

# Novell Service Desk 7.1

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Novell.

Novell Service Desk is a complete service management solution that allows you to easily monitor and solve services issues, so that there is minimal disruption to your organization. Thus enabling the users to focus on the core business. It provides an online support system to meet the service requirements of all your customers, administrators, supervisors, and technicians.

Novell Service Desk is integrated with ZENworks to enable you to seamlessly work with the Bundle Management and Remote Management capabilities of Configuration Management. This increases the efficiency with which the Service Desk users can manage service requests.

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## 1 Novell Service Desk 7.1 Licensing

This release supports upgrading from the previous versions of Novell Service Desk. A new license is required while upgrading from Novell Service Desk 6.x to Novell Service Desk 7.x. Users with valid maintenance of earlier versions need to contact Novell Technical Support for new licenses.

## 2 New Features and Enhancements

The focus of the Novell Service Desk 7.1 release is to simplify the Customer portal, the request page of User portal; to provide user interface for importing assets from ZENworks and performance improvements. Read the following sections for specific details:

- ♦ [Section 2.1, "Customer Portal," on page 1](#)
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### 2.1 Customer Portal

- ♦ A new option to create Generic requests without the need to select an Item or the request type.
- ♦ A new page dedicated for Quick calls.
- ♦ An option to create new requests from Items or Service page
- ♦ Home page now includes a section that displays Outages.
- ♦ The name of the customer who is logged in is always visible.
- ♦ Search is improved to easily find information.

## 2.2 User Portal

- ◆ Request summary page is simplified.
- ◆ It is now easy to add notes, attachments, change customer or item details, or collapse sections.
- ◆ A new *Assign to me* button is added to request page that enables the user to self-assign a request in a single click
- ◆ The free text search option helps while linking the current request to another. Thus there is no need to remember the request number.
- ◆ Workflows now provides an option to add listener class to the entry state.

## 2.3 Admin Portal

- ◆ The new *ZENworks Import* setting lets you easily view, select, and import items such as hardware, software, and bundles from ZENworks. This is an alternative to the current import method that uses XML. **Path:** *Admin > Setup>ZENworks >ZENworks Import* tab.
- ◆ You can also migrate the existing or older System provided AMIE XML format to the ZENworks Import UI format.
- ◆ Different email notification messages are sent to technicians and customers when a request is created or closed.
- ◆ Style sheets (CSS) is now simplified to enable the administrator to customize the skins of all portals as required. **Path:** *Admin > Setup > User > Customize*
- ◆ A new Password Self Service (PSS) option is provided that can be configured to connect to external password self service tools from Novell Service Desk home page. **Path:** *Admin >Setup >PSS.*
- ◆ Now technicians have an option to schedule their vacation and to log in during vacation.

## 2.4 Performance Improvements

Performance improvements in several areas for improved response time on systems that include several thousands of items or requests.

## 2.5 New Platform Support

Novell Service Desk includes support for the following:

- ◆ Java 7 and 8
- ◆ RHEL6.5
- ◆ SLES12
- ◆ Oracle 12c

In addition to the above listed changes, the Novell Service Desk 7.1 version includes other small enhancements and defect fixes.

## 3 Known Issues

The known issues in Novell Service Desk 7.1 include:

- ◆ ZENworks import and upgrade are not possible from xml
- ◆ ZENworks Import - the delete feature will not delete items from CMDB.

- ♦ Deleting LDAP source does not automatically delete the existing users.
- ♦ Unable to run ZENworks Remote Management from Novell Service Desk while using an Internet Explorer browser.
- ♦ An error occurs when you try to perform a Remote Management operation for the first time after installing the ZENworks Remote Management Viewer plug-in.

**Workaround:** Before running a Remote Management operation, allow the ZENworks Remote Management plug-in to run, by clicking *Allow* in the message bar that appears at the bottom of the screen.

- ♦ Unable to connect to MS-SQL database with Windows authentication credentials. Novell Service Desk supports only the SQL server authentication mode, and not the Windows authentication mode.
- ♦ A `java.lang.reflect.InvocationException` exception might occur while saving the database configuration after installation.
- ♦ After saving the database configuration file after installation, when user expects a login page, a `java.lang.reflect.InvocationException` exception might appear. This occurs if there are any network connectivity issue between the Novell Service Desk and the Database server during Databases initialization.

**Workaround:** Ensure that the database is up and running, and there are no connection issues between database and Novell Service Desk. Restart the Novell Service Desk application.

## 4 Legal Notices

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