

BMC Service Desk Express 10.0.1.123

Release Notes



November 2010

Contacting BMC Software

You can access the BMC Software website at <http://www.bmc.com>. From this website, you can obtain information about the company, its products, corporate offices, special events, and career opportunities.

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If you have comments or suggestions about this documentation, contact Information Design and Development by email at customer_support@bmc.com.

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Customer Support

You can obtain technical support by using the Support page on the BMC Software website or by contacting Customer Support by telephone or email. To expedite your inquiry, please see “Before Contacting BMC Software.”

Support website

You can obtain technical support from BMC Software 24 hours a day, 7 days a week at www.bmc.com/support. From this website, you can:

- Read overviews about support services and programs that BMC Software offers.
- Find the most current information about BMC Software products.
- Search a database for problems similar to yours and possible solutions.
- Order or download product documentation.
- Report a problem or ask a question.
- Subscribe to receive email notices when new product versions are released.
- Find worldwide BMC Software support center locations and contact information, including email addresses, fax numbers, and telephone numbers.

Support by telephone or email

In the United States and Canada, if you need technical support and do not have access to the Web, call 800 537 1813 or send an email message to customer_support@bmc.com. (In the Subject line, enter SupID: <yourSupportContractID>, such as SupID: 12345.) Outside the United States and Canada, contact your local support center for assistance.

Before contacting BMC Software

Have the following information available so that Customer Support can begin working on your issue immediately:

- Product information
 - Product name
 - Product version (release number)
 - License number and password (trial or permanent)
- Operating system and environment information
 - Machine type
 - Operating system type, version, and service pack
 - System hardware configuration
 - Serial numbers
 - Related software (database, application, and communication) including type, version, and service pack or maintenance level
- Sequence of events leading to the problem
- Commands and options that you used
- Messages received (and the time and date that you received them)
 - Product error messages
 - Messages from the operating system, such as `file system full`
 - Messages from related software



License key and password information

If you have a question about your license key or password, contact Customer Support through one of the following methods:

- E-mail customer_support@bmc.com. (In the Subject line, enter `SupID:<yourSupportContractID>`, such as `SupID:12345`.)
- In the United States and Canada, call 800 537 1813. Outside the United States and Canada, contact your local support center for assistance.
- Submit a new issue at www.bmc.com/support.

Release Notes for

BMC Service Desk Express 10.0.1.123

With this release, BMC continues to invest in solutions for mid-sized businesses, developing innovative new features, simplifying the user interface, and implementing new enhancements requested by customers.

The following topics are provided:

- What's new (page 6)
- Supported software (page 7)
- Available documentation (page 11)
- Installing the patch (page 12)
- Support status (page 13)
- Known issues (page 14)
- Corrected issues (page 18)

What's new

The following changes and new features are included in BMC Service Desk Express version 10.0, although some were introduced in earlier versions:

- In Database Administration, the options of adding and removing a field from all groups' views at the same time has been added. When you select the **Add/Drop Fields from Group** option, you can make fields Available or Non-Available for all the groups at the same time.
- In reports, to view parameterized reports that have default values defined, a new checkbox is provided against the parameter which can be selected or cleared to show the parameter default values as textbox/drop-down option. a textbox or a drop-down menu by selecting either the **Textbox** or **Drop-down** option. A special note informing the purpose of explaining this check box is displayed at the bottom of the page. If multiple default values are defined for a parameter, and the parameter is shown as a textbox, the first default value is shown.
- IIS compression has been enabled in BMC Service Desk Express 10.0.1.123 version and later, thus, leading to bandwidth benefits and faster loading of the pages. For more information about IIS compression, refer to *IIS compression* white paper.

NOTE

If you uninstall this patch, IIS compression will remain enabled.

- BMC Service Desk Express version 10.0.1.45 and later provides support for:
 - Windows Server 2008 Release 2 Standard Edition
 - Microsoft SQL Server 2008 Release 2 (x86)
 - Microsoft SQL Server 2008 Release 2 (x64)
- When version 10.0.689.0 of BMC Service Desk Express was released to market in March 2010, it followed a four part numbering system, with the build number assigned to the third group of numbers.

Version 10.0.0.732 used a different four part numbering system, with the build number assigned to the fourth group of numbers.

Future patches will now use the same *build-number-last* numbering system.

- The **Allow all users to edit and change Approvals and Assessments** check box has been added to the General tab of the Application Administration form. When you select this check box, all users can modify the change approval and change assessment forms. By default, this option is selected. If you clear this option, then only the users who can modify a change approval or change assessment are the users who created the change approval or change assessment and the assigned approver or assessor.

Supported software

Table 1 summarizes the BMC Service Desk Express support on Microsoft Windows operating systems (OSs), databases, and browsers. Support for a version of BMC Service Desk Express is designated by +. A blank cell indicates no support.

Table 1: Details of support information (Sheet 1 of 3)

Product name	BMC Service Desk Express versions				
	10.0.1.123	10.0.1.45	10.0.0.732	10.0	9.80.520
Application Server OS					
Windows Server 2008 Release 2 Standard Edition	+	+			
Windows Server 2008 Release 2 Enterprise Edition	+	+	+	+	
Windows Server 2008 Release 2 Web Server Edition	+	+	+	+	
Windows Server 2008 (x86) Service Pack 2	+	+	+	+	+
Windows Server 2008 (x64) Service Pack 2	+	+	+	+	+
Windows Server 2008 (x86) Service Pack 1	+	+	+	+	+
Windows Server 2008 (x64) Service Pack 1	+	+	+	+	+
Windows Server 2008 (x86)	+	+	+	+	+
Windows Server 2008 (x64)	+	+	+	+	+
Windows Server 2003 Release 2 Service Pack 2 (x86)	+	+	+	+	+
Windows Server 2003 Release 2 Service Pack 2 (x64)	+	+	+	+	+
Windows Server 2003 Service Pack 2 (x86)	+	+	+	+	+
Windows Server 2003 Service Pack 2 (x64)	+	+	+	+	+
Windows Server 2003 Service Pack 1 (x86)					+
Windows Server 2003 Service Pack 1 (x64)					+
Windows Server 2000 Service Pack 4					+
Database Server OS: Microsoft SQL Server					
Windows Server 2008 Release 2 Standard Edition	+	+			
Windows Server 2008 Release 2 Enterprise Edition	+	+	+	+	
Windows Server 2008 Release 2 Web Server Edition	+	+	+	+	
Windows Server 2008 Standard/Enterprise Edition (x86)	+	+	+	+	+
Windows Server 2008 Standard /Enterprise Edition (x64)	+	+	+	+	+
Windows Server 2003 Release 2 Service Pack 2 (x86)	+	+	+	+	+
Windows Server 2003 Release 2 Service Pack 2 (x64)	+	+	+	+	+
Windows Server 2003 Service Pack 2 (x86)	+	+	+	+	+
Windows Server 2003 Service Pack 2 (x64)	+	+	+	+	+
Windows Server 2003 Service Pack 1 (x86)					+
Windows Server 2003 Service Pack 1 (x64)					+
Windows Server 2000 Service Pack 4					+

Table 1: Details of support information (Sheet 2 of 3)

Product name	BMC Service Desk Express versions				
	10.0.1.123	10.0.1.45	10.0.0.732	10.0	9.80.520
Database Server OS: Oracle®					
Windows Server 2008 Release 2 Enterprise Edition	+	+	+	+	
Windows Server 2008 Release 2 Web Server Edition	+	+	+	+	
Windows Server 2008 Standard/ Enterprise Edition (x86)	+	+	+	+	+
Windows Server 2008 Standard/ Enterprise Edition (x64)	+	+	+	+	+
Windows Server 2003 Release 2 Service Pack 2 (x86)	+	+	+	+	+
Windows Server 2003 Release 2 Service Pack 2 (x64)	+	+	+	+	+
Windows Server 2003 Service Pack 2 (x86)	+	+	+	+	+
Windows Server 2003 Service Pack 2 (x64)	+	+	+	+	+
Windows Server 2003 Service Pack 1 (x86)					+
Windows Server 2003 Service Pack 1 (x64)					+
Windows Server 2000 Service Pack 4					+
IBM® AIX® 6.1 or later	+	+	+	+	
IBM AIX 5.2 or later					+
HP-UX 11.0	+	+	+	+	+
Red Hat Enterprise Linux® 5.2	+	+	+	+	
Red Hat Enterprise Linux AS/ES 3 (for Oracle 9i)					+
Solaris 10 or later	+	+	+	+	
Solaris 5.9 or later					+
Database					
Microsoft SQL Server 2008 Release 2 (x86)	+	+			
Microsoft SQL Server 2008 Release 2 (x64)	+	+			
Microsoft SQL Server 2008 Express (x86)	+	+	+	+	
Microsoft SQL Server 2008 (x64)	+	+	+	+	
Microsoft SQL Server 2005 Service Pack 3 (x86)	+	+	+	+	+
Microsoft SQL Server 2005 Service Pack 3 (x64)	+	+	+	+	+
Microsoft SQL Server 2005 Service Pack 2 (x86)					+
Microsoft SQL Server 2005 Service Pack 2 (x64)					+
Microsoft SQL 2000 Service Pack 4					+
Oracle 11g(11.1.0.7) ^a	+	+	+	+	
Oracle 10g (10.2.0.4) ^a	+	+	+	+	+
Oracle 9i ^a					+
Browser					
Microsoft Internet Explorer 8.0 (with compatibility view)	+	+	+	+	+

Table 1: Details of support information (Sheet 3 of 3)

Product name	BMC Service Desk Express versions				
	10.0.1.123	10.0.1.45	10.0.0.732	10.0	9.80.520
Microsoft Internet Explorer 7.0	+	+	+	+	+
Microsoft Internet Explorer 6.0 with Service Pack 1	+	+	+	+	
Microsoft Internet Explorer 6.0	+	+	+	+	+
Mozilla Firefox 3.5 ^b	+	+	+	+	
Mozilla Firefox 3.0.6 or later ^b	+	+	+	+	+
Apple Safari 3.0.6 ^b	+	+	+	+	
Apple Safari 3.1.2 ^b					+
Microsoft Internet Information Server (IIS)					
IIS 7.0	+	+	+	+	
IIS 6.0	+	+	+	+	+
IIS 5.5					+
IIS 5.0					+
Workstation OS					
Windows 7 (x86)	+	+	+		+
Windows 7 (x64)	+	+	+		+
Windows Vista Service Pack 1	+	+	+	+	+
Windows Vista	+	+	+	+	+
Windows XP Service Pack 3	+	+	+	+	+
Windows XP Service Pack 2	+	+	+	+	+
Windows 2000 Service Pack 4					+
Apple Mac OS X 10.4.11 ^a					+
Virtual Software					
VMWare Workstation - 7.xx	+	+	+	+	
VMWare GSX Server - 3.1					+
VMWare ESX Server - 4.0 update 1	+	+	+	+	
Microsoft Hyper-V (Windows Server 2008)	+	+	+	+	
Microsoft Hyper-V (Windows Server 2008 Release 2)	+	+	+	+	

^a. The client version should be equal or greater than the server version.

^b. This is available only in Self Service access.

Table 2 summarizes the supported software that works with BMC Service Desk Express. Support for a version of BMC Service Desk Express is designated by +. A blank cell indicates no support.

