

Cisco ServiceGrid™ Release Notes V6.9



This **Release Notes** document describes 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 this document does the following:

- 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) were available on Sunday afternoon 9th 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. Get the date of your update from your implementation partner.

1.2 Availability and licensing of new functions and modules

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

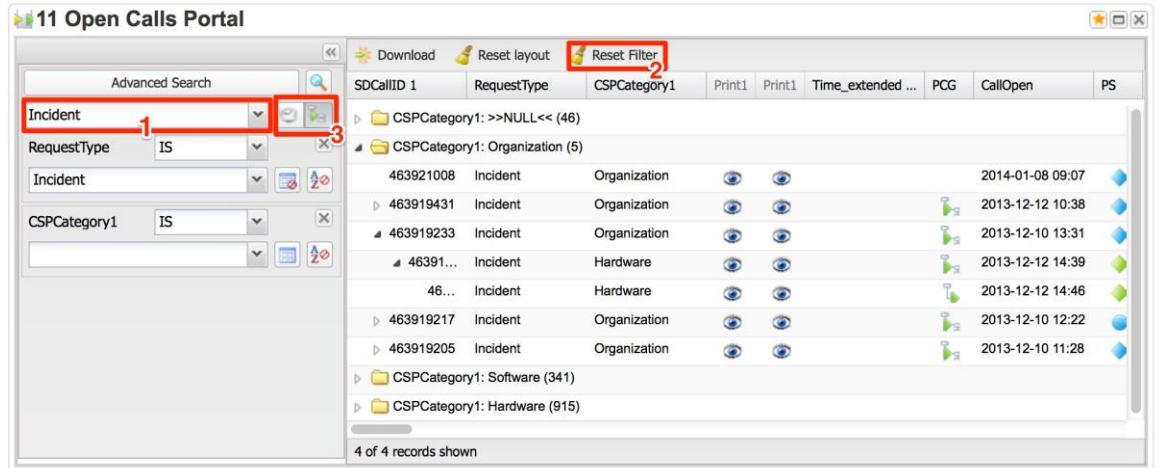
2 Summary

The following is a summary that gives 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

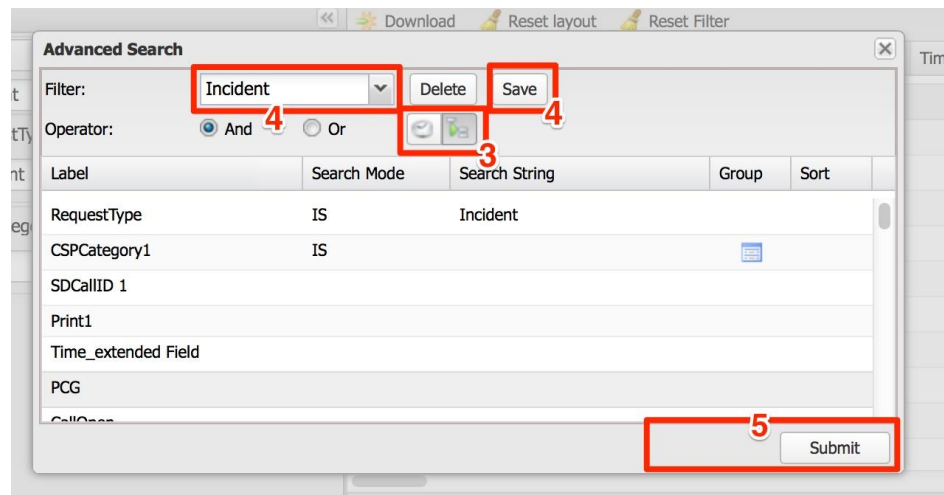
3 Cisco ServiceGrid Portal

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 and HistoryMode. More details can be found in Chapter 3.3.

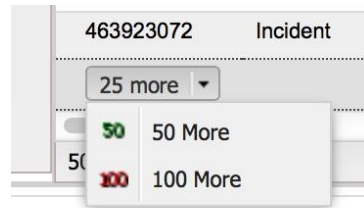
This is also available in the **Advanced Search**:



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 drop down box 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.



