



VIZOR 7.7.0.319.018 Changelog

Build 7.7.0.319.018 is also known as 2.5.2.319 (SP8)

General

Quick Share Summary and Link

Share ticket and asset details with a click using new sharing features. With just a click of the "Copy Text" or "Copy Link" buttons, located at the top of the asset, ticket or license views, you can easily share information for discussions, chats, and emails.



Next / Previous Summary Navigation

Navigate through the Summary List of assets, tickets, licenses, and more without needing to close the current item. New intuitive arrow buttons located at the top right corner of every item make it easy to swiftly move to the Next or Previous item in the list, eliminating the need to close and reopen each item.



Docked Details View

Work more effectively with the summary list of assets, tickets, licenses, and more, with the introduction of the Docked Details View. This new view addresses the frustration of losing access to the summary list when the item details occupy a significant portion of the screen. By docking the item details users can simultaneously view and interact with the open item while maintaining full access to the summary list.

Query Global Search

Perform searches that encompass all relevant queries, expanding the scope of the search beyond the selected query. Global search enables specific search criteria, such as "Asset Tags", across all queries.



Quick Open by ID

Access tickets by directly entering their ID. VIZOR detects potential ticket IDs and automatically retrieves the corresponding match.

Filter Management in Service Level Queries

Directly click on a filter within a Service Level Query to modify it. This optimizes the filtering process, enabling quick navigation through query results. With the elimination of manual filter adjustments, users can now more easily refine their search criteria.

Open Multiple Web Views in Different Tabs

Open multiple web views simultaneously in separate tabs. Manage different tasks and workflows without having to close other tabs.

Automated Responses shown in Email Conversation

Automated responses from email integration or asset life-cycle actions are now shown within the email conversation on the Activity tab. This enhancement allows automated responses to be captured and displayed in the Activity tab of the item. Encompassing emails related to email integration or asset life-cycle events, this feature centralizes automated responses, helping users review all communication in a central location.

Web based Query Editor

Create and customize queries directly within the web interface. Improve query management by allowing users to define their own queries, including sorting and layout preferences. Clicking the 'Modify Summary List' button, users can specify the criteria and design of their queries, eliminating the need for administrator configuration.

Personal Queries

Create global queries accessible to all users and personal queries available exclusively to the creator. Click the 'Edit Summary List' button and 'Save as New Query' from the menu. The personalized query option offers better customization, allowing users to tailor their query experience according to their needs.

Edit Business Rules per User Group

Use the administrator mode of your VIZOR system to set custom business rules and edit queries. Locate the desired query and click on the gear button, select "Edit Query" to modify the active filters, sort order, layout columns, availability, and query name. This new editing process gives flexibility to customize access restrictions with custom rules.

Edit Query Computers Model 703

Update the information for the query

Filters:

Asset Class	=	Computer	X
Usage Type	=	Asset Instance	X
Model	Contains	703	X

[+ Add](#)

By default when running this query use

Sort By: Computer Name

Columns Layout: Computers

This query is:

Available to all users in this Web view

Available only to me

[Save](#) [Close](#)

Server-Side Rules Engine

This significant expansion brings greater flexibility and efficiency to rule implementation. Unlike user interface-specific rules, server-side rules operate independently, eliminating common pain points such as rules not functioning due to missing fields in the web view. Utilizing the new rules engine, check-in workflows can now assign assets to predefined organizational units and locations during the return process, similarly, check-out rules enable you to move assets to specific organizational units based on factors like the year of graduation. The new rules engine addresses various scenarios, including security-sensitive information, handling of email-generated tickets, and predefined organizational unit assignments based on specific criteria.

Streamlined Logon Page

Logon page is now tailored to your organization's authentication methods. With a refined logon view, only the most relevant and commonly used logon options are presented, eliminating confusion for end-users who may not require certain authentication methods such as Microsoft Authentication, Network, or VIZOR native accounts.

Quick Drop SFTP Imports

Automate data imports from Excel or CSV files. Simply upload files to a designated VIZOR SFTP location or copy into a folder and VIZOR will automatically start the import process. Whether it's importing users, assets, or other data, this feature streamlines the import process enabling automation of data imports.

Modern Authentication for Office 365 Integration

Enhanced email integration with modern authentication support for Office 365, ensuring secure communication by leveraging users Microsoft credentials to send and receive emails. VIZOR now utilizes the latest security protocols such as OAuth 2.0, MFA, and Conditional Access.

