



CSM 10.5.0 Release Notes

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The Cherwell Software product suite includes:

- Cherwell Service Management
- Cherwell Asset Management

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Release Notes

View CSM enhancements and fixes, organized by version.

CSM 10.5.0 Enhancements List

CSM 10.5.0 Release Notes: enhancements include new features and changes in functionality.

Business Object Design Elements

- CSM-72902 MS Teams: A new MS Teams chat feature provides the ability to communicate with other team members without having to leave the Business Object record you are working on, as well as storing conversation history within the ticket.

Administration

- CSM-75570 Purge: A new Action called "Purge System Tables" is available to purge CSM system tables of email records and attachments on a scheduled basis.
- CSM-77224 Cherwell Service Host: Improved recovery of unused memory in the Cherwell Service Host.

CSM 10.5.2 Enhancements List

CSM 10.5.2 Release Notes: Enhancements include new features and changes in functionality.

Business Object Design Elements

- DR 51150 Widgets: Added an option to the chart widget series configuration window which allows you to select if you want to perform a foreign key lookup on the selected drill-down field. When you drill down into a single value in a chart widget, it displays a record list. Enabling the use of foreign key lookup ensures the use of the validation ID property, so results return matching records created in all cultures. The check box is only visible and applicable to fields that are configured for globalization and validated against a localized lookup table.

CSM 10.5.0 Fixes List

CSM 10.5.0 Release Notes: this list describes fixed issues that were reported in previous releases.

Business Object Design Elements

- CSM-39505 Grids: Fixed an issue with searches in Grid view in the Desktop Client and Browser Client. The issue affected searches of Business Objects with grid properties set for Row Image and/or Row Color expressions. Such searches were restricted in the number of rows returned, resulting in the display of fewer rows than the overall count that is indicated by the page navigation controls.
- CSM-76564 Business Objects: Fixed a null reference error when enabling the Save button after updating a Journal note.
- CSM-76801 Form Arrangements: Disabled the double-click action for the New Journal button to prevent a second, unseen journal entry page.
- DR 50107 Forms: Fixed an issue where saving a form from a list of items resulted in the first item in the list being displayed instead of the chosen item.
- DR 50148 Fields: Fields validated from a table are now case sensitive.
- DR 51010 Modifiers: Fixed an issue where new lines were not being respected within session and user-specific stored values that are used with Text After (To End of Line) modifiers.
- DR 51052 Rich Text: Addressed issues when pasting content (including images) from email messages to rich text fields.
- DR 51072 Blueprints: Fixed an issue where edits on form field properties (Changing Group and Member options) within a Blueprint were not saving correctly.
- DR 51075 Fields: Browser application combo box controls now show the field value when validation is disabled.
- DR 51079 Form Arrangements: Fixed an issue where actions buttons like "Save" were not enabled after a form update when a button control is present.
- DR 51148 Modifiers: Fixed an issue that occurred when processing plain text emails where new lines were not being honored for the "Text Between" modifier in the message body.
- DR 51188 Forms: Browser applications fields with whole digits can now have more than 20 decimals.
- DR 51220 Dashboards: Fixed an issue with the Browser Client query filter when using foreign keys.
- DR 51249 Reports: Fixed a report issue where rich text fields of relationships were showing duplicate values.

Searches

- CSM-70220 Searching: Localized the "No data found" string in the search function of the Browser Client One-Step Manager.

- DR 51218 Searching: Fixed an issue with quick searches when a Business Object starts with an "S" and "Allow imported file attachments" is enabled.

One-Step Actions

- DR 50921 One-Step Actions: Changed One-Step Editor Send Email dialog to not auto-populate the From address when a custom value (such as an expression) is configured.
- DR 51107 One-Step Actions: Fixed Browser Client One-Step Action execution when a "Show a Popup" step with custom buttons was updated to hide the buttons.
- DR 51126 CMDB: Fixed an issue where the Desktop Client was unresponsive when navigating from a record back to a grouped CMDB grid.