Table 2: Supported Integrations or optional software support

Product name	BMC Service Desk Express versions			
	10.0.1.123	10.0.1.45	10.0.0.732	10.0
BMC Bladelogic Client Automation 8.1	+	+	+	+
BMC Knowledge Management Express 9.2	+	+	+	+
BMC Performance Manager 2.7	+	+	+	+
BMC ProactiveNet 8.0	+	+	+	+
Bomgar™ 10.5.2	+	+		
Bomgar 10.3.2			+	+
Jaws 6.1	+	+	+	+
Microsoft Exchange Server 2007 <i>Note:</i> BMC Service Desk Express 10.0 does not support Microsoft Exchange Server 2003 or 2010.	+	+	+	+
Microsoft Project Server 2007 Service Pack 1	+	+	+	+
Microsoft System Center Configuration Manager 2007 Service Pack 1	+	+	+	+
Microsoft System Center Operations Manager 2007 Service Pack 1	+	+	+	+
OpenLDAP 2.3.30-2.fc6 (Must select LDAP authentication during installation.)	+	+	+	+
VNC Enterprise 4.5.1	+	+	+	+

Table 3 summarizes the supported versions of BMC Service Desk Express that works with BMC Alignability for Service Desk Express - Service Delivery and BMC Alignability for Service Desk Express - Service Support (APM). However, you must install BMC Service Desk Express version 10.0.0.732 or later, as 10.0.0.732 is the minimum recommended version for APM. For more information, refer to the *BMC Alignability for Service Desk Express - Service Delivery Installation Guide*.

Table 3: Supported versions for BMC Alignability for Service Desk Express - Service Delivery and BMC Alignability for Service Desk Express - Service Support (Sheet 1 of 2)

BMC Service Desk Express version	BMC Alignability for Service Desk Express - Service Delivery and BMC Alignability for Service Desk Express - Service Support version
10.0.0.732 and later	10.0.01 5.2.01 5.2.00
9.80.44 and later	5.2.01 5.2.00
9.60.830	5.2.00

Table 3: Supported versions for BMC Alignability for Service Desk Express - Service Delivery and BMC Alignability for Service Desk Express - Service Support (Sheet 2 of 2)

BMC Service Desk Express version	BMC Alignability for Service Desk Express - Service Delivery and BMC Alignability for Service Desk Express - Service Support version
9.20.4164 and 9.20.4248	5.1.01 ^a
9.12.3108	5.1.00 ^a

^a This version is no longer supported.

Available documentation

The following table lists the documentation available for BMC Service Desk Express. All other documentation related to BMC Service Desk Express is installed with your version of BMC Service Desk Express.

Unless otherwise noted, softcopy documentation is available on the product DVD, from the Electronic Product Distribution (EPD) site at <http://webapps.bmc.com/epd>, and from the Customer Support website at www.bmc.com/support.

You can access product Help by clicking on Help links.

Title	Description	Audience
<i>BMC Service Desk Express Release Notes</i>	These documents (<i>ReleaseNotes.pdf</i> and <i>ReleaseNotes.htm</i>) contain important information about the current BMC Service Desk Express software release: new features, any pre-installation requirements, known issues, resolved issues, and documentation.	Administrators
<i>BMC Service Desk Express Integration Engine Administrator's Guide</i>	This guide addresses how to configure and maintain integration packages and steps that transfer data from one provider to another.	Administrators
BMC Service Desk Express Integration Engine Help	The Help provides procedural information to assist you in completing tasks, and background and overview information to help you improve your understanding of the concepts and structures of BMC Service Desk Express Integration Engine. The Help is automatically installed as part of the BMC Service Desk Express Integration Engine installer.	Administrators

Installing the patch

Before you install the patch:

- Read these release notes in their entirety to ensure that you have complied with all system requirements and that you understand any dependencies for BMC Service Desk Express.
- If problems occur while installing or operating BMC Service Desk Express, follow these steps:
 - Use these release notes to determine whether the problem you are experiencing is a known issue with a resolution or workaround.
 - See your BMC Service Desk Express documentation to make sure that you are following recommended procedures.

► Before you begin

- 1 Take a full backup of your Microsoft SQL Server or Oracle database. If the patch installation fails, you must restore your database to its original state before attempting to install the patch again.

For information about how to do this, contact your Database Administrator (DBA) or find a subject matter expert for the database version you use.

- 2 Stop all servers that are running BMC Service Desk Express, Business Rules, Integration Engine, and Web Services. Your list of servers depends on how your BMC Service Desk Express installation is configured.
- 3 Stop all services used by BMC Service Desk Express. The following services might be present in your environment:
 - SDE Indexing Service
 - SDE Integration Engine
 - SDE Job Processor - SDEBR
 - SDE Mail Processor - SDEBR
 - SDE Push Service - SDEPPS
 - SDE Web Service Administrator
- 4 For all Services with a Startup type of Automatic, change the Startup type to Manual. After the patch installation is completed, you can reset the Startup type to Automatic.
- 5 Run the `iisreset` command on all BMC Service Desk Express servers.
- 6 Log in to your database and run the following query against the BMC Service Desk Express database:

```
DELETE FROM SMSYSPROCESS
```

If you run this query on a BMC Service Desk Express Oracle database, the statement must end with a semi-colon (;), and a `commit;` command after you run this query. For example:

```
DELETE FROM SMSYSPROCESS;
COMMIT;
```

- 7 Install the BMC Service Desk Express patch using the steps mentioned in the following section.

► To install the patch

- 1 Install the BMC Service Desk Express patch.
- 2 From the directory where you extracted the patch zip file, double-click `setup.exe`.
A window appears which shows the current version of BMC Service Desk Express and the new version it will get upgraded after patch application.
- 3 Click `Continue`.

— NOTE —

If the patch installation fails or you receive an error, restore your database to its original state and contact Customer Support. Do not continue to use the database if the patch installation fails.

- 4 Click `Finish`. Launch BMC Service Desk Express application and view the new version number in `About` menu.

► To repair the patch

- 1 If you accidentally deletes some files from installed location which was sent as a part of patch, you can reinstall the patch.

For example, if you have BMC Service Desk Express 10.0.0.732, you applied the patch version 10.0.1.123, and accidentally deletes some files sent with the patch, then you can install the same patch 10.0.1.123 again.

Support status

BMC Software supports the following versions and releases of BMC Service Desk Express:

Version	Level of support
10.0.x	full
9.80.x	full
9.70.x	full
9.60.x ^a	limited
9.20.x ^b	none

^a. This version was moved to the limited support mode on the 16th of September 2010, which was six months after the release of BMC Service Desk Express version 10.0.

^b. This version was moved to the not supported mode on the 16th of September 2010, which was six months after the release of BMC Service Desk Express version 10.0.

BMC Software supports the following versions and releases of BMC Alignability for Service Desk Express - Service Delivery and BMC Alignability for Service Desk Express - Service Support:

Version	Level of support
10.0.01	full
5.2.01	full
5.2.00 ^a	full
5.1.01 ^b	limited
5.1.00 ^b	limited

^a. This version will move to the limited support mode on the 19th of January 2011, which is six months after the release of BMC Alignability for Service Desk Express - Service Delivery and BMC Alignability for Service Desk Express - Service Support version 10.0.01.

^b. This version will move to the no support mode on the 19th of January 2011, which is six months after the release of BMC Alignability for Service Desk Express - Service Delivery and BMC Alignability for Service Desk Express - Service Support version 10.0.01.

If you have problems with or questions about a BMC product, or for the latest support policies, see the Customer Support website at www.bmc.com/support. If you do not have access to the web and you are in the United States or Canada, contact Customer Support at 800 537 1813. Outside the United States or Canada, contact your local BMC office or agent.

Known issues

Table 4 lists the known issues for the 10.0.1.123 release of BMC Service Desk Express.

Table 4: Known issues (Sheet 1 of 5)

Issue number	Description
None	When multiple parallel connections are made to Microsoft SQL Server 2008 running on Windows Server 2008 R2, a timeout might occur at the Microsoft SQL Server and you might receive a server-side error message (failure 29) in the error logs in the event viewer. For more information about this topic, refer to the following information: http://connect.microsoft.com/SQL/feedback/ViewFeedback.aspx?FeedbackID=468478
None	When you run a multi-module query where one of the module has single quotation mark in the display name and uses Record Type as an output field, you might receive a runtime error message. Workaround: Remove the Record Type field that is used as an output field and run the same query again.

Table 4: Known issues (Sheet 2 of 5)

Issue number	Description
53090	<p>You cannot map the Source and Target fields while creating or updating Integration Engine package due to browser security settings.</p> <p>Workaround:</p> <ol style="list-style-type: none"> 1 On the Internet Explorer menu bar, select Tools > Internet Options to display the Internet Options window. 2 Click the Security tab. 3 In the Security level for this zone section, click Custom Level to display the Security Settings window. 4 In the Settings section, click the Allow paste operations via script or Enable Programmatic keyboard access option.
53137	When you create a package in the Integration Engine using Web Service as the adapter, and you try to resize a field in the Web method parameters, the content disappears.
53297	BMC Service Desk Express does not support consuming Web Services that return an object with an Abstract Class type.
53308	BMC Service Desk Express does not support consuming Web Services that return nested data types.
53414	When you upgrade to BMC Service Desk Express 10.0 and you double-click an EMAILOUT or EMAILIN record, the E-mail record opens in the E-mail Conversation form. However, if the EMAILOUT or EMAILIN record is created in an earlier version of BMC Service Desk Express, the e-mail record opens in the Audit Note window.
53935	When creating a Template, you cannot navigate through the Template link menu using the keyboard.
53693	If a tab in a tab section includes a boolean field, this field is seen as an option in the Copy Text From drop-down menu on tabs that do not include this boolean field.
54101	On the Web Services Manager and Web Services Adapter screens, the default radio button state for Web Services Security and Transport Security is reset when you navigate between the tabs.
54190	Text formatting in Microsoft Outlook meeting requests and tasks is changed, depending on your Exchange Server configuration.
54469	<p>When you add QuickView tabs to the dashboard, the arrow buttons on the QuickView panel are not displayed sometimes.</p> <p>Workaround: Re-select the QuickView query from the list, or collapse and expand all the QuickView tabs to make the arrow buttons appear.</p>
54471	BMC Service Desk Express does not support double (nested) database lookups in a Client Side Business Rule (CSBR).
54483	If you use dates with the MATH statement in a Business Rule (BR), you might not receive the desired output, depending on your regional settings.
54544	A Business Rules that is configured to be triggered by another BR, will not perform any action unless all the required data is present.
54586	Report queries time out if the database size, or if the amount of requested data is very large.
54657	The Jaws screen reader application doe not correctly read out the names of the buttons and fields on the Change Request, Change Assessment, and Change Schedule forms.

Table 4: Known issues (Sheet 3 of 5)

Issue number	Description
54656	The Jaws screen reader application does not correctly read out the names of the headers and sub-headers in the Navigation bar, when you use the Tab button to select them.
54662	<p>The Documenter utility does not execute, and you receive the following message: Windows cannot access the specified device, path, or file. You may not have the appropriate permissions to access the item.</p> <p>This happens when McAfee Host Intrusion prevention considers the BMC.SDE.Utilities.Documenter.exe file located in the \Tools directory as malware because of the double extensions in its file name.</p>
54711	<p>In forms that have an Actions menu, the Select From Staff window opens automatically, even without you pressing Enter, if you use the Tab button to navigate to Actions menu, and the arrow keys to highlight the Staff option. Similarly, the Close Form window opens automatically, when use the keyboard to navigate to the Close option.</p> <p>Also, if you use the Tab button to select and expand the Actions menu, it remains open even when you click somewhere else on the screen. The Actions menu behaves normally, if you use the mouse to access it.</p>
54716	Online Help and User's Guide documentation has not been added for Survey Management reports and Management reports.
54883	In the Self Service application, when you click the Help button on the Select from Template or Select from Category windows, you are directed to the login page, instead of the appropriate Online Help page. This happens if you are using the Internet Explorer 6 or Internet Explorer 7 web browser.
54986	<p>BMC Service Desk Express might display a Request Timed Out message when you change group permissions for a very large group and apply the changes to all of its members.</p> <p>Workaround: Set a higher value for the <code>executiontimeout</code> attribute of the <code>httpRuntime</code> parameter in the <code>web.config</code> file.</p>
54989	When you add a Work Order to a change request, the Change Request form remains in the foreground, instead of the Work Order form becoming the active window.
54990	<p>An Object Reference error is displayed when you modify a foreign key field through DBAdmin.</p> <p>Workaround: Expand the foreign key field, and then proceed with the modification.</p>
54995	When you open the System Details tab while viewing a purchase request record, only a part of the information in the Description field is visible.
55024	You cannot use the netsend function with BMC Service Desk Express on computers running the Windows Server 2008 operating system. This is because the netsend command is not available in the Windows Server 2008 operating system.
55026	If you close a whiteboard and then re-open one of the Incidents that were associated with it, the whiteboard itself, and the other associated Incidents are not re-opened.
55032	The title bars of QuickView widgets disappear when you move them around the dashboard.
55042	The MS Exchange Listen and MS Exchange Notification modules are present in the module list of the Customer Side Business Rules Management window and the DBAdmin application, even though they cannot be customized.

