

BMC Remedyforce

Version 20.13.01.014.024

July 2013

BMC Software is releasing version 20.13.01.014.024 of the BMC Remedyforce product. These release notes supplement the product documentation and describe an overview of the product, supported browsers, known issues, and support information for this version.

The following topics are provided:

- BMC Remedyforce overview (page 2)
- What's new (page 2)
- Supported localized versions (page 11)
- General recommendations (page 12)
- Disabling chatter in BMC Remedyforce (page 12)
- Configuring BMC Remedyforce in a developer or a configuration only sandbox organization (page 12)
- Supported software (page 13)
- Corrected issues (page 13)
- Known issues (page 21)
- Support information (page 24)



BMC Remedyforce overview

BMC Remedyforce is designed to meet your business requirements by automating your service desk processes and lowering the cost of support operations. BMC Remedyforce is a cloud-enabled service desk with an easy-to-use interface that suits the service needs of many departments.

What's new

BMC Remedyforce version 20.13.01.014.024 provides a few product updates and includes the enhancements that were made in version 20.13.01.014.

- Product updates in version 20.13.01.014.024 (page 2)
- Enhancements in version 20.13.01.014 (page 3)

Product updates in version 20.13.01.014.024

The following product updates have been made in BMC Remedyforce 20.13.01.014.024.

- General enhancements (page 2)
- UI enhancement in the console layouts (page 3)

General enhancements

The following general enhancements have been made for different users in BMC Remedyforce 20.13.01.014.024

Table 1-1: General enhancements for different users

User	Enhancement
Client	You can view the total number of items in the cart as a tooltip, when you move your mouse over the My Cart icon. Also, the My Cart icon is displayed as an empty cart initially and the icon changes when the cart contains at least one item.
Staff	<ul style="list-style-type: none"> ■ You can save data inside the email body even without using delimiters or keywords. ■ In the Incident Console and Task Console tabs, staff members can add notes to a record by using the Add Notes option in the Action menu.

UI enhancement in the console layouts

The **Status**, **Impact**, and **Urgency** fields on the **Incident Console** and **Task Console** tabs appear as picklist fields instead of look ups. However, if you move the **Status**, **Impact**, or **Urgency** fields from the **Status** and **Priority Details** section to any other section, the fields appear as a look up field and not as a picklist. The values in the **Status**, **Impact**, and **Urgency** picklist or look up fields are same.

Enhancements in version 20.13.01.014

The following changes and new features were provided in BMC Remedyforce version 20.13.01.014.

- General enhancements (page 3)
- New UIs (page 5)
- CMDB enhancements (page 5)
- New UI for CMDB Instance Editor (page 6)
- New UI for Self Service (page 7)
- Importing data from LDAP servers for Salesforce Platform License users (page 9)
- Enhancements in documentation (page 10)

General enhancements

The following general enhancements have been made for different users in BMC Remedyforce.

Table 1-2: General enhancements for different users (Part 1 of 3)

User	Enhancement
Client	You can attach a file before creating an incident or service request record in Self Service. In earlier releases, you could not add an attachment until after you saved the record by clicking Submit .
Staff	<ul style="list-style-type: none"> ■ Staff members can reply to all the users present in an email conversation by using the Reply All button. ■ Staff members can simultaneously link multiple records of an object to a record of another object. For example, a staff member can simultaneously link multiple incidents to a problem. ■ Staff users can search for matching incidents based on matching values in specified fields. System administrators can configure fields that staff users can select to search for matching incidents. By default, staff users can search for matching incidents based on matching values in the Category, Account, and Client ID fields. If required, matching incidents can be linked to the incident.

Table 1-2: General enhancements for different users (Part 2 of 3)

User	Enhancement
System Administrator	<ul style="list-style-type: none"> ■ After installation, BMC Remedyforce is ready to use. Manual configuration steps are no longer required. ■ System administrators can configure Chatter listeners to enable end users to log incidents from a Chatter group. When a Chatter listener is configured, the system administrator can choose to inform (through a Chatter post) the users of a Chatter group about the hashtags that they can use to log incidents from Chatter posts. You can use Chatter field values in incident templates that you can choose to apply to an incident created from a Chatter post. ■ Users can post a message in a Chatter group that includes configured hashtag, and incidents are created in BMC Remedyforce. Users can use the Chatter tab provided in Salesforce, BMC Remedyforce Self Service, or the Chatter Desktop. ■ System administrators can choose to enable saving of the email message from which an incident is created in the Action History section of the incident record. Also, the email notifications sent by using workflows can also be saved in the Action History section. The email messages are saved as Email Received records. ■ System administrators can configure keywords in templates. Based on these keywords or the value in the Category field (if present in a template), templates are suggested to staff members. Suggested templates are displayed by clicking the Suggested Templates button. By default, this button is not provided on the Salesforce page layout UI. System administrators must add this button on the layout. If you are using the console layout UI, the Suggested Templates option is provided in the Agent Tools menu. ■ System administrators can configure suggested owners (staff members and queues) based on criteria. For example, staff member 1 and staff member 2 are suggested owners if the category of an incident is Network and the account is ABC. More than one category can be specified in the criteria. ■ When a staff member wants to assign an incident record to a suggested owner, the staff member clicks the Suggested Owners button and the owners defined in any of the criteria that the incident record satisfies are displayed. The Suggested Owner button is not displayed by default for the Salesforce page layout user interface. The system administrator needs to edit the layout of the Incident form to show the button. ■ The Short Description field has been added in the field sets of the Incident (field sets for the console layout UI), Task (field sets for the console layout UI), Problem, Release, and Change Request objects. System administrators must customize the layout to show the field on the forms. ■ System administrators can add description about a service request in Rich Text Format, for example, images, different fonts, and comments that are shown in the preview section of the service request in Self Service.

