



Alloy Navigator Express 8.3.2 Release Notes

Version 8.3.2 of Alloy Navigator Express 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 20](#).
- For instructions on how to upgrade to the latest version, see [“Upgrade Instructions” on page 20](#).

What’s New in This Version

This section describes most significant changes implemented within version 8.

Version 8.3.2

AUDIT TOOLS

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

- 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 Network Inventory failing to upload Chromebook data to Alloy Navigator Express.

- The Desktop App (former Desktop Console) now displays Vendor records as soon as they are added by other users. Previously, newly added Vendors did not appear until the Desktop App has been restarted.
- The table widget for Software Products no longer causes *"An Object or Column name is missing"* errors when refreshing the dashboard in the Desktop App.
- Resolved an issue with custom paths for data files and transaction log in the Database Management Wizard when creating a new database or migrating the data.

Version 8.3.1

INVENTORY SCANNER

Introduced Alloy Inventory Scanner, our mobile asset tracking solution, previously available only for Alloy Navigator Enterprise. It gives technicians the ability to identify, view, and inventory IT assets in the field in real time via a wireless connection using their Android and iOS devices.

RESOLVED ISSUES

- Resolved the issue with Active Directory Synchronization failing to create Person records for Active Directory users containing special characters in their manager's name.
- Resolved the issue with displaying certain Unicode characters in email notifications when relaying mail through Microsoft Office 365.
- Fixed the *"Exception of type 'System.OutOfMemoryException' was thrown"* and *"Non-nullable column cannot be updated to Null"* errors when attempting to create a network diagram in some environments.
- The Web Console now properly calculates date range parameters for reports with multiple ranges, such as the **KPI Trends** report. Also, the **Report Parameters** dialog box now provides standard data range options: **Today**, **This week**, **Last week**, **This month**, etc.
- Fixed the `[DBNETLIB][ConnectionOpen (SECCreateCredentials()).]SSL Security` error when attempting to configure or access the Web Console. The error would happen when earlier versions of security protocols are disabled on the web server.
- Self Service Portal configuration: changing the caption of the New Ticket Form now works as expected.
- The Desktop Console no longer throws the *"qryMain: Field not found"* error when closing forms while the focus is on a user-defined lookup field.
- Resolved the issue with exporting object templates in workflow.
- Resolved the issue with the Attachment Area missing from the field list of workflow Ticket forms.

Version 8.3

FEATURE HIGHLIGHTS

Handle Change with Ease

Leverage the Change Management functionality to ensure that all required approvals are received before changes are started. Implement a robust approval process for Change Requests, Purchase Orders, and Knowledge Base Articles.

Know Your Process Graphically

Gain a top-down understanding of your lifecycle with a graphical representation of the process that ensures you know where you are at all times. The progress bar at the top of the object form shows all stages of the object lifecycle and indicates the current state.

In addition to out-of-the-box progress bar for Change Requests, you can enable this feature for Tickets and Purchase Orders. For details, see [Administration Guide: Managing Lifecycle Stages](#).

Teams Unite with Group Support

Configure groups for organizing and auto-assigning tasks for teams with specific responsibilities. With groups, you can automate Ticket assignment based on load balance or technician ranks, and set up approval groups for approving changes, purchases, and Knowledge Base articles.

To fine-tune your business logic, go to Workflow Configuration in the Admin Console. For details, see [Administration Guide: How to Configure Automatic Assignment of Tickets](#).

Web Improvements Galore

The Web Console explodes with features like Recurrent Tickets and Batch Update along with performance improvements and fly-out forms.

New Web Console features include:

- Scheduling Recurrent Tickets
- Performing bulk updates
- Merging Computer records
- Merging Person records
- Viewing snapshots for audited computers

Improve Your Knowledge with Every Search

Automatically get notified when Self Service Portal customers fail to find articles in your Knowledge Base and gain a better understanding of how existing knowledge is used.

Stay Updated in Real Time

Dashboard smart refresh ensures you can monitor operations, so you are automatically on top of new developments in real time.

Track IT Assets Changes

Keep an audit trail of all changes made to Computers and Inventory Items. The audit trail is available on the **History** tab.