Table 4: Known issues (Sheet 4 of 5)

Issue number	Description
55048	<p>You might face issues using the Microsoft Exchange integration feature, if you set up BMC Service Desk Express using the Secure Socket Layer (SSL) protocol or Windows Integrated Authentication</p> <p>Workaround: In the Internet Information Services (IIS) Manager, right-click on PushNotificationClient.asmx, and then select Properties. In the Secure communications panel of the File Security tab, click the Edit button. Clear the Require Secure Channel check-box. This disables SSL and enables you to use Microsoft Exchange Integration. Perform the same steps for the App_Code directory in the IIS Manager.</p> <p>WIA is now disabled by default, for PushNotificationClient.asmx and the App_Code directory in the IIS Manager by the Installer application, if you set up BMC Service Desk Express to use WIA.</p>
55073	ActiveX and Java format reports display a blank output screen on computers running the Microsoft Windows 2008 R2 operating system. On these computers, all Print preview reports will be opened in a PDF viewer by default.
55076	If you modify a multi-module query and make it a single-module query, the changes might not be saved correctly, and executing the query results in an error.
55089	<p>When you delete a default change type, original the entry is still present in the Change Type list, and the following error is displayed when you try to save the record:</p> <p>[25918] [DBACCESSLOGIC] - Validated field "Change Type" contains incorrect value</p> <p>Workaround: Enter another value in the Change Type field, and then save the record.</p>
55091	When you create a service record, the Unlink Records option in the More Actions, and right-click menus remains active even when there are no records to unlink. This behavior might occur with other records as well.
55092	BMC Service Desk Express prompts you to apply permissions to all group members even after you select the Apply Permissions To All Group Members check-box, while copying permissions from one group to another. Permissions are applied to all group members even if you click No.
55122	Staff settings for White Board Ticker Configuration are not retained and reflected across multiple instances of BMC Service Desk Express running in separate browser windows or tabs, for that user.
55125	Switching between the Tab view and Widget view of the QuickViews feature, does not retain focus on the last viewed query.
55127	If you create a custom module using DBAdmin, and then try to replicate it, the Replicate module window does not change and the operation is not carried out.
55131	If you add a new query to dashboard, and then execute it, the Calendar view does not retrieve or display any query data.
55133	<p>If you add a new query to dashboard, and then execute it, the QuickViews panel reverts to the default view.</p> <p>Workaround: Refresh the page, or log out of BMC Service Desk Express and log in again.</p>
55139	You can add a custom E-mail address field to the Staff form, however, the E-mail, and Route To check-boxes in the Staff Profile window are disabled unless you use the out-of-the-box E-mail Address field on the Staff form.

Table 4: Known issues (Sheet 5 of 5)

Issue number	Description
55146	Service requests that are created for a particular client before granting access to a department or company, display a blank page when a user from that department or company tries to access them.
55145	You cannot view department Work Orders and Purchase Request records even if you have department access. This applies to the Self Service application only.
55157	When you modify a record from a Custom module in the Self Service application and try to save it, you receive the following error: Multiple-Step OLE DB generated Error This only happens if a required field (database, not null field) is placed on the form, and you modify the record while leaving that field empty.
55158	When you attempt to close a Preventive Work Order record, you receive the following error: Type mismatch: 'CDate' This error is displayed again, when you try to close the Preventive Work Order record a second time, while leaving the CI Type field empty.
55166	Searches using an optional filter do not work for the Record Type field in multi-module QuickView queries.
55173	If you do not install the SMTP service while running the Installer application, you must to manually install and configure it in order to use the mail services.
57164	In APM, you cannot open CI record in CI tab on Service form that is linked to Service. Workaround: Perform the following steps: 1 Open Form customization and open the Service form for modification. 2 Click on Tab customization. 3 Select CI Service Links tab from the Link View List list. 4 Click Modify . 5 Select the required form in the Form Name list. 6 Click Save .

Corrected issues

This section describes the issues that were corrected after the BMC Service Desk Express 10.0 release.

Release 10.0.1.123

The following table lists the problems that were reported earlier and were corrected in version 10.0.1.123.

Table 5: Issues corrected in 10.0.1.123(Sheet 1 of 27)

Defect	Case	Description
41133	67610	Messages in the CSBR were not displayed correctly when you used double quotation marks in the Message field.
41853	69261, 76587, 87448	When you deleted validated field entries on the Inventory Item module (for example, the Status field), you received the following error message: The page can not be displayed
41981	69991	When you added a custom Support Action to an Incident form and the Modify Window option in the custom support action was selected, the fields in the Incident form appeared as read-only.
42119	71072	Color property of the toolbar was not displayed in the properties window in form customization.
42713	73939	During form customization, if you added tabs and updated the width of the columns, the newly added tabs were not displayed with their correct widths.
42961	75316	The state of the preventive Work Order was not populated when ticket was created through the preventive Scheduler.
42991	74969, 80028, 98075	When you moved the cursor over Status and Urgency fields in the Incident form, the fields had focus.
43178	76308, 83279	When you added a Category or Subject to an Incident form, if the Standard Description or Standard Resolution fields contained a special character (for example, %), BMC Service Desk Express did not copy the details in the Incident record.
43238	76789, 90876	If you pressed a key when you selected a picture for the customized toolbar, you received the following error message: 'Document.all.divTable' is null or not an object
43239	76866	During form customization, you could not link a custom form to an out-of-the-box field. Instead you had to recreate that field and then link that custom form.
43347	76638	When you tried to remove a custom QuickView from the myQuery view of a customized Incident form, you received the following error message: 'QueryMenu' is null or not an object
43958	78722, 87981, 98433, 107043	The new default value was not updated for validated fields (for example, Priority field) in the Incidents module. The Set Default button did not work as expected.
43962	78739	If you deleted the Approved for Service and Approved for Purchasing fields from the Vendor form during form customization, the fields were no longer displayed in the toolbox.
44006	78266	If you created a CSBR to prevent the closure of an Incident, unless certain conditions were met, the status of the Incident was set back to the default Status ID instead of the current value.

Table 5: Issues corrected in 10.0.1.123(Sheet 2 of 27)

Defect	Case	Description
44058	78169	When you pressed the Tab key multiple times after logging into BMC Service Desk Express, the Select from Staff pop-up window was displayed.
44131	79445, 94408	If you deleted the Tax field from Purchase Request form, you could not add the field back to the form later. You received the following script error message: The URI to be decoded is not a valid encoding.
44199	78462	If you deleted the STATE field from Change Request and Problems form, you received the following error message: Object required Code: 0
44330	80049, 95179	If you opened an Incident from the Search By field, the e-mail conversation button in the Incident form was inactive and dimmed. However, if you opened the Incident from QuickView or the Show All option, the button worked as expected.
44552	81034	Tooltips for the Up and Down buttons in the tab customization were displayed incorrectly.
44738	81108, 134931	On the Incident screen, if you opened an attachment that contained a special character in the filename (for example, ö - alt-148), the file name was not displayed correctly.
44740	79964, 134071	In the Date field, leading zeros were missing for time: hour, minute, and second. For example, when the application server time was 01:01:01 PM, the Service Request Description displayed 1:1:1 PM in Self Service Helpdesk. Note: Now the leading zero is displayed only for the minute and second and not for the hour.
44907	77318, 77319	In BMC Service Desk Express, the align buttons (left, right, top, or bottom) in the customization form did not work as expected.
44981	79257	In the Customization Wizard, the list of forms that were available for customization displayed a small window that was not expandable.
45251	82673	When the columns in the tab grid did not fill the width of the window, the last column was expanded to fill the remaining space. This pushed the Next or Previous page buttons off to the right, resulting in horizontal and vertical scrollbars.
45466	84706, 105151	If you created a CSBR rule, you could not set fields to be disable or read-only based on certain conditions.
45499	84770, 85610	When you used a URL Link and MBL template in the body of a notification, the information was not saved correctly.
45599	85058	If you were working with multiple QuickViews on a dashboard, and then you selected more than one QuickViews to be displayed causing the screens to overlap, the fields from the background QuickView were visible.
45603	85148, 100166	When you performed conditional formatting on a multi-table QuickView, you received the following error message: Input String was not in a correct Format

Table 5: Issues corrected in 10.0.1.123(Sheet 3 of 27)

Defect	Case	Description
45625	85553, 109719, 124134	Field pop-up filtering did not work as expected for Service Level Agreement (SLA) on the Incident form.
45705	85903	In Self Service Helpdesk (SSHD), you could not reassign the Custom Incident form to a client when you had assigned a different Custom form to the same client.
45914	86492, 105258	The BR to notify customers on closing an Incident failed and you did not receive notification when an Incident associated with a problem was closed.
45935	86674	If the length of the data was longer, you could not edit the Display Name field in the query output screen.
45979	86392	If you used the greater than (>) symbol in the CSBR display message section, the > symbol changed to > and displayed as > instead of > symbol.
45987	86630	When an e-mail message was sent using the e-mail conversation feature within the Incident or Work Order module, and the client e-mail ID was external (for example, xxxxxx@yahoo.com), the e-mail message was not delivered to external clients. However, the same e-mail message was delivered if the message was sent by using a BR or manual notification.
46002	85636, 98771	If you tried to save a new customized Multi-table QuickView, you received the following error message: microsoft jscript runtime error '800a01a8' object required
46183	87651	During the initial form load for custom QuickViews, you received the following error message: Expect: ']'
46377	88376	When you clicked the Clear button on a custom form based on a custom module, you received the following error message: Object required
46518	85638, 93832	In BMC Service Desk Express Knowledge Search, records from other modules (except the Incident module) did not display information in a consistent manner.
46738	89694, 101231, 106823	When you updated the Status ID field to any Status ID with a state of C (for example, Closed or Cancelled) and press Tab , the Incident was not automatically saved.
46924	90271, 94886, 102909	You could not use customization to update a validated field if the new value was longer than the previous value.
47246	90976, 94816, 107253	The Route to functionality in Staff availability did not work as expected when the staff was not available.
47258	90948	Print Preview displayed the date or time values of the database server (for example, Open Date and Time , Last Modified Date , and Time). However, the date or time values were not adjusted for the Staff or Client workstation.
47375	92167	If you removed a group permission and then added it back, the permissions for the groups were not restored in the database.

