

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



SysAid.

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](#).

Query Builder

Escalate when more than hours and minutes have passed since

Escalate hours and minutes before

Escalate when more than hours and minutes have passed on Timer

Notification

Notify

Notify assigned administrator

Notify the assigned administrator's direct manager

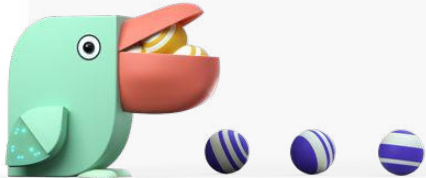
Notify the service record's Request User

Notify the service record's responsible admin

Notify the assigned admin group

Notify the service record's CC recipients

Notify the following user(s) (comma separated)



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.



The screenshot shows the SysAid administration interface. The left sidebar contains a menu with categories like SERVICE DESK TEMPLATES, SLA/SLM, CHAT, ASSET MANAGEMENT, NETWORK DISCOVERY, MONITORING, CMDB, ADVANCED REPORTING, TASKS & PROJECTS, PASSWORD SERVICES, USER MANAGEMENT, CUSTOMIZE, INTEGRATION, and SELF-SERVICE PORTAL. The SELF-SERVICE PORTAL section is expanded to show 'Self-Service Portal Settings' with sub-items: Incident Submission Form, Request Submission Form, End User Settings Form, Service Catalog Items, Banners, and Themes.


The main content area is titled 'Theme & Banner' and includes a 'Preview' link. It has three settings: 'Default theme' set to 'Newtheme' with a 'Manage' link; 'Banner' checked with a 'Manage' link; and 'Default banner' set to 'Support' with a 'Manage' link. The 'Banner position' is set to 'Top'.

Below this is the 'Widgets' section with a 'Customize Order' link. It lists several widgets: 'News' (checked, Manage link), 'Scoreboard' (checked, Customize link), 'FAQ' (checked, Customize link), and 'Service Catalog' (checked, Manage link). The 'Scoreboard' widget is highlighted with a red box. Below it, the setting 'Records displayed in Scoreboard lists' is set to '50' in a dropdown menu. The 'Scoreboard & FAQ position' is set to 'Side by side'. There is also an unchecked 'Custom IFrame' option with a plus icon.

At the bottom is the 'Advanced Settings' section with a plus icon and a 'Save' button.

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.](#)



Help Desk > All

View: Archived + New

Advanced Search 🔍 🕒 🎯 ⋮ < Showing 1-8 of 8 >

<input type="checkbox"/>	#	Alert	SR Type	Category	Sub-Category	Title	Status	Priority	Request time
<input type="checkbox"/>	39	🚨	Incident	Facilities	Office	Need standing desk	Closed	Low	11/24/2021 09:31:19 AM
<input type="checkbox"/>	36	🚨	Incident	User	PC	Can't Open 'Registry' File	Closed	Low	10/28/2021 10:15:01 AM
<input type="checkbox"/>	35	🚨	Incident	User	Printer	Printer won't Print	Closed	Normal	10/28/2021 10:13:31 AM
<input type="checkbox"/>	34	🚨	Incident	User	Laptop	Can't access salesforce nor gong	Closed	Low	10/27/2021 03:34:49 AM
<input type="checkbox"/>	32	🚨	Incident	Other	PhotoCopy Machine	Third-Floor Printer is Smoking	Closed	Normal	10/26/2021 06:43:27 AM
<input type="checkbox"/>	26	🚨	Incident	Network	Firewall	Add Sales Website to Organization White List	Closed	Low	09/12/2021 09:57:53 AM
<input type="checkbox"/>	25	🚨	Incident	Other	Network printers	Printer Failure on 3rd Floor	Closed	Low	09/12/2021 09:54:55 AM

Increased Flexibility for Azure Active Directory Integration

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

Microsoft Azure

Integrate with Microsoft Azure AD

Activate integration

Tenant ID	Tenant Name	Client ID	Secret Key	Domain Name	
2	...onmicrosoft.com	c8b930d	TK-FQ-CFR7L	...com	<input type="button" value="Add"/> <input type="button" value="Delete"/>

Map Fields From Azure to SysAid

Azure fields	SysAid fields
<input type="text" value="Given name"/>	<input type="text" value="First Name"/>
<input type="text" value="Surname"/>	<input type="text" value="Last Name"/>
<input type="text" value="Office location"/>	<input type="text" value="Location"/>
<input type="text" value="Email"/>	<input type="text" value="Email"/>
<input type="text" value="Cellular phone"/>	<input type="text" value="Cellular phone"/>
<input type="text" value="Phone"/>	<input type="text" value="Phone"/>

[Add New Field](#)

