cherwell®

Acquired by Ivanti

What's New in CSM 9.5.0?

Legal Notices

© 2023 Cherwell Software, LLC. All Rights Reserved.

Cherwell, the Cherwell logo, and mApp are trademarks owned by Cherwell Software, LLC and are registered and/or used in the United States and other countries. ITIL® is a registered trademark of AXELOS Limited. All other product or company names referenced herein are used for identification purposes only and are or may be trademarks or registered trademarks of their respective owners.

Some or all parts of the mApp product are covered by one or more claims of U.S. Patent No. 9, 612, 825.

The information contained in this documentation is proprietary and confidential. Your use of this information and Cherwell Software products is subject to the terms and conditions of the applicable End-User License Agreement and/or Nondisclosure Agreement and the proprietary and restricted rights notices included therein.

You may print, copy, and use the information contained in this documentation for the internal needs of your user base only. Unless otherwise agreed to by Cherwell and you in writing, you may not otherwise distribute this documentation or the information contained here outside of your organization without obtaining Cherwell's prior written consent for each such distribution.

The Cherwell Software product suite includes:

- Cherwell Service Management
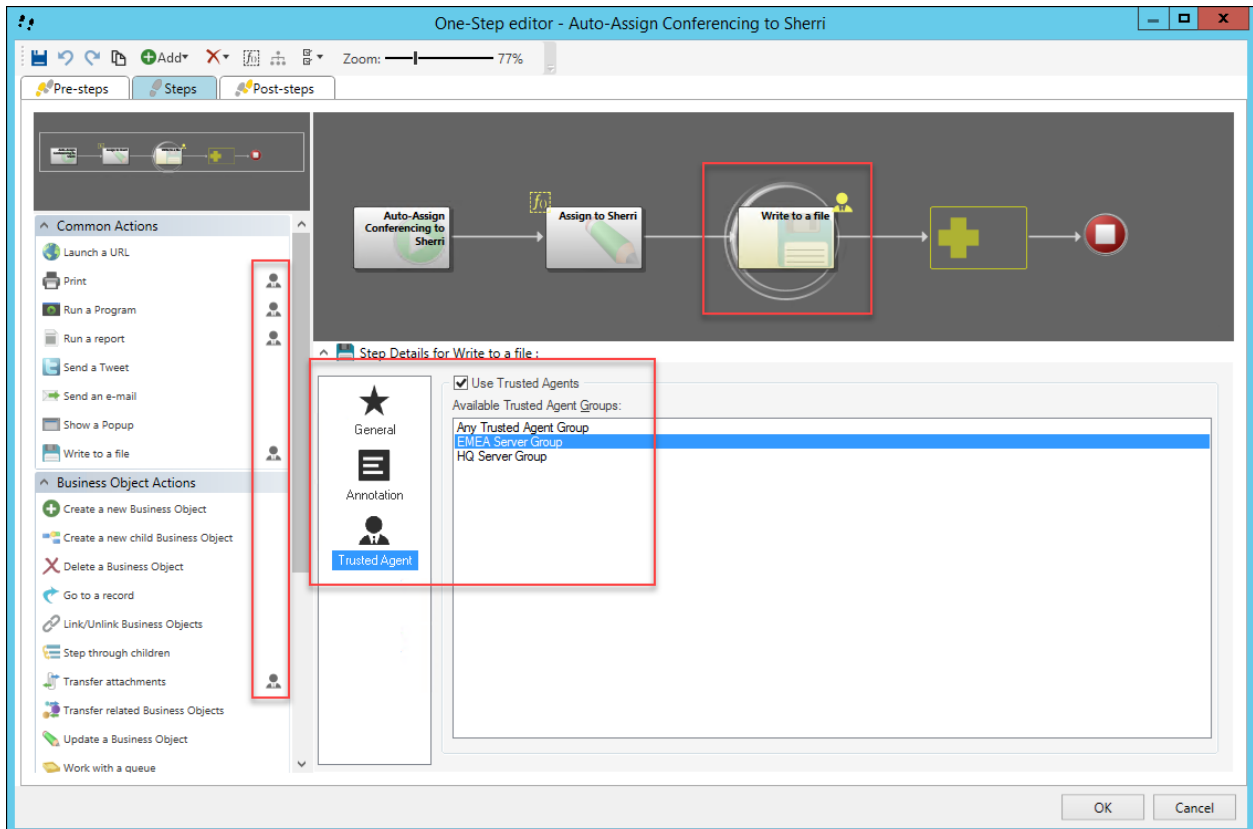- Cherwell Asset Management

Contact Cherwell Software

Contents

Overview of What's New in CSM 9.5.0

Trusted Agent Support for One-Step™ Actions

One-Step Actions can be configured to execute using Trusted Agents. This enables you to execute specific Actions, such as Print, on remote servers and distributed systems.