Table 5: Issues corrected in 10.0.1.123(Sheet 4 of 27)

Defect	Case	Description
47811	94313, 106172, 111780	The first name and last name were populated incorrectly for the Route to Notification Information field in the Staff Availability form.
48016	95710, 95691	In SSHD, the Clear button on the Incident form did not clear the text from the Incident form fields.
48172	93811, 125181	When a BR updated a form that contained a boolean field, the original value of that boolean field was not retained as expected.
48200	96288	in BMC Service Desk Express, the Link and Unlink options were not consistently available on forms.
48539	97585, 96513, 98981	You were allowed to add attachments to closed Incidents.
48824	98672, 93622, 93086, 96602, 94892, 94371, 94265	You could not print the report by using the Print Preview button in the Incident form. You receive the following error message. Logon failed
49113	99800, 99782, 110700	When an Incident was Closed through BR, Survey reports were not generated.
49166	100099	You could not modify the address of an external link in the navigator bar in BMC Service Desk Express.
49214	97151, 101417	You experienced random unexpected interruptions during processing on large Customer databases. BMC Service Desk Express Admin Tool had a memory leak on W3WP.exe.
49387	101766, 102592, 102715, 105906	Date format in reports displayed MM/DD/YY format instead of DD/MM/YY format even after you changed the regional settings to Spanish (Mexico).
49456	100174, 105970	In Work Order form menu, the Quickclose action was not visible.
49789	101663, 102396	After upgrading to BMC Service Desk Express, the Add Attachment button of the Incident form in the Self Services module could not be translated.
50234	99978, 119302, 119063, 103182	After upgrading BMC Service Desk Express, the default Incident Monitor form was displayed which meant that the Incident Monitor customizations were lost.
50288	103643, 93099, 111704	Categories in Knowledge Management Express (KME) were not displayed in alphabetical order.
50407	103990	CUR data in MATH statements in CSBRs did not work on Oracle databases.
51468	109361, 111102	When you used the Actions menu in the dashboard to close an open Incident that showed the status of all linked Work Orders as Closed , you received the following error message: This Incident has open Work Orders. Are you sure you want to close the Incident?
51565	109884, 112875, 114237, 115445, 129654, 130438, 131039, 117144, 128109, 126098	If you opened an existing Incident in a custom form and clicked Back from the action bar, then immediately clicked New , the form assigned with the pop-up window appeared instead of the form assigned to the navigator.

Table 5: Issues corrected in 10.0.1.123(Sheet 5 of 27)

Defect	Case	Description
51700	110573, 111819, 123028	When you re opened a Custom QuickView query, the order of the query condition fields was changed.
51838	111040, 116643, 123006, 135007	You could not open linked Change Requests from Configuration Item after adding CI Change PM Links (using Seq.Configuration Item) to Configuration Item module. After selecting a record defined on that tab, you received the following error message: Item cannot be found in the collection corresponding to the requested name or ordinal.
52053	112261, 112759, 114835	When you used Self Service customization to modify a Self Services Incident Request Details pop-up window, and cleared the fields in the Available Fields dialog box, the values were not removed from Grid fields.
52098	112112,130694,134444	The custom Change Request form launched from change schedule was smaller than the form launched from the navigator bar.
52100	109872,112765,112938, 114589,123182	When you executed a report from BMC Service Desk Express, you received the following error message: Cannot Connect to Database View - Command *** SetRptLogin() - The table 'EXTERNAL_SUPPORT.Command' could not be found. *** The report is made from a Store Procedure in Crystal.
52142	112766,118621, 120516	If you used an expression in the TIMES TO REPEAT section on the Schedule tab of a BR when running the Documentor utility, you received the following error message: Input String was not in a correct format
52228	113658	When you used a pop-up window from a filtered selection list on a form, the filter was not working and you received the following error message: No Records Found
52247	113756, 127935, 128782	When you added an attachment in a custom attachment form and clicked the drop-down button for the seq.incident field, you received the following error message: strseqgroup is undefined
52337	114210, 134099, 135436	When you added an external document to a custom navigator bar by using the Customization Wizard, no documents appeared in the options list.
52516	114824,116685,120588, 121102,130096,130041, 135593	When you added an external PDF document to the C:\Program Files\BMC\Service Desk Express\Application Server\Documentation\SDE location, no documents appeared in the options list and you could not link a PDF file to the navigator bar.
52607	115100, 115561, 124031, 130378	When you added the Service Name field to a HelpDesk Incident form and clicked the button to launch the pop-up window, you received the following message: The popup window contains no columns. Please add columns to this Popup Window via Popup Window Customization.

Table 5: Issues corrected in 10.0.1.123(Sheet 6 of 27)

Defect	Case	Description
52659	113914, 122823, 125157	When you copied an Incident using the Copy button on the Incident form, the Due Date & Time fields also were copied. You received the following error message when closing or saving the Incident: 'Due Date' can not come before 'Opened'.
52834	98038,92240, 108051, 115412	The e-mail conversation did not receive information from the to , cc and bcc fields in the Incident details.
52835	116792,116788, 127439	When you copied a problem, the original problem was not unlocked and you received the following message: This record appears to be locked by you. Would you like to unlock it?
53060	116159,123360	When you changed a Client ID password in the BMC Service Desk Express Self Service settings, in Client Access, or in the Contact form in MCS and the password contained more than 10 characters, you received the following error message: Multiple-step OLE DB operation generated errors. Check each OLE DB Status value, if available. No work was done.
53220	118548,116776	When NAMMBL was selected within the LogConfig.exe tool and set to TRACE, the BMC Service Desk Express Job Processor service stopped working when processing certain system events and BRs with large amounts of characters (> 2048 in size).
53263	112657,122394,124211	Incidents and Work Orders could not be copied when the Due Date of the original record was earlier than the Current Date.
53286	118667	If you created a dashboard with an ampersand (&) sign in the dashboard name, BMC Service Desk Express truncated the & sign and any characters that followed without any alert message.
53357	119093,133918	CSBR was not executed on form load for all events selected on CSBR Condition tab even if the Apply dynamic changes on form load option was selected.
53641	120432,122441, 126471	When you clicked the Copy button on a custom change request form, you received the following error message: 'document.all(...)'is null or not an object
53657	120541, 125906,129198, 135614	If you switched between staffs on the Staff Availability window, the values in the Phone Number field were not updated.
53706	122430,119904,123984	You could not execute an Integration Engine package that updates Purchase Request records that were assigned to a Staff member. You received the following error message when the Staff ID was not mapped in the package: Object Required
53739	121146, 123196,125995, 130873, 131265,131526, 132437	You could not add a Crystal report with Command as Data Source to BMC Service Desk Express.

Table 5: Issues corrected in 10.0.1.123(Sheet 7 of 27)

Defect	Case	Description
54131	124139, 122050, 125541	You could not create an Incident by adding a description that was created in another editor (for example, Microsoft Word) and had been formatted using a tab. You received the following error message: Invalid index.
54356	125123, 128270	When a user belonging to multiple groups created a Work Order from a Purchase Request, the Assigned To group was different instead of the current logged in User ID.
54387	125380	The BMC.SDE.Utilities.DBLogins utility was not updated and, thus, you could not use the SQL 2008 environment with BMC Service Desk Express 10.0.
54401	125149, 133299	When you opened a Work Order from QuickViews, you were able to modify the Work Order record opened in read-only mode.
54403	124994	When you deleted a form, you received the following error message: CMGroupFormset::RemoveMultiple-step OLE DB operation generated errors. Check each OLE DB status value, if available.
54408	125398, 133821	For non-U.S. English database servers, the incorrect time was displayed even if you set the staff unavailability status in the profile.
54458	125890	When you double-clicked in the background of a Close form, the Body Property window was not displayed.
54473	125956	If you tried to use Database Lookup in any of the CSBR modules, you received the following error message: Unclosed quotation mark after the character string '{DB'.
54718	127716	In BMC Service Desk Express 10.0, when you clicked a link to complete a survey in the out-of-the-box Survey form, you received the following error message: 500 - Internal server error. There is a problem with the resource you are looking for, and it cannot be displayed.
54839	128819	In BMC Service Desk Express 10.0 with Windows Integrated Authentication (WIA), when you tried to access http://server name/helpdesk , you received the following error message: Authentication Error(s) Could not find SDE Client record for user: . Contact your SDE system administrator for assistance
54854	128781,129196, 131078	You could not add an expression builder statement on a boolean field within a CSBR.
54868	129085, 132910, 136265	When you added a new tab in an existing section of a form, the alignment of the tab was incorrect.
55128	130918,131742,132967, 134225	You could not associate a custom CI form to the Configuration Items tab on a custom Services form. When you tried to view a CI from the tab, the out-of-the-box CI form was displayed, even though the custom CI form was set as the default form.

Table 5: Issues corrected in 10.0.1.123(Sheet 8 of 27)

Defect	Case	Description
55254	132130, 132560, 132899, 133093	When you dragged a column divider to change the column width in a QuickView result, a different column was resized instead of the original one.
55362	133242, 82194, 104368, 133016	Some characters entered into the Incident Description were not displayed correctly in the details of Incident Monitor.
55379	133290	When you used the Date field as the search field in QuickViews, and the staff was using a regional setting of Portuguese or Brazil, you received the following error message: SQL: Incorrect syntax near). Oracle: ORA-00920:invalid relational operator
55392	133521, 133717, 134239, 134323, 134325, 135140, 136197, 136670, 136780, 136990	Row widths in a QuickView result were large and showed fewer tickets in the result grid.
55398	133621	When you created a CSBR with an action to DB Lookup the C_SIGNATURE field of the Support Staff module and then tried to save it, you received the following error message: 1027 used in {DB,18,1027,"1018" = '{MAGICUSER}' DB} is not a valid column for this view.
55408	132680	The Urgency ID was not populated correctly when you created a new Incident by using Quick Ticket Templates in SSHD.
55415	133647	Scrolling was not working for read-only variable length fields.
55432	133802	If you were used a Microsoft Windows user ID that contained Arabic characters in WIA-enabled BMC Service Desk Express, you received the following error message: Could not find SDE client record for user ???? ????????? Contact your SDE system administrator for assistance Also, the PDF did not display Arabic characters.
55444	133863	The Reset form button on the Support Request form was not working for custom validated fields.
55454	133991	When you opened a new change request, selected a template, closed all related Work Orders, and closed the change request, you received the following error message: The Change Request cannot be completed as long as there are related work orders that do not have status "Failed, Completed or Cancelled.
55455	134002	The Launch Display Link icon did not work after the label name was removed from a text box in a customized form (for example, Incident, Work Order and Change forms).
55472	133944	If you updated the Incident Description with unordered lists, and reopened the Incident, you received the following error message: XML parser error: 'A string literal was expected, but no opening quote character was found.

Table 5: Issues corrected in 10.0.1.123(Sheet 9 of 27)

Defect	Case	Description
55474	134119	If you updated the column width by using the Configuration Items pop-up, and used the Add configuration item from stock option, the modification was not displayed.
55738	134405	You received the following error message when there were no results for the ADSI Adapter for Integration Engine: The query returned no results. Please verify the query.
55782	133072, 135197	When you run the Documenter tool on the application server, you received the following error message: 'navBODY' is an unexpected token. The expected token is '' or ''
55789	134566, 135519	If you performed drill down on a bar or pie of a graph, the optional filter did not work as expected.
55804	134252	When you launched a blank form using the Self Service links, the Client ID was not automatically populated.
55806	134674, 133897, 124796, 127436, 128094, 134835, 136120	In the Firefox browser, you could not submit a Survey because the Submit button in the link did not work.
55807	131893	If the text field in an e-mail notification contained the right brace (}) character, all the text that followed the } character was cropped.
55829	134319	When you created a purchase request, you received the following error message: Overflow
55864	134944	In SSHD Department Incidents, you could not view the Incidents submitted by other clients in the department.
55893	134971, 137293	When you opened an Incident from Incident monitor for a particular client, client comments were displayed twice.
55933	134375	When BRs used the At a Later Time Schedule option, notifications were sent immediately even though the Offset was set to a specific number of hours.
55936	135053	In Service form of APM, there was an inaccessible field between the Problem coordinator field and the Availability Manager field.
55954	134647	When you upgraded to BMC Service Desk Express 10.0, lists were not sorted alphabetically.
55987	135241, 136957	LDAP user password was not encrypted.
55988	135023	When you opened a specific custom form, you received the following error message: XML parser error: 'A name contained an invalid character.'
55994	135226	If any staff was set to unavailable and Route To set to another staff, the delegation of e-mail message was not working if any e-mail message was sent to the Incident assigned to unavailable staff.

