



Ivanti Neurons for ITSM and ITAM Release Notes

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General Information


The Release Notes provides information about the new features and issues fixed in version 2021.2 of Ivanti Neurons for ITSM and ITAM Cloud.

Product Documentation

Documentation of Ivanti Neurons for ITSM and ITAM can be found in the Product Documentation section of the Ivanti website. That documentation can be accessed here.

<https://www.ivanti.com/support/product-documentation>.

Scroll down to the **Ivanti Neurons for ITSM** or **ITAM** sections and expand the section by clicking the arrow on the right.

Ivanti Neurons for ITSM and ITAM also has help available within the application; accessible by clicking the Help icon.  in the upper right corner of the application. Starting with **2020.3** release, when selecting Help from within the application, users will be re-directed to the latest help pages available online. Please note that the documentation will be available in supported localized languages in ISM.

How to Contact Us

To contact us about the documentation, or if you have any other questions or issues about Ivanti ITSM, contact Ivanti Software Inc. Global Support services by logging an incident via Self Service at:

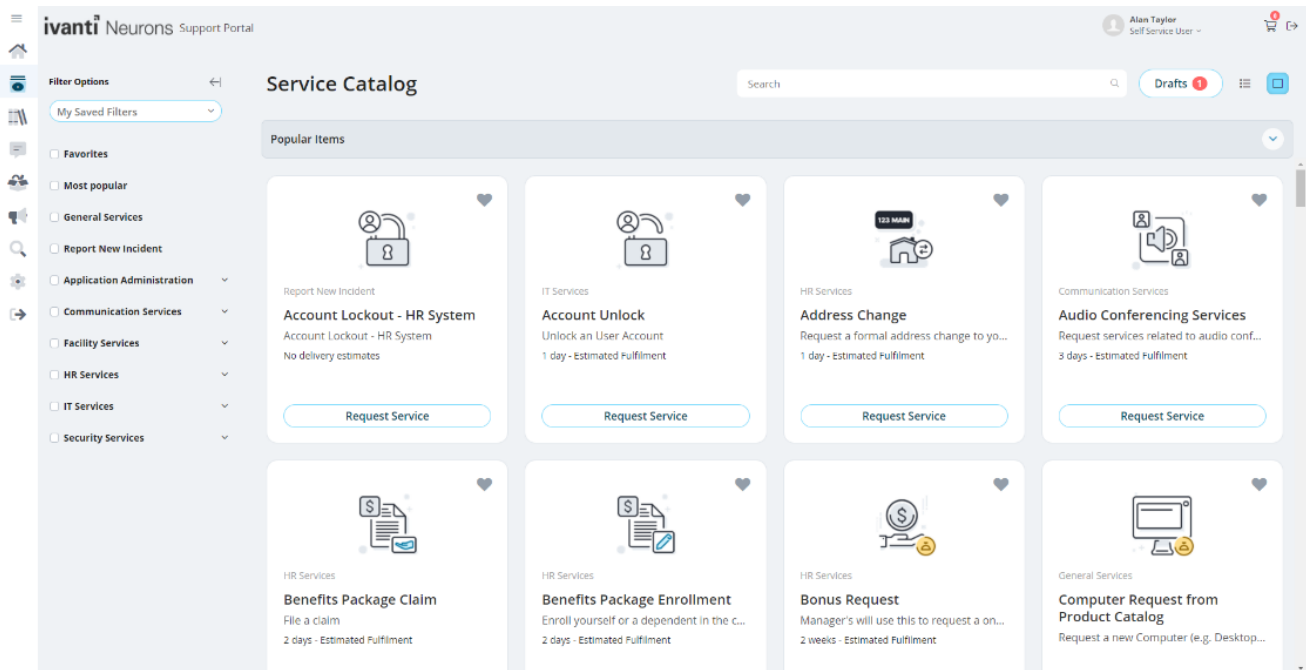
<https://www.ivanti.com/support/ivanti-support>.

What's New in Ivanti Neurons for ITSM

Updated Self Service portal

Self Service portal has been updated with a fresh new look and enhanced user experience. All major workspaces are upgraded with a new UI; new icons are loaded into the portal to match the updated UI.

