



# Release Notes for Cisco ServiceGrid 8.3

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Release: Cisco ServiceGrid  
Release 8.3  
Release Date: October 30, 2016



# 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 Cisco ServiceGrid Release 8.3.

This document contains the following sections:

- Introduction
- Release Dates
- Browser Requirements
- New and Enhanced Features in Cisco ServiceGrid Release 8.3
- Important Notes
- Limitations and Restrictions
- End-User License Agreement
- ServiceGrid Documentation
- Support Information
- Related Articles

## Release Dates

The Cisco ServiceGrid functions of the Release 2016 (Version 8.3) are available on October 30, 2016 to all customers using the Cisco ServiceGrid main platform SDCALL ([sdcall.solvedirect.com](http://sdcall.solvedirect.com)) and November 07, 2016 to all customers using the platform SJC1 ([sjc1.solvedirect.com](http://sjc1.solvedirect.com)).

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.

# Browser Requirements

Cisco ServiceGrid Online application (Portal, SD<sup>2</sup>) 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"> <li>• Complete availability of product and application features (technician calendar, HTML-editor, and so on).</li> <li>• Graphical presentation (CSS layout).</li> <li>• No open browser-related known errors.</li> </ul>
2	Internet Explorer 10	<ul style="list-style-type: none"> <li>• Limited availability of product and application features.</li> <li>• Limited graphical presentation (CSS Layout).</li> <li>• There may be browser-related bugs/known errors.</li> </ul>

The following browser versions were tested for Release 8.3 with respect to the browser classes:

- Mozilla Firefox v48, v49
- Internet Explorer v10, v11
- Google Chrome v52, v53



**Note**

The Cisco ServiceGrid Portal 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 8.3

The following features and enhancements are provided in Cisco ServiceGrid Release 8.3:

- Rest APIs
  - Support for Retrieving Attachment IDs
- B2B Enhancements
  - Improve Traceability of REST API Data
- Portal Enhancements
  - Define Validity Period of Password
  - Improved Selection of Records

## Rest APIs

### Support for Retrieving Attachment IDs

Starting from release 8.3, all below mentioned Rest API endpoints support fetching attachment information directly as an array of all assigned attachments as attachment IDs in the ticket response. In that way, the attachment API does not need to be invoked separately to check if there are any attachments assigned to a ticket or several tickets.

The following resources will include attachment information:

- Tickets: `https://{host}/ws/rest/v1/tickets/`  
`https://{host}/ws/rest/v1/tickets/{id}`
- Ticket Events: `https://{host}/ws/rest/v1/ticket-events/`  
`https://{host}/ws/rest/v1/ticket-events/{id}`
- Ticket History: `https://{host}/ws/rest/v1/tickets/{ticketId}/history/`  
`https://{host}/ws/rest/v1/tickets/{ticketId}/history/{eventId}`

#### Example1:

Given that ticket 123 has two attachments (with IDs 456 and 789), an array with both IDs will be returned for "attachments".

```
GET /v1/tickets/123
```

```
{
  "ticketId": 123,
  [...]
  "attachments": [456, 789]
}
```

**Example2:**

Given that ticket 123 has no attachments, an empty array is returned for "attachments".

GET /v1/tickets/123

```
{
  "ticketId": 123,
  [...],
  "attachments": []
}
```

**Example3:**

A list request of tickets will return both tickets and their attachment information.

GET /v1/tickets

```
[
  {
    "ticketId": 123,
    [...],
    "attachments": [456, 789]
  },
  {
    "ticketId": 999,
    [...],
    "attachments": []
  }
]
```

**Example 4:**

Given that ticket 123 has no attachment on the current ticket record, but two attachments have been assigned to previous ticket records.

GET /v1/tickets/123

```
{
  "ticketId": 123,
  [...],
  "attachments": []
}
```

GET /v1/tickets/123/history

```
[
  {
    "ticketId": 123,
    [...],
    "attachments": [456, 789]
  }
]
```

The attachment API can now get invoked with the attachment ID to retrieve the whole attachment information including the content of the attachment back.

