



Naverisk

Technology Management Solutions

NAVERISK 2022 R2.1 – release notes

July 2022

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Welcome to Naverisk 2022 R2

Naverisk is a complete, all-in-one, RMM & Service Desk / PSA platform that helps MSP's and IT professionals to easily monitor and automate IT services and operations.

We value feedback on our roadmap! Our Forum (<https://forum.naverisk.com/>) is the place to share feature requests or usability comments for roadmap consideration.

Client Tree Expansion

Improved your ability to organize and manage your clients with two additional levels in the client tree.

The screenshot shows the Naverisk interface. On the left, a sidebar contains a tree view for 'QATEST MMSP' with sub-levels: Client Level 1, Client Level 2, Client Level 3, and Client Level 4. The main area displays client information for 'QATEST MMSP' on Cloud Serv... and a table of contacts. The contact table has columns for Contact Name, Agreement, Location, Role, and Email. Two contacts are listed: one with agreement 'AYCE USER' and location 'AUS', and another with agreement 'none' and location 'me@you.com'.

Links to Tickets and Devices

Copy and share Ticket and Device links, making it simpler to collaborate with other Naverisk Users.

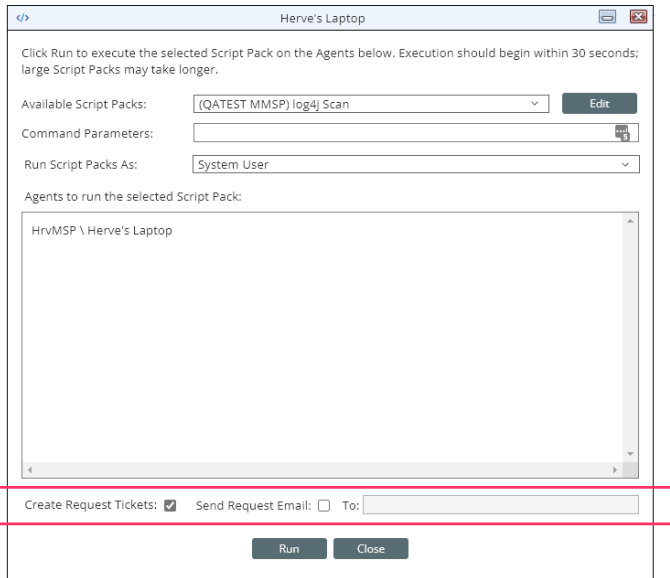
The top screenshot shows the 'DEVICES > HrvMSP > Herve's Tablet Details > Files' page. It displays various device attributes like Host Name, IP Address, and Agent Status. A 'Copy Link' button is visible in the top right corner. The bottom screenshot shows the 'SERVICE DESK > Tickets > HrvMSP > 115864' page. It displays ticket details including Client Name, Contact, and Description. A 'Copy Link' button is also visible in the top right corner.

Script packs, automated emails

Ability to send an email to the script task initiator (populated by default) or any other email recipients, listing all devices running selected scripts.

Script packs, automated ticketing

The ability to create tickets for audit and billing purposes. Individual tickets will be created for each client, listing all devices running selected scripts.

