Easy Manage release notes

To upgrade to a newer version (Master or Slave), always use the Setup Program (EasyManage.exe)

Reporting change requests or bug fixes
Please use the following link to report a change or bugs fix with the Easy Manage Self Service Helpdesk:
http://help.ezmanage.nl

You need a logon account to use the Easy Manage Self Service Helpdesk. If you are a customer, send your request for an account to info@ezmanage.nl.

Version 5.4 date: 14/4/2011

Before you upgrade from 5.3x or earlier to this version
- See the release notes of 5.3f

What happens during this migration from 5.3f to 5.4?
- Tomcat 6 will be uninstalled and Tomcat 7 will be installed
- The database will be cleaned. All records with empty mandatory connections will be deleted.
- The MySQL server will be installed
- The MS Access database will be migrated to MySQL
- All machine types will be updated by adding all **active** platforms as certified platform. This will be done once.

After you have upgraded to this version
- Correct the commands in the [execute] section of the application scripts. See Agent enhanced. You can use the program CheckEIF in the Root of the Easy Manage folder to check which files have to be modified.
- The control file EZM_PAR.DAT in the <AdminDir>\exe folder is now obsolete. The needed directives will be retrieved from the PARAMS.DAT in the <AdminDir>\admin folder.
- If you use a MS Access reporting module, change the link of the tables to the MySQL ODBC connection ezmanage.
- Create new boot disks

Enhancements

Support of 64 bit systems enhanced
- The default install folder for all programs (Tomcat, FileZilla server and MySQL server) will now become C:\Easy Manage. It will automatically install the 64 bit version for Tomcat 7 and MySQL server for a 64 bit system.

Apache Tomcat
- Tomcat 7 will now be supported. Tomcat6 will automatically be uninstalled and Tomcat 7 will be installed.

MS Access CMDB will be migrated to MySQL
- MS Access as CMDB will no longer be supported to avoid problems with 64 bit systems and speeding up the access to the database. The MySQL Server will automatically installed and the MS Access database will automatically be migrated to MySQL. A New ODBC Connection (ezmanage) will be created for the background services.

Default Answer templates changed
- The Default Answer templates are changed to provide the possibility to place a configuration in a defined OU in the Active Directory during installation. Create a Script Parameter NewOU$ and fill it with the distinguished name of the OU where the configuration have to be placed in like OU=PCs,OU=All Configurations,DC=EZManage,DC=NL

Helpdesk
- The Problem Details will now be limited to 32 Kb of text. If an email with a body with more then 32 Kb text is received, then an attachment will be created.
- A new button "Time Spent" is added to the assignment list and edit form.
- The assignment form, will automatically closed after the Time Spent popup.
- Calls –> Tab Planning. The field Total time spent added.

Boot disk program changed
- The folder structure has changed completely

- It is now possible to create a boot disk, which can connect with the server via FTP. This is a feature which could be used to systems in a small office without a Lan connection to the main server.

Easy Manage Application Wizard enhanced
- It is now possible to use the Easy Manage Application Wizard on a PC connected to a slave. The application will now be placed on the slave server and prepared to upload to the master. It will use the params.dat file located on the client PC for the directives.

Easy Manage Driver Installer enhanced
- The drivers will now be placed on the slave server and prepared to upload to the master.

Easy Manage Assessor enhanced
- It is now possible to assess a PC connected to a slave. The drivers will now be placed on the slave server and prepared to upload to the master.

Easy Manage Slave Synchronizer enhanced
- Drivers and Applications will now uploaded to the master, if they were created on a PC connected to a slave server.
- A Boot disk Operating system will now automatically synchronized to the slave, when a boot disk was assigned to the site.

Admin Program enhanced
- Machine Types can now be certified for a platform. A Platform Distribution in a configuration can only be selected for the certified platforms of the selected machine type in the configuration.
- Application Loggings added. The Application Loggings of the client PC's will be registered in the database and will be listed for a configuration and for an application script.
- Application Script Tab License. A new field "Number Of Installations" is added. This is the sum of all Applications Loggings for an application script.
- Welcome screen changed. The application will only check if the Java Runtime Environment was installed. If not, then the user has to install this manually.

Agent enhanced
- If you need quotes (") as parameter in the [execute] section in the EIF file, then you have to replace one quote into two quotes ("").
- A new section [Printer] could be used in an EIF file to install or remove a printer.
- Creates now an Application Logging, when an Application Script is (re-)install or removed. This logging will be imported into the Easy Manage Database.

Background enhanced
- An email will be sent to the helpdesk email address, when the total number of stations in the license expires.
- Capacity rules will automatically be removed after 31 days.

New Tools added
- The tool RebuildAll is added in the Main directory of Easy Manage. When you execute this tool, then all configurations will be rebuilt.

Bug/Fixes

- 1496 Configurations -> Open -> Tab Application scripts. Program was hanging
- 1502 Logon -> News -> Open. The body text was not correct.
- Errors solved when migrating to MySQL
- 1515 Monitor rules could not be deleted.

Version 5.3f date: 22/11/2010

Before you upgrade from 4.5 or earlier to this version
- See the release notes of 5.3a/b
- The groups in the Units menu will be split up in Groups and Desktop groups. Groups with the field ID (Tab General) filled are moved to the new Desktop groups. The users in the group will be moved to the supervisors of the Desktop Group. The configurations in the group will not be moved. Be sure that the users of the groups that will be moved to Desktop groups are supervisors.

