

Documentation and Installers Version 8

Learn about the latest releases and access the installers of version 8 of Aranda Service Desk.

Release Notes

Release Notes 8.30

Release Note Aranda Service Desk V8 8.30.2

CASE PM-34512-19-201027

Adjustments are made to the Oracle database that optimize performance in the calculation of the time of the cases.

CASE PM-72656-19-201954

Adjustments are made to the logic of the approval processes to ensure that the configured conditions work correctly, ensuring the consistent and expected behavior of the approval flows.

CASE PM-75431-19-202043

An adjustment is made in the Specialists Web Console (ASDKV8) that addresses the issue related to the encoding of special characters in fields Description and Solution when managing a task. As of this update, these characters will no longer be encoded.

This setting It is not retroactive and will apply only to new actions carried out after implementing this update.

⚠ Important: If you use Aranda Tools version 8.8.4 or higher, is obligatory manually update the service DLL DBManager. For the complete procedure and to obtain the DLL route, please refer to the [Aranda Tools Release Notes](#).

📖 NOTES OR ADDITIONAL INSTRUCTIONS

- Run the “Aranda.ASDK.WebV8.Installer.exe” file and follow the installer’s instructions.
- The executable file functions as both an installer and an update tool.
- This update applies only to databases in version 8.0.170.
- If you have any custom settings in the web.config files, you must reapply the setting.
- CHAT: Starting with Chrome 62, access to Web Push notifications for non-secure HTTP connections was blocked. Only these notifications will be supported with the HTTPS protocol.
- In the DB Oracle engine, the maximum content size of an article is 32,000 characters. If you need to include images, we recommend using images with public URLs or images linked to a remote repository. In this way, when stored in DB, they will be referenced with the URL of the image and take up less space. Pasting local images is not recommended as they are referenced as full base64 images.
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Release Note Aranda Service Desk 8.30.2

An installer is generated that allows compatibility with other Aranda Software products.

📖 NOTES OR ADDITIONAL INSTRUCTIONS:

- Run the “Aranda.ASDK.Web.Installer.exe” file and follow the installer’s instructions.
- The executable file functions as both an installer and an update tool.
- This update applies only to databases in version 8.0.170.
- If you have any custom settings in the web.config files, you must reapply the setting.
- Aranda Service Desk consoles that use rich text control are only supported up to IE10. Alternatively, other browsers such as Chrome or Firefox can be used.
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Release Note Aranda Service Desk V8 8.30.1

AngularJs Version Update

The Angular.js library is updated to version 1.8.8 in the User (USDKV8) and Specialist (ASDKV8) web consoles to address vulnerabilities in previous versions.

This update requires deleting stored browsing data, such as cache and cookies, to avoid potential compatibility conflicts with the new version of the library when using consoles.

📖 Note: Aranda Software has acquired extended support for this library, which allows mitigating possible security vulnerabilities.

⚠ Important: If you use Aranda Tools version 8.8.4 or higher, is obligatory manually update the service DLL DBManager. For the complete procedure and to obtain the DLL route, please refer to the [Aranda Tools Release Notes](#).

📖 NOTES OR ADDITIONAL INSTRUCTIONS

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- This update applies only to databases in version 8.0.169.
- If you have any custom settings in the web.config files, you must reapply the setting.
- CHAT: Starting with Chrome 62, access to Web Push notifications for non-secure HTTP connections was blocked. Only these notifications will be supported with the HTTPS protocol.

- In the DB Oracle engine, the maximum content size of an article is 32,000 characters. If you need to include images, we recommend using images with public URLs or images linked to a remote repository. In this way, when stored in DB, they will be referenced with the URL of the image and take up less space. Pasting local images is not recommended as they are referenced as full base64 images.
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Release Note Aranda Service Desk 8.30.1

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Release Note Aranda Service Desk V8 8.30.0

CASE PM-47363-19-201403

An adjustment is made in the Specialist Web Console (ASDKV8) that solves the problem that occurred when displaying the filtering, calendars and time icons on high-density screens.

CASE PM-63754-19-201748

Adjustments are made to the database to address an issue that affected sending emails to the task manager from the rules action.

CASE PM-64112-19-201758

Adjustments are made to the Specialist (ASDKV8) and User (USDKV8) web consoles that address the issue of pasting an image into a case description.

AngularJs Version Update