License Compliance to the Core

Support your licensing needs for virtual and cloud environments with the ability to track software license compliance based on the number of CPU cores.

Map Your Network with Diagrams

Produce comprehensive network diagrams with automatic mapping of switches right down to the ports so you can understand how devices are connected.

Discover More Apps

Gather information on downloaded Microsoft Store applications for a complete picture of software on your Windows computers.

Recognize What's Running

Detect unwanted or malicious processes such as Trojan, torrents, or mining using information about running processes on audited computers.

OTHER ENHANCEMENTS AND RESOLVED ISSUES

Web Console (former Web Portal for Technicians)

- The **Reports** command for accessing summary reports is more visible since it has been moved to top level of the main menu.
- When you create a Quick Filter for a view and save it, the Web Console automatically converts your Quick Filter into the Advanced Filter. So, the next time you open this view, only the filtered records will be retrieved from the database, which drastically improves performance of filtered views.
- Quick filter values no longer revert to their initial values on repeat searches in the **Select objects from list** data grid.
- Narrow the navigation menu to quickly find the module you want. Start typing in the "Search all modules" text box in the upper right corner. As you type, the menu will show only those items that contain the entered text.
- The Web Console now correctly displays Knowledge Base article attachments and categories.

- The pie chart legend now displays percentage values.
- The capacity of drop-down lists on the **Advanced Search** panel is no longer limited to 1000 records.
- When working with Tickets, now you can download multiple attachments at once using the **Save** button available on the **Attachments** tab.
- Now the Web Console correctly displays inline images when copying and pasting HTML content in such fields as Ticket Description or Activity Details.
- The pop-up calendar for choosing date & time values now positions correctly when used on workflow forms.
- Resolved the issue with the Web Console sometimes not displaying an information message to the user when their session is terminated.

Dashboard

- To improve the dashboard performance, "Latest Activity" widgets now display records only for the last 30 days. If needed, you can change this default time period using the Admin Console. For details, see [Administration Guide: Configuring Latest Activity Widgets](#).

Self Service Portal

- The look-and-feel of the Self Service Portal has been refreshed to provide a modern user experience.
- The Self Service Portal now correctly displays forms containing empty text elements.

Reports

- The availability of reports is now controlled by the View permission on objects those reports contain.
- A new report in the Asset Management category shows the ownership history of IT Assets for a specified period.
- Some titles used in KPI reports have been revised.

Discovery and Audit

- Alloy Navigator Express 8.3 includes the latest (6.2.1) version of Alloy Audit Tools, used to detect and identify hardware and computer equipment on the network.

The latest Alloy Audit Tools improves 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.
- Improved the ability to detect MAC addresses on discovered SNMP devices.

- The Direct Network Scan now works on network segments connected through a router when remote hosts seem to have identical MAC addresses.

Network Inventory Synchronization

- Turning off the **Create Persons from Network Inventory** option in the Admin Console no longer prevents Computer records from being created or updated.

Email Integration

- Alloy Navigator Express now properly supports the Exchange Autodiscover service when integrated with Microsoft Exchange Server via Exchange Web Services (EWS).
- Resolved the issue with E-mail Notifications sent with an empty message body. Previously, such notifications could contain unexpected text.
- Original e-mail message attachments are no longer counted against the attachment size limit specified on the **Notification Settings** page of the Admin Console.
- The Mail Connector now correctly retains the alias an email has been sent to for messages received via MAPI or EWS protocols.

HTML Editor

- Implemented proper display of database object links with empty descriptions.

Software License Compliance

- To help you see the overall license allocation picture, all fields from the **Discovered Installation** form are now available in the **Discovered Installations** grid.
- Inactive or retired Person records no longer count against "Per User" license allocations.

Workflow Management

- You can configure the system to automatically close Tickets that have been in Resolved state for a specified number of days.
- In addition to three system Person types (Technician, Contact, and Customer), you can create custom Person types, such as Employee, Consultant, or any other.
- Alloy Navigator Express now includes a pack of standard icons, which you can use to customize object statuses and priorities.