What happens during this migration from 5.3a/b to 5.3f?
- Select the PXE server to install, if you want to use the changed PXE menu feature.
- Select the FileZilla FTP Server to install if you are using Slaves or want to use UBUNTU or ThinStation, because the StartMenu in the root of the EZMStartMenu$ Share will be synchronized to all slaves and the tftproot should be authorized to write and delete directories.
- Groups with a non empty ID will be moved to the Desktop groups.
- The icons in the EZMStartmenu share will be moved to the EZMStartMenu$\<GID>\Desktop folder. You have to migrate each slave by the Setup procedure. Be Aware: The contents of all folders in the root of the EZMStartMenu$ will be moved to the EZMStartMenu$\<Found folder>\Desktop folder.

After you have upgraded to this version
- Add the new Boot disk submenu to the Administrator role and other roles if needed. See Setup -> Roles -> Open -> Tab Table Permissions.
- Create new boot disks for DOS, EzmPE and WinPE
- Fill all empty Codes of the sites.
- Add the new Desktop Groups submenu to the Administrator role and other roles if needed. See Setup -> Roles -> Open -> Tab Table Permissions.
- A Desktop Group should belong to a site, so fill the Site in each Desktop Group.
- Add all supervisors as user in Easy Manage and add the supervisors to the correct Desktop group.
- Change the access permissions on the EZMStartMenu$ share. A supervisor should now have full access on the root of the share.
- Remove the Group Policy for the Desktop and Start Menu or Enable the "Use GPO" field for each Desktop group.

Enhancements

PXE menu changed
- The PXE menu is changed. The EZMPE is now as first option to select.
- It is now possible to protect the Options sub menu with a password to avoid unauthorized usage.
- The default menu is split up in main.mnu, options.mnu and default. The .mnu files are located in the tftproot folder in the PXE environment and could be customized by myoptions.mnu and mymain.mnu.

Helpdesk
- For call types other then Incidents: when all assignments are terminated and the solution is not yet filled, then the solution will automatically be filled with the text "All assignments finished" and the main status becomes solved. The solution will be cleared, when a new assignment is created.
- Email attachments will now be added to the call, when the IMI receives the email with the Call reference.
- A notification mail will now be sent to the Tracker of the call when the user in the SSHD adds a message. The Notification Template should be defined and be set in the Settings -> Tab General -> Tracker Notification Template.
- A details button added with the Assignments to see the details of an assignment.

Registration of a new PC enhanced
- When registering a new configuration, the background service will copy all objects and the status of a defined Configuration Template to the new configuration and adds the assessed hardware to this configuration. When the action successfully ends, then a unique generated CI Number will be displayed. If all hardware is present in the knowledge database, then the workstation is ready to install. If the scanned machine type in the Easy Manage database does not exist nor has the status Production, then the status of the new configuration will become "Registered" and is made inactive. An email will be sent to the email address defined with the Setup -> Settings -> Tab General - Helpdesk Email Address to notify this warning. If you change the status of the machine type to Production, then all inactive configurations with status Registered linked to this machine type will be become active and the status will be changed to Prepared.

Boot disk creation is now possible directly by the Admin program
- It is now possible to define boot disk types and assign to a site. In the submenu of a site a boot disk can be generated on the master server or on a slave server. On a slave server it is even possible to schedule a generation each day after the synchronization of the knowledge database has finished.

Monitoring Service implemented
- A new service (EZMBgMon) is created to import only the monitor rules and the start/stop timestamps of the slaves

Easy Manage Driver Installer enhanced
- The function "Delete Driver or Distribution" is added to the Easy Manage Driver Installer. A driver for a specific platform have to be deleted before the Platform/Driver could be removed in the database.

Admin Program enhanced
- Sites. Field Directory name is renamed to Code and moved from the tab Manage to the tab General and is now mandatory.
- Filter enhanced with dropdown boxes for predefined values (System tables).
- The processor type is added to the Configurations -> Tab Info and in the list screens.
- A Hardware type, System Script and Operating System can only be removed, when no drivers or distribution exists in the Knowledge Database. So you have to delete the drivers and distribution first with the Easy Manage Driver Installer.

Slave Server enhanced
- A slave can now generate a boot disk, which was demanded by the admin program. A bootdisk generation can be scheduled for a slave.
- The slave will now create the folders in the EZMStartMenu$ share.
- The slave will synchronize the folder StartMenu in the root of the EZMStartMenu$ of the master to all slaves.
- The slave will delete all application script entries in the <ProgramDir>\EZMApps folder, which are not valid for the site.

Agent enhanced
- The agent will now stop the Windows Automatic Update service until all applications are installed.
- The agent is enhanced with the function to manage the start menu and desktop according the desktop groups.

Easy Manage Start Menu Wizard enhanced
- Only supervisors added to the Desktop Groups can execute the wizard.
- The supervisor can now add his own icons and remove existing icons on the desktop of the Desktop group.
- The Icons of the desktop are now placed in the folder Desktop of the group folder.
- The supervisor can select a wallpaper from the available wallpapers stored in the folder "Wallpapers" on the root of the EZMStartMenu$ share.