Miscellaneous

- CSM-75044 Third Party Integrations: Fixed an issue where Slack integration users experienced slow performance if their workspace contained a large number of channels.
- CSM-76242 Third Party Integrations: Fixed an issue with error checking in the CSM Browser Client chat.
- CSM-76799 Accessibility: Added some accessibility enhancements to the Browser and Portal Client navigation toolbar. Now, screen readers (example: JAWS) should read available buttons under each of the navigation toolbar items when tabbing through.

Email

- DR 45259 Email: Go-to record Action with the "Open new record after action" setting enabled is now supported within Email and Event Monitor.
- DR 51027 Email: Email account lists are now cleared when building the email model for the Browser Client "Send email" dialog.
- DR 51190 Email: Fixed an issue where emails forwarded from external sources were stripped of inline attachments when processed by the Cherwell Email Monitor.
- DR 51216 Email: Fixed an issue in the Email and Event Monitor when email contains a table with the "cellpadding" attribute.

Administration

- CSM-64483 REST API: Added rights checks for core CSM REST API calls.
- CSM-77023 CSM: Miscellaneous changes to the way CSM applications launch other programs.
- CSM-77240 Scheduling: Fixed an issue with threshold-triggered Automated Processes not running.
- DR 50839 REST API: REST API SaveTeam call no longer clears the description if it is not part of the request.

- DR 50858 Logging: Fixed repeated logging of missing third party chat provider warning when a third party chat provider is not configured.
- DR 50910 Site Manager: New REST API clients come with the default allowlisted hosts instead of an empty list.
- DR 51006 Approvals: Improved handling of scheduled items for team approvals
- DR 51045 Calendars: Calendar still displays when the "Footer_Visible" property is not set in the site definition.
- DR 51098 REST API: Changed REST API unlinkrelatedbusinessobject call to return a meaningful error message when the child ID parameter is invalid.
- DR 51113 Scheduling: Fixed an issue where scheduled tasks did not respect the server they were assigned to run.
- DR 51131 REST API: Changed REST API savebusinessobject call to detect unclosed HTML tags as HTML in incoming text.

Globalization and Localization

- CSM-77157 Localization: One-Step Action error messages are now titled "Cherwell Service Management." Previously, all One-Step Action error message titles were "Record Is Already Locked."
- DR 51214 Globalization: Fixed an issue where the Culture Selector in the Portal was incorrectly displaying as English (United States) for any additional culture added beyond the OOTB cultures.

Documentation

- DR 51119 Documentation: Clarified Quick Search behaviors.

CSM 10.5.1 Fixes List

CSM 10.5.1 Release Notes: This list describes fixed issues that were reported in previous releases.

Business Object Design Elements

- DR 45211 Forms: Web buttons now support line breaks.
- DR 50274 Widgets: Fixed an issue where the sort order of a Search Results grid widget was lost after applying a filter to the dashboard.
- DR 50791 Widgets: Excel reports are no longer empty when exported from search results list widgets.
- DR 51239 Blueprints: Adding a relationship to a group leader no longer removes the field assignment preferences of the group.
- DR 51307 Reports: Fixed an issue where reports would not display images in rich text fields.

One-Step Actions

- DR 42135 One-Step Actions: Fixed an issue with nested One-Step Actions involving branching Actions.
- DR 50153 One-Step Actions: One-Step Action property "RunUnderSecurityGroup" is now supported in 3-tier mode.
- DR 50857 One-Step Designer: One-Step designer no longer crashes when the email action editor loads with a long value in the "TO" control.
- DR 51044 One-Step Designer: Action Block parameter values now persist when using the rich text editor.
- DR 51129 One-Step Actions: Resolved an issue on Browser applications with buttons that contain "disable" expressions.