Note: Existing customers, please refer the [documentation](#) for color codes that can be applied to enhance the Self Service experience. Do refer the [knowledge article](#) for additional information.



My Items Card Configuration for Self Service

Administrators can now configure and arrange the fields displayed on the card for the My Items workspace of Self Service. They can choose which field(s) will appear, and at which position, by using the new configurator provided in Administrative interface. Relevant fields can be placed on the card to enable users to have an “at a glance” view of their records in My Items.

Please refer the Online Help for more information.

Configure > Users and Permissions > Roles and Permissions > Role: SelfService

Hidden Expression: none

My Items' Configuration

Search Tags: [MyItems](#)

Enable Issue Templates

Object Name	Configure	Delete
Incident	Configure	✗
Service Request	Configure	✗
Approval Vote Tracking	Configure	✗
Security Incident	Configure	✗
Work Order	Configure	✗
HR Case	Configure	✗
		+

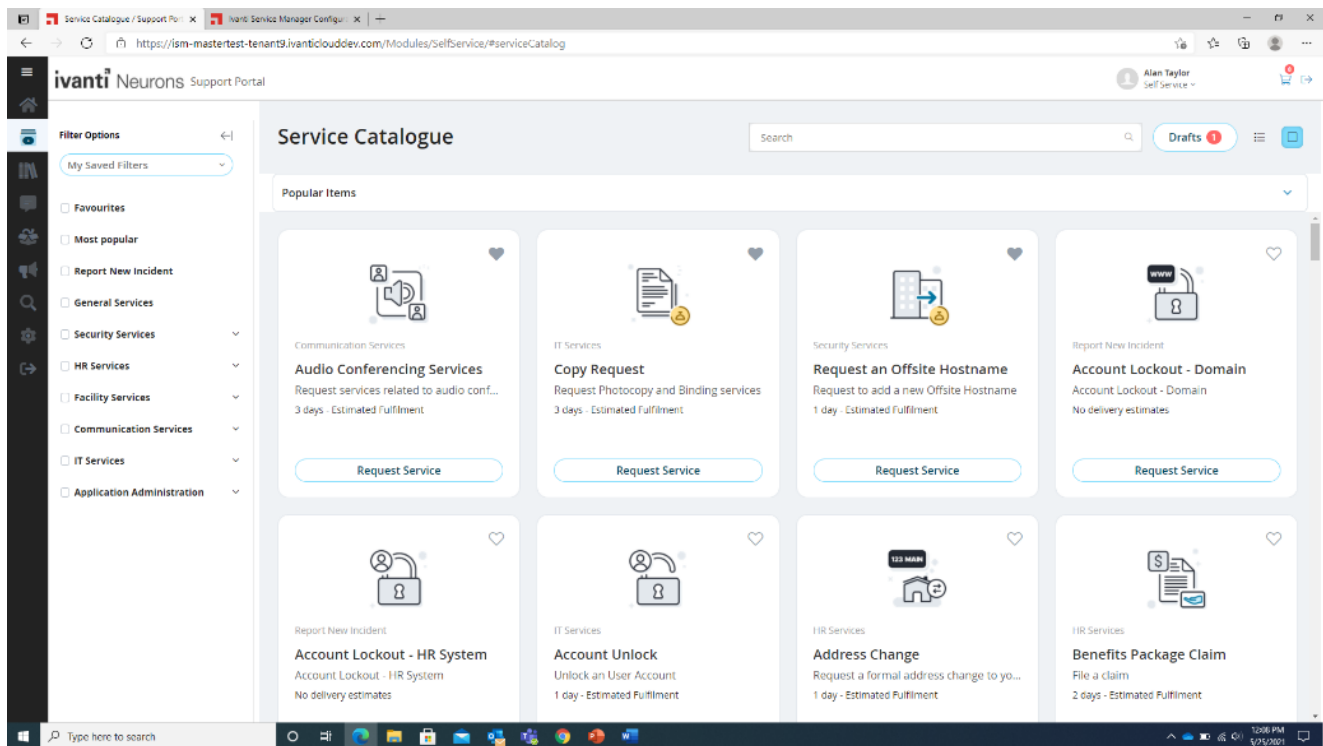
Configure My Items card

ID	Status	Due
Display Text	Owner	

My Favorites in Self Service

Self Service users will now be able to mark frequently used service catalog items and knowledge articles as their personal favorites. This will help users find out their favorite items easily without having to remember them or search for them. User will also be able to un-mark items as favorites. A heart icon will appear on top right corner of item cards to mark/un-mark those as favorites.

