

What's New in CSM 9.3.0?

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The Cherwell Software product suite includes:

- Cherwell Service Management
- Cherwell Asset Management

Contact Cherwell Software

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Overview of What's New in CSM 9.3.0

Adaptive Layouts

The new Adaptive Layouts feature allows you to leverage adaptive design for Forms so that your Forms can adapt to different dimensions. Use Adaptive Layouts to design Forms that provide optimal user experiences across a range of devices.

You can use the Adaptive Layout design features to create, edit, or delete Adaptive Layouts within a Form.

Ð	New form		
\times	<u>D</u> elete this form		
~	Make this the default standard form		
	<u>F</u> orm properties		
7	Change theme		
Ϊ.	Form <u>w</u> izard		
	Adaptive Layouts		Smartphone (414)
₽ŧ	View/set tab order	~	Tablet (750)
~	Auto-select labels with controls		Base Layout (1150)
~	Auto-move contained controls	Ð	Add layout
~	New control label placement, horizontal	1	Edit layout
	New control label placement, vertical	×	Delete layout
~	Show <u>R</u> ulers		Manage Presets

You can also implement Adaptive Layouts with the same dimensions across many Views or Business Objects by using an Adaptive Layout Preset. An Adaptive Layout Preset is a pre-defined set of layout properties that is managed in the Adaptive Layout Preset Manager.

Refer to the Adaptive Forms Scenarios for detailed examples of using adaptive Forms to improve your user experience and streamline your design process.

Trusted Agents for E-mail

CSM now supports the use of Trusted Agents for e-mail.

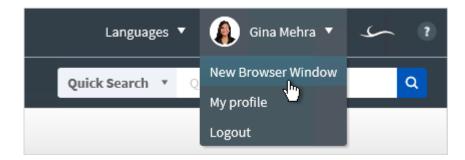
If you have Trusted Agents configured, you can enable Trusted Agents for e-mail in CSM Administrator under the E-mail Options dialog for each e-mail account.

0	E-mail Options	x
Exchange Server	Trusted Agents Define how Trusted Agents should be used with this account. Name:	
From Settings	Make account available to users If you would like to use Trusted Agents with this e-mail connection, check the box below and select the Trusted Agent Group that should handle e-mail requests. Select the "Any Trusted Agent Group" option to allow any Trusted Agent Group to handle e-mail requests. Note that Trusted Agents must be setup and enabled in Server Manager for requests to be sent to the selected group.	
	Use Trusted Agents Trusted Agent Group Any Trusted Agent Group	
Test account	OK Cano	zel

Refer to Using Trusted Agents for E-mail for more information.

Multi-Tab Browsing Support

The new multi-tab browsing support feature allows Browser Client and Customer Portal Users to operate in multiple web browser tabs, which enables them to work on multiple pages in CSM within the same session. Users who have the Globalization feature enabled are able to open tabs in multiple languages and work in the tabs independently. Easily open new tabs by selecting New Browser Window in the User Information section of the Application Bar.



Modal Design Update

The Browser Client and Customer Portal modals have an updated user interface design. The new styling affects fonts, colors, buttons, and message wording (in some instances).

Login ×	
Log in with your Cherwell account	
USER ID	
gina	Choose your Role ×
PASSWORD	
••••	 IT Service Desk IT Service Desk Manager
Cancel Login	
	Always Use Selected Role

Improved Handling for E-mail Attachments

When the **Import file attachments automatically when sending email** checkbox is selected, CSM will now import attachments from e-mails generated via CSM system processes such as One-Steps and Automation Processes. Depending on your system configuration, this could significantly increase the amount of data stored in your database.

0	E-mail Options
Accounts	History Choose where history of e-mail messages should go
History	Default E-mail History Attachment Options Image: Current record Image: Current record's customer
	 Recipients in TO line Recipients in CC line
	Recipients in BCC line Parents of recipients (ex: company that contact works for)
	Message Conversation ID Prefix: MCID
	OK Cancel

Refer to Define Default E-mail History Attachment Options for more information.