Table 1-2: General enhancements for different users (Part 3 of 3)

User	Enhancement
System administrator	<ul style="list-style-type: none"> ■ The new Getting Started tab provides an overview of the product and Help links that provide a walk through of the product. You can also populate your organization with demonstration data to get a trial experience of the product. ■ Users can select Chatter from the Incident Source list.

New UIs

New UIs have been provided for the following profiles:

- **Administrators:** The **Remedyforce Administration** tab has been redesigned to enable you to accomplish most of your tasks from a single location. The links in the tab are organized in various tiles - for example, Manage Users, Configure Emails, and so on. The options in tiles with a + sign are shown in a new browser tab.
- **Staff members:** A new console layout UI is provided for Incident and Task objects as the **Incident Console** and **Task Console** tabs. These tabs provide improved usability and performance.
- **Client users of Self Service:** A tab-based interface (Self Service 2.0) is designed to improve performance, usability, and interface organization. For more information, see “New UI for Self Service” on page 7.

CMDB enhancements

The following enhancements have been made in BMC Remedyforce CMDB:

- As a system administrator, you can configure the columns to be displayed in the CMDB list view. You must navigate to **Remedyforce Administration > Application Settings > CMDB List View Customization** to perform the following tasks:
 - Add or remove columns
 - Define the display order of the columns
 - Define the width of each column
- As a system administrator or agent, you can view the client assignment history of a configuration item (CI). You can assign a client as a primary user of a CI. When a client is associated with a CI through the CI form or Client form, a record is created in the **Details > Auditing** tab of the Instance Editor of the specified CI.
- You can collapse the left pane of the CMDB Manager, which enables you to see the CMDB Manager by using the full screen of the web page.
- You can view client information from the CMDB Instance Editor by double-clicking the client record in the **Details > Clients** tab. You can view the CI information in the CMDB Instance Editor by double-clicking the CI record in the **Supporting Information > Services and CIs** tab.

- You can share files and links by attaching them to Chatter posts.
- You can delete one or more CIs from the `Base Element` object of the CMDB by using a Salesforce Object Query Language (SOQL) query, Salesforce page layouts, the data loader, or the Pentaho Data Integration tool. For example, when you delete a Computer System record from the `Base Element` object, the application deletes records from the `Computer System` object, `System` object, and `Base Element` object according to the CMDB hierarchy. You can delete multiple records simultaneously.

In earlier releases, when you deleted CIs from the `Base Element` object, only the records from the `Base Element` object were deleted; the related records in the class hierarchy were still present in the related CMDB objects.

- The **Impact Direction** field in the Relationship Editor has been renamed to **Type**. The following new values have been added to the **Type** list:
 - All Related
 - Component
 - Dependency
 - Has Impact
 - Member of Collection

As a system administrator, you must add the specified values to the **Type** list in the `BMC Base Relationship` object after upgrading to BMC Remedyforce 20.13.01.014.024.

- You can select either CIs or business services to be displayed in the CMDB List View.

New UI for CMDB Instance Editor

BMC Remedyforce is introducing a new UI for the CMDB Instance Editor. The interface has been enhanced with the following changes:

- The Instance Editor page has been divided into horizontal tabs instead of vertical sections to enable you to view more information.

Table 1-3: Instance Editor tabs

Vertical section in the old Instance Editor	Horizontal tab in the new Instance Editor
Attributes	Attributes
Relationships	Relationships
CI Chatter	Chatter
Supporting Information	Details

- The following fields have been moved from the top section of the Instance Editor to the **Attributes > General** tab:
 - Instance Name
 - Description

- Class ID
- Created Date
- Last Modified By
- Last Modified Date
- The following read-only fields have been removed from the **General** tab of the Instance Editor:
 - Instance ID
 - Submitter
- The tabs display attributes in a two-column layout instead of a single-column layout.
- The **CI Explorer** button has been added to the CI form toolbar and CI Relationship editor toolbar. The **CI Explorer** button has been removed from CI Relationships list toolbar.
- The **Expand** icon has been removed for read-only attributes.
- When you select an arrow from the **Direction** list, a direction arrow is updated between the two icons to display a visual representation of relationships between the CIs.
- The size of the Select from Class Instances pop-up window and **Search** text box has been increased.
- The following sections have been removed from the Instance Editor:
 - Always show Supporting Information for existing records
 - Show Supporting Information
- A new **Select Class Instance** button has been added to the **Relationship** tab to open the Select from Class Instances pop-up window.
- The **Related As Source** and **Related as Destination** buttons have been removed from the Relationship pop-up window opens when you click the New button in the **Relationship** tab.
- The **Instance ID** field has been removed from the **Relationship** tab and Relationship pop-up window.

New UI for Self Service

BMC Remedyforce is introducing a new tab-based UI for Self Service (Self Service 2.0) that has been designed to improve performance, usability, and interface organization. The UI has been enhanced with the following changes:

- The **Home** tab has been divided into tiles for various tasks - for example, submitting new incidents, viewing existing requests, searching and browsing knowledge articles, being notified of relevant company-wide topics, and so on. The following tiles are available in Self Service 2.0:
 - Submit a Ticket
 - Request a Service

- View Tickets and Requests
- View Self Help Articles
- Manage Approvals
- Post to Chatter
- Search your organization's intranet
- Contact Us

Tile visibility depends on feature enablement (for example, Chatter) and permissions (for example, Approvals).

- Approvals are assigned to you automatically when an object (for example, an incident, change request, service request, or custom object) is submitted for approval, if you are selected as an approver by the system administrator in the approval process. You can view approvals that are assigned to you or your queue. You can approve or reject a single record or multiple records simultaneously. Also, you can reassign a request to another approver. This feature is available only for users with a Salesforce Platform license.
- Suggested self-help articles and service requests based on your assets are displayed in the Self Service Home page.

For example, if you have a BlackBerry mobile phone, your Self Service Home page displays self-help articles and service requests that are related to a BlackBerry mobile phone. However, you can still browse and search for information related to Apple iPhone.

