



# Alloy Navigator Enterprise 8.2.6 Release Notes

Version 8.2.6 of Alloy Navigator is a maintenance release. It updates Alloy Audit Tools and resolves several issues reported in previous versions.



- For things to consider before upgrading, see [“Upgrade Considerations” on page 16.](#)
- For instructions on how to upgrade to the latest version, see [“Upgrade Instructions” on page 16.](#)

## What’s New in This Version

This section describes most significant changes implemented within version 8.

### Version 8.2.6

#### AUDIT TOOLS

Alloy Audit Tools have been updated to version 6.2.2. The new version includes the following changes:

- Improved support for Windows:
  - Implemented proper detection of Windows 10 2019 LTSC (Long-Term Servicing Channel).
  - Fixed the issue with running the Inventory Analyzer on Windows XP Professional machines.
  - Now Windows service names are captured in the audit snapshot.
- Resolved the issue with incorrectly reporting VRAM size on graphics cards with more than 4 GB of on-board memory.
- Added detection of serial numbers for Autodesk AutoCAD 2020 and Microsoft Visual Studio 2019.
- Resolved the issue with the Direct Network Scan failing to audit Linux distributions with Linux kernel 5.0.
- The **Audit Progress** window has been updated with a modern look and feel.
- Some labels in the **Event Log** section of audit snapshots have been updated to match the corresponding column headers in the Windows Event Viewer.

## RESOLVED ISSUES

- This version resolves a potential vulnerability that could allow users to impersonate technicians with Windows accounts.
- Resolved the issue with Active Directory Synchronization failing to create Person records for Active Directory users containing special characters in their manager's name.
- The Web App (former Web Portal) no longer shows time in user-defined fields of Date type in hierarchical data views, such as **Organizations** and **Locations**.
- Resolved the issue with potential data cross-posting in the Self Service Portal. The issue could occur when multiple users are simultaneously creating or updating objects of the same class (for example, submitting Service Requests) via wizard forms.
- The Desktop App (former Main Console) no longer throws the *"qryMain: Field not found"* error when closing forms while the focus is on a user-defined lookup field.

### Version 8.2.5

## RESOLVED ISSUES

### Self Service Portal

- Now Self Service Portal supports typeahead allowing users to search and filter options in drop-down lookup fields.
- Wizard pages no longer appear empty in the Self Service Portal when wizard-style Action Forms contain read-only Date fields with initial values.

### Web Portal for Technicians

- Fixed the view switch control on the **Tickets** tab of the **Project** form.
- Fixed behavior of the **New** button in situations when users have no Create permissions. Now instead of an empty box, a standard **No Action** message comes up.

### Workflow Management

- Fixed *"Conversion failed"* errors when working with parameters of the Reference type that have no default value.

### Main Console

- Improved grid refresh performance after bulk updates.
- Alloy Navigator now correctly displays the compliance status for software licenses with "Per User" tracking policy.

- Attachment links in Announcement view mode now work as expected.

### Mail Connector

- Resolved the issue with displaying certain Unicode characters from email messages incorrectly.

### Alloy Discovery Synchronization

- Resolved the issue with duplicating Brand records containing the equals sign (=) in their name.
- Alloy Discovery Synchronization no longer fails when computers with very long names are involved in conflicts. Previously, the *"String or binary data would be truncated"* error could occur.

## Version 8.2.4

### DISCOVERY AND AUDIT

Alloy Audit Tools, used to detect and identify hardware and computer equipment on the network, has been updated to version 6.2.0. The new version includes following changes:

- Improved support for hypervisors:
  - Added support for VMware ESXi 6.7 and later.
  - Added support for Citrix XenServer 7.4 and later.
- Added the ability to detect and report on Microsoft Store applications.
- Added detection of installation keys and serial numbers for latest Microsoft products:
  - Microsoft Windows 10 October 2018 Update (version 1809)
  - Microsoft Windows Server 2019
  - Microsoft Office 2019
  - Microsoft Project 2019
- Added detection of Microsoft Visual Studio installation keys and serial numbers.
- Added the ability to detect Microsoft SQL Server version and build number.
- Improved detection of substituted (virtual) drives. Now in the **Peripherals > Disk Drives** section you can see whether a logical disk was created via the SUBST command.
- The total amount of system memory displayed in the **System Overview** section is being reported more accurately for Windows computers.
- Added support for macOS Mojave (version 10.14).
- Expanded the number of network device manufacturers recognized by the Inventory Analyzer.

