



Cisco ServiceGrid™ Release Notes V6.9



These **Release Notes** describe the details of the new functions and features that will be introduced with the new **Version 6.9** of the Cisco ServiceGrid™ platform.

The described functions have been implemented with the **Spring Release 2014** on March 9th.

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1 Release Notes v6.9

This document describes the new functions of the Cisco ServiceGrid application as introduced in the **Spring Release 2014 / Version 6.9**.

Additionally it:

- Outlines the new functions and modules.
- Gives a brief look into how the new functions are implemented, administered and used.
- Describes, in small use cases, the benefits of the new functions.
- Describes how existing functions are extended or changed.

1.1 Release Dates

- The following described functions of the Spring Release 2014 (Version 6.9) become available on **Sunday afternoon 9th of March 2014** to all customers **using** the Cisco ServiceGrid **main platform** (sdcall.solvedirect.com).
- This release is in production on the Cisco ServiceGrid **support platform** from March 6th 2014.
- All customers running their **own infrastructure** (in house), or using a Cisco partner infrastructure will receive the release on a later date. Those updates will take place after the update of the Cisco ServiceGrid main platform. Please ask your implementation partner for the date of your update.

1.2 Availability and licensing of new functions and modules

- With the update, all new functions and modules are installed on the platforms.
- New functions and modules which are part of the general update will become available to all customers of that platform.
 - Some functions become **automatically available** to all users.
 - Some functions or modules **have to be configured** or activated first.
 - Some of the new functions and modules may **have to be licensed** separately before being used in customized systems.



2 Summary

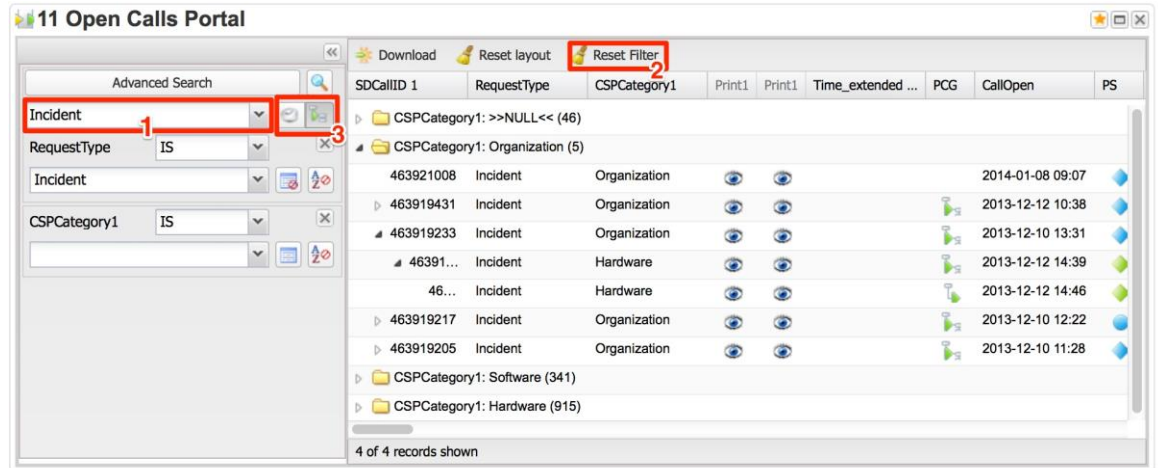
The following is a summary giving a brief insight into the new functions introduced with the 6.9 release.

