SysAid.

Product Highlights

Cloud Releases **H1-2022**

Versions **22.1.10-22.2.60**

H1-2022 in Numbers

- **12** Versions released

- **26** New features deployed
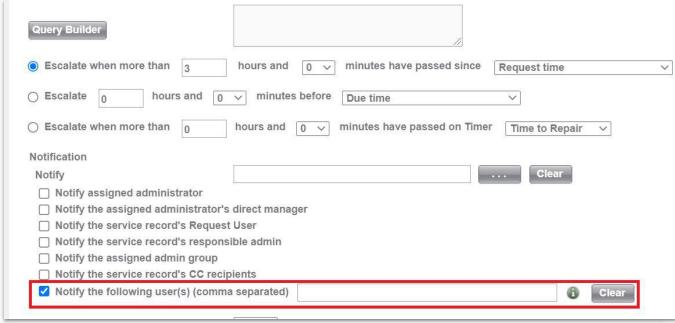
- **33** Bugs resolved

- **14** Security enhancements

Feature Highlights

Workflow Action Items: Customize and Automate Reminders

A new check box in the Escalation Rules form allows admins to set customized reminders on action items. This requires configuration, Learn more here.
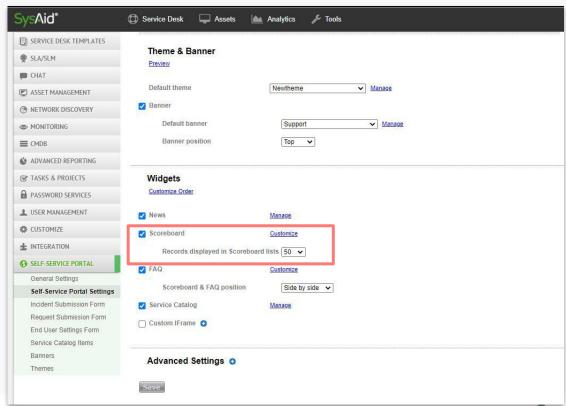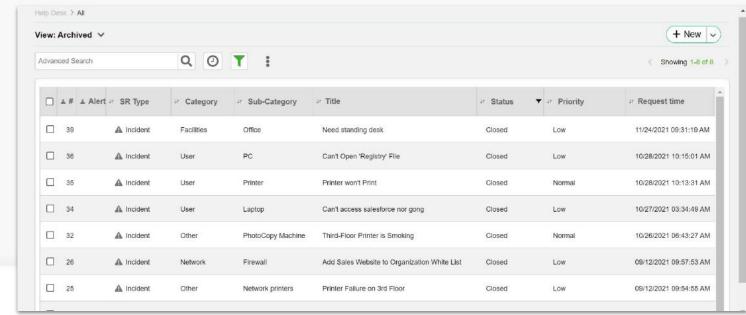
Define Number of Tickets in Scoreboard Page

Admins can define how many tickets are displayed in the Self-Service Portal scoreboard page when the end user clicks **Show All**. We also improved performance around the loading of tickets in the scoreboard for a better user experience.
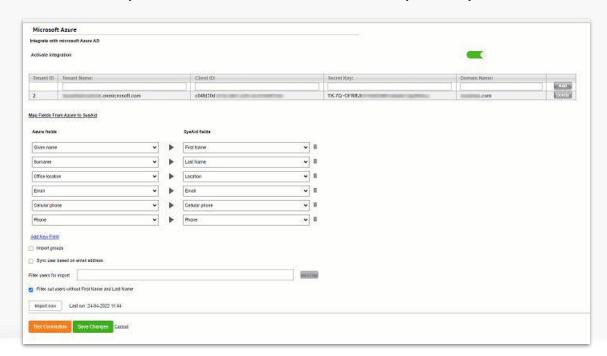
Automatically Archive Old Tickets

Keeping your workspace decluttered allows you to focus on the here and now.
SysAid archives tickets that have not been updated for 12 months or more. This applies to all closed, and deleted tickets of all types, as well as open incident tickets. Nothing is lost, it has just moved from your day-to-day work list, and is easily accessible through the dedicated "Archived" view. Learn More.