Web Applications

- DR 50801 Browser Client: Search icon is now enabled on the Browser Client based on the "Run" right for searches rather than "Add".
- DR 51256 Email: Fixed an issue in the Browser Client which prevented emails from being sent with attachments when using a One-Step Action.

Administration

- CSM-72980 Lifecycle: Lifecycle transition control now displays properly when set in the status banner of the Browser Client.
- CSM-77326 Databases: Azure SQL databases are now supported.
- CSM-77473 Logging: Fixed a logging error that appeared after upgrade.

- DR 50734 Expressions: Fixed an issue with searches over 3-tier connections involving date/time expressions.
- DR 50988 Event Monitor: Fixed an issue where XML formatting was removed from plain text emails read from Exchange email accounts.
- DR 51024 Licensing: CSM now passes in site names to check non-default sites for licensing requirements.
- DR 51298 Modifiers: TrimStart and TrimEnd modifiers now evaluate tokens.

CSM 10.5.2 Fixes List

CSM 10.5.2 Release Notes: This list describes fixed issues that were reported in previous releases.

Business Object Design Elements

- DR 51124 SLA: Fixed an issue causing incorrect resolution and response times when using an SLA configured with Business Hours that had custom hours configured where the original resolution/response date/time fell.
- DR 51283 Rich Text: Fixed an issue where formatting was removed from bullet points created with rich text editors.
- DR 51302 Rich Text: Improved image pasting in Browser Application rich text fields.

One-Step Actions

- DR 51327 One-Step Actions: Most One-Step Actions are now permitted when using a SaaS license without Trusted Agent.

Administration

- DR 51246 REST API: Changed RESTAPI module to be unaffected by the "If client stops responding, auto-release license after X minutes" setting in CSM Administrator.
- DR 51346 SAML: Resolved a SAML authentication error when using IDP-initiated sign-on.

CSM 10.5.0 and 10.5.1 Known Issues

Known issues for CSM 10.5.0. and 10.5.1

- Some customers using Single Sign-On with identity providers such as Okta may experience login issues after upgrading to CSM 10.5.0 or 10.5.1. A fix is available for CSM 10.5.1; please contact support for additional instructions.

System Requirements

Learn about product and system requirements reserved for CSM use on client and server machines and supported versions of third-party applications.

Client Requirements


Hosted and on-premises environments.

Processor	Minimum: Dual Core CPU or equivalent ¹
Memory	Minimum: 3 GB (4 GB or more recommended, especially for certain actions, such as creating Language Packs)
Operating System	Windows 10 x64, Windows 8.1 x64. Pro or Enterprise editions required
Free Disk Space	Minimum: 1.5 GB (2 GB recommended)
Networking	Internet access required for online documentation feature.
Desktop Browser ²	<p>CSM works with the current versions of the following desktop browsers:</p> <ul style="list-style-type: none"> • Google™ Chrome™ • Microsoft Edge; Microsoft Edge based on Chromium • Internet Explorer 11+ • CSM Portal only: Firefox • Mac only: Safari
Mobile Browser ³	<p>CSM works with the current versions of the following mobile browsers:</p> <ul style="list-style-type: none"> • Safari on the latest version of iOS • Chrome on the last two major versions of Android
Other	<p>Microsoft .NET Framework 4.8 (required)</p> <p>Transport Layer Security (TLS) 1.2</p>

Server Requirements

On-premises environments only.