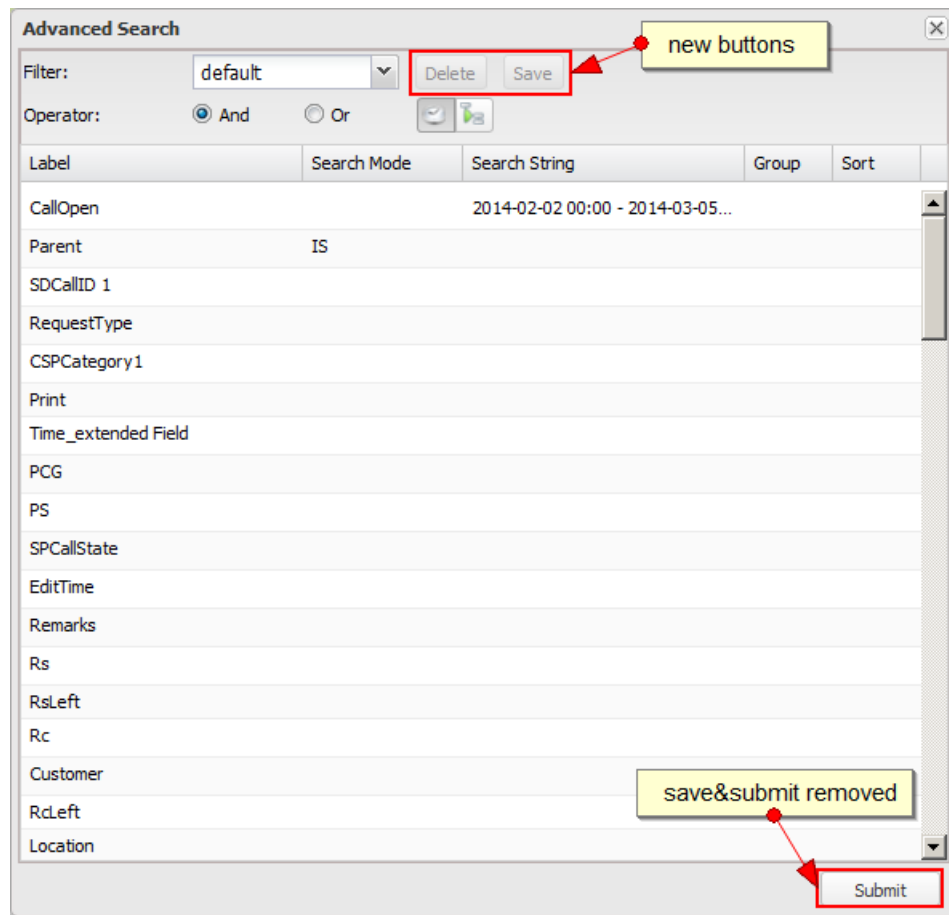
3.2 Multiple custom filters in lists

3.2.1 Reason

Since many users need to use more than one customized filter for their daily work to switch between common tasks, current release introduces a possibility to store up to ten custom filters with a name of up to 20 characters. The **Advanced Search** panel was modified for this purpose.

3.2.2 How does it work?

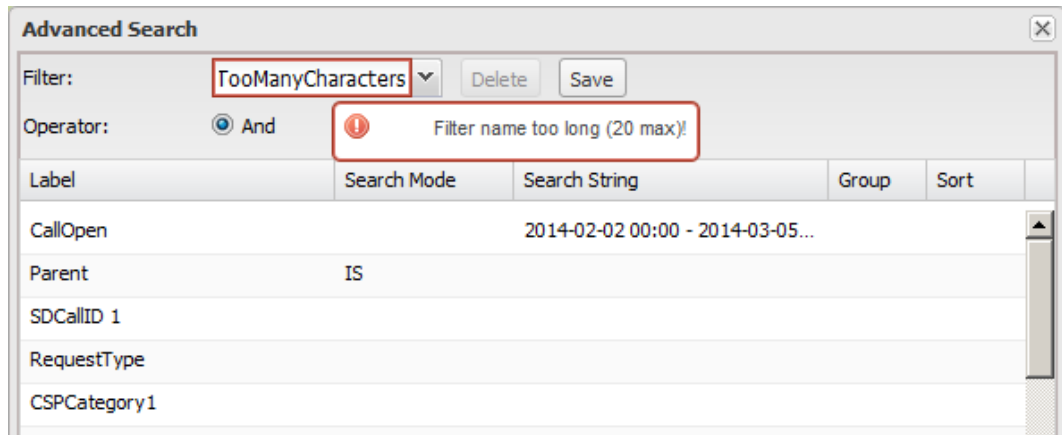
In the **Advanced Search** panel, the original **Save & Submit** was replaced with **Delete** and **Save** buttons.



