

Issues Fixed in LANDESK Service Desk 2016

ABSTRACT

This document highlights the corrections and functional fixes applied in LANDESK Service Desk 2016

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Issues Fixed Service Desk 2016

Problem Number	Problem Description
P6325	Passwords for user can be over 8 characters in length even though manual states 8 is maximum
P6321	Copy Rule with a "Value Changed" event will trigger on save and therefore overwrite any value that has been manually changes in any target attributes
P6217	Inbound Mail Service shows "input is not a valid base-64 string..." when reading emails where the text/html section contains a blank Content ID and the html is pointing to an image with base64 encoding.
P6223	If an Attachment is added through Inbound email and you subsequently manually add a second file to the same attachment field, the original file is lost.
P6243	Unable to add criteria in queries on nested relationship attributes.
P6248	"The path is not of a legal form" on inbound emails with an embedded PNG image without a file name.
P6266	<pre></pre> tags in incoming emails is causing duplication of text within the record in Service Desk.
P6281	When running bulk actions on CIs, a "-2147220343 "Bulk action failed because the action is not available in current status" error appears.
P6282	Having two HTML fields on a window in Web Access causes the window to freeze if moving focus off the browser and back.
P6283	The "Process Related Objects" folder is missing within Privileges for any new Module created.
P6285	Test to live manual doesn't specify that Stored Procedures will be part of the transfer.
P6288	Adding values in Variation Attributes that makes the agreement rule match to a rule higher up in the list doesn't update the Response Level.
P6290	Moving a column in a query in Web Access causes "AttributeType * not found" or "an "Object Reference" error.
P6295	Protection level on window takes preference over Dynamic Window Calculation.
P6298	Unable to select new process from a new module, when Creating an Integration Process Source in Event Manager.
P6299	Having 3 levels or more in the Service Catalog Category Hierarchy causes incorrect order in Web Access and Object Reference error in BridgeIT.
P6300	MDM failed because of can't find ClassType of the new module.
P6307	"Action Confirm Discard Edit Message" pop up message in Spanish translation shows raw HTML tags in Web Access.
P6310	When moving a column in a query gadget in Web Access you get a "Server Error in '/ServiceDesk.WebAccess' Application. Runtime Error" or object reference error if you don't have the query builder privilege.

Issues Fixed 7.8.3

Problem Number	Problem Description
P5374	Copy Rules and Filters on the Request window don't populate automatically when using Service Catalog
P5478	Right click options are available on related fields in Web Access regardless of a user's privileges
P5488	When Mail Manager logs an attachment that is over 4mb with no extension a 'Length smaller than 0' error is displayed
P5735	"Could not find attribute type ..." error on running action via right-click on a collection tab in Web Access
P5805	"Invalid column name 'Tx_im_incident_guid'" on viewing items in Web Access when the default query for collection needs localizing
P5812	Response Level gets blanked in Web Access when changing a variation attribute and Ignore Agreements
P5834	Read Only fields in Web Access can be edited using the browser developer's console
P5910	Queries exported to CSV from Web Access cannot be read in Excel if the query contains Chinese characters
P6044	Grouped query in BridgeIT don't show any results unless the attribute the Query is grouped by is showing as a column
P6125	WebService is not usable if URL does not end in ?wsdl
P6144	Appointments do not show on calendar gadget if a double quote (") is in the title for the appointment
P6163	Wild card searches in Web Desk do not work
P6184	SQL Account login details are viewable from the Source page of config.aspx
P6187	HTTP requests can be manipulated so that users can see query data they are not privileged to see
P6188	Error "Input string was not in a correct format" when selecting drop down lists and having 'Reference Number' on window along with 7.8.1 Hotfix 1
P6191	"An Item with the same Key has already been added" error message appears randomly when working in Web Access and Console
P6193	When setting up a data connection type to a remote file you receive a "Failed creating file" even though you have the correct permissions set
P6199	Cannot log in to Console if Service Desk 7.8.2 is integrated with LDMS 9.5 that uses the SupportLDMS95 Patch
P6200	Users with no base culture set cannot create new Articles if multilingual is enabled on the database
P6202	User without Query Builder Privilege cannot page a drop down list in Web Access without getting 'Request is invalid for Drop Down item' error
P6203	Cannot log in to Self Service from IE 7 using 7.8.2 Service Desk
P6204	Adding a translation to a non-versioned attribute on an Article displays an error message when saving, stating you have to create a new version
P6205	If adding translations of a versioned field on an Article before first save the "Add Future Version" action is actioned.
P6207	You cannot create a new Article from a Change when Managed Versioning is enabled on the Article Object
P6208	Upgrade to 7.8.2 causes some dashboard queries to error with 'Invalid column name: 'T5_pm_user_guid''
P6210	Drop down lists in Web Access doesn't filter on the fly when using non-Latin Character set

P6214	Values from the current version on an Article are not forwarded to future version when using the "Add future version" action on Article Process
P6216	Using (space) in drop down lists stops the "on the fly" filtering from working on any character added after the space
P6226	Extracting text from images as part of a process does not support Russian Characters
P6230	Sort on a AfterRead Calculation documentation update
P6231	Missing files cause the RSS generator to not run correctly
P6240	Missing files cause the Event Manager to not run correctly
P6246	Documentation does not explain that the Grid Properties settings in Query and Report Designer do not have any effect in Web Access
P6251	Adding translations for window label to a Web Access window causes Object Reference Error when modifying window

