ZENworks Service Desk 23.4

October 2023

The information in this Readme pertains to the ZENworks Service Desk 23.4.

1 What's New in ZENworks Service Desk 23.4

ZENworks Service Desk 23.4 contains incremental improvements to ZENworks Service Desk 23.3 based on customer feedback received and other important enhancements.

Following is the list of enhancements that are introduced in ZENworks Service Desk 23.4:

- **Dynamic Form Redesign**

  Optimized the use of whitespace to enhance usability on various platforms with wide and narrow views.

- **URL Hyperlinks for Ease of Use**

  The content of Dynamic Form URL or custom URL fields in a request can now be easily accessed with a single click, eliminating the need for manual copy and paste into a web browser.

- **Prioritizing Requests Manually for Higher Visibility in the Console**

  Reintroduced the manual priority settings to offer better control over the priority and urgency of requests in the technician portal.

- **AMIE ZENworks Import – Item Default State**

  A new option is introduced to select the state of an item based on category while importing items from ZENworks.

- **CMDB Modernization – Outages**

  Enhanced Planned Outage with a modern look and feel, along with improved functionality.

- **Cosmetic Changes**
  — Introduced an option to hide request priority and urgency from the customer portal.

— In the technician portal, requests with lengthy descriptions can be expanded for better readability.

— Minor cosmetic changes to make the interface a little more intuitive when looking at configuration settings or ToolTips.

2 Platform Support Matrix

For more information on platform support matrix, see Platform Support Matrix.

3 Deploying the ZENworks Service Desk 23.4

ZENworks Service Desk 23.4 is available only through Online channel. Fresh deployment of ZENworks Service Desk 23.4 is not supported. However, you can deploy ZENworks Service Desk 8.3.x, and then update to ZENworks Service Desk 23.4.

To deploy ZENworks Service Desk 8.3.x, see the Appliance Deployment section in the Service Desk Appliance Deployment and Administration Reference.

4 Migrating to the ZENworks Service Desk 23.4

To migrate to the ZENworks Service Desk 23.4, see the Migrating the Appliance section in the Service Desk Appliance Deployment and Administration Reference.

5 Known Issues

This section displays the list of known issues in the ZENworks Service Desk 23.4:

1. **Azure AD user source details might not be from ZENworks**

   If ZENworks Import is configured from the Getting Started page, the Azure AD user source details might not be imported into the ZENworks Service Desk.

   Workaround: Manually create the user source.

2. **Unable to save AAF Source Configuration**

   An error message might be displayed while saving AAF source configuration details.

   Workaround: Go to another tab from the main menu, go back to AAF Source Configuration, and then configure.

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. **Login with ZENworks might not work**

   When you login to ZENworks Service Desk, **Login with** ZENworks might now work.

   Workaround: Ensure that you log into ZENworks first, and then try to **Login with** ZENworks.

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

   Workaround: None

6. **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.

7. **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

8. **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.

9. **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.

10. **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.

11. **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

12. **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.

13. **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)

14. **Unable to scroll horizontally in the Request, AMIE Snapshots and KBA list pages**

If the Request, AMIE snapshots or KBA page has more number of entries 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.

6 Additional Documentation

This Readme includes information specific to the ZENworks Service Desk 23.4 release. For all other ZENworks Service Desk documentation, see the ZENworks Service Desk 23.4 documentation website.

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