- Now the Inventory Analyzer bypasses the Recycle Bin during file scans.
- Linux audit improvements:
  - The **Network > Network Adapters** section now shows DNS names of network adapters.
  - Expanded the level of hardware detail. The **Hardware > System BIOS and Chassis** section now shows information about OEM Strings, BIOS Serial Number, and BIOS Asset Tag. The **Hardware > Slots** section displays information about system slots.
  - The **User > User Accounts** section now shows account groups.
- The Audit Snapshot Viewer now supports quick search in all tables. Press CTRL+F to reveal the filter box in the grid's upper right corner.
- The Audit Snapshot Viewer now can be set as the default program for opening .adt snapshot files.

## RESOLVED ISSUES

### Workflow Engine

- Workflow validation rules that check whether a field is not empty now correctly handle the situation when the user first enters a value and then removes it.

### Main Console

- Closing tabs using the wheel button no longer causes errors.
- Restored the ability to print out the contents of HTML fields opened in the Editor.
- Resolved the issue where read-only system logical fields were editable on the Full Form.
- Merging Person records no longer causes the *"Unable to delete/modify object because it is referenced by other database object(s)"* error.
- Main Console performance has been improved when handling large data sets.
  - When the database contains tens of thousands reference records such as Brands or Persons, performing workflow tasks now works significantly faster.
  - Opening the **Approval Request** form now happens much faster, particularly noticeable when there is a large number of Approval Stage records.

### Web Portal for Technicians

- Email Notifications triggered from the Web Portal now properly display inline images.
- Fixed the *"Duplicate node key"* error that sometimes happened when users attempted to open Knowledge Base articles for editing.

## Alloy Discovery Console

- Resolved issue with screenshot display window within the Alloy Remote Screenshot built-in external tool. Its title bar no longer disappears when the window is maximized. The Minimize, Maximize/Restore, and Close buttons remain available.

## Version 8.2.3

### MAIL CONNECTOR

- The user interface for stripping out unwanted replies and signatures from incoming emails has been revised to provide a better user experience.

### AUDIT TOOLS

- Alloy Audit Tools, used to audit computers and display audit results, have been updated to version 6.1.4.

### RESOLVED ISSUES

#### Administrative Settings

- When the **Registration Confirmation** notification for self-registered SSP customers contains an invalid placeholder, the Administrative Settings console now displays an error message that clearly identifies the issue. Pending accounts cannot be approved until the administrator resolves the issue.
- The text on the **Configuration Settings** dialog box is no longer getting cut off when importing workflow packs for object classes with long names, such as Change Requests or Knowledge Base Articles.

#### Import Wizard

- The Import Wizard now successfully imports Assets with Brands, and creates Brand records if needed.

#### Email Integration

- The Mail Connector no longer adds blank lines to the beginning of the **Description** field when creating Tickets from HTML email messages.
- The Mail Connector now correctly processes email messages in right-to-left languages such as Arabic.

#### Web Portal for Technicians

- Now the Web Portal correctly displays the **Attachment Browser** window in all supported web browsers (Microsoft Explorer, Microsoft Edge, Mozilla Firefox, Google Chrome, Apple Safari).
- Now Actions in the Web Portal work correctly regardless of the choice of the default language for the SQL Server login used as the Database Account. Previously, attempts to perform an Action failed if the default language was set to anything other than English.

- Now Web Portal users can manage attachments (for example, delete attached files) right from the **Attachments** section on Action Forms.
- Adding or removing columns no longer affects view's grouping. In earlier versions, views could revert to a grouped state after ungrouping and then customizing their columns.
- The Advanced Filter for customizing views in the Web Portal no longer throws the *"Object reference not set to an instance of an object"* error when attempting to navigate to the desired field.

## Mobile Portal

- Resolved issues with signing in under Windows accounts.

## Self Service Portal

- The Self Service Portal now correctly applies filters added to the **Related CI** field on Action Forms for submitting Service Requests.

## Reports

- Scheduled Reports now apply the user's locale when calculating Date Range report parameters. This resolves the issue with unexpected results for "This Week" reports in countries where Monday is not the first day of the week.
- The issue with custom legacy reports not working in the previous version has been resolved.
- The layout of **Customer Satisfaction Rating by Technician** reports has been corrected. Now all columns are properly aligned.

## Processing Errors

- In earlier versions, the user could receive an ambiguous error message *"Logon Failure: the user has not been granted the requested logon type at this computer."* This happened when the Database Account did not have appropriate rights for the local computer. The error message has been improved to provide specific instructions on resolving the issue.

## Version 8.2.2

### PERFORMANCE

- The new version offers enhanced overall performance.

### RESOLVED ISSUES

The most important issues resolved in this version are listed below.