To display the suggested self help articles and the service requests on the Self Service Home page, system administrators must select the **Remedyforce Administration > Configure Self Service > General Self Service Settings > Show Knowledge Articles and Service Requests based on Client's Services** option.

- You can follow a broadcast from the Self Service UI. The updates for the broadcasts that you are following are visible in your Chatter feed. This feature is available only for users with a Salesforce Platform license.
- System administrators can configure the columns to be displayed in the View Tickets and Requests list view. System administrators can add or remove columns and define the display order of the columns by modifying the **Self Service: View Tickets and Requests** field set for Incident object. Users who have a Customer Portal license can view their own tickets and requests in the View Tickets and Requests list view as configured by the system administrator. Users can see **Client ID** as an additional column when viewing records created for others.
- In Self Service, you can view more information related to a service request. By default, the title and description of a service request, with the corresponding image, are displayed. To display additional details for the service request, system administrators must select the required fields in the **Self Service: Service Request Detail** field set of the Request Definition object.

- You can view the owner of the incident, that is, the person or entity to which the incident is assigned (for example, staff member or a queue). This field is a read-only field and the system administrator must add the **Owner ID** or **Staff** field in the **Self Service: Service Request Left Panel** or **Self Service: Service Request Right Panel** field set.
- Rich Text Format (RTF) text is supported for previewing service requests. You can view embedded RTF text (for example, images, different fonts, and comments) in the preview section of the service request. However, the text is displayed in RTF format only if data is entered in the Rich Text Description format.
- The custom incident and service request form supports the addition and display of RTF text fields. You can embed RTF text (for example, images, different fonts, and comments) in a custom RTF field. For RTF fields to be used in the custom Incident form, a system administrator must create a new RTF field, add the field to the **Self Service: Service Request Left Panel** or the **Self Service: Service Request Right Panel** field set in the Incident, and assign the form to the required profiles in **Remedyforce Administration > Application Settings > Form Assignment** option. For RTF fields to be used in the service request form, a system administrator must create a new RTF field in the request detail object and add the field to the **Self Service: Service Request Detail** field set.
- Chatter is available in Self Service for users with a Salesforce Platform license only if Chatter is enabled in your Salesforce organization and in BMC Remedyforce.
- Self Service 2.0 interface is available by default, for new installation of BMC Remedyforce 20.13.01.014.024. If you are upgrading from previous versions of BMC Remedyforce, you can migrate to Self Service 2.0 UI.
- Quick Links are available only in old Self Service user interface.

NOTE

After upgrading to BMC Remedyforce 20.13.01.014.024, once you migrate to Self Service 2.0 UI, you cannot move back to the earlier UI. However, system administrators can preview Self Service 2.0 UI before migrating to the new UI by navigating to **Remedyforce Self Service 2.0: Preview** tab.

Importing data from LDAP servers for Salesforce Platform License users

You can import data from LDAP servers for Salesforce Platform License users by using the Pentaho Data Integration tool. The data is mapped directly to the Users object.

Enhancements in documentation

BMC Remedyforce is introducing role-based documentation that has been designed to improve the usability of the documentation. The following enhancements have been done:

- Information is available in the form of PDF guides, making them easier to download, search, and print.
- The guides are divided by role so that you can download the documents that are relevant to you.
- A list all the configuration tasks that an administrator must do have been provided.

The PDF guides are not available by default. After the administrator assigns **Remedyforce Home** as the home page layout, the documents are available on the left pane component of the home page.

The following documents are available:

- Installation and Configuration Guide (for system administrators)
- User's Guide for Analyst (for staff users)
- User's Guide for Self Service Clients (for end users)
- Administrator's Guide (for system administrators)
- Release Notes
- Getting Started Guide for Trial Customers

The following table describes the new structure of the user-focussed documentation depending on the type of user.

Table 1-4: Enhanced documentation information (Part 1 of 2)

Information about	Document	Topics included
<ul style="list-style-type: none"> ■ Upgrade to BMC Remedyforce 20.13.01.014.024 from BMC Remedyforce 20.12.02.009 ■ Upgrade to BMC Remedyforce 20.13.01.014.024 from BMC Remedyforce 20.12.01.017 	Installation and Configuration Guide	<ul style="list-style-type: none"> ■ Setting up Self Service site ■ Enabling new features released in BMC Remedyforce 20.13.01.014.024 ■ Post installation configuration ■ Configuring BMC Remedyforce ■ Configuring Self Service 2.0
<ul style="list-style-type: none"> ■ Create incidents in console layout UI ■ Access BMC Remedyforce ■ Use various features of BMC Remedyforce 	User's Guide for Analysts	<ul style="list-style-type: none"> ■ Understanding UIs ■ Managing incidents, tasks, changes, problems, broadcasts, releases, knowledge articles, CIs ■ Using Chatter feed
<ul style="list-style-type: none"> ■ Find a solution to your issue in Self Service ■ View submitted tickets and service requests ■ Search Self Service ■ Use BMC Remedyforce Self Service 	User's Guide for Self Service clients	<ul style="list-style-type: none"> ■ Setting up Self Service ■ Using Self Service features

Table 1-4: Enhanced documentation information (Part 2 of 2)

Information about	Document	Topics included
<ul style="list-style-type: none"> ■ Key concepts ■ Customize BMC Remedyforce ■ Configure BMC Remedyforce ■ Localize BMC Remedyforce ■ Create an approval process ■ Configure Self Service 	Administrator's Guide	<ul style="list-style-type: none"> ■ Understanding different UIs ■ Managing configuration items ■ Importing data from various external data sources ■ Integrating BMC Remedyforce with other applications ■ Working with request definitions
<ul style="list-style-type: none"> ■ General enhancements ■ Corrected issues ■ Known issues 	Release Notes	<ul style="list-style-type: none"> ■ What's new ■ General enhancements ■ Supported software information ■ To be removed features ■ Corrected issues ■ Known issues
Configure and set up BMC Remedyforce for trial customers.	Getting Started Guide for Trial Customers	<ul style="list-style-type: none"> ■ How to set up and configure BMC Remedyforce for trial customers ■ How to evaluate various features

Supported localized versions

BMC Remedyforce is available in the following languages:

- English
- French
- German
- Japanese
- Spanish

IMPORTANT

The Japanese help for BMC Remedyforce 20.13.01.014 is available with the BMC Remedyforce 20.13.01.014.024.