- Cisco ServiceGrid Portal
 - Usability enhancements of lists
 - Multiple custom filter for lists
 - Display history of service cases in ticket list
 - Improved portal administration
- Cisco B2B Connection
 - Maintenance mode for web service bridges
 - Extended mail attachment processing



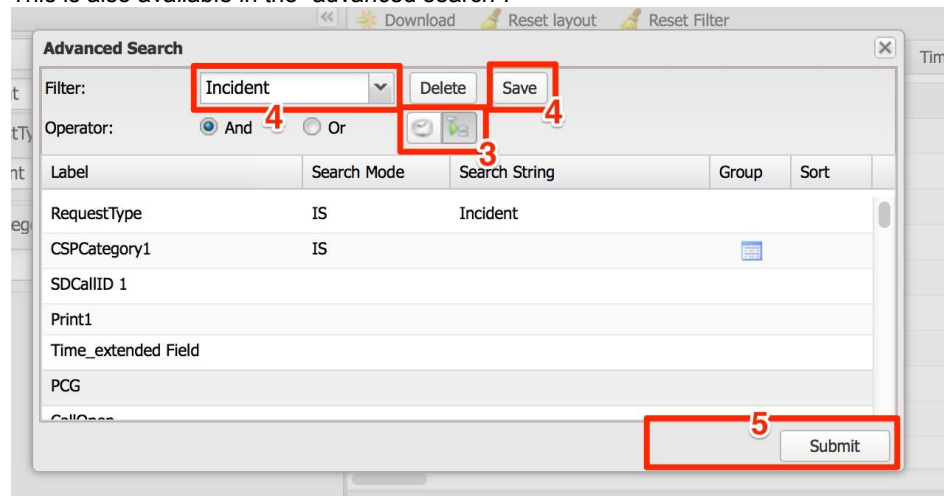
3 Cisco ServiceGrid Portal

3.1 Usability enhancements in lists



1. Custom Filters are available in the “quick search” and more than one can be defined. More details can be found in chapter 3.2.
2. The Custom Filter can be reset to its original stored value. More details can be found in chapter 3.2 / 3.6.
3. A “mode selector” can be set up to switch between TreeMode to HistoryMode. More details can be found in chapter 3.3.

This is also available in the “advanced search”:

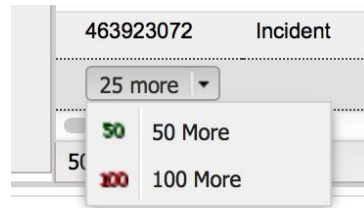


4. New Custom Filters can be created in the advanced search. More details can be found in chapter 3.2.
5. When **Submitted** in the advanced search, only the current filter choices for the list are submitted, and the choices are not stored in the filter.



To store changes in the Custom Filter click "**Save**" at the top of the advanced search window. More details can be found in chapter 3.2.

6. Clicking on a column header changes the sorting of the list and this is also reflected in the quick search. More details can be found in chapter 3.5
7. The **more** button which loads the next X entries of the list can load either the next 25, 50 or 100 entries. More details can be found in chapter 3.4