## Software Recognition

- The new version fixes the issue with duplicating Software Products records in Alloy Discovery. To address this issue, the logic of software recognition rules has been changed. Now strict Registry Conditions (conditions without wildcards) take precedence over non-strict Registry Conditions (conditions with wildcards for character substitution). This means that if a product in the Registry matches any strict Registry Condition, all non-strict Registry Conditions ignore that product.

## Appearance

- Fixed UI issues (such as cropped controls and icons, cut off text, etc.) occurred when increasing the font size in Windows by more than 100% of the defaults.

## Import Wizard

- The Import Wizard now correctly associates Assets (auto-created for imported Computers or imported independently) with their Stock Rooms. This fix also applies to the import of Stock Rules, PO Items, and Consumables.

## Web Portal for Technicians

- Now the Web Portal displays minutes in the **Time Spent** and **Cumulative Time Spent** fields in Microsoft Edge.
- Fixed the issue with some details reports generated empty under certain conditions.
- Clicking the question mark on a wizard page no longer opens the previous page, but launches the help system as expected.

## HTML Support

- The new version no longer adds unwanted HTML tags (such as quotation tags) to snippets inserted into HTML fields.

## Automation Server

- Automation Server jobs no longer stop execution of long-running SQL queries, throwing the *"Query timeout expired"* error message.

## Alloy Navigator Main Console

- Fixed the issue with the Advanced Search. Previously, the Advanced Search failed when the search results grid had the **Activity Count** field added, or when the search was performed in the **Activity Count** field.

## Reporting in Alloy Navigator

- Long-running reports no longer fail with an *"Execution Timeout Expired"* error.
- The **KPI Incidents Trend** report has been optimized, running faster even on large data.

## Version 8.2.1

### RESOLVED ISSUES

The most important issues resolved in this version are listed below.

- Fixed the login issue that affected users who specified a Windows domain account as the Database Account for the Database Access Key.
- The Self Service Portal could display incorrect button labels after the upgrade until the user clears the web browser's cache. Now the cache is updated automatically.
- The Automation Server no longer fails to send out Mail Notifications using the EWS protocol. The issue occurred on computers where the Temp folder did not exist on the system drive.

## Version 8.2.0

### USER INTERFACE

#### Map your Relationships Graphically

Understanding relationships between your critical IT infrastructure and the service you provide to your customers leverages invaluable information as important links show in a graphical network-like map.

#### No More Mistakes

We've extended spell checking to HTML fields so you can ensure messages you send to customers and Knowledge Base articles you write are free of those pesky spelling errors.

#### Easier Working with Views

Switching between views and searching in grids is more intuitive now. The drop-down list of views has been moved to a more expected place: the upper left corner of the Module menu, immediately above the grid.

### DOCUMENTATION

#### Faster, Relevant, Anywhere Help

We've moved our already powerful context-sensitive help system online to ensure up-to-the-minute information and speedy search you can access anytime — <https://docs.alloysoftware.com>.

### SLA MANAGEMENT

#### Service-Based Visibility

Which customers see Knowledge Base Articles, Library Items, and Announcements is now up to you with a robust service-based permission system allowing access by individuals and groups.

## CONFIGURATION MANAGEMENT

### Virtual Relationships

Virtual machines and their hosts are now automatically associated in their own dedicated area so you can leverage these critical relationships.

### Drive Solid State Data

Now not only can you understand the utilization of hard drive space, but now you can easily recognize which computers are using solid state technology.

## WEB PORTAL AND SELF SERVICE PORTAL

### Create Anywhere

The Web Portal now enables you to create any item from anywhere, saving you time and effort when working with multiple product areas.

### Nifty Slide Outs

When opening items in the Web Portal, a quick slide out panel gives you immediate access to information you need making navigation speedy and efficient.

### Compact Navigation

We've condensed the Web Portal side bar navigation into a sleek new mobile approach that will save you screen real estate.

### Better Self-Navigation

We've streamlined the Self-Service Portal interface for the Knowledge Base and Service Catalog to ensure your customers can more easily find what they need.

## DISCOVERY AND AUDIT

### OS Recognition Improvements

Recognizing operating systems has never been faster which means you'll see decreased auditing time and faster turnaround in getting you the critical information you need.

### Device Detection Improvements

Not only can you now detect a wider variety of printers and NAS devices, but you can expect more detailed information such as the hardware's manufacturer.

## **Details to the Switch Port**

Now you can get complete end-to-end port mapping information for discovered switches ensuring you understand not only what switches you have, but what devices are connected to which port.

## **ADMINISTRATION**

### **Reduced Management, Increased Security**

Previous versions required multiple SQL Server accounts with elevated permissions, but now you'll only need a single account, reducing administration and providing greater security.

