

BMC Alignability for Service Desk Express - Service Delivery
10.0.01

Release Notes



Supporting

BMC Alignability for Service Desk Express - Service Delivery
10.0.01

BMC Alignability for Service Desk Express - Service Support
10.0.01

July 2010



Contacting BMC Software

You can access the BMC Software website at <http://www.bmc.com>. From this website, you can obtain information about the company, its products, corporate offices, special events, and career opportunities.

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If you have comments or suggestions about this documentation, contact Information Design and Development by email at customer_support@bmc.com.

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Customer Support

You can obtain technical support by using the Support page on the BMC Software website or by contacting Customer Support by telephone or email. To expedite your inquiry, please see “Before Contacting BMC Software.”

Support website

You can obtain technical support from BMC Software 24 hours a day, 7 days a week at www.bmc.com/support. From this website, you can:

- Read overviews about support services and programs that BMC Software offers.
- Find the most current information about BMC Software products.
- Search a database for problems similar to yours and possible solutions.
- Order or download product documentation.
- Report a problem or ask a question.
- Subscribe to receive email notices when new product versions are released.
- Find worldwide BMC Software support center locations and contact information, including email addresses, fax numbers, and telephone numbers.

Support by telephone or email

In the United States and Canada, if you need technical support and do not have access to the Web, call 800 537 1813 or send an email message to customer_support@bmc.com. (In the Subject line, enter SupID:<*yourSupportContractID*>, such as SupID:12345.) Outside the United States and Canada, contact your local support center for assistance.

Before contacting BMC Software

Have the following information available so that Customer Support can begin working on your issue immediately:

- Product information
 - Product name
 - Product version (release number)
 - License number and password (trial or permanent)
- Operating system and environment information
 - Machine type
 - Operating system type, version, and service pack
 - System hardware configuration
 - Serial numbers
 - Related software (database, application, and communication) including type, version, and service pack or maintenance level
- Sequence of events leading to the problem
- Commands and options that you used
- Messages received (and the time and date that you received them)
 - Product error messages
 - Messages from the operating system, such as `file system full`
 - Messages from related software



License key and password information

If you have a question about your license key or password, contact Customer Support through one of the following methods:

- E-mail customer_support@bmc.com. (In the Subject line, enter SupID:<*yourSupportContractID*>, such as SupID:12345.)
- In the United States and Canada, call 800 537 1813. Outside the United States and Canada, contact your local support center for assistance.
- Submit a new issue at www.bmc.com/support.

BMC Alignability for Service Desk Express - Service Delivery 10.0.01

With this release, BMC continues to invest in solutions for the mid-sized business, developing innovative new features, simplifying the user interface, and implementing new enhancements requested by customers. This release provides new features and an upgrade of the configuration from version 9.8 to version 10.0.01 of BMC Service Desk Express.

The following topics are provided:

- What's new (page 6)
- Support information (page 10)
- Corrected issues (page 12)
- Support status (page 14)

Supporting documents

The *BMC Alignability for Service Desk Express - Service Delivery 10.0.01 Installation Guide* supports the product.

IMPORTANT

This document is also valid for BMC Alignability for Service Desk Express – Service Support 10.0.01.

Unless otherwise noted, softcopy documentation is available from the Electronic Product Distribution (EPD) site at

<http://webapps.bmc.com/epd> and from the Customer Support website at www.bmc.com/support.

What's new

BMC Alignability for Service Desk Express - Service Delivery 10.0.01 includes the following new features:

Forms

- The Work Order template has been modified to use the **Group name** value. In earlier releases, **Group name** was used for the Support Request template and **Group code** for the Work Order template.
- Links to the **Impact**, **Priority**, and **Service Level Agreement** fields have been added to the customized toolbar in the Resolution Targets form of the Service Level Objective module.
- The Change template has been modified to display the virtual offset from the Work Order template.
- The **Blocked** field has been renamed to **InActive** in the BMC Alignability for Service Desk Express - Service Delivery settings.
- The CI - Person and Person - CI forms have been modified, and the **Sequence** field has been removed from the CI - Person and Person - CI forms. Also, the display message of the **CT CI Client -2: Required Fields** Client Side Business Rule (CSBR) has been modified.
- An option to filter members by the Group that they belong to, has been provided on the Incident and Work Order templates, and on the Incident, Problem, Work Order, Change and Release forms. In earlier releases, the Work Order template had no check to verify that the selected member was a part of the selected group.
- The Audit tab in the Work Order and Problem forms has been modified, and the **Login ID** field has been replaced with the **Member Full Name** field.
- The Form-related Work Orders check has been updated to use the new BMC Service Desk Express 10.0 functionality.