Processor	Minimum: Dual Core CPU or equivalent ⁴
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Memory	Minimum: 4 GB (6 GB or more recommended)
Operating System	Windows Server 2019, Windows Server 2016, Windows Server 2012 R2, Windows Server 2012
Free Disk Space	Minimum: 5 GB Recommended: 10 GB
Networking	Internet access required for online documentation feature.
Database	<p>Microsoft SQL Server 2019, Microsoft SQL Server 2017, Microsoft SQL Server 2016, or Microsoft SQL Server 2014</p> <p>We recommend using SQL Server on a separate server.</p> <p> Note: Full-text indexing must be enabled. Requires SQL Standard Edition (minimum), either a Processor License or a Server License with sufficient number of Client Access licenses.</p>
Other	<p>Microsoft .NET 4.8 (required)</p> <p>Erlang 24.0 (installed automatically with CSM; used for message queuing)</p> <p>RabbitMQ 3.8.17 (installed automatically with CSM; used for message queuing)</p> <p>Microsoft Visual C++ 2019 Redistributable Package x64 (included with the CSM installation package. Will be installed over existing installations of the 2015 or 2017 packages)</p> <p>Internet Information Services (IIS) 7.5+ (required for Web Applications and when hosting the Cherwell Application Server in IIS)⁵</p> <p>Transport Layer Security (TLS) 1.2</p>

Other Requirements

Hosted and on-premises environments.

BeyondTrust (formerly Bomgar) mApp	See BeyondTrust Remote Support mApp .
Email	Server running SMTP and POP or IMAP, Microsoft® Exchange 2016, Microsoft® Exchange 2013, or Microsoft® Exchange 2010

Load Balancing ^{6 7}	<p>Redis® Server 5.0.x and 4.0.x or Redis® Labs Enterprise Cluster (RLEC), any version.</p>  <p>Note: Redis Cluster is supported when CSM is running Redis Server 5.0.x.</p>
Trusted Agent Server ⁸	<p>Dual Core CPU or equivalent⁹; 4 GB (6 GB or more recommended); 1 GB free disk space; Windows Server 2019, Windows Server 2016, Windows Server 2012 R2, Windows Server 2012</p>

¹ Recent model required.

² CSM may work with other browsers, but certain features may not be available or work as expected.

³ CSM may work with other browsers, but certain features may not be available or may not work as expected.

⁴ Recent model required.

⁵ For IIS, Windows Communication Foundation (HTTP and Non-HTTP Activation) components are also required.

⁶ Optional. The Trusted Agent Server, Redis® Server, and Redis® Labs Enterprise Cluster are installed separately from the CSM server.

⁷ Testing was performed against open source Redis 4.0.14. No known compatibility issues exist with later Redis versions, however.

⁸ Optional. The Trusted Agent Server, Redis® Server, and Redis® Labs Enterprise Cluster are installed separately from the CSM server.

⁹ Recent model required.

Revision History

A list of CSM revisions by date and changes.

Find important information to help plan your upgrade to the latest version of CSM.



Attention: CSM 10.5.x is the last release in the 10.x series. The next release will follow the Ivanti versioning convention of 2022.x. After the next release, CSM will no longer support releases older than CSM 10.0.0.

Revision	Date	Changes
10.5.2	July 2022	Software fixes. For a list of fixes, see CSM 10.5.2 Fixes List .
10.5.1	May 2022	Software fixes. For a list of fixes, see CSM 10.5.1 Fixes List .
10.5.0	March 2022	Platform changes: <ul style="list-style-type: none"> • Purge system tables • Microsoft Teams chat in Related Item Navigation For additional features, see What's New in CSM 10.5.0 .
10.4.2	February 2022	Software fixes. For a list of fixes, see CSM 10.4.2 Fixes List .
10.4.1	December 2021	Software fixes. For a list of fixes, see CSM 10.4.1 Fixes List .