Field Tooltip Customization

Administrators can now define tooltips for fields across all web views in a centralized location. This streamlines the process of setting consistent prompts throughout the user interface, while allowing for exceptions in specific interfaces if needed.

IT Asset Management

Intune Device Integration

VIZOR now integrates with Microsoft Intune. This integration brings visibility and simplified management of Intune devices in VIZOR.

Maximum Assets per User

Organizations can define the maximum number of assets which can be assign to a user, such as setting a limit of one Chromebook per student. When an authorized user attempts to assign an additional asset to a person who has already reached the limit, the system will block the assignment unless explicitly overridden. This control extends to all assignment instances, even those not performed through the user interface. By defining the limit in the asset type records, VIZOR will notify users with a prompt when attempting to assign assets exceeding the defined limit.

Set Asset Location based on OU

Automatically assign asset locations based on their organizational unit (OU) assignment. To configure this feature, access the project view section in your VIZOR system and adjust the "Asset Location and Department follows the assigned person" option as per the provided instructions. Once configured, you

can utilize different methods to automatically set asset locations, including using VIZOR Admin to update the OU choice list or directly assign locations within VIZOR.

Asset Bundles

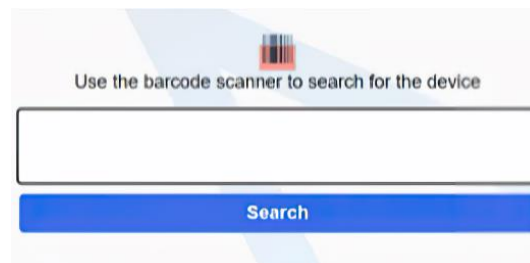
VIZOR now supports asset bundles to simplify the provisioning of multiple assets to users. For example, a 'Media kit' bundle could include hardware such as a Microphone, Camera, Tripod, Laptop, Light, and software like Audacity and Adobe Premiere.

Check-in / out Improvements

Center search limits available assets for loan to those in a particular building or department inventory. Simplify the labelling process by generating ad-hoc labels using the new "Print Label" functionality during Check-in / out.

Force Scan UI Mode

Streamlined barcoding check-in / out scan experience with simplified force scan UI mode. This feature can be easily enabled or disabled according to specific requirements.



Funding Source & Funding Year

Assets now have a customizable list of Funding Sources, defaults include BEP (Basic Education Program), ESEA (Elementary and Secondary Education Act) Title I, ESSER (Elementary and Secondary School Emergency Relief), and more. Users can generate reports using the new Funding Source layout, providing valuable insights into funding allocations per asset. Additionally, the introduction of the Funding Source Year field allows for better categorization and cohort definition for each asset and its corresponding financing.

Self-Service Import Assets from Excel

Prepare your asset data in Excel using the specified format and required columns and import it into VIZOR via the new web interface. This feature enhances the asset import process by streamlining the data import workflow users can save time and ensure accurate asset information.

Asset In-Transit & Retirement Statuses

New asset statuses improve remote user management: "In Transit - Assigned" and "In Transit - Returned". These optional statuses provide a clear representation of assets in transit, ensuring smooth tracking. Additionally, for more complex workflows involving valuable, sensitive or dangerous equipment, VIZOR now offers "Retirement - Requested" and "Retirement - Approved" statuses.

Report: Asset Types and Automated Provisioning Actions

Gain valuable insights into your automated provisioning actions with the new Asset Types and Automated Provisioning Actions Report. This report provides a comprehensive summary of assets with automated provisioning actions, categorized by role. Designed for VIZOR power users, this feature allows for easy identification of provisioning rules and potential gaps in the automation process. Using this report, users can ensure efficient and effective provisioning, improving overall asset management and reducing manual intervention.

Report: Asset Assignments and Returns

The Asset Assignments and Returns report provides valuable insights into the assignment and return status of assets. This report enhances asset management processes by providing a comprehensive view of the asset history, allowing users to track and monitor the status of asset assignments, with parameters such as "Show changes made from date", "And until this date" and "Show only changes for assets allocated to users in the User Category". The report is generated in Excel format, presenting each parameter as a column and each asset as a row.