Disabled by default, Administrators can set the Global Constant (SSMFavoritesEnabled) to True or False depending on whether their organization wants to use the Favorites feature or not.



Asset Discovery with Service Mapping

Service Mapping, powered by Virima, enhances ITSM & ITOM solutions giving visibility for impact analysis, change management risk, and outage analysis.

- Consolidated Agent Framework
- Active & Passive Scanning
- 3rd Party Connectors
- Software Usage
- Normalize, Transform and Reconcile Data
- CMDB / AMDB Integration & Visualization
- Discovery-powered Service Dependency Mapping
- Dynamic Visualization
- Cloud relationship

Other updates

- **Cherwell Integration:** Customers who have licenses to both Cherwell Service Management (CSM) and Ivanti Neurons for ITSM can now configure Ivanti Self Service to route back to the Cherwell Self Service Home page and vice versa. Administrators can configure a redirect URL in the Ivanti Self Service settings page which will navigate user back to Cherwell Self Service Home page.

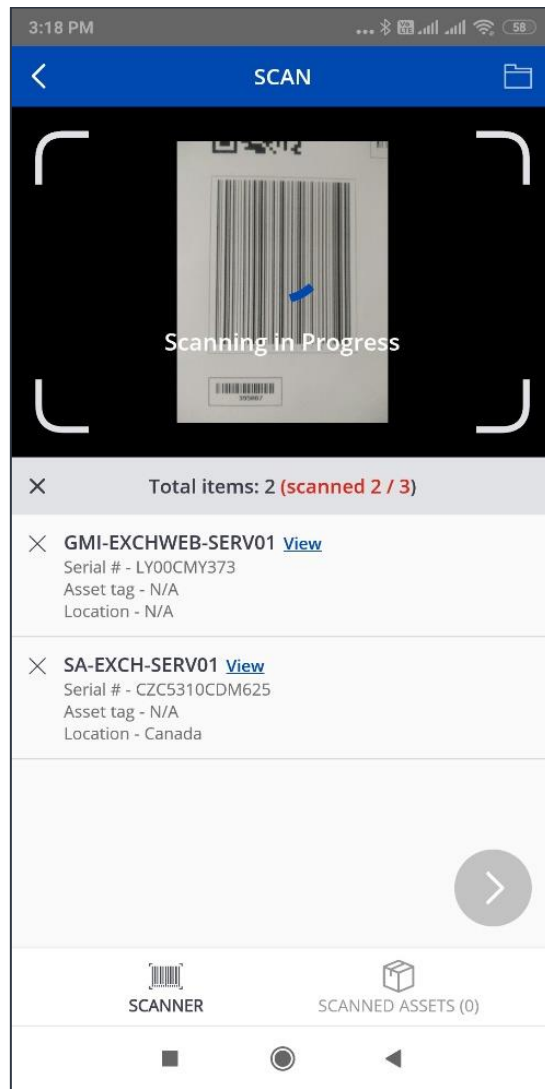
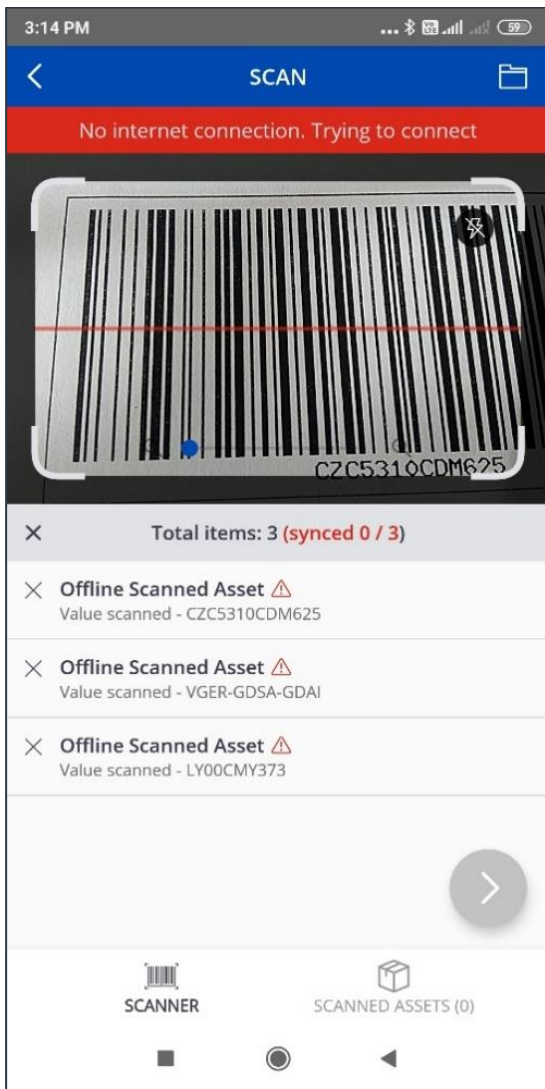
For additional information regarding enhancements and new features, please refer Online Help.

