ZENworks Service Desk 8.3.1

September 2022

The information in this Readme pertains to the ZENworks Service Desk 8.3.1.

1 What's New in ZENworks Service Desk 8.3.1

ZENworks Service Desk 8.3.1 contains incremental improvements to ZENworks Service Desk 8.3 based on customer feedback received and other important enhancements.

Following is the list of enhancements that are introduced in ZENworks Service Desk 8.3.1:

1. Email Authentication using MS Exchange or O365 Modern Authentication
2. Email Authentication using OAuth mechanism (Exchange, O365, Gmail and other email providers)
3. User Source configuration using AzureAD providing ZSD Portal Authentication
4. Customer Requested Enhancements:
   - Request Page Notes Collapse or Expand
   - Request List Grid Customizations now supports 2-15 columns
   - Quick Call Item Name populated or UNKNOWN
5. Customer Requested Cosmetic Enhancements:
   - Notes when open have the Ticket Reference at the top of the frame
   - Attachments when open have the Ticket Reference at the top of the frame
   - Request Print Preview displays Close information
   - Advanced Item Search has drop-downs for Category and Type
   - Request Ticket Escalation List Alphabetized
   - Request Ticket List Action Column Label

2 Deploying the ZENworks Service Desk 8.3.1

NOTE

- ◆ ZENworks Service Desk 8.3.1 will be available only through the Online channel.
- ◆ You can upgrade to ZENworks Service Desk 8.3.1 only from ZENworks 8.3.

IMPORTANT: DO NOT configure email polling with the same account which is configured in the production environment, else the environment will also start processing a few of the emails and those might not get processed by the production server. If you configure email for sending emails, then imported users will receive applicable email notifications from the server.

For instructions on how to deploy ZENworks Service Desk 8.3.1, see Migrating the Appliance.

NOTE: Ignore the error or warning messages that will be displayed while applying ZENworks Service Desk. If the installation fails, please contact Micro Focus Customer Support.

3 Known Issues

This section displays the list of known issues in the ZENworks Service Desk 8.3.1.

1. **Unable to save the filter with an existing name**

   Filter cannot be saved with an existing filter name, which is used in another page or tab.

   Workaround: Specify a unique name for the filter

2. **Unable to select Item Type classification, while creating a knowledge base**

   While creating a knowledge base, unable to select Item Type classification, only classifications that are defined at the category level are listed.

   Workaround: None

3. **Requests page is not loading in the user portal for Manager imported from LDAP or Directory Server**

   In the User Portal, the Request page is not loading for managers imported from an LDAP user source or Directory Server. This might apply to managers to whom the request process is not yet assigned.

   Workaround: Assign any one of the request processes to the manager.

4. **Remember Login might not work for LDAP users**

   Workaround: None

5. **In Android devices, unable to select date and time in the Dynamic Form**

   In Android devices, when you open the portal in the Chrome browser, you will not be able to select the date field in the Dynamic Forms.

   Workaround: Open the portal in the Firefox browser.

6. **On mobile devices, you will not be able to resize the column width**

   In the Request list and Knowledge Base list pages, you will not be able to resize the column width in the mobile devices.

   Workaround: None

7. **Unable to paste images in the Rich Text Editor**

   While adding a content in rich text editor box, unable to paste an image that is available in the system.

   Workaround: Perform any one of the following:

   - Try with supported version of Mozilla Firefox.
   - Open the image in any image editor and copy the content, and then paste the image to the rich text editor.

8. **If ZENworks is configured with the Microsoft SQL Server Database, AMIE and ZENworks AMIE import might fail**

   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.

9. **Attachment previews are not displayed as expected**

   While previewing an attachment in a request, the attachment preview might not be available or the preview might not be displayed properly.

   Workaround: None

10. **While accessing the customer portal on iPad, filters might not be displayed properly.**

    Workaround: Refresh the page.

11. **When an incident is linked to a new request, status might not change**

    When you link an incident request to a new request such as Incident or Problem, the current status field might not change to "**On Hold - Process Escalated**".

    Workaround: None.

12. **On some devices, the barcode scanner might not work**

    On some devices, while scanning the barcode, the camera might not open or the scan might give invalid or no results.

    Workaround: None (Manually specify the details)

13. **Unable to scroll horizontally in the Request and KBA list pages**

    If the Request or KBA page has more number of requests and columns, then you will not be able to scroll the page horizontally.

    Workaround: Perform any one of the following:

    - Using left or right arrow key
    - Shift + mouse scroll up/down
    - (if supported) Use any alternate horizontal mechanism, such as Using touchpad or Mouse wheel
    - Scroll until the end of the list, and then use the horizontal scroll.
    - Remove unwanted columns from the list

14. **An application exception might be displayed, if you save the database or license configuration**

    During installation or upgrade, if you save the database or license configuration, in the login page, `java.lang.reflect.InvocationException` or `java.lang.NullpointerException` 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 ZENworks Service Desk appliance

4 Additional Documentation

This Readme includes information specific to the ZENworks Service Desk 8.3.1 release. For all other ZENworks Service Desk documentation, see the ZENworks Service Desk 8.3 documentation website.

5 Legal Notices

For information about legal notices, trademarks, disclaimers, warranties, export and other use restrictions, U.S. Government rights, patent policy, and FIPS compliance, see https://www.novell.com/company/legal/.