

# ZENworks Service Desk 7.5

March 2018



The information in this Readme pertains to the ZENworks Service Desk 7.5.

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## 1 Important Information

Discontinuing standalone installation and supporting only Appliance.

## 2 What's New

ZENworks Service Desk 7.5 release comes with the following updates:

- ◆ **LDAP Group Store Extension:** With the introduction of this extension you can list any service that can be offered via a LDAP group membership in the Service Desk store. This allows an automated self service capability for things such as file system permission, applications, and more.
- ◆ **Improved ZENworks 2017 Integration:** Now features support for the latest ZENworks Control Center helper, allowing you to remote control ZENworks 2017 devices. Also includes support for the new Android bundles introduced in ZENworks 2017 Update 2.
- ◆ **New Service Desk Appliance:** ZENworks Service Desk 7.5 is now offered only as a virtual appliance based on the Micro Focus common appliance framework. This allows you to easily deploy the appliance on a variety of hypervisors, manage the appliance through a simple web interface, and even easy configure SSL.
- ◆ **Usability enhancements:** The new getting started page makes it easier than ever to get all of the piece in place that you need for a successful Service Desk deployment. Additional, usability features requested by customers have also been included.
  - ◆ **About the Getting Started page:**
    - ◆ Users having Administrator and Supervisor rights can view and access the page.
    - ◆ Configuration icons that are marked with 'Red' icons will turn 'Green' after configuration.
    - ◆ Certain configurations will not have any indicative icons as users need not configure them mandatory. In some scenarios, the system itself configures certain values for those configurations such as Teams, Customization, and Privileges.

- ♦ To navigate to any configuration page through the Getting Started page and then wanted to go back to the Getting Started page, click the Return to Getting Started hyper-link or click the Return icon.
- ♦ After all the configurations or settings are done from the wizard page, click the I'm Done button, and then the Getting Started page will not be displayed if you login again with your user credentials. However, if you want the Getting Started page to be displayed again, click Getting started on the right-side of the Home page.
- ♦ **Introduction of Subject details:** You can now view the Subject details along with Descriptions in Incident/Request listing and Survey listing pages.
- ♦ **City based search filter in the Search Tasks page:** The search filter is now capable to find User-City related information from LDAP import and provide the relevant search result.
- ♦ **Language Support:** By default, ZENworks Service Desk 7.5 supports the English, French, German, Italian, Polish and Spanish languages. Additional crowdsourced language translations are available at: <https://www.novell.com/documentation/zenworks-service-desk-language-support/>.

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**NOTE:** Contributions in the respective languages might be required to ensure that the translations are up to date.

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### 3 Known Issues

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### 3.1 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.

### 3.2 The migration complete message is displayed till you reboot the system

After migrating to the Service Desk 7.5 release, the `Migration complete` message is constantly displayed.

Workaround: You can either ignore the migration message or reboot the system to remove the message.

### 3.3 LDAP Extension is listed even though LDAP Group is not imported

The LDAP Extension option in the Extensions Override is displayed while promoting a store item even though the LDAP groups are not imported in LDAP Settings.

Workaround: None.

### 3.4 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.

### 3.5 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.

### **3.6 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.

### **3.7 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.

### **3.8 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.

### **3.9 Remote Control is not supported with the Firefox version (52 and later)**

Remote Control is not supported with the Firefox version (52 and later), if Service Desk is configured with ZENworks 2017 Update 1 or earlier version.

Recommendation: Use the Firefox ESR version 52 or earlier.

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

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

Workaround: None.

## **4 Legal Notices**

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