Buttons are enabled or disabled in the context of the combo box on their left, which contains all possible defined filters, including the default one as **default**.

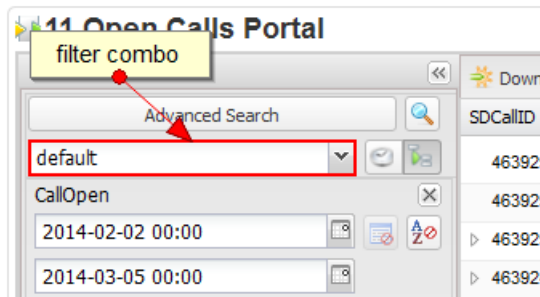
Choosing an existing filter (except the default one) enables the buttons, where **Delete** removes and **Save** updates this chosen filter. Modifying the name to a non existing one disables the **Delete** button, while the **Save** button creates a new filter. Default filter cannot be changed or removed.

If the limited 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.

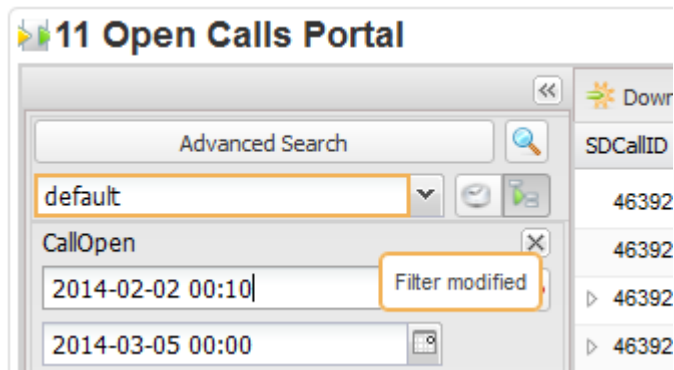


The user can always submit the filter values with or without saving them, which applies the current criteria to the list and updates on the left panel (Quick Search) in the **List** window.

The **Quick Search** panel now also contains the already defined filters for the user to easily switch from one filter to another 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.

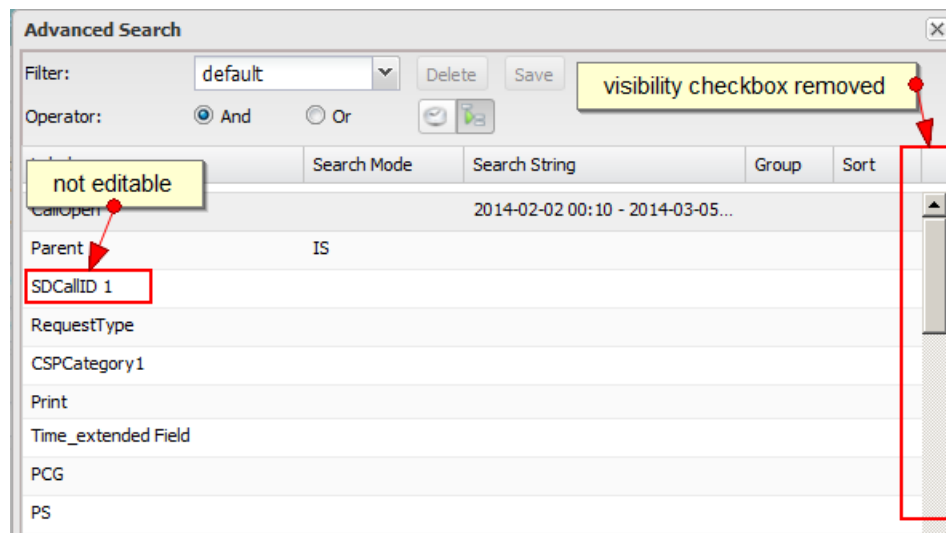


When the list is reopened, the last used saved filter will be taken as the default one.