General recommendations

BMC provides the following recommendations for BMC Remedyforce 20.13.01.014.024.

Table 1-5: General recommendations for BMC Remedyforce

Recommendation	Details
Use single browser instance	Logging on to BMC Remedyforce simultaneously from more than one instance of the same browser results in data loss if one instance of the browser is closed.
Screen resolution	BMC recommends that you view BMC Remedyforce with a screen resolution of 1280x1024.

Disabling chatter in BMC Remedyforce

The Chatter options are available in BMC Remedyforce by default. To disable the Chatter options, you must disable Chatter in the Salesforce organization.

- To disable Chatter in BMC Remedyforce, navigate to **Remedyforce Administration > Application Settings > Chatter** in the BMC Remedyforce home page. Select the **Disable Chatter** check box.
- To disable Chatter in your Salesforce organization, navigate to **Setup > App Setup > Customize > Chatter > Manage Your Chatter Settings**. Click **Edit** and clear the **Enable** check box in the Chatter Settings section.

Configuring BMC Remedyforce in a developer or a configuration only sandbox organization

When you create a developer or configuration sandbox organization from the production environment, the out-of-the-box data such as **Actions**, **Categories**, **Navigators** is not populated automatically. The out-of-the-box data is created only when the Remedyforce Administration page is loaded for the first time. Therefore, BMC recommends that you first click the **Remedyforce Administration** tab and not navigate to any other page until the Remedyforce Administration page is loaded completely. The initial load of the Remedyforce Administration page might take several seconds.

Supported software

The following table summarizes the supported software, devices, and integrations that work with BMC Remedyforce.

Table 1-6: Supported software, devices, and integration information

Product name	BMC Remedyforce 20.13.01.014.024
Browsers	Mozilla Firefox 19.0.2 Microsoft Internet Explorer 10.0, 9.0, 8.0, 7.0 Apple Safari 5.1.2, 5.0.5 Google Chrome 25.0
Asset management	Microsoft System Center Configuration Manager 2012, 2007 BMC FootPrints Asset Core 11.5 BMC BladeLogic Client Automation 8.2.02, 8.2.01, 8.2.00 BMC Atrium Device and Dependency Mapping 9.0, 8.3.2.2, 8.2.1 Dell KACE K1000 Systems Management Appliance v5.3.53053
Knowledge management	Salesforce.com Article Management RightAnswers Knowledge Management 1.3
Network monitoring and Event Notification	BMC ProactiveNet Performance Management 9.0.20, 9.0, 8.6 BMC Server Automation 8.2 Service Pack 1 BMC Real End User Experience Management 1.3
Survey tools	Survey Monkey
Communication protocol	Lightweight Directory Access Protocol (LDAP) 3, 2
Mobile devices	BlackBerry Smartphone with operating system 5.0 and later iPhone 3G with operating system 3.1.2 and later
Data integration tool	Pentaho 4.4, 4.3, 4.2, 4.1
Telephony Application Programming Interface	Salesforce.com Computer telephony integration (CTI) (Tested with Demo CTI Adapter 4.02)
Social media	Salesforce.com Chatter 3.0

Corrected issues

BMC Remedyforce version 20.13.01.014.024 is a cumulative release and includes the fixes that were provided in version 20.13.01.014.

- Release 20.13.01.014.024 (page 14)
- Release 20.13.01.014 (page 19)

Release 20.13.01.014.024

This section describes the corrected issues in the BMC Remedyforce 20.13.01.014.024 release.

Table 1-7: Issues corrected in BMC Remedyforce 20.13.01.014.024

Issue	Case	Description
66664	156478	When you tried to create an incident using the email message, the error notification was returned back to sender of the email message and not to the email address used for the Route Error Emails to This Email Address in email message.
67131	NA	When you used an email message to create an incident, the incident was not created if you used delimiters with keywords and without using #### in the email body message.
67392	157235	If you created a custom object with a name identical to the object name of the Remedyforce objects with defined validation rules and when you tried to create templates using the custom objects you received the following error message: Field Change_Request__c.System_Requirements__c is inaccessible in this context An unexpected error has occurred. Your solution provider has been notified. (BMCSERVICEDESK)
67571	157829	If you tried to clone a Request Definition with conditional input values, you received the following error message: serId:1,value:List of size 83 too large to display
67679	158053	Although only the incident owner's email address was configured, the notification email created duplicate entries in the To field for milestone notifications.
67725	157722	When you tried to create a service request using Self Service, you received the following error message: Insert failed. First exception on row 0; first error: CANNOT_INSERT_UPDATE_ACTIVATE_ENTITY, BMCSERVICEDESK.STEVALFORINCIDENT: execution of AfterInsert caused by: System.QueryException: unexpected token: '1' Class.BMCSERVICEDESK
67730	157183	In an incident record, the Due Date pop up window did not appear if you removed the Category tree for the incident record in the Visualforce page layout UI.
67737	157311, 157736	If a Service Request Template with multiple tasks defined was applied to an incident, when the first task was completed and closed, you were not able to change the status or ownership of the additional tasks.
67767	158466	When all the tasks for an incident record were closed and if a new task was created or an existing task was reopened, the value of the All Tasks Closed Controller still remained True.
67768	158438, 158523, 158602	When you clicked Submit for the feedback of a knowledge article, the feedback was not submitted and the feedback window remained open.
67775, 67973	157735, 158833	If you were using Self Service in Internet Explorer 9.0 browser, when you opened a service request that contained several Input fields, some Input fields did not appear and the browser continued to load.

