



Naverisk

2021 R2 Release Notes

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Welcome to Naverisk 2021 R2

Naverisk is an all-in-one RMM & Service Desk / PSA platform that empowers MSP's and IT professionals to quickly and easily automate IT services and operations.

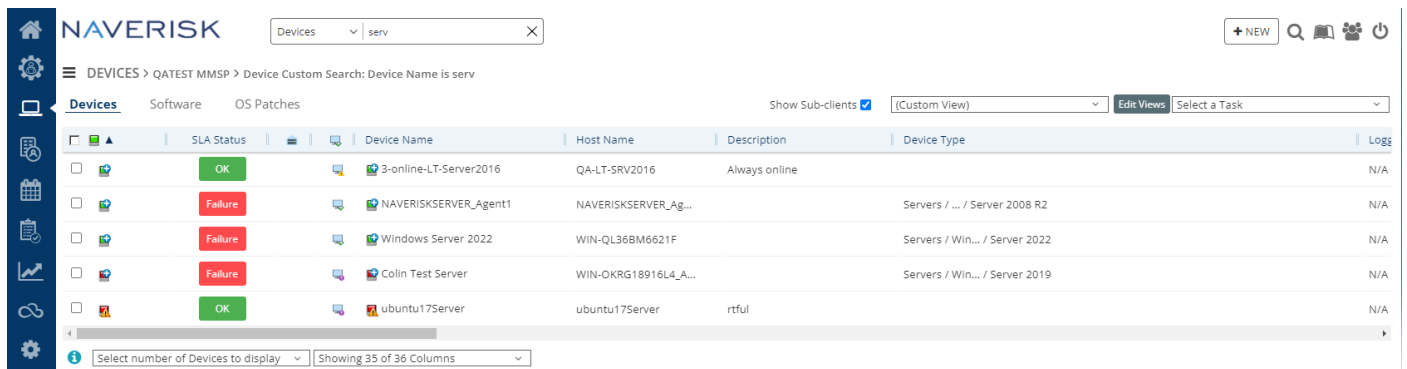
Naverisk 2021 R2 improves IT service delivery through optimized workflows and improved platform quality. Several core platform components have been upgraded to better support agile future platform developments.

Naverisk R2 overview video: <https://www.loom.com/share/1b027e36b8c44a29b16913daadeb5d8a>

We value feedback on our roadmap! Our **Forum** is the place to share feature requests or usability comments for roadmap consideration.

1.0 Quick search

Easily run searches across all Tickets, Devices and Software from a new string based quick search dialogue.



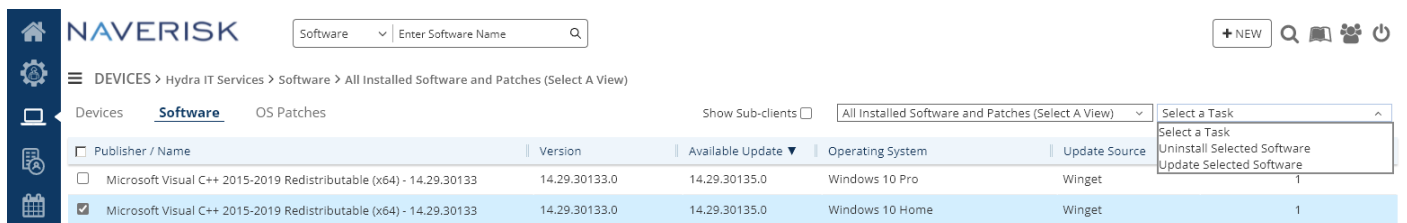
Quick search video: <https://www.loom.com/share/574c0e0a7b0b46bf9ee160a4eb6a18a8>

2.0 Native 3rd party software patching

Automate 3rd party software updates across all devices under management via our new Windows Package Manager (Winget) integration.

No more cumbersome (Chocolatey, etc) or expensive (Ninite, etc) tools for 3rd party patch management!

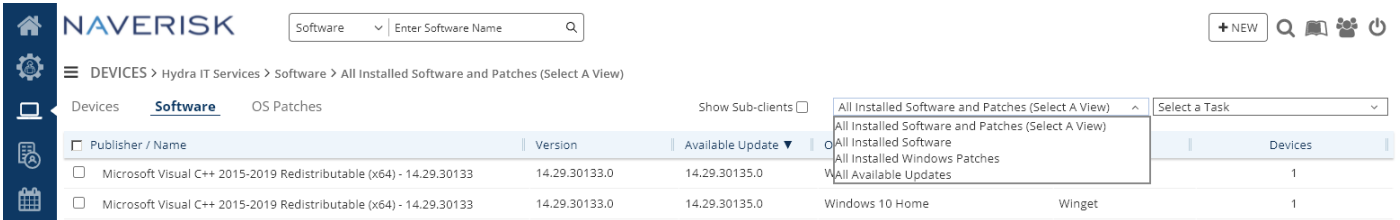
3rd party software patching video: <https://www.loom.com/share/7a3c0bc60ee84b869d35bd29a514b88e>



3.0 Software management

Views

- All installed software and patches (default view)
- All installed software
- All installed windows patches
- All available updates.

