



## CSM 2022.3 Release Notes

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# Release Notes

View CSM enhancements and fixes, organized by version.

# CSM 2022.3 Enhancements List

CSM 2022.3 Release Notes: enhancements include new features and changes in functionality.

## Email

- CSM-77441 Email: CSM now supports Microsoft Graph API for accessing Exchange email accounts.
- CSM-77333 Email: Added client application configuration to Exchange server accounts.

## One-Step Actions

- DR 51267 Action Blocks: There is now a blueprint scope for One-Step Action Blocks

## Administration

- CSM-77565 CSM: Updated terms of End User License Agreement.

# CSM 2022.3.1 Enhancements List

CSM 2022.3.1 Release Notes: enhancements include new features and changes in functionality.

## **Business Object Design Elements**

- DR 51297 Blueprints: Addressed a memory spike issue when loading consolidation Blueprints.

# CSM 2022.3 Fixes List

CSM 2022.3 Release Notes: this list describes fixed issues that were reported in previous releases.

## Business Object Design Elements

- DR 42963 Grids: Added a new setting to Advanced System Settings that will allow an administrator to change the maximum cacheable size for Business Objects, which will allow larger objects to be stored within memory for use with validation and related record lookups.
- DR 50805 Modifiers: Improved decoding of RTF files.
- DR 51198 Variables: Fixed an issue with JSON array parsing.
- DR 51366 Themes: View-only forms now display read-only state override colors in the Form Editor.
- DR 51243 Actions: Fixed a search issue in the Browser Client when showing legal values of group objects.
- DR 51353 Dashboards: Fixed invalid dashboard command list that showed placeholders like \$\$ (NAME)\$\$.

## Miscellaneous

- CSM-77161 Third-Party Integrations: Fixed an issue where journal detail fields displayed JSON, which was difficult for customers to read.
- DR 45292 Automation Processes: Fixed an issue where adding a note through the Activity Pane would not cause any dependent automation process events to trigger.
- DR 51277 REST API: The 'getsearchresults' API call now handles negative numbers.

## One-Step Actions

- DR 51240 One-Step Actions: Added support for "Get Details" and "Get Details and Search" commands in Browser Client.

## Email

- DR 50576 Email: The email body field in the Browser Client now expands vertically.
- DR 50988 Email Monitor: Fixed an issue where XML formatting was removed from plain text emails read from Exchange email accounts.

## Installation and Upgrade

- DR 51235 Upgrading: Fixed a mismatched definition ID error when upgrading widgets with the same names but different subtypes.

## **Globalization**

- DR 51339 Globalization: A log entry is now created when the spell checker does not use the current culture.



# CSM 2022.3.1 Fixes List

CSM 2022.3.1 Release Notes: this list describes fixed issues that were reported in previous releases.

## Business Object Design Elements

- DR 51340 Toolbars: Fixed the navigation in Contact Manager and CMDB in the Desktop Client.
- DR 51363 Dashboards: Button background colors in the Browser Client now apply correctly.
- DR 51385 Toolbars: Fixed navigation error when the Delete command was present in the toolbar.
- DR 51386 Forms: Addressed an error with embedded forms in Web Applications when the font is set to Form default.
- DR 51419 Forms: Splitter position now persists in Desktop Client grid views.

## Miscellaneous

- DR 44913 Searching: Date-related searches now take the client time zone into account.
- DR 50355 Relationships: Addressed an issue when searching for Work Items using the status field.
- DR 50908 Expressions: Fixed an issue where evaluating a logical expression using "Member of Team" using a field containing a Team Id did not show the correct results when used in a search or validation scenario.
- DR 51144 Reports: Added support for Cross Tab widget in the report feature.
- DR 51373 mApps: Updated mApps marketplace link.
- DR 51402 Attachments: Addressed an issue when attachments didn't download on the Browser Client.

## Administration

- DR 51228 Scheduled Items: Fixed an issue that caused long-running One-Step Actions to continue running despite a cancellation request.
- DR 51241 CSM: Fixed an issue where the Desktop Client did not fully close when exiting.
- DR 51408 Logging: Reduced the logging noise around web themes.

## One-Step Actions

- DR 51439 One-Step Actions: Fixed an issue where the Desktop Client froze when sending email via Graph API from a One-Step Action.

## **Email**

- DR 51281 Email: An email sent using a 3-tier connection now has the correct Created By value instead of the services account.
- DR 51288 Email: Journal - Mail History details now persist with the date/time format of the email sender.