Enable or Disable Portal Documentation

By default, the Portal links Users to the Cherwell online documentation system. Due to the highly configurable nature of the Portal, a customer may wish to disable this feature, or link to a custom online documentation system. Use the CSM Administrator and the Site Manager to disable the default online documentation and enable a custom documentation system.

Properties	
General Display Banner Footer	Display Set display and startup options for the site Appearance Ineme: Portal Secondary Image: Portal Secondary Background: Image: Portal Secondary Background: Image: Portal Secondary Background: Image: Portal Secondary Portal Secondary Image: Portal Secondary Portal Secondary Image: Portal Secondary Image: Portal Secondary Image: Portal Default - Collaboration (not L Image: Portal Default - Collaboration
Footer	Show on login: Portal Default - Collaboration
Menu	View: Portal Secondary Login options
A字	Search O Use default
Localization	Use search widget: Self Service Searches with Knowle No search
	Require login before showing search results (excluding dashboards)
	Help ✓ Show help button ○ Use default URL
Hide properties	OK Cancel

Refer to Enable Custom Portal Documentation for more information.

Enhanced CSV Data Import Functionality

Several enhancements to the CSV Data Import Wizard were added. Users can now use CSV files to:

- Import internal User data
- · Import or Update Existing User Records
- · Update Business Object data based on a unique key

Use the CSM Administrator to run a one-time import or a stored data import. Refer to Managing CSV Data for more information.

Additional Form Editor Functionality

Additional functionality, Snap to Grid and Snap to Guide, were added to the Form Editor toolbar to assist with aligning Widgets to a grid and creating or editing Forms.

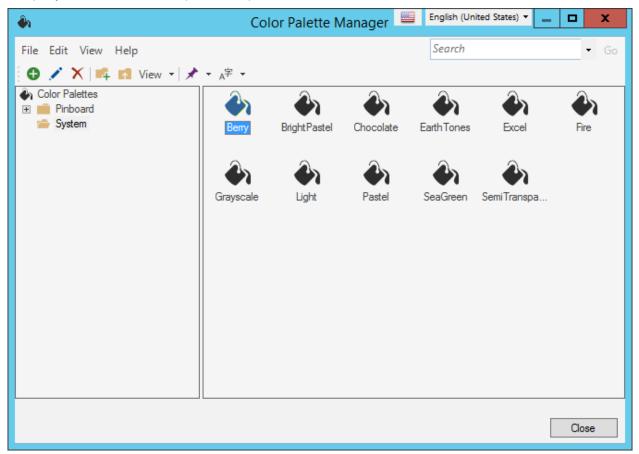
- Snap to Grid allows Form controls to be placed and aligned with the help of gridlines.
- Snap to Guide allows Form controls to be aligned to their closest neighbors.



Refer to Form Editor Toolbar for more information.

Create Custom Themes with Color Palette Manager

The Color Palette Manager allows Users to create custom Themes for Widgets on Browser Client and Desktop Client Dashboards. Use the Color Palette Manager to create custom Themes that match your company's colors or create department specific Themes.



Refer to Create Custom Color Palettes for more information.

Tab Group Widget

You can now add a Tab Group Widget to your Dashboards. The Tab Group can have an unrestricted number of tabs; tabs can contain plain text or rich text. Use the tabs to display static messages, images, and links.

2		Widget	×
Name: HR Links		TabGroup -	
Default ţtle: HR Ir	formation	O Left ─ Right	
New Tab Delete Health Benefits Dental/Vision Benefits 401k Information	Tab Tab name:	Health Benefits	
Profit Sharing	Content Type: Content:	RichText v There are several options for healthcare benefits. You may visit Option A website or Option B website for more information.	* @
Up Down		OK	Cancel

Refer to Create a Tab Group Widget for more information.