What's New in Ivanti Neurons for ITAM

Offline barcode scanning of assets

Mobile Asset Manager role users will now be able to scan barcodes of assets even if they are offline and synch those assets later on when they are back online. This will help users take stock of assets even in the remotest corner of offices and warehouses.

User will also be able to take pictures of barcodes when they are offline and upload those pictures from mobile gallery by clicking on folder icon on top right in Scanner screen when they have internet connectivity. App will scan those pictures, extract barcodes and fetch asset details pertaining to those barcodes.




IoT Assets

A new top level asset type has been added to the CI table named IoT Asset. This new asset type comes with a number of prebuilt sub-types along with all of the forms and layouts needed to start using it straight away. This will work with all existing Ivanti Neurons for ITAM capabilities such as the product catalog, in the same way as all of the other asset types.

As more IoT based assets become part of the business IT asset ecosystem, from wearables to drones, Ivanti Neurons for ITAM will be ready to help organize and track those assets.







This new asset type will be available as part of all new OOTB installations as well as part of a content upgrade for existing systems.


ASSET SUMMARY

Name *	VTDRQD007	
Asset Tag	VTDR007	
Serial Number *	VTDRQD7729910	



- DETAILS**
- DISCOVERY
- INSTALLED SOFTWARE (0)
- USER ASSETS
- RELATIONSHIPS
- CONTRACTS
- VENDOR
- FINA

Asset Subtype	Drone	 
Catalog Item	Vantosi Quadcopter VII	 
Assigned Manufacturer	Vantosi	 
Assigned Model	Quadcopter VII	
Assigned Part Number	VTQD07	
Assigned Description		

 Assign User
Assigned User
Location
Storage Space *
Status *
Environment

Fixed Issues – Ivanti Neurons for ITSM and ITAM

The following issues have been fixed in this release for Cloud customers.

Issue	Title
16892	LDAP import of records resulted in an exception
19159	DateTime Format does not correct for Swedish Culture.
64548	Fields are not always triggered in request offering forms when removing data from main pick list
69473	Customized login page using "Fancy" does not display "Logout of all other devices".
70923	When using a URL link formatted in HTML for use in email notifications, quote values are being turned into "
71254	Unpublished personal searches for the "My Items" object are showing for all users in the Self Service Mobile Responsive UI
72163	Result not correct if create chart in dashboard with 2 level drill down and runtime filter.
72449	Attachments no longer open from attachment tab. New Window routing to HEAT/TRUE gets opened.
72687	Object template Cannot insert new ObjectOp Incident.IncidentNumber Self Service Mobile
72950	It is possible to add attachments after session expired, but they have 0 bytes size and cannot be used.
73122	Request Offerings - Chrome- In the Overview of entered data (prior Submit) of Request Checkboxes with chained Visibility rules are displayed even when hidden.
73155	Error in Inserting baseline Records. Error is Data access error. Invalid column name
73159	Not all Properties under Baseline Mapping are available.
73494	On new install of 2019.3 SM, error when customizing the Application Name on page 2 of the SCW, "An exception occurred while executing a Transact-SQL statement or batch."
73768	Ops console issue when compatibility mode for ConfigDB set to 130 (SQL 2016) or above.
73895	Missing email content when external hyperlinks used in the email body.
73998	XML Email Handler - Integration Queue records STOPS processing whenever the record count reaches 30 with status "Dispatched" got stuck.
74009	Knowledge articles do not load in Self Service Mobile

