

# ZENworks Service Desk 8.2.1 Beta

March 2021

The information in this Readme pertains to the ZENworks Service Desk 8.2.1 Beta.

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## 1 What’s New in ZENworks Service Desk 8.2.1 Beta

ZENworks Service Desk 8.2.1 contains incremental improvements to the technician work-flow introduced in ZENworks Service Desk 8.2 based on customer feedback received as well as additional customer enhancements received from the Ideas portal and other areas.

- ◆ **Quick Calls and Dynamic Form Support in non-QC Requests**

Quick calls and dynamic forms will be available within the normal request workflow so that all of the rich request creation capabilities are available regardless of whether a quick call or dynamic form is being used.

- ◆ **Create normal request based on Quick Call**

Now you can create request through the standard request workflow using a quick call. This gives the flexibility to specify additional items or other configurations while using the quick call template. Previously quick calls were only available in the quick request workflow.

- ◆ **Email capabilities in workflows**

This enhancement allows the workflow administrator to introduce steps that will cause email, either based on templates or custom, to be sent to the customer upon reaching the workflow step. Additionally, once sent the request can automatically be moved on to another step in the workflow.

- ◆ **Change request status as part of adding a note**

Now you can simply choose to change the status of the request as a part of adding the note. This simplifies the number of clicks needed and the overall experience associated with updating a request.

- ◆ **Attachment Preview in request summary**

This capability will allow technicians to see a thumbnail and preview the attachments to a request, making it significantly easier to access the content.

- ◆ **Store Assignment Configuration**

Now you will be able to configure the assignment properties of a ZENworks bundle in the store through the UI at either the store template or individual store item level. This simplifies the process and provides additional flexibility in how approved store items are made available to users.

- ◆ **Improved ZENworks Remote Management Integration**

Now you can choose to initiate remote management from a ticket and select any of the workstations that the end-user is logged into via ZENworks or that is assigned to the ticket.

## 2 Platform Support Matrix

The following sections provide the ZENworks Service Desk 8.2.1 Beta platform support matrix:

- ◆ [Section 2.1, “Email Server Support,” on page 2](#)
- ◆ [Section 2.2, “Virtual Appliance Support,” on page 2](#)
- ◆ [Section 2.3, “Database Support,” on page 2](#)
- ◆ [Section 2.4, “Browser Support,” on page 2](#)

### 2.1 Email Server Support

- ◆ GroupWise 2018
- ◆ Microsoft Outlook 365

### 2.2 Virtual Appliance Support

- ◆ VMware ESXi 6.x

### 2.3 Database Support

- ◆ PostgreSQL 9.6.x as an embedded database.
- ◆ PostgreSQL 9.6.x and 10.x as an external database.

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**IMPORTANT:** ZENworks Service Desk 8.2.1 Beta is supported on PostgreSQL database only.

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### 2.4 Browser Support

- ◆ Latest versions of Mozilla Firefox
- ◆ Latest versions of Google Chrome
- ◆ Latest version of Edge
- ◆ Chrome on Android
- ◆ Safari on iOS

## 3 Deploying the ZENworks Service Desk 8.2.1 Beta

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### NOTE

- ◆ ZENworks Service Desk 8.2.1 will be available only through the Online channel.
  - ◆ You can upgrade to ZENworks Service Desk 8.2.1 Beta only from ZENworks 8.2.
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To apply the ZENworks Service Desk 8.2.1 Beta, perform the following steps:

1. Download or copy all the RPMs from the Beta download location to a temporary location in the ZENworks Service Desk 8.2.

Ensure that you have execute permission for the downloaded RPMs.

For example: /tmp/zsd821

2. Open the terminal as a “root” user, and perform the following:
  - a. Stop the Service Desk service.
  - b. Run `rpm -ivh --force <beta_temp_location>*.rpm`  
Example: `rpm -ivh --force /tmp/zsd821/*.rpm`
  - c. Start the Service Desk service.
3. Open the classic portal, and wait for the upgrade to complete.