Easy Manage Register Site Wizard added
- The Easy Manage Register Site Wizard can register automatically all workstations of a site. It can be used in offline mode or in online mode. The offline mode is used to make an inventory of all working PC's without having a real slave. This inventory can be placed in the import directory of the Master to register all PC's in the database. In the online mode all found PC's will be registered in the database.

Software metering is implemented
- The Admin program is enhanced to define which programs on the client PC have to be monitored.

The installation of UBUNTU (linux) will now be supported
- The installation of the linux platform UBUNTU will now be supported by Easy Manage.

The use of ThinStation (linux) will now be supported
- PC's with little resources (CPU/Memory/Hardisk) could now be used for specific applications like Remote Desktop or Internet Box. See the Easy Manage Reference guide How to setup for ThinStation

Bug/Fixes
- Memory leak solved in all services
- 1446 Auto partition changed to handle preserved partitions correctly
- 1420 Auto partition will now format the data partition once when the partition was preserved.
- 1442 Background fixed to copy all system scripts from a known machine type, when a configuration is registered.
- 1431 Filtering on Closed date is now possible.
- 1463 The satisfied button in the SSHD changes the sub status to "Ready to be closed".
- 1457 The extra information like To, CC and BCC will be displayed in the progress of a call if a Send mail was used.
- 1470 Now ISO-8859-1 characters are translated in the problem summary of an received IMI call.
- 1472 Calls. Filtering on Request For is now possible.

Version 5.3/a/b date: 6/4/2010

Before you upgrade from 4.5 or earlier to this version
- See the release notes of 5.2

What happens during this migration from 5.2c to 5.3?
- Select the PXE server to install, if you want to use the new PXE menu feature.
- Table CallSeverities_sty renamed to CallPriorities_sty, Table PriorityTypes_prt renamed to CallUrgencies_prt

After you have upgraded to this version
- Add the new Monitoring menu and SLA submenu to the Administrator role and other roles if needed. See Setup -> Roles -> Open -> Tab Table Permissions.
- Create new boot disks and remove the Mac Address files (starting with 01-) in the tftproot\pxelinux.cfg folder.
- Update your reporting module to retrieve the Urgency and Priority of a call.
- Change the redirections of the PXE environments to your needs by editing the file <adminDisk>\admin\usepxe.dat.
- Tip: Copy all ESI files from the <AgentDir>\Sysinfo to the <AgentDir>\Import directory. All ESI files will be imported in the Easy Manage Database. So your database has all known Mac Addresses and installed hardware of your PC's. Be Aware: All scanned hardware will also be added to your configurations.
- Update manually with notepad the files <AdminDisk>\admin\params.dat and <AdminDisk>\exe\ezm_par.dat. Remove the admin directory in the directive AdminDir=.
- Extend the Notification events with the new sub status "Waiting for Solution".

Important Note
- The migration from 4.5 to 5.3 will not be supported anymore. If you want to upgrade, then you have to install 5.2 before this release.
- WINPE Environment. The Windows XP/2003 distribution in the XPE environment will no longer be supported from September 2010. So you have to use the Windows Vista/2008 or Windows 7 distribution for your boot disk environments.

Enhancements

General
- A date field can now be cleaned by the None button on the Date popup form.

PXE environment enhanced
- A new PXE menu is implemented. The old menu and logo is replaced by a new one. Now you can maintain your own menu. Easy Manage always distributes the file <PXEServer Path>\PXEServer\tftproot\pxelinux.cfg\ezmdefault, which you can copy and change to mydefault. The setup procedure checks if the file mydefault exists. If the file exists then it will copy the file mydefault to the file default and else it copies the file ezmdefault to the file default.
- Now you can use your own splash page in the PXE boot menu. Create your own mysplash.jpg (640 x 480) and replace it in the tftproot directory of the PXE environment.
- The PXE startup files "network" and "vistape" are renamed to "dospe" and "ezmpe".
- The name of the boot image Vistape.wim is changed to boot.wim.

Helpdesk
- The Service Level Agreements are implemented. There are now 5 priorities possible. You can define per priority the resolution time and the escalation notification. The priority of a call will be calculated from the urgency and the impact according the priority matrix described in the Helpdesk Guide (section Maintain Call). Then the deadline will be calculated according the defined resolution times in the SLA. You can overrule the calculated deadline by the manual option. You can also define which escalation notifications should be used and which users have to be notified.
- Add attachments to Contracts and Services are implemented.
- Notification templates per company. Now it is possible to define Notification Templates per company. The company of the Request By user determines which Company Notification Template has to be used.
- New substitution variables added to the Notification Template.
- Send mail enhanced with the possibility to sent emails to other recipients, with the additional fields To, Cc and Bcc.
- Call status changed. When assignments are terminated and the solution is not yet filled, then the status goes to "Waiting for Solution".
- New call type Project added. Categories and Root causes can also be marked for a project to use.
- The call type is now displayed in the tree of My- and Our assignments. The sequence of the fields on the list screens is also changed.
- The button Details is added to the list forms of assignments. So the details of a call could immediately be viewed with the assignments.
- Now you can manage the On Hold reasons in the Helpdesk Setup Menu.
- A new submenu Expertise Tasks is added to the Helpdesk Setup menu. Now you have an overview of all your tasks per expertise.