Revision	Date	Changes
10.4.0	October 2021	<p>Platform changes:</p> <ul style="list-style-type: none"> • Improved theme and platform styling • Enhancements to CMDB • Installer updates • Overwatch • Trusted Agent Auto Update Service <p>For additional features, see What's New in CSM 10.4.0.</p>
10.2.3	August 2021	<p>Software fixes and enhancements.</p> <p>For a list of fixes, see CSM 10.2.3 Fixes List.</p> <p>For a list of enhancements, see CSM 10.2.3 Enhancements List.</p>
10.2.2	July 2021	<p>Software fixes and enhancements.</p> <p>For a list of fixes, see CSM 10.2.2 Fixes List.</p> <p>For a list of enhancements, see CSM 10.2.2 Enhancements List.</p>
10.2.1	March 2021	<p>Software fixes.</p> <p>For a list of fixes, see CSM 10.2.1 Fixes List.</p>
10.2.0	February 2021	<p>Platform changes:</p> <ul style="list-style-type: none"> • Train a machine learning model • Solution Search improvements • Improved Business Object Lifecycle • Improved Approvals configuration • New Delegation service <p>OOTB content changes:</p> <ul style="list-style-type: none"> • Action Block Email Templates • Machine Learning mApp® Solution • Event Management improvements <p>For additional features, see What's New in CSM 10.2.0.</p>

Revision	Date	Changes
10.1.5	May 2021	Software fixes. For a list of fixes, see CSM 10.1.5 Fixes List .
10.1.4	February 2021	Software fixes. For a list of fixes, see CSM 10.1.4 Fixes List .
10.1.3	February 2021	Software fixes. For a list of fixes, see CSM 10.1.3 Fixes List .
10.1.2	November 2020	Software fixes and enhancements. For a list of fixes, see CSM 10.1.2 Fixes List . For a list of enhancements, see CSM 10.1.2 Enhancements List .
10.1.1	September 2020	Software fixes and enhancements. For a list of fixes, see CSM 10.1.1 Fixes List . For a list of enhancements, see CSM 10.1.1 Enhancements List .
10.1.0	August 2020	Platform changes: <ul style="list-style-type: none"> • Restrict access to email accounts by Security Group • Authentication Whitelisting • Email credentials • Action Blocks • HTTP Request Action For additional features, see What's New in CSM 10.1.0 .
10.0.3	August 2020	Software fixes. For a list of fixes, see CSM 10.0.3 Fixes List .

Revision	Date	Changes
10.0.2	April 2020	Software fixes. For a list of fixes, see CSM 10.0.2 Fixes List .
10.0.1	March 2020	Software fixes. For a list of fixes, see CSM 10.0.1 Fixes List .
10.0.0	February 2020	<p>Platform changes:</p> <ul style="list-style-type: none"> • Unified SAML authentication • Requirement to set the base URL for the Cherwell® REST API • Related Item Navigation • Custom error messages on required fields • Simultaneous form editing <p>OOTB content changes:</p> <ul style="list-style-type: none"> • OOTB Portal home page redesign • Change Management updates • Redesigned Supporting Business Object and Lookup Table Forms • Knowledge Article enhancements <p>For additional features, see What's New in CSM 10.0.0.</p>
9.7.4	May 2020	Software fixes. For a list of fixes, see CSM 9.7.4 Fixes List .
9.7.1	February 2020	Software fixes. For a list of fixes, see CSM 9.7.1 Fixes List .

Revision	Date	Changes
9.7.0	November 2019	<p>Platform changes:</p> <ul style="list-style-type: none"> • Multiple record selection in Search Results Grids • Call One-Step Actions from the Cherwell REST API • Configure cards with Search for Action Catalog Widgets • Add sorts and filters to an Action Catalog • Clone a Form <p>OOTB content changes:</p> <ul style="list-style-type: none"> • Knowledge Article content enhancements • CMDB Installed Software and Service Forms redesign • Submit on behalf of <p>For additional features, see What's New in CSM 9.7.0.</p>
9.6.3	September 2019	<p>Software fixes.</p> <p>For a list of fixes, see CSM 9.6.3 Fixes List.</p>
9.6.2	September 2019	<p>Software fixes.</p> <p>For a list of fixes, see CSM 9.6.2 Fixes List.</p>
9.6.1	July 2019	<p>Software fixes.</p> <p>For a list of fixes, see CSM 9.6.1 Fixes List.</p>
9.6.0	June 2019	<p>Platform changes:</p> <ul style="list-style-type: none"> • Activity Pane • Third-party reporting • Search relevance • Log Viewer in CSM Administrator • Queuing for CSM Services <p>OOTB content changes:</p> <ul style="list-style-type: none"> • Updated Forms and Dashboards for the OOTB content <p>For additional features, see What's New in CSM 9.6.0.</p>