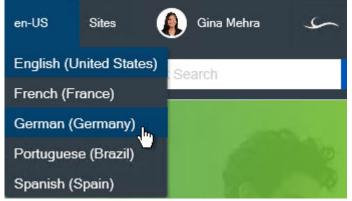
Browser Client and Portal Hamburger Menu

A hamburger menu was added to the Browser Client and Portal to improve the User Experience on mobile screens, as well as screens sized below 768 pixels. The hamburger menu also appears if a browser window is resized below 768 pixels. No configuration is necessary to activate this feature.

Overview of New OOTB Content for CSM 9.3.0

Globalization Enabled by Default

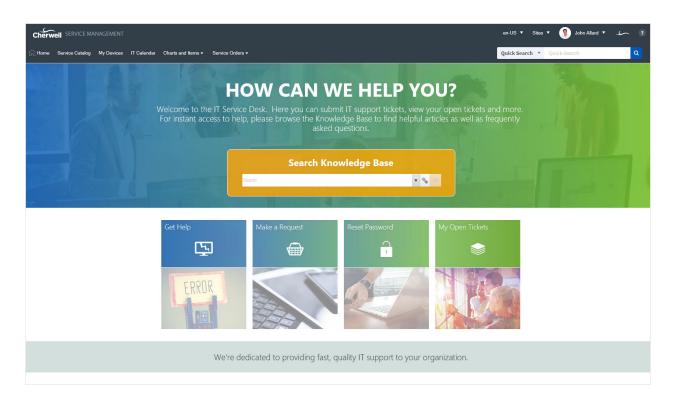
Globalization features, including content strings for German, French, Spanish, and Portuguese, are enabled by default in the Demo Database. This enables the culture selector in all clients. Users can then switch between languages as they work in CSM.



To disable the culture selector, clear the **Enable Globalization** check box on the General tab of the Globalization Management dialog in CSM Administrator.

Customer Portal Dashboard Design

The out-of-the-box (OOTB) IT site on the Customer Portal has an updated user interface design for Dashboards. The design includes changes to background images, fonts, and colors. In some cases, the new design affects the organization of Dashboard Widgets.



Customer Portal Form Design

The out-of-the-box (OOTB) IT site on the Customer Portal has an updated user interface design for Forms. The design includes changes to background images, fonts, and colors. In some cases, the new design affects the organization of fields on the Forms.

Knowledge Article 10186	Add Comment
UNABLE TO PRINT USING THE 'FIT TO PAGE' OPTION	
If unable to print using the 'fit to page' option in MS Excel 2010:	^
Note: This problem may occur if you have a very big workbook you are trying to fit to a single page and print.	
 Check if it's possible to spread your workbook over multiple pages instead of trying to print everything on just one page. 	
Check that the page is NOT zoomed to over 100%.	
3. Update your printer drivers.	
a. Go to the website of your printer manufacturer.	
b. Select your specific printer model .	
 Download any new drivers the manufacturer may have released. Install the new printer on your system. Often this is simply clicking the .exe file you downloaded 	~
Like this Article	
Did this resolve your issue?	
Yes No	

Adaptive Layouts for Portal Forms

With the introduction of the Adaptive Layouts feature, CSM now provides an out-of-the-box (OOTB) Adaptive Layout for most Portal Forms. The layout is designed to work with handheld devices. Portal Forms with the OOTB layout will switch to the smaller layout when CSM detects the screen dimensions of a handheld device.