Issues Fixed 7.8.2

Problem Number	Problem Description
P4484	Inbound mails with an attached message (.msg file) over 2mb fails with object reference error
P4893	Calculations on automatic process actions are lost when copying a process
P5281	Web Access Query gadget refreshed when you pause after scrolling its contents (in IE)
P5310	Typing into dropdown attributes that contain a large number of records and have object templates can cause incorrect filtering
P5358	Web Access queries show the number colour value when they are grouped
P5362	"Object Reference not set" error on View Report button in Web Access for objects without a CreateIdentity
P5686	"Not authorised to create new queries" when drilling into charts that have conditions on them in Web Access
P5696	Change Group dropdown is not in alphabetical order in Web Desk
P5704	It is not possible to filter multi-selection list boxes in Web Access
P5708	Copy rules with the Value Changed event lose their value after saving when copying to HTML in Web Access
P5975	When an object has multiple attributes localised you cannot delete records that have translations
P6061	Password for Service Desk Applications in Configuration Centre can be read in the Development Tools of the browser
P6072	Data Connection to openLDAP cannot be saved as initial search for root entries do not deliver any results
P6075	Exception in Web Desk when IMG tag points to an image location which cannot be accessed by Application server and/or Browser
P6112	Cross Site scripting (XSS) vulnerability in Dashboard Content Widget
P6113	You cannot delete all items from within a Multi Select List Box in Web Desk
P6115	Calculated precondition will not be evaluated in Scheduled Bulk action
P6118	URL lock down on WebApi does not work under certain conditions
P6126	Populating HTML field with Copy Rule or Value Type from HTML field only write to the non HTML field in the database
P6127	'Invalid attribute type' error when changing value on a 'one to one' User created attribute when launching window from hyperlink and "Calculation on Change" is set to true on attribute

P6140	BridgelT: Collections of linking Objects will pick up default Query from linking Object rather than end Object
P6145	Service desk performance is negatively affected if the tps_scheduled_result_detail table contains a large number of rows
P6146	Firefox doesn't remember previously selected application for file when opening attachment
P6149	Web Desk - Intermittent error occurs: "The view 'Error' or its master was not found..."
P6150	Some characters (like dashes or backslashes) do not show on CI impact analysis window
P6153	Email updating Incident which is over IIS limit in size gets Maximum Request Length error and isn't read in Mail Box causing multiple outgoing emails to user
P6154	The Service Catalog check-out confirmation screen displays incorrect French translations
P6155	CI's with a Title length of 19 or longer cannot be versioned
P6156	German Translation for the CI Type Version is wrong
P6159	7813 MDM script failed with foreign key conflict
P6167	After installing Hotfix 7 for SD 7.8 changes to "Hide Filter" or "Prevent Launch" on a dashboard gadget without other modification are not saved
P6174	Catalog Hierarchy categories cannot be deleted if they are referenced on any requests
P6175	Report Templates Stop Displaying on BridgelT dashboards

Issues Fixed 7.8.1

Problem Number	Problem Description
P5410	The French for new and edit incident is incorrect in Web Access and BridgelT
P5576	Dates in placeholders display dates in the format of the base culture instead of the system culture
P5717	Grouped queries only sort by the grouping attribute in Web Access
P5741	Multilingualised column titles are lost when a Console query is modified in Web Access
P5856	Open IPC record locks are not released when clicking UI options other than close/cancel
P5857	An XML string is displayed in BridgelT instead of the attachment when opening
P5879	Query tabs on hyperlink launched windows dont always display results
P5988	Dynamic window calculations are not triggered when launching an update action window
P5998	Theme designer does not display in Web Access
P6007	Prompted criteria are not aligned properly in Web Access on popup dialogs
P6011	The prompted IPC attach/detach dialog boxes do not refresh until pressing enter
P6019	"Invalid search criteria" in Web Desk when searching HTML fields with certain HTML code
P6035	Inbound emails containing a Windows reserved character (i.e. ':') in the file name will generate 'The given path's format is not supported' error
P6042	Object Reference Error when running MDM on any Service Desk Database on specific Server
P6053	Inline images within HTML attribute field does not get displayed within a report template
P6057	Spurious text appearing in HTML fields (reminder), when text is updated in an HTML field in process design
P6065	Javascript in incoming emails get executed in Web Access as soon as IPC created by the mail is opened, allowing remote code execution
P6070	Filter with user prompt in modal Add CI menu can be configured but has no effect
P6073	Information on shifts in online help on holidays are misleading and incomplete
P6074	Changes made to a Template are not reflected in Web Desk until an IISReset has been performed

P6076	Escalation Point can't expire if 'Is Breach' is ticked and Process is in a Read Only Status
P6077	Line breaks are lost in report templates
P6083	Incorrect Translations in French Shopping Cart
P6084	Cannot right click and select 'Value Type' on Attachment Attribute on Automatic Reminder in Process Designer on any other Culture DB than EN
P6085	Calculations that display HTML from other HTML fields remove their images after updating the form
P6088	"IT Support Analyst" shortcut group does not show in non-EN installations
P6097	Multiple Attachment Attribute can't handle being Mandatory
P6099	"Is user, company, customer selection" filter won't release when clearing the attributes in Web Access
P6100	Type Mismatch error when using Multiple Attachment attribute as Runtime Value from Configuration Item Objects
P6101	Polish warning message for incorrect date range when saving process doesn't specify attribute
P6102	Typed value using keyboard isn't recognised as a selected value to numeric fields in Web Desk
P6104	Shibboleth authentication doesn't work in 7.8 under some conditions
P6110	Boolean used in Criteria in Web Desk doesn't show the selected value in the Filters that are shown on the Query
P6112	Cross Site scripting (XSS) vulnerability in Dashboard Content Widget
P6118	URL lock down on WebApi does not work under certain conditions