- The data model has been modified so that a Support Request can be linked to only one Problem or one Change.
- The **Contract number** field has been added to the Audit form.
- The Print Preview reports have been modified to use Adobe PDF as a default viewer for the Support Request, Problem, Change, Work Order and Release form.
- A color code has been added for Service. When a high-impact Support Request exists, the Service is displayed in red.
- The custom toolbar buttons have been resized to 19x19 pixels. The out-of-the-box toolbar buttons have been reordered and a QuickView link has been added.
- The Successors tab has been added to the Work Order form. While filtering predecessors and successors, the current or selected Work Order is not displayed in the results.
- Tooltips have been modified to omit the phrase **Use this field to**.
- The **Search by Number** field has been added to the SR templates, Change templates, Work Order templates, Services, and SLAs forms.
- The Support Request form has been modified to reflect the following changes:
 - Removal of the **Changes** and **Problems** tabs
 - Addition of the **Problem** and **Change** fields
- The Service form has been modified to reflect the following changes:
 - Addition of the **Service Type** and **Parent Service** fields
 - Addition of the **Service Instance** tab
- The Work Order form has been modified to include the **Approver** and **Decision** field.
- The Change form has been modified to include the **Change Start Date**, **Change End Date** and **Actual End Date** fields.
- Forms have been modified to use the f1f1f1 color instead of the gainsboro color for the display-only fields.

Business Rules

- The WOR02 Business Rule (BR) has been modified with the correct email address. This BR sends an email message to the Change Manager if a Work Order of type **approval** is completed.
- The BMC Alignability for Service Desk Express - Service Delivery workflow functionality has been modified to add records to the job queue, so that you can create notifications or audit business rules on status changes.
- The **WOR20 - Add detail when Activation date has changed** Business Rule has been added, to audit the **Activation Date** field of the Work Order module.
- More than 50 new linking audit business rules have been added.

Alignability Process Model

- The Support Request Registration form has been updated to correctly describe that only the Support Requests in the **Completed** or **ClosedMail** status should be set to **Assigned**, in case a user is not satisfied.
- The following work instructions have been modified:
 - The work instructions for assigning a Support Request or Problem or Work Order have been modified to describe that this task can be performed using the Select button that is next to the **Group** and **Member** fields.
 - Change Management work instructions have been added for populating the **Change Start Date** and **Change End Date** fields.
 - The Change Management work instructions have been modified to describe that the Release needs to be selected in the **Release** field rather than entering the Release Number in the field.
 - Change Management work instructions have been added for ensuring that the actual end date of the implementation is registered in the **Actual End Date** field.
 - The Change Management work instructions have been modified to describe that the status can be set to Completed only when all the Work Orders are in their final status.

Features inherited from BMC Service Desk Express 10.0

- The CI and Work order forms have been modified so that you can link multiple CIs to a Work Order, and multiple Work Orders to a CI.
- The Service form has been modified so that you can:
 - link multiple CIs to a service and multiple services to a CI, in a single step
 - link multiple services to each other
- The CI (Configuration Item) Explorer has been added to the Configuration Items module. This CI data visualization tool enables you to view CIs and their relationships in an easy to understand, graphical manner. In the CI Explorer, each CI is represented by an image that indicates its sequence and CI Type. When a CI is related to other CIs, arrows connect its image to theirs. You can select the images that appear for CI Types and services.
- The QuickView functionality has been modified, and you can toggle the new Tab View while using QuickViews to switch between multiple QuickView queries.

