



What's New – July 2019

The latest release of VIZOR brings significant feature enhancements across VIZOR's modules. This release consolidates the enhancements delivered in builds 2.5.2.304 through 2.5.2.308. In addition to improved support for current infrastructures, VIZOR now provides a wider range of out-of-the-box functionality that reduces the workload of common IT tasks. The updates include General Updates, Microsoft Integrations, IT Asset Management, Software & License Management and Service Desk.

General Updates

Full Support for TLS Encryptions

After industry standards changed, VIZOR also updated its system to support SQL Server TLS 2.1 encrypted communication. (Build 2.5.2.306)

Custom Group Members Macros

Information of the group will change dynamically with the newest macro, so the group does not need constant updating. (Build 2.5.2.305)

Public URL

For those with an on-premises solution, it is now possible to create a public URL to access via the internet a specific VIZOR system that is located on your premises. (Build 2.5.2.307)

Billing and Chargebacks

VIZOR now tracks costs incurred by IT services. This permits reporting for internal costs calculations or for billing and charge backs to other departments. (Build 2.5.2.305)

Improved User Experience

The latest release delivered minor improvements to user experience. It includes improved drop-down menu fields and improved performance opening common dialog boxes and an asset record. (Build 2.5.2.306)

Centralized Configuration of Third-Parties

Edit Configuration Item #5
Update the information for configuration item #5.

Name: Import Users from Azure AD
Description: Configuration settings for importing users from Azure Active Directory into VIZOR.

Interval: Client ID:
Secret Key: Tenant ID:

Enabled: No Yes
Show Advanced: No Yes

Group Mappings:

Row	VIZOR Group	Import Mapping: External Group Name
1	Admins	Administrators
2	Employees	VIZOR Users
3	IT Asset Managers	VIZOR IT Asset Managers
4	HelpDesk-Analysts	VIZOR HelpDesk-Analysts

* This color indicates a required field

Buttons: Add, Edit, Remove, OK, Apply, Close

There is now a web-based area to configure third-party authentication providers such as Azure AD. This interface permits centralized configuration of integration settings such as group mappings and sync intervals. (Build 2.5.2.307)

Microsoft Integration

Login with Microsoft Azure Account

Users can now login to their VIZOR solution using their existing Microsoft Azure account. (Build 2.5.2.305)

Login with Microsoft Accounts (MSA)

VIZOR users can now login using existing Microsoft Accounts (MSA) for authentication. (Build 2.5.2.305)

Microsoft Azure AD Synchronization

Integration with Microsoft Azure Active Directory (AD) automatically generates its user accounts in VIZOR as well. Synchronization on a daily, weekly, or monthly schedule updates VIZOR with any changes detected in Azure AD. The groups in Azure AD are automatically mapped in VIZOR. (Build 2.5.2.307)

Full Support for Microsoft SQL Server 2017

VIZOR now officially provides full support for Microsoft SQL Server 2017 as the database server. (Build 2.5.2.304)

IT Asset Management

New Depreciation Schemes

VIZOR now supports three new asset depreciation schemes; Degressive 40%, Linear 10% / Straight Line 10 Year and Linear 33% / Straight Line 3 Year. (Build 2.5.2.304)

Identifying Lemon Assets

VIZOR can now flag a problematic and defective asset as a *Lemon*, after it is set to *Repair* a minimum of three times. (Build 2.5.2.305)

Automatically Retire Lost Assets

VIZOR can now flag lost assets as retired after a given time. This ensures accounting and inventory reports are accurate in terms of depreciation values and stock levels. Any deprovisioning actions are triggered automatically as part of this process. (Build 2.5.2.304)

Scrap Assets

Assets no longer required in VIZOR can be permanently deleted, as opposed to flagged as retired, with the new button named *Scrap Assets*. This triggers an email to the Finance Department indicating that the record of the asset will be destroyed within VIZOR. (Build 2.5.2.304)

Mark Asset as Lost

Multiple Assets can be marked as lost with a single click operation from the Asset Summary list. (Build 2.5.2.304)

