

Micro Focus Service Desk 7.4

May 2017



The information in this Readme pertains to the Micro Focus Service Desk 7.4.

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1 What’s New

Micro Focus Service Desk 7.4 release comes with the following updates:

For more information, see [What’s New in 7.4](#).

2 Supported Languages

The supported languages from a localization perspective are Italian, English, French, Spanish, German, and Polish.

Additional languages are supported from a community perspective.

The five supported languages include user view content and not data coming from the application itself.

3 Known Issues

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3.1 Application service fails to start when you uninstall and install on SLES 12 or SLES 12 SP1

When you uninstall and install Service Desk on SLES 12 or SLES 12 SP1, the installation will be successful but application service will fail to install and you will not be able to access Service Desk.

Workaround: After uninstalling Service Desk, reboot the device and then install Service Desk.

3.2 Service Desk takes an unusual amount of time and fails to display an error during upgrade if the Oracle database server is down

While upgrading Service Desk that uses the Oracle database, if the database server is down, then Service Desk does not display an exception and the upgrade process is not terminated.

Workaround: Start the Oracle database, restart the Service Desk service, and then initiate the upgrade process.

As a best practice ensure that the database is up and running while upgrading Service Desk.

3.3 When you install Service Desk in the Console mode with JDK 1.7 the installation process does not display an exception error

When you install Service Desk in the Console mode with JDK 1.7 version, the installation completes successfully and does not display the prerequisite exception (Service Desk 7.4 supports the JDK 1.8 version).

Workaround: None.

As a best practice ensure that the JDK 1.8 version is installed.

3.4 If you save the database or license configuration the `java.lang.reflect.InvocationException` or `java.lang.NullPointerException` error might be displayed

During installation or upgrade, if you save the database or license configuration, in the login page, the `java.lang.reflect.InvocationException` or `java.lang.NullPointerException` error might be displayed.

Workaround: Restart the Service Desk service.

Ensure that the database is up and running and that there are no connection issues between database and Service Desk.

3.5 Service Desk does not support attachments that are more than 100 MB in size

When you try to download an attachment of more than 100 MB in size, then an `out of memory` error might be displayed.

Workaround: None.

3.6 If the default store team is edited, the enable queue error message might be displayed

If the default store team is edited, then the enable queue error message might be displayed.

Workaround: In the **Team Information** tab (**Users > Teams > Default Store Team > Team Information > Information**), swap the store user with a different username.

3.7 Email attached using drag and drop in GroupWise and sent to Service Desk will not be added as a note to the request

In Service Desk, if you drag and drop an email as attachment in the GroupWise client, then the attachment content will not be added as a note to the request instead it will be added as an attachment.

Solution: In the GroupWise client, use the **Forward as Attachment** option instead of drag and drop.

3.8 Remote Control is not supported with the latest Firefox 32-bit version (52 and later)

Remote Control is not support with the latest Firefox 32-bit version (52 and later).

Workaround: Perform the following steps:

- 1 In the web browser address bar, type `about:config`.
- 2 Search for the variable name `plugin.load_flash_only`
- 3 If the `plugin.load_flash_only` variable is present, then ensure that the value is set to `false` using **Toggle**.
- 4 If the `plugin.load_flash_only` variable is not present, perform the following:
 - 4a Right **Click > New > Boolean variable**.
 - 4b Specify the following:
 - ◆ Variable Name: `plugin.load_flash_only`
 - ◆ Value: `false`
- 5 Restart the Firefox.

IMPORTANT: Remote Control is not supported with the Firefox 64-bit version.

4 Legal Notices

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