Table 5: Issues corrected in 10.0.1.123(Sheet 10 of 27)

Defect	Case	Description
55998	135268	When you linked a CSBR to a custom button in a Problem form through customization, you received the following error message: object does not support this property or method
55999	135236	When you reset IIS, you received the following error message for the initial login for each parent group: The server threw an exception. (Exception from HRESULT: 0x80010105 (RPC_E_SERVERFAULT)) UID={MAGICUSER}
56004	134982	In BMC Service Desk Express 10.0, the Priority field was not sorted alphabetically.
56036	135011	When you updated the Status ID field to any Status ID with a state of C (for example, Closed or Cancelled), the web service method (to create an Incident) did not update the Status Id field as expected.
56052	135422	When you viewed a new report, the Show Report button was not visible and subreports were blank.
56071	135302, 136892, 124318	After you deployed the Localization Toolkit Language pack, you could not sort on BRs in BRs Manager. You received the following error message: XML Parser Error: '{0}' The following tags were not closed.
56072	135492	When you set multiple conditions for the Group Name field, you could not view the list to select the group name.
56076	135185	When you created an Incident, you did not receive confirmation for the Incident information submitted (for example, the Incident Number submitted dialogue box).
56078	135483	When you modified the default Login form of SSHD in customization, you received the following error message: Item cannot be found in the collection corresponding to the requested name or ordinal
56079	135508	When you used the Integration Engine to update any record in the Problem Management module, the status of the problem record was set back to the default Status ID instead of being set to the current value.
56089	134789	When you tried to open the CLIO Dashboard Manager, you received the following error message: Server Error in '/SDE' Application. Object reference not set to an instance of an object.
56116	135333	In SSHD, a CSBR was not working with the Status ID field in the Incident Request form.
56198	135446	When you added an Incident Detail (User Action ID) by using a CSBR or a BR, the Description field reflected the default description of that Action ID instead of the description provided in the BR or CSBR.
56322	135928	You could not use the use the Last Name Assign To field in the Work Orders module if you did not have a Change Management (CM) licence.
56376	136047	When you searched using a specified criteria by using the Incident pop-up window, incorrect search results were displayed.

Table 5: Issues corrected in 10.0.1.123(Sheet 11 of 27)

Defect	Case	Description
56377	136055	The For Client option in the Open Incidents menu in an Incident form for a particular Client ID displayed incorrect results.
56378	136008, 136096, 134388	You could not configure more than 10 parameters while creating a BMC Service Desk Express Web Service with the Integration Engine. You received the following error message when you tried to configure the 11th parameter: Could not initialize adapter. The parameter name cannot contain spaces and cannot be blank
56407	136063, 135933	When you launched the e-mail conversation form and used the On button click functionality for a CSBR, you received the following error message: Input string was not in a correct format.
56447	136116	A CSBR created for a data change event of the Template field in an SSHD Incident form was triggered twice.
56470	136203, 136944	When you opened an Incident from Incident Monitor, if the Incident had an Incident Type (which was not linked to any form), the Incident opened in the Incident (base) form instead of your default Incident form.
56538	136528	If you entered any letter in the Client Id field on the Incident form and pressed tab, the letter was not displayed in the search field of the pop-up window.
42127	71855	You could not remove a validated column from a default pop-up window.
42366	73046	When you created a QuickView chart based on a Subject description containing a semicolon, you received the following error message: Bad PCScript Error: javascript:Chartpopup("phpinfo())
54614	72741, 87088, 126840	When you modified an expired Service Contract, you received the following error message: (10039) 'Expiration date' must come after the current date
42665	74377	If you created new Incident details while creating a BR and entered details in the Action ID field in the Actions tab, you received the following error message while saving the details: [Microsoft][ODBC SQL Server Driver][SQL Server]Incorrect syntax near the keyword 'AND'.
43201	76416	When you searched using an Incident Type linked form in the Incident module, incorrect search results were displayed.
43991	78916, 126500	If you logged in as Group BMC, the default dashboard was not already populated with my incidents QuickView, and the default dashboards were not available in External Support group.
44977	81389	If you modified a field type to drop-down list type and selected a different value in the list of options, you received the following error message: Not a Valid number, Clearing out the data.
44995	81696, 89019, 108849	When a BR was executed in BMC Service Desk Express, Error 448 was appended to the Description in the Change Request module.

Table 5: Issues corrected in 10.0.1.123(Sheet 12 of 27)

Defect	Case	Description
45550	84963	The Preview did not display any records for a new QuickView that contained more than one condition, you received an incorrect error message.
45626	85550	When you saved an SLA where a required field was not populated and the required field was in a tab that did not have focus on the form.
45699	85506	For English language, if you modified the Sign Into Client Services Express label for the Sign In/ LoginHTMLform in form customization for Self Services, you received a script error message.
45819	86043	If you created a new dashboard by combining two QuickViews (All Incidents - By Client) and (All Incidents - By Incident Number), you could not use the new dashboard. The All Incidents - By Incident Number QuickView displayed the following error message multiple times: (11128) 'Enter Incident Number' Requires a number.
45853	86269	When you tried to assign a form in Self Service customization while selecting a Company or Department , you received the following error message: Object doesn't support this property or method 'document.all(...).value'
46133	85688	When you searched from the Inventory Item form on the Asset Tag # and the first character of the search string was zero, the search failed with the following error message: Microsoft ODBC SQL Server Driver SQL Server Line 1: Incorrect syntax near ''
46427	87445, 101714, 106915	Wildcard search for QuickViews was not working as expected. When you used the SQL percent (%) wildcard in a QuickView, you received the following error message: The URI to be decoded is not a valid encoding.
46445	87758, 88634, 102320	After upgrading to the latest version of BMC Service Desk Express, the Login ID was not automatically populated by QuickView on dashboard.
47277	91314, 96504, 97418	MATH statements in the boolean fields in the BR were not saved correctly.
47494	92092	When you searched incidents using due date & time or any other dates as current criteria , you received the following error message: [Microsoft][ODBC SQL Server Driver][SQL Server]Line 1: Incorrect syntax near '').
47629	93231	You could not perform insert, update, or delete actions for records in custom modules because Oracle permissions were not granted correctly. You received the following error message: "grant option does not exist for '_SMDBA_.Environment."Ont
47664	92972	When you created an Incident with a Work Order, you could not search for that Incident by using the Retrieve Incident field on the form. You received the following message: no record found
48326	94616	When you clicked the Views button in QuickViews, the tabs disappeared.

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Defect	Case	Description
48896	97835	You could not associate imported records to foreign key values when the foreign key record was Inactive.
49070	99729, 104237	The Categories did not appear in the order as defined in the Self Service Settings .
49829	102310	If you closed the Inventory Item form before completing the Receive Purchase Items process and clicked on the Save button again on the Receive Purchase Items form, you received the following error message: Type mismatch: 'CDate'
49856	99281	If you were using Microsoft Outlook 2007 client and clicked on Incident link available on the e-mail message, you received the following error message: Microsoft JScript runtime error '800a000d' Type mismatch
50047	102590	When you clicked on the Service Name field on the Incident form of Self Service, you received the following error message: Permission Denied: MsgBox
50146	103238, 109201, 110089, 109266, 111917	When you performed a knowledge search in an Incident form, you received an error message.
50556	104870, 112555, 119403	You could not remove or manage the Responded Action menu item in Actions Menu on the Incident form.
51033	106816, 122685, 103025, 112606	When you selected a Work Order with Closed status (Status ID with State = C), the Work Order was closed automatically and was not saved.
51034	106815, 119451	You could not add multiple customized tool buttons in one tab within a section.
51050	107021	When you saved a navigator bar header by using a different naming convention, for example, >> ABCDE <<, you received the following error message: hexadecimal value 0x3C, is an invalid attribute character
51092	107455	You could not use a custom filter on the Integration Engine package.
51334	108966, 109280, 113380	When you logged in to BMC Service Desk Express, the Staff ID field was not automatically populated by custom QuickView and My Work.
51343	109013, 110662	You could not read the Display Only fields because they were blurred.
51459	124085, 130542	When validated fields used a drop-down menu option, the validated field values did not appear in the sort order as specified in the Customization Wizard.
51826	110677	If you tried to populate the Seq.UDStatus field through CSBR, you received the following error message while saving CSBR: (12009) Details should be entered.
52000	111826	When you used Actions -> Select To functionality in the whiteboard while logged in with a group name that contained an ampersand (&), you received the following error message: Incorrect Syntax near _INACTIVE_

Table 5: Issues corrected in 10.0.1.123(Sheet 14 of 27)

Defect	Case	Description
52001	112030, 125135	In Self Service, you could not open attachments that contained special characters (for example, #) in the file name.
52054	112317	You could not assign multiple incidents from QuickView.
52159	112620	You were able to save a closed Work Order only if you hid the Client ID field on a Work Order form.
52171	110772	MATH statements in CSBR did not work on Microsoft SQL Server with a case-sensitive database.
52184	113135, 125276	If you removed the Status Description field from the Incident form and viewed an Incident in Self Service, the Incident details were not displayed by default.
52190	112824	If you selected the Search External Documents option in Knowledge Search, and searched for a string that contained the word 'not', you received the following VBScript error message: Microsoft Index Server: One or more errors occurred during processing of command.
52284	112645	When you changed the tab order in the Change Request form in APM, you received the following error message: 'CallerDocument.all(...)' is null or not an object
52328	114240	When you added a Milestone to an SLA, you received the following error message: Input string is not in the correct format
52354	114146, 120371	When you tried to open and view .EML attachments from BMC Service Desk Express, you received the following error message: HTTP 404 The Request is not supported
52355	113302, 113301	When you ran a custom report, you received the following error message: Cannot connect to database view - incident SetRptLogin() - Object doesn't support this action***
52632	115771, 126724	If the Open Date & Time field on the Incident form was not set as Display Only , the call copy feature failed with the following error message: (11125)' Opened' is required because the "Open Date & Time" is blank
52633	115839	The Search_by option did not work with the whiteboard form.
52846	115917	When you opened an Incident through the Find All button and the Incident Description contained a double quotation mark ("), you received the following error message: 'null' is null or not an object
52911	116074	If you tried to use Collaborative workspace>Discussion forum with UK set in regional settings of the application server, you received the following error message: String was not recognized as a valid DateTime.

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Defect	Case	Description
53258	118682	When you added a QuickView to a dashboard after changing the Maximum QuickViews per Dashboard setting to 08 or 09 in Dashboard Manager Rights, you received the following error message: Object doesn't support this property or method
53741	118076, 115971	When you enabled or disabled CSBRs, BMC Service Desk Express Application server had memory leak on W3WP.exe.
53764	121231, 124542	When you set the Tab Order field on a custom Incident form, you received the following error message: VB Script error:Object Required. This happened whenever a drop-down option field was placed on a tab section.
53964	121753, 136246	You could not read the HTML report that was generated when you selected Details of selected Ticket report type and then printed the Incident or Work Orders by using the Print Preview button in QuickView.
54309	123679, 128452, 128367, 136377	If you tried to select the View by Week or Day option while checking the QuickView query results in Calendar view, you received the following VBScript error message: Exception occurred for more information refer to the inner exception. Query formed is invalid. Conditions entered either in Condition page or Advanced Formatting Page are not valid.
54328	124715	If you tried to upgrade BMC Service Desk Express in case-sensitive database you received the following error message: Invalid column name 'value'
54456	125753	Column width was not customizable as expected in the Self Services pop-up window customization.
54463	125929	Help button was not working in the Associate close form window.
54474	126069	If you tried to perform the Assign Staff to Group action, you received the following error message: The system cannot find the file specified
54476	126067	CSBRs did not work for an On Button Click event. The CSBR list was empty.
54500	126096	When you selected a value from any virtual field list on the Change Management form after selecting a value from the Change Type field, you received the following error message: Conversion failed when converting the varchar value 'MINOR' to data type int.
54625	126935	When you saved a Purchase History record without making any changes, you received the following message: Data has changed. If you continue, you will lose your changes
54717	127715, 132754	The Display or Hide details buttons were not working as expected.

