

Release Notes

Front Office v9.0

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1.0 Enhancements

The Biomni Community provides an ever increasing set of self-help resources, including knowledge base articles, FAQs, videos, adapters and templates to download etc. Support calls can also be logged here. It is accessible online at <http://community.biomni.com/home>.

1.1 General Data Protection Regulation (GDPR)

The EU's data protection regulation (GDPR) comes into effect May 25th 2018. This regulation sets out a series of requirements for any company trading in the EU, to allow an individual some control over how their personal data is used.

The aspect that affects Front Office is the right of an ex-employee to request that their personal data be 'forgotten'. User data within Front Office cannot be deleted and is required for the continued integrity of historical data. The Front Office solution for GDPR compliance is to allow the user record to be anonymized.

It is within the organization's purview to determine an appropriate definition of how this right to be forgotten will be implemented. Front Office offers the capability to anonymize a deactivated user's data: user ID, name and email address. This can be done manually, per user, or via a scheduled task. If the scheduled task is enabled, deactivated users' data is anonymized once the number of days specified in the system setting has been reached.

The user is now identified throughout the database by means of a Globally Unique Identifier (GUID). This identifier is hidden from end users but may be visible at times in the Admin area e.g. Audit or Error Log. Although not displayed on the list itself, the User List may be searched using the GUID.

The User ID will continue to be used for login, as well as for exporting or importing data tasks. When retrieving the user from DAPI, both the User ID and the User GUID is available, for future utilization of the GUID field.

Note: at date of upgrade to v9.0, the deactivation date (new field) will be set for all existing deactivated users. This should be considered if the scheduled task is required to be run initially.

1.2 User ID editing

Due to the changes to support GDPR ([1.1](#)), the User ID is now editable post creation. This can be used to support 'change of name' events. The new ID must be unique within the system and appropriate care should be taken to ensure the change is actioned at a 'clean' point, e.g. consideration should be given to outstanding approvals or requests still in progress.

The Active Directory import process now uses an unchanging identifier to verify whether to add or edit an existing user record. This means that the User ID can be changed at source and be updated in Front Office during the import, with no duplication or intervention required.

Note: post upgrade to Front Office 9.0, the Active Directory import must be run once prior to the User ID being changed. This allows synchronization of the User GUID across the files.

1.3 Service Catalog search

The service catalog search has been extended to support a full 'OR' word search, with the results ranked by the number of searched words found.

A new flag allows the Service Catalog menu to be shown or hidden within a category.

1.4 About Me

The title of *My Account* has been changed to *About Me*.

The page has been redesigned, splitting each area into tabs. There is now also the option to create customized tabs, which can be configured in the *Theme & Customization* pages.

1.5 Share Link predictable endpoints

Share Link URLs in the Service Catalog can be both auto-generated and now also created with a manually entered punch-in code. This allows extra control when cross referencing a destination.

1.6 Request Type

Two new controls have been added to the Request Type definition:

- *Allow Requested For* determines whether a request form will only be processed for the logged in user. The 'Requested For' field is not available for inclusion in the form.
- *Restrict Visibility* controls whether the request type is visible in the Request List. This works in conjunction with the new access right *View Restricted Requests*.

1.7 Approval List simplification

The grid list view has been discontinued: all approvals are displayed in the panel view layout.

1.8 Menu and home page display

Three new system configuration settings allow the Requests and Inbox menu items to be hidden, and the switch to full catalog link to be suppressed.

Please note that on upgrade, the switch to full catalog link is disabled and must be re-enabled if your solution requires it.

1.9 New DAPI methods

Now available:

- Count of active approvals for a user
- Count of active Inbox tasks for a user
- Active approvals
- List of users with a list of User IDs
- Service Catalog services
- Requests
- System Settings
- (Update) System Setting