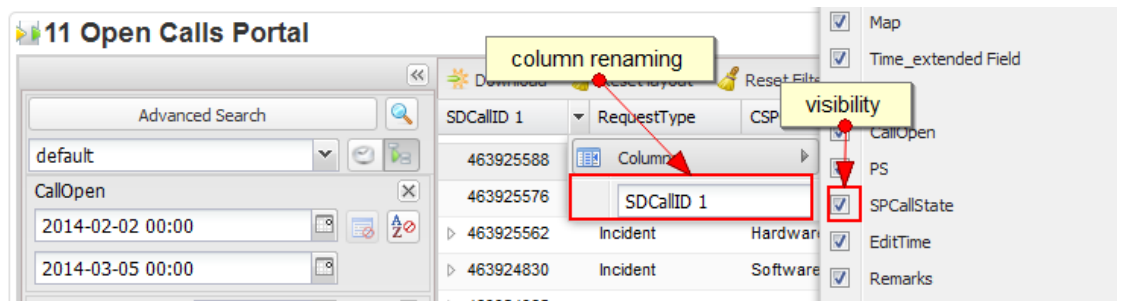
In addition, two more things were changed in the **Advanced Search** panel:

- Changing the visibility of column (for the list) was removed and can now be changed only in the list context menu (clicking the arrow in the header of any column of the list, then **Columns** menu item, then check/uncheck the checkbox).
- Renaming of the columns in the **Advanced Search** panel. This has 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:



The following screenshot shows 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 is necessary to open the **CallDetail** and view the history in the right frame.

The history entries of tickets are now available in the CallList in order to enable faster access.

3.3.2 How does it work?

When a CallList is configured (through 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 cannot combine these two modes.

3.3.3 Setup

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

To setup the list, follow these steps:

Step 1: Click the name of the **Tracking: Calls-List** setup which you want to configure

Step 2: Click **Change the setup master data** to access the general features of the setup.

In the left column, you will find the two relevant checkboxes as highlighted in the diagram below:

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** (displayed in the image below) will be shown in the **Quick Search** and in the **Advanced Search**.



This selector enables a quick switch from **HistoryMode** to **TreeMode** and vice versa. When the **HasHistoryChoice** checkbox is not checked, the mode selector would not be shown and hence, the portal user cannot 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**.

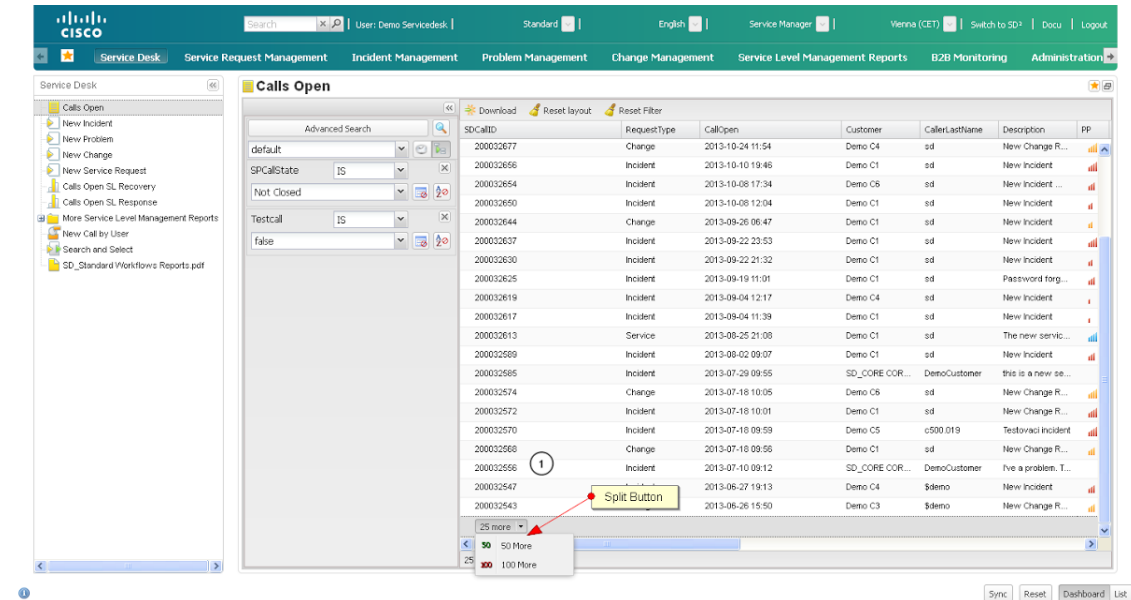
3.4 Selectable number of fetched records in lists

3.4.1 Reason

Until now, the drop down box which loads the next X entries 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 drop down box is at the same position as the previous one. If the drop down box 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.