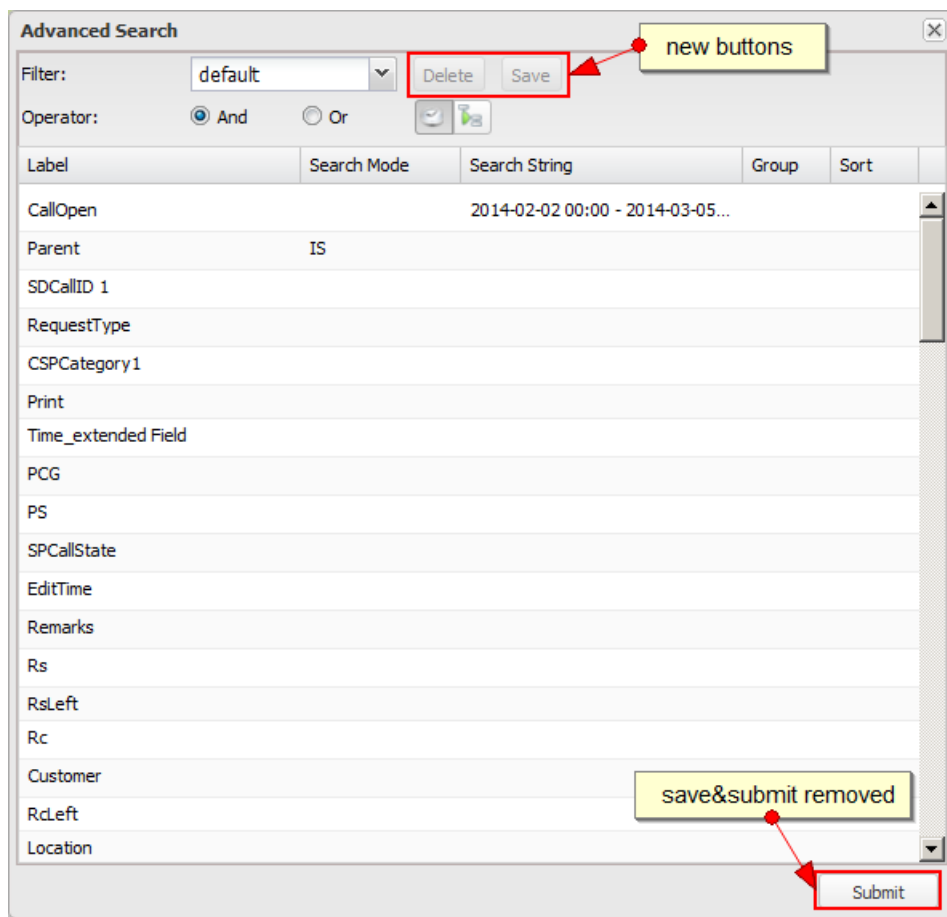
3.2 Multiple custom filters in lists

3.2.1 Reason

Since many users need to use more than one customized filter for their daily work (switching between common tasks they work on), current release introduces a possibility to store up to 10 custom filters with a name of up to 20 characters. `Advanced Search` panel was modified for this purpose.

3.2.2 How does it work?

In the `Advanced Search` panel the original `Save & Submit` was replaced with `Delete` and `Save` buttons.



Buttons are enabled/disabled in the context of the combo box on their left, which contains all possible defined filters, including the default one, always called `default`.

Choosing an existing filter (except the default one) enables the buttons, where **Delete** removes and **Save** updates this chosen filter. Modifying the name to a non-existing one disables the **Delete** button, while the **Save** button creates a new filter. Default filter cannot be changed or removed.

If the limit, number of filters or filter name length, is exceeded, the combo box is marked as invalid (red border) and the tooltip (on mouse-over) shows the problem description.



Label	Search Mode	Search String	Group	Sort
CallOpen		2014-02-02 00:00 - 2014-03-05...		
Parent	IS			
SDCallID 1				
RequestType				
CSPCategory1				

The user can always **Submit** the filter values with or without saving them, which applies the current criteria to the list and updates on the left panel (quick search) in the list window.

The quick search panel now also contains the already defined filters, so the user can easily switch from one to another filter without going into the advanced search panel.

If a change is made directly inside quick search, the chosen record inside this filter combo is marked as **changed** (yellow border and corresponding tooltip on mouse-over). If the user wants to save this changed filter, he can again switch to advanced search, give this filter a new or existing name and save it.

When reopening the list, the last used saved filter will be taken as the default one.