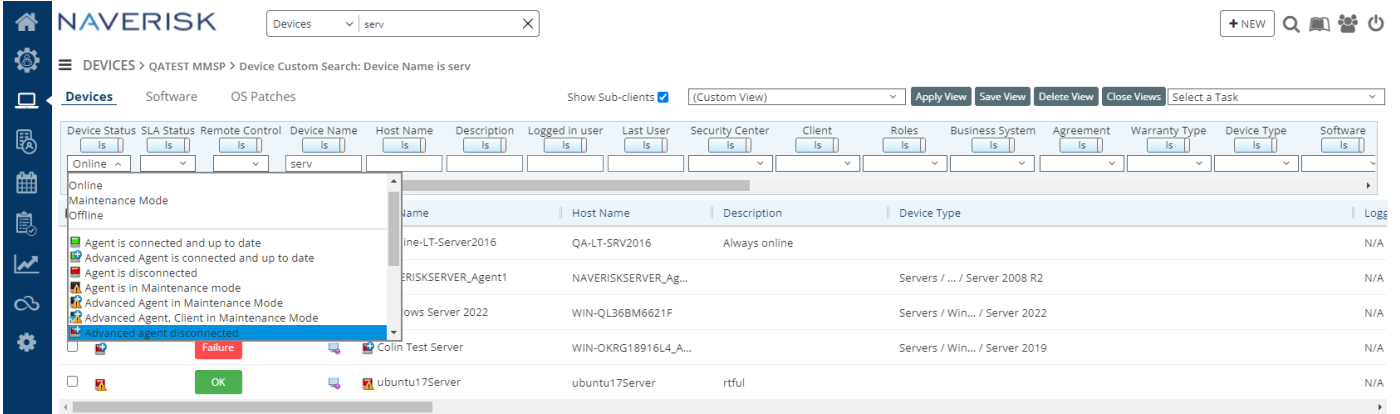


Capabilities

- Automated Winget deployment across all devices
- Full software inventory across all devices
- Uninstall one or more software packages with one click
- Uninstall one or more OS patches with one click.

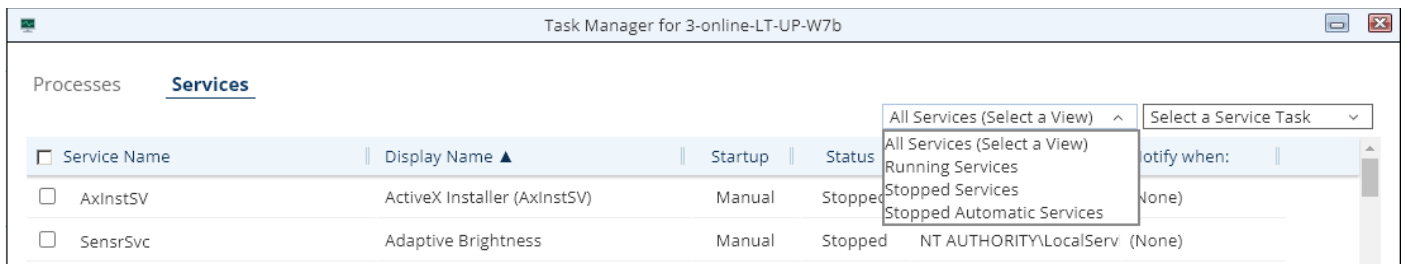
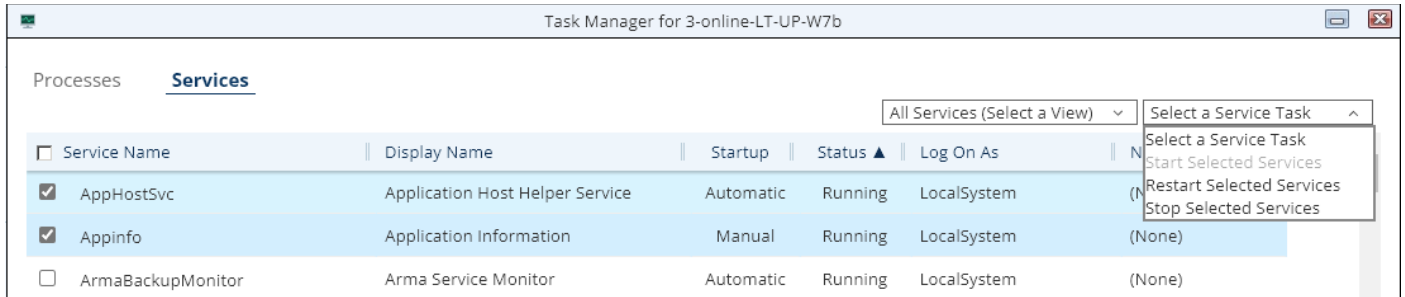
4.0 New device status views

Three new summary device statuses to improve view clarity.