IMI Changed
- New tag #eMailRecipient# added. This field will be used as additional email address for the Request For user in a Notification Template.

Registration of a new PC
- Now it is possible to register a PC in the database from the client site. The boot disk procedure is enhanced with the function to register a PC. Define a configuration template per site, which will be copied to the new configuration. The PC will be assessed and the hardware will be added to the copied configuration. The following changes are made: Configurations – Tab General. Select Use as Template and select the Configuration class for the destination configuration. Sites – Tab Manage. Enter the Registration password to register a PC for that site. Enter the CI Number prefix if you want to number a configuration per site. It is advisable to create a new Class Configuration Template (subclass Workstation), which you can use to define a Configuration Template.

Deploying of Windows 64 bit Operating Systems
- Deploying of 64 bit operating systems like Windows Vista, Windows 2008 Server and Windows 7 is now possible with all boot disk types.

Boot disk Wizard enhanced
- The Boot disk Wizard is enhanced with a function to save the settings to recreate a boot disk with one click.
- It is also possible to start the creation of a boot disk in batch mode. Use the command syntax Bootdisk.exe /I <path to the bootdisk.INI file>.
- You can also create a test boot disk for DOS. This could be handy if you want to create a DOSPE boot disk with other parameters than the default.
- The option to create a Test Boot Disk is moved from the Media information form to the Media Selection form.
- The creation of a boot disk with Winbuilder is removed. Now the boot disk wizard is using its own procedures to create a boot disk for Windows 2008/Windows Vista and Windows 7 (EZMPE).
- An installation started from the DOSPE boot disk, will now be redirected to the EZMPE PXE environment. This means that, when you use the install workstation function on the DOSPE menu, it will reboot the PC and start the EZMPE PXE function which will install the system. You can change the redirection of the PXE environment by editing the file <AdminDisk>\admin\usepxe.dat.
- It is even possible to create a boot disk from the Windows AIK environment (This is the smallest and fastest environment). Download and install the latest WAIK from Microsoft. Start the boot disk wizard and select on the Media form the folder C:\Program Files\Windows AIK\Tools\PETools\x86.

Monitoring implemented
- An interface is created to import the Monitoring rules and events of the ActiveXperts Monitoring tool. The rules can be linked to configurations. The status of a rule will be transferred to the linked configuration. The status of a configuration will be transferred to the connected site, so you can see immediately if on a site everything is working well. The following changes are made: Configurations –> Tab Info; The status of the monitoring rules will be displayed. New Tabs Availability and Capacity Events added.
  Sites –> Tab Manage; The status of the monitoring rules will be displayed.
- The Configurations and sites in the tree and in the list forms will have a color if monitoring is enabled. Green means Up, Blue means Critical, Red means Down and Grey means not enabled or Unknown.
- You need to install the monitoring tool of ActiveXperts before you can use this feature.

Admin Program enhanced
- Attachments to a configuration is now possible,
- Disable Block Input. You can now disable the Block Input (While an application is installed) for ALL configurations (See Setup -> Settings -> Tab General) or for a particular configuration (See Configurations -> Tab Options).
- Configurations parent/child relation. Now you can define a parent/child structure to your configuration items. This is useful, when you want to define functional configuration items and the related physical configurations.
- Sites start/stop time added on the Tab Manage. Now you can see if and when the slave has run.
- The tab Groups is now enabled for all configuration types.
- A site is now mandatory instead of advisable for a configuration. When the site value is changed in a configuration, then the Params.dat of the new site will automatically be copied to the PC.

New Indexing Service
- A new service (EZMIndxSVC) is implemented to make the communication with a slave and secondary Master more reliable. The indexing service notices all changes on the shares and registers this in two files. One file (EZMIndx.EXF) is used to notify if the Service is still alive and the other file (EZM.EXF) will be used by the slave and secondary master to see if there are changes.

Slave Server enhanced

- A slave can know be used to install ALL PC's (Installer Site) even if they have to be placed into a different site environment. Enable the option "Slave will become a copy of the Master" on the properties form of the slave Synchronizer.
- Improved the reliability if the Index service is running on the master.

Application Script Enhanced
- A new field Site Dependent is added on the tab Scripts of an Application script. This field is used to by the EZMAgent to determine if the application script should be installed on an Installer Site (see Slave Enhanced). An application script will not be installed when this option is enabled and the configuration is installed on an Installer Site. When you have changed the site of the configuration and placed the configuration in that Site environment, then the Site Dependent applications will be installed.

Bug/Fixes

- EZMAgent.exe: Dynamic buffering of the groups implemented, to see if a user has administrator rights.
- Notification Events are now working for assignments when the state changes from waiting to created or assigned.

Version 5.2b date: 13/11/2009

Before you upgrade from 4.5 or earlier to this version
- See the release notes of 5.2

What happens during this migration from 5.2a to 5.2b?
- Select the PXE server to install, if you want to use the Test Boot Disk feature.
- The migration of 5.2 will be done if needed. (See the release notes of 5.2).
- The cmdow.exe program is no longer needed, so it is not necessary to stop the Virus Scanner.