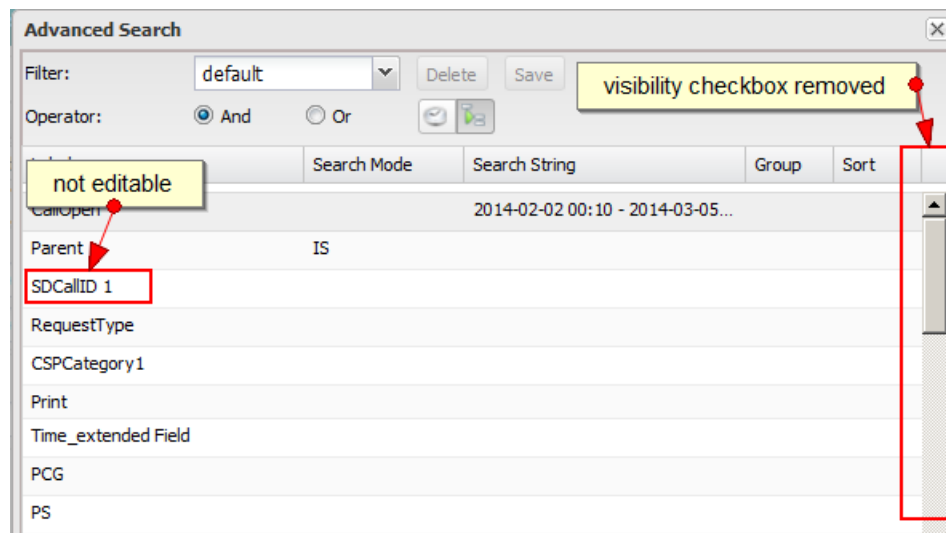


In addition, two more things were changed in advanced search panel:

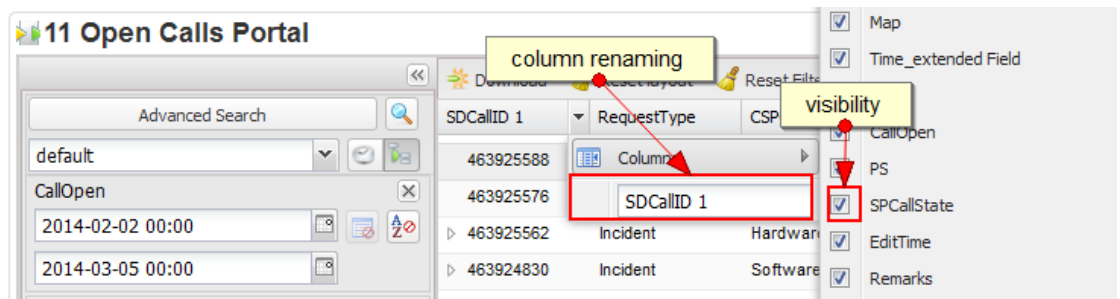
Changing the visibility of column (for the list) was removed and can be now changed only in the list context menu (clicking arrow in the header of any column of the list, then `Columns` menu item, then check/uncheck the checkbox).

The second feature was the renaming of the columns in advanced search panel. This was now moved to the already mentioned context menu as a new feature – a text area where you can change the name directly.

The following screenshot shows the old functionality:



And this is the new functionality:






3.3 Display callhistory in ticket list

3.3.1 Reason

To view values of older versions of the ticket (**CallHistory**) in the Portal it was necessary to open the **CallDetail** and view the history in the right frame.

In order to have faster access to the history entries of tickets, they are now available in the **CallList**.

3.3.2 How does it work?

When a **CallList** is configured (via its Setup) for **HistoryMode**, an expander icon:  is shown in front of each line which contains a ticket with history entries. Clicking this expander icon opens new lines. Each line shows the values for a history entry of the ticket.

A **CallList** can be either in **HistoryMode** or in **TreeMode**. This means that clicking the expander-icon will either open to show lines with history entries or with children. You can't combine these two modes.

3.3.3 Setup

Existing setup "master data" features are used to set up the **CallList** for history view:

In the setup list click on the name of the "**Tracking: Calls-List**" setup, you want to configure. Click on the "**Change the setup master data**" to access the general features of the setup.

In the left column you will find the two relevant checkboxes:

ShowHistory:	<input checked="" type="checkbox"/>
HasMultipleChoiceLists:	<input checked="" type="checkbox"/>
HasSetupChoice:	<input type="checkbox"/>
HasTimeZoneChoice:	<input checked="" type="checkbox"/>
HasHistoryChoice:	<input checked="" type="checkbox"/>

- **ShowHistory**: When this feature is checked the **CallList** will be loaded in **HistoryMode**, otherwise it will be loaded in **TreeMode**.
- **HasHistoryChoice**: When this feature is checked a "mode selector" will be shown in the quick search and in the advanced search:



This selector enables a quick switch from **HistoryMode** to **TreeMode** and back. When the **HasHistoryChoice** checkbox isn't checked, the mode selector won't be shown and hence the portal user can't change the mode of the list.