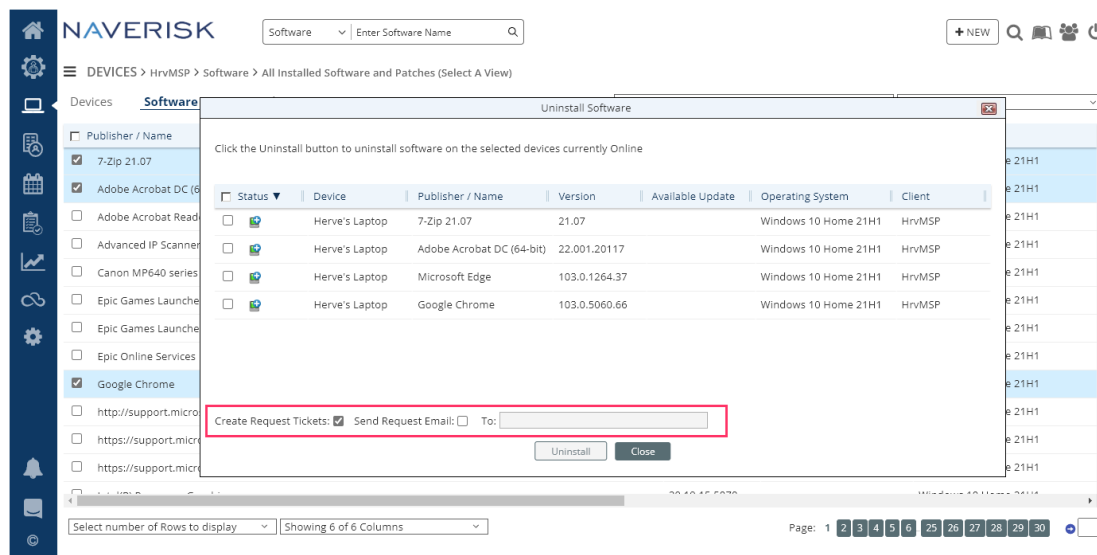


Uninstalling Software, automated emails

Ability to send an email to the software management task initiator (populated by default) or any other email recipients, listing all clients and devices undergoing software management tasks.

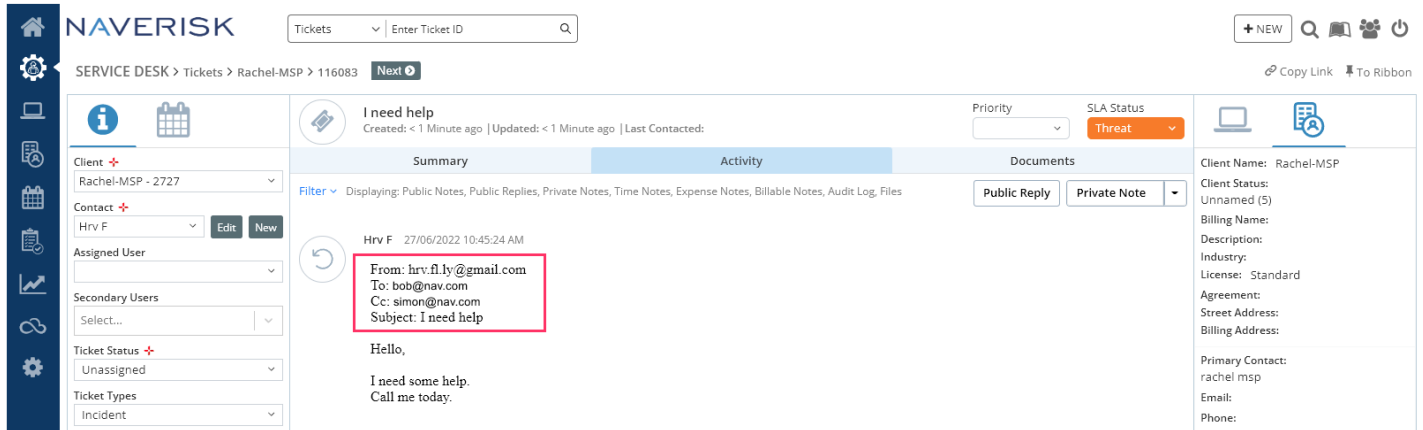
Uninstalling Software, automated ticketing

The ability to create tickets for audit and billing purposes. Individual tickets will be created for each client listing all devices having software removed.



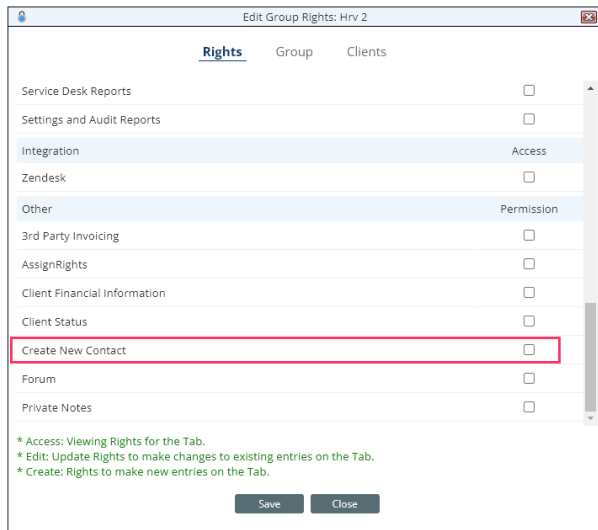
Public Replies, show email recipients

Public replies (emails) will now automatically populate all recipients of the last email received or sent. Email headers will be displayed in the summary and activity tabs of Tickets.



