Micro Focus Service Desk 7.3

November 2016

The information in this Readme pertains to the Micro Focus Service Desk 7.3.

1   What's New

Micro Focus Service Desk 7.3 release comes with a new Service Desk Store. It is a self-service portal that enables users to submit their service requests. For customers the Store feature is a one stop shop experience that enables them to request services related to their work and for administrators it is a one stop experience that enables them to manage and track the organization's assets. Work flows and Service Level Agreements (SLAs) are enhanced for service requests that require approval from the 'store manager'.

For more information, see *What's New in 7.3*.

2   Issues Fixed in 7.3

- Support for GroupWise 2014 Email client

3   Known Issues

3.1   When Strong Authentication is enabled the `application exception` error is displayed

When you enable the **Strong Authentication** option (**User** > **Teams** > **Team Name** > **Information** > **Details** > **Strong Authentication** and select **On**), the `application exception` error is displayed.

Workaround: None.

3.2 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

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

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

Workaround: Restart the Service Desk application.

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

3.4 If the default store item is edited, the `enable queue` error message might be displayed

If the default store item is edited, then the "enable queue" error message is displayed.

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

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