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 lead to sorting of the list automatically by this column in ascending 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 whether the list has been currently sorted by this column.

The screenshot displays the Cisco Service Request Management portal interface. The main content area shows a table titled "Incidents Open" with columns: SDCallID, RequestType, CallOpen, Joiner, CallerLastName, Description, PP, SPPriorityName, Provider, ProviderCategory, and PS. The "RequestType" column header is highlighted with a yellow box and a red arrow pointing to a small icon (a vertical bar with a downward arrow) next to it. A callout box says "click here for sorting". Another callout box points to the "RequestType" column in the filter sidebar, saying "field will be added to QuickSearch". A third callout box points to the icon in the table header, saying "icon indicates sorting". The filter sidebar on the left has a "2" next to it. The table shows 25 of 117 records. The bottom right has "Sync", "Reset", "Dashboard", and "List" buttons.

SDCallID	RequestType	CallOpen	Joiner	CallerLastName	Description	PP	SPPriorityName	Provider	ProviderCategory	PS
200021762	Incident	2012-04-15 15:50	Demo C1	sd	New Incident	High	Demo INC			
200021903	Incident	2012-04-17 10:10	Demo C4	c400.007	Printer can not ...	High	Demo INC			
200024191	Incident	2012-03-14 18:44	Demo C4	\$demo	New Incident	High	Demo INC	Hardware		
200024230	Incident	2012-03-17 18:58	Demo C2	\$demo	New Incident	Medium	Demo INC	Hardware		
200024230	Incident	2012-04-30 18:48	Demo C1	sd	Printer doesn't ...	Medium	Demo INC	Hardware		
200024257	Incident	2012-05-02 17:22	Demo C5	\$demo	New Incident	Low	Demo INC	Software		
200024325	Incident	2012-05-04 08:01	Demo C3	sd	New Incident	Medium	Demo INC	Hardware/Server		
200024379	Incident	2012-05-04 13:53	Demo C2	c200.013	New Incident	Medium	Demo INC	Hardware		
200024414	Incident	2012-05-04 14:29	Demo C1	es	New Incident	High	Demo INC	Software		
200024480	Incident	2012-05-06 17:03	Demo C4	\$demo	New Incident	High	Demo INC	Software		
200024484	Incident	2012-05-06 17:06	Demo C4	\$demo	New Incident	High	Demo INC	Hardware		
200024523	Incident	2012-05-06 19:08	Demo C5	sd	New Incident	Critical	Demo INC	Software		
200024571	Incident	2012-05-07 10:54	Demo C4	sd	New Incident	Low	Demo INC	Hardware		
200024573	Incident	2012-05-07 13:43	Demo C3	sd	New Incident	Medium	Demo INC	Software		
200024577	Incident	2012-05-09 13:28	Demo C5	sd	New Incident	Critical	Demo INC	Hardware		
200024603	Incident	2012-05-09 19:55	Demo C1	sd	New Incident	Critical	Demo INC	Hardware		
200024608	Incident	2012-05-09 19:55	Demo C1	sd	New Incident	Critical	Demo INC	Hardware		
200024633	Incident	2012-05-10 08:35	Demo C3	sd	New Incident	Medium	Demo INC	Hardware		
200024640	Incident	2012-05-10 13:16	Demo C3	sd	New Incident	Medium	Demo INC	Hardware/Desk...		
200024644	Incident	2012-05-10 17:21	Demo C4	sd	New Incident	Medium	Demo INC	Software		

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 **Reset Filter**. Your filter values will be reset to the currently selected filter.