5.0 Device task manager improvements

- Larger task manager interface
- Added a restart services task dropdown
- Added a stopped automatic services view.



6.0 Windows 11 and Server 2022 support

Windows 11 and Server 2022 devices are automatically detected and the following device types (and any associated automation templates), applied.

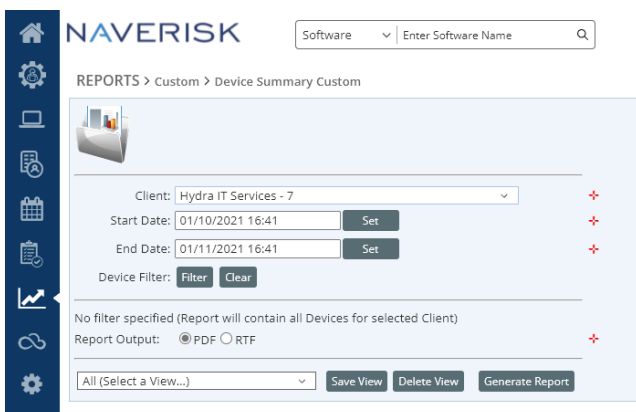
- Windows 11. Device type = Workstation / Windows / Windows 11
- Server 2022. Device type = Servers / Windows / Server 2022.

7.0 NEW dashboard button

Added the option to create a new dashboard from the quick access NEW button.

8.0 Custom reporting in editable RTF format

Added editable RTF output format to all custom reports, allowing for customization.



9.0 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 community we have improved platform quality, as follows;

- **Fixed:** Windows Agent will immediately run a software scan after software is updated or uninstalled
- **Fixed.** Upgraded MAC agent delivering a more stable and robust MAC RMM experience
- **Fixed:** Agent can now be downloaded when commas are used in client name
- **Fixed:** Commas in Client Name now displayed as expected in New Device UI
- **Fixed:** Client tree will now always highlight the name of client in focus
- **Fixed:** Passive Device import feature now opening correctly
- **Fixed:** In progress public replies will no longer be lost if error occurs
- **Fixed:** Only one vertical scroll bar will be showing in Wake On LAN UI
- **Fixed:** Increased the number of characters displayed in both device and tickets grids.
- **Fixed:** SNMP breadcrumb will now display the SNMP hub agent name in the breadcrumb to easily return to the previous SNMP device page.
- **Fixed:** Simplified how time lapse is displayed in Hardware, Operating System, Software, Event Log and Patch Management tabs.
- **Fixed:** Font size in New Service dialogue box
- **Fixed:** Opening Task Manager UI will no longer, in some cases, stop the Performance graph
- **Fixed:** Prices showing in Invoice Report and Xero integration will now always match
- **Fixed:** Same Assigned Users will show in Ticket UI, Ticket Grid and Ticket Details
- **Fixed:** Deleting a User assigned to tickets as Secondary Users
- **Fixed:** Reduced loading time of views in both Ticket and Devices Grids
- **Fixed:** Performance graphs of Non-English Window OS Devices will now correctly show in Performance tab of Device page
- **Fixed:** Scroll bars will no longer automatically reset to the top
- **Fixed:** Removed Classic Theme Migrated all Naverisk users to a standard user profile theme.
- **Fixed:** Removed the mandatory status of fields in the template used to import Contacts. Only First Name, Last Name and Email will be mandatory when importing Contact using the Naverisk CSV template.
- **Fixed:** Client Names with commas and percentage characters will now be showing correctly in new Tickets created from Quick Access NEW button
- **Fixed:** Phone/Mobile fields of Contacts will now accept all characters
- **Fixed:** Buttons in Passive Device dialogue box are now shown correctly and in full
- **Fixed:** Passive Device dialogue box will now close after import is completed
- **Fixed:** Tool tip description of OS Patches will now display correctly
- **Fixed:** Owner column of Device Grid can now be filtered with two keywords separated by space character
- **Fixed:** User without Assign Rights will no longer be able to change the group membership of any users
- **Fixed:** An icon will be showing in the “Client” column of Missing Patches Grid when a patch is manually authorized
- **Fixed:** An icon will be showing in the “Cat” column of Missing Patches Grid when a patch is manually excluded
- **Fixed:** Excel output of reports are now downloadable as .xlsx files rather than .xls