After you have upgraded to this version
- See the release notes of 5.2

Enhancements

Setup procedure changed
- Since Windows 7 and Windows 2008 Server are supported, the default install folder should not become C:\Program Files, because those platforms are using VirtualStore methods.
- The demo license will now be generated with a clean install.
- It is possible to Setup/Update Easy Manage in the Silent mode. The Setup procedure is enhanced with the possibility to read an INI file with all settings. See the Configuration Guide for a detailed description.

Helpdesk
- It is now possible to view the problem details in Full screen. A new button Details is added on the list screen of calls and on the general tab. The use of the "Mouse Over" function can now be enabled/disabled per user on the tab Easy Manage.
- The labels Severity and Priority are changed. Severity is now called Priority and Priority is now called Urgency.
- When using the IMI it is now possible to send formatted and unformatted mails for the same notification event. Only the "To" email address will receive a formatted message and the "Cc" and "Bcc" will receive an unformatted message.
- The fields Planned Start date, Planned End date and Planned Version are now on the list screens.

Windows 7 deployment
- If you want to use a Volume License Key to deploy a Windows 7 distribution, then you have to use a KMS key.
  See http://technet.microsoft.com/en-us/library/dd772269.aspx **Table 4   KMS Client Setup Keys.**
  Fill the found KMS key in the field Authentication Key on the tab Units – Configurations – Open – License and your Volume License Key (MAK) in the field License Number. Of course it is better to save these keys in Software – Operating Systems – Open – Tab License.

Easy Manage Slave
- Only the users linked to the site will be synchronized to that specific site.
- Only newer files of the Logging and SysInfo directory will be synchronized to the master.

Windows 64 bit Operating Systems
- Deploying of 64 bit operating systems like Windows Vista, Windows 2008 Server and Windows 7 is only possible with a Windows 7 32 bit boot disk. Only the local distribution method is supported at this moment.

Boot disk Wizard
- The Boot disk Wizard is enhanced with a function to create a Test Boot Disk in the PXE environment. Sometimes you do not want to change a production boot environment. So you can enable the "Create a Test Boot disk" on the form where you can select the Media information. Select the PXE server to install, if you want to use the Test Boot Disk feature.

Import function
- The import function is enhanced with the feature to unlink scanned applications from a configuration, if the application not was found on that configuration.

Disable BlockInput
- The input of the PC will be blocked while the agent is running. You can disable this function by a touch file in the admin directory. Use Notepad to create a text file and rename it to UnBlockInput.tch. It the future release it will be possible to manage this option with the Admin program (Common and per Configuration).

Bug/Fixes
- Change the Call type when a call is created.
- The My Calls and Our Calls tree is fixed to show the Open and Solved calls.
- It is now possible to open a second attachment with the same name as the first opened attachment.

Known Issues

- Creating a VistaPE (Windows Vista, Windows 2008) or a Win7PE (Windows 7) boot disk on some Windows 2003 systems could give errors. Workaround: Create the boot disk on a Windows XP/Vista or Windows 7 client

Version 5.2a date: 06/09/2009

Before you upgrade from 4.5 or earlier to this version
- See the release notes of 5.2

Before you upgrade from 5.0x to this version
- Stop the Anti virus software

What happens during this migration from 5.2 to 5.2a?
- The migration of 5.2 will be done if needed. (See the release notes of 5.2).

After you have upgraded to this version
- See the release notes of 5.2

Enhancements

Windows 64 bit Operating Systems are now supported
- It is now possible to deploy 64 bit operating systems like Windows Vista, Windows 2008 Server and Windows 7. The platform entries are created in the Knowledge database. If you want to deploy a 64 bit platform, then you have to create a platform for it. The drivers are not copied to the PXE environment, because the PXE environment will only work for 32 bit platforms.
- The DHCP settings will not be set automatically during the setup of Easy Manage on a Windows 2008 64 bit server. You have to execute these settings by hand. See the Easy Manage Configuration Guide section 3.14.

The License file is split up into a Server and a Client license file
- The current license file is moved from the <AdminDir>\admin folder to the install folder of Easy Manage (C:\Program Files\Easy Manage). A new Client license file is created in the <AdminDir>\admin folder, when the background service is started.

Bug/Fixes

Internal Email Interface
- Now all Attachment types are processed correctly
- The Formatted IMI is enhanced, so you can also use automatic creation of tasks at the third party site.

Version 5.2 date: 21/08/2009

Before you upgrade from 4.5 or earlier to this version
- See the release notes of 5.0 and 5.1

Before you upgrade from 5.0x to this version
- Stop the Anti virus software

What happens during this migration from 5.0.x to 5.2?
- The migration of 5.1 will be done if needed. (See the release notes of 5.1).

After you have upgraded to this version
- You have to recreate a boot disk for all environments (DOS/WinPE/VistaPE/Windows7)
- You have to enable the field notify for all assignees in the expertise groups.
- Make an exclusion for cmdow.exe and start the Anti virus software.

Enhancements

Internal Mail Interface for the Helpdesk implemented
- It is now possible to create tickets in the helpdesk from a POP3 mailbox. It is also possible to create and manage tickets automatically in another Easy Manage helpdesk. (You need an extra license for this option.) See for further explanation the Easy Manage Reference Guide.

Windows Security Update could now be done by Easy Manage
- The update procedure is enhanced. It will use the registry to see if an update is needed.

