

WHAT'S NEW

What's New in Magic Service Desk Suite 8.0

Magic Service Desk Suite 8.0 offers enhancements in the following areas:

- Active Directory Integration
- Usability Features
- Reports
- Documentation
- Installation
- Security
- Database Support
- Client-Side Business Rules
- Magic Business Automation (MBA) Business Rules
- Magic Test-to-Production (MTTP)
- Infrastructure
- Magic Desktop Automation
- Customization
- Suite

Active Directory Integration

- **Client Synchronization:** Added the ability for Magic to automatically populate the client table from an Active Directory database and to allow changes in the Active Directory database to be automatically replicated to the client table.
- **Windows Integrated Authentication:** Added the ability for Magic to allow users who are authenticated to a Windows Domain or Active Directory to launch Magic without requiring them to enter a user ID or password.

Usability Features

- Introduced a new feature called QuickViews that replaces TechMonitor. QuickViews combines the functionality of TechMonitor with the ability to easily define, share and run queries. This capability allows users to easily locate and display important information such as “My Incidents,” “Changes due to be implemented today,” “Change Approval Requests Assigned to Me,” etc. QuickViews provides the ability to easily sort and filter data through the use of a query design wizard. QuickViews also introduces the ability to make the grid of query results appear in full size, and have the window automatically display additional records.
- Modernized the overall look, layout and color scheme of the application.
- Added a spelling checker as well as a multi-language dictionary.

- Updated the “Query By Example” functionality available in user forms to improve users’ ability to locate data.
- Simplified the process of aligning fields on a form by allowing fields to be moved using the keyboard arrow keys.

Reports

- Added a new “Management Reports” section with 22 new reports. These reports focus on providing business value metrics and trend analysis. Examples of new metrics include first-call resolution trend analysis, as well as management summary reports with multiple charts and graphs.
- Upgraded the reporting engine and design tools to Crystal Reports Professional version 10.
- Provided the ability for an administrator to define the reports a user can view and access. Administrators can now define which reports can be viewed from each navigator bar.
- Improved the management of sub-reports.
- Updated the report configuration tool to better utilize the features available in Crystal Reports Professional version 10.
- Updated the forms used to prompt users for report parameters—the forms “memorize” the last set of parameters provided by the user.
- Added a new database stored procedure to improve the accuracy of incident age calculations in reports.
- Implemented a new thread-based reporting engine that allows for higher report throughput and fewer license availability issues.

Documentation

- Developed a new Quick Install Guide.
- Improved troubleshooting information.
- Rewrote manuals to simplify instructions.
- Revised online help to help resolve issues faster.

Installation

- Provides a completely new and simplified installation procedure.
- Includes a new “Configuration Wizard” tool that can be run from the server. This tool will assist users in populating key pick lists, such as subject/category, status, urgency, etc., as part of the installation process.
- Installer will directly upgrade the following versions of Magic Service Desk to Magic Service Desk Suite 8.0:
 - 7.50
 - 7.51 SP1

- 7.51 MR1
- 7.52
- 7.53
- Installer will upgrade the following versions of HelpDesk^{IQ} to Magic Service Desk:
 - 1.0
 - 1.0.01
 - 1.0.02
- Includes a 30-day evaluation license with the product to ease the installation process.
- Enables the installer to automatically create a database on SQL Server if one is not already present.
- Offers default virtual directories that are now listed as \Magic and \Help desk for new installs.
- Provides online help now available during installation to assist users as they make configuration decisions.
- Improves the overall serviceability and reliability of the product by installing all option packs, regardless of licensing. When an option pack is purchased, the administrator can simply apply a new license file instead of having to run a separate install process.
- Significantly reduced the amount of time required to upgrade the database.

Security

- Offers improved user protection when connecting directly to the Magic database via ODBC tools, SQL Plus, SQL Query Manager, MS Access, etc.

Database Support

- Added support for Oracle 9i.

Client-Side Business Rules (CSBR)

- Updated CSBR to better handle script-caching issues.

MBA Business Rules

- Added POP3 inbound email capability. Migrating inbound email from using MAPI to using POP3 removes Magic's need to have an Outlook client installed on the server. It will also significantly improve the stability of the email system and remove the need for a user session to be active on the application server. The POP3 capability can also utilize Secure Sockets Layer (SSL) encryption to secure the inbound email communications between the Magic server and a corporate email server (Exchange, GroupWise, Notes).
- Created a new "Business Rules Wizard" that simplifies the process of creating basic escalation and notification business rules.

- Updated the MBA business rules access to the Magic Change and Configuration Management modules, so that rules can be created based on these modules without requiring the purchase of the MBA Option pack or the Magic Service Desk Suite package.
- Added the ability to include hyperlinks in outgoing email. This will allow users to click a link in their email that will automatically launch Magic and bring them to the incident described in the email.
- Added the ability for Business Rules to truncate long inbound email data.

MTTP

- Added support for Client-Side Business Rules (CSBR).
- Added support for Oracle on UNIX.
- Dramatically improved the overall stability of MTTP.

Infrastructure

- Improved the record locking/release architecture.
- Removed the issue where a timeout warning message is displayed when an administrator attempts to perform customization when other browser windows are open.

Magic Desktop Automation Suite

- Added direct integration with the Magic Desktop Automation Suite's Inventory Discovery, Software Distribution and Remote Control functionality.

Customization

- Offers an image object that allows you to insert your own static logos and graphics onto forms.
- Includes new sizing and aligning features in form customization to make form creation easier.

About Remedy Solutions

Remedy delivers Service Management software solutions that enable organizations to align internal and external service and support processes to business goals. More than 10,000 customers worldwide, from small and mid-sized businesses to global enterprises, have chosen Remedy's IT Service Management and Customer Service and Support software to automate their support processes, improve service levels, manage assets, and lower costs. As part of BMC Software, Remedy's highly flexible, best-practice applications enable enterprise-wide Business Service Management, and allow customers to easily adapt to unique and changing requirements.

About BMC Software

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