You can use Trusted Agents with these Actions:

- Print
- Run a Program
- Run a Report
- Write to a File
- Transfer Attachments
- Call a Web Service
- Excel Merge

For example, you can use a Run a Program Action to launch an upgrade on a remote server or use a Transfer Attachments Action to deliver and receive files from customers or Users.

You can configure Trusted Agents for one or more of the supported Actions within a single One-Step Action. Depending on your needs, you can assign a different Trusted Agent service group to each Action.

In addition, a new security right controls a User's ability to configure a One-Step Action, including its sub-Actions, to run through a Trusted Agent.

Translatable Platform Strings

You can now use Language Packs to translate system platform strings for languages that are not provided with CSM by default (English, French, Spanish, Portuguese, and German). Platform strings are typically client-based strings, such as those for menu items, toolbars, controls, and tooltips.

When you create a Language Pack, you can include system platform strings, Portal platform strings, or both.

To support this change, localized binaries are now stored in the database instead of the CSM installation directories.

Multi-byte Support for Language Packs

If your CSM database supports Unicode characters, you can now enable multi-byte support to enable cultures that use multi-byte languages, such as Chinese, for translation using Language Packs. In addition, documentation is now provided for enabling Unicode support in your CSM database.
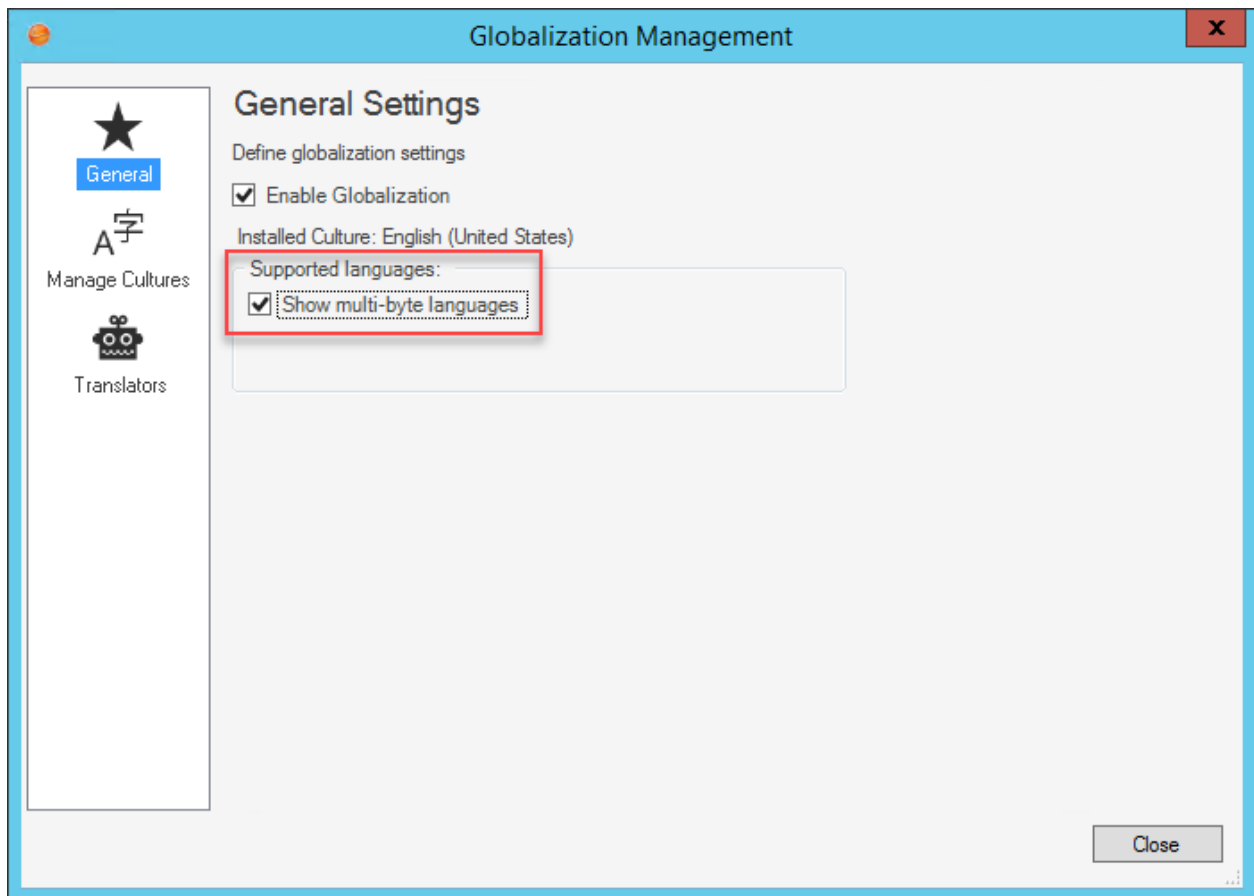
Camera and Location Services Added to the Browser Client