Table 1-7: Issues corrected in BMC Remedyforce 20.13.01.014.024

Issue	Case	Description
67784	158450, 159989	User documentation did not state that the Configuring Queue and User assignment option was available for Salesforce page layout UI only.
67787	158589	In Self Service, when you applied a template to an incident and if you added extra text in the Description field, on saving, the incident was created without the added text.
67791	158671	In Self Service, if only the Browse check box was selected in the Service Request settings, you were not able to submit a request.
67792	158674	In Self Service, if only the Enable preview of service requests and Browse check box were selected in the Service Request settings, you were not able to submit a request.
67793	158677	In Self Service, although a knowledge article was reviewed, the Viewed in Self Service and Used in Self Service field values were not updated and the knowledge article did not move up in the order.
67806	158596	In Self Service, even though a knowledge article was reviewed, the Viewed in Self Service field value was not updated.
67807	158425	Although you had selected the Turnaround Time and Approvals check boxes when you created a Service Request, the Turnaround Time and Approvals fields were not available to the client in the Self Service portal Service Requests.
67815	157197	When you imported the user information from the LDAP servers using the Pentaho Data integration tool, the data in the Pentaho package logs and the email received by the administrator after the import was completed did not match.
67844	158362	When you tried to close a problem that had multiple incidents linked and if one of the linked Incident was already closed, you received the following error message: The Incident is closed. Reopen the Incident to modify it.
67850	NA	When you created a new Configuration Item, in Attributes section, you were not able to select the date from the calendar.
67862	158959	When you opened an existing change request and used the Send Email option to send an email message, the resulting email message did not contain the link for staff user to open the change request record.
67863	158727	When you tried to insert a new category type for a parent category, you received the following error message: Insert failed. First exception on row 0; first error: CANNOT_INSERT_UPDATE_ACTIVATE_ENTITY, BMCServiceDesk.CategoryViewOnSetting: execution of AfterInsert caused by: System.NullPointerException: Attempt to de-reference a null object (BMCServiceDesk) : []
67865	158958	In the Standard page layout UI, if you added a note using new Visual Force component, a different identifier was added than the one that should be added when a New Action in the Action History related list was used to add the note.

Table 1-7: Issues corrected in BMC Remedyforce 20.13.01.014.024

Issue	Case	Description
67872	158918	In the CMDB, if a configuration item had more than 800 relationships, the relationships in the CMDB class were not shown. However, if you exported the data using the data loader, the relationships were visible for the configuration item. Workaround: A configuration item can now have 1500 CMDB class relationships.
67925	NA	The Changes that were past their scheduled end date and Problems that were past their due date option in the Quickview did not display any results.
67926	158511	When you created an incident record using an email message, the special characters in the email message were replaced with ?.
67939	159155	The records in the View list for the Incident Console and Task Console were not sorted alphabetically.
67941	159211, 160039	When you applied an Incident Template to an existing incident record in the queue with an assigned staff member, the data in the Staff field was cleared.
67953	159344	If you tried to create a configuration item (CI) with & in the name, when the service instance was created, the & was replaced with &.
67957	159371	If you added a custom check box to the Self Service: View Tickets and Requests of Incident field set and clicked on the View Tickets and Requests in Self Service, you received the following error message: Invalid conversion from runtime Boolean to String
67972	158891	The Save icon was not labelled correctly if you had installed the Jaws application and used the Salesforce portal in the Accessibility Mode.
67974, 67986	159225, 159934	In Self Service, if the Request Definition description contained a new line character or double quotes, the service requests were not displayed in the Submit a Request tab.
67985	159428	In Self Service, in the Request a Service tab, the service requests were not displayed in an alphabetical order.
67998, 67961	159335, 159411	In Self Service, the Description field displayed the DISPLAY value instead of the STORED value from the mapped picklist type of request input field from service request.
67999	159321	When you opened two or more incident records using the quickview on the Remedyforce Home tab, the incident record numbers were truncated.
68000	159230	In Configure Self Service > Tiles Visibility and Order , when you cleared some check boxes, on saving, the options were selected again.
68007	159504, 159578, 160311, 159596, 159691, 160104, 160312	In Self Service 2.0, if there were any validation rule created for some field for the incident object, then the incident custom page did not display any validation error to user when the validation rule failed.
68036	159425	When you created an Incident using a Service Request, the tasks associated with the Service Request were duplicated.

