New Added user-defined approvals for workflow approvals
- New Added new roles to allow for [Task Workflow Override], [Task Workflow Re-route], [Task Approval Override]
- New Users can now change their approval vote (while the approval process is pending)
- Other Task Detail: Approvals are now grouped by task/stage and have additional info relating to status, override etc.
- New Added new email variables for completing approvals directly from email ([__APPROVEYESREF__] and [__APPROVENOREF__])

Attachments

- Other File name field size increased to 250 characters (with warning message when exceeded)

Custom Fields

- Bug Fix Numeric fields do not save the value 0
- Bug Fix Entering decimals into numeric custom fields causes db errors, this is now disallowed

DBUpgrade

- Other Changes re: Task Project and Site fields can now be aliased with custom names

Notifications

- Other Added a new default template [ApprovalCustomForm] that is used when approval is requested from a custom form as opposed to regular approvals
- New Added new email variable [__TASKOWNERTITLE__]

Other

- New IP address of the client logging the call is now automatically stored on the call
- Bug Fix Link to sign off calls from the task detail screen opens the wrong wizard
- New Task Project and Site fields can now be aliased with custom names

Security

- Other Call type visibility now hides all call types when a non-authenticated user attempts access

Self Service

- Bug Fix Some menu pages allow users to log calls anonymously as they are not prompted for login
- New Added a new setting to specify the default call type classification to use for self service calls

Active Servicedesk Release Notes

v8.00.00 to v8.03.13

- New Added a new navigation interface for a simple list of categories

Surveys

- Bug Fix Email subject does not display correct survey name
- New Added ability to send survey results to the assignee and responsible users and optionally to owner

Task Detail

- New Added ability to resend approval requests from the grid on the approvals tab

Task Lists

- New Added field to indicate whether task approval is outstanding (in addition to the row icons showing this)
- Bug Fix Expected Duration field is always empty on the grid
- New Added task workflow information fields to grid
- New Added DMY and MY formatting for Last Action Date field

Workflow

- Bug Fix Workflow is not triggered by scheduled tasks

8.01.01

Approvals

- Other Enhanced approval override process to accept an override result and to have better selection of the new stage
- Other Approval result is now stored on the task/stage record

Integration

- Bug Fix Asset data is not saved correctly for new tasks

Scheduled Tasks

- New Added asset to scheduled task definition

Task Lists

- Other Removed timeout to facilitate views that require exceptionally long loading time
- Bug Fix Grid may crash with null values in certain fields

8.01.02

Data Archiving

- Other Additional address data is now persisted on the archive records

Self Service

- New Added log on behalf-of functionality

Workflow

- Bug Fix Using the same custom form in more than one stage causes unexpected results on the workflow diagram
- Bug Fix Cloning workflow does not replicate stage info correctly
- Other Custom form and subtask information is now included as part of the clone action

8.01.03

Approvals

- Other Approvals flagged as not required due to an approval decision being reached before all votes are complete, can now have a vote submitted (will not affect outcome)

Assignment

- Bug Fix Security groups are no longer used when finding a default group for a user when accepting a task

Custom Forms

- New Custom forms used to create calls can now also be used in stages or approvals on the same call

Journals

- Other Journals for pending calls are now allowed via email/integration

New Calls

- New Added external reference number field
- Bug Fix Using an email custom field causes db error for new calls when it is the only custom field

Notifications

- Other Added new variable [__APPROVALDETAIL__] to display a table of approvers and their votes relating to the approval

Remote Logging

- Other Added new setting to control whether outgoing notifications are sent to cc email addresses for emailed calls/actions

Self Service

- Other Simple list now displays a heading and has other cosmetic changes

Workflow

- Other Added the ability to generate subtasks that are generated when a stage is completed (subtask is not to the stage)

8.01.04

Custom Forms

- Other Attachments from custom forms can be flagged as [update existing] in which case there will be only one pdf attachment that is updated on every iteration

Task Lists

- Other Search screen has selection field to choose wich fields must be searched (for performance)

8.01.05

Escalations

- Bug Fix Duplicate escalation records get logged for each escalation run after the first notification was sent

Integration

- Other Added [EXTERNALREF] to default xml template
- New External Ref field can be updated by integration actions and by Regular Exression expression pattern matching on inbound emails