The selected mode of the list is stored within the "Custom Filter" (see chapter 3.2). In this way the portal user can overwrite the setup-values for "**ShowHistory**".



3.4 Selectable number of fetched records in lists

3.4.1 Reason

Up until now the more button in every list has retrieved 25 more entries, which can be tedious with very large lists.

3.4.2 How does it work?

The new button is at the same position as the previous one. If the button is clicked by default, 25 more entries are loaded. Additionally, when the arrow is pressed you can choose to load 50 or 100 more entries.

The screenshot displays the Cisco ServiceGrid interface. The main content area shows a table titled "Calls Open" with columns: SDCallID, RequestType, CallOpen, Customer, CallerLastName, and Description. The table contains 25 rows of data. At the bottom of the table, there is a "Split Button" with a dropdown menu showing "25 more", "50 More", and "100 More". A red arrow points to the "Split Button" label. The interface also includes a search bar, navigation tabs, and a sidebar with various service desk options.



3.5 One click sorting in lists

3.5.1 Reason

To further improve the usability of the new lists in the portal, a quick sorting feature has been developed in this release.

3.5.2 How does it work?

Clicking the header of a column will now sort the list automatically by this column in ascending order. If you click on the header again, the list will be sorted by this column in descending order. The column is also added to the quick filter to reflect the current filtering and sorting state.

Additionally, a small icon will be displayed next to the column header indicating if the list result is currently sorted by this column.

The screenshot displays the 'Incidents Open' page in the Cisco ServiceGrid portal. The interface includes a navigation menu at the top with options like 'Service Desk', 'Service Request Management', 'Incident Management', 'Problem Management', 'Change Management', 'Service Level Management Reports', 'B2B Monitoring', 'Administration', and 'Customizing'. A search bar and user information are also visible.

The main content area shows a table of incidents. The table has columns for 'RequestType', 'SDCallID', 'RequestType', 'CallOpen', 'Caller', 'CallerLastName', 'Description', 'PP', 'SPriorityName', 'Provider', and 'ProviderCatego...'. The 'RequestType' column header is highlighted with a red box and a callout that says 'field will be added to Quick-Search'. A small icon next to the 'RequestType' header indicates that the list is currently sorted by this column. A callout points to this icon with the text 'icon indicates sorting'. Another callout points to the 'RequestType' header with the text 'click here for sorting'.

The table contains 17 records, with the first few rows showing incident details such as 'RequestType', 'SDCallID', 'RequestType', 'CallOpen', 'Caller', 'CallerLastName', 'Description', 'PP', 'SPriorityName', 'Provider', and 'ProviderCatego...'. The bottom of the table shows '25 of 117 records shown'.



3.6 Reset Filter of lists

3.6.1 Reason

With this release, the feature of storing multiple custom filters has been implemented. The reset filter functionality was added alongside this feature allowing the current filter to be reset to a previously stored state.

3.6.2 How does it work?

Click on the reset filter button in the list. Your filter values will be reset to the currently selected filter.

The screenshot displays the 'Problems Open' list in the Cisco ServiceGrid interface. The list contains 21 records, each with columns for SDCallID, RequestType, CallOpen, Customer, Caller.LastName, Description, PP, SPPriorityName, Provider, and Provider.Catego... PS. The 'Reset filter' button is located in the top right corner of the list area, and a red circle highlights it. A tooltip points to this button with the text 'click here to reset the filter'.