Table 1-7: Issues corrected in BMC Remedyforce 20.13.01.014.024

Issue	Case	Description
68037	159600, 159703	In a developer sandbox organization, when you created a new incident and selected the Queue and Staff Assignment Details check box and clicked the Queue lookup, you received the following error message: EXCEPTION (SP1): Attempt to de-reference a null object For more information, see “Configuring BMC Remedyforce in a developer or a configuration only sandbox organization” on page 12
68043	NA	In the new Self Service UI, when you opened a service request that was created in the old Self Service UI, you received the following error message: 'The value 'null' is not valid for operator '>' Error is in expression '{!!IF(AND(IF(requestBean.serviceRequest.CustomerPrice__c>0,true,false),showPrice),'','none'))}' in component <apex:outputPanel> in page bmcscdf:selfserviceincidentcustom'
68059	NA	The Service Hours for the Business Service Instances were not displayed correctly.
68065	159725, 159745, 160079	After you upgraded to BMC Remedyforce 20.13.01.014, when you created a developer sandbox organization for testing, the Remedyforce Workspaces tab did not display all the features. For more information, see “Configuring BMC Remedyforce in a developer or a configuration only sandbox organization” on page 12
68066	159727	After you upgraded to BMC Remedyforce 20.13.01.014, when you created a developer sandbox organization and you tried to open the Status page from Configure Application , you received the following error message: EXCEPTION (SP1):Attempt to de-reference a null object For more information, see “Configuring BMC Remedyforce in a developer or a configuration only sandbox organization” on page 12
68070	159704	After you upgraded to BMC Remedyforce 20.13.01.014, when you opened an existing service request, you received the following error message: The value 'null' is not valid for operator '>' Error is in expression '{!!IF(AND(IF(requestBean.serviceRequest.CustomerPrice__c>0,true,false),showPrice),'','none'))}' in component <apex:outputPanel> in page bmc servicedesk:selfserviceincidentcustom
68071	159737	User documentation did not state that the Stage Progression bar was displayed on the Self Service 1.0 only. If you were using Self Service 2.0, the system administrator needs to add the Status field to the Incident or Service Request form to view the status of the record.
68072	159520	The Multi-Select Picklist field did not populate the options for the incident created using an email message.
68115	159303	If you were using the Japanese version of BMC Remedyforce, when you tried to create a knowledge article for a Problem record, the Type list displayed only one option.

Table 1-7: Issues corrected in BMC Remedyforce 20.13.01.014.024

Issue	Case	Description
68117	159514	After you upgraded to BMC Remedyforce 20.13.01.014, when you applied a template with a Status of Closed to an incident, the State Open field was still set to true.
68119	159591	When you created an Incident, the categories assigned to the Urgency field were over ridden by the mapped urgency in the email mapping settings.
68120	159554	When you created a Service Request using a Request Definition template, the Category field displayed the category of the Request Definition instead of the category of the applied template.
68123	NA	In Self Service, when you used a custom Incident form and selected a lookup value for a field, on submitting the ticket, you received the following error message: EXCEPTION (SP1):Attempt to de-reference a null object
68143	159617	When you created a new task for a service request that had an associated closed task, all the input fields were not displayed for the new task.
68197	159932	After you upgraded to BMC Remedyforce 20.13.01.014, when you navigated to the Remedyforce Administration tab or Remedyforce Workspaces tab, you received the following error message: An unexpected error has occurred. Your solution provider has been notified. (BMCServicedesk)
68212	159590	When you tried to create an incident using an email message sent through a phone or a text message, no incident was created and the email message was returned back to the sender with the following message: System.NullPointerException: Attempt to de-reference a null object
68237	159992, 160051	When you created a QuickView and added the Created By ID field to the query, no results were displayed when the query was run.
68245	159927	The header text of the Approval History in the Incident Console was not visible as the color of the text was same as the background.
68257	159124, 160194	In Self Service, the time of the Client note in the Incidents and Service Requests was displayed in the GMT format instead of the other date field format.
68276, 68290	159924, 160138	In the Incident Console, the custom fields were visible although the fields were disabled for some client profiles.
68277	160072	When you tried to open a change schedule for an existing change request, you received the following error message: An unexpected error has occurred. Your solution provider has been notified
68303	NA	If you had opened an incident from the Queue in the Quickviews, when you opened the second incident, the incident number of the second incident was not displayed correctly.
68304	NA	The dates of the change schedule were displayed with 255 as the prefix.
68327	159654	After you migrated to Self Service 2.0, when you tried to reset the password for Self Service login page using the Forgot Password link, you received the following error message: Your username was not found.

Table 1-7: Issues corrected in BMC Remedyforce 20.13.01.014.024

Issue	Case	Description
68328	159963	In the Incident Console, although the Account field was populated, the lookup for the Client ID field displayed all values instead of the values associated with Account field value.
68336	NA	In Self Service, when you tried to view the Approval Information action for a service request, you received a Java Script Error.
68353	160317, 160229, 160446	After you upgraded to BMC Remedyforce 20.13.01.014, if you created a developer sandbox organization and navigated to the Self Service settings, you received the following error message: Attempt to dereference a null object.
68375	NA	In Self Service 2.0, if you added multiple requests in your cart and if you removed all the requests from the cart, the cart did not refresh after the last request was removed and the last request still remained in the cart. For more information, see “Configuring BMC Remedyforce in a developer or a configuration only sandbox organization” on page 12
68376	NA	In Self Service 2.0, although there were only 3 service requests in the cart, in the lower right hand corner it was shown as Displaying Records 1-4 of 3.
68392	160353	Although the Show ‘Submit a Ticket’ link check box was cleared in the Remedyforce Administration > Configure Self Service > Incidents settings, the Search results on the Self Service still displayed the Could not find what you need? Submit a Ticket option.
68411	159721	If you were using Internet Explorer 9.0 browser, then on the Remedyforce Dashboard, you were neither able to select a QuickViews nor drag and drop the QuickView to add it to the Remedyforce Dashboard.

Release 20.13.01.014

This section describes the corrected issues in the BMC Remedyforce 20.13.01.014 release.

Table 1-8: Issues corrected in BMC Remedyforce 20.13.01.014 (Part 1 of 3)

Issue	Case	Description
65775	155141	After you created a new account in BMC Remedyforce, you could not assign roles to the first client for the newly created account.
65802	155149	When you created a new QuickView by using the Incident History object as the data source, you received the following error message: Error is in expression '{!stepChartview}' in component <apex:page> in page bmcservicedesk:qwiztableviewpage
65851	155660	In the Visualforce page layout UI, if you added a CTI page to a new incident record and opened the same record in the Salesforce page layout UI, you received the following error message: Script Thrown Exception
66200	156405	You could not save the field settings in the CI Explorer .
66298	156578	If the localized Stage names contained more than 22 characters, some characters were cut off and the form was not displayed correctly.