Revision	Date	Changes
9.5.3	April 2019	Software fixes. For a list of fixes, see CSM 9.5.3 Fixes List .
9.5.2	February 2019	Software fixes. For a list of fixes, see CSM 9.5.2 Fixes List .
9.5.1	December 2018	Software fixes. For a list of fixes, see CSM 9.5.1 Fixes List .
9.5.0	November 2018	<p>Platform changes:</p> <ul style="list-style-type: none"> • Trusted Agents for One-Step™ Actions • Translatable platform strings • Multi-byte support for Language Packs • Camera and location services added to the Browser Client • Print Action support for Web Applications <p>OOTB content changes:</p> <ul style="list-style-type: none"> • Site and Building management <p>For additional features, see What's New in CSM 9.5.0.</p>
9.4.0	July 2018	<p>Platform changes:</p> <ul style="list-style-type: none"> • Adaptive Layouts functionality for Dashboards • Common One-Step™ Action execution engine • Enhanced Prompts and Prompts Manager • Cherwell Rest API Named Object Operations • Enhanced Cherwell documentation portal: Product Documentation <p>OOTB content changes:</p> <ul style="list-style-type: none"> • Task as a Group Business Object <p>For additional features, see What's New in CSM 9.4.0.</p>

Revision	Date	Changes
9.3.2	April 2018	Software fixes. For a list of fixes, see CSM 9.3.2 Fixes List .
9.3.1	February 2018	Software fixes. For a list of fixes, see CSM 9.3.1 Fixes List .
9.3.0	December 2017	Platform changes: <ul style="list-style-type: none">• Adaptive Layouts for Forms• Support for Trusted Agents for e-mail• Multi-tab browsing support• Modal design update• E-mail attachments handling improvements OOTB content changes: <ul style="list-style-type: none">• Globalization enabled by default• Customer Portal Dashboard design• Customer Portal Form design• Adaptive Layouts for Portal Forms For additional features, see What's New in CSM 9.3.0 .
9.2.1	September 2017	Software fixes.

Revision	Date	Changes
9.2.0	August 2017	<p>Platform changes:</p> <ul style="list-style-type: none"> • New Globalization support management tool • Foreign key support for validated and auto-populated Fields • Definition Reviewer • Enhancements to Browser Client and Customer Portal User Interface • New Download a Blueprint Button <p>OOTB content changes:</p> <ul style="list-style-type: none"> • Service Catalog and search improvements • Localized OOTB content <p>For additional features, see What's New in CSM 9.2.0.</p>
9.1.0	March 2017	<p>Platform changes:</p> <ul style="list-style-type: none"> • Concurrent development for Blueprints • Accessibility improvements for CSM Web applications • New Team Operations for the Cherwell REST API • New Modifiers
9.0.1	February 2017	<p>Platform changes:</p> <ul style="list-style-type: none"> • One-Step™ Action Annotations • Guidance for CSM system design using concurrent development • Trusted Agents for bulk data imports • Trusted Agents for request routing and fault tolerance • Trusted Agents Hub scale-out using Redis <p>For additional features, see What's New in CSM 9.0.1.</p>