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Defect	Case	Description
54756	127970	A CSBR that contained a MATH statement that included a Replace function to replace a less than (<) symbol to blank or some other value was not working as expected and you received the error message: XML parser error: 'The download of the specified resource has failed.' “, when “<” is followed with some characters (without space)
54771	127749, 130605	In Self Service, if you opened an existing Incident in a custom form and, clicked Back from the action bar, and then immediately clicked New , the custom form appeared instead of the default form.
54829	125252	In BMC Service Desk Express APM, when you tried to remove the complete Tab section (Details, Tracking & Finance and History) on the Support Request form, you received the following error message: Object doesn't support this property or method
55115	130863, 131534	In Self Service, you could not open a URL link from the attachments.
55328	133014	If you set the Urgency field on an Incident form to Display Drop Down List in form customization, and changed the urgency from the Urgency field, the seq.urgency field was not updated as expected.
55781	134493	When you added an attachment in HAE-Application Documentation, you received the following error message: document .getElementById(...)' is null or not an object
55997	135265	When you tried to perform Receive Purchase Items action in APM, you received a Type Mismatch error message.
56005	135272	In BMC Service Desk Express, you could not add the survey settings to a custom Navigator bar.
56006	135281	You could not search for incidents for a specific user even if you used the remember my search function. You received the following error message: XML parser error: 'End tag 'title' does not match the start tag 'br' Index was out of range. Must be non-negative and less than the size of the collection. Parameter name : index
56253	135357	You could not create KME or perform a knowledge search from the Problem Management form.
56271	135785, 116589, 117690, 125849, 132963	When you copied an existing multi-table QuickView, the Assign to, Enter Employee and Group fields were not automatically populated with the current logged in user ID.
56351	136011, 136071	You could not open a .HTML attachment while opening or updating an Incident.
56446	136105, 136637	The Scheduled Indexing process did not execute at the expected time based on Interval and last Full/Incremental Indexes Start/Finish dates settings in the Knowledge Search.
56484	136094	You could not open incidents that contained special characters in the Incident Description field.
56489	136176	In QuickViews, you could not define a color code value (based on the width for a particular field) in Advanced formatting.

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Defect	Case	Description
56512	135942, 136707	You experienced unexpected process termination of the BMC Service Desk Express Application Pool.
56576	136672, 136513	When you searched by using Incident number in the Search By field on the custom Incident form, the Incident pop-up window opened with one record instead of populating data directly on the form.
56597	136766	When you used a Close form to close an Incident, the value of the First Call Resolution field was reset to 'not selected'.
56603	135957	QuickViews ran slowly.
45817	85959	In the QuickView module, you could see all forms including those forms which were not assigned to you.
56062	135351	If you tried to open incidents containing special characters, you received the following error message: User lacks permission to fetch.
56505	136324	During the login process, the login ID and password were displayed in plain text through the Fiddler Web Debugger tool.
56514	136302	In BMC Service Desk Express, when you configured a pop-up window to be a list, the values were displayed by order of creation instead of alphabetically.
44110	78924, 81285	You could not add a border to a tabbed section on a form.
44340	78753, 95822	In BMC Service Desk Express, the Launch Display Link button did not work.
44623	80040, 81231	When you used a hidden object in Self Services, a yellow frame or border was displayed around the object.
44664	80183, 81948	In Self Service customization, the Attachment grid on Self Service Incident (Request) appeared over existing fields on the form when the form was not expanded fully in Self Service customization.
44751	81145, 109960	If you selected a document in Knowledge Search that contained a space in the document name, and then linked the document to the Incident, you could not open the document by using the Display Link button.
45217	82964, 84653	When you modified the validated default value for Change Type on the Change Request module, the default value displayed as Minor instead of the modified value.
45397	84501	When you created an action to format a form and module in CSBRs Administration, the Close Date & Time label instead of the Counter label was displayed in the top left corner of the form customization window.
45602	85138	When you configured the Knowledge Search to allow searching in the Change module, BMC Service Desk Express did not allow you to add Change fields. However, when you searched by using a keyword, Change Description was not displayed as an option.
45789	85640, 85637	BMC Service Desk Express Knowledge Search did not work as expected when you used double quotation marks (") in the search criteria. For example, searching by using the term "Microsoft Word" failed to display only those records that contain the phrase "Microsoft Word".

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Defect	Case	Description
45932	85651, 94121	If you tried to perform a Filter->Add action for validated fields in Self Service customization forms, you received the following error message: Microsoft JScript runtime error '800a01a8' Object Required /servicedesk/FPL_Display.asp, line 96"
46157	87428, 104254, 108273, 108462	The spell check feature did not work for any fixed-length fields. The feature worked correctly only for variable fields.
47614	93473, 109520	After attaching the files to the Incident Attachments tab, you could not open attachments that contained space in the document name.
47929	95252, 95214	When a form was opened from a QuickView, the fields on hidden section tabs were not populated.
48000	95611, 106614	On the Macintosh operating system, you could not log in to Self Service from a Safari browser.
48015	95720, 105911	The Metric Failed field in the Staff Summary with Client Report did not report data correctly.
48307	96604	In BMC Service Desk Express Database Administration, the Reset DB Time Zone window was blank.
48403	97065, 128590	When assigning an Incident to a group and using the Assign To button on the form, if you did not double-click the highlighted group the Incident was assigned to the first group in the list.
48566	95896, 101710	You could not add a customized tool button on the second tab in a section of a form.
48567	97677	If you created a new On Hold status and set this to stop the clock, and then selected this status for an Incident, no Incident details were added to indicate the status change.
48592	97898, 98339	You could not set a label and a separator line to White - Transparent or Hidden on a dynamic form CSBR.
48602	96845, 98996, 99018, 106086, 109616, 130720	On Windows XP Service Pack 2 workstation with Internet Explorer 7.0, the Spell Checker could not be accessed and the browser window could not be closed.
49046	99577, 102419	If the labeled Time Zone field (identified as the GMT Description field) on the Support Staff form was removed, it could not be added again because the Time Zone field was not available in the list of fields that could be added through customization.
49073	99613, 99615	If you selected the Move down button while modifying validated fields, the list became narrow and disappeared.
49146	99871, 103023	If you enabled WIA for Self Services and logged in with a user ID that was not present in the client database, a blank screen appeared.
51044	106813	When you created a new field in DB Admin with a fixed length of more than 255 characters, the error messages were not consistent.
51378	108270	CSBR on Self Services form with MATH statement as a condition was not working as expected.
51464	107862	Triggering dynamic form transformation resulted in a corrupt form layout.

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Defect	Case	Description
51492	109681, 136996	In Self Service, you were able to view and select a Client Id that belonged to another company, and then open an Incident by using another Client ID.
51610	110251	Data in a Foreign Key field was displayed as null <blank> on saving the record and value of the field was not visible in the tab section of the form.
51611	110285	In Self Service, the Change Forms tab was not linked correctly.
51646	110409	When a new group was created, the Group ID in a pop-up assignment was not in alphabetical order.
51647	110216	When you modified a virtual field in the Groups form, you received the following error message: A String literal was expected, but no opening quote character was found
51674	110423	The un-assignment of the child group pop-up window did not work as expected.
51708	110752	When you added a topic and closed the topic creation window, you could not access Edit the Topic and could not modify settings for the visible from self service option.
51808	111008	When you formatted a form to display a hidden field by using CSBR, the field disappeared in the format form window.
51809	110879	The Size width function was not working in SSHD customization.
51893	111360	If you selected Apply dynamic changes on form load for CSBR 22 in the problem module, and then opened an existing record in an APM problem form, you received the following error message: 'SwapSectionTabs.SectionTabContent[...][...].0' is null or not an object
51977	110305, 113247	You could not resize a column using a QuickView.
51998	111949	In APM, CUR data in MATH statement was not working. You received the following error message in NAMSYSLOGS: Input string was not in a correct format
52021	111173	The Pop-up window for Service module was not available for SSHD customization and, thus, could not be assigned.
52056	112363	When you tried to modify a calculated field that contained quotation marks, the quotation marks were replaced by " and you could not modify the field.
52081	110835	Reply for email conversation was not added to the appropriate module in a case-sensitive SQL database. You received the following error message: Incoming EMAIL is NOT from a Valid Error in Debug view MGCUtils:: CLASS=MLogicChatMgmt METHOD=Void PreCreate(System.Object, System.Object, System.Object, System.Object, System.Object) - >Incoming EMAIL is NOT from a Valid Email address in SDE - No Action will be taken.

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Defect	Case	Description
52155	112885	If you added a Work Order to a Change Request, the Work Order form was not populated with the Client ID.
52172	112868	The Due Date field in Work Orders was not working as expected when the due date was selected manually.
52192	113248	When you added QuickViews to the dashboard, multiple instances of the same QuickView were added on top of each other.
52249	113685, 119299	When you selected a client in the e-mail conversation module, you received the following error message: No Records Found
52398	113575	When you tried to upload a report by using the Reports Configuration Tool with 76 default values for the Subject ID parameter, you received the following error message: String or binary data would be truncated. The statement has been terminated.
52480	111668	In SSHD, filters for virtual field did not work as expected when the first few words were entered.
52506	113853	In Self Service, you could not modify the Alerts pop-up window.
52561	115312, 110421, 113566	When you attached a Work Order to the problem, the Urgency information was not copied to Work Order form. The urgency field was blank in Work Order.
52566	115526, 122301	When you created CSBRs with DATEADD action and the integer part of the function ended in a zero (for example, 10, 20 or 40), the CSBRs failed to execute.
52606	115743	When you double-clicked a Category Id in the Category Id pop-up window opened from the Incident form, you received the following error message: Detail tab still loading; please wait
52625	115890	Incorrect results were displayed for the FCR Analysis Last Week report.
52643	114599	If you selected Each Week option and then selected the option to run on a Sunday, the Integration Engine weekly running package was not executed on Sunday.
52651	115770	In Database Administration, if you removed few fields from a view by using Add/Drop Fields option and then used the search by option on that view, you received the following error message: Invalid Column Name
52695	115823	CSBR failed if the following MATH statement was in Condition section: {MATH,(SELECT CONVERT(INTEGER, DATEDIFF(HH, GETDATE(), '{TR,HelpDeskDate01}')))) MT} However, the same MATH statement retrieved data correctly if the statement was in the CSBR Action section.

Table 5: Issues corrected in 10.0.1.123(Sheet 21 of 27)

Defect	Case	Description
52779	114679	If you changed the Purchase Request status using a Purchase action in the Purchase Request module, you received the following warning message: Data has Changed. If you Continue, you will loose your changes. Press OK to Continue, or CANCEL to stay on the current page.
52854	115682	Printing Incident from a custom Print Preview did not work as expected. By default, the printer was set to Microsoft Office Document Image Writer instead of printer.
53040	117383	In Mozilla Firefox 3.0, when you launched a customized Self Service form that had tabs, the controls under the tabs area were moved on the form to the left and did not retain their original positions.
53197	118317	When a staff member of lightweight group closed an Incident (with opened Work Orders) and the display a warning message but allow the Incident to be closed option was selected for the parent group, the Incident was closed and no message was returned.
53210	118385	In Mozilla Firefox, when you searched on any text field in the Incidents tab and pressed Enter in Self Service, you received the following error message: please enter an Incident Resolution
53424	119266	When you searched by using the CI Description field, you could not enter information in the Asset tag field because the Asset tag field was unavailable.
53476	119399	A CSBR with the following conditions did not run correctly. When event: on save Expression 1: {MATH,(SELECT CONVERT(INTEGER, DATEDIFF(HH,GETDATE(),{TR,Due Date}))) MT} Greater Than Expression 2: 2160
49177	119942, 99967	The scheduled Morning report displayed data incorrectly for the Calls Assigned to Staff field and the Calls Closed By Staff field. The Assigned to Null and Closed By Null fields were displayed instead of the default fields.
53628	120424	When an SLA was linked to a Service and you selected the SLA from a pop-up window on the Incident form, the list was filtered as expected. However when you selected the Reset option, all SLA values were displayed instead of only those values that were linked to the applicable service.
54091	123021	You could set the Due Date field for a Work Order to a date earlier than the date of creation for the Work Order.
54200	123939	In BMC Service Desk Express, when using a report with Company Name parameter, if the chosen Company Name contained the Swedish characters Å Ä or Ö, the parameter was incorrectly formatted and no information was displayed.