8.01.06

Custom Forms

- New Approvals completed in Active Servicedesk can now automatically update the custom form pdf attachment

Database

- Other Added control to manually specify db transaction isolation level

DBUpgrade

- Other Added default sample email RegEx value for External Ref for new sites

Self Service

- Other On the simple task list screen, clicking a disabled category or sub-category row opens a blank screen

Task Lists

- Bug Fix Grid may crash when displaying certain special characters

Workflow

- Other Cloning workflows now defaults the description field to be the same as the workflow being cloned

8.01.07

Custom Forms

- Other Custom forms can now be completed by internet users and correctly identify those users
- Other Where possible the logged on windows username is stored for the action being completed

Notifications

- Bug Fix Some stage notifications are not sent when resending from the task detail screen

8.01.08

Task Lists

- Bug Fix All My Calls, All My Unresolved, My Pending Calls calls give grid errors when using [Show My Owned Tasks]

Workflow

- Bug Fix Action status and approval user are not cloned for stage actions/approvals
- Bug Fix Subtask Enabled flag is not cloned for stage actions
- Other Changing the workflow when a different workflow is activated now stops the current stage

8.01.09

Integration

- Other Added the ability to specify blocked emails where no action will be taken should an email come in from those addresses

8.01.10

ASDTaskService

- Other Added new windows service to improve email import and integration response

Escalations

- Bug Fix New calls without SLA's can trigger escalation notifications

8.01.11

Attachments

- Other Increased description field size

Integration

- Bug Fix Journals against closed calls are rejected when done by email

Task Lists

- Bug Fix [Accept] context menu does not appear correctly for the admin user

8.01.12

Approvals

- Bug Fix Completing approvals directly from email does not work for task approvals (non-stage approvals)

ASDTaskService

- Other Service will now no longer start and will log windows event errors when the service does not have the required rights

Self Service

- Other Wizard Finish button is now disabled when RPCs run to prevent submitting an incomplete form

8.01.13

Assignment

- Bug Fix [Show off duty users] checkbox does not work when re-assigning calls

Attachments

- Bug Fix Email attachments with extremely long file names are now limited to prevent file system errors when saving during importing

Custom Forms Utility

- Other Enhanced error message returned from ASD api

Other

- Other Auto-Lookup control lookup time is not set correctly from user preferences

Task Detail

- Other Send task copy now displays a name as well as email address during lookup

Workflow

- Other Added new Custom Form setting for forms that are actionless (no custom action is completed on the form, it is merely linked to the stage to get approval updates from ASD)

8.01.14

Assignment

- New Added dropdown for the user to select an assignment group at the time of accepting a call

8.01.15

Workflow

- New Added scripting for workflow stage assignment (uses call type default definitions)

8.01.16

Remote Logging

- Bug Fix Asset address fields are not checked against the call type defaults script for new calls

8.01.17

Other

- Other Added new setting on task source [Display] to allow sources that can be set from api calls etc. but not used when manually capturing calls

Task Detail

- Other [Request Approvals] now appear under a separate Approval heading
- Bug Fix Links for optional template sub-tasks do not display when using system generated default task types
- Other [Request Stage Approvals] link is now not displayed when user does not have rights for this action

8.01.18

ASD Setup Wizard

- Other Default call types get created with incorrect setting for Required/NotRequired

Task Type Defaults

- Bug Fix Task type dropdown on wizard does not populate correctly when using non-scripted task types defaults

8.01.19

Approvals

- Other Added setting to add call attachments to approval request emails

Custom Forms Utility

- Other Stage return value can now be set new call and stage forms (for new call forms re-used in stages)

Task Detail

- Other Links for optional sub-tasks are no longer displayed for users who don't have the necessary rights

Workflow

- Other Enhanced the message returned when attempting to delete a stage that is used in a stage action

8.01.20

Data Archiving

- Other Enhanced return message for archive wizard
- Other Enhanced performance of archiving process

DBUpgrade

- Bug Fix Upgrade process exists unexpectedly on some systems during [Persisting Archive 1]