Increased Flexibility for Azure Active Directory Integration

Admins can filter which users are imported from Azure Active Directory into SysAid.

Instantly See Changes in Azure AD Reflected in SysAid

Any update or change you make in the the Azure Active Directory are immediately and automatically synced with SysAid via Azure third-party integration. Available on SysAid's Marketplace.

ICYMI: SysAid Slack Integration v2.0

We have added quite a few great capabilities to our integration with Slack. Available on SysAid's Marketplace.
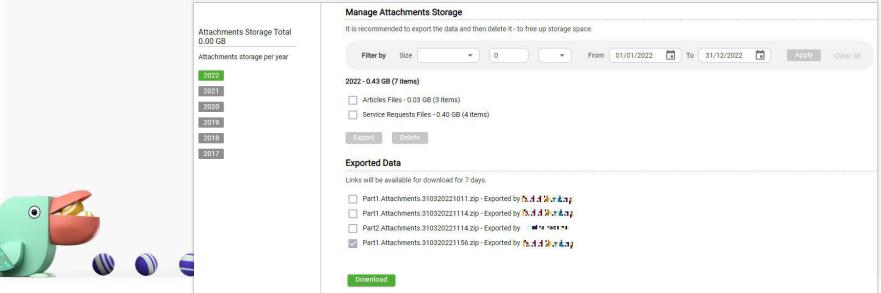
- Send Slack Direct Messages from SysAid
- Attach a Ticket to an existing Slack channel or create a new channel
- Use the SysAid Slash Commands in Slack
  - Create an SR
  - Link a Slack channel to an SR
  - Show pending workflow action items list
- Approve/Deny SysAid pending action item directly from Slack
- **Security enhancement - Embed access token**

Optimize Your Attachment Storage Capacity in SysAid

Attachment Storage Management allows you to easily identify, backup, and delete unnecessary attachment files in SysAid according to year, size, and date. This helps you get the most out of the **30 GB** of file storage allotted to each SysAid account. [To learn more.](#)

Block Specific Emails or Domains from Generating Tickets in Email Integration

Admins can create a blacklist of up to 20 email addresses and/or domains that will be ignored by incoming email integration in SysAid.

Unless SR status is

Ignore emails from the following email addresses/domains:

Ignore emails with subjects that include (regular expression):

☐ Create new service records from emails containing the same subject & body only from the following senders (comma separated list - use email or SysAid user name):

SysAid

Security Enhancements

Security Enhancements

- Tightened security against potential Cross-Site Scripting (XSS) attacks. This covers CVE-2022-23165.

- Tightened security to prevent potential XSS (cross-site scripting) attacks in:

  - The Password Services module

  - via the Linked SRs field.

  - The Asset Dashboard.

- Improved Patch Management implementation mechanism to resolve Apache HTTPD vulnerability errors.

- Added validation when end users self-registered for the Self-Service Portal. This covers **CVE-2021-43974**.

- Tightened security to prevent potential SQL Injections in SysAid's old mobile portal. This covers **CVE-2021-43971**.

- Tightened security around uploading image files and the type of files that users can upload in SysAid. This covers **CVE-2021-43972** and **CVE-2021-43973**. See list of supported file types **here**.

- We upgraded to the latest Apache released version 2.17.1 to continue addressing the log4j vulnerability. For more information, click **here**.

- Tightened security around uploading files in SysAid. This covers CVE-2021-22796.

- Tightened security around access for non-admin users. This covers CVE-2022-22798.

- Tightented security around access to vulnerable files in the SysAid server. This covers CVE-2022-23166.

- Tightened security around access to LDAP Import users via the API. This covers CVE-2021-36721.

- For all the nitty-gritty details on how SysAid prioritizes your security click here.

Want More Details?

Check Out the Release Notes