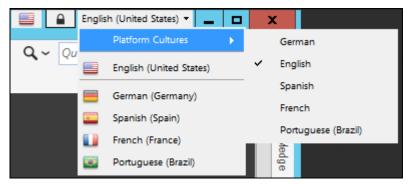
≡	
🧪 Edit 🔛 Save 🗑 Abandon 🅼 🗙	
Lookup (0) ▼ (♣ ♠ Record 1 of 5 ♣	•
<> ■ ■ ■	
Service Request 102189	
Estimated Response: 8/25/2017 8:36 AM	l
New	
New Employee Setup	
DETAILED DESCRIPTION	
New Employee (Submitted via Portal)	
	-
OWNER Unassigned <u>Contact Service Desk</u>	
Withdraw	•

Overview of What's New in CSM 9.2.0

Globalization Management

The new Globalization tool set enables you to quickly and easily translate text, referred to as "strings," into one or more languages. This ensures that Users can use a single CSM installation to view the same content in multiple languages.

The culture selector enables Users to quickly switch between the available languages for content and CSM platform strings. Culture and language pairs can be assigned to specific Users and Roles or across your system.



You can create Language Packs to translate strings for all content, specific Business Objects and their associations, Lookup Table data, Portal content, and Portal platform resource strings.

Create Language Pack Wizard
Identify the scope of the Language Pack Select the scope(s) for the Language Pack that you wish to create.
System Strings Definitions All Include all strings that persist in content, such as Business Objects, forms, one-steps etc.
Specific Business Object(s) Include all strings belonging to specific Business Objects and their associations
Portal
 Portal Platform Strings Include all strings used in portal resources like error strings, toolbar definitions,menu definitions etc. Portal Content Strings Include all strings used in portal definitions like user defined menus, toolbars, header, footer etc.
Lookup Table Data Include all localizable user-entered strings in Lookup Tables
O None Start with an empty Language Pack
Help Select the main scope level; this could be an empty Language Pack, one created from strings in the system, or in a mApp file. Note: All Content will include all Business Objects and associations, hence why the Specific Business Objects option is disabled when this is selected.
< Back Next > Finish Cancel

You can choose to:

- Perform Bulk Updates Export a Language Pack, and then send the Language Pack to a translator. After strings in the Language Pack are translated, you can import the file back into your system.
- Perform Updates in the Language Pack Editor Use the Language Pack Editor to translate a small number of strings or modify existing translations.
- Use Machine Translation Apply machine translations to a Language Pack. Currently, the Google Cloud Translator is supported.
- Perform On-the-Fly Updates Translate strings as you manage CSM features, such as Forms, One-Steps, and Expressions. This method is recommended for maintaining an existing translation.

	Status	Source - English (United States): en • 🝸 Target - Italian (Italy): it-IT	Origin	Last Modified By	Last Mod Date Time	Comments	
,							
1	•		Dictionary	CSDAdmin	7/21/2017 3:06 PM		
2	•	- no e-mail on record -	Dictionary	CSDAdmin	7/21/2017 3:06 PM		
3	•	- No email on record -	Dictionary	CSDAdmin	7/21/2017 3:06 PM		
ł	•	- no phone on record -	Dictionary	CSDAdmin	7/21/2017 3:06 PM		
	•	- No phone on record -	Dictionary	CSDAdmin	7/21/2017 3:06 PM		
	•	- no SLA defined -	Dictionary	CSDAdmin	7/21/2017 3:06 PM		
	•	- none selected -	Dictionary	CSDAdmin	7/21/2017 3:06 PM		
	•	- not yet assigned -	Dictionary	CSDAdmin	7/21/2017 3:06 PM		
)	•	- not yet recorded -	Dictionary	CSDAdmin	7/21/2017 3:06 PM		
10	•	- select owner -	Dictionary	CSDAdmin	7/21/2017 3:06 PM		
1	•	- select team -	Dictionary	CSDAdmin	7/21/2017 3:06 PM		
2	•	#####	Dictionary	CSDAdmin	7/21/2017 3:06 PM		
3	•	#####.##	Dictionary	CSDAdmin	7/21/2017 3:06 PM		
4	•	%BYOD%	Dictionary	CSDAdmin	7/21/2017 3:06 PM		
.5	•	%computer%	Dictionary	CSDAdmin	7/21/2017 3:06 PM		
.6	•	%Device%	Dictionary	CSDAdmin	7/21/2017 3:06 PM		
.7	•	%Disk%	Dictionary	CSDAdmin	7/21/2017 3:06 PM		
8	•	%Employee Departure%	Dictionary	CSDAdmin	7/21/2017 3:06 PM		
19		%Employee%	Dictionary	CSDAdmin	7/21/2017 3:06 PM		