2.0 Bug Fixes

Description	Biomni #
App Store reviews: individual ratings are now rolled up to display the summary rating correctly.	#2276269
Select bundle: fast selection of multiple items is now possible.	#2232088
Create request: the file attachment popup has been restyled.	#1546021
Create request: occasional instances of parts disappearing from the request when using Single Sign On have been rectified.	#2284009
Cancel request: the formatting of the instruction message has been improved.	#2278957
Copy request: when displayed, the <i>copy</i> button is now clickable at all times.	#2247242
Request / Approval tab: display of the approval page in transparency mode has been improved.	#2257131
Request processing: when calling DAPI methods that update a request, a distributed lock is now taken first. This ensures a calling application is not impacted by concurrency.	#2284023
Request List: when in multi-tenant mode, the tenant that the request belongs to is displayed on the panel view for admin users.	#2276185
Approvals List: when in multi-tenant mode, the tenant that the request belongs to is displayed on the panel view for admin users.	#2276187
Approval data export: data truncation issues have been corrected.	#2241882
View task: instances when the 'View Task' button is not enable have been resolved.	#2274188
Service Catalog admin: the mandatory field indicator (*) when creating a panel category is now aligned correctly.	#2247211
Catalog admin: when viewing a catalog item and switching tabs without editing, the record is no longer automatically saved (as reflected in Date Last Updated field).	#2284018
Catalog admin: adding, editing or deleting a catalog item is now audited.	#2284019
User Maintenance admin: deactivated cost centers are now excluded from the Cost Center picker by default. A new adjacent checkbox allows them to be displayed.	#2249868
Access Profile admin: when access rights within a profile are edited, an audit record is created.	#2247025
Windows Authorization: improved logging of import issues implemented.	#2263034
Task Engine: when the task engine gets stuck and stops processing tasks, the Error Log includes a concurrency error in TaskQueue_Update.	#2257133
Integration Settings admin: page formatting is now correct when editing a setting using Firefox.	#2253183
Login page: mouse-over of the logo now shows version number and site code correctly.	#2267131
Some security fixes have been applied to Front Office 9.0.	Various

3.0 System Configuration Setting Amendments

Added

- Show full catalog link on home page
- Show Inbox in the Main Menu
- Show Requests in the Main Menu
- Number of days before deactivated users will be anonymized

Deleted

- Enable the Quick Links panel in the Service Catalog

A full list of System Settings is available in the *Documentation* folder and via the *Admin > Support* category in the website.

4.0 Access Right Amendments

Added

- View Restricted Requests

A full list of access rights is available in the System Settings List, available in the *Documentation* folder, and via the *Admin > Support* category in the website.

5.0 Installation / Upgrade Considerations

The install and upgrade process, as well as the instructions for applying a service pack, is explained in more detail in the *Front Office 9.0 Install and Upgrade* document. If upgrading, please also review this section within the relevant Release Notes for intervening versions.

Please contact the support team via the [Biomni Community](#) if you have any questions.

5.1 Role privileges for installation and upgrade

The user which will create / upgrade the database should typically have the database 'sysadmin' role. Prior to starting the process, a validation check will warn if the user entered does not comply.

It is possible to run with reduced privileges. Details can be found in the Installation and Upgrade Guide: *Appendix H – Installing Database with reduced permission set.*

5.2 Displaying link to full catalog on home page

A system configuration setting now controls display of the link to the full catalog. On both installation and upgrade, this setting will be disabled and must be re-enabled via *Settings > System Configuration*, if needed:

- Show full catalog link on home page

5.3 Support for External Listbox adapters

Only version 7.1 of the *External Listbox* adapter is now supported.

If a previous version of External Listbox is in use, it must be converted prior to upgrade, to ensure continuation of service.

Please contact support@biomni.com if you have any questions.

5.4 Single Sign On

A recent issue has identified the potentially conflicting behavior of single sign on and the system setting 'Empty cart on logon'. It is therefore recommended that this system setting is not enabled if the site is accessed using single sign on.

5.5 SDK

The Front Office SDK can be found in `<installlocation>\SDK`

5.6 Installer improvements

A number of reported bugs have been fixed in the installer, which should improve both the installation and upgrade process.

5.7 Software requirements for Front Office 9.0

Legend	
Recommended	✓
Supported	○
Not supported	X

The latest service pack should always be used

Server Operating Systems	
Windows Server 2003	X
Windows Server 2008	X
Windows Server 2008 R2	X
Windows Server 2012	✓
Windows Server 2012 R2	✓
Windows Server 2016	✓
Windows 7, 8, 8.1, 10 & Vista	X

SQL Server	
SQL Server 2005	X
SQL Server 2008	X
SQL Server 2008 R2	X
SQL Server 2012	✓
SQL Server 2014	✓
SQL Server 2016	✓

Client Browsers	
Internet Explorer 7, 8, 9 & 10	X
Internet Explorer 11	✓
Edge	✓
Firefox	✓
Chrome	✓
Safari	○

6.0 Known Issues

Due to an outstanding Microsoft® bug, cross-domain groups are not supported when importing from Active Directory.