## **Web Applications**

- DR 51418 Browser Client: Upgraded to version 2.4.3 of SignalR to resolve loading and refreshing issues in Web Applications when left idle.

## CSM 2022.3 Security Updates

CSM 2022.3 Security Updates: this list describes security enhancements and fixes that were reported in previous releases.

Cherwell recommends that you upgrade to this version to ensure the security of your installation.

- CSM-77146 Security: Improved security when launching sub-processes.
- DR 51267 Action Blocks: There is now a blueprint scope for One-Step Action Blocks.

# 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 <sup>1</sup>
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 <sup>2</sup>	<p>CSM works with the current versions of the following desktop browsers:</p> <ul style="list-style-type: none"> <li>• Google™ Chrome™</li> <li>• Microsoft Edge; Microsoft Edge based on Chromium</li> <li>• Internet Explorer 11+</li> <li>• CSM Portal only: Firefox</li> <li>• Mac only: Safari</li> </ul>
Mobile Browser <sup>3</sup>	<p>CSM works with the current versions of the following mobile browsers:</p> <ul style="list-style-type: none"> <li>• Safari on the latest version of iOS</li> <li>• Chrome on the last two major versions of Android</li> </ul>
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 <sup>4</sup>
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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> <b>Note:</b> 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)<sup>5</sup></p> <p>Transport Layer Security (TLS) 1.2</p>

## Other Requirements

Hosted and on-premises environments.

BeyondTrust (formerly Bomgar) mApp	See <a href="#">BeyondTrust Remote Support mApp</a> .
Email	Server running SMTP and POP or IMAP, Microsoft® Exchange 2016, Microsoft® Exchange 2013, or Microsoft® Exchange 2010

<p>Load Balancing <sup>6 7</sup></p>	<p>Redis® Server 6.x or Redis® Labs Enterprise Cluster (RLEC), any version.</p> <p> <b>Note:</b> Redis Cluster is supported when CSM is running Redis Server 6.x.</p>
<p>Trusted Agent Server<sup>8</sup></p>	<p>Dual Core CPU or equivalent<sup>9</sup>; 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>

- <sup>1</sup> Recent model required.
- <sup>2</sup> CSM may work with other browsers, but certain features may not be available or work as expected.
- <sup>3</sup> CSM may work with other browsers, but certain features may not be available or may not work as expected.
- <sup>4</sup> Recent model required.
- <sup>5</sup> For IIS, Windows Communication Foundation (HTTP and Non-HTTP Activation) components are also required.
- <sup>6</sup> Optional. The Trusted Agent Server, Redis® Server, and Redis® Labs Enterprise Cluster are installed separately from the CSM server.
- <sup>7</sup> Testing was performed against open source Redis 4.0.14. No known compatibility issues exist with later Redis versions, however.
- <sup>8</sup> Optional. The Trusted Agent Server, Redis® Server, and Redis® Labs Enterprise Cluster are installed separately from the CSM server.
- <sup>9</sup> 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:** We no longer support releases older than CSM 10.0.0.

Revision	Date	Changes
2022.3.1	December 2022	Software fixes. For a list of fixes, see <a href="#">CSM 2022.3.1 Fixes List</a> .
2022.3	October 2022	<b>Platform changes:</b> <ul style="list-style-type: none"> <li>• Microsoft Graph API support for email authentication</li> <li>• Foreign key support in chart widgets</li> </ul> For additional features, see <a href="#">What's New in CSM 2022.3</a> .
10.5.2	July 2022	Software fixes. For a list of fixes, see <a href="#">CSM 10.5.2 Fixes List</a> .
10.5.1	May 2022	Software fixes. For a list of fixes, see <a href="#">CSM 10.5.1 Fixes List</a> .
10.5.0	March 2022	<b>Platform changes:</b> <ul style="list-style-type: none"> <li>• Purge system tables</li> <li>• Microsoft Teams chat in Related Item Navigation</li> </ul> For additional features, see <a href="#">What's New in CSM 10.5.0</a> .
10.4.2	February 2022	Software fixes. For a list of fixes, see <a href="#">CSM 10.4.2 Fixes List</a> .