Additional Globalization support includes:

- Translation management of individual definitions in a Blueprint or mApp in CSM Administrator.
- Localization support for Text Fields in Lookup Objects to show translated values to Users as they select, search for, and validate Field values based on their current culture or from other languages enabled in your system.
- On-the-fly record translations.
- Content optimization capabilities that assess your existing system and recommends changes to support content localization.

Foreign Key Support for Validated and Auto-populated Fields

You can now store foreign keys for Fields that are validated from Lookup tables and that enforce validation. This ensures that changes to Lookup table values are updated in existing records.

When you enable foreign keys for a Field, the keys also apply to values that are auto-populated from that Field.

9	Field Properties
	Validation/Auto-Population (Incident.Priority field)
×	Choose if field should be validated and have its value automatically populated under certain conditions.
General	Press on the arrows () for more options
?	
Process & Procedure Help	Validation
	Validate from Change Priority table Edit Table Data
Properties	Iable: Change Priority
Ø	Bield: Priority
Validation/Auto-	✓ Validation is enforced
populate	Selecting values triggers fill
F	On conflict use first match
Advanced	Limit values:
	Add
	Edit
	When limiting values change, clear field's value (normal)
	Custom Error:
	☑ Validate with range
	Q ☐ Validate from list
	Other validation types
	Auto populate
	S 🖌 Auto populate
	Populate using map
	P Foreign Key Support
	v Store foreign key
	Relationship to use for duplicate values:
	It is suggested to create/select a foreign key relationship for this field as there are multiple legal values.
	Fields that store foreign keys may need a Relationship defined to search if duplicate values exist. Use an existing Relationship or create a new one.
L	OK Cancel

In addition, when you publish a Blueprint, you can choose to update foreign keys values. This ensures that values are updated in existing records.

Publish Options						
Publish Blueprint changes to the live system.						
Publishing options:						
Before publishing						
✓ 1. Save Blueprint						
✓ Create rollback Blueprint						
✓ 2. Scan for errors						
Stop on warnings						
✓ 3. Force out users						
✓ 4. Lock system						
5. Pause All Services						
6. Ignore Conflicts						
Publishing						
7. Publish changes						
After publishing						
8. Rebuild Full-Text Catalog						
✓ 10. Unlock system						
11. Update validation foreign keys.						
Publish Cancel						

Definition Reviewer

The new Definition Reviewer provides a quick way to review and modify Forms, Grids, and Form Arrangements for all Business Objects. This is useful for ensuring consistency and usability across visual elements in your system, especially after you apply translations to your system using the tool set.

You can review and modify:

- · All visual elements in a Blueprint or mApp
- · Changed visual elements in a Blueprint or mApp

