ZENworks Service Desk 23.3

July 2023

The information in this Readme pertains to the ZENworks Service Desk 23.3.

1 What's New in ZENworks Service Desk 23.3

ZENworks Service Desk 23.3 contains incremental improvements to ZENworks Service Desk 8.3 based on customer feedback received and other important enhancements.

Following is the list of enhancements that are introduced in ZENworks Service Desk 23.3:

- Introduction of multi-factor authentication using NetIQ Advanced Authentication.
- Introduction of customized email reminders to end users when the required additional information is not provided after a specific number of days as configured by the administrator.
- Enhanced AMIE snapshot page with a modern look, feel, and functionality.
- Introduction of on-demand purging of deleted attachments to free up disk space used by deleted attachments.
- Introduction of configuration option to disable auto-suggestion of email addresses while adding an email in the CC field in the customer portal.
- Introduction of advanced item search for easier search of Items while creating requests using the Quick Request page.
- Introduction of new filters in the Quick Call list page to have a better and more comprehensive view of quick call templates.
- Option to control AMIE import of description field data while importing Items from a CSV file.
- Enhanced user/customer search with a new option to search by email alias of the user.
- Re-introduction of user-defined time zone and date style in my profile page of the customer portal.
- Configurable option to reopen a closed request from the customer portal.

- Introduction of First Name and Last Name in addition to existing Full Name attribute in the email templates for better personalization of emails.
- Introduction of KBA number and brief title in the KBA detail page and the comment pop-up UI for easy reference while viewing or commenting on the knowledge base article.
- Estimate Time is no longer a mandatory field while creating a Quick Call template.
- Introduction of options to activate or deactivate multiple holidays in bulk.
- The improved database configuration page in the Appliance UI now displays database details as well.
- Bug fixes, performance improvement, and other cosmetic enhancements.

2 Platform Support Matrix

For more information on platform support matrix, see Platform Support Matrix.

3 Deploying the ZENworks Service Desk 23.3

ZENworks Service Desk 23.3 is available only through Online Product Upgrade channel. To update to ZENworks Service Desk 23.3, deploy ZENworks Service Desk 8.3.x, and then update to ZENworks Service Desk 23.3.

To deploy ZENworks Service Desk 8.3.x, see the Appliance Deployment section in the Service Desk Appliance Deployment and Administration Reference.

4 Migrating to the ZENworks Service Desk 23.3

To migrate to the ZENworks Service Desk 23.3, see the Migrating the Appliance section in the Appliance Migration in the Service Desk Appliance Deployment and Administration Reference.

5 Known Issues

This section displays the list of known issues in the ZENworks Service Desk 23.3:

1. **The Org. unit might not work as expected in KBA**

   In KBA, association with the Org. Unit might now work as expected.

   Workaround: None

2. **Requests page is not loading in the user portal for Manager imported from LDAP or Directory Server**

   In the User Portal, the Request page is not loading for managers imported from an LDAP user source or Directory Server. This might apply to managers to whom the request process is not yet assigned.

   Workaround: Assign any one of the request processes to the manager.

3. **Login with ZENworks might not work**

   When you login to ZENworks Service Desk, **Login with** ZENworks might now work.

   Workaround: Ensure that you log into ZENworks first, and then try to **Login with** ZENworks.

4. **Filters might not be displayed properly on iPad**

5. **While accessing the customer portal on iPad, filters might not be displayed properly.**

   Workaround: Refresh the page.

6. **Remember Login might not work for LDAP users**

Workaround: None

7. **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.

8. **On mobile devices, you will not be able to resize the column width**

    In the Request list and Knowledge Base list pages, you will not be able to resize the column width in the mobile devices.

    Workaround: None

9. **Unable to paste images in the Rich Text Editor**

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

    Workaround: Perform any one of the following:

    ◆ Try with supported version of Mozilla Firefox.

    ◆ Open the image in any image editor and copy the content, and then paste the image to the rich text editor.

10. **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.

11. **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

12. **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.

13. **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)

14. **Unable to scroll horizontally in the Request, AMIE Snapshots and KBA list pages**

    If the Request, AMIE snapshots or KBA page has more number of entries and columns, then you will not be able to scroll the page horizontally.

    Workaround: Perform any one of the following:

    ◆ Using left or right arrow key

    ◆ Shift + mouse scroll up/down

    ◆ (if supported) Use any alternate horizontal mechanism, such as Using touchpad or Mouse wheel

◆ Scroll until the end of the list, and then use the horizontal scroll.

◆ Remove unwanted columns from the list.

6 Additional Documentation

This Readme includes information specific to the ZENworks Service Desk 23.3 release. For all other ZENworks Service Desk documentation, see the ZENworks Service Desk 23.3 documentation website.

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