Issue	Title
74223	Error received: "Unhandled system exception: The given key was not present in the dictionary." when attempting to convert a non-stored field on a group base object to become Stored.
74226	Actions run on extended object records against non-stored fields that exist on the Group base object produce an erroneous error.
74346	Journal.Notes doesn't display picture on Incident form.
74380	Responsive Analyst: Form Offering template blanks field set by form-level Initialization Rules.
74520	Unclear error messages: "You do not have rights to update ServiceReq (<recID>)."
74862	Find function not working in new Self Service UI like it does in Self Service original UI.
75099	Issue with a list control on Task preview form / grid
75103	When the 'Show Responsive Business Object Form' option is enabled, all other form offerings become unusable.
75282	Infinite Executing Action or Loading dialog
75508	End of Life for Microsoft Access Database Engine 2010 and impact to ISM
75792	Templates missing in Incident dropdown when any language other than English selected.
75794	"Return to Login Screen" Link Directs to "Forbidden" page
75883	Customers who have applied MobileAnalyst_2019.3_v1.1 package will have all changes skipped if they apply the later packages for this feature.
75917	Pick List on Request Offering cannot match default values to fields other than the Value field.
75921	Custom Icon in SSM does only show underscore for Text Widget in Responsive Self Service
76026	Unable to export dates using various Time and date built-in functions. (ToLocal, ToClientTime ,DateTime, FormatDate)
76108	The values of the for the ActualService and ActualCategory are reversed.
76117	Custom mask not working in Incident.ResponsiveAnalyst.NewForm in Mobile Analyst role
76152	MyItems Approval Status is not translated.

Issue	Title
76226	Full Text index is removed from the base SQL table if a group extended object with a full text indexed field is deleted.
76277	Reflected XSS possible for Login Page Form
76304	Service Requests created via Self Service aren't displaying correctly in MyItems
76316	In Survey Metric View, the "Go to Parent" button does not work for Service Request surveys
76325	Issues with accessing the My Items records for Approvals.
76334	Data access error comes up when trying to set "Localization" attribute on Subcategory Field.
76370	View Profile button in Chat header does not work for pre-MCT tenants.
76372	Customer configured ISM server to store attachment in a File system, but when you try to attach it via 'Self Service Mobile' role, attachment actually storing in a database, not in a file system.
76444	Visibility and formatting issues with ServiceRequests in 2020.4 vs 2020.3
76454	FormatDate expressions not working in Service request offerings on Self Service Mobile UI
76474	Ivanti Service Manager app for Mobile devices cannot download PDF files from Knowledge Articles on newer iOS 13/4 devices.
76506	HTML field view breaks once localized in knowledge BO
76522	Mobile Analyst Role interface does not use the same search for the after you view an item. It reverts from the correct search to 'All'
76551	REST API - Get Related Business Objects does not work for Employee Business Object
76578	"Parameter 'CI's for Employee': Input string was not in the correct format" error when a list of CI's on a Request Offering contains more than one CI and the first item in the list begins with Numeric values.
76596	TA for Ivanti ISM Splunk addon no longer works after upgrade to 2020.4.
76612	Graph sorting grouped days by day/hour in alpha sort and not numerical.
76628	Regression: Data Import from XLSX files fails when data contains double quotes ("")

