



Release Notes for Cisco ServiceGrid 7.1

Last Updated: May 11, 2015
Release: Cisco ServiceGrid 7.1

Introduction

Cisco ServiceGrid is an integration platform in the cloud for IT service management. It provides a scalable, highly secure, and faster way to integrate with everyone in your service ecosystem, and also meets your business requirements. It creates operational efficiencies that save you time and money, while simplifying the formation of your ecosystem so that you can collaborate faster.

This document describes the key features associated with the ServiceGrid 7.1 Release.

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Release Dates

The Cisco ServiceGrid functions of the Spring Release 2015 (Version 7.1) are available on May 10, 2015 to all customers using the Cisco ServiceGrid main platform (sdcall.solvedirect.com).

This release is in production on the Cisco ServiceGrid support platform from May 10, 2015. All customers running their own in-house infrastructure, or using a Cisco partner infrastructure will receive the release on a later date. These updates will take place after the update of the Cisco ServiceGrid main platform. Contact your implementation partner for the date of your update.

System Requirements

Cisco ServiceGrid Online application (Portal, SD2) is a web-based application and hence is accessible using a browser. The B2B connection uses the ITSM connection capabilities of the customers.

Table 1 Browser-Policy

Browser Class	Browser	Properties
1	Mozilla Firefox (last two major versions) Google Chrome (last two major versions) Internet Explorer 11	<ul style="list-style-type: none"> Complete availability of product and application features (technician calendar, HTML-editor, and so on). Graphical presentation (CSS layout). No open browser-related known errors.
2	Internet Explorer 10	<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	Internet Explorer 9	<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.

The following browser versions were tested for Release 7.1 with respect to the browser classes:

- Firefox v36—v37
- Internet Explorer v10—v11
- Google Chrome v40—v41



Note

Active SLA features should be used with the most recent versions of all browsers provided in Browser Class 1 in [Table 1](#) and while using Internet Explorer, “compatibility mode” must be deactivated.

New and Enhanced Features in Cisco ServiceGrid Release 7.1

The following features and enhancements are provided in Cisco ServiceGrid Release 7.1 Release:

- Active SLA
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Active SLA

Cisco ServiceGrid delivers end-to-end vendor management through consistent Service Level Management (SLA) governance and visibility across multi-sourced environments to accelerate time to value, maximize return on investment, and dramatically transform organizations' business outcomes.

Active SLA module is classified into two parts:

- Wizard—This function defines the business partners, the SLAs with these partners and the business outcomes of a company.
- Radar—All tickets with current open SLAs are displayed in this screen. The state of each SLA is visualized by displaying it in the green, yellow or red area of the radar.

Active SLA Priority Filter

Filter options such as Priority, Status, and Business Partners can be set to bring up the tickets in the radar based on these values. A filter to select priority codegroups was added.

Figure 1 displays the **Priority** code filter option in the Active SLA Radar screen.

Figure 1 Filter Options

The screenshot shows a mobile-style dialog box titled "Filter options" with a blue header bar containing a funnel icon on the left and a close button (X) on the right. The dialog is divided into three sections, each with a blue underline:

- Priority:** A checked checkbox is on the left. To the right, there are two unchecked checkboxes labeled "P1" and "P2".
- Status:** An unchecked checkbox is on the left. To the right is a light blue dropdown menu with a downward arrow.
- Business Partner:** An unchecked checkbox is on the left. To the right, there are three unchecked checkboxes labeled "INC", "PRB", and "CHG".

At the bottom of the dialog is a large blue button with the text "Apply Filters" in white.

CodeGroups for Priorities are defined in **My Company > CallSystems > Codegroups** and are a container for priorities across different Callsystems.

Figure 2 displays the location of the codegroups in the Cisco ServiceGrid application.

Figure 2 CodeGroups in Active SLA

The screenshot shows the Cisco ServiceGrid application interface. On the left, a navigation pane lists various entities, with 'CodeGroups' under 'CallSystems' highlighted in a red box. The main content area displays a 'Select CodeGroups:' window. This window contains a table with columns 'ShortName', 'Name', 'TableName', and 'IsActive'. Below the table, there is a 'GO!' button and a 'Create new CodeGroup' link. The window indicates '2 CodeGroups selected (Page 1 of 1)' and shows a table with the following data:

ShortName	Name	TableName	IsActive
P1	P1	Priorities	Y
P2	P2	Priorities	Y

Active SLA Link to Ticket in ServiceGrid

Cisco ServiceGrid Release 7.1 provides a link to the ticket detail in the ServiceGrid. By clicking the link, the default detail form is displayed immediately if the user is logged in.



