

ChangeGear® 4.5

New Features & Enhancements

These are just a few of the new features and enhancements included in ChangeGear 4.5. If you have any questions, please contact Sales at +1 (813) 840-4027 or sales@sunviewsoftware.com.

Major Features	
Forms Designer	The Forms Designer enables you to create new forms or customize existing forms, including titles, fields, and look-up lists.
Entity Editor	In conjunction with the new Forms Designer, the Entity Editor allows customers to create and modify forms, entities, attributes, properties, and relationships.
Enhanced BPA and Workflow Editor	<p>Enhancements to the BPA and Workflow Editors give additional granular control of actions, including expanded rules on workflow actions.</p> <p>For each executed action you now have the ability to add orderable automation steps (i.e. send email notifications, run a script/program, trigger a workflow action, assign/reassign a ticket, write to a system log, edit values, make an announcement, send a survey) with conditions for execution based on ticket contents.</p>
Dynamic Request Automation	Dynamic Request Automation is the powerful combination of custom forms and advanced workflows that enables you to dynamically change forms and activate alternate workflows based on the selections made within a ticket by the submitter.
Export Tool	Export customizations you made to ChangeGear, including forms and views.
CMDB Extensibility	Entity Editor allows you to edit existing or create new CI types in CMDB. This includes the ability to add attributes and customize forms.
Web CMDB Enhancements	<p>Enhancements for the Web CMDB that expands functionality.</p> <ul style="list-style-type: none">➤ Create new and edit existing CI forms➤ View CI dependency and relationship mapping➤ Create tickets related to a selected CI and view related ticket history➤ Run a detail scan on a resource directly from the Web
Validate Scan/Discover Credentials	You can now validate credentials when inputting them into the credential stores in the CMDB and RDE.
Configure Ports in the RDE	Configure which ports are scanned, which protocols are used to scan the ports, and which resource types are associated with each port.
Announcement Settings	Added default announcements, simplifying the process—e.g. which template is used, so that users are not prompted unnecessarily.
Incident Tasks	You can now add, manage, and track tasks within an Incident ticket. (Previously only supported in Change Management)
RDE Performance Improvements	Several performance improvements have been made to the RDE scanner including the parallelization of machine scans.

Other Features	
Combined Server/Web App Installer	The ChangeGear Server and ChangeGear Web installers have been combined into a single installer that better supports IIS 7 and 64 bit deployment.
Improved Desktop Client Scalability	The startup time for the desktop client has been reduced—especially evident for customers with large numbers of CIs.
Improved UNIX Scanning	Improved the extensibility of the Telnet/SSH scanning and leveraged this to increase the amount of data gathered for AIX and AIX LPAR.
Additional RDE Scanning Capabilities	The RDE scan now captures all running processes and open TCP Connections for Windows – you can view the list in the Scan Details subtab after you have scanned a machine.
Remote Commands Execution for Windows	Remote commands can now be triggered on Windows machines to collect the RDE scan details.
Improved Comment Prompts	Comment prompts are only displayed after ChangeGear determines if the action can be performed, improving the user experience.
Impacted Resource Picker	Customized forms now have the ability to use a new light-weight picker for Requester's Items, Business Services, and Impacted Resources.
Additional Substitution Variable	A variable that can be used in email notifications to include impacted resources in Incident related notifications. (Previously only supported in Change Management)
Comment Window Customization	The layout and information provided on the comment box window can now be customized based on the action that prompted the window to open.
Zoom to view small text fields	A zoom button has been added next to the memo fields – enabling you to open a dialog that displays all the text, e.g., the Description or Notes fields.
New Dynamic Role	Active Task Implementers' was added to Dynamic Roles.
New Service Desk Column	You can now access the Impacted Resources (PIT) column from Incidents and Problems.
Section 508	Include support for Section 508 with added accessibility capabilities. Accessibility features are controlled for each user by the administrator.

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