ZENworks Service Desk 8.0

November 2018

The information in this Readme pertains to the ZENworks Service Desk 8.0.

1 What's New in ZENworks Service Desk 8.0

ZENworks Service Desk 8.0 release comes with the following updates:

- **Service Desk Appliance for Hyper-V:** ZENworks Service Desk 8.0 users can use *Microsoft Hyper-V* as a virtual environment to deploy the Appliance.

1.1 New End-user Portal

- **New End-user Portal:** A new end-user portal is introduced in this release, which enhances the end user experience.

  Using this new portal, customers can:
    - Report an Incident from any page
    - View Store items
    - Create requests from Store items
    - View requests
    - Sort the request based on parameters
    - Expand the request view
    - View and perform different actions such as Add Note, Resolve, Approve, Reject, Reopen depending on the status of the request
    - Search Store Items, Requests and both in a single page
    - View and edit My Profile

  The new end-user portal can be accessed through devices such as desktops, mobiles and tablets using the following URL:

  https://<*zenworks_service_desk_server*>/servicedesk/

- **Customize and Localize the New End-user Portal:** Based on organizational needs, administrators can customize the new end-user portal. To customize, go to **Setup** > **Customize** > **New End-user Portal**. The following can be customized:
    - Banners
    - CSS
    - Strings (can be localized)
- **Accessing REST APIs:** The REST APIs can be accessed using the following URL:

  https://*<zenworks_service_desk_server>*/servicedesk-apidocs/

1.2 Classic Portal

- **Filter Edit:** Technicians and Supervisors can save the created or customized filter for attributes such as **Requests**, **Group Requests**, **Items**, **Store Capable Items** and **Store Items**. Only the newly created filters can be modified.
- **Cost of Work:** Technicians can view reports on cost of work, based on **Customers**, **Org. Units**, **Requests**, **Technicians** and **Date**.
- **Join Proxy Support:** Managed devices can be remote controlled using Join Proxy, if ZENworks Service Desk is configured only with ZENworks 2017 Update 3.
- **Importing Inventoried-Only Devices:** Administrators can now import inventoried-only devices from ZENworks to Service Desk.
- **Addition Information in the Technician portal:** Technicians can view and edit information such as **Location**, **Contact Type** and **Contact Time** in the Request Details page.
- **Multisession support:** This feature enables Service Desk users to log into multiple instances at same time.

  To enable or disable multisession, go to **Setup** > **Privileges** > **System**. In the System page, modify the **Enable Multi-session** option. Only Administrators have rights to modify this option.
- **Incident Permalink:** A Permalink is provided in the request summary page for easy sharing among technicians.
- **Enhanced Email-Templates:** Additional Parameters are added to the email templates
    - **Request URL** is added in all request related email templates.
    - **Date Style** is added in the Article Summary
    - **Process** is added in the *SlaBreachedSubject* email template.
- **Create a request from the Dashboard page:** Based on roles and processes assigned, users can create Incident, Service Request, Change Request, Problem Request.
- **Request subject in the calendar:** Technician will able to view the Request Subject in the calendar only for Request Due and Scheduled Request.
- **Device based assignment of store item:** When users request for an item, users must also select the device on which the bundle item should be assigned. On approval, the item will be assigned to the specified device instead of the user.

2 Deploying or Migrating the ZENworks Service Desk 8.0

Please refer to the following sections to understand which installation process is appropriate for your current environment:

- **New Installation:** If ZENworks Service Desk Appliance is not installed, you need to perform a new installation.

  For more information on performing the new installation, see Appliance Deployment.

- **Upgrade or Migrate:** If ZENworks Service Desk Appliance is already installed, you need to upgrade or migrate to the latest version.

  For more information on migrating ZENworks Appliance to the latest version, see Migrating Service Desk

3 Known Issues

This section displays the list of known issues in the ZENworks Service Desk 8.0.

3.1 The attachment icon is not displayed in the Requests page

The attachment icon is not displayed in the Requests page for the first few requests.

Workaround: The attachment icon is displayed when the page is refreshed.

3.2 Unable to paste images in the TinyMCE editor using Internet Explorer and Chrome

While customizing the Public Access messages in the Portals tab of Classic Portal or New End-user Portal, unable to paste an image in the TinyMCE editor that was downloaded into the system using Internet Explorer and Chrome.

Workaround: None

3.3 Upgrading ZENworks Service Desk from 7.5 to 8.0, Service Desk login page is not displayed

After upgrading ZENworks Service Desk from 7.5 to 8.0, service Desk login page is not displayed even if the upgrade process is successfully completed.

Workaround: Restart the Service Desk server.

3.4 An error might occur while initiating remote control using Firefox

In ZENworks Service Desk, when you perform a remote control operation for the first time using the Firefox browser, *The address wasn't understood* error message might be displayed.

Workaround: Perform any one of the following:

- Install ZCC Helper from the ZENworks download page, and then perform the remote control operation: `https://<zenworks-hostname>/zenworks-setup/?pageId=tools`
- Perform the remote control operation from another browser.

3.5 Service Desk takes an unusual amount of time and fails to display an error during upgrade if the Oracle database server is down

While upgrading Service Desk that uses the Oracle database, if the database server is down, then Service Desk does not display an exception and the upgrade process is not terminated.

Workaround: Start the Oracle database, restart the Service Desk service, and then initiate the upgrade process.

As a best practice ensure that the database is up and running while upgrading Service Desk.

3.6 If you save the database or license configuration the `java.lang.reflect.InvocationException` or `java.lang.NullpointerException` error might be displayed

During installation or upgrade, if you save the database or license configuration, in the login page, the `java.lang.reflect.InvocationException` or `java.lang.NullpointerException` error might be displayed.

Workaround: Restart the Service Desk service.

Ensure that the database is up and running and that there are no connection issues between database and Service Desk.

3.7 Service Desk does not support attachments that are more than 100 MB in size

When you try to download an attachment of more than 100 MB in size, then an `out of memory` error might be displayed.

Workaround: None.

3.8 If the default store team is edited, the `enable queue` error message might be displayed

If the default store team is edited, then the `enable queue` error message might be displayed.

Workaround: In the **Team Information** tab (**Users** > **Teams** > **Default Store Team** > **Team Information** > **Information**), swap the store user with a different username.

3.9 Email attached using drag and drop in GroupWise and sent to Service Desk will not be added as a note to the request

In Service Desk, if you drag and drop an email as attachment in the GroupWise client, then the attachment content will not be added as a note to the request instead it will be added as an attachment.

Solution: In the GroupWise client, use the **Forward as Attachment** option instead of drag and drop.

3.10 AMIE and ZENworks AMIE import might fail if ZENworks is configured with the MS SQL database

AMIE and ZENworks AMIE import fails when ZENworks is configured with the MS SQL Server and the database name has the special character, hyphen '-'

Workaround: None.

4 Additional Documentation

This Readme includes information specific to the ZENworks Service Desk 8.0 release. For all other ZENworks Service Desk documentation, see the ZENworks Service Desk documentation website.

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