Boot Disk
- A Boot Disk can now also be created from a Windows 7 and Windows 2008 distribution. It will automatically use the correct builder environment.
- Input from keyboard and mouse are disabled during the install phase. You can enable it by enabling the debug option.
- The Debug option can now be managed on the "Maintain This Workstation" submenu on the Boot disk.

Admin Program
- Some enhancements are made to the user interface. The tab key could now also be used for buttons on a form. Use the space key to activate the button.
- The memo field is enhanced with a search function (use ctrl F).
- Configurations – Schedule Tasks. It is now possible to schedule a (re-)install of a workstation remotely. The MacAddress will be used to uniquely identify the workstation.
- Configurations. It is now possible to add your own logging at the tab loggings.
- Configurations – Tab Hardware Types. It is now possible to copy the hardware types to the machine type.
- Configurations and Application Scripts. It is now possible to re-install application scripts on one or series of configurations.
- Plug-ins. It is now possible to define your own label with Plug-ins. Use {**yourlabel:** parameter} as syntax.
- Companies. A Company can now be connected to a parent company.
- Units. A new submenu "All Managed Units" is added to see all Managed units in a list format.
- Units. It is now possible to add a link to document or HTTP page to a unit as help for a unit manager.
- Units. A user definable field could be filled to filter only the needed units, when an application has to be added as allowed application for a unit.
- Users. The field Formatted Notify (needed for the IMI) and the field "No Notification" are added on the Tab Easy Manage to manage the notifications for a user.
- Application Script. When a new application script is created, then automatically a new Application will be created unless this action will be canceled at that time.
- Setup – Settings. New fields are added to the General Tab.
  "Close call" screen when solved   A call could be closed without the Solved status (Default off).
  Confirm Deletions   A confirmation message appears when a record will be deleted (default off).
  Notification Reminder   The notification template to use in an assignment, when the plan date over dues.

Helpdesk Module
- The notification procedures are enhanced. Now it is possible to send a notification to the tracker of the call.
- Assignees – Tab General. The assignee could be notified, when the planned date of an assignment was passed. You have to define a default notification in the Setup – Settings – Tab General, which will be filled in automatically when an assignment was created. When a planned date was filled and the timestamp is passed, then the notification will be executed and removed from the assignment.

- Categories – Tasks and Assignments – Tab General. Flow control for assignments is implemented. It is now possible to define parallel and serial assignments. This means that it is possible to wait for an assignment, before the next assignment could be executed. Two new status values are added "Assigned" and "Waiting".
- Categories – Tab General. The resolution duration for each severity of a category can be filled to define the SLA's.
- Categories – Tab Property Labels and Calls – Tab Properties. You can now define question scripts per category, which have to be filled when the category was selected in a call.
- Calls – Tab General. Field External Reference is added on the General tab of a call, which will be used by the IMI and could be used as reference to a foreign helpdesk.
- Calls – Tab Document Links. You can link one or more documents or http pages to a call.
- Calls – Filter. The filter for calls is enhanced with the fields Problem Details and Solution Details.
- Expertises – Tab Assignees. It is now possible to disable the notification, when a notification to an expertise group is done. This field is enabled for new members.

Self Service Helpdesk
- The closed calls are now also visible with the Manage calls function
- The user has to set the password, when he logs in for the first time without a password.

Easy Manage Agent
- The input of the keyboard and mouse are disabled when the agent is running. An exception is made for those scripts which don't have the status production.

Easy Manage Slave
- The parameters for the slave are no longer be saved in the registry but in the ezmsl.ini file

Easy Manage Master
- The parameters for the master are no longer be saved in the registry but in the ezmsm.ini file

Documentation
- A full description of the working of the IMI is described in the reference guide.

Bug fixes solved
1186 Closed Calls are removed from the submenu My Calls and Our Calls
1209 The standard substitutions are not resolved in Windows Vista and Windows 7
1214 SSHD: The text should be changed when a call has to be registered.
1222 Notification Events. After the migration the value <none> is not correct translated.
1229 Auto install with MacAddress does not work in the WinPE Boot disk
1253 Notification Event to Solved …, does not work

Version 5.1 date: 12/04/2009

Before you upgrade from 4.5 or earlier to this version
- See the release notes of 5.0

Before you upgrade from 5.0x to this version
- Nothing special

What happens during this migration from 5.0.x to 5.1?
- The PXE server will be reinstalled to support Vista PE
- All class.inf files in the knowledge database will be renamed to EZM.INF

After you have upgraded to this version
- You have to recreate a boot disk for all environments (DOS/WinPE/VistaPE)

Enhancements

Full support for Windows Vista, Windows 7 and Windows 2008
- All system scripts are now available for Windows 7 and Windows 2008
- The deployment of Windows Vista, Windows 7 and Windows 2008 are tested and are running well.

Windows Security Update could now be done by Easy Manage
- Now you can control the security updates of Windows with Easy Manage on the configurations. See Chapter 15 in the Easy Manage reference Guide.

The Slave software could now be updated automatically
- The slave software is now available in the folder <ProgramDisk>\EZMBase\slave. Create a scheduled job on the slave which should execute the updslave.exe program once a day. This program will update the slave if needed.

Boot Disk Wizard
- A Boot Disk can now also be created from a Windows Vista, Windows 7 and Windows 2008 distribution. It will automatically use the correct builder environment.
- Long filenames are now supported in all boot environments. The .TPL files are updated and 7zip will now be used as unzipper.