e Cher	well Service Management Admin	istrator - New Blueprint * (licensed to River T Corp.) - Cherwe	ell Browser connection
File View Edit Managers Tools Form	n Help		
. # ≝ 📕 ⊘ 前 × 🗼 🖪 🕄			
		1 + 10 + 10 + 10 + 10 + 1 0 +	
• • b 9			
	🔜 🏽 - 문 - 🏦 🛎 레 프 여		
🗰 🖉 Forms 🕞 🕥	🔎 Go 🚱	Approval	
Forms		. History	
Grids	- Approval Fields	Approver Name:	Comments:
Form: Form Arrangements	Actual Approved By	\checkmark	
Approval AuthorizationLevels (Authorizatio	Actual Approved By ID	Approval Team: Deadline:	
BusObID (BusOb ID)	Approval ID		
CABRole (CAB Role)	Approver Email		
🗄 🔮 Change Request	Approver Name =	Approve Deny Abstain	
ChangeCategory (Change Catego ChangeFormSteps (Change Emb)	Created Culture		
ChangePriority (Change Priority)	Deadline	Details:	
ChangeReason (Change Reason)	History ID		
ChangeStandardApprovalItems (Chang	Parent Type Name		
ChangeStandardTemplates (Chai GhangeStatus (Change Status)	Release ID Status		
ChangeType (Change Type)	Team Name		
- CIAssetType (CI Asset Type)	(0.0.) I		
CIDownstreamRelationship (CID	=−ø° Standard		
CILinkTable	Banner		
CIRelationships (CI Relationship)	y Button		
- CITypeStatus (CI Status)	Ellipse		
CIUpstreamRelationships (CI Ups CompletionCode (Completion Code)	Image		
E Sonfig - Computer	abc Label		
🗄 🕛 Config - Mobile Device	Line		
E Sconfig - Network Device E Config - Other CI	link Label		
E-S Config - Other Cl	Aradio Button		
🗄 📲 Config - Server	Rectangle		
🖶 📆 Config - Software License 🗸 🗸	Tabbed Group Box		
< III >	i ⊕-o o Special	< 111	>

Browser Client and Customer Portal User Interface Enhancements

The Browser Client and Customer Portal offer improvements to the following features:

• **Banners:** The banners in the CSM Browser Client and Customer Portal are updated with a new look-and-feel, including a height of 50 pixels and the use of the Cherwell company logo.

Cherwell	SERVICE MA	NAGEMENT						
Account Infor Search Bar in t graphics, color wrapping.	he Browser (Client have a	n updateo	d look-and-	feel, inc	luding new	v drop-down s	styling,
Cherwell SERVICE N	NNAGEMENT						🕼 Gina Mehra 🔹	∽ ®
R New - Searches -	One-Steps + E-mail +	Dashboards • Pages •	Reports • Vis	sualizations • Calenda	s • Tools •	Quick Search *	Quick Search	Q

Download a Blueprint

The new Download a Blueprint button allows you to easily download a Blueprint from the Publish Log. Download a Blueprint to apply changes from other Users or to easily revert your system.

View All records			Downlo	ad Blueprint Refresh
Short Desc	Definition Type	Definition Name	User Name	Started
Unlocking system			Cherwell Admin	6/6/2017 7:39 AM
Updating definition ConfigSoftwareLicense View	Form	ConfigSoftwareL	Cherwell Admin	6/6/2017 7:39 AM
Updating definition ConfigComputer ViewOnly	Form	ConfigComputer	Cherwell Admin	6/6/2017 7:39 AM
Updating definition System	Form	System	Cherwell Admin	6/6/2017 7:39 AM
Updating definition ConfigSystem ViewOnly	Form	ConfigSystem Vi	Cherwell Admin	6/6/2017 7:39 AM
Updating definition Printer	Form	Printer	Cherwell Admin	6/6/2017 7:39 AM
Updating definition ConfigPrinter ViewOnly	Form	ConfigPrinter Vie	Cherwell Admin	6/6/2017 7:39 AM
Updating definition SoftwareLicense	Form	SoftwareLicense	Cherwell Admin	6/6/2017 7:39 AM
Locking system			Cherwell Admin	6/6/2017 7:39 AM
Unlocking system			Cherwell Admin	6/6/2017 7:35 AM
Updating definition River Theme Banner	Image definition	River Theme Ba	Cherwell Admin	6/6/2017 7:35 AM
Updating definition Cherwell Next	Theme	Cherwell Next	Cherwell Admin	6/6/2017 7:35 AM
Updating definition ConfigMobileDevice ViewOnly	Form	ConfigMobileDe	Cherwell Admin	6/6/2017 7:35 AM
Updating definition ConfigSoftwareLicense View	Form	ConfigSoftwareL	Cherwell Admin	6/6/2017 7:35 AM
Updating definition ConfigComputer ViewOnly	Form	ConfigComputer	Cherwell Admin	6/6/2017 7:35 AM
Updating definition System	Form	System	Cherwell Admin	6/6/2017 7:35 AM
Updating definition OtherConfigurationItem	Form	OtherConfigurati	Cherwell Admin	6/6/2017 7:35 AM
Updating definition Computer	Form	Computer	Cherwell Admin	6/6/2017 7:35 AM
Updating definition ConfigNetworkDevice ViewOnly	Form	ConfigNetworkD	Cherwell Admin	6/6/2017 7:35 AM
Updating definition MobileDevice	Form	MobileDevice	Cherwell Admin	6/6/2017 7:35 AM
Updating definition ConfigSystem ViewOnly	Form	ConfigSystem Vi	Cherwell Admin	6/6/2017 7:35 AM
	-	0 0 00 000	OL 11 A L 1	

