

**Naverisk**

Technology Management Solutions

# Naverisk 2018.2 Release Notes

April 2018

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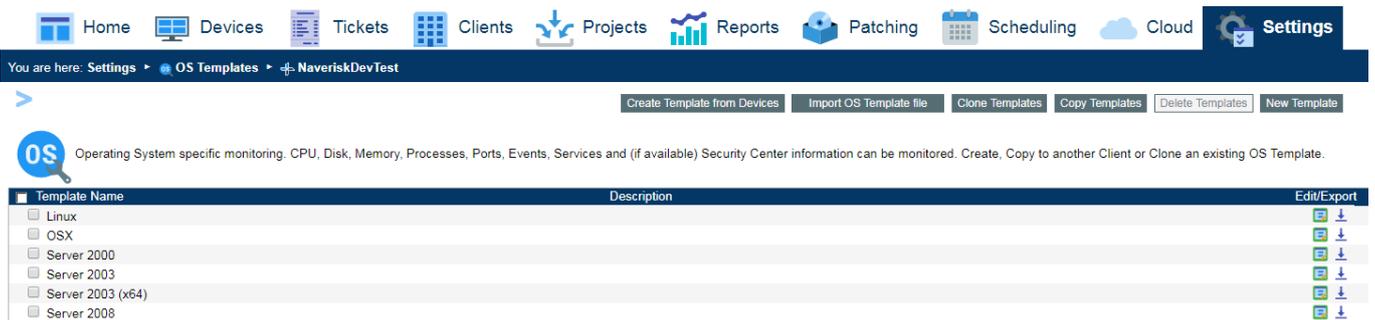
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# 1.0 New Remote Monitoring & Management Features

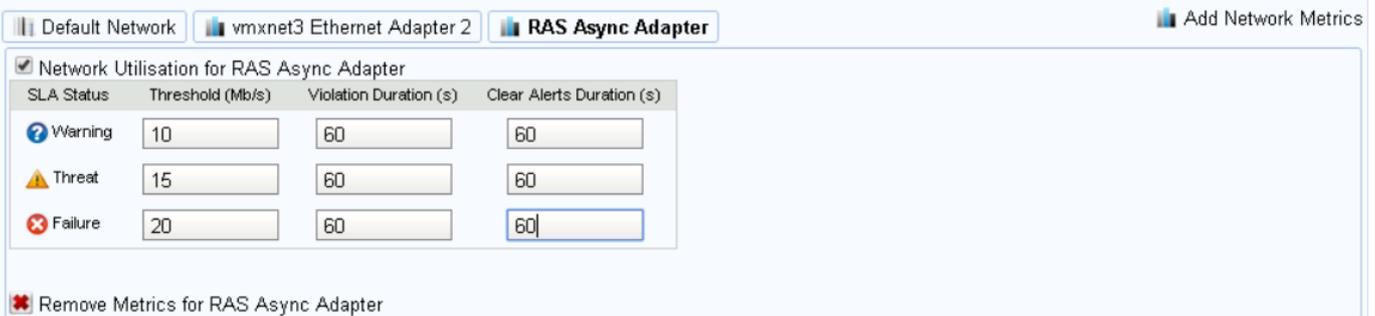
## 1.1 Libraries of “best practice” OS and SNMP management templates in the Routine Store

Naverisk users can now import and export OS and SNMP monitoring and automation templates. Libraries of “best practice” IT management templates will be collaborated on and shared across the Naverisk community, via the Routine Store.



## 1.2 Network Bandwidth Monitoring

Naverisk users can now monitor network bandwidth on devices, set thresholds for tickets being raised, and automatically close tickets when bandwidth thresholds are no longer being exceeded.



## 1.3 File Explorer Upgrade

A significant upgrade to the remote file system management capabilities within Naverisk. With File Explorer, users can now:

- Create a new folder/directory
- Delete files and folders
- Rename files and folders
- Copy files and folders
- Move files and folders
- Receive warning prompts when overwriting files.

Name	Type	Size	Created	Accessed	Changed	Rename/Delete
\$Recycle.Bin						
AT152050						
Documents and Settings						
PerfLogs						
Program Files						
ProgramData						
Recovery						
System Volume Information						
Users						
Windows						
autoexec.bat	bat	24 bytes	14/07/2009 1	14/07/2009 15:0	11/06/2009 10:42:20	
autoexec - Copy(1).bat	bat	24 bytes	15/01/2018 1	15/01/2018 11:1	11/06/2009 10:42:20	
config.sys	sys	10 bytes	14/07/2009 1	14/07/2009 15:0	11/06/2009 10:42:20	
pagefile.sys	sys	2.00 GB	16/02/1839 1	16/02/1659 01:1	01/01/1601 13:17:28	

## 1.4 Search Devices for Software via the Software Tab

Quickly and easily find software installed on a device.