Easy Manage Driver Installer
- The driver installer is now enhanced so that newer drivers, then the drivers in the Windows distribution will be installed. The name of the INF file will be renamed to the original name in the distribution if needed.

Admin Program
- A language module is implemented. At this moment the English and Dutch language are supported. You can define a default language for the application and you can change this per user. To define the default, go to menu item Setup – Settings – General Tab – Default Language. To change it per user, go to Users – Select the user – open – Tab Easy Manage – Language.

Documentation
- A short description of how to create an AutoIT script is added to the Easy Manage Reference Guide.

Bug fixes solved
1188   Not all users in de Active Directory are imported in the Easy Manage.

Version 5.0 date: 03/10/2008

Before you upgrade from 4.5 or earlier to this version
- You have to install version 4.5.3, before you can migrate to version 5.0. Please follow the release notes of version 4.5.3.
- Be sure that the role Administrator exists and that you are a member of that role
- Delete the logging. Control->Loggings->Delete
- Stop all slaves. Stop the Slave service on the slaves.
- Be sure that the display settings of you display are at least 1280*1024 pixels
- **Rename your main site to 'Main Site' if there is one.**

What happens during the migration?
1. Tomcat 5.x will be uninstalled (a backup of the \webapps will be created)
2. JRE 1.6 will be installed
3. Tomcat 6.x will be installed
4. New MS Access database EZMData and ODBC connection will be created
5. The old database EZMAppData will be migrated to EZMData
6. EZM user will be created if not yet exists
7. The site 'Main Site' will be created if not yet exists
8. The ODBC Connections EZMAppData and EZMRepository will be deleted
9. The Knowledge Database will be updated
10. All machine directories will be moved to the folder machines in the AgentDisk
11. One or more error messages could be given by the migration program. Please look at the output in the DOS box, what this error could be caused. You can close the messages. Close the DOS box only when you see "EZMDBMIG completed". In all other cases call you local distributor. Probably this is a double printer device in the classes. Remove this one, when you have started the Admin program.

After you have upgraded to this version
- When you start the program after the migration for the first time, then the java cache will be refreshed. Close the browser and start the program again.
- Fill the manufacturer and class for machine types with empty values. Not all machine types will be migrated, because some values where not filled in and are now mandatory.
- You have to recreate the roles. The roles could not be migrated to the new version, because in the early version screens were used and now we are using tables for authorization.
- You have to assign the Pug-ins to tables instead of screens
- Fill the default Operating System in the Platform Distributions. Enable the Server OS field for a Platform Distribution, in case it will be used for a server.
- If you have used drivers in Machine Types, you have to move these to System Scripts (Initial Software)
- Some parameters in the Notification Templates are changed. CallSummary -> CallProblemSummary. CallDetails -> CallProblemDetails. JournalSummary -> JournalDetails. The JournalSubject is now obsolete.
- Upgrade the Slaves
- Upgrade the Secondary Masters
- **Rename the 'Main Site' to it's original name**

Enhancements

Complete new Look and Feel
The application user interface is completely rewritten. The program displays now a tree view on the left side and a list or properties view on the right side of the screen. A list screen is displayed, when you click on a node in the tree. A property screen is shown, when you click on an end node in the tree.
- The folder icon in the tree uses a color to identify the role of the object. Red means it is a main object and you can create a new one or delete an existing one (if possible). Orange means that it is an Add/Remove object, which is a link to the main object. Blue means that it is a relation to the main object.
- The help files or now in HTML format
- Each object can be opened in a dossier screen with the Open button. This means that you can manage the object in a separate window, with property tabs, add/remove tabs (to link other objects) and related tabs to show the related objects. You can open as many dossier screens as you want.
- Each tab will show the help text when you scroll over with the mouse
- When you create a new object, it will first start the object in Edit mode. When you close this mode, it will automatically open a dossier screen, where you can manage the add/remove tabs.
- If you want to change some values of a record, then you have to open the object with the Edit button
- Each object can now be copied.
- Each object can now be printed with all its contents

- Each List screen can now be printed
- Each object can be marked as inactive. This means that if it was selected before, it will remain, but it is not possible to select it in the dropdown boxes or Lookup screen (Used by Add/Remove screens)
- Each row on a list screen can now be selected for sorting by selecting the column. To select more columns use the CTRL key together with the mouse.
- Each column on a list screen can be moved
- Each list screen could be used with a filter.
- You can execute all functions within the tree with a right mouse click
- You can use the speed search in a tree

Changes

Units
- Selected Units is moved to the menu item in the menu bar
- The Users and Groups are moved from the Organization Menu to the Units menu, because a user and a group belong to a unit.
- The Configurations is not a Main Menu item anymore, but moved to the Units menu because a configuration belongs to a unit.
- Scheduled Tasks are now added to the units to schedule a set of configurations instead of scheduling each configuration separately.
- A user can now manage more units on different levels.
- An Allowed Application can now be allowed to child units by the Unit Manager