Revision	Date	Changes
10.4.1	December 2021	Software fixes. For a list of fixes, see <a href="#">CSM 10.4.1 Fixes List</a> .
10.4.0	October 2021	<b>Platform changes:</b> <ul style="list-style-type: none"><li>• Improved theme and platform styling</li><li>• Enhancements to CMDB</li><li>• Installer updates</li><li>• Overwatch</li><li>• Trusted Agent Auto Update Service</li></ul> For additional features, see <a href="#">What's New in CSM 10.4.0</a> .
10.2.3	August 2021	Software fixes and enhancements. For a list of fixes, see <a href="#">CSM 10.2.3 Fixes List</a> . For a list of enhancements, see <a href="#">CSM 10.2.3 Enhancements List</a> .
10.2.2	July 2021	Software fixes and enhancements. For a list of fixes, see <a href="#">CSM 10.2.2 Fixes List</a> . For a list of enhancements, see <a href="#">CSM 10.2.2 Enhancements List</a> .
10.2.1	March 2021	Software fixes. For a list of fixes, see <a href="#">CSM 10.2.1 Fixes List</a> .



Revision	Date	Changes
10.2.0	February 2021	<p><b>Platform changes:</b></p> <ul style="list-style-type: none"> <li>• Train a machine learning model</li> <li>• Solution Search improvements</li> <li>• Improved Business Object Lifecycle</li> <li>• Improved Approvals configuration</li> <li>• New Delegation service</li> </ul> <p><b>OOTB content changes:</b></p> <ul style="list-style-type: none"> <li>• Action Block Email Templates</li> <li>• Machine Learning mApp® Solution</li> <li>• Event Management improvements</li> </ul> <p>For additional features, see <a href="#">What's New in CSM 10.2.0</a>.</p>
10.1.5	May 2021	<p>Software fixes.</p> <p>For a list of fixes, see <a href="#">CSM 10.1.5 Fixes List</a>.</p>
10.1.4	February 2021	<p>Software fixes.</p> <p>For a list of fixes, see <a href="#">CSM 10.1.4 Fixes List</a>.</p>
10.1.3	February 2021	<p>Software fixes.</p> <p>For a list of fixes, see <a href="#">CSM 10.1.3 Fixes List</a>.</p>
10.1.2	November 2020	<p>Software fixes and enhancements.</p> <p>For a list of fixes, see <a href="#">CSM 10.1.2 Fixes List</a>.</p> <p>For a list of enhancements, see <a href="#">CSM 10.1.2 Enhancements List</a>.</p>
10.1.1	September 2020	<p>Software fixes and enhancements.</p> <p>For a list of fixes, see <a href="#">CSM 10.1.1 Fixes List</a>.</p> <p>For a list of enhancements, see <a href="#">CSM 10.1.1 Enhancements List</a>.</p>

Revision	Date	Changes
10.1.0	August 2020	<p><b>Platform changes:</b></p> <ul style="list-style-type: none"> <li>• Restrict access to email accounts by Security Group</li> <li>• Authentication Whitelisting</li> <li>• Email credentials</li> <li>• Action Blocks</li> <li>• HTTP Request Action</li> </ul> <p>For additional features, see <a href="#">What's New in CSM 10.1.0</a>.</p>
10.0.3	August 2020	<p>Software fixes.</p> <p>For a list of fixes, see <a href="#">CSM 10.0.3 Fixes List</a>.</p>
10.0.2	April 2020	<p>Software fixes.</p> <p>For a list of fixes, see <a href="#">CSM 10.0.2 Fixes List</a>.</p>
10.0.1	March 2020	<p>Software fixes.</p> <p>For a list of fixes, see <a href="#">CSM 10.0.1 Fixes List</a>.</p>
10.0.0	February 2020	<p><b>Platform changes:</b></p> <ul style="list-style-type: none"> <li>• Unified SAML authentication</li> <li>• Requirement to set the base URL for the Cherwell® REST API</li> <li>• Related Item Navigation</li> <li>• Custom error messages on required fields</li> <li>• Simultaneous form editing</li> </ul> <p><b>OOTB content changes:</b></p> <ul style="list-style-type: none"> <li>• OOTB Portal home page redesign</li> <li>• Change Management updates</li> <li>• Redesigned Supporting Business Object and Lookup Table Forms</li> <li>• Knowledge Article enhancements</li> </ul> <p>For additional features, see <a href="#">What's New in CSM 10.0.0</a>.</p>