Table 1-8: Issues corrected in BMC Remedyforce 20.13.01.014 (Part 2 of 3)

Issue	Case	Description
66371	156660	In the Service Request Management form, you could not change the sort order of the Service Request list values from alphabetical to as entered.
66378	156630	In the Salesforce page layout UI, you could not view the service request detail for a closed incident. However, if you reopened the incident, you were able to view the service request details.
66391	156494	When you imported a task record from organization A to organization B, the Opened Date in organization B was saved with the current date instead of the original open date from organization A.
66392	156728	In the Salesforce page layout UI forms, if you selected the Client ID with an assigned Urgency , the Urgency was not reflected on forms.
66401	None	If you created a knowledge article for a problem that contained a deleted category, an incorrect error message was displayed.
66426	156770, 157424	When you tried to create a knowledge article from a Problem form, you received the following error message: The article title should not be greater than 255 characters.
66427	156765	You could not use the email message alerts from the workflows for knowledge articles because the knowledge articles were not available in the Email Template list.
66610	157021	In Self Service, you could not disable the Broadcast ticker.
66611	156958	When you created a service request by using the Incident form, after the browser refreshed, the service request was still shown as an incident instead of a service request.
66775	156582	In the Service Level Qualification section, when you added a Staff field to the Incident form and tried to select the Staff field, it was not available.
66776	157115, 157394	When you opened a service request created in Visualforce page layout UI in the Salesforce page layout UI, you received the following error message: SOBJECT row was retrieved via SOQL without querying the requested field: BMCServiceDesk__BMC_BaseElement__c.Name
66909	153913	When you tried to configure the accounts , the Account Owner list contained all the staff users instead of the client who owned the account. The tooltip for the Account Owner field displayed incorrect information.
66990	157282	In the Visualforce page layout UI, when you changed the category for an incident record, the Priority field was cleared and it was not recalculated.
67021	157474	When you created a custom field in a CMDB class, you could assign the rights to the profile as hidden. However, when you were logged on with a non-administrator user profile, the custom field was visible but in the read-only format instead of the hidden format.
67028	157526	In Self Service, when a user clicked on your company logo, the user was redirected to the BMC Cloud website instead of your company's website.
67164	157317	After you upgraded to BMC Remedyforce 20.12.02.017.018, when you replied to an email conversation from the Incident Action History , duplicate Email Sent action history records were getting created.
67165	157480, 157520	After you upgraded to BMC Remedyforce 20.12.02.017.018, when a service request was created from Salesforce page layout UI, some days later the service request was converted to an incident and all the request details were deleted.

Table 1-8: Issues corrected in BMC Remedyforce 20.13.01.014 (Part 3 of 3)

Issue	Case	Description
67225	157479	In the Visualforce page layout UI, when you added a note to an incident, the Auditing section did not show the updated count for the incident record. However, if you added the duration with the note, the count in the Auditing section was updated.
67280, 67681	157659, 158101	After you upgraded to BMC Remedyforce 20.12.02.017.018, in the Visualforce page layout UI, when you created a new incident and applied a template, the information entered in the Incident Description field was deleted.
67348	157704	In an Incident object, the custom numeric field with 2 precedes did not accept float values and you received the following error message: Please enter a numeric value
67457	157335, 157841	In Self Service, when you tried to reopen a closed incident, you received the following error message: Error occurred while loading a Visualforce page.
67507	157606	When you cloned a change request, the Priority field was not updated with respect to the values of the Impact and Urgency fields. Priority was always shown as 4.
67508	157887	When you tried to update an SLA and clicked the Accounts list, the pop-up window for accounts went blank.
67530	157686	When you tried to close a broadcast that was linked to multiple incidents, you received the following error message: System.LimitException: BMCServiceDesk:Too many SOQL queries: 101. Error is in expression '{!save}' in component <apex:page> in page bmc servicedesk: broadcastclosepage

Known issues

The following issues remain open in this release of BMC Remedyforce.

Table 1-9: Known issues (Part 1 of 4)

Issue	Description
60563	When you change the support hours in an agreement or update the existing business hours, the Time Remaining field is updated in an applicable service target transaction, but the value of the Target End Date field of the service target transaction is not updated.
60576	If you are using the Japanese version of BMC Remedyforce, the Search feature of the Online Help does not return search results.
60658	If you create custom actions with the Launch In option set as Remedyforce tab , some URLs, such as Google Maps, may not launch correctly. Workaround: BMC recommends that you use the other options (Browser tab or Browser window) in the Launch In field for such URLs.
60779	If a configuration item is linked to a client, the configuration item is displayed in the Supporting Information section of the client; however, the client is not displayed in the Supporting Information section of the configuration item. Contact BMC Customer Support to help you in implementing the scripted solution.

Table 1-9: Known issues (Part 2 of 4)