Attachments: `https://{host}/ws/rest/v1/attachments/{attachmentId}`

GET /v1/attachments/456

```
{
  "id": 456,
  "fileName": "screenshot.png",
  "fileSizeKb": "120",
  "content": "base64encoded",
  "eventId": "123"
}
```

For more details, see [Cisco ServiceGrid Rest API Documentation](#).

## B2B Enhancements

### Improve Traceability of REST API Data

Starting with release 8.3 it's possible to track all B2B messages sent via our Rest APIs into Cisco ServiceGrid. This new feature can be used in order to narrow down and debug errors during implementation and testing phases as well as in productive engagements.

#### Example request for Tickets API:

```
curl -i -H "Authorization: Bearer {auth-token}" -H "Content-Type: application/json" -X
POST https://{host}/ws/rest/v1/tickets
```

```
{
  "contract": { "shortName": "playground" },
  "contractElement": { "shortName": "playground" },
  "description": "Test ticket with Ticket API - description_RN 8.3",
  "providerTicketId": "INC1222283434 ",
  "ticketState": { "shortName": "INC01" }
}
```

ServiceGrid Portal Users can now see the exact payloads that have been sent via our REST APIs (POST, PATCH and PUT) as an inbound message in Cisco ServiceGrid. A new Message type "REST" has been added to the Message List.

Messages - 1 ⏪ ⏩ ✕

Message master data select a function - 204383085

ID	204383085
SDCallID	204383082
Type	REST
IsActive	Y
MessageType	Event
Owner	Playground_REST INC
Customer	Playground_REST CUS
Provider	Playground_REST INC
Direction	Inbound
Created	2016-10-10 12:05-UTC
ReceivedBySD	2016-10-10 12:05-UTC
From	pure_rest@cisco.com
Subject	REST API

```
{
  "contract": { "shortName": "playground" },
  "contractElement": { "shortName": "playground" },
  "description": "Test ticket with Ticket API -
description_RN 8.3",
  "providerTicketId": "INC1234567890 ",
  "extended": { "field1": "field1Value" },
  "ticketState": { "shortName": "INC01" }
}
```

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# Portal Enhancements

## Define Validity Period of Password

From release 8.3 all portal users will get notified in advance if their password is going to expire. It can be defined how often users need to change their password and can be configured via defining the parameter “PasswordDurationDays”.



In this example the value “PasswordDurationDays” is set to 180 days. This means that all users of this tenant will need to change their password every 180 days (6 months). The notification to change their password will begin 7 days prior to the date of password expiration, so that users will have enough time to think about a secure password. The 7 days warning cannot be customized, it’s defined as a company-wide rule by Cisco and will apply to all users of all tenants.

### Password Policy master data select a function

[Change master data](#)  
[Assign Permission Groups](#)

**Password Policy master data**

MinPasswordLength:	3
MaxPasswordLength:	3
MaxWrongPasswordAttempts:	5
PasswordHistoryLength:	1
MinPasswordChangeIntervalHours:	
PasswordDurationDays:	180
MustUseCapitalFlag:	Y
MustUseDigitFlag:	N
LoginnameNotPartOfPasswordFlag:	N
<b>Exceptions for User Administration:</b>	
DisablePasswordHistoryLengthFlag:	Y
DisableMinPasswordChangeIntervalHoursFlag:	N
<b>Password Reset:</b>	
UserMayResetPassword:	Y

## Improved Selection of Records

Prior to release 8.3 if a user was opening the "Users" tab within the Portal Administration and tried to assign one user to a role all users have been selected automatically for this action. This often resulted in all users being accidentally assigned to a role. That action was not reversible and caused a lot of effort to revert all changes manually.

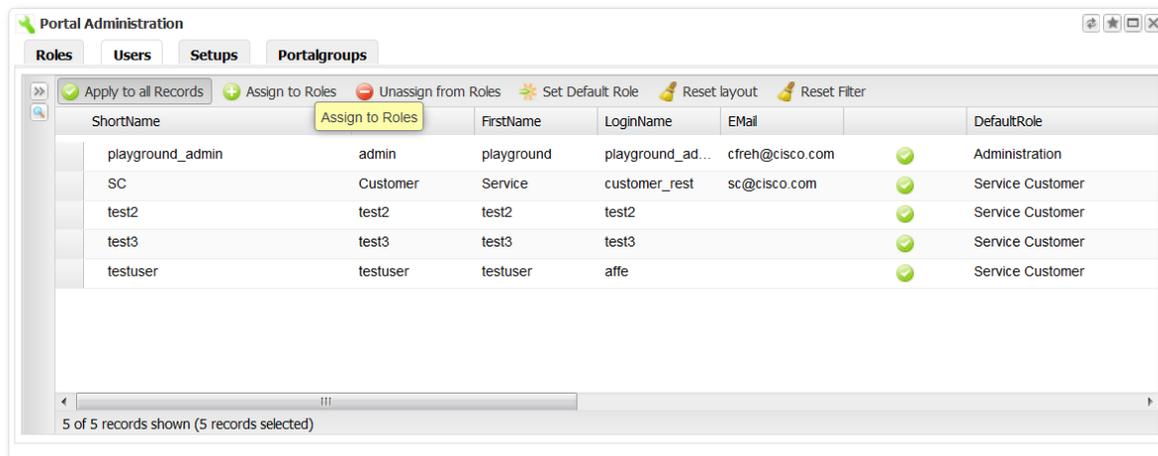
With release 8.3 the user selection was made much more user-friendly and intuitive. Cisco renamed the button from "Select all records" to "Apply to all Records". This button is now NOT selected by default anymore. If the button is selected, no checkboxes are visible and the checkbox in the grid's header is also not visible anymore.

As a last improvement the number of records, which will be selected for that action, is displayed at the bottom of the list. With release 8.3 users have two opportunities or sectioning records depending if the "Apply to all Records" button is activated or deactivated.

- Deactivated: Single selection of records is available by clicking the checkbox in the grid's header. The action ("Assign to Roles" or "Unassign from Roles") will be applied to all manual selected records.
- Activated: Single selection of records is not available anymore. The action ("Assign to Roles" or "Unassign from Roles") is applied to all records, which have been retrieved from the database based on the current filter values.

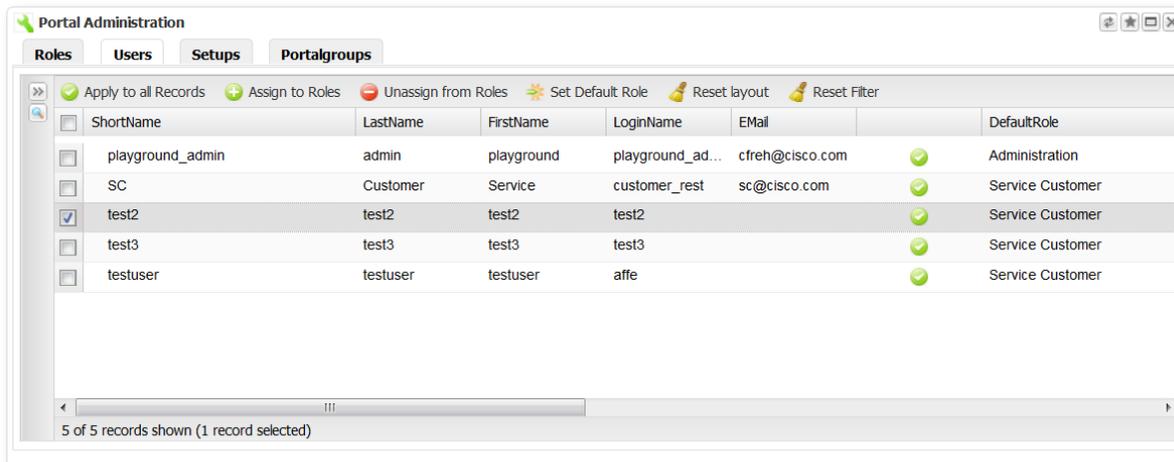
Open the Users List in the Portal Administration

- Selection Button is named "Apply to all Records"
- The Selection Button is not activated by default
- Checkboxes are available next to each row
- Bottom status-bar shows: x of y records shown