SDCallID	RequestType	CallOpen	Customer	Caller.LastName	Description	PP	SPPriorityName	Provider	Provider.Catego...	PS
200032729	Problem	2013-12-02 15:46	Demo C4	\$demo	New Problem	High	Critical	Demo PRB	Hardware	
200032706	Problem	2013-12-02 14:40	Demo C2	sd	New Problem	High	Critical	Demo PRB	Software	
200032495	Problem	2013-05-30 02:03			New Problem	High	High	Demo PRB	Software	
200032469	Problem	2013-05-13 16:39			New Problem	Low	Low	Demo PRB	Software	
200032341	Problem	2013-03-10 15:46	Demo C1	sd	MS defekt	High	Critical	Demo PRB	Hardware	
200032302	Problem	2013-03-14 10:35	Demo C1	sd	AKT ist ausgef...	Medium	Medium	Demo PRB	Hardware	
200002189	Problem	2013-01-24 15:24	Demo C5	sd	New Problem T	High	High	Demo PRB	Software	
200002494	Problem	2012-09-06 14:20	Demo C1	sd	das ist das neu...	High	Critical	Demo PRB	Software*Appl...	
200002483	Problem	2012-08-15 13:53	Demo C1	sd	das ist das neu...	Low	Low	Demo PRB	Hardware	
200002482	Problem	2012-07-30 16:40	Demo C1	sd	New Problem	High	High	Demo PRB	Hardware	
2000024829	Problem	2012-07-11 14:07	Demo C1	sd	New Problem	High	High	Demo PRB	Hardware	
2000024772	Problem	2012-06-20 16:52	Demo C1	sd	haben ein Problem	High	Critical	Demo PRB	Software	
2000024703	Problem	2012-05-30 08:12	Demo C3	sd	New Problem v...	High	Critical	Demo PRB	Hardware	
2000024687	Problem	2012-05-16 10:07	Demo C6	sd	New Problem v...	High	Critical	Demo PRB	Hardware	
2000024489	Problem	2012-05-06 18:02	Demo C3	sd	New Problem	High	High	Demo PRB	Hardware	
2000024370	Problem	2012-05-04 10:47	Demo C6	sd	New Problem	High	Critical	Demo PRB	Software*System	
200004185	Problem	2013-02-15 16:40	Demo C6	\$demo	New Problem	High	High	Demo PRB	Software	
200024004	Problem	2013-02-08 22:33	Demo C5	c500.006	New Problem	High	Critical	Demo PRB	Hardware	
200022921	Problem	2011-08-15 14:02	Demo C2	\$demo	New Problem	High	High	Demo PRB	Hardware	
200022699	Problem	2012-01-04 22:10	Demo C4	\$demo	New Problem	None	None	Demo PRB	Hardware	



3.7 Improved portal administration

3.7.1 Reason

In an effort to harmonize the features of all lists, portal-style lists have been integrated in portal administration as well.

3.7.2 How does it work?

The following lists have been updated:

- Before selecting a role:
 - Setup
 - Users
- After selecting a role:
 - Setup
 - Users
 - Callactions

These lists now have support for the well-known functions of portal lists like storing custom filters, quick filtering, advanced search window, dynamically changing the layout, etc.

A function specifically developed for portal administration is the server-side selection of all records that match some filter criteria. When trying to manage a large number of records it is not desirable to display all records to be updated in a list. To avoid displaying all records, one can toggle the “**Select all records**” button on top of the list.

ShortName	LastName	FirstName	LoginName	EMail	IsActive	DefaultRole	PGRName	Department	Category
DemoProv	Demo Provider		DemoProv		✓				ServiceSupport
eu	Demo	Enduser	eu		✓	Enduser			ServiceDesk
sd	Servicesdesk	Demo	sd		✓	Service Manager			ServiceDesk
\$demo	Administrator	Demo	\$demo	mercus.applz...	✓	Administration			Administrator

When using another action of an administration list (e.g., Assign to Role), it will be performed for all records matching the current filter criteria.

Selecting some records manually (via the checkboxes besides each record) will de-toggle the “**Select all records**” button.



3.8 Reload window option in navigation tree

3.8.1 Reason

Every browser offers a refresh functionality (usually pressing F5), which reloads the whole page. Since this feature cannot be effectively used in the portal because multiple windows, and thus multiple pages, are displayed, a refresh functionality for dashboard windows has been implemented.

3.8.2 How does it work?

Right click an element in the navigation tree and click on **“Reload Window”**. If the selected element is currently visible in the dashboard, it will be reloaded, which means its initial state will be restored.