### **One-Click Activation**

Upgrading your license has never been easier, whether you're upgrading or adding new technicians. No more fiddling with license files, just activate your product over the internet.

### **Maximize Technician Usage**

The account utilization chart will help you quickly understand how your technicians work, resulting in a solid strategy for leveraging concurrent licensing and reducing IT costs.

### **Audit Your Deleted Data**

The mystery of deleted data has now been solved with new logging capabilities so you'll know exactly who removed what and when they did it.

### **Administrative Dashboard**

Enjoy complete control over everything administrative through a new administrative dashboard that will keep you up to date on everything from system health to user and application usage statistics.

### **Switching Account Types**

Converting a technician account to a SSP customer account or vice versa no longer requires recreating accounts. Just open the account and choose the account type you want.

## **WORKFLOW MANAGEMENT**

### **Workflow Connectivity**

Now when you rename Macros, User Defined Fields, or Workflow Parameters, the related workflow will automatically update to make sure there are no loose ends.

### **Placeholder Quick Access**

You'll no longer to back out of deep workflow because now you can right-click any placeholder to bring you directly to the source.

## EMAIL INTEGRATION

### Strip Unwanted Replies

We've added preprocessing rules that allow you to strip chains of repeated replies from incoming email threads to provide you with cleaner communication threads.

### Rapid Message Flow

For those of you finding yourselves in critical, time-sensitive industries where you cannot wait for communications to go out, the outgoing email now allows for the instantaneous sending of email.

## Version 8.0

## USER INTERFACE

### HTML Support

Now we support the HTML format in descriptions for Tickets and in Activity Log records for all Alloy Navigator objects. All email notifications also operate in HTML. This change provides the following benefits:

- Email bodies come over to ticket descriptions as is, including all formatting and embedded images. Technicians no longer need to refer the **Attachments** tab searching for screenshots.
- Now all email notifications are in the HTML format, meaning technicians can format their responses using different font styles (bold, italic, etc.), font colors, and include images (screenshots) in response bodies. To cover scenarios where email clients do not support HTML, Alloy Navigator automatically generates alternative plain text message parts with all HTML formatting stripped out.
- Activity Log shows embedded images enabling technicians to see screenshots sent from or to customers.

### Improved Advanced Filter

The process of creating complex filtering expressions in data views (grids) has been simplified. The Filter Builder's UI has been redesigned and now supports drag-and-drop operations.

### Customizable Advanced Filter for Shared Views

Now technicians can temporary customize the Advanced Filter for shared views. Changes are kept during the user's session. Users with the Local View Management permission can save their changes to local copies of shared views.

### Improved Layout of Products from the Product Catalog

The layout of the **General** tab of the **Product** form has been improved. More screen real estate is provided for the **Name** and **Description** fields; other fields are organized in sections.

## SOFTWARE ASSET MANAGEMENT

### Named User Licensing

The new version adds support for named user licensing. Licenses of this type can be allocated to specific users for compliance tracking. This licensing principle entitles users to install and use the software on multiple computers. The license remains in compliance as long as it is used by designated users only.

### Multiple Installations per User

Now you can manage software licenses that allow more than one installation per user.

### License Restrictions for Auto-Allocation

Now the auto-allocation of software licenses works with regard to license restrictions. When using the **Auto-allocate to Computers with unreconciled Installations only** command, Alloy Navigator makes allocations only when discovered installations match all of the License Compliance Rules and Restrictions for the license.

### Tracked Changes to License Restrictions

Now changes made to license restrictions are tracked and displayed on the **History** tab.

### Friendlier Interface for Restriction Rules

Now when you specify a Restriction by Device Name compliance rule, you can select a computer using our standard **Select [Object]** functionality. The previous version required you to type in the computer name.

## SECURITY

### Improved Security With Encrypted Data

Alloy Navigator 8 adds support for new custom fields of "Encrypted" type. This helps you store sensitive data, such as login credentials and account details. Encrypted data can be read back and displayed only by the workflow engine while appearing as a series of asterisks on the screen.

## WEB PORTAL AND SELF SERVICE PORTAL

### Pop-up Windows in Web Portal Remember Their Size

Now pop-up windows in the Web Portal remember their sizes so users do not have to adjust the window size each time.

### Easier Customizing Views in the Web Portal

The **Customize View** dialog box provides better performance and supports drag and drop for reordering and adding.

## Quick Reports from the Web Portal

Now Web Portal users can export data records from grid views to various formats, such as CSV, RTF, Excel, and PDF.