You can now scan asset barcodes from within the CSM Browser Client using your mobile device camera. Add the BarcodeScan attribute to the Business Object, and add a field to store the barcode value.

You can also set the current location of a Business Object in the Browser Client by adding the Location attribute to the Business Object.

## Print Action Support for Web Applications

You can now use Trusted Agents to configure print support for One-Step Actions run from the CSM Browser Client and Portal. Print and Run a Report Actions that are configured to print a Report offer this support.

Cherwell SaaS customers can configure a Trusted Agent to use printers on their remote network; on-premises customers can configure a Trusted Agent to use printers on their local network or on a remote network.

If you do not configure Trusted Agents, Users receive an error indicating that Print Actions are not supported when the One-Step Action is run on the Browser Client or Portal.

Browser Client Text Editors

The plain text and Rich Text editors in the Browser Client have enhanced user interface designs and functionality. The plain text editor now allows you to zoom in on the text for improved visibility and the Rich Text Editor now supports image sizing (small, medium, large, or full) and additional view options (zoom in on an individual image or open the image in a new browser tab).
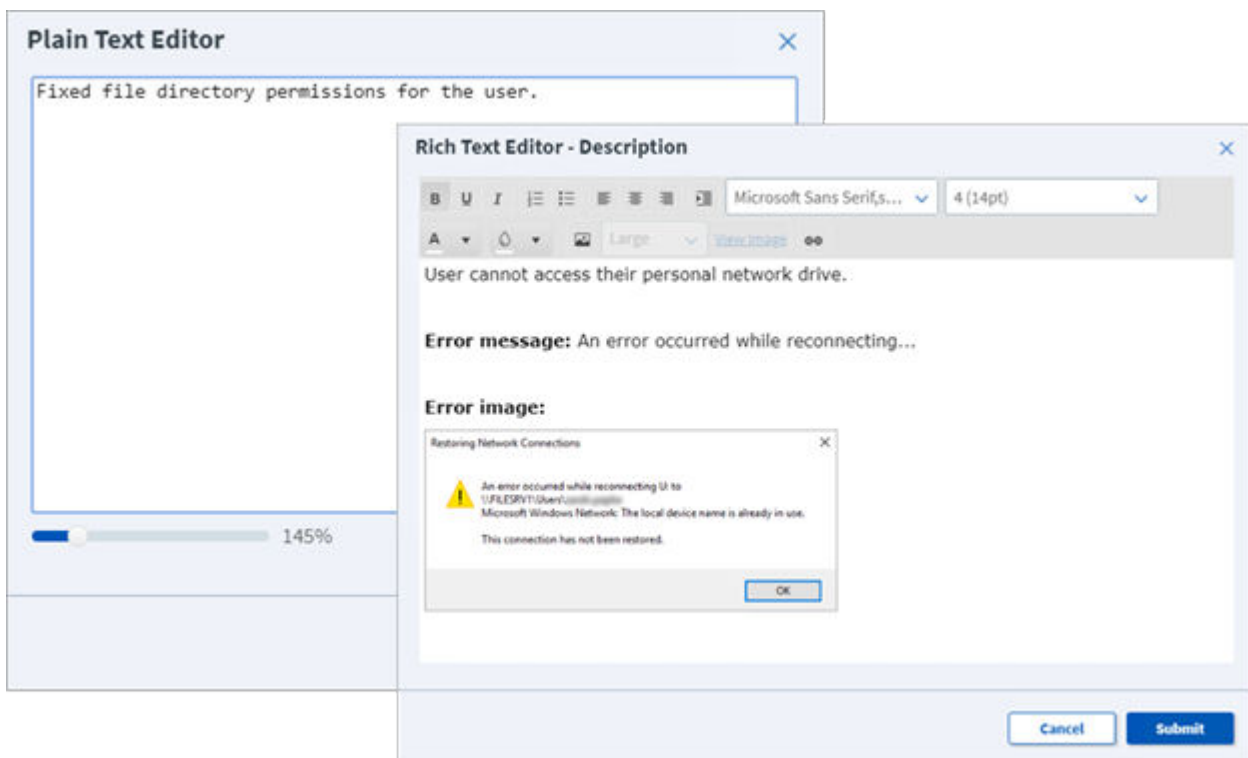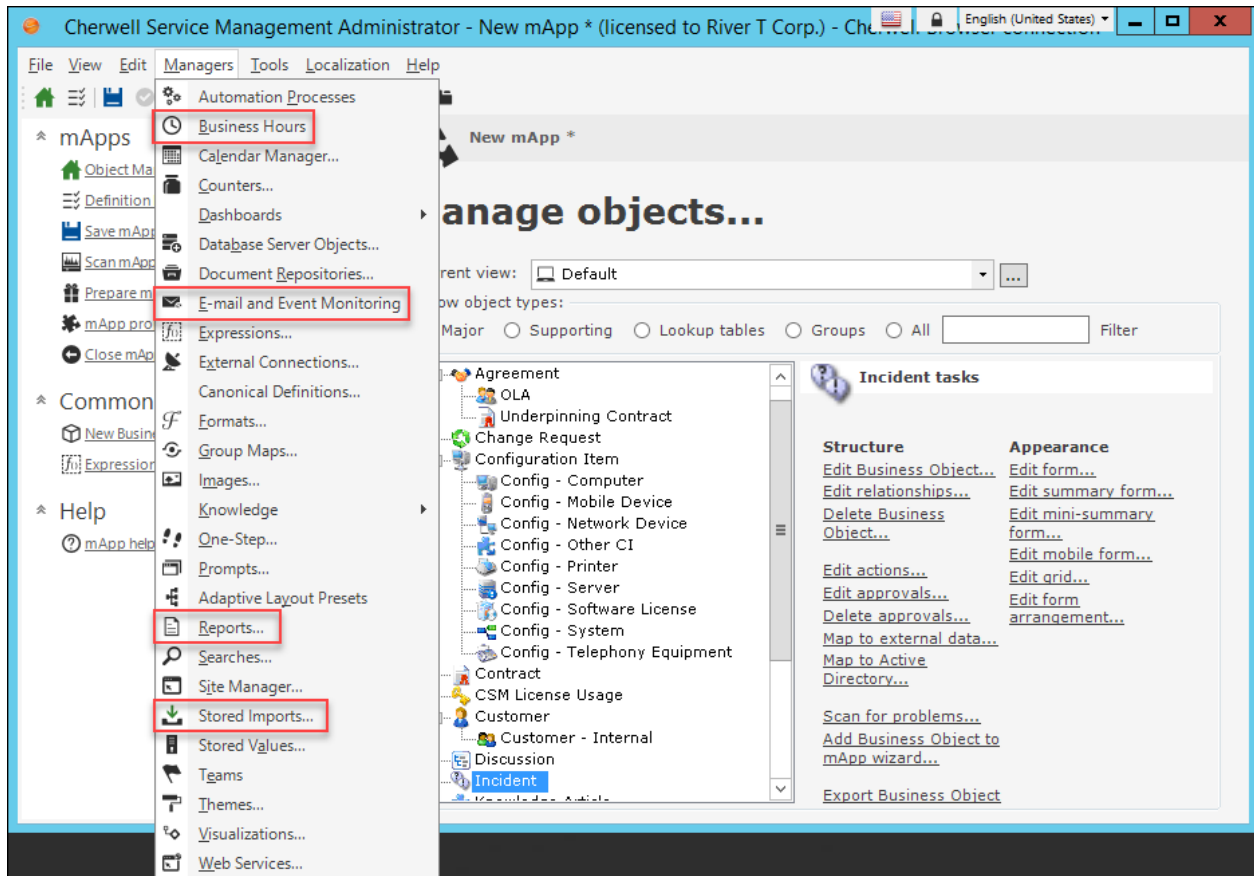