Other

- Other Enhanced performance for task actions performed against very old tasks

8.01.21

Custom Forms

- New Custom forms used for logging new calls can now be re-used in stages for the same call
- Bug Fix URL is not saved the custom forms wizard for new or integrated custom forms

Workflow

- Bug Fix Workflow export/import does not process approvals where the user is Administrator
- Bug Fix Approvals information is not correctly displayed or imported

8.01.30

Login

- New Added special login screen to facilitate simple personnel login and user creation

8.01.31

Custom Forms Utility

- Bug Fix Additional variables have been made available to cater for approvals that have been overridden

DBUpgrade

- Bug Fix [Source] visibility is not set for new installations

Guests

- Bug Fix Error converting guests to personnel

Notifications

- Other Added email variables for log user details

Other

- Other Added timestamp field to HISTORY table to store the date that a history entry was created

Security

- Other Disabled groups are no longer visible in the list of available groups on the groups wizard Task Assignment tab

Self Service

- Other Self service menu wizard does not correctly filter call types and categories according to classification when defining the menus

Users

- Bug Fix User records without email addresses enforce email address entry when those records are edited

Workflow

- Bug Fix Stage number is not always set correctly when updating a custom form PDF from an ASD approval

8.01.40

Approvals

- Other User email aliases are now also checked when attempting to identify users performing workflow approvals

DBUpgrade

- Other Added additional fields to qASD_SummaryCube

SLA

- Bug Fix SLAs using Day or End of Day parameters may produce unexpected results

8.01.41

Other

- Bug Fix Domains wizard page fails to open

8.01.43

ASDTaskService

- Bug Fix Escalations using SLA/Real minutes to escalation threshold rules may not trigger correctly
- Other Corrected erroneous event log messages when starting/stopping the service

New Calls

- Other Added owner cell number field to screen

8.01.44

ASDTaskProcessorNET

- Bug Fix Does not prompt for run as administrator (which is required)

ASDTaskService

- Other Added additional debug info in event log
- Bug Fix Debug mode is not initiated when using the debug parameter

Browser

- Other Added support for Edge

8.01.45

Users

- New Added ability to edit users on the groups wizard, also folders and users and assignment can now be specified when adding new records.

8.02.02

Notifications

- New Email subject lines can be customized using the template config.xml file <emailsubject> tag

Priorities

- New Impact/Urgency mandatory setting can now be controlled per ITIL-type

Users

- New Added ability to create helpdesk users from personnel data

Workflow

- Bug Fix Workflow export/import shows a subtask even when this is not enabled in the workflow
- Bug Fix [Has Custom Action] setting is not cloned when cloning workflows
- New Call owner can now be the target of Assignment and Approval

8.03.00

ASDTaskService

- Bug Fix Email import may fail on some versions of Exchange Server

Custom Forms

- Other Custom forms can now update some ASD fields and read some data from the ASD database for display

DBUpgrade

- Other Added CallOwnerEmail to view qASDSummaryCube

Editing Calls

- Bug Fix Task history may not be logged correctly for task address fields
- New Added history logging for attachments
- Bug Fix Task history is not logged correctly for changes in owner when the owner is a guest
- Bug Fix Owner name does not display for when the owner is a Guest
- Bug Fix Changing task ChangeType, ChangeCategory, BusinessImpact, Urgency fields does not log history correctly

Integration

- New Integration can now update call data using the EDIT action type
- New Added ITIL problem and change request fields to integration

ITIL

- New Added additional fields for Change Request call types (Motivation, Proposed Date, Scheduled Date)

Other

- Bug Fix Task history may not be correctly related to it's workflow stage after performing certain actions

Security

- Bug Fix Disabled flag is not checked for personnel logging in with an AD username
- Other Internet users logging in with an AD username (where there is an equivalent regular user record) are now granted access as an internet user if the regular user record is disabled

Setup Package

- Other CustomForms folder is now installed with the files required by custom forms

Workflow

- Bug Fix Dropdown shows duplicate stage values when overriding workflow

8.03.01

Follow-Ups

- Bug Fix Erroneous messages may get logged by the task processor for follow ups where the reminder has already been sent.