The screenshot displays the Cisco Service Request Management interface. The main content area shows a list of 'Problems Open'. The interface includes a navigation bar at the top with various tabs like 'Service Desk', 'Incident Management', and 'Problem Management'. On the left, there is a sidebar with 'New Problem' and 'Problems Open' options. The main list has columns for SDCallID, RequestType, CallOpen, Customer, Caller.LastName, Description, PP, SPPriorityName, Provider, and ProvideCatego... PS. A 'Reset Filter' button is highlighted with a red circle and a tooltip that says 'click here to reset the filter'. Below the list, it indicates '21 of 21 records shown'. At the bottom right, there are buttons for 'Sync', 'Reset', 'Dashboard', and 'List'.

SDCallID	RequestType	CallOpen	Customer	Caller.LastName	Description	PP	SPPriorityName	Provider	ProvideCatego...	PS
200032729	Problem	2013-12-02 15:46	Demo C4	sdemo	New Problem		Critical	Demo PRB	Hardware	
200032706	Problem	2013-12-02 14:40	Demo C2	sd	New Problem		Critical	Demo PRB	Software	
200032495	Problem	2013-05-30 02:03			New Problem		High	Demo PRB	Software	
200032469	Problem	2013-05-13 18:39			New Problem		Low	Demo PRB	Software	
200032341	Problem	2013-03-10 15:46	Demo C1	sd	MS defekt		Critical	Demo PRB	Hardware	
200032302	Problem	2013-03-14 10:35	Demo C1	sd	AKT ist ausgef...		Medium	Demo PRB	Hardware	
200002189	Problem	2013-01-24 15:24	Demo C5	sd	New Problem T		High	Demo PRB	Software	
200002494	Problem	2012-09-06 14:20	Demo C1	sd	New Problem		Critical	Demo PRB	Software*Appl...	
200002483	Problem	2012-08-15 13:53	Demo C1	sd	das ist das neu...		Low	Demo PRB	Hardware	
200002482	Problem	2012-07-30 16:40	Demo C1	sd	New Problem		High	Demo PRB	Hardware	
200002483	Problem	2012-07-11 14:07	Demo C1	sd	New Problem		High	Demo PRB	Hardware	
200002472	Problem	2012-06-20 18:52	Demo C1	sd	haben ein Problem		Critical	Demo PRB	Software	
2000024703	Problem	2012-05-30 08:12	Demo C3	sd	New Problem v...		Critical	Demo PRB	Hardware	
2000024687	Problem	2012-05-16 10:07	Demo C6	sd	New Problem v...		Critical	Demo PRB	Hardware	
2000024489	Problem	2012-05-06 18:02	Demo C3	sd	New Problem		High	Demo PRB	Hardware	
2000024370	Problem	2012-05-04 10:47	Demo C6	sd	New Problem		Critical	Demo PRB	Software*System	
2000024185	Problem	2012-02-15 16:40	Demo C6	sdemo	New Problem		High	Demo PRB	Software	
2000024004	Problem	2012-02-08 22:33	Demo C5	c500.006	New Problem		Critical	Demo PRB	Hardware	
2000022921	Problem	2011-08-15 14:02	Demo C2	sdemo	New Problem		High	Demo PRB	Hardware	
2000022699	Problem	2012-01-04 22:10	Demo C4	sdemo	New Problem		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.

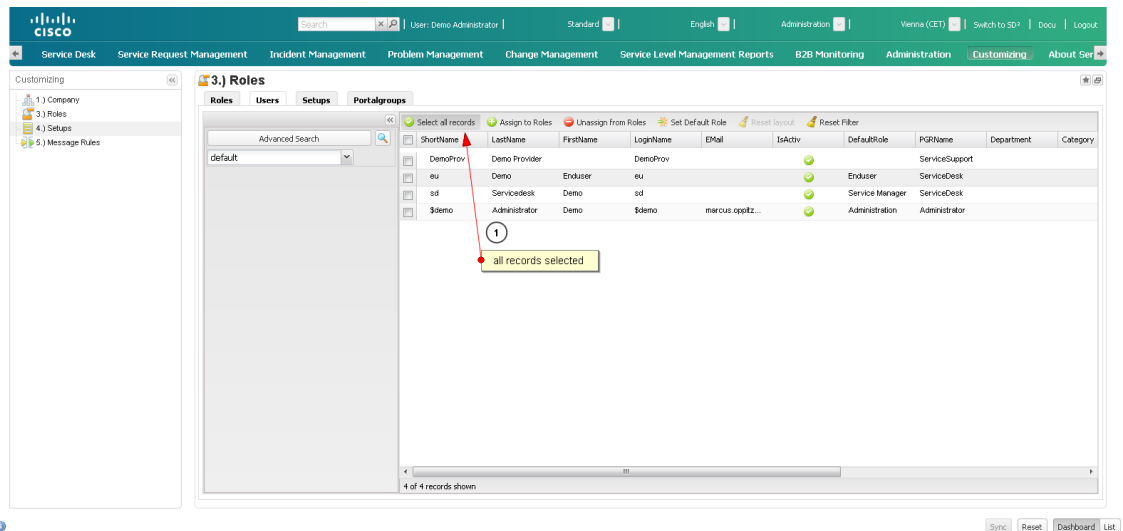
3.7.2 How does it work?

