QUICK TIP: Service Desk Manager 12.6 Upgrade – New Features and Known Issues

New Features:

- **Firefox Functionality** – Analysts now have the ability to use the most up-to-date versions of Firefox for Mac or Windows, however, versions 3.6.x and older are **not** compatible.

- **Requester Field** – The Requester field is a new field on SDM tickets which allows Analysts to indicate a user who is initiating a ticket on behalf of an Affected End User. An example of this would be an administrative assistant calling on behalf of their manager. The manager in this example is documented as the Affected End User in the ticket, while the assistant is the Requester. Both parties are listed on the ticket and both receive communication related to the issue.

<table>
<thead>
<tr>
<th>Affected End User</th>
<th>NetID</th>
<th>Request Area</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lyon, Michael</td>
<td><a href="mailto:mlyon@illinois.edu">mlyon@illinois.edu</a></td>
<td>Enterprise Applications.Box Service</td>
<td>Open</td>
</tr>
<tr>
<td>William</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Requester</td>
<td>Email</td>
<td>Organization</td>
<td>Priority</td>
</tr>
<tr>
<td>Dickey, Carla</td>
<td></td>
<td>AITS Admin</td>
<td>3-Normal</td>
</tr>
<tr>
<td>Louise</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- **Mouseover Preview** – SDM now allows Analysts to preview data without clicking into the field, by hovering over records in lists. A menu appears when the mouse pointer is held over the link.

To turn off preview functionality: Click View>>Preferences>>Disable Mouseover Previews
- **Nested Tabs** – Tickets now have nested tabs. When opening a ticket, there are dark blue tabs on the top and light blue tabs on the bottom. Each dark blue tab has a different set of nested light blue tabs which will be displayed when selected. These tabs display tool buttons for easy access to commonly used features, and contribute additional information and search options.

The Nested Tabs for Change Orders appear as listed below. The required fields of RFC Purpose, Impact and Backout Plan, and Config. Items, are all under Tab 1 - Additional Information.

The Config. Items Tab now has Search, Show Filter and Clear Filter buttons. In order to add or remove CI’s from the Change Order you will still need to click the Update CI’s button.
• **Expansion Details** – Small “+” symbols to the left of records in a list, indicates that a user may expand or collapse summarized details of a ticket, without opening the detailed ticket record. Example of expanded request record appears below.

![Image of expanded request record]

• **Special Handling** – Contacts can now be marked with Special Handling Remarks (formerly known as VIP). Pre-defined Special Handling rules can be added to any contact by SDM Administrators. Tickets or records affiliated with a user that has been identified with Special Handling Remarks will have an alert banner displayed in an open record, and a unique icon and color for records displayed in list format.

  AITS VIP Special Handling  
  HR VIP  
  OBFS VIP Special Handling  

  ![Image of special handling remarks]

• **Export List** – Analysts using Internet Explorer or Firefox on Windows can now export lists to Excel. This feature is not compatible with other platforms at this time. Select the Export button in the upper right corner to access the export file options.
- **Enhance Manual Notification** – Analysts can now send messages directly to non-University email addresses, simply by typing the email address (@yahoo.com, @gmail.com, etc.) into the Email Address field on the Manual Notification form, and selecting the Add Email button.

  ![Email Address Field](image1)

  ![Add Email Button](image2)

  ![Selected Recipients](image3)

- **Quick Profile** – Profile Browser is now called Quick Profile. All functionality remains the same.

  ![Quick Profile Contact List](image4)
• **New Icons on the main toolbar.**
The Icons to the right of the Help menu tab have been added for creating new Requests, Incidents, Change Orders and Contacts. Each icon can be identified by hovering your mouse pointer over the symbols.
Known Issues:

- **Submitting and viewing Risk Surveys for Change Orders.**
  When the Avoid Popups preference box is checked the Risk Survey will not pop-up as a separate Window. Once the Risk Survey is submitted, a blank screen will appear in active window, instead of returning back to the Change Order screen.

  To return to the Change Order screen, the back browser button can be used, or you can click on the change order in the My Change Orders Queue. This is located under the Scoreboard header on the left hand side of the screen.

  *To prevent this from happening, the Avoid Popups box must be unchecked. From your toolbar, click View >> Preferences >> Avoid Popups. After this change is made, the Risk Survey will now pop-up as a separate window. Once the Risk Survey is submitted, the Change Order will remain open and visible on the screen.*

  ![Preferences Settings](image)

  When using Firefox, the Risk Survey does not have a scroll bar. Therefore, it will be necessary to use the arrows or the Page Up and Page Down keys on your keyboard, to move through the window.

- **Unable to view Attached URL using Firefox.**
  Clicking on an attached URL using Firefox will take you to a blank screen. This is a known security feature with FireFox. Mozilla applications block links to local files (and directories) from remote files. This includes linking to files on your hard drive, on mapped network drives, and Uniform Naming Convention (UNC) paths.