The screenshot displays the Cisco ServiceGrid interface. The top navigation bar includes 'Service Desk', 'Service Request Management', 'Incident Management', 'Problem Management', 'Change Management', 'Service Level Management Reports', 'B2B Monitoring', 'Administration', and 'Customizing'. The main content area is titled 'Problems Open' and contains a table of problem records. A context menu is open over the navigation tree on the left, with the 'Reload Window' option highlighted. A yellow callout box with a red arrow points to this option, containing the text 'click here to reload the window'.

SDCallID	RequestType	CallOpen	Customer	Caller_lastname	Description	PP	SPPriorityName	Provider	ProviderCatego...	PS
200032729	Problem	2013-12-02 15:46	Demo C4	\$demo	New Problem	Critical	Demo PRB	Hardware		
200032708	Problem	2013-12-02 14:40	Demo C2	sd	New Problem	Critical	Demo PRB	Software		
200032495	Problem	2013-05-30 02:03	Demo C4	sd	New Problem	High	Demo PRB	Software		
200032469	Problem	2013-05-13 18:39	Demo C5	c500.008	New Problem	Low	Demo PRB	Software		
200032341	Problem	2013-03-18 15:46	Demo C1	sd	MS default	Critical	Demo PRB	Hardware		
200032302	Problem	2013-03-14 10:35	Demo C1	sd	AKT ist ausger...	Medium	Demo PRB	Hardware		
200032189	Problem	2013-01-24 15:24	Demo C5	sd	New Problem T	High	Demo PRB	Software		
200024941	Problem	2012-09-08 14:20	Demo C1	sd	New Problem	Critical	Demo PRB	Software*Appl...		
200024883	Problem	2012-08-15 13:53	Demo C1	sd	das ist das neu...	Low	Demo PRB	Hardware		
200024872	Problem	2012-07-30 16:40	Demo C1	sd	New Problem	High	Demo PRB	Hardware		
200024829	Problem	2012-07-11 14:07	Demo C1	sd	New Problem	High	Demo PRB	Hardware		
200024772	Problem	2012-06-20 16:52	Demo C1	sd	haben ein Problem	Critical	Demo PRB	Software		
200024703	Problem	2012-05-30 08:12	Demo C3	sd	New Problem	Critical	Demo PRB	Hardware		
200024687	Problem	2012-05-16 10:07	Demo C8	sd	New Problem w...	Critical	Demo PRB	Hardware		
200024469	Problem	2012-05-06 10:02	Demo C3	sd	New Problem	High	Demo PRB	Hardware		
200024370	Problem	2012-05-04 10:47	Demo C8	sd	New Problem	Critical	Demo PRB	Software*System		
200024185	Problem	2012-02-15 16:40	Demo C8	\$demo	New Problem	High	Demo PRB	Software		
200024084	Problem	2012-02-08 22:33	Demo C5	c500.006	New Problem	Critical	Demo PRB	Hardware		
200022921	Problem	2011-06-15 14:02	Demo C2	\$demo	New Problem	High	Demo PRB	Hardware		
200022899	Problem	2012-01-04 22:10	Demo C4	\$demo	New Problem ...	None	Demo PRB	Hardware		



4 B2B Connections

4.1 Extended processing of incoming mail attachments

4.1.1 Reason

Previously mails received via the Organization's Inbox would only show "non multipart" attachments (in MIME parlance).

4.1.2 How does it work?

This has been changed so all attachments are now correctly recognized, even if they contain multiple parts themselves.

Practically, this means that attached mails will now correctly show up as attachments. These typically occur when a user wants to send a mail and drag-and-drops another mail into it. Until now, ServiceGrid would show the attachments contained within this attached mail. With this change, it will show the whole attached mail.

Note: The ServiceGrid application is not able to render attached mails within the browser. The user must open the 'eml' files with their e-mail client. This typically happens automatically when clicking on them.