Issue	Title
76664	Unable to delete cost centre.
76699	Images not shown for new request.
76706	Nexans IMAP: Connection to Office365 IMAP not possible - TLS error
76715	Drill down on Charts which are grouped by DateTime return seemingly wrong result
76772	Issue with column header alignment with column text
76797	In Responsive Self Service, dots are replaced with slashes, and either message if you're using a date format which is DD/MM/YYYY is displayed, or the month and day are swapped.
76828	SLA escalation text in Russian translation perception issue
76844	Several Out of the box reports generate a blank page between each page of data.
76854	Editing of a Request in the Mobile workspace does not allow the Current User Display Name to populate when using the Read Only Text or Text, Number, Mask Control
76864	Naming a field "Other" results in strange behaviour in Expressions
76869	Online Help article for Integrating Microsoft Teams with Ivanti Neurons for ITSM incorrectly cites the versions the feature is available to
76881	If you delete a value in a drop down when adding employees to a concatenating list using an expression, it clears the whole list.
76887	Trying to add index with hyphen in name results with: Error: Index Name is not Valid.
76897	'404 - File or directory not found. ' Error seen in SelfServiceMobile role when session times out.
76919	Outbound emails from Journal with multiple images and text lines only show the first image and line of text removing the rest.
76923	Clear Grid Column Filter function overlapping Saved Search title
76942	Failed validation Rule notification in SR creation causes duplication of the SR
76951	Web Services API is not usable with SSL Offloading.
76960	Inconsistent behaviour when loading a CSV file to update an existing custom business object.

Issue	Title
76964	Dropdown list keeps flickering while typing into the control – Responsive Self Service
77002	Strange interaction with optionally visible fields in Request Offering and the Expression Editor
77059	Design Theme cannot be set for particular role.
77075	Placeholder wildcard in picklist control different between the modules in classic UI
77084	Max File upload Size error message not translatable
77140	"Metadata permissions cannot be changed" when editing form.
77150	Using Binary Field on PicklistBO to show Image in Self Service List Control only shows "No Image".
77158	When linking a CI in Self Service Mobile UI the Unlink function does not work.
77188	UI Actions not working in Universal Search when run.
77219	It's not possible to change Password Hash Algorithm within OPS Console
77266	Workflow automation block can't use a value from related object as parameter.
77299	Odd behaviour in hide/unhide columns after adding list column in Alert object.
77301	API IP Whitelist feature not working.
77315	Azure OpenID Connect Cert issuer field too small.
77364	Salesforce Com Integration package missing.
77381	Search filter picklist on a number field added to a List cannot select checkbox.
77389	All authenticated Users can get a lot of admin information from Dev tools.
77430	Updating number of concurrent licenses in Ops Console results with deleting Landscape Type from ConfigDB-> Landscape
77432	'Group By This Field' when grouping by a text field has different behaviour than in previous versions.

Issue	Title
77469	Selection of Show Results in quick search not working if search string ends in an underscore.
77472	Deleting an Employee associated to an API Key results in the API Keys being inaccessible until the API Key is deleted via SQL.
77485	Error "Please use your subdomain when accessing the application" when SSM URL from bookmark when Vanity URL and Azure ADFS setup for MSP.
77491	"IF Conditions" in Request Offering doesn't work with Get Global function in responsive Self Service.
77493	Responsive Self Service remains in English when login with SSO if user has only 1 role regardless of language settings on user record.
77506	REST API Upload Attachments does not work as documented - cannot link attachment to parent record.
77507	My Open Items dashboard part becomes corrupt if edited.
77530	Import of XSLX files now limited to 5000 rows at a time.
77545	Default expressions for Request Offering form elements get re-run and reset values.
77564	Out-of-the-box layouts for the Problem object do not match functionality described in the Online Help.
77576	Out-of-the-box form for Inboxes shows out-of-date information as instructions.
77588	Replace regex expression in SSM seems to break the functionality. Fields disappear and the page goes blank requiring browser refresh.
77604	Security Operations package build ServiceReq layout for the Security roles that includes child panel definitions for the FRS_DSM_Request objects. These are deprecated and some customers either never had them or have chosen to remove them.
77609	Login without email-address not possible anymore!
77635	In SS UI > main page > OOTB Search Widget, any HTML used in description header shows up in widget as HTML code.
77643	Triggered rule on Resolve to send email and prompt for attachments causes a 3rd broken prompt pop-up.
77658	Sensitive information can be accessed - and altered - by non-authenticated users (Cloud/Prem)
77686	Address book no longer shows External Contacts.
77696	Missing text parameters in classic UI if SR raised in SSM UI and uses any text within brackets.