Name	Asset Tag	Serial Number	Status	Allocated to Person	Allocated to Device / Computer	Location	Department	Project	Last Assigned Date			
ACCT-COMP-002	ACME-A1819	S4NL125	Assigned	Martin West	--	USA \ New York \ W	General Administrat	Project ISO 9002	1/16/2019			<input type="checkbox"/>
CUST-DEMO-001	--	S4NB115	Assigned	<None>	--	Belgium \ Brussels \	--	--	11/25/2017			<input type="checkbox"/>
CUST-DEMO-003	--	S4NL117	Assigned	Rose Arrington	--	USA \ New York \ W	--	--	5/11/2018			<input checked="" type="checkbox"/>
DEV-COMP-001	ACME-2829-2323	S4NL111	Assigned	Sarah Smith	--	USA \ New York \ W	--	--	5/11/2018			<input checked="" type="checkbox"/>
DEV-COMP-003	--	S4KT113	Assigned	John Davis	--	USA \ New York \ W	--	--	5/11/2018			<input type="checkbox"/>
HR-COMP-002	--	R95W127	Assigned	Jane Rose Daren	--	USA \ New York \ W	--	--	3/15/2018			<input type="checkbox"/>
QA-COMP-002	--	VMware-42 36 a8	Assigned	Donald Nathan	--	USA \ New York \	--	--	5/11/2018			<input checked="" type="checkbox"/>
QA-COMP-004	--	S4NL129	Assigned	Chris Hubbard	--	USA \ New York \ W	--	--	5/11/2018			<input type="checkbox"/>
SALES-COMP-001	--	S4NL119	To Be Scrapped	<None>	--	USA \ New York \ W	--	--	1/8/2019			<input type="checkbox"/>
SALES-COMP-003	--	S4NL121	Assigned	Daniel Ambler	--	USA \ New York \ W	--	--	11/25/2017			<input type="checkbox"/>
SUPPORT-COMP-001	--	Qh2s8rv6X	Assigned	<None>	--	USA \ New York \ W	--	--	5/12/2018			<input type="checkbox"/>
SUPPORT-COMP-002	--	92fuxjeesx	Assigned	<None>	--	USA \ New York \ W	--	--	5/12/2018			<input type="checkbox"/>
SUPPORT-COMP-003	--	3qYTQzBS6Z	Assigned	<None>	--	USA \ New York \ W	--	--	5/12/2018			<input type="checkbox"/>
SUPPORT-COMP-004	--	sgjcsnugAJ	Assigned	<None>	--	USA \ New York \ W	--	--	5/12/2018			<input type="checkbox"/>
SUPPORT-COMP-005	--	72F9nzdEB	Assigned	<None>	--	USA \ New York \ W	--	--	5/12/2018			<input type="checkbox"/>
SUPPORT-COMP-006	--	x7fjxaby	Assigned	<None>	--	USA \ New York \ W	--	--	5/12/2018			<input type="checkbox"/>
SUPPORT-COMP-007	--	9uDFGSjBk	Assigned	<None>	--	USA \ New York \ W	--	--	5/12/2018			<input type="checkbox"/>
SUPPORT-COMP-008	--	dWCXWKERJM	Assigned	<None>	--	USA \ New York \ W	--	--	5/12/2018			<input type="checkbox"/>
SUPPORT-COMP-009	--	n4GBxURSv7	Assigned	<None>	--	USA \ New York \ W	--	--	5/12/2018			<input type="checkbox"/>
SUPPORT-COMP-010	--	eKe58BhVpg	Assigned	<None>	--	USA \ New York \ W	--	--	5/12/2018			<input type="checkbox"/>

Page 1 of 1 (34 matches)

Add Assets

Mass Update

Reassign/Relocate

Scrap

Mark Lost

Request Status

Sync Chromebooks

Manage Asset Types

Employee Assets

Prevent Modifications to Retired/Lost Assets

Optionally, you can enforce that any retired or lost asset record cannot be modified. (Build 2.5.2.305)

Check-In / Check-Out Improvements

When checking a device in or out, information such as person's first and last name, department, and ID picture, now appear on the screen. The allocation process can now also be streamlined by scanning the barcode on an employee ID card and the device's ID. (Build 2.5.2.305)

Default Asset Storage Locations

After defining the default storage location for each asset type, VIZOR will let users know where the asset should be stored once the device is checked-in. For example, all computers are stored in Closet A in the New York offices. If your organization has multiple locations, VIZOR understands that the device is being checked into a different office. It will identify the default storage area for that geographic location. (Build 2.5.2.304)

Tracking Repairs

The *Repair* status was available in VIZOR before, but now it includes information associated to the repair like the cost, parts repaired, and vendor. The repair section also has a checklist to help diagnose the device's problem and keep track of what has been tested. (Build 2.5.2.305)

The screenshot shows the 'Edit Ticket #10000' window in VIZOR. The 'Repair' tab is active, displaying a form with the following fields:

Field	Value
Accessories Included:	Battery Keyboard Laptop Bag/Case
Parts Repaired:	Hard Disk
Provider of Service:	Be6 Technologies, Inc.
Cost:	\$ 102.00
Chargeback to Customer:	<input type="checkbox"/>
Data Backup Required:	No
Hard Drive Test:	Fail
Memory Test:	Pass
Network Port Test:	Pass
Audio Port Test:	Pass
Power Supply Test:	Pass
Burn-In Test:	N/A
Customer-Induced Damage:	No
Unnecessary Repair:	No
Tracking Number:	
Shipping Priority:	

At the bottom of the window, there is a note: '* This color indicates a required field'. Navigation buttons include Back, Next, OK, Apply, and Close.

Asset Containers

Assets can now be allocated to *Containers* within VIZOR. This allows IT to allocate batches of assets to departments, projects or geographic locations, without allocating individual devices to the end-users. A *Container* can also be virtual to create a set or logical group of the assets. A good example is when school districts purchases thousands of Chromebooks. They allocate the *Containers* to teachers who then distribute each device. (Build 2.5.2.305)

Google Chromebook Admin integration

VIZOR now synchronizes devices, Chromebooks and mobile devices, that exist in Google G Suite / Chromebook Manager. Device details such as model, location, serial number and operating system are synchronised with any changes made within G Suite. The synchronization can be performed on-demand by clicking *Sync Chromebooks* directly in VIZOR. Alternatively, the Chromebook summary list can be configured at interval periods. (Build 2.5.2.305)

Edit Asset: 01ca052a-b65f-4ca2-aca8-b4fe80b9b289

Update the information for the asset 01ca052a-b65f-4ca2-aca8-b4fe80b9b289.

History New Email Emails

Overview Details Computer Details Allocation Purchase Details Source

Chromebook

Name: 01ca052a-b65f-4ca2-aca8-b4fe80b9b289 Status: In Stock / Storage

Manufacturer: Manufacturer: Model: Acer Chromebook R11 (CB5-132T / C738T)

Serial Number: NXG55AA011716156977600

Asset Tag: CB517 Service Tag:

Notes:

ID: 7181 Return Date:

Attachments

* This color indicates a required field

Back Next OK Apply Close

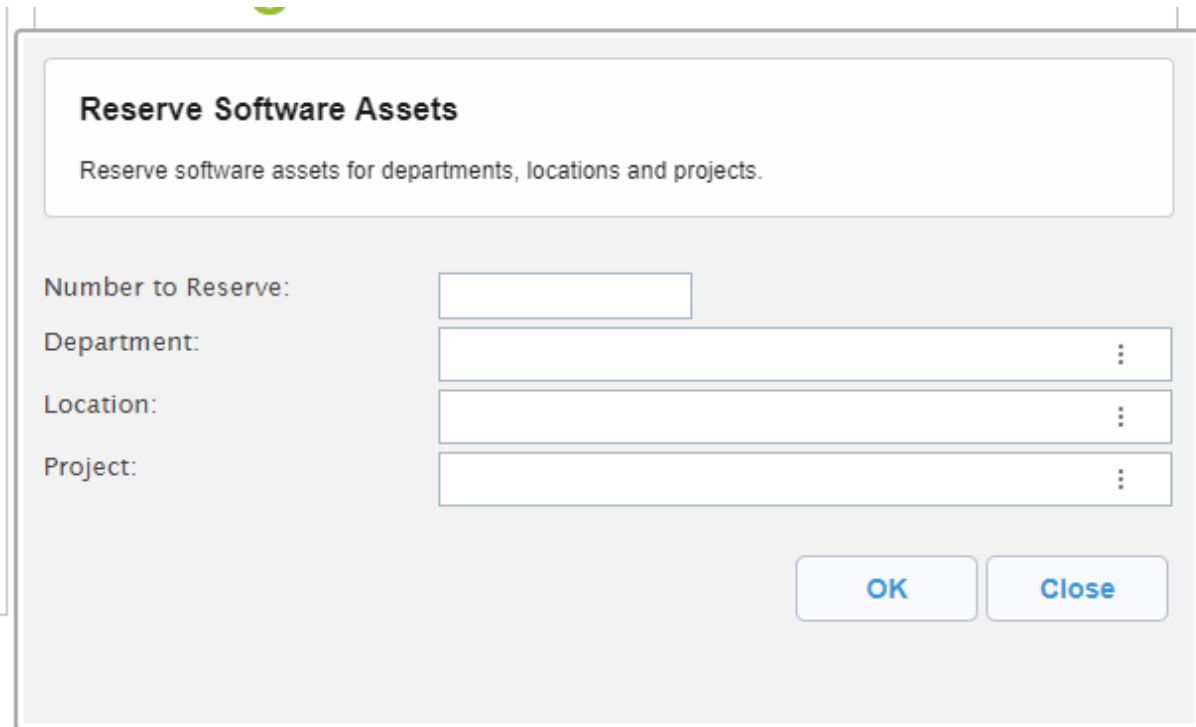
Software & License Management

Simplified License Allocation To Users Or Devices

Allocation of software assets to users or devices has been simplified based on the license type. Previous versions permitted mixed allocations to both users and devices at the same time, this often resulted in complex and conflicting allocations. An appropriate allocation mechanism is now enforced by VIZOR based on the license type. (Build 2.5.2.307)

Simplified License Reservation

A given quantity of software licenses can now be reserved for multiple departments, projects or locations. This allows managers to purchase licenses centrally, but easily reserve given quantities for segments of the organisation. Any user or device allocation automatically takes their allocation from the appropriate reservation pool (for example, an employee of that department). (Build 2.5.2.307)



The image shows a dialog box titled "Reserve Software Assets". Below the title is a subtitle: "Reserve software assets for departments, locations and projects." The dialog contains four input fields: "Number to Reserve:" (a text box), "Department:" (a dropdown menu with a vertical ellipsis), "Location:" (a dropdown menu with a vertical ellipsis), and "Project:" (a dropdown menu with a vertical ellipsis). At the bottom right, there are two buttons: "OK" and "Close".

Improved Allocate Software Assets dialog

A new allocate software assets dialog makes it easier to select users or devices when allocating software assets. The allocation process also automatically reserves licenses for the user's department or takes a license from the department reservation pool based on the department of the user. (Build 2.5.2.307)

Increased performance

Performance has been increased when opening the license allocation dialog and software licence records with file attachments. (Build 2.5.2.307)

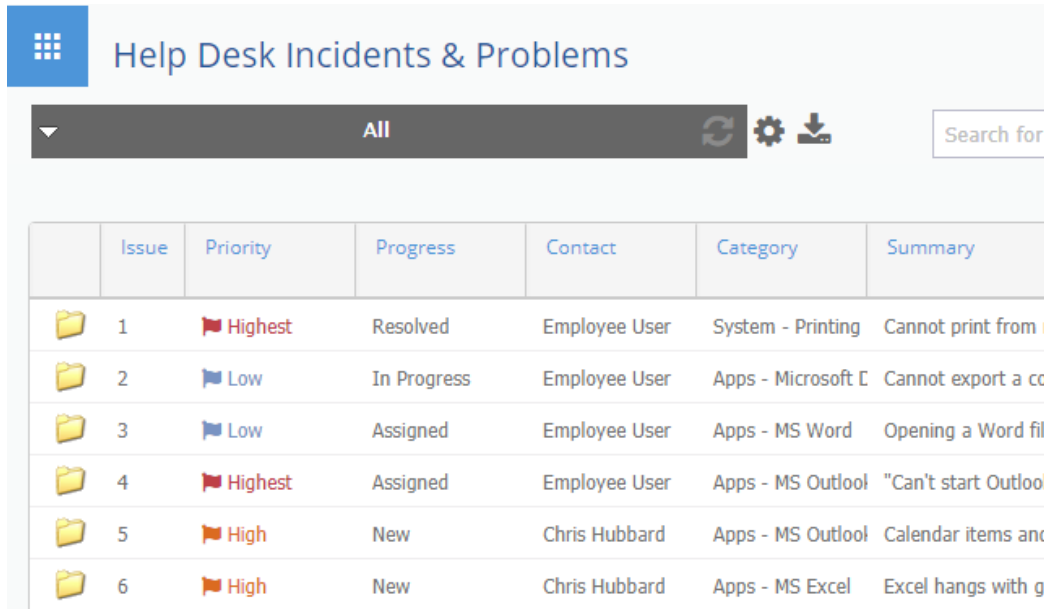
Service Desk

Auto Close Helpdesk Incidents

Helpdesk incidents of a given status, such as 'To be Verified' can be automatically closed after a set time period. Both the time period and status can be configured as required. (Build 2.5.2.305)

Colour coded and Flag icons

Helpdesk incident properties such as Priority and Escalation can now have colours and flag icons assigned to them in the summary list. This helps analysts identify at a glance issues which require their urgent attention. (Build 2.5.2.305)



The screenshot shows the 'Help Desk Incidents & Problems' interface. At the top, there is a navigation bar with a blue grid icon and the title 'Help Desk Incidents & Problems'. Below this is a filter bar with a dropdown menu set to 'All', a refresh icon, a settings gear icon, and a download icon. To the right of the filter bar is a search box labeled 'Search for'. Below the filter bar is a table with the following columns: Issue, Priority, Progress, Contact, Category, and Summary. The table contains six rows of incident data, each with a folder icon in the 'Issue' column. The 'Priority' column uses color-coded flags: red for 'Highest', blue for 'Low', and orange for 'High'.