Software Name	Publisher	Version	Install Date	Install Location	Control Panel	Size	Uninstall
Java Auto Updater	Oracle Corporation	2.8.161.12	21/02/2018		False	1 MB	<input type="checkbox"/>
Java 8 Update 161 (64-bit)	Oracle Corporation	8.0.1610.12	21/02/2018	C:\Program Files\Java\jre1.8.0_161\	True	117 MB	<input type="checkbox"/>
Java 8 Update 161	Oracle Corporation	8.0.1610.12	21/02/2018	C:\Program Files (x86)\Java\jre1.8.0.	True	102 MB	<input type="checkbox"/>

## 1.5 Customised Email Templates

Naverisk Cloud users can now customise all email templates, providing a branded support email experience to end users.



With this update Naverisk users can now:

- Add custom HTML email templates
- Share the templates with sub-clients
- Upload and identify a custom template to be used as the default.



Here you can change the default email templates. You can create and change the email response templates so that you can provide a customers experien

Name ▼	Description
User locked out	UserAccountLockedOut
Ticket SLA Status changed	IncidentSLAChanged
Ticket re-open	IncidentReopened
Ticket property changed	IncidentPropertyChanged
Ticket Ownership changed	IncidentOwnerChanged
Ticket Note added	IncidentNotesAdded
Ticket closed	IncidentClosed
Test Email	TestEmail
System Ticket Nontification	SystemIncident
Support Request from Trayclient	TrayClientSupportRequest
ScriptPack Result	ScriptPackResult
New Ticket Created	IncidentNew

**Upload Template file**

Select a file to use as this Email Types Template. This will set this type to use a Custom Template and will over-write any existing Custom Template. The file should be a text file, with the first line containing the subject and the rest of the file the body of the email.

Template:

## 2.0 New Service Desk & PSA Features

### 2.1 Project Management

The Naverisk Project Management feature supports tracking of multiple tickets associated with a single piece of work as a project. You can set the start and stop dates for projects, track and manage individual project ticket progress and invoice/bill for projects independently of your normal billing processes. Within a project tickets can be used to schedule engineering work.

- Track project start and end dates
- Track individual progress across all tickets connected with the project
- Group multiple tickets into one managed piece of work
- Projects can be billing independently of other ticket work.

The screenshot shows the Naverisk Project Management interface. At the top, there is a navigation bar with icons for Home, Devices, Tickets, Clients, Projects (active), Reports, Patching, Scheduling, Cloud, and Settings. Below the navigation bar, the breadcrumb path reads "You are here: Projects > Naverisk100".

The main content area displays a table of projects. The first project is "Agreement consolidation" with Client "Naverisk100", Owner "Aseem Chiplo", Default Type "Incident", Start "28/02/2018", End "02/04/2018", Tickets "1", Progress "0%", and Status "Not Started". Below this project, a "Projects Tickets:" section shows a table of tickets:

Status	Ticket	Trigger	User	Schedule	Last Updated	Remove
Unassigned	Naverisk100-5190	Agreement	__SYSTEM_USER__		21/08/2017	[Remove]

The second project is "Security patch upgrade" with Description "This is to apply security patch", Client "Naverisk100", Owner "Aseem Chiplo", Default Type "Incident", Start "28/02/2018", End "10/03/2018", Tickets "4", Progress "0%", and Status "In Progress". Below this project, a "Projects Tickets:" section shows a table of tickets:

Status	Ticket	Trigger	User	Schedule	Last Updated	Remove
Unassigned	Naverisk100-9627	Security Patch - 02	__SYSTEM_USER__		28/02/2018	[Remove]
Unassigned	Naverisk100-9628	Security Patch - 03	__SYSTEM_USER__		28/02/2018	[Remove]
Unassigned	Naverisk100-9629	Security Patch - 04	__SYSTEM_USER__		28/02/2018	[Remove]
Assigned	Naverisk100-9626	Security Patch - 01	default		28/02/2018	[Remove]

At the bottom of the table, there is a dropdown menu labeled "Select number of Rows to display".

### 2.2 Support Email Workflow Improvements

Enhance your end users support experience with the following new support email notifications being sent to end users.

- Acknowledgement emails sent to end user upon receipt of email
- Ticket closed notification emails
- Notes added to a ticket acknowledgment email
- New ticket notification email
- Ticket created from tray client email

## 2.3 Knowledge Base and Documents – Search

### 2.3.1 Search from within a ticket

Increase IT support efficiency and service quality with quick access to Knowledge Base and Document content from the ticket console.

The screenshot shows a 'Ticket Details' window with a search overlay. The search overlay is titled 'Search KB articles of 0 Inhouse 0.' and contains the following elements:

- Search For: Cloud 11 Weekly restart and maintenance window
- Search in:  Name  Description  Contents
- Result: \* No results yet. Click 'Search' to start search.
- Buttons: Search, Cancel

The background ticket details include:

- Trigger: Cloud 11 Weekly restart and maintenance window
- Assigned User: [User Icon]
- Business Systems: [List]
- Files: [List]
- Actions: [List]
- Ticket History: [Table with columns Edit, Date]

### 2.3.2 Search from console

The Search at the top of the Naverisk console now includes the ability to search Knowledge Base and Documents.