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**NOTE:** Ignore the error or warning messages that will be displayed while applying the Beta. If the installation fails, please contact Micro Focus Customer Support.

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## 4 Known Issues

This section displays the list of known issues in the ZENworks Service Desk 8.2.1 Beta.

### 4.1 Issues observed after changing the date format

When you change the date format, then an exception might occur while creating a request, or editing a request with custom date field and while saving the alert.

Workaround: Do not change the date format.

### 4.2 An exception occurs while adding a note

While adding a note and select the Apply to group check box, then an exception might occur.

Workaround: None

### 4.3 Attachment previews are not displayed as expected

While previewing an attachment in a request, the attachment preview might not be available or the preview might not be displayed properly.

Workaround: None

#### **4.4 The Request page does not reload after clearing the filter**

The Request page does not reload after clearing the filter In the Request page when you use the header level filter for the list and clear the filter.

Workaround: Switch to another tab and come back to the original tab.

#### **4.5 The login screen might be displayed within a pop-up window from the Request Summary page**

When Print and Solution pop-up window is displayed from the Request Summary page, the login screen might be displayed for a fraction of seconds, before displaying the actual content.

Workaround: None.

#### **4.6 In Android devices, unable to select date and time in the Dynamic Form**

In Android devices, when you open the portal in the Chrome browser, you will not be able to select the date field in the Dynamic Forms.

Workaround: Open the portal in the Firefox browser.

#### **4.7 When an incident is linked to a new request, status might not change**

When you link an incident request to a new request such as Incident or Problem, the current status field might not change to “**On Hold - Process Escalated**”.

Workaround: None.

#### **4.8 On some devices, the barcode scanner might not work**

On some devices, while scanning the barcode, the camera might not open or the scan might give invalid or no results.

Workaround: None (Manually specify the details)

#### **4.9 In mobile devices, you will not be able to resize the column width**

In the request list page, you will not be able to resize the column width in the mobile devices.

Workaround: None

#### **4.10 Unable to scroll horizontally in the Request list page**

If the Request page has more number of requests and columns, then you will not be able to scroll the page horizontally.

Workaround: Perform any one of the following:

- ◆ Remove unwanted columns from the list.
- ◆ Scroll until the end of the list, and then use the horizontal scroll.

#### **4.11 Unable to paste images in the TinyMCE editor using Microsoft Edge and Google Chrome**

While adding a content in rich text editor box, unable to paste an image that is available in the system.

Workaround: Try with supported version of Mozilla Firefox.

#### **4.12 An application exception might be displayed, if you save the database or license configuration**

During installation or upgrade, if you save the database or license configuration, in the login page, `java.lang.reflect.InvocationException` or `java.lang.NullPointerException` might be displayed.

Workaround: Restart the Service Desk service. Ensure that the database is up and running and that there are no connection issues between database and ZENworks Service Desk appliance

#### **4.13 Email attached using drag and drop in GroupWise and sent to ZENworks Service Desk will not be added as a note to the request**

In ZENworks Service Desk, if you drag and drop an email as attachment in the GroupWise client, then the attachment content will not be added as a note to the request instead it will be added as an attachment.

Solution: In the GroupWise client, use the **Forward as Attachment** option instead of drag and drop.

#### **4.14 If ZENworks is configured with the Microsoft SQL Server Database, AMIE and ZENworks AMIE import might fail**

AMIE and ZENworks AMIE import fails when ZENworks is configured with the MS SQL Server and the database name has the special character, hyphen '-'

Workaround: None.

#### **4.15 In the mobile view, a few pages might not be displayed properly**

## **5 Additional Documentation**

This Readme includes information specific to the ZENworks Service Desk 8.2.1 Beta release. For all other ZENworks Service Desk documentation, see the [ZENworks Service Desk 8.2 documentation website](#).

## **6 Legal Notices**

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