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 such as storing custom filters, quick filtering, advanced search window, dynamically changing the layout, and so on.

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.



The screenshot shows the Cisco Service Desk administration interface. The main content area displays a table of roles with columns: ShortName, LastName, FirstName, LoginName, EMail, IsActive, DefaultRole, FGRName, Department, and Category. The table contains four records. A red arrow points to the 'Select all records' button in the top toolbar, which is highlighted with a yellow callout box containing the text 'all records selected'. The interface also shows a search bar, navigation tabs (Roles, Users, Setups, Portalgroups), and a sidebar with a tree view.

ShortName	LastName	FirstName	LoginName	EMail	IsActive	DefaultRole	FGRName	Department	Category
DemoProv	Demo Provider		DemoProv		<input checked="" type="checkbox"/>				ServiceSupport
eu	Demo	Enduser	eu		<input checked="" type="checkbox"/>	Enduser			ServiceDesk
sd	Servicesdesk	Demo	sd		<input checked="" type="checkbox"/>	Service Manager			ServiceDesk
\$demo	Administrator	Demo	\$demo	mercus.opitz...	<input checked="" type="checkbox"/>	Administration			Administrator

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

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

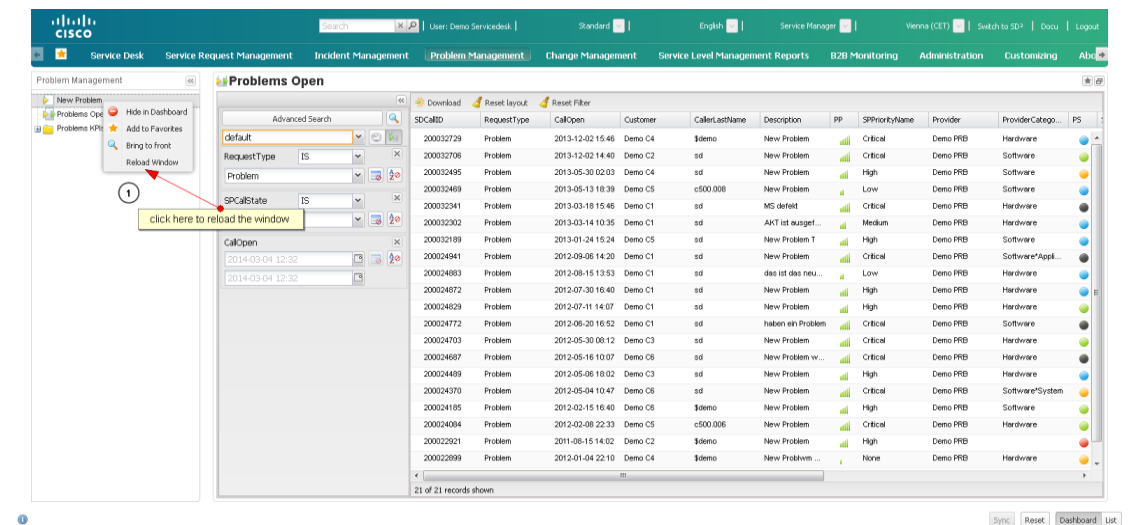
3.8 Reload window option in navigation tree

3.8.1 Reason

Every browser offers a refresh functionality (usually by pressing F5), which reloads the whole page. As this feature cannot be effectively used in the portal because of multiple windows that display multiple pages, 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 **Reload Window**. If the selected element is currently visible in the dashboard, it will be reloaded, which means its initial state will be restored.