Table 5: Issues corrected in 10.0.1.123(Sheet 22 of 27)

Defect	Case	Description
54305	124821	A Work Order created from an Incident form did not change its priority when the Impact and Urgency fields were updated for the first time.
54433	125072, 129145	The Reply To or Reply To All button in the E-mail conversation did not work as expected after you upgraded to the latest version of BMC Service Desk Express.
54517	126211	You could not reply to a posted message under a Discussion Topic in the Discussion Forum.
54670	104315	In BMC Service Desk Express, you could not enter a client e-mail address with special characters (for example, &).
54690	127381	A CSBR was not executed on a On Data Change event if the client was selected by using the Create New Client button on the Incident form.
54935	129401, 129416	The Urgency field previously populated by using a CSBR on a Work Order was blank when a Category was selected from the Category Tree window.
54974	129726	When searching for one record (an Incident or Work Order) by using the search button instead of the Find All button, you were able to search only one record up and one record down. After that you received the following error message: No Records Found
55074	130521	When a form was launched through a custom tool bar button, and an opened record was saved (for example, reopening a closed Incident), the form window was closed.
55086	130305	CSBRs did not evaluate conditions for boolean values properly when true and false values were used instead of 1 and 0 in the condition.
55117	130461, 125951	When a field was set as a drop down , the tooltips were not visible when you moved the mouse over the field. <i>Note:</i> For existing drop-down fields on forms, you need to set the tooltip again by customizing the form.
55162	131075	When you modified CSBR Action details and saved the changes, the State field was blank.
55218	131769	When you logged in to BMC Service Desk Express by typing <i>http://server-name/SDE</i> in the Internet Explorer 8.0 address bar, the cursor did not blink in the User ID field even though the focus was in the User ID field.
55247	132047, 131663	When you opened an Incident form from Tech Monitor-> Inbox , the form was not displayed correctly in full size.
55284	132463	When Surveys were submitted, every apostrophe in the survey questions was replaced by a double quotation mark.
55335	133051	In BMC Service Desk Express version 10.0, when you viewed the Change Schedule that had a change with HTML tags inside the Change Description, the HTML was executed in the tooltip rather than actually displaying the tags.
56012	135174	In BMC Service Desk Express APM, you could not remove an unknown field that was displayed in the Details tab of the Service form in Service Level Management.

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Defect	Case	Description
56252	134853	When you logged in as a staff member of a group (with Clients fields removed) and searched for a Client ID value by manually entering information in the Client ID field, you received the following error message: Invalid Column Name Social Security Number.
56471	136230, 136292	In APM, when you opened a Support Request form from whiteboard monitor or ticker, the form opened with scrollbars.
56606	136462	Customized date and time fields in Self Service displayed the time in 24-hour format before submitting the form.
56634	136773	In the Incident form, if you placed an Incident on hold by clicking Actions > Stop Clock and restarted the clock by clicking Actions > Start Clock , the due date was recalculated to include the time elapsed between stopping and starting the clock.
56638	136947	If you tried to add an Auto Modify support action to the Details tab of the custom Change Details form, you received the following error message: Input string was not in a correct format
56639	136967	When you selected a Template that was configured for Change Request, validated field values were not displayed if the data contained a plus (+) sign.
46336	87322, 107513, 107062	When you tried to view a Custom report that was created using a Crystal command, you received the following error message: Can not connect to databse View-Command Login Failed.[Microsoft][ODBC SQL Server Driver][SQL Server]Login failed for user Magic
46457	88520	When you created a new QuickView, inactive groups were displayed in a Not Shared Groups window and you were able to select them for sharing.
47887	93668	When you opened an associated Work Order and closed an Incident, you received the following error message even though you had the required permission: csmArr[11102] = "(11102) User lacks permissions to close this Incident.";
47901	94864	When the Category and Category Description fields were blank, you received the following error message: Description: is required.
47939	95373	When you selected Quickclose or Close from the Query window for a Work Order, the Work Order was not closed and you received the following Internet Explorer error message: Expected';'
49380	100137	The navigator bar customizations were not retained as expected.

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Defect	Case	Description
50261	103560	You could not assign reports to the navigator bar if you used single quotation marks in the navigator bar name (for example, MAGIC"S NAVBAR). You received the following error message: Incorrect syntax near 's'. Unclosed quotation mark before the character string.
51087	107654	You could not log in to BMC Service Desk Express when you stopped BMC Service Desk Express Database services and ran an IISRESET action, or restarted the BMC Service Desk Express application server. You received the following error message: Server Error in '/SDE' Application. FeatureInfo Init failed: Object reference not set to an instance of an object.
51209	108343	In BMC Service Desk Express, the e-mail conversation feature failed for client e-mail addresses that contained special characters, such as apostrophes.
51267	108440	When you updated a Problem Management record, the Last Modified Date field was not updated as expected.
51954	110854	When a CSBR was applied to the Service Name field, the CSBR was not executed if you selected the Service from the Service Tree.
51968	108972	A whiteboard was not created as expected by a mail listen rule if a signature contained HTML instead of plain text. You received the following message: CMBLAction Execute Multiple-step OLE DB operation generated errors. Check each OLE DB status value, if available. No work was done.
52359	111429	When a staff was located in the GMT or (GMT+1) time zone, and BMC Service Desk Express Application or Database server was in the (GMT-5) time zone, and a QuickView was executed by using the Open Date and Time values in the conditions, the records for the previous day were displayed.
52667	116067, 124231, 80046, 96708, 105100	Carriage return characters that were specified in FAQ fields were discarded when FAQs were displayed in the Self Service portal. Content was displayed in a single paragraph.
54128	123338, 123337	When you searched multiple views by using QuickViews with null values in columns, you received the following error message: Object reference not set to an instance of an object
54485	126070	The Last Name Assigned to field was missing in Self Service customization.
54486	126086	When you opened an Incident from the dashboard and clicked New , the incorrect custom form appeared.
54972	129702	You could not close Work Orders from the Action menu in QuickViews if you did not have the Can Close Incident permission and have Close Work Order permission. The Close and Quick Close options were dimmed.

Table 5: Issues corrected in 10.0.1.123(Sheet 25 of 27)

Defect	Case	Description
55071	130287, 98164	When you logged in Self Service using a non-U.S. English language, KME was not displayed in the correct language.
55175	131108	Due Date was not recalculated when an incident was reopened, even though the Recalculate Due Date from Current Date on reopening Incidents where Stop Clock had been invoked before Close check box was selected on the Application Administration form.
55563	133847	Assignments to various staff members on 1st June evoked the Staff Not Available, Memorial Day pop-up window even though the holiday calendar showed the Memorial Day as being set for 31st May.
55774	134387, 137436	In Self Service, the Urgency ID was not populated correctly with the value that was linked to the Category when you created a new Work Order.
55816	134756	The predefined Work for a Specified Group query under Multi-Table Queries did not have an option available for the Groups field, so you had to manually type the Group name.
55953	135000	When you selected User Availability records as Not Available and saved the records, the timestamps were decreased by 1 hour.
55993	134855	In the latest version in BMC Service Desk Express, the Add/Drop Fields option in DBAdmin to add and remove a field from all groups' views at the same time was not present.
56196	135699	In Problem Management module, the auto-save feature was not working as expected. When you assigned a problem ticket to a staff or a group, you had to click the Save button to save the changes.
56305	135896	You could log in to BMC Service Desk Express by using a language that was not enabled in Self Service Settings of BMC Service Desk Express.
56307	135717	When you copied certain amount of data from Microsoft Outlook to the description field of an Incident and then saved and reopened the Incident, you received the following error message: You do not have permission to fetch.
56345	135986	If you modified the helpdesktext05 and Status fields and then saved at the same time, the helpdesktext05 field value was not updated and reverted to the previous value.
56475	136152	When you sent an On Demand survey , the value of {fn: CLIENT ID} was either blank or contained an incorrect Client ID .
56539	134809	When you upgraded to BMC Service Desk Express 10.0 and accessed Incident Assigned to Member of My Group (Predefined Queries), the BMC Service Desk Express application stopped responding.
56611	136795, 137462	Save On Assign flag changes were not recognized unless the BMC Service Desk Express server was restarted.
56614	136580	When you selected the Auto close form on closing record option and closed a Change Request, the Change management license was not released.

Table 5: Issues corrected in 10.0.1.123(Sheet 26 of 27)

Defect	Case	Description
56662	136963	Even if the staff was available, you received the following staff unavailability message: The work schedule for [staff id] shows that they are currently unavailable. if you still wish to assign to [staff id] click OK.
56676	136777	In Self Service, all FAQs related to a specific category were not visible.
56677	137060	CSBRs were not executed when you created an Incident using the whiteboard monitor or ticker.
56759	137386	When you used two or more parameters as a search criteria while using searching for an Incident, you received the following error message: Incorrect syntax near '#'
56760	137353	When you added Actions from Incident monitor to an Incident by using the Notes window, spaces in the Notes text were replaced by %20.
53578	119223, 120535, 137108	After upgrading to the latest version of BMC Service Desk Express, when a report was assigned to the newly-created navigator bar, you received the following error message: Incorrect syntax near ''' However, this issue occurred only for new navigator bars.
54697	127400, 137068	In Self Service, Incident detail updates displayed ' ' in the Notes field.
45127	83157	In SSHD, you could delete all records from tables owned by the _smdba_ user by using SQL injection in a URL. This was a security issue.
52857	116835, 125138	The BMC Service Desk Express patch predbcheck procedure deleted staff records which were currently not assigned to any group and for which there were no existing SQL logins (by dblogins).
54557	126456	When a list drop-down was selected from Incident Monitor form, you received the following error message: Error: object expected URL://server-name/SDE/hdm_main.aspx
55481	134272, 134317, 134685	When a BR was triggered to add an Action detail record to an Incident on Update event, the description mentioned in the Business Rule Action details was overwritten by the custom Support Action description.
56157	135300	In Self Service, if you entered a value with an apostrophe in any Filter By field on Incidents tab and started the SQL profiler to capture TSQL, the apostrophes were never validated and SQL injection was possible.
56455	136147	If a single CI Assembly was assigned to a client and you created an Incident with the client, then it was populated automatically. However, if two CI Assemblies were assigned to a client and one of them was inactive, you received a pop-up window.
56513	136347	The Management Summary (Month) scheduled report displayed incorrect records for Calls Closed by Staff .
56532	136493	When you closed a Work Order without a solution, you received an error message, but the Work Order was still closed. You could not add a solution because the Work Order was now closed.

Table 5: Issues corrected in 10.0.1.123(Sheet 27 of 27)

Defect	Case	Description
56616	136783	In BMC Service Desk Express APM version, Link functionality could not be used in notification BRs due to the change in display name for the Incident module.
56670	135668	CSBR to check the values on boolean fields in a tab in the Incident form did not work as expected.
57079	137761	When you selected the Remember My Settings option in the Template form while searching, you received the following error message: Index was out of range: Must be non negative and less than the size of the collection. Parameter name: index
57054	137864	When you created a Change Request and saved it, the record was closed immediately after saving. You could not work on the change record without reopening it.
47949	95311, 100297, 100535	When you tried to customize language forms for non-U.S English languages (for example, Spanish), you received the following error message: Error: Object doesn't support this property or method
51817	110994	When you removed BMC Service Desk Express patch version and restarted the server, the patch was installed again automatically.
54354	125066	If you created a CSBR that counted the number of characters in a field and displayed a pop-up window if the count is greater than a specific number did not work as expected.
54801	128448	When a CSBR was applied on a validated field on a form that contained two words with spaces between the words, it did not work. It worked only if the validated field is a single word.
55811	134139	The Business rules and CSBRs displayed different results for the following math statement: {MATH, (select datediff (hh, '{TR,HelpDeskDate01}', '{TR,HelpDeskDate02'}))}
56060	135434	When a custom BR was executed based on Unlinking of Configuration Items from a Change Request, only the first Configuration Item was retrieved and this issue occurred only if multiple CI Items were unlinked.