Cherwell REST API Enhancements

- **New Operations:** Operations were added for Teams, Users, Queues, Stored Values, and Gallery Images. For a complete list of new operations, refer to the REST API documentation revision history in About the Cherwell REST API.
- **PowerShell Examples:** Many PowerShell examples have been added to the REST API documentation, including:
 - Get an Incident
 - Create an Incident
 - Upload Attachments
 - Delete a Business Object
 - Get Search items
 - Perform an ad-hoc Search with a filter
 - · Perform an ad-hoc Search with sorting
 - Create a User

- **Practice Exercises:** You can now practice using the REST API Discovery Tool by following a series of practice exercises that have been added to the REST API documentation.
- **Sample SAML Clients:** Documentation now includes sample client code for using SAML with the Cherwell REST API, including examples with and without a final URI query string.

Local Catalog Performance

Local catalog caching has been enhanced to only retrieve new and changed items after a Blueprint publish. You should see increased system responsiveness with this change.

Overview of New OOTB Content for CSM 9.2.0

Improved Service Catalog and Search

A new theme (called "Cards with Search") has been added to the Action Catalog Widget Manager. The new theme displays the name, description, and icon of Service Catalog items in a card-based layout. The number of columns displayed adjusts according to the user's screen size.

Cherwell SERVICE MANAGEMENT			en-US 🔹 Sites 👻 🌔 Henri Bryce 👻 🖌	•
() Home Service Catalog My Devices ∏	T Calendar Charts and Items • Service Orders •		Quick Search Quick Search	٩
Service Catalog		SEARCH:		_
				٩
×	nt Management		Conferencing / Presentation	
	ce pertains to controlling access to esources or centralized software. T,	දිවුදි	Conference Setup, Web sharing, projectors and more	
🔿 Deskt	op Management		E-Mail / Calendaring	
This servi	ce covers the requisition, upkeep and of standard computer systems,	Ľģ	This is a mission-critical system that provides all you need to know about the E-Mail accou	
Emplo	byee Support		Enterprise Apps	
A This servi	ce is used primarily by HR and hiring	- HO	This service contains options for mission-	

You can now use breadcrumbs navigate through the Service Catalog levels.

Cherwel	SERVICE	MANAGEMENT				Sites 🔻 🤶 Henri Bryce 🔻	5
Home S	Service Catal	og My Devices IT Calendar Charts i	nd Items *	Service Orders ¥		Quick Search Quick Search	٩
	ice Catal	Og Account Management			SEARCH: Account Management		٩
2	Q -@	Account Management	cen	s service pertains to controll tralized software. This can m v accounts.			
		Cherwell Self Service	Ne	twork Access			
		Cherwell self service password requests	nev	work password change/reset, rnetwork account request, and work access or permission			

The Cards with Search theme also includes an improved search function that produces a list of suggested matches after a user types three characters into the search box. Users can search on the title and description of Service Catalog items. The drop-down menu list of suggested results will show up to five suggestions; click the **More...** link to view additional suggestions. Select the **Search** button or the enter key to view all search results.