Miscellaneous

- The Configuration Item data model has been modified, and the **Administrator Group Name** and **Site ID** virtual fields have been removed from the database because the fields were linked to incorrect fields.

- The workflow functionality has been modified in a way so that it can be used without templates. When the status of a Work Order is set to **Completed** and the predecessor Work Order has the **Cancelled** status, the status of the predecessor Work Order is no longer set to **Assigned**.
- The **APM CS NAVBAR** navigator bar and the **CS Support Request** Support Request form will be assigned as default for a new organization.
- The **Waiting for Customer** status has been added to the Work Order Status and User Defined Status tables. The **Information Update** and **Time Spent** fields are required for the **Waiting for customer** status.

This status stops the clock for a Support Request and displays the following message on the Work Order: You may consider changing the target date based on what you have agreed with the customer.

- The ITIL Game data has been modified to include recent dates, new relations, and lightweight groups. The group and the member permissions have been modified.
- The Self Service Configuration settings have been modified to add:
 - An automatic navigator bar and popup assignments
 - Templates to Support Request
 - Approval Work Orders
- The InActive group (**External Support**) and member (**Magic**) have been removed.
- A new **QV_Color** field has been added in the Incident, Work Order, Changes, and Problem modules to configure the QuickViews with some colors based on the time duration for the call. This functionality has been incorporated in the **My Groups to do** and **My to do overview** multi-table QuickViews.
- KPI (Crystal) reports have been added for all Support processes to the Alignability configuration for BMC Service Desk Express.
- The data model has been modified, and the **RecordType** field has been removed from the Service Request, Change, Work Order, Problem, and Release modules. The following tables specific to BMC Alignability for Service Desk Express - Service Delivery have been dropped:
 - CT Incident Problem
 - CT Incident Change
 - CT Work Order CI
 - CT Service Configurations Items
 - CT Service Supported Services

Support information

Table 1 summarizes the BMC Alignability for Service Desk Express - Service Delivery support on Microsoft Windows operating systems (OSs), databases, and browsers. Support for a version of BMC Alignability for Service Desk Express - Service Delivery is designated by +. A blank cell indicates no support.

Table 1: Details of support information (Sheet 1 of 2)

Product name	BMC Alignability for Service Desk Express - Service Delivery versions				
	10.0.01	5.2.01	5.2.00	5.1.01	5.1.00
Application Server OS					
Windows Server 2008 Release 2 Enterprise Edition	+				
Windows Server 2008 Release 2 Web Server Edition	+				
Windows Server 2008 (x86) Service Pack 2	+	+			
Windows Server 2008 (x64) Service Pack 2	+	+			
Windows Server 2008 (x86) Service Pack 1	+	+			
Windows Server 2008 (x64) Service Pack 1	+	+			
Windows Server 2008 (x86)	+	+			
Windows Server 2008 (x64)	+	+			
Windows Server 2003 Release 2 Service Pack 2 (x86)	+	+	+	+	+
Windows Server 2003 Release 2 Service Pack 2 (x64)	+	+	+		
Windows Server 2003 Service Pack 2 (x86)	+	+	+	+	+
Windows Server 2003 Service Pack 2 (x64)	+	+	+		
Windows Server 2003 Service Pack 1 (x86)		+	+	+	+
Windows Server 2003 Service Pack 1 (x64)		+	+		
Windows Server 2000 Service Pack 4		+	+	+	+
Database Server OS: SQL Server					
Windows Server 2008 Release 2 Enterprise Edition	+				
Windows Server 2008 Release 2 Web Server Edition	+				
Windows Server 2008 Standard/Enterprise Edition (x86)	+	+			
Windows Server 2008 Standard /Enterprise Edition (x64)	+	+			
Windows Server 2003 Release 2 Service Pack 2 (x86)	+	+	+	+	+
Windows Server 2003 Release 2 Service Pack 2 (x64)	+	+	+		
Windows Server 2003 Service Pack 2 (x86)	+	+	+	+	+
Windows Server 2003 Service Pack 2 (x64)	+	+	+		
Windows Server 2003 Service Pack 1 (x86)		+	+	+	+
Windows Server 2003 Service Pack 1 (x64)		+	+		
Windows Server 2000 Service Pack 4		+	+	+	+
Database					