Release 10.0.1.45

The following table lists the problems that were reported earlier and were corrected in version 10.0.1.45.

Table 6: Issues corrected in 10.0.1.45(Sheet 1 of 4)

Defect	Case	Description
46215	87729, 97993, 104532, 110457	When you executed a query (QuickView) that displayed more than 1 page of record, the Next and Previous arrows on the Incident form when opened from QuickView did not go beyond one page within those results. You received the following error message: (10182) No Records Found
47335	92320, 99053	You could not enter duplicate values in the Serial Number field in the Inventory Item form. You can modify the settings to enter duplicate value in Asset Tag field.
48279	96436	You could not perform a knowledge search in a default Incident form with an exclamation mark at the end of a text field and you received the following error message: No records found , InvalidQuery format
50281	75029	When you tried to print a group of Incidents as the result of a QuickView query, there were no page breaks between the incidents.
50490	104359	When you created a BR from an Update of a Purchasing Items Detail, the transaction data did not return all the data for Receive Purchase Items.
50493	104541	You could not use the Between Comparison Operator in the advanced tab for conditions in the QuickView and received the following error message: Incorrect syntax near 'BETWEEN'
50681	103689	The mail BRs could not recognize e-mail address with special characters (For example, ') and the incidents were generated with blank Client ID. BMC Service Desk Express does not support the forward slash (/) special character in e-mail messages.
50775	104359	When you tried to login to BMC Service Desk Express, you received a pop-up window for choosing the group even when you were associated with only one group.
50970	108911,106216, 114904	You could not search for the 01d value using the search function in the BMC Service Desk Express forms. You received the following error message: [Microsoft][ODBC SQL Server Driver][SQL Server]Line 1: Incorrect syntax near ')'.0. stock 4248 (all modules are affected)
51293	108772	None of the custom field worked if you selected the Required if on Form check box through SDE Admin tool. The issue was limited to Attachments view.
55209	131702	You received script error messages while creating new dashboard with same name as the existing one.
55268	130560, 132465, 132358, 132823, 133896	Random QuickView on the dashboard did not load properly and optional filter options displayed loading... and stopped responding.

Table 6: Issues corrected in 10.0.1.45(Sheet 2 of 4)

Defect	Case	Description
55310	132938, 134737	Following a deployment of the Localization Toolkit Language pack, logging in on the BMC Service Desk Express 10.0 application displayed the First, Previous, Next, Last buttons in the QuickView tables in English even though German was set as the default language.
55315	132966, 134328, 135213	When you selected the Close option from the Actions menu in the Incident form and the urgency selected in the Incident was different from the urgency associated with the category, you received the following error message: document.getElementById(...) is null or not an object
55375	133009	You could not select an Incident or Support Request form from the Incident Type form, after deploying a Localization Toolkit Language pack for German language. You received the following error message: [Microsoft] [ODBC SQL Server driver] [SQL Server] An expression of non-boolean type specified in a context where a condition is expected near 'IST'.
55380	133439, 133982	When you clicked the Change Field Tab Order icon in a custom Self Service form in BMC Service Desk Express 10.0, the Change Field Tab Order window did not open. You received the following error message: Object Required
55385	133363	In BMC Service Desk Express 10.0, when you created a Web Service based on a module containing spaces (For example, Incident Details), the XML returned incorrect xml tag name.
55389	133522, 134641, 135934	When QuickViews were auto refreshed, the Incident form lost its focus.
55396	133472	You could not create new staff using the default password (magic) given in the documentation and you received the following message: The password you entered is incorrect. Please note that letters in the password should be typed using the correct case. Make sure that Caps Lock is not accidentally on. Note: The default password is welcome.
55399	133160, 135022	When you upgraded to BMC Service Desk Express 10.0 from version 9.2, and created a CSBRs and associate to a SSHD Incident, you received the following error message: Error Message: Web Service Lookup: 'strCSBRWSs1Arr.1' is null or not an object.
55426	133323, 134041, 134157, 134394, 134132	You could not reset the SQL database accounts after restoring BMC Service Desk Express 10.0 and executing the DBLoginsV10 against the restored database. You received the following error message on Microsoft Windows 2008 and Microsoft SQL2008 64-bit environment: Could not update SQL version dependent objects:ERROR [42000][Microsoft][ODBC SQL Server Driver][SQL Server]Cannot find the object 'NAMESYSMANAGEWORK', because it does not exist or you do not have permission.
55434	133805	You could not enter the Last Name Assigned to field as the field was disappearing after loading the customized Work Order form.

Table 6: Issues corrected in 10.0.1.45(Sheet 3 of 4)

Defect	Case	Description
55440	133210, 134734	When Templates were displayed in Self Service Desk, the links did not work. When you chose a Template in Self Service Desk, no action were performed.
55441	133952	You could not view the new Self Service Helpdesk links and the incidents were displayed in the default Incident form instead of the custom Incident form.
55442	133948, 134326	You could not add a file as an attachment to an outbound e-mail conversation if the file name consisted of an umlaut character (ÄÖÜ). You received the following error message: [MGCEMAILMGMT] failed to notify [emailaddress@Client.email]. An invalid character was found in the mail header.
55443	133774	You could not open incidents containing special characters and received the following error message: User lacks permission to fetch.
55453	133950	You were able to delete Problem system details from the Problem management form, and did not receive any warning message. Note: For custom Problem Details form, drop hidden <code>_system_</code> field on the form.
55462	134032	You could not change the date or time in the Follow up field on the Incident Close form.
55465	134068	The filters in the Closed form were not working as expected for the Status ID <> CLOSED condition.
55477	134156	QuickViews formatting did not work as expected when the Column Width was set to show the partial information.
55483	134093	You could not execute any Integration Engine package and you received the following error message: Error occurred in Init().Attempted to read or write protected memory.
55510	133681, 133682	Due date was not calculated properly and did not include the work schedule details when a mail listen was used to update the Incident status from an ON_HOLD status to OPEN status.
55564	134339	When you upgraded to BMC Service Desk Express 10.0, the QuickView in the custom Change Approval forms were not populated with the data if the Change Approval form had an embedded QuickView.
55568	134390	You could not configure an integration with a Web Service as the source if the Web Service returns a null value in the configuration stage and you received the following error message: Could not initialize adapter Cannot set Column 'notifyResult' to be null. Please use DBNull instead
55775	134486	Filters for the validated fields containing spaces did not work as expected.

Table 6: Issues corrected in 10.0.1.45(Sheet 4 of 4)

Defect	Case	Description
55813	134661	When you selected the Add Multiple Approvers option from the Approvers tab in the Change Request form, the Change Approval BR was not executed.
55818	134818	The tooltip for the button Switch between Widget View and Tab View was not available for localization.
55821	None	The QuickView formatting for Incident Description in the Calendar tab was not updated correctly and reverted back to the previous value after the application restarted.
55866	134945	You could not assign a default form to a Department in Self Service Customization Wizard and you received the following error message: Item can not be found in the collection corresponding to the requested name or ordinal reference
55867	134842	Records were missing in the month overview of calendar view when the QuickView returned more than 2 records on the same day with an 'Enter' in the data of the displayed field. You received the following error message: Invalid argument
55889	134863	You could not use a login ID with a specific format (For example, <username>@ostglobal.com) in the default dashboard with canned QuickViews. You received the following error message: Input was no a number: ostglobal.com Query formed is invalid. Conditions entered, either in Condition page or Advance Formatting Page, are not valid. Please check the same.
55892	134822	You could not add an Auto Modify support action to the Details tab of custom Change Request form and received the following error message: Input string was not in a correct format
55972	135127, 135181,134839	You could not open a .HTML attachment while opening or updating an Incident and you received the following error message: Description: An error occurred during the processing of a configuration file required to service this request. Please review the specific error details below and modify your configuration file appropriately.

Release 10.0.0.732

The following table lists the problems that were reported earlier and were corrected in version 10.0.0.732.

Table 7: Issues corrected in 10.0.0.732 (Sheet 1 of 2)

Defect	Case	Description
54290	124718, 126152, 123887	QuickViews were displayed incorrectly in Internet Explorer 8.0. The QuickView Tree and QuickView Optional Filter arrows were not available.
54633	125161, 127769, 129055	When you clicked on the link mentioned in the white paper (<i>Create direct links for BMC Service Desk Express Self Service Desk and Client Services</i> published on 13th July 2009), to create Self Service links, the URL failed for six-digit Incident numbers and you received an error message: VBScript runtime error '800a0006' Overflow: 'CInt' /HelpDesk/recurring_hd.asp, line 155
54713	127612, 128195, 130679	You could not customize the Self Service home page pop-up window alert.
54768	128196, 128269, 128265, 128487, 128507	When you launched the e-mail conversation form from a toolbar button on the Incident form, the Address field was not populated with the client's e-mail address.
55149	131018	You could not create a BR for populating a date-time field with the {DBDATE} value and the date-time field on the second tab was empty.
55150	131020	When you added a new tab in the existing section of an upgraded form, the alignment of the tab was incorrect.
55186	131463	You could not remove the Status ID and Subject description from the Incident pop-up window.
55187	131461	You could not use the change the field tab order tool button on the form customization for the New client registration process, and you received an error message.
55200	131576	You could not modify the order of the tabs on the change form using the form customization and received the following error message: 'Caller Document.all(...)' is null or not an object URL http://Servername/SDE/Scripts/FormCustomization_TabOrder.js
55204	131649	When you used the Apple Safari browser, the Remove button in the attachment grid on the Self Service was not aligned with the Add and Open buttons.
55219	131832	The whiteboard monitor or ticker was not working, and text was not scrolling across the window.
55221	131875	When you added a system message monitor to a custom navigator bar and clicked the Help button in the system message monitor, you received the following error message: The resource cannot be found. Description: HTTP 404. The resource you are looking for (or one of its dependencies) could have been removed, had its name changed, or is temporarily unavailable. Please review the following URL and make sure that it is spelled correctly.

Table 7: Issues corrected in 10.0.0.732 (Sheet 2 of 2)

Defect	Case	Description
55238	131994	When you selected page 1 in Self Service in the Incident Request form, the Category pop-up window displayed page 2 instead of page 1.
55241	131656, 132060, 132104	When you upgraded to BMC Service Desk Express 10.0.689.0 from version 9.80.283, and saved an Incident or Work Order with a single quotation in the CSBR DB Lookup, you received the following error message: DB Lookup: [Microsoft][ODBC SQL Server Driver][SQL Server] Unclosed quotation mark after character string 'XXXX'. --XXXX is the Incident #
55260	132291, 133171	In BMC Service Desk Express 10.0.689.0, you could not use a custom Change Request form to open a Change form within the new Change Schedule window.
55265	132435	You could not modify the length of any field, including custom fields, in the Groups or Support Staff modules using the SDE Admin tool.
55276	132410	The CSBR that passes data to a display-only field was unable to save the entered information.
55277	132452	The LessThan or GreaterThan CSBR on a numerical field worked properly only if the values were two digits or longer. For example, The result for 9 was shown incorrectly as greater than 10 but 09 was shown correctly as lesser than 10.
55285	132663	The read-only fields (for example, target date , creation date , and approval description) on the forms were not properly visible.
55288	132718	In BMC Service Desk Express 10.0.689.0, when you selected the QuickView name in the dashboard, the name was truncated after the single quotation mark.
55307	132914	You could not modify the fixed-length strings in the Support Staff module and you received an error message: (1027) Cannot modify column. Unknown Error.
55321	132909	While customizing the read-only fields, you could not change the label color.