Ch	erwell SERVICE MAN	AGEMENT		Sites 🔻	👔 Henri Bryce 🔹 🦛 👔
ín н	ome Service Catalog N	ly Devices IT Calendar Charts and Items ¥ Service Orders ¥	Quick Search • Quick Search Q		
	Service Catalog			SEARCH: com I Computer Desktop Management	Category Category
	2	Account Management This service pertains to controlling access to network resources or centralized software. T	() 2 <u>2</u> 2	IT Service Desk Request Com puter Upgrade Request Installation/Config More	Category Catalog Item Catalog Item
		Desktop Management This service covers the requisition, upkeep and disposal of standard computer systems,	M	E-Mail / Calendaring This is a mission-critical system that pro all you need to know about the E-Mail ac	
	8	Employee Support This service is used primarily by HR and hiring managers to set up new employees, update		Enterprise Apps This service contains options for mission critical business software used by the	P

To use an existing Service Catalog with the new theme, see Implementing the OOTB Service Catalog.

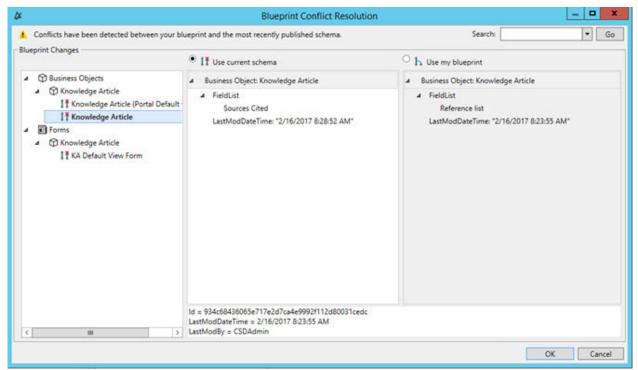
Localized OOTB Content

Out-of-the-box content is now available in French (fr-FR), German (de-DE), Portuguese (pt-BR), and Spanish (es-ES). You can choose between Demo or Starter databases that includes all these languages, along with English, or you can choose to use the Demo database or Starter database for English only.

Overview of What's New in CSM 9.1.0

Concurrent Development for Blueprints

If there are conflicts between a Blueprint you are trying to publish and the existing schema (for example, another developer has edited a business object after you began working on your Blueprint), you will now see a list of potential conflicts between the existing schema and the system objects you are updating in the Blueprint. Use the Blueprint Conflict Resolution window to view conflicts and choose whether to keep or discard your Blueprint changes. You can see when each item was edited and who made the changes.



Accessibility Improvements for CSM Web Applications

Continued accessibility improvements were made to the CSM Browser Client and CSM Portal, particularly for Grids.

Team Operations for the Cherwell REST API

You can now use these new operations to more effectively manage Teams with the REST API:

- Add Users to Teams by Batch Use the addusertoteambybatch operation to add multiple Users to a Team at once.
- Create or Update a Team or Workgroup Use the saveteam operation to create or update a Team or Workgroup.

New Modifiers

Multiple Modifiers were added:

Hash Text and Hash Mac Text

Applies cryptographic hashing algorithms to text strings. This enables you to create encrypted strings you can use to create tokens for APIs and to detect data changes.

Trim Start and Trim End (Text Modifiers)

Trims specified characters from the end of a text string. For example,

to trim end characters from a string:

- Original Token: 80906-1234
- Modifier: Trim -1234
- Results: 80906

• Modulo (Math Modifier)

Returns the remainder of a division calculation. For example:

- 10%3 returns 1
- 5%3 returns 2
- · 3%10 returns 3

In the last example, 3 is returned because the 3 divided by 10 is 0, with 3 as the remainder.