Other

- New The max number of call type approvals, subjects, and resolutions is now user-defined in app setup
- Other Parent calls with unresolved sub tasks can now be resolved (when auto-close is enabled) as long as all sub tasks are closed or resolved (when resolved they must allow auto-close)
- Bug Fix Resolve and close actions may be prevented on calls failing the close check when auto-close is enabled but the call type is not enabled for auto-close

Workflow

- New Workflow now routes according to the approval result as well as the last known custom action result (if applicable) even if the approval is not done on a custom form

8.03.02

Remote Logging

- New Added new setting to prevent logging new calls for emails that are sent using reply or reply-all
- New Added new setting to prevent logging duplicate calls for the same External Reference

8.03.03

Assets

- Other Added new asset fields for depreciation opening adjustment values

DTA Integration

- Other Minimum required DTA version is now 5.01.04

Other

- Other Added additional license information on About screen
- Bug Fix Task deletion may fail when task has approval overrides

8.03.04

New Calls

- Bug Fix [Add Owner] button is not enabled when the user has the required rights

Other

- Bug Fix Setup screen redirects to incorrect page when there are validation errors on the page
- Bug Fix Saving an application name as an empty string causes user logins to fail

Security

- Bug Fix Groups wizard incorrectly shows the user, folder, assignment,status tabs when cloning groups
- Bug Fix Group list is now sorted alphabetically by name by default

Statuses

- New Statuses available to users performing status changes can be controlled per user or user-group

8.03.05

Security

- Other Disabled groups are no longer visible on the user wizard
- Other Added additional fields to the groups grid

Workflow

- Other Added label on workflow import wizard to indicate when the stage is assigned to the task owner
- Bug Fix Assign to owner is not correctly displayed on workflow swimlane diagram

8.03.06

ASDTaskService

- Bug Fix History entry durations may be incorrect

Knowledgebase

- Bug Fix Corrected label on article wizard for [Selected Categories]

Remote Logging

- Bug Fix Application setting for new call source [port] does not get saved
- Bug Fix Application setting for new call source [auth type] does not get display properly once saved

Workflow

- Bug Fix Stage acceptance and completion aging may not be set correctly

8.03.07

Assets

- Bug Fix Asset transfers may not log transfer history incorrectly

Other

- Bug Fix Default page for internet users may not display correctly after logon
- Bug Fix Browser does not load the correct default page for internet users during F5 or refresh

Remote Logging

- New Emails can now be read from folders other than INBOX and processed emails can be moved to another folder (if specified) or deleted

8.03.08

Other

- New Added new call type setting for calls that are closed immediately after being logged
- Bug Fix Stop-clock status does not halt aging
- New Task search screen now searches all history entries

Quick Close

- Bug Fix Grid may display duplicate records for some calls

Statuses

- Bug Fix Status wizard incorrectly enforces revert hours when the revert is user-defined

Task Lists

- Bug Fix Records returned from the search screen may not be filtered correctly according the user's rights

8.03.09

New Calls

- Other Multiple email addresses entered in the [CC Email] field on the new task wizard and now generates separate email logs
- Bug Fix Mandatory setting for issue addresses is not enforced when logging calls. Setting is also now controlled per address-type
- Other [BCC Email] label on task wizard changed to [CC Email]

Surveys

- Bug Fix Surveys received by email are incorrectly processed as journals when auto-journal is turned on

Task Lists

- New Added Response, Resolve and Close dates to main calls grid
- New Added custom text, number, date fields 6-10 to main calls grid

Workflow

- Bug Fix If no workflow defaults script is available then the stage may be incorrectly auto-assigned

8.03.10

Custom Forms Utility

- Other Text field size in db for CF table is now 255
- Other Added warning for form field names longer than 30 chrs

Notifications

- Bug Fix Emails entered in the CC field for follow ups do not get sent

Security

- Other Disabled users are no longer displayed in the list of available user on the Groups wizard

Setup Package

- Other Task Processor link is not available in start menu

8.03.11

Security

- Other Search All Calls role no longer controls access to the search screen (all logged on users now have access) but instead controls whether all calls are returned by the search or only relevant calls to the user

8.03.12

ASDTaskService

- Other Improved aging to better handle actions taking place in the browser while aging is running

8.03.13

Assignment

- Bug Fix Manual task assignment during workflow stages does not limit available groups as required

Task Lists

- Other [My Group Calls] now includes resolved calls