Additional Feature Managers Added to Blueprints, mApp Solutions

Several Item Managers have been added to Blueprints and mApp Solutions, increasing the number of items that can be published to a Blueprint or added to a mApp Solutions and shared across systems.
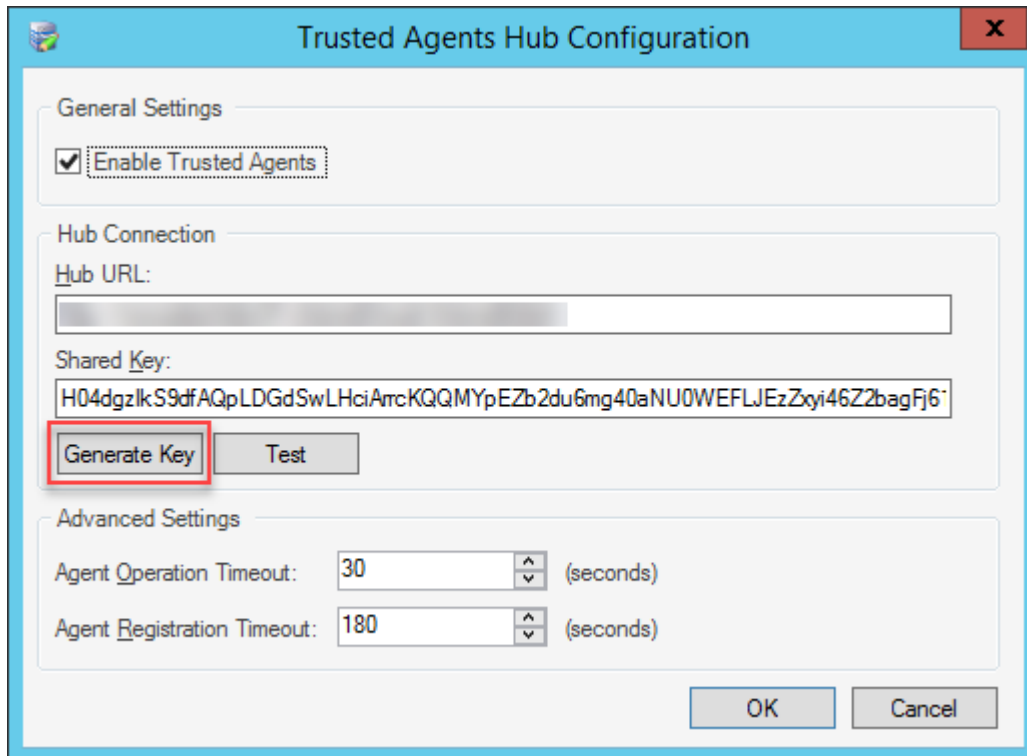
Added Item Managers are:

- Business Hours
- E-mail and Event Monitor
- Reports
- Stored Import Definitions

Shared Key Generator for Trusted Agents

You can generate unique Shared Keys for Trusted Agents when you configure the Trusted Agents Hub in the Server Manager. Shared Keys can then be copied to each Trusted Agent Server controlled by the hub.

CSM Command-Line Options

The CSM Configuration command-line utility is now fully documented and supported. In addition, new options enable you to publish a Blueprint, create a Blueprint file from a mApp file, and restore a .czar file as Unicode. You can also use the System Restore command-line to enable/disable Unicode when restoring a database.

Customers who used earlier versions of the Configuration command-line utility should review the documentation and update scripts created for an earlier CSM version as needed.

Documentation has also been improved for the following command-line utilities:

- CSM Client Command-Line
- Administrative Command-Line
- System Restore Command-Line

Overview of New OOTB Content for CSM 9.5.0

Site and Building Management

The new Site and Building management allows Site and Building Managers to effectively monitor the relationship between one or more Sites and associated Buildings related to a Customer, Configuration Item (CI), or other applicable Business Objects.