Table 1: Details of support information (Sheet 2 of 2)

Product name	BMC Alignability for Service Desk Express - Service Delivery versions				
	10.0.01	5.2.01	5.2.00	5.1.01	5.1.00
Microsoft SQL Server 2008 Express (x86)	+				
Microsoft SQL Server 2008 (x86)	+	+			
Microsoft SQL Server 2008 (x64)	+				
Microsoft SQL Server 2005 Service Pack 3 (x86)	+	+			
Microsoft SQL Server 2005 Service Pack 3 (x64)	+	+			
Microsoft SQL Server 2005 Service Pack 2 (x86)		+	+		
Microsoft SQL Server 2005 Service Pack 2 (x64)		+	+		
Microsoft SQL Server 2005 Service Pack 1 (x86)					
Microsoft SQL Server 2005 Service Pack 1 (x64)					
Microsoft SQL Server 2005				+	+
Microsoft SQL Server 2000 Service Pack 3a				+	+
Microsoft SQL 2000 Service Pack 4		+	+	+	+
Microsoft SQL Server 2000					
Browser					
Microsoft Internet Explorer 8.0 (with compatibility view)	+	+			
Microsoft Internet Explorer 7.0	+	+	+	+	+
Microsoft Internet Explorer 6.0 with Service Pack 1	+	+		+	+
Microsoft Internet Explorer 6.0	+	+	+	+	+
Mozilla Firefox 3.5 ^b	+	+			
Mozilla Firefox 3.0.6 or later ^b	+	+	+	+	+
Apple Safari 3.1.2 ^b		+	+		
Netscape Communicator ^b				+	+
Microsoft Internet Information Server (IIS)					
IIS 7.0	+				
IIS 6.0	+	+	+		
IIS 5.5		+	+		
IIS 5.0		+	+	+	+
Workstation OS					
Windows 7 (x86)	+	+			
Windows 7 (x64)	+	+			
Windows Vista Service Pack 1	+	+	+		
Windows Vista	+	+	+		
Windows XP Service Pack 3	+	+			
Windows XP Service Pack 2	+	+	+	+	+
Windows 2000 Service Pack 4		+	+	+	+
Apple Mac OS X 10.4.11 ^a		+	+		

^a. This is available only in Self Service access.

Corrected issues

Table 2 lists the issues that were corrected in this release.

Table 2: Corrected issues (Sheet 1 of 3)

Issue number	Description
none	You could not save 99999 as the value of the Nr. of licenses field on the CI form.
none	The Asset ID field on the CI form not was displayed in bold (indicates required field) irrespective of whether the Track Asset ID check box was selected, or not.
none	The Member field on the Work Order form was not populated correctly with a value in the Work Order template.
none	The default Copy button on the CI form did not work for the BMC Alignability for Service Desk Express - Service Delivery database.
none	When you selected a CI Catalog Part by typing in the field on the CI form, you received the following error message: VBScript error "Serial # is required"
none	When you stopped the clock for a Support Request, the Target Date (due date) was recalculated as Target Date + time stopped. When the Support Request was assigned to another member, the new Target Date (due date) was recalculated to the initial Target Date (due date).
none	The Print Preview option for Problem Management was not working.
none	All fields and tabs were not displayed in the Print Preview reports for Support Request, Change, Work Order, Problem, and Release forms.
none	Priority ID and Description fields displayed incorrect values for all 24x7 Priority issues. The application referenced Monday-Friday instead of Saturday-Sunday. You received a staff unavailability message even when the staff member was available.
none	The hidden Support Request Work Order Workflow did not trigger the Work Order the way it triggered for Change.
none	The My to do list field in the QuickView stopped responding.
none	When you created two service level agreements (SLAs) for the same service for the same organization and set the status of one SLA to Being Developed , you could not use that SLA in the calculation of the target date of the Service Request.
none	When you upgraded to the BMC Alignability for Service Desk Express - Service Delivery patch 9.80.352, you could not save an Incident.
none	The Full Name Member field was not populated correctly in the Work Order Details view.
none	You received an invalid formed query error message on the QuickViews on the SLA Management Dashboard.
none	When the parent organization was same as the child organization, the performance was hampered and the application responded slowly.
none	The existing CI ITIL Game data did not have unique serial numbers.