4 B2B Connections

4.1 Extended processing of incoming mail attachments

4.1.1 Reason

Previously, mails received through the organization's inbox would only show non multipart attachments (in MIME parlance).

4.1.2 How does it work?

The state of only non-multipart attachments being shown by the mails in the organization's inbox has been changed wherein all attachments are now correctly recognized, even if they contain multiple parts by themselves.

Practically, this means that attached mails will now correctly show up as attachments. This occurs when a user wants to send a mail and drags and drops another mail into it. Until now, ServiceGrid would show the attachments contained within the 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 users must open the **eml** files with their e-mail client. This happens automatically when clicking 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 no longer responds 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 through the following path:

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

The screenshot shows the 'ServiceDefinitions' page in a web application. The breadcrumb path is 'Basicdata → MyCompany → [Company] → ServiceDefinitions → [ServiceDefinition]'. The page title is 'Select service definitions:'. Below the title is a table with columns: ShortName, Name, Type, Username, URL, and IsActive. The table contains one row with the following data: ShortName: Demo, Name: DemoServiceDefinition, Type: WebServicePushHttp, Username: demoUser, URL: http://demo.solvedirect.com, IsActive: Y. A callout box labeled '1' points to the 'ServiceDefinitions' menu item in the left sidebar. Another callout box labeled '2' points to the 'Select Servicedefinition' button above the table.

A new TopFunction **Display MaintenanceWindows** has been added in the master data main menu in the Servicedefinition. Clicking on it displays a list of all defined maintenance windows for this **ServiceDefinition/Webservice** bridge.

The screenshot shows the 'Select Maintenance Windows' page. The page title is 'Select Maintenance Windows:'. Below the title is a table with columns: StartTime, EndTime, Reaction, Behavior, and IsActive. The table contains three rows of data. A callout box labeled 'Create new window' points to a 'Create a new MaintenanceWindow' button. Other callout boxes labeled 'Edit', 'Delete', and 'Copy' point to icons in the table's left column.

StartTime	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 maintenance window two timestamps and two **selectboxes** can be defined.

- **StartTime** and **EndTime**: Define the start and the end of the maintenance window respectively. Only the start time is mandatory. The maintenance mode is endless if no end time is defined.

- **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. It will be restarted at the given EndTime.
- **Behavior:** Defines how a **webservice** bridge should behave when in maintenance mode.
 - **Reject:** The bridge does no longer accepts 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: [Dropdown]

Behavior: [Dropdown]

ImmediatePause: [Dropdown]

Queue: [Dropdown]

IsActive:

Buttons: Save, Cancel

Callouts: Set StartTime, Set EndTime, Set Reaction, Set Behaviour

After 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 detailed form of the service definition.

Service definition master data select a function

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

Top function for reloading the bridge

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 service definition has been saved.

4.2.2.1 Reject Message Example

When the defined behavior of a maintenance window is **Reject**, all outbound messages are rejected by the bridge when the maintenance window is active. For each rejected message, a feedback message is created. These feedback messages have to be handled by the **ErrorTrigger** of the callsystem.

An example of a feedback message is depicted below.

```
<SD.call>
  <Error>
    ...
    <State>Rejected</State>
    ...
    <XMLInfoMessage>
      <reject outboundCallId="463957439">
        <consumed>Y</consumed>
        <rejectReason>MaintenanceMode</rejectReason>
        <message>
          Message rejected - maintenance mode with behavior 'reject' enabled
        </message>
      </reject>
    </XMLInfoMessage>
    ...
  </Error>
</SD.call>
```

The following two fields are set as the message has been rejected:

- *ErrorState*: value is set to **Rejected**
- *XMLInfoMessage*: This XML part contains the following information defined by the bridge:
 - *Consumed*: **Y**
 - *rejectReason*: **MaintenanceMode**
 - *message*: message defined by the bridge

By processing a reject message within the template of the error communication, a customer-specific response can be created for rejected messages due to a maintenance window.

The response workout has to be implemented through the Messengerules and needs extended ServiceGrid Bridge Knowledge!

A new communication within the Error Trigger has to be implemented.
You should restrict the send behaviours through the Outbound Templates.

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, 10, and 11.
- Firefox V25-27
- Google Chrome V31-33



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