4.2 Maintenance mode for webservice bridges

4.2.1 Reason

A **webservice** bridge connects two endpoints with each other and is responsible for exchanging the data. When one of the endpoints is being maintained, it does no longer respond correctly. In such cases alerts were triggered and human action was needed to check the current situation.

To reduce the need for human interaction the new Maintenance mode was introduced for **webservice** bridges. With this mode the bridge behavior and its reaction to errors can be defined for a specified timeframe (Maintenance window).

4.2.2 How does it work?

A **webservice** bridge can be put into maintenance mode by defining a maintenance window for a specific timeframe. To do so the Administrator needs to navigate to the **ServiceDefinition** of the **webservice** bridge.

Basicdata → MyCompany → [Company] → ServiceDefinitions → [ServiceDefinition]

ShortName	Name	Type	UserName	URL	IsActive
Demo	DemoServiceDefinition	WebServicePushHttp	demoUser	http://demo.solvedirect.com	Y

Looking at the **Save** of a **Save**, a new **TopFunction** “**Display MaintenanceWindows**” has been added. Clicking on it displays a list of all defined **MaintenanceWindows** for this **ServiceDefinition/Webservice** bridge.

Startime	EndTime	Reaction	Behavior	IsActive
2014-03-13 16:14-CET	2014-03-26 16:14-CET	ImmediatePause	Queue	Y
2014-03-04 16:14-CET	2014-03-06 16:14-CET	DelayedPause	Queue	Y
2014-02-27 15:13-CET	2014-02-28 15:43-CET	Idle	RejectMessages	Y

When creating a new **MaintenanceWindow** two timestamps and two **selectboxes** can be defined.

- “**StartTime**” and “**EndTime**” define the start and the end of the maintenance window. Only the **starttime** is mandatory. If no **endtime** is defined, there is no end to the maintenance window, that is, it is indefinite.



- “**Reaction**” defines how a **webservice** bridge should behave when entering maintenance mode.
 - “**Immediate pause**” pauses the bridge instantly.
 - “**Delayed pause**” pauses the bridge when the first error occurs, until then it continues its work
- “**Behavior**” defines how a **webservice** bridge should behave when in maintenance mode.
 - “**Reject**”: The bridge does no longer accept messages from the sending endpoint.
 - “**Queue**”: The bridge accepts messages and queues them. When the maintenance window has ended the bridge tries to deliver the queued messages.

Change Maintenance Window master data:

2014-03-13 15:14:00.0 master data

ID: 363205159

StartTime: 2014-03-13 16:14

EndTime: 2014-03-26 16:14

Reaction: ImmediatePause

Behavior: Queue

IsActive:

Buttons: Save Cancel

After the a new maintenance window has been created or an existing one has been changed it is necessary to reload the bridge. This can be done using the “Reload Bridge” function in the detail form of the servicedefinition.

Service definition master data select a function

[Display Maintenance Windows](#)
[Change Service Definition master data](#)
[Delete Service Definition](#)
[Reload Bridge](#)
[Back to list](#)

MWServiceOut master data

ID: 463926412

ShortName: MWServiceOut

Name: MWServiceOut

Type: WebServicePushHttp

URL: https://sdcall.solvedirect.com/ws/soap/core/CallService

UserName: MWUserIn

The bridge will be reloaded automatically after the servicedefinition has been saved.



5 Browser-Policy

There are three browser-classes defined:

Browser-Class	Browser	Properties
1	Firefox (last two major versions) Google Chrome (last two major versions) IE11	<ul style="list-style-type: none"> Complete availability of product and application features (technician calendar, HTML-editor, ...) Graphical presentation (CSS layout) No open browser related known errors
2	IE10	<ul style="list-style-type: none"> Limited availability of product and application features Limited graphical presentation (CSS layout) There may be browser related bugs/known errors
3	IE9	<ul style="list-style-type: none"> Limited availability of product and application features Highly limited graphical presentation (CSS layout) Open browser related bugs/known errors

This release has been tested with the following browser versions in accordance with the browser classes:

- IE9, IE10, IE11
- Firefox V25 – V27
- Google Chrome V31 - V33



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