Azure Integration

Configure Azure integration settings in VIZOR's configuration section. Authorized admins can customize integration frequency, by default, the integration syncs every night. This release extends existing Azure integration to include email and Azure authentication, allowing users to gain valuable insights and manage Azure and Intune devices within VIZOR, including device models, manufacturers, IP addresses, and more.

Synchronize Azure MailNickname

Synchronize the Azure user attribute MailNickName with VIZOR's user interface for hybrid Active Directory (AD) deployments. This feature allows administrators to bring in the MailNickName attribute, enabling automatic detection of the recent user of a computer and facilitating automated assignments, even in cases where there is no direct link between Windows logons and Azure user accounts. This functionality is especially beneficial for environments where users are managed in Azure AD, while discovery tools like Microsoft System Center Configuration Manager, Vector Discovery, or Lansweeper are used.

Chromebook Management

Note : VIZOR for Chromebooks/Education customers also benefit from new IT Asset Management features. The following features are specific to Chromebook Management.

Powerwash Support

Chromebooks can now be remotely Powerwashed from VIZOR. Powerwashing can even be delegated to non-IT staff, typically providing a quick fix to Chromebook performance issues. Furthermore, Powerwashing Chromebooks can be automated, for example when loaner devices are returned.

Custom Annotated Fields Sync

The functionality to sync and maintain Chromebook annotated fields (User, Location, Asset ID, and Notes) in Google Admin has been extended with custom configurations. For example, the User field in Google Admin can be configured to display the users "Full Name", email address or combination thereof, such as "John Doe (john.doe@yourschool.com)". This provides Chromebook administrators with a more representative view of user data from within Google Admin.

Recent Logins Auto-assign Algorithm

Significant improvements have been made to the auto-assign algorithm of Chromebooks based on login data from Google. Sequential tracking of logins over a 5-day period monitors the status of the device (In stock or assigned) and the number of logins by the same user. Loaner and unauthorized logins over a 30-day login period can identify devices where further investigation is required. VIZOR can also automatically reassign Chromebooks after a specified number of logons from the same user. These conditions can be customized based on organizational requirements.

Assignee is Recent User

This new field, labelled "Assignee Is Recent User," is a yes/no validation that helps administrators identify if the current assignee is still valid. Using the query "Recent User Is Not Assignee," admins can generate a report of assets where the most recent logged-in user differs from the assigned person. It is important to note that there may be a delay of hours in collecting this data from Google. This feature is useful for situations where immediate action is not required such as generating reports or email notifications to track computers where the most recent logon does not match the assigned person over time.

Auto-assign Chromebook to User OU

If a student forgets their assigned device, loaner devices can easily be provisioned based on the student's users OU. The 'Device follows student' setting can be enabled for specific devices such as loaners or cart Chromebooks. This feature is especially helpful for borrowers who are assigned to specific locations and for managing hybrid environments that consist of a mix of devices and carts. To further customize asset allocation VIZOR allows for precise asset rules through queries, meaning exceptions can be made to the 'Device follows student' setting for specific cases.

Bulk Move Devices to Assigned User OU

Simplify device management with VIZOR's automatic bulk mapping of devices to user OUs in Google. VIZOR can now automatically move devices to the corresponding user's OU, this feature is especially valuable for organizations transitioning to a user-centric OU structure.

Upload Reports to Google Drive

VIZOR can now generate spreadsheets and automatically store them in a designated Google Drive location. This feature supports scheduling for regular uploads, providing an automated process for report distribution.

Automate Rules for Disabling Chromebooks

Admins can establish a policy to automatically disable Chromebooks of a certain type or brand for enhanced security, additionally, VIZOR allows you to disable Chromebooks that have not been returned after the due date or have exceeded a specified threshold.

Manually Disable/Enable Chromebooks

Authorized users can now disable specific devices directly within VIZOR, eliminating the need to access the Google Admin Console. For example, a principal could disable devices within their school.

Sync from Source

Grant drive permissions for uploads, for seamless data synchronization between systems. VIZOR offers a distinct advantage over Google Admin by providing a detailed history of actions, including deactivating or activating devices, timestamps, and user information, improving transparency and accountability in device management. Perform data synchronization while maintaining a full audit trail for all actions performed, ensuring efficient and traceable device management within the organization.

