

Systems Manager: Known Issues for the November 2009 Release

| Known Issues | Category | Description | Status |
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| Bug 8107 | Dashboard | Dashboard - will not allow you to add 6 items | Coming |
| Bug 4458 | Dashboard | The Remove button is missing from My Links. | Fixed |
| Bug 7448 Ticket 14141 | Dashboard | If you have 2 ticket reports filtered by different assignees, when you alter a ticket from one report and save, a ticket from the alternate report is displayed instead of the ticket just altered. | Coming |
| Bug 5656 | Community | If you attempt to import a package with a duplicate filename, Systems Manager creates a duplicate file source and causes an error when you edit the package. | Coming |
| Bug 6235 Ticket 9848 | Community | The left and right arrow buttons that allow you to navigate from one page of your community items to another are not working properly. | Coming |
| Bug 7209 | Community | Import of priorities is not setting default properly | Coming |
| Bug 7519 | Community | If set to use the default e-mail for ticket notifications, the company the data is imported to will set the custom e-mail address to that of the control community company | Coming |
| Bug 7951 | Community | Importing help desk settings or escalations may throw an error | Fixed |
| Bug 8137 | Help Desk | Deleted Escalation Rule still escalates existing tickets | Coming |
| Bug 8039 | Help Desk | Ticket attachment collapse/expand icon unnecessary | Fixed |
| Bug 7995 | Help Desk | Attachments allow bad characters in filename | Fixed |
| Bug 8029 | Help Desk | Error when refresh ticket via browser after saving | Coming |
| Bug 7969 | Help Desk | last updated date not updating on child tickets w/ propagated changes | Coming |
| Bug 8035 | Help Desk | Script error when saving ticket | Fixed |
| Bug 8070 | Help Desk | clicking ticket link in email notification goes to Reset Portal error | Coming |
| Bug 4920 Ticket 9613 | Help Desk | The Custom Solution option can be confusing to use. | Coming |
| Bug 4940 | Help Desk | When you enter a ticket description or solution using Microsoft Internet Explorer, Systems Manager does not preserve the formatting. | Coming |
| Bug 7149 | Help Desk | Unable to turn off notifications based on priority. Work around: Set the Priority to 1 so you will only receive notifications with tickets of the top priority | Coming |
| Bug 7383 | Help Desk | Survey response pages do not use company set icon for branding | Coming |
| Bug 6034 Ticket 9202 | Help Desk | For ticket advanced search, you only get enabled end user search results when the 'enabled' box is unchecked for the end user search pop up | Coming |
| Bug 7928 | Help Desk | Closed ticket approval state not indicated properly | Coming |
| Bug 8234 | Help Desk | Error re-opening a ticket when approval rejection closes and there is an incomplete task | Fixed |
| Bug 8148 | Help Desk | Copy ticket does not copy tasks | Fixed |

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| Bug 7823 | Help Desk | No pop up warning of unsaved ticket changes when switch tabs and then cancel out | Fixed |
| Bug 7954 | Help Desk | Batch update page: unable to set solution in IE | Fixed |
| Bug 8256 | Help Desk | Delete attachment doesn't flag the ticket as unsaved | Fixed |
| Bug 8117 Tickets 16953, 16987, 16984, 16959, 16955, 16954 | Help Desk | Ticket attachment tab title count set to zero when there are attachments on the ticket after saving changes. | Fixed |
| Bug 8193 Ticket 16632 | Help Desk | Unable to download attachments from ticket approval page | Fixed |
| Bug 8215 Ticket 16780 & Ticket 16632 | Help Desk | Approval processes are sometimes jumping to a different state on creation | Fixed |
| Bug 8222 | Customer Service Center | If multiple end users are associated with an asset, the end user can not search for a new end user that is not already associated | Coming |
| Bug 8125 | Customer Service Center | CSC Register Reset fails after error | Fixed |
| Bug 7999 | Customer Service Center | Display CSC graphic in TSM header | Coming |
| Bug 7988 | Customer Service Center | remove 'register' button from CSC login page | Fixed |
| Bug 7344 | Customer Service Center | Error during login to CSC when IE content advisor enabled | Coming |
| Bug 6468 | Customer Service Center | Error attempting to access CSC without MA when service disabled | Fixed |
| Bug 7474 | Customer Service Center | Register link still present when set to not allow registration | Fixed |
| Bug 8110 | Customer Service Center | Create ticket requires two clicks if a long custom field is enabled | Fixed |
| Bug 8119 | Customer Service Center | Category reset on create ticket if receive a pop up concerning required fields | Fixed |
| Bug 8115 | Assets | PC Recovery tab - can't return to Snapshots | Coming |
| Bug 5423 | Assets | End user information on the Remote Control System Summary page is not correct. | Coming |
| Bug 5681 Ticket 10338 | Assets | The asset detail view does not display any Microsoft Vista last logged in users. | Coming |
| Bug 6867 | Assets | If you click View All while editing a static group's asset list, Systems Manager does not | Coming |