Revision	Date	Changes
9.7.4	May 2020	Software fixes. For a list of fixes, see <a href="#">CSM 9.7.4 Fixes List</a> .
9.7.1	February 2020	Software fixes. For a list of fixes, see <a href="#">CSM 9.7.1 Fixes List</a> .
9.7.0	November 2019	<p><b>Platform changes:</b></p> <ul style="list-style-type: none"> <li>• Multiple record selection in Search Results Grids</li> <li>• Call One-Step Actions from the Cherwell REST API</li> <li>• Configure cards with Search for Action Catalog Widgets</li> <li>• Add sorts and filters to an Action Catalog</li> <li>• Clone a Form</li> </ul> <p><b>OOTB content changes:</b></p> <ul style="list-style-type: none"> <li>• Knowledge Article content enhancements</li> <li>• CMDB Installed Software and Service Forms redesign</li> <li>• Submit on behalf of</li> </ul> <p>For additional features, see <a href="#">What's New in CSM 9.7.0</a>.</p>
9.6.3	September 2019	Software fixes. For a list of fixes, see <a href="#">CSM 9.6.3 Fixes List</a> .
9.6.2	September 2019	Software fixes. For a list of fixes, see <a href="#">CSM 9.6.2 Fixes List</a> .
9.6.1	July 2019	Software fixes. For a list of fixes, see <a href="#">CSM 9.6.1 Fixes List</a> .

Revision	Date	Changes
9.6.0	June 2019	<p><b>Platform changes:</b></p> <ul style="list-style-type: none"> <li>• Activity Pane</li> <li>• Third-party reporting</li> <li>• Search relevance</li> <li>• Log Viewer in CSM Administrator</li> <li>• Queuing for CSM Services</li> </ul> <p><b>OOTB content changes:</b></p> <ul style="list-style-type: none"> <li>• Updated Forms and Dashboards for the OOTB content</li> </ul> <p>For additional features, see <a href="#">What's New in CSM 9.6.0</a>.</p>
9.5.3	April 2019	<p>Software fixes.</p> <p>For a list of fixes, see <a href="#">CSM 9.5.3 Fixes List</a>.</p>
9.5.2	February 2019	<p>Software fixes.</p> <p>For a list of fixes, see <a href="#">CSM 9.5.2 Fixes List</a>.</p>
9.5.1	December 2018	<p>Software fixes.</p> <p>For a list of fixes, see <a href="#">CSM 9.5.1 Fixes List</a>.</p>
9.5.0	November 2018	<p><b>Platform changes:</b></p> <ul style="list-style-type: none"> <li>• Trusted Agents for One-Step™ Actions</li> <li>• Translatable platform strings</li> <li>• Multi-byte support for Language Packs</li> <li>• Camera and location services added to the Browser Client</li> <li>• Print Action support for Web Applications</li> </ul> <p><b>OOTB content changes:</b></p> <ul style="list-style-type: none"> <li>• Site and Building management</li> </ul> <p>For additional features, see <a href="#">What's New in CSM 9.5.0</a>.</p>

Revision	Date	Changes
9.4.0	July 2018	<p><b>Platform changes:</b></p> <ul style="list-style-type: none"> <li>• Adaptive Layouts functionality for Dashboards</li> <li>• Common One-Step™ Action execution engine</li> <li>• Enhanced Prompts and Prompts Manager</li> <li>• Cherwell Rest API Named Object Operations</li> <li>• Enhanced Cherwell documentation portal: <a href="#">Product Documentation</a></li> </ul> <p><b>OOTB content changes:</b></p> <ul style="list-style-type: none"> <li>• Task as a Group Business Object</li> </ul> <p>For additional features, see <a href="#">What's New in CSM 9.4.0</a>.</p>
9.3.2	April 2018	<p>Software fixes.</p> <p>For a list of fixes, see <a href="#">CSM 9.3.2 Fixes List</a>.</p>
9.3.1	February 2018	<p>Software fixes.</p> <p>For a list of fixes, see <a href="#">CSM 9.3.1 Fixes List</a>.</p>
9.3.0	December 2017	<p><b>Platform changes:</b></p> <ul style="list-style-type: none"> <li>• Adaptive Layouts for Forms</li> <li>• Support for Trusted Agents for e-mail</li> <li>• Multi-tab browsing support</li> <li>• Modal design update</li> <li>• E-mail attachments handling improvements</li> </ul> <p><b>OOTB content changes:</b></p> <ul style="list-style-type: none"> <li>• Globalization enabled by default</li> <li>• Customer Portal Dashboard design</li> <li>• Customer Portal Form design</li> <li>• Adaptive Layouts for Portal Forms</li> </ul> <p>For additional features, see <a href="#">What's New in CSM 9.3.0</a>.</p>
9.2.1	September 2017	<p>Software fixes.</p>

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

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

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



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

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

# 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](#)