Issue	Title
77700	Request Offerings - Label's blank when global constant EnableUKEnglishLocalization set to true.
77702	Wrong order when global constant EnableUKEnglishLocalization set to true in Responsive Self Service
77705	Date / Time Field not shown in parameter tab if request made in Responsive Self Service.
77712	If you add Software Asset to the Contract Line Item, Contract Line Item will not be visible in the child tab "Contract Line Item" in the "Software Asset" business object. This issue is not occurring for Hardware assets.
77722	Pick lists with onetime costs associated not displaying.
77730	ISM gets released with <compilation debug="true"/> in the Web.Config files
77744	After adding Number field to form, get validation constraint message when saving object.
77761	UI Action NewObject can no longer reference fields and their values to pass to the newly created object if not save.
77775	Pivot table list view seems alpha numeric with Date field values.
77821	Using custom mask 00/00/0000 does not display as expected when request created in Self Service Mobile role
77865	Date field expression does not work with non-English locale in SSM request offerings:
77890	Visibility expression on layout panels not working as expected since 2021.1 update
78015	Audited Relationship on ChangeSubCategory results in wrong SQL statement upon deletion of Entry
78020	Child tab hidden expression causes UI to hang / get stuck on save.
78168	Filter capability using Single Sign-On is not working as expected for Self Service Mobile role

Known Issues

Following is the list of known issues in Ivanti Neurons for ITSM and ITAM 2021.2 release:

Issue ID - 817063

Description: Width of the field control in Request Offering is not configurable- Self Service UI.

Steps:

1. Login to Ivanti Neurons for ITSM as Administrator.
2. Go to **Request Offering** and edit any existing offering.
3. Click edit of any text field or drop down field.
4. Set width >500 (ex: 700) and save the offering.
5. Change the role to Self Service Mobile.
6. Go to Service Catalog and open the above modified offering
7. Observe the field control

Actual Result: Field width is fixed.

Expected Result: Field control should be modified as per the width given in configuration.

Workaround: No workaround available.

Issue ID - 817146

Description: Accent set in style editor does not reflect in side navigation menu.

Steps:

1. Login to Ivanti Neurons for ITSM with Administrator Role.
2. Go to Admin UI, Navigate to Style editor.
3. Click Self Service Tab.
4. Set accent color in the user info panel section and save.
5. Change the role to Self Service Mobile
6. Click on the Navigation menu.
7. Observe the selected menu.

Actual Result: Selected menu is not reflecting the left border color which is set in the Accent menu.

Expected Result: Selected menu should reflect the color in the left border which is set in the style editor.

Workaround: There is no workaround available for this issue.

Issue ID - 820030

Description: Request offering and Form offerings with multiple column layout does not display as expected.

- Steps:**
1. Login to Ivanti Neurons for ITSM with Administrator Role.
 2. Go to Request offering.
 3. Edit a offering with many field controls in it.
 4. Click layout config and set three rows setting and save.
 5. Change the role to Self Service Mobile
 6. Go to Service catalog and open the above edited offering.
 7. Observe the offering.
 8. Similarly open a form offering which has multiple columns

Actual Result: Offerings are not displaying as expected.

Expected Result: Offerings should display as expected.

Workaround: Form/Request offering are displayed well when configured for single column layout with the UI changes in 21.2.

Limitations – Ivanti Neurons for ITSM and ITAM

There are no known limitations in this release.

Hotfixes – Ivanti Neurons for ITSM and ITAM

The following list contains all Hotfix packages that are included in this version since 2021.2 release:

Release Update - June 28, 2021 – Hotfix#1

Issue	Title
78229	Issue with trying to link Employee with the Incident record
78283	In Self Service Mobile Interface, Incident fields on the form have no border
820030	Request offering with multiple columns layout does not work as expected in Self Service Mobile Interface
826476	Delete this search button in filter panel is not visible until the panel is expanded in Self Service Mobile Interface
827129	Request Offering fields does not show red border when invalid values are provided in Self Service Mobile Interface
827648	Widget icon position left and right does not display left and right margin in Self Service Mobile Interface
827666	Post 2021.2 Upgrade, System table upgrade caused timeout issues

Release Update - July 7, 2021 – Hotfix#2

Issue	Title
67777	Editing a survey resulted in an exception
86052	Alignment issue when a drop down field is placed next to a text field
86055	Post 2021.2 upgrade, direct link to request offerings does not work as expected for Self Service Mobile role
828225	Issue with field height and list view control in Self Service Mobile UI

Note - Please refer status page for the deployment schedule of the above hotfixes on STG & PRD landscapes.