Scheduled Tasks

- Added the ability to schedule annual recurring events.

Import Wizard

- The start page of the Import Wizard has been revised to provide a better user experience.

Desktop Console (former Main Console)

- Resolved some issues occurred when switching between display styles and when using the Office 2016 (Dark) style.
- The **Tracked Software** form has been adjusted to fit common display sizes.
- Fixed the issue with a cursor disappearing in the filter box in the upper right corner above data grids.
- The quick search in grids is always case-insensitive now, regardless of the database collation.
- The **Batch Updating of Networks** dialog box has been brought in line with the **Network** form and no longer shows irrelevant fields.
- My Calendar filters now support standard system macros `<Current User>`, `<Current User Organization>`, and `<Current User Location>`.

Network Inventory Console

- The **Collections** section no longer disappears from the sidebar when rearranging the Task List pane using drag&drop.

Documentation and Terminology

- Now you can quickly access the product documentation or the Support Portal right from the Alloy Control Panel.
- "External Tools" has been renamed Integrations to reflect the intended purpose of the feature.

Installation and Upgrade

- The installer checks for the Microsoft OLE DB Driver for SQL Server (MSOLEDBSQL) driver during the installation or upgrade and installs it if necessary. This driver is required when the SQL Server instance hosting the database uses Transport Layer Security (TLS) 1.2 for secure communication, as recommended by Microsoft.
- Since uploading the installer for the Automatic Upgrade can take some time to complete, the **Customization > General > Upgrade and Migration** page now has the progress bar to let you follow the progress.

Version 8.2.5

RESOLVED ISSUES

Network Inventory

- Resolved the issue with technicians unable to log in to the Network Inventory console after changing their account password.

Main Console

- Improved grid refresh performance after bulk updates.
- Alloy Navigator Express now correctly displays the compliance status for software licenses with "Per User" tracking policy.
- Resolved the issue with duplicating Manufacturer records containing the equals sign (=) in their name.

Mail Connector

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

Self Service Portal

- Now Self Service Portal supports typeahead allowing users to search and filter options in drop-down lookup fields.

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

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.
- Main Console performance has been improved when handling large data sets. When the database contains tens of thousands reference records such as Manufacturers or Persons, performing workflow tasks now works significantly faster.

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.

Network Inventory Console

- Now users can successfully log in to the Network Inventory console under Technician accounts that have been converted from SSP Customer accounts.
- 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

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.
- Entering the size directly into the font size box no longer causes an access violation in E-mail Notifications.
- 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 Knowledge Base Articles.

Import Wizard

- The Import Wizard now works correctly when launched from the Main Console (**Tools > Administrative > Import Wizard**).

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.

Main Console

- The **All IT Assets** grid now displays correct serial numbers. This fix also affects displaying asset names, organizations, locations, and owners.

Web Portal for Technicians

- 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.

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 the **Customer Satisfaction Rating** report 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 Network Inventory. 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.

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.
- The new version fixes the issue with typing text in HTML fields on Action Forms. This issue affected these Ticket Actions: **Reopen Ticket** #28, **Log Work** #163, **Assign to** #810, **Notify** #2099.

Automation Server

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

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

- Long-running reports no longer fail with an *"Execution Timeout Expired"* error.

Version 8.2

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.alloy-software.com>.

IT ASSETS

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.

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 or User Defined Fields, 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.

BUSINESS LOGIC

Automation for the Person Workflow

The workflow for Person records is more flexible. Now you can control which status will have Person records whose user accounts are disabled in the Active Directory: Inactive or Retired. You can also set the number of days before Persons in Inactive status are marked as Retired, or disable the automatic retirement.

Different Types of Tickets in the Self Service Portal

Now you can customize the Self Service Portal workflow to allow your customers to create different types of Tickets.

EMAIL INTEGRATION

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 Express 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 Express 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.

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 Express 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 Express 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 Express 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.

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.

DISCOVERY AND AUDIT

Chromebook Inventory

Network Inventory leverages Google API to extract Chromebook data and incorporate it throughout Alloy Navigator Express' 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 Network Inventory 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 Network Inventory 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.

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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