Selective Google Synchronization

Specify which devices should synchronize with Google based on their properties in VIZOR. Whether it's devices of a specific type or located in particular areas, you have the flexibility to choose which devices should be excluded from synchronization. As a default behaviour, the sync query has no conditions, resulting in the synchronization of all devices specified by other rules, however, when you add conditions to the query, only devices that match those conditions will be synchronized from Google, this capability allows you to fine-tune your device synchronization process. It's important to note that when conditions are applied, new imports are restricted, and only devices meeting the query conditions will be synchronized.

Sort Chromebooks by OS Version

Create queries like "OS Version < 102.0" to filter and categorize Chromebooks according to specific Operating System version numbers.

Repairs and HelpDesk

Track Excessive Repairs

Enhanced functionality makes it easier to track the number of repairs per user and identify those who exceed a certain threshold. Weekly reports highlight users with excessive repair requests and automated notifications can be sent promoting responsible behavior.

Service Costs

Track granular service costs / expenses with new fields for manual labor costs, service cost and parts cost. Calculate and keep track of chargeable costs that can be billed to customers or students with Chargeable Cost.

View Work Team Tickets

Users can now access and view tickets from all the work teams they are part of with the new <My Roles> macro, allowing them to create queries in the Help Desk module using the macro (e.g., Assigned Work Team Contains <My Roles>) to retrieve tickets associated with any work team they are assigned to. This effectively addresses the challenge of supporting multiple work teams per user by providing a streamlined solution, by leveraging <My Roles>, users can easily navigate and manage tickets across various work teams they have access to.

Ticket Templates and Tasks

Users have the option to manually copy ticket details from the service level query. In addition, the ability to create new tickets directly from pre-defined templates is available upon request, this feature simplifies the process of replicating ticket templates, eliminating the need for manual copying. Furthermore, custom queries can be implemented, and conditions can be added to the base query, allowing for a tailored ticket creation process that aligns with specific requirements.

Auto-Assign Round Robin

This feature automates the assignment of tasks among team members. Accessed through the HelpDesk or repairs section, it intelligently distributes tickets based on categories or subcategories, ensuring an equitable distribution of workload, by balancing the number of open tickets per user, providing every team member with an equal opportunity to contribute and effectively manage their workload.

Automatic Next Assignee

Streamline task assignment with the Automatic Next Assignee feature, which automatically sets the Assignee field based on the task list or checklist, eliminating the need for manual assignment.

Service Area

The new Service Area field allows organizations to quickly handle tickets related to various departments such as Facilities, HR, and more. The purpose of this feature is to expedite ticket resolution and improve efficiency in addressing specific service needs, by categorizing tickets based on service areas.

PowerBI Integration

VIZOR admins can now leverage PowerBI to create personalized reporting dashboards.

New Ticket Active Time Methods

VIZOR now provides two approaches for calculating the total active time: Method Active Statuses and Method from Service Level Agreement (SLA). With Method Active Statuses, ticket statuses such as "Waiting Customer" or "Waiting for Provider" are considered inactive, ensuring that the time spent in these statuses is not included in the total active time calculation. Alternatively, Method from SLA provides a more precise calculation by considering the started and paused times based on the specific SLA requirements. VIZOR also offers a user-friendly report that enables you to easily calculate the target time and visualize the ticket durations, leading to improved efficiency.

Service categories for Schools

A specialized category designed specifically to address the needs of schools, streamlining the process of managing and resolving Chromebook-related issues. By utilizing the service categories, schools can easily categorize and prioritize Chromebook repair requests.

Glanceable Asset Information in Tickets

Easily access key asset details such as location, serial number, asset tag, manufacturer, and model within Helpdesk or Repair tickets. Users can have immediate access to crucial asset information, enabling faster troubleshooting, and a more accurate ticket resolution.

Fees

Fees API

New Fees API provides seamless integration with third party payment solutions. The enhanced fees engine allows for partial payments, automatically calculating the remaining balance based on payments made via external systems.

InTouch Integration

The Fees API has been utilized by a new integration with payment solution Intouch. Charges and fees in VIZOR with outstanding balances can be converted into fines within the InTouch system. Payments made in InTouch are automatically applied to the corresponding charge in VIZOR, recalculating the balance owed for that specific charge or fee.

Request Portal and App Access

'Other' in Request Portal

Users can now select "Other" within the Request Portal when the desired item is not listed among the existing asset types. This allows requesters to enter the name and type of the asset, provide a justification, offer a more detailed description, and even estimate the cost. By incorporating the "Other" option, the system caters to diverse asset needs and empowers users to communicate specific requirements that may not fit predefined categories.