Table 2: Corrected issues (Sheet 2 of 3)

Issue number	Description
none	The product did not filter the InActive relationships between the Work Order Template and Change Template.
none	When you upgraded to BMC Alignability for Service Desk Express - Service Delivery 10.0 and tried to create a Change from a template, you receive the following error message: String or binary data would be truncated.
none	When you upgraded to BMC Alignability for Service Desk Express - Service Delivery 10.0, the CI Explorer relationships were not working.
none	The BR INC01 - Set status from ClosedMail to closed after 28 days Business Rule did not work properly.
none	The BR MEM19 Add detail when Last Name has changed Business Rule did not work properly.
none	Sometimes, audits were not executed and there were no audits defined for certain actions in Support Request, Problem, and Work Order module.
none	The Database Lookup statement of the incident-related Business Rules contained single spaces and thus did not work as expected.
none	Unnecessary audit records were present in the database.
none	Some Business Rules in the Incident module did not execute at the specified time.
none	The values of the Cumulative Effort and Cost of Effort fields were not calculated properly for the Support Requests, Problems, and Work Orders modules.
none	When you created a Work Order template, the Work Orders did not always set the default value of the UseCurrentDate flag to 1, which is the default value for this field.
none	The Closed Support Request for the Problem Coordinator role did not work properly.
none	The Problem Management CSBRs (Client Side Business Rules) were not executed in the correct order.
none	If you changed the value of the Service field when the value of Category was set to Request for Incident Resolution , the Priority , Impact , SLA , and Target date fields were not cleared, and Target date was not recalculated.
none	The Category field was missing in CSBR Work Order Template - 5.
none	The MATH statements in the CSBR conditions were not executed properly.
none	When you tried to edit an Audit detail, you received an error message.
none	When you saved the Incident CSBRs for the first time, they did not execute.
none	The Target date was not updated in the CSBR action for the Work Order Status - 8 CSBR.
none	The trigger point was set to On Data Change instead of on Save for the Work Order Status - 1 CSBR.
none	The Work Order Status -17 CSBR was not working properly.
none	The Work Order -33 CSBR was not working.
none	The Problem Management -17 CSBR was not working properly.
none	The Inventory Items - 42 CSBR was not working properly.

Table 2: Corrected issues (Sheet 3 of 3)

Issue number	Description
none	When you did not have permission to edit an SLA form and tried to edit any field on the SLA form, you received the following message: No records found You also received the following warning message: You do not have the necessary role(s) to modify this field
none	The Charge for Customer field on the Support Request form was not visible to the Release Co-ordinator.

Support status

BMC provides the indicated levels of support for the following versions of BMC Alignability for Service Desk Express - Service Delivery:

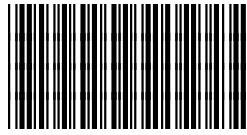
Version	Level of support
10.0.01	full
5.2.01	full
5.2.00 ^a	full
5.1.01 ^b	limited
5.1.00 ^b	limited

^a This version will move to the limited support mode on the 19th of January 2011, which is six months after the release of BMC Alignability for Service Desk Express - Service Delivery version 10.0.01.

^b This version will move to the no support mode on the 19th of January 2011, which is six months after the release of BMC Alignability for Service Desk Express - Service Delivery version 10.0.01.

For more information about the latest support policies, see the Customer Support website at <http://www.bmc.com/support>.

If you have problems with or questions about a BMC product, see the Customer Support website at <http://www.bmc.com/support>. You can view or download product documents, find answers to frequently asked questions, and download products and maintenance. If you do not have access to the web and you are in the United States or Canada, contact Customer Support at 800 537 1813. Outside the United States or Canada, contact your local BMC office or agent.



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