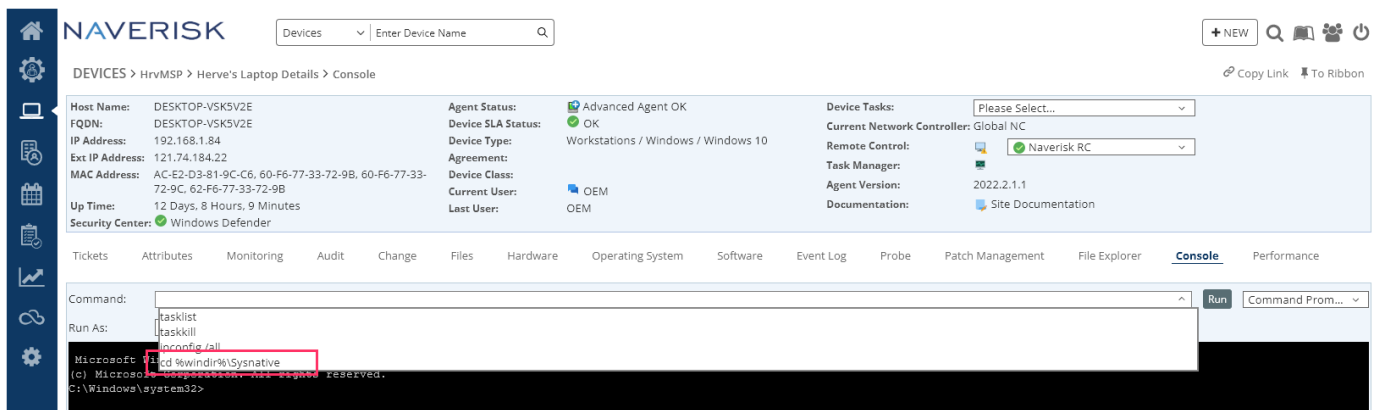
New Contact, RBAC

The right to Create New Contact in Naverisk now has its own permission.



Console, sysnative

Added a new default command to quickly open the Sysnative folder from Device's console tab.



Ticket status filtering

Added a ticket Status filter on the Ticket tab of Device page to view all ticket statuses (open, closed, archived)

The screenshot shows the Naverisk interface for a device named 'HrvMSP'. The top navigation bar includes 'NAVERISK', a search bar, and utility icons. The main content area is divided into sections for device details, agent status, and device tasks. Below these is a 'Tickets' tab with a sub-menu for filtering. The 'Open' filter is selected and highlighted with a red box. The ticket list below shows four tickets, all with a status of 'Unassigned' and a status filter of 'Open'.

Edit	Status	Client	Ticket	SLA Class	SLA Status	Assigned User	Secondary Users	Due Date/Ti...	Trigger	Description
>	Unassigned	HrvMSP	3073-115640	Availability	Info	__SYSTEM_USER__				Discovered Device with MACAddress [60-45-CB-9F-3D-A] Discover
>	Unassigned	HrvMSP	3073-115898	Availability	Info	__SYSTEM_USER__				Discovered Device with MACAddress [9C-DA-3E-8E-8D-9] Discover
>	Unassigned	HrvMSP	3073-115899	Scheduling	Info	__SYSTEM_USER__				Job [Rule [Run Printtime]] has been started. Job [Rule
>	Unassigned	HrvMSP	3073-115958	Availability	Info	__SYSTEM_USER__				Discovered Device with MACAddress [9C-DA-3E-8E-8D-9] Discover

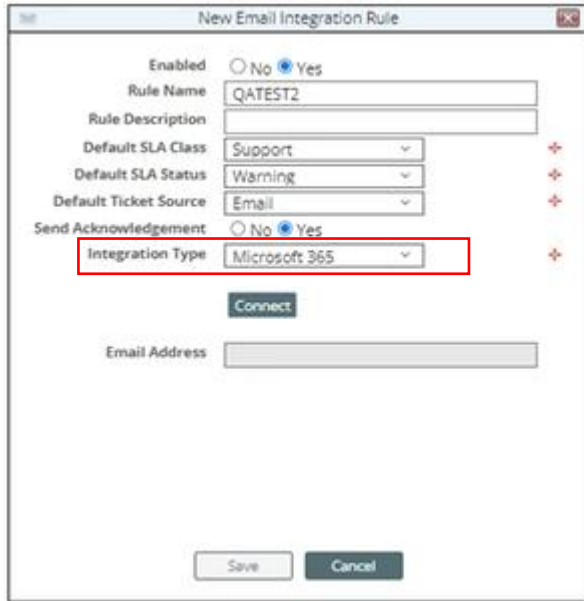
Term Agreements, partial hours support

The ability to set term agreements with partial hours.