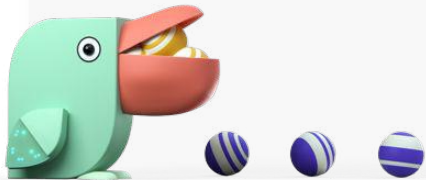
Import groups

Sync user based on email address

Filter users for import

Filter out users without First Name and Last Name

Last run: 24-04-2022 11:44



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.](#)



Azure
Active Directory

ICYMI: SysAid Slack Integration v2.0

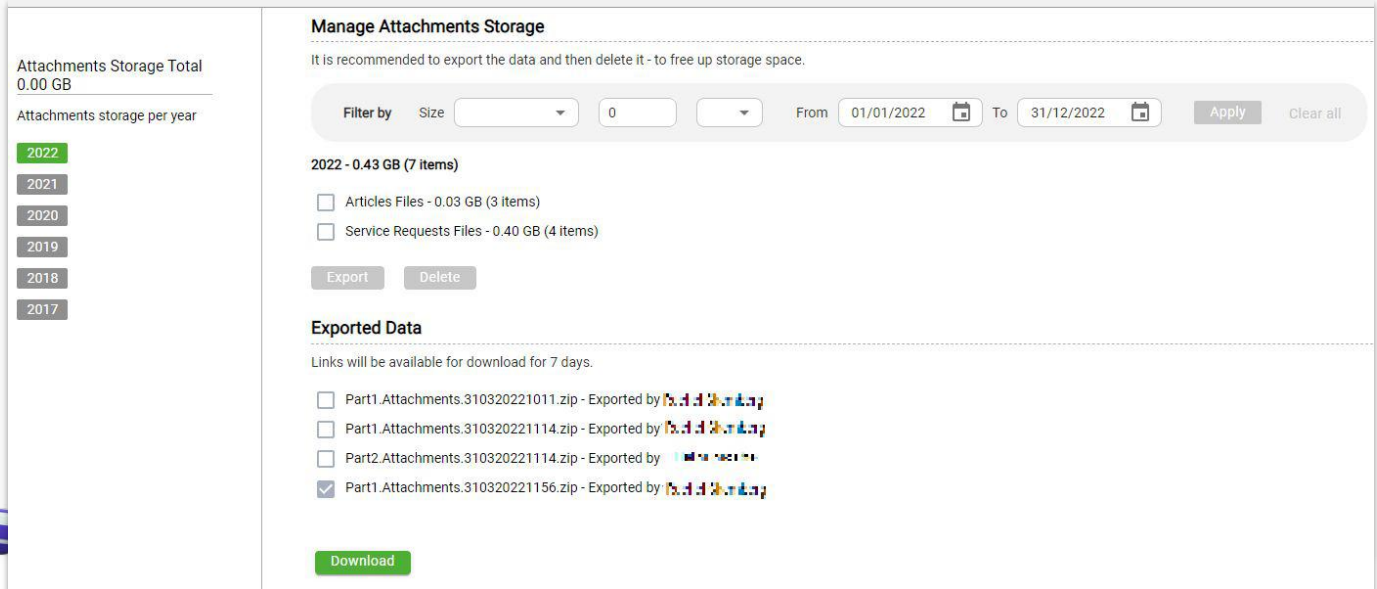
We have added quite a few great capabilities to our integration with Slack. [Available on SysAid's Marketplace.](#)

- 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.](#)



Attachments Storage Total
0.00 GB

Attachments storage per year

- 2022
- 2021
- 2020
- 2019
- 2018
- 2017

Manage Attachments Storage

It is recommended to export the data and then delete it - to free up storage space.

Filter by Size From To

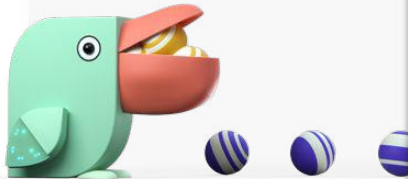
2022 - 0.43 GB (7 items)

- Articles Files - 0.03 GB (3 items)
- Service Requests Files - 0.40 GB (4 items)

Exported Data

Links will be available for download for 7 days.

- Part1.Attachments.310320221011.zip - Exported by [Avatar]
- Part1.Attachments.310320221114.zip - Exported by [Avatar]
- Part2.Attachments.310320221114.zip - Exported by [Avatar]
- Part1.Attachments.310320221156.zip - Exported by [Avatar]



Block Specific Emails or Domains from Generating Tickets in Email Integration

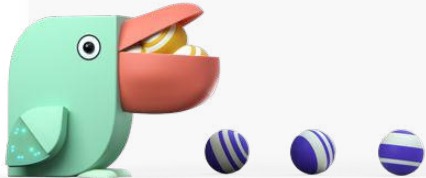
Admins can create a blacklist of up to 20 email addresses and/or domains that will be ignored by incoming email integration in SysAid.

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](#).
- Tightened 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](#)