Cloud App Access Portal

Users can conveniently access their cloud subscriptions and web applications through the centralized VIZOR portal. The new web view provides a streamlined interface where users can see and access only the applications and subscriptions they have permission for, with just a click on the image or link, users can directly open the URL of the respective web app.

This feature brings several benefits, including improved user experience by providing clear visibility of granted access, simplified administration for granting and revoking access, and the ability to automate access provisioning and removal using VIZOR's automated rules. Additionally, users receive email notifications when their access is ready, and time-triggered temporary access can be granted with automatic removal.

Purchases

Purchase Stakeholder Notifications

The <Purchase Stakeholders> macro is automatically applied to Purchase Alert notifications, ensuring that the right individuals are notified at the right time. By creating predefined stakeholder groups VIZOR optimizes the communication flow within your organization.

Purchase Auto-Renewal

The Purchase Auto-Renewal feature provides the option to automate the renewal process for purchases, by enabling auto-renewal and specifying the renewal interval and date, VIZOR generates a new purchase with preserved line items as the renewal period approaches.

For line items with auto-creation of assets, existing items are redirected and their end dates are updated accordingly, however, there are cases where it's recommended not to use auto-renewals, such as when the quantity or pricing needs to be manually adjusted, offering the flexibility to choose between auto-renewal and manual handling. Additionally, if auto-renewal is not selected, old purchases will retain their status and will not be automatically deactivated.

Asset Attributes from Purchase

Now you can define additional asset attributes directly from the purchase process, this new feature allows you to specify more details about the asset, such as its model, during the purchase stage itself, simplifying the asset management process.

Users

Import Graduation Year and Gender from PowerSchool

Import the student's graduation year and gender information directly from PowerSchool into VIZOR.

Improved Self-Service Users Import

This feature provides users with a more streamlined method of importing user data into VIZOR from the web. With the self-service import, users can easily import user information from Excel spreadsheets, eliminating the need for manual data entry.

Make Users Inactive when Organization is Inactive

Now you can maintain organization-wide inactivity with the automatic user and contact deactivation feature. When an authorized user deactivates an organization, all associated users and contacts will be automatically marked as inactive, eliminating the need for manual deactivation. This feature ensures consistent inactivity across all relevant entities, automating the deactivation process.

Default Queries: Users with OU and Users without OU

Manage user OU assignment with default queries: 'Users with OU' and 'Users without OU'. The 'Users with OU' query allow you to view and handle users assigned to specific organizational units, while the 'Users without OU' query helps identify users who are not linked to any organizational unit. Using these queries, administrators can quickly identify and address any discrepancies or gaps in user assignments.

Preferred Notification Email Address

Ensure accurate email notifications by specifying the preferred email address for users with multiple email accounts. Users often have multiple email addresses sourced from platforms like Google, PowerSchool, Microsoft, or other Student Information Systems. However, the active email address may not always be the primary one in VIZOR, this feature allows administrators to define which email address should be used for sending notifications.

Software Installations

Software Installation Main/Recent User

With the new "User Tracking" feature, both end users and administrators can track the main or most recent user in software installation records. By capturing the main user data, administrators can identify who is responsible for a specific software installation.

Locations

Locations Normalizer

Standardize locations from multiple sources with the Locations Normalizer. Challenges can arise from external systems having their own location names and structures. For example, Google may have locations such as "Columbus > Jefferson School > Elementary," while a Student Information System (SIS) may have "Columbus > Jefferson Elementary > Elementary." Whether it's Google, SIS, or another system, users can automatically map and normalize each location, and even modify the tree structure as needed.

All Locations Report

This report provides a list of all locations in a tree format, including the option to display any defined aliases for each location, enabling easy mapping to external locations. This allows users to quickly access information about various locations and their corresponding aliases.

Vector Discovery

Duplicate Computer Names Support

Addresses the issue of having multiple computers in an organization with identical names. Vector Discovery allows for differentiation of computers with the same name so administrators can now identify and manage each device individually.

Multi-Tenant Support

Support multiple domains and multiple customers running from the same server, with automatic organization and location settings. VIZOR provides the ability to handle multiple customers and domains, offering a comprehensive solution for managing diverse environments and customers.

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