Note

The Active SLA functionality provides the ticket details only; the user will not be able to navigate to ServiceGrid portal.

Figure 3 displays the ticket detail window in Active SLA.

Figure 3 Ticket Detail Window in Active SLA



Active SLA Tracking of Closed or Test Tickets

Active SLA tickets are tracked in the following two states:

- Test Ticket—When setting an active ticket to “test ticket” in ServiceGrid, it will no longer be tracked or visible in the Active SLA Radar screen.
- Closed Ticket—If an active ticket is set to “closed” status in ServiceGrid, it will no longer be visible in the Active SLA Radar screen. All the existing data elements of that closed ticket will be removed from Active SLA.

Active SLA Data Objects for Active or Inactive Flag

A specific set of pre-defined data objects such as ticketstate, prioritygroup, and contracts within the ServiceGrid application is logically integrated into the Active SLA feature. When these data objects are set with an “active” flag in the ServiceGrid application, they are logically mapped into the Active SLA feature. When any of these pre-defined data objects are set with an “inactive” flag, then they will not be integrated (not accessible or visible) with the Active SLA feature.

For more information, refer to the [Active SLA](#) and [Active SLA Radar](#) documents.

New Control Tags Fields in Cisco ServiceGrid Release 7.1

Control.DeactivateOutboundTriggers

A new inbound control field **Control.DeactivateOutboundTriggers** has been implemented. This inbound message control field has several value selections that allow specific message trigger behaviors.

The possible values are as follows:

- OfPartner—prevents my partner's message triggers from being activated.
- MyOwn—prevents my message triggers from being activated.
- BothSides—prevents both my message triggers as well as those of my partner's from being activated.
- No—allows all message triggers to be activated. This is the default value of this message control field.

The field description is available in the **CommonContent > Dictionary > Fields** document.

For more information, refer to the [Common Content](#) document.

Control.UsePartnerSideSuccessors

A new inbound control field **Control.UsePartnerSideSuccessors** has been implemented. With field control field, it can be defined if the successor rules of my partner should be deactivated.

The possible values are as follows:

- Y: Successor rules on partner side will be validated and the update will only be processed if the successor rules is not violated.
- N: Successor rules on partner side will not be checked. Deactivation of successor allows the ticket to be set to the state that was sent in the inbound message whether it is allowed or not.

For more information on Control Tags, refer to the [XSL Template](#) document.

Important Notes

- Cisco ServiceGrid will be deployed in the setup of all customers running their own in-house infrastructure or using a Cisco Partner infrastructure after ServiceGrid is deployed in the main platform.
- To know about the release date of Cisco ServiceGrid 7.1 deployment in their setup, the customers need to contact their implementation partner.

Limitations and Restrictions

The following provides the limitations and restrictions in Cisco ServiceGrid Release 7.1:

- The requirements mentioned in Browser Class 1 in “[System Requirements](#)” section on page 2 provide the minimum system requirements for Cisco ServiceGrid.

End-User License Agreement

All new functions and modules are installed on the corresponding platforms. New functions and modules which are part of the general update are available to all customers of that platform. Some of the new functions and modules must have their license before they are used in customized systems.

ServiceGrid Documentation

Table 2 ServiceGrid Documentation

ServiceGrid DocWiki	ServiceGrid DocWiki manuals, implementation Guides, and Release Notes Archive: http://docwiki.cisco.com/wiki/ServiceGrid
ServiceGrid Support Community	Announcements, Release Notes, Support Forum, and Blog: https://supportforums.cisco.com/community/11933756/cisco-servicegrid

Support Information

Table 3 Support Information

Cisco Support	email: tac@cisco.com Phone: http://www.cisco.com/en/US/support/tsd_cisco_worldwide_contacts.html#telephone Web: www.cisco.com/support
Customer/Partner Maintenance Announcements	servicegrid-support@cisco.com
Support Reference Guide	www.cisco.com/web/services/acquisitions/downloads/solvedirect-tech-support-reference-guide.pdf

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