Revision	Date	Changes
8.3.1	November 2016	<p>Platform changes:</p> <ul style="list-style-type: none"> • Continual Service Improvements • Context-sensitive help for Windows clients <p>OOTB content changes:</p> <ul style="list-style-type: none"> • Service Catalog Template functionality enhancement
8.2.1	July 2016	<p>Platform changes:</p> <ul style="list-style-type: none"> • New One-Step™ Action branching • Service Health Monitor • Grid exporting enhancement • Auto-Deploy enhancement • Platform support <p>OOTB content changes:</p> <ul style="list-style-type: none"> • Incident functionality enhancement • New company logo • Internal customer security upgrade <p>For additional features, see What's New in CSM 8.2.1.</p>
8.1.0	March 2016	<p>Platform changes:</p> <ul style="list-style-type: none"> • Field-level encryption and view auditing • Card view display • Cherwell Mobile for iOS enhancement • New documentation platform <p>OOTB content changes:</p> <ul style="list-style-type: none"> • New license usage functionality • New view of Pending Status details • Incident Resolution from Problem improvements • Business Object Grids updates • Portal enhancements <p>For additional features, see What's New in CSM 8.1.0.</p>

Revision	Date	Changes
8.00	December 2015	<p>Platform changes:</p> <ul style="list-style-type: none"> • Desktop Client and Administrator improvements • Browser Client improvements • HTTP-based RESTful API • JSON support for One-Step™ Actions <p>OOTB content changes:</p> <ul style="list-style-type: none"> • Portal improvements • New Dashboards • Specifics Forms <p>For additional features, see What's New in CSM 8.00.</p>
7.00 Rev1	October 2015	Software fixes.
7.00	September 2015	<p>Platform changes:</p> <ul style="list-style-type: none"> • Performance Health Check tool • Trusted Agent Server Integration feature • Enhanced SAML integration • Blueprint scan alerts <p>OOTB content changes:</p> <ul style="list-style-type: none"> • IT Management Dashboards • Change Management Dashboards • Automatic Incident escalation <p>For additional features, see What's New in CSM 7.00.</p>
6.00 Rev1	August 2015	Software fixes.

Revision	Date	Changes
6.00	July 2015	<p>Platform changes:</p> <ul style="list-style-type: none"> • One-Step improvements • New Dashboard Chart Widget types • Theme improvements and Portal support • Browser and Portal updates • Browser usability <p>For additional features, see What's New in CSM 6.00.</p>
5.00 Rev2	October 2014	Software fixes.
5.00	July 2014	<p>Platform changes:</p> <ul style="list-style-type: none"> • mApp Solutions • mApp Solutions and Integration page • Business Intelligence enhancements • One-Step enhancements • Advanced record locking <p>For additional features, see What's New in CSM 5.00.</p>
4.60b	November 2013	Software fixes.
4.60	June 2013	<p>Platform changes:</p> <ul style="list-style-type: none"> • Rich Text support • Bomgar platform integration • Ease-of-Use/Look-and-Feel enhancements • Embedded Forms • Grid enhancements <p>For additional features, see What's New in CSM 4.60.</p>

Revision	Date	Changes
4.31	February 2013	<p>Platform changes:</p> <ul style="list-style-type: none"> • iCherwell enhancements • Widget enhancements • New Dashboards • Portal and Browser enhancements
4.30	November 2012	<p>Platform changes:</p> <ul style="list-style-type: none"> • SAML Support • Grid enhancements • Portal and Browser Client enhancements • CSM Manager enhancements • Form Editor enhancements <p>For additional features, see What's New in CSM 4.3.</p>
4.0 Rev2	August 2012	Software fixes.
4.0-1	July 2012	Software fixes.
4.0	April 2012	<p>Platform changes:</p> <ul style="list-style-type: none"> • Cherwell Portal • Cherwell Browser Client • Searching • Action Catalogs • Security enhancements

CSM Documentation Archive

The Product Documentation portal provides a single point of entry for Cherwell products starting with CSM 9.3.0. Older versions of product documentation are available, however.

Documentation for previous versions of Cherwell products can be found at these locations:

- [CSM 9.2.0](#)
- [CSM 9.1.0](#)
- [CSM 9.0.1](#)
- [CSM 8.3.2](#)
- [CSM 8.2.1](#)
- [CSM 8.1.0](#)
- [CSM 8.00](#)
- [CSM 7.00](#)