Issue	Priority	Progress	Contact	Category	Summary
1	Highest	Resolved	Employee User	System - Printing	Cannot print from i
2	Low	In Progress	Employee User	Apps - Microsoft C	Cannot export a co
3	Low	Assigned	Employee User	Apps - MS Word	Opening a Word fil
4	Highest	Assigned	Employee User	Apps - MS Outlook	"Can't start Outlook
5	High	New	Chris Hubbard	Apps - MS Outlook	Calendar items anc
6	High	New	Chris Hubbard	Apps - MS Excel	Excel hangs with g

Communication Received

Helpdesk incidents requiring attention after an end-user or customer update can now be more easily identified with a new *Communication Received* flag. Incidents are flagged as Communication received when VIZOR receives a related email from the end-user or when the incident activity is updated by the end-user via the self-service portal. (Build 2.5.2.305)

Flexible SLA Triggers

Service Level Agreements (SLA) can now be assigned based on any ticket attribute using a dependant workflow rule. This gives IT greater flexibility to assign SLA's (permitting specific response and closure times) based on any value associated to the ticket such as asset type or location. (Build 2.5.2.305)

Round Robin Ticket Assignment

Helpdesk incidents can now be automatically assigned to members of the ServiceDesk team on a round robin basis. (Build 2.5.2.305)

Helpdesk Tasks

One or more Tasks can now be assigned to an Incident or Problem record. Tasks help IT establish clear procedures or steps related to the issue. Tasks are particularly useful when more than one person is working on a specific issue, permitting simple allocation of each sub task to each individual responsible. Tasks can also be used as Checklists to save time and standardize processes such as new equipment build procedures. (Build 2.5.2.306)

Edit Issue #11
Update the information for issue #11

Tasks - Google Chrome
https://try.vizor.cloud/connect00/HelpDesk_HelpDesk/html/wcActitem.asp?wci=wcAIEditor&ac=ed&pid=11&rid=2&fid=788&Impl=tmplTask.htm

Task
Track tasks related to this ticket.

Name: Update to the latest version of iOS

Assignee: Daniel Ambler Status: Complete

Due Date: 6/2/2019 Time Spent (Hours): 2

Description: Updated to iOS 12.3.1

Start Date: 6/2/2019 Start Time: 9:30

Completion Date: 6/2/2019 End Time: 11:30

Calendar widget for Completion Date (6/2/2019):

July 2019						
S	M	T	W	T	F	S
30	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31	1	2	3
4	5	6	7	8	9	10

Buttons: OK, Close

* This color indicates a required field

Buttons: Back, Next, OK, Apply, Close

Maximum Requests Per Day

Managers can now limit the number of requests for the same due date. This helps managers enforce limits based on the capacity of their team. This is also available for asset requests. (Build 2.5.2.307)

Blackout Dates

Managers can now set blackout dates for requests based on the due date. This can be used to enforce limited team capacity during holidays, special events and vacation periods. Also available for asset requests. (Build 2.5.2.307)

Override Provisioning Time Warning

VIZOR administrators can now allow end-users to submit requests even if the request time is less than the minimum allocation time or blackout dates. If enabled, the end user is warned but can continue to submit the request. Also available for asset requests. (Build 2.5.2.306)

Email Usability Enhancements

New emails now have the *To Address* defaulted to the issue contact. New emails also open with a clean template, other templates can be applied if needed. (Build 2.5.2.305)

Incident Approvals

Approvals can now be enabled and included in the incident lifecycle out-of-the-box without requiring customization. (Build 2.5.2.306)

Wallboard Mode

VIZOR's dashboard can now be configured in wallboard (TV dashboard) mode for organizations with a mounted office screen. This provides all team members with a glanceable view of KPIs such as open incidents. (Build 2.5.2.305)



VIZOR has been officially certified as ITIL® compatible by PinkVERIFY™, an independent and internationally recognized ITIL tool assessment and certification body.

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