The screenshot shows the 'New Agreement' dialog box with the 'General' tab selected. The 'Information' section includes fields for Client (HrvMSP - 3073), Name (New Agreement), and Description (New Agreement). The 'Agreement Details' section includes fields for Type (Term), Start Date (01/06/2022), End Date (30/06/2023), Hours Purchased (0.5), and Per (Month). The 'Hours Purchased' field is highlighted with a red box. The 'Current Period' is shown as 'From 28/06/2022 to 28/07/2022' and 'Hours Consumed' is '(None)'. The 'Cost Per Hour' is set to '0'. There are 'Save' and 'Cancel' buttons at the bottom.

OAuth 2.0 Authentication for Microsoft 365

Added support for Microsoft 365's modern authentication, allowing OAuth 2.0 authentication.



The screenshot shows a 'New Email Integration Rule' dialog box. It contains several fields and options:

- Enabled:** Radio buttons for 'No' and 'Yes' (selected).
- Rule Name:** Text input field containing 'QATEST2'.
- Rule Description:** Text input field.
- Default SLA Class:** Dropdown menu set to 'Support'.
- Default SLA Status:** Dropdown menu set to 'Warning'.
- Default Ticket Source:** Dropdown menu set to 'Email'.
- Send Acknowledgement:** Radio buttons for 'No' and 'Yes' (selected).
- Integration Type:** Dropdown menu set to 'Microsoft 365', highlighted with a red box.
- Connect:** Button.
- Email Address:** Text input field.
- Save:** Button.
- Cancel:** Button.

Agent MSI installer

MSI name has been shortened to improve agent deployment.

Archived projects

New tickets can no longer be added to archived projects and archived projects can no longer be selected in Tickets fields.

Searching for Software on Device page

Removed the need to click "apply" when searching installed software. Pressing the ENTER key will start the software search.

Scheduled jobs, re-enabled behaviour

Re-enabled scheduled jobs will run on the next scheduled date, or when re-enabled within an hour of the last scheduled run.

User Notifications, unassigned tickets

Alert recipients will be emailed when new emails, or notes, are added to unassigned tickets.

Tickets, due dates

Added the ability to set ticket due dates in the past.

Performance, Stability & Quality Improvements

You asked, we listened. On top of all the new features and improvements in R2, we had a major focus on fixing bugs and improving the general performance of Naverisk.

Based on feedback from our users, we have addressed the following bugs:

- **Fixed:** Attached Images will no longer disappear from Tickets
- **Fixed:** Times displayed on completed Scheduled Job reports will now offset for Client Time zone
- **Fixed:** Previously bulk updated tickets will now be able to be individually updated in Ticket UI
- **Fixed:** Show Installed Updates option will be available without having to select an OS Patch first
- **Fixed:** Time displayed on completed Scheduled Job will be based on Client time zone in all cases
- **Fixed:** Column resizing in completed Scheduled Job
- **Fixed:** Disabled Contact will no longer be showing in User Profile, Client's Primary and Secondary Contacts
- **Fixed:** Previously created template will be selectable in new Projects
- **Fixed:** Graphs in Device Summary report
- **Fixed:** Increased the number of allowed characters in Script File names
- **Fixed:** Ticket due date/time will no longer be affected by devices on different time zones
- **Fixed:** Copied and cloned projects will be showing in the right client
- **Fixed:** PNG files will now be selectable from inline image upload of Public Reply
- **Fixed:** Desktop shortcuts will not be created when Tray Icon checkbox is unticked
- **Fixed:** Zendesk Integration errors will now show on the Integration Failure Report
- **Fixed:** PDF output of Device Audit Detail report will be consistent with all other output versions
- **Fixed:** View Missing Patches button will be displayed on missing patches Ticket Alerts
- **Fixed:** Software filter of Device grid will list all software
- **Fixed:** Inheritance checkbox and save button will now be showing correctly on Client Status page (Settings)
- **Fixed:** WMI scan will now run at the expected scheduled time
- **Fixed:** Multiple agents can now be deployed to unmanaged devices discovered by Naverisk Probe
- **Fixed:** MSI name has been shortened to allow agent deployment via group policies