The screenshot shows the 'Search Knowledge Base' interface with the following details:

- Client: Naverisk Support
- Type: All
- Search For: Configuring
- Search in:  Name  Description  Contents
- Result:
 

Type	Name	Description	Edit
Canned Text	Configuring AuthAnvil with Naverisk	Configuring AuthAnvil 2 Factor Authentication to work throughl	[Edit Icon]
Canned Text	Configuring Autotask Integration v	Guide for Integration with Autotask (08/04/2018)	[Edit Icon]
Canned Text	Configuring ConnectWise with Na	Configuring ConnectWise with Naverisk (08/04/2018)	[Edit Icon]
Canned Text	Configuring Email Integration with	Configuring Email Integration with Naverisk (08/04/2018)	[Edit Icon]
- Buttons: Search, Cancel

## 3.0 General Platform Improvements

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### 3.1 Usability

#### 3.1.1 Support for multiple Naverisk browser tabs to be used concurrently

The ability to run concurrent multiple Naverisk browsers to further streamline IT services delivery.

#### 3.1.2 Ability to delete local network controller agents without deleting the network controller first

The ability to delete a Network Controller and all connected agents will automatically re-connect to the Global Network Controller.

#### 3.1.3 Chat dialog UX improvements

A Naverisk user sending a chat message, after an end user has closed a chat session, will re-open the chat window on the end user's device.

#### 3.1.4 Raise a ticket from the Tray Client - email format improvement

Improvement in the quality of the email response sent to end users after submitting a support request form the Tray Client.

### 3.2 40+ performance, agent stability & overall quality Improvements

1. **Fixed, agent stability:** NAS.cfg file getting corrupt on device power outages
2. **Fixed:** Tickets not being raised for DHCP events
3. **Fixed:** Some Debian Linux variants were not reporting memory slots correctly
4. **Fixed:** Tray icon change was not reflecting after device restart specifically on Windows 7 and Windows 10
5. **Fixed:** Issues when installing a Linux agent in a Hyper-V Cluster environment
6. **Fixed:** Devices which cannot communicate to the Site Controller can cause a crash due to port 9202 being blocked
7. **Fixed:** Agent performance data was getting lost, when the connection with agent socket didn't happen soon enough
8. **Fixed:** Error message missing when copying tray setting without selecting target client or tray settings
9. **Fixed:** Lists in Naverisk to be sorted alphabetically by default
10. **Fixed:** Event log retrieve information disabled and unable to refresh after filter criteria changed
11. **Fixed:** File dropdown list overflow in Tickets tab
12. **Fixed:** Nas.exe exception in windows event log during auto upgrade of agent
13. **Fixed:** The devices view doesn't maintain the view user has selected
14. **Fixed:** Custom report not created, if same name is being used by two clients
15. **Fixed:** UI Settings sub-tabs are using incorrect Icon sets when delving into the various options
16. **Fixed:** Callback Error - not enabled Cloud Space and in support or closed ticket queue
17. **Fixed:** Firefox: Display errors in software tab under a device
18. **Fixed:** User with timeout set to 0 will still eventually be logged out
19. **Fixed:** Attempting to 'Close and Exit' a Ticket which is currently pinned does not work

20. **Fixed:** Device name causes the Scheduled job modal dialogue to be blank
21. **Fixed:** Agent with misconfigured SNMP has NAS.exe upgrade issues. This was largely due to a misconfiguration, but we made changes to ensure upgrade is more resilient to these
22. **Fixed:** Agent goes offline if user removes multiple packages at the same time quickly. The agent did start back up in this scenario, but we fixed this so that it doesn't go offline
23. **Fixed:** Delay in communication between network controller and agent about the state of monitored services
24. **Fixed:** Agents attached to local network controller get disconnected when moving to another client of global network controller
25. **Fixed:** Edit ticket does not appear correctly when client name has a quote in it
26. **Fixed:** Incorrect icon displayed for the patching menu
27. **Fixed:** Script Packs not running in scheduled jobs with queue when offline is set on them
28. **Fixed:** Report menu/tab was getting permission applied when they should not
29. **Fixed:** Email link for a Naverisk ticket was not working with 2FA, this was a minor fix to get 2FA working for email links
30. **Fixed:** Connection error when creating OS Template from Device. This was a minor fix to ensure connectivity
31. **Fixed:** Infrequently, the ole32.dll reported errors during the Agent upgrade causing Event Log Error, Agent will restart in this case and continue to function, but we have added a quick fix to remedy this behaviour
32. **Fixed:** Ticket history not displayed in edit ticket pop up dialog
33. **Fixed:** Device panel not populating tickets with detached links, this was specific to IE and has now been fixed
34. **Fixed:** New scheduled jobs running under the Naverisk user account rather than SYSTEM or Current User account
35. **Fixed:** Detachment link for client names with spaces in them throwing java-script errors
36. **Fixed:** Unable to login to Naverisk using a detached ticket link
37. **Fixed:** Error displayed for software package when special characters are input under 'Version' column
38. **Fixed:** HTML templates used in automation rule email being sent as raw html
39. **Fixed:** Disabled page file on end user device was incorrectly raising ticket for page file use
40. **Fixed:** Upgraded device was not reappearing in grid after upgrade
41. **Fixed:** Excessive RAM usage and CPU usage during site controller maintenance cycle.