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| Ticket 11953 | | indicate the members of the group even though they were selected in the previous view. | |
| Bug 7153 | Assets | Computer data type reports containing NIC information will throw an error after the March 2009 release update due to the update to reduce duplicate rows in computer reports. You now must use Hardware reports to get NIC information | Fixed |
| Bug 7955 | Assets | Links added to custom fields in asset details are not opening properly | Fixed |
| Bug 8091 | Remote | International characters not displayed in Remote tab | |
| Bug 3945 Ticket 12179 | Remote | The Find link returns a null matches message if you leave the File Name field blank. | Coming |
| Bug 4867 Ticket 7511 | Remote | The Web-based remote viewer Ctrl+Alt+Delete option is not working properly. | Coming |
| Bug 6149 | Remote | Unattended remote control with prompting on Microsoft Vista systems is unreliable. | Coming |
| Bug 6726 | Remote | Filtering remote control systems removes some options from the pop-up menu. | Coming |
| Bug 8046 | Software Distribution | Missing ENDPOINT object breaks software distribution | Coming |
| Bug 8106 | Software Distribution | Hosted Files cannot be edited | Coming |
| Bug 5450 | Software Distribution | You cannot run visual basic scripts from distribution. | Coming |
| Bug 6816 | Software Distribution | If you view the action status details for a distribution and then view another distribution and resort or use the page navigation, Systems Manager returns you to the results for the first distribution you viewed. | Coming |
| Bug 7998 | Patch Management | New Patch MS09-037 shows errors on Win2K8 | Coming |
| Bug 8101 | Patch Management | Approval Audit log is not updating | Fixed |
| Bug 8094 | Patch Management | Some bulletins listed multiple times | Coming |
| Bug 5601 | Patch Management | In the patch scan history, your sort order is not preserved if you clear part of the event history. | Coming |
| Bug 5610 | Patch Management | Secscan does not detect required patches for Microsoft Vista. | Coming |
| Bug 8223 | Patch Manage | System name drill down not functioning from scan errors report | Fixed |
| Bug 8018 | Reports | Memory size filter displays wrongly | Coming |
| Bug 7958 | Reports | Exporting to Excel produces invalid export file | Coming |
| Bug 8104 | Reports | Report filters don't update properly sometimes | Coming |
| Bug 8087 | Reports | Network Devices report throws Portal Reset error | Coming |
| Bug 3186 | Reports | Systems Manager generates an error if you convert a matrix report to a summary style report. | Coming |
| Bug 6721 | Reports | If you save a report with modified filters, the Report Summary on the Reports tab does not display the modified filters when you edit the report; however, Systems Manager | Coming |

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| | | preserves the changes and displays them correctly after you save the report. | |
| Bug 6746 | Reports | Reports with two or more filters based on dynamic groups generate an error. Workaround: Create one dynamic group with all filters and set that group as a filter in the report. | Coming |
| Bug 8103 | Admin | Weekly repeating holiday fills in all days on Service Calendar monthly view | Coming |
| Bug 8097 | Admin | Roles:Specialists not removed from 'Available' | Coming |
| | Admin | You can now disable a specialist, but you must also disable the specialist's end user account. (All specialists are end users.) | Coming |
| Bug 5367 | Admin | If you enter an existing department name on the Edit Department page, the page becomes the Create Department page and you receive a message stating that the department already exists. | Coming |
| Bug 5777 | Admin | If the depot delegate changes, caching does not detect the change of IP address. | Coming |
| Bug 8268 | Admin | End user notification options set to 'any modification' or 'never notify' should cause the status checkboxes to become disabled since they are not needed | Coming |
| Bug 7961 | Admin | End user incident notification template is still present | Fixed |
| Bug 8182 | Admin | Error deleting workgroups | Fixed |
| Bug 8216 Ticket 16547 | Admin | Unable to edit time worked on admin tab when time worked set to required and the ticket has an attach | Fixed |
| Bug 7363 | Knowledge Base | Sort by article type, category on report incorrect | Coming |
| Bug 8111 | Deployment | discovery may have domain suffix | Coming |
| Bug 7204 | Deployment | Error when click on system name and no asset record exists | Coming |
| | Deployment | If you initiate a discovery scan from the Scan Namespaces page, the scan does not check for credentials; the scans run with no apparent errors. If you scan the same namespace using the Scan button on the Configure Namespaces page, Systems Manager prompts you to set credentials. We are reviewing this issue to determine the best course of action. | Coming |
| | General | After you log in and click Continue on the Bulletins page, you can encounter a TSM Unknown Server Error 500. If you receive this error, close all browser sessions and try again. Or, enter the following URL https://manager.systemsmanagementondemand.com/viewDashboard.do to work around the issue. | Coming |