## Customizable Colors of the Self Service Portal

Customizing the look-and-feel of the Self Service Portal is much easier thanks to the added support for LESS. The dynamic nature of LESS helps applying colors quickly and consistently with stylesheet variables.

## Regional Settings for the Self Service Portal

Now Self Service Portal customers can use 12-hour or 24-hour notation for specifying time, depending on their regional settings.

# ADMINISTRATION

## Customizable Preview Pane

The Preview Pane is now fully customizable. You can change its layout, hide certain fields, or add user-defined fields as needed.

## Safeguard Against Deletion of Shared Views That Are in Use

Alloy Navigator no longer allows deleting views that are used in dashboard widgets.

## Easier Copying of Roles

Now the **Copy Item** command for security roles is on the Module menu, above the **Roles** grid.

## Service Account for API Requests

The new version of the API module supports Alloy Navigator Service Accounts (in addition to regular Alloy Navigator Technician Accounts) for authorizing requests.

If the logic of your application does not require tracking end-user activities, we recommend making API calls on behalf of a Service Account.

# WORKFLOW MANAGEMENT

## Workflow Parameters for Easier Workflow Customization

Now business logic can be easily fine-tuned via Workflow Parameters, eliminating the need for advanced customization of individual Workflow Actions, Triggers, and Functions.

## SERVICE SUPPORT

### Categories for Recurrent Tickets

Now you can categorize your Recurrent Tickets to make them easier to work with.

### Friendlier Ticket Forms

Ticket Forms now display not only the ID of related tickets, but also their summary (for example, Incidents now display the summary of their Related Problem). This helps users understand the essence of the related ticket without having to open it.

### Hint Messages for Read-Only Ticket Fields

Now hovering over any read-only ticket field in the Main Console (for example, over any closed ticket's field) triggers a hint message explaining why the field is not editable.

## CONFIGURATION MANAGEMENT

### Alloy Inventory Scanner for Android

The new version introduces Alloy Inventory Scanner for mobile devices. This Android app will help you scan barcodes on your assets to look up asset information in your Alloy Navigator database and perform physical inventory from a mobile device.

## DISCOVERY AND AUDIT

### Chromebook Inventory

Alloy Discovery leverages Google API to extract Chromebook data and incorporate it throughout Alloy Navigator's workflow. Now you can collect and report on inventory data, and perform system management tasks on Chrome devices. This integration provides you with conveniently consolidated view of your entire Windows, Mac, Linux, and Chromebook computers, as well as mobile and other networked devices providing even more comprehensive asset management capabilities.

### Information About Scheduled Tasks

Now Alloy Discovery is able to scan the Windows Task Scheduler and retrieve information about all tasks scheduled on audited computers. To enable the collection of the new data, you should turn on the corresponding option in the audit profile.

## SOFTWARE RECOGNITION

### Software Recognition Based on Custom Registry Keys

Now you can create software recognition rules based on custom Registry keys. This will help differentiate software editions, such as Adobe Acrobat Standard and Adobe Acrobat Pro.

## **Recognition of Cross-Platform Software Products**

Now Alloy Discovery distinguishes products running on different platforms but having the same Product Name, Version, and Publisher (such as Adobe Acrobat for Windows and for Mac).

## **Immediate Evaluation of Discovered Installations**

After making changes to software recognition rules, you no longer have to wait until computers have been audited again for your changes to take effect. Now you can immediately force the recalculation of discovered installations and get up-to-the-minute results.

## Upgrade Considerations

Depending on which version you are upgrading from, review the following considerations as part of your upgrade planning. If you have questions or need help, please contact Alloy Professional Services team at [support@alloysoftware.com](mailto:support@alloysoftware.com).

### Version 8.2.0

#### Sharing Properties Removed from KB Articles and Library Items

The upgrade removes the `Shared_with_Everyone` column from the `KB_Articles` and `Library` tables, and deletes the `Library_Item_Organizations` and `KB_Article_Organizations` tables. If you have any reports or views based on these items, you will need to review them and update as necessary.

### Version 8.0

#### Pager field Removed from Person Records

The **Pager** field has been removed from Person records as obsolete. The contents of that field are imported into the user-defined field **UDF\_Pager**, and the business logic involving this field is updated correspondingly.

If you have any reports or views based on the **Pager** field, you will need to review them and update as necessary.

## Upgrade Instructions

Upgrade instructions depend on the product version which you are upgrading from.

- If you are upgrading within version 8, apply a minor upgrade of your product. For instructions, see [Installation Guide: Minor Upgrade Within Version 8](#).
- If you are upgrading from a version earlier than 8, perform a multiple step migration process. For instructions, see [Installation Guide: Migration to the Latest Version](#).

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