Organization
- The Sites are moved from the Setup menu to the Organization menu. You have to mark a site as Secondary-Master and/or Slave if a site should be used in a Master-Slave and/or Master-Master environment. Only objects that should be synchronized in a Master-Master environment are available, when you have marked a site as a secondary master site. When you create a Site to be used for a Master-Master environment, then the entry (Directory as User) will automatically created in the FTP environment of the Primary Master. If you change the password on the Master-Master tab, it will also change the password in the FTP environment.
  It is not possible to add Machine Types, Hardware Types, System Scripts or Applications to a Slave Site. These objects will automatically synced to a slave, when a configuration was linked to a site. It is better to remove these objects from each site unless the site is also used as an entry for a secondary master.
- The IP range and the slave server name of the slave could be entered to determine, on which slave location a workstation is connected. So it will connect to the slave server to retrieve the updates.
- Locations belong now to a site. The same location name could now be created within different sites. This means that the locations should be managed per site.
- Departments belong now to a company. The same department name could now be created within different companies. This means that the departments should be managed per company.

Software
- Scripts are renamed to Application Scripts
- Initial Software is renamed to System Scripts.
  Netware(IPX) will not supported anymore.
- Operating Systems are split-up from the Initial Software
- Operating Systems are renamed to Platform distributions. Now you can define the Operating System that has to be installed, when the platform is chosen in a configuration. It is not possible to select a System Template or Answer Template, but you have to choose for the distribution method, which will automatically use the correct System Template. The Default.inf or Default.xml will automatically chosen as Answer Template. In case the Operating System is a Server environment, then the Server.Inf or Server.Xml will be used as Answer Template. It is also possible to add the System scripts to a platform distribution so it will add these scripts automatically to a configuration, when the platform distribution is selected in a configuration. This is the same function of the formally Machine Types.
- Platforms is now a user definable table with classes supported by Easy Manage, instead of a predefined table and separated defining the classes by the user.
- Substitutions are renamed to Script Parameters.
  It is now possible to list all values of each object type at once and to change the value of an object type.
- Application Sets is a new feature to define applications in a set. An Application Set could be used to add once a set of applications to a configuration. This can be useful, when you setup the configuration for the first time. You can define the sequence of installing of applications within an application set.
- Scanned Applications is added to the Software menu. It is now possible to mark if a scanned application is illegal or have to be built.

Hardware
- Bus types are not used anymore
- Memory Types are integrated in Hardware Types

- Machine Types. A Machine type could be categorized with a Machine type Class. You can now extend this class with the classes function. It is not possible anymore to load drivers into a machine. You have to create a System Script and move the contents of a Machine Type model into the System Script Model directory.
- Partition Schemes are added as a separate function instead of partitions within a hard disk. The partition will now be created according its logical function.

Helpdesk
- The calls are split-up into Open Calls, Solved Calls and Closed Calls.
- The call type Query is migrated to Service Call. The call type Complaint is removed and migrated to Service Call.
- Now it is possible to track a call by using a tracker function on the general tab of a call. The My Calls and Our Calls are added as view in tree.
- Journals will not be used in the user interface to register the progress, but only internal. You can add comments to the progress tab, which will result internal as journals but at the user interface as memo field.
- Assignments are split-up into My Assignments and Our Assignments.
- A solution could be extended with the root cause
- The Phases Finished and Fallback are removed and migrated to Implement in an assignment

Helpdesk Setup
- Journal types will not be used anymore
- Root Causes are added to maintain the root cause of a call
- De Helpdesk Setup menu is split-up into Helpdesk Setup and Helpdesk SLM
- The Contracts and Services are moved to the Helpdesk SLM menu.
- The Issue Types are renamed to Categories and moved to the Helpdesk SLM menu.
- Some parameters in the Notification Template are added and some are changed. Please check the notification templates.

Control
- Export is moved to the menu item Control in the menu bar
- Create BootDisk is moved to the menu item Control in the menu bar

Setup
- System Parameters are moved to the menu item Setup in the menu bar.
- CI Types are integrated in Classes
- Some Classes are moved and some are added.
  Machine type classes are added to define the physical model of a machine type.
- EZM Roles changed to Roles. You have to recreate all your roles. The roles are now based on tables.
- Plug-ins. You have to assign the tables to the plug-ins.

FTP Server
- Secondary Master sites are added automatically to the FTP environment, when a Secondary Master Site is created.

Agent disk reorganized
- All machine directories are now moved to the sub folder Machines

Admin Disk reorganized
- Folder ezmdb renamed to exe

Boot disk procedure
- Auto partitioning bug fixed.

Support of MySql

Easy Manage will now support MySQL as database engine.
Convert the Access database to MySQL with the setup procedure EZM2MySQL.exe
This procedure will do the following steps:
1. Install the MySQL ODBC Drivers
2. Install the MySQL Engine (If needed)
3. Create the MySQL database EZManage (Local or remote)
4. Create the ODBC EZManage connection (To the Local or remote database)
5. Migrate the MSAccess database to the MySQL database

If you use an already installed MySql server, be sure that the Query Cache Size value was set to at least 8 Mbytes
My.ini value: query_cache_size=8

Support of Microsoft SQLServer

Easy Manage will now support Microsoft SQLserver as database engine.

Convert the Access database to MySQL with the setup procedure EZM2SQLServer.exe
This procedure will do the following steps:
1. Create the ODBC EZManage connection (To the Local or remote database)
2. Migrate the MSAccess database to the SQLServer database