Issue	Description
60999	If you are using the 64-bit version of Internet Explorer 8.0.7600.17514, the user interface appears distorted. Workaround: BMC recommends that you upgrade to Internet Explorer 9.0.
61653	While assigning a suggested expert to an incident, task, or broadcast, if you search for a staff member on the Select From Staff window, no records are displayed.
62358	When you are using Mozilla Firefox and a broadcast is scrolling in BMC Remedyforce, the CPU consumption is increased.
62902	In customized forms, a custom lookup field that displays the users assigned to a specific role does not filter users correctly.
63085	The number of characters that can be entered in the Reasons, Rollout Plan, and Back-out Plan tabs in a change request is limited. Workaround: BMC recommends that you add attachments to the change request in the Documentation tab in the Supporting Information section.
63095	In customized forms, referenced fields (fields that are linked by a lookup field) are not displayed. Workaround: BMC recommends that you create formula fields.
63154	In Google Chrome or Firefox, if the Zoom value is 100%, the calendar for the Due Date field on the Problem form is displayed completely.
63240	The memory usage of Internet Explorer 8 or 9 increases to a point that it crashes when you are accessing existing records of various objects in BMC Remedyforce.
63355	If you are changing the owner of an existing problem or task record, the Incident tab is shown highlighted on the Ownership Edit page.
63564	The original equipment manufacturer (OEM) version of Internet Explorer, version 8.0.7601.17514, shipped on some Dell computers has performance and functionality-related issues that cannot be addressed. Workaround: BMC recommends that you upgrade your browser to Internet Explorer 9.0.
63729	If you create a PDF report from the Remedyforce CMDB tab that contains unicode characters, the unicode characters are not displayed in the report.
64002	If you are using the Japanese version of BMC Remedyforce, the tooltips, captions, and labels are not translated.
64039	If you change the Urgency field of an incident and save the record, the record is not saved. Workaround: To save the record, click Save again.
64433	In an enterprise organization, if you had created a custom object that has a same name as the objects used in BMC Remedyforce, such as Task (API name: Task__c), the installation of BMC Remedyforce failed. Workaround: You must rename the custom object or enable the Field History Tracking field and create Record Type for the custom object. For more information, see https://magickb.remedy.com:443/rkm/viewdoc.jsp?remedy=1&doc=24998&user=Self%20Help .
64509	If you attach an attachment to an incident, change request, problem, or task record in Salesforce page layouts, the attachments are not visible in the Visualforce page layouts. To access the Visualforce pages of a record, navigate to BMC Remedyforce Home (tab) > Workspaces .

Table 1-9: Known issues (Part 3 of 4)

Issue	Description
64962	If you add a Picklist field, called Type to the Incident object in the Custom Fields & Relationships section, an error is displayed when you click Incidents in the Visualforce pages of BMC Remedyforce. Workaround: Change the field name on the custom list to something other than TYPE.
65134	In the Incident List View, the search results for the values in the Category field are not displayed.
65160	In the Self Service app for the BlackBerry mobile devices, you cannot add an existing photo to a request.
65183	In Chrome and Internet Explorer, it is difficult to understand which option you are selecting in the View list (on the Views drawer) of a change schedule. Workaround in Chrome: Select the required option even if the selection keeps changing. Workaround in Internet Explorer: Click the View list and move your mouse away from the list, but on the Views drawer. Select the required option.
65646	When you move your mouse over the top links, and click on the buttons that appear, the application might not work as expected. For example, when you move your mouse over Linked Tasks link and click Create and Link button, the page to create a new tasks might not appear as expected.
65689	If you have added any date type field on the incident email templates, the date is displayed in the GMT format in the email communication.
67162	When you add a new QuickView on the Dashboard, the QuickView is added but you receive the following message: There is no data to display.
67679	Even though only the incident owner's email address is configured, the notification email creates duplicate entries in the To field for milestone notifications.
67692	When you send an email message by opening an existing incident, the email message is sent but you receive the following error message: Delete failed. First exception on row 0 with id 00P2000000Le1IWEAZ; first error: CANNOT_INSERT_UPDATE_ACTIVATE_ENTITY, BMCServiceDesk.Populatecustomattachment: execution of AfterDelete caused by: System.QueryException: Non-selective query against large object type (more than 100000 rows).
67812	In an Incident form, you are not able to filter the Staff field to display the client user and staff users separately.
67816	If you are using Internet Explorer 9.0 or 10.0 browser and when you access the Change Schedule in the Visualforce page layout UI, the View pullout option window does not remain open. However, this works fine in the Mozilla Firefox 20.0.1 browser.
67816	When you use the change schedule in Visualforce page layout UI, the view pull out options does not stay open the change schedule or to select the time period menu.
67906	If you use the Chatter post to create an incident, when you clicked on the incident link in the Chatter post, the incident opens in a Standard page layout instead of the Incident Console page layout.

Table 1-9: Known issues (Part 4 of 4)

Issue	Description
67955	If you are using the Configuration Item field on the Incident Console, the look up search takes 6 seconds to return data for the field.
68001	When you try to view the linked Configuration Items for a client from the Client form, you receive the following error message: System.NullPointerException: Attempt to de-reference a null object An unexpected error has occurred. Your solution provider has been notified. (BMCServiceDesk)
68384	When you import Business Service records for Remedyforce CMDB, the Service Name and Description field values are not displayed. If you try to open the imported Business Service record, you receive the following error message: An unexpected error has occurred. Your solution provider has been notified. (BMCServiceDesk)
68387	The BMC Remedyforce documentation does not include the field types that you can search for in the list views of the Incident Console and Task Console tabs, Self Service search and in lookup windows.
68396	The Viewing submitted tickets and service requests section of the <i>BMC Remedyforce User's Guide for Self Service</i> does not mention that in the View Tickets and Requests list, you cannot search for values in the field types, such as lookups, formula fields, and so on.
68466	In the Japanese version of BMC Remedyforce, if click on the help knowledge article, the help files does not open and you receive the following error message: HTTP 404 error found in IE Workaround: BMC recommends you navigate to any other tab, click the help link and navigate the knowledge article help section.
None	If Remedyforce test code is executed in an organization where Remedyforce is installed, the record number starts at a higher number.

Support information

Based on the support policy adopted September 1, 2011 (<http://www.bmc.com/support/prod-support-policy-time-based.html>), for releases from that date forward, BMC provides technical support for a product based on time rather than number of releases. The previous release-based policy applies to releases before September 1, 2011 (<http://www.bmc.com/support/prod-supp-policy-release-based.html>).

To view the support status for this release, see <http://webapps.bmc.com/support/faces/az/prodallversions.jsp?seqid=178930>.

For information about the support policy, see <http://www.bmc.com/support/product-availability-compatibility>.

If you have problems with or questions about a BMC product, see the Customer Support website at <http://www.bmc.com/support>. You can view or download product documents, search the Knowledge Base for help with an issue, and download products and maintenance. If you do not have access to the web and you are in the United States or Canada, contact Customer Support at 800 537 1813. Outside the United States or Canada, contact your local BMC office or agent.

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