



# Release Notes for Cisco ServiceGrid 8.4

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Release: Cisco ServiceGrid  
Release 8.4  
Release Date: April 9, 2017



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# 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 8.4.

This document contains the following sections:

- Introduction
- Release Dates
- Browser Requirements
- End of Life – Active SLA
- New and Enhanced Features in Cisco ServiceGrid Release 8.4
- Important Notes
- Limitations and Restrictions
- End-User License Agreement
- ServiceGrid Documentation
- Support Information
- Related Articles

# Release Dates

The Cisco ServiceGrid functions of the Release 2017 (Version 8.4) are available on following dates:

<b>Date</b>	<b>Platform</b>	<b>URL</b>
April 10 <sup>th</sup> , 2017	VIE2	<a href="https://vie2.solvedirect.com">https://vie2.solvedirect.com</a>
April 24 <sup>th</sup> , 2017	SJC1	<a href="https://sjc1.solvedirect.com">https://sjc1.solvedirect.com</a>
May 7 <sup>th</sup> , 2017	SDCall (main platform)	<a href="https://sdcall.solvedirect.com">https://sdcall.solvedirect.com</a>

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.

Please 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 8.4 with respect to the browser classes:

- Mozilla Firefox v51, v52
- Internet Explorer v10, v11
- Google Chrome v55, v56



**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.

# End of Life – Active SLA

With Release 8.4, the decision has been made that we are setting our ‘**Active SLA**’ feature End of Life.

This feature will be turned off by **July 31<sup>st</sup>, 2017**.

# New and Enhanced Features in Cisco ServiceGrid Release 8.4

The following features and enhancements are provided in Cisco ServiceGrid Release 8.4:

- Message Processing
  - Partitioned Processing Pipeline
- User Management
  - Password Generation
- Message Rules
  - OrgSender Changes
  - Display name of communication and message trigger in message details
  - Template Type HTML5
- Portal Enhancements
  - MIME Type for Microsoft Outlook .msg files for Portal downloads
- REST API
  - ‘Not’ Operator
  - Health Check API

# Message Processing

## Partitioned Processing Pipeline

The purpose of this feature is to enable to partition all customers on a platform and process the messages for these partitions in parallel.

This will not only increase the throughput of messages and improve the overall performance of the message processing but also give the possibility to isolate the impact of incidents and high-load situations within the affected partition.

# User Management

## Password Generation

Starting from release 8.4, a “Generate” password-button has been introduced to allow the creation of secure passwords for the end user.

The Generate password-button will create a password based on the company password policy of the user.

### Change password:

**Password of user test**

LastName: user  
 FirstName: test  
 Email:

Enter current password:

Enter new password: ?cKgbW0V9PgB  \*good

Re-enter new password: ?cKgbW0V9PgB

**Password Policy Settings:**

MinPasswordLength: 8  
 MustUseDigitFlag: Y  
 LoginnameNotPartOfPasswordFlag: Y  
 PasswordHistoryLength: 5

Figure 1: Change Password - SD2

**Change Password**

**Common**

\* Last Name: user  
 First Name: test  
 EMail:

\* Old Password:

\* New Password: KdEDxa4MSDEvEjK?D

\* Confirm Password: KdEDxa4MSDEvEjK?D

Figure 2: Change Password - Portal

The new generated password will adhere to the min, max and digit character requirements.

## Message Rules

### OrgSender Changes

The feature “ReceiverSenderPerson” / “OrganizationSender/Receiver” has been introduced with the Release 6.1 (see [Release Notes 6.1](#)).

In order to achieve full functionality of OrganizationSenders with the new partitioned processing, it is now mandatory to assign users of permission-group “SYS” as ReceiverSenderPerson to the organization.

The behavior has been changed as follows:

- When selecting a ReceiverSenderPerson in the organization detail, only users of permission-group “SYS” are shown in the selection list.
- When viewing the details (master data) of an organization that has a ReceiverSenderPerson of different permission-group assigned, an error message will be displayed.
- When trying to save this organization, the same error message will be displayed and saving is not possible until the ReceiverSenderPerson is a user of permission-group “SYS”.
- When trying to save a user that is assigned to an organization as ReceiverSenderPerson, an error message will be displayed and saving is not possible until the permission-group has been changed to “SYS”.
- The new restriction is also considered in uploads and will cause appropriate error messages in the log of an upload.
- Messages from OrganizationSenders will only be correctly partitioned when this has been cleaned up.

A Clean-up can be done in the following way:

- Change the permission-group of the assigned user to “SYS”.
- Assign a different user that has the permission-group “SYS”.
- You might have to add the necessary fields to your organization or user setup.

### Display name of communication and message trigger in message details

In ServiceGrid Portal we are working with object names, not short names.

To reflect this, the name of MessageTriggers and Communications will be displayed instead of the short name in MessageDetailsForms:

- Message-List → Double-Click on any column to open Message
- Message-List → Double-Click on SDCallID column to open CallDetail with MessageDetail in the right frame
- Call-List → Click to open Call → open MessageDetail in the right frame (from history)

In SD<sup>2</sup> the short names continue to be shown.

The Call-List fields have not been changed – we still have short name and name fields available and shown according to your customization.

### Template Type HTML5

As of ServiceGrid 8.4, a new template content type named “HTML5” is available. The result of any XSL transformation using this new template type will be prefixed with a HTML5 doctype declaration.



## Portal Enhancements

### MIME Type for Microsoft Outlook .msg files for Portal downloads

We have addressed an issue that caused file attachments uploaded in Portal via the “New Document” feature to be only downloadable without file name and file type information.

Starting with this release, we have also added file type information for .msg-files, which can be exported from certain versions of Microsoft Outlook. These files can from now on be used in ServiceGrid portal as well without loss of file name and extension.

Additionally, the portal dashboard icon for Attachments (“Documents”) that are images has changed. A blue icon, instead of the standard yellow one, now identifies them.

# REST API

## ‘Not’ Operator

As of ServiceGrid 8.4, the ‘not’ operator is supported in RQL queries via the ServiceGrid REST APIs.

### Examples (all equivalent):

```
/tickets/?editor.shortName=ne=somename
/tickets/?ne(editor.shortName,somename)
```

(ne = Not Equal)

## Health Check API

The API endpoints for the ServiceGrid health-check REST API have been amended in releasing version 8.4:

<code>/ws/rest/v1/health/node</code>	Run a simple health check for the current node
<code>/ws/rest/v1/health/platform</code>	Run a platform health check
<code>/ws/rest/v1/health/</code>	Remains unchained, runs a simple health check (synonym for <code>/node</code> )


ServiceGrid Rest API Documentation

api\_key

Explore

### Attachments

[Show/Hide](#) | [List Operations](#) | [Expand Operations](#) | [Raw](#)

### Health

[Show/Hide](#) | [List Operations](#) | [Expand Operations](#) | [Raw](#)

GET	/v1/health/	Health-Check
GET	/v1/health/node	Health-Check
GET	/v1/health/platform	Health-Check

## 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 8.4 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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