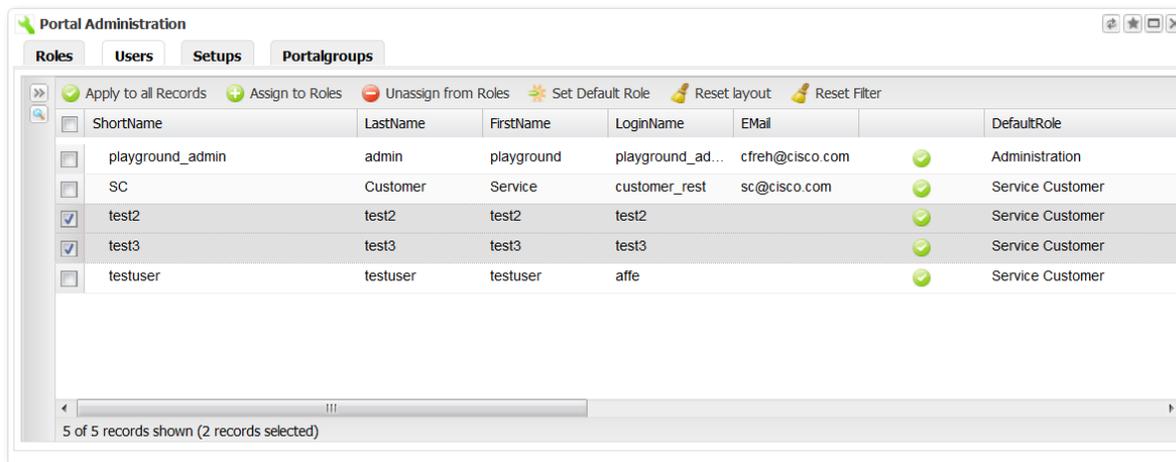
Select one record

- Bottom status-bar shows: x of y records shown (1 record selected)



Select another record

- Bottom status-bar shows: x of y records shown (2 record selected)



Click on "Assign to Roles"

- A popup appears
- The title says Assign 2 Users to Roles
- Select the role and click OK
- The two selected users should have been added to the selected role



Click the checkbox in the grid's header

- All visible checkboxes should be selected
- Bottom status-bar shows: x of y records shown (x records selected)

The screenshot shows the 'Portal Administration' window with the 'Users' tab selected. The table below lists five users, all of whom have their checkboxes in the 'ShortName' column selected. The status bar at the bottom indicates '5 of 5 records shown (5 records selected)'.

<input checked="" type="checkbox"/>	ShortName	LastName	FirstName	LoginName	E-Mail		DefaultRole
<input checked="" type="checkbox"/>	playground_admin	admin	playground	playground_ad...	cfreh@cisco.com	<input checked="" type="checkbox"/>	Administration
<input checked="" type="checkbox"/>	SC	Customer	Service	customer_rest	sc@cisco.com	<input checked="" type="checkbox"/>	Service Customer
<input checked="" type="checkbox"/>	test2	test2	test2	test2		<input checked="" type="checkbox"/>	Service Customer
<input checked="" type="checkbox"/>	test3	test3	test3	test3		<input checked="" type="checkbox"/>	Service Customer
<input checked="" type="checkbox"/>	testuser	testuser	testuser	affe		<input checked="" type="checkbox"/>	Service Customer



**Note**

These two different ways how records can be selected is not only available in the “Users” tab, this even changed for the selection of “Setups” in the portal administration.

## Important Notes

For all customers running their own infrastructure or using a Cisco Partner infrastructure, customers need to contact their implementation partner on the specific release date of the Cisco ServiceGrid 8.3 deployment.

## Limitations and Restrictions

The requirements mentioned in Browser Class 1 in “[Browser Requirements](#)” section on page 3 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 be licensed before they are used in customized systems.

## ServiceGrid Documentation

**Table 2**      *ServiceGrid Documentation*

ServiceGrid DocWiki	ServiceGrid DocWiki manuals, Implementation Guides, and Release Notes Archive: <a href="http://docwiki.cisco.com/wiki/ServiceGrid">http://docwiki.cisco.com/wiki/ServiceGrid</a>
ServiceGrid Support Community	Announcements, Release Notes, Support Forum, and Blog: <a href="https://supportforums.cisco.com/community/11933756/cisco-servicegrid">https://supportforums.cisco.com/community/11933756/cisco-servicegrid</a>

# Support Information

**Table 3**      **Support Information**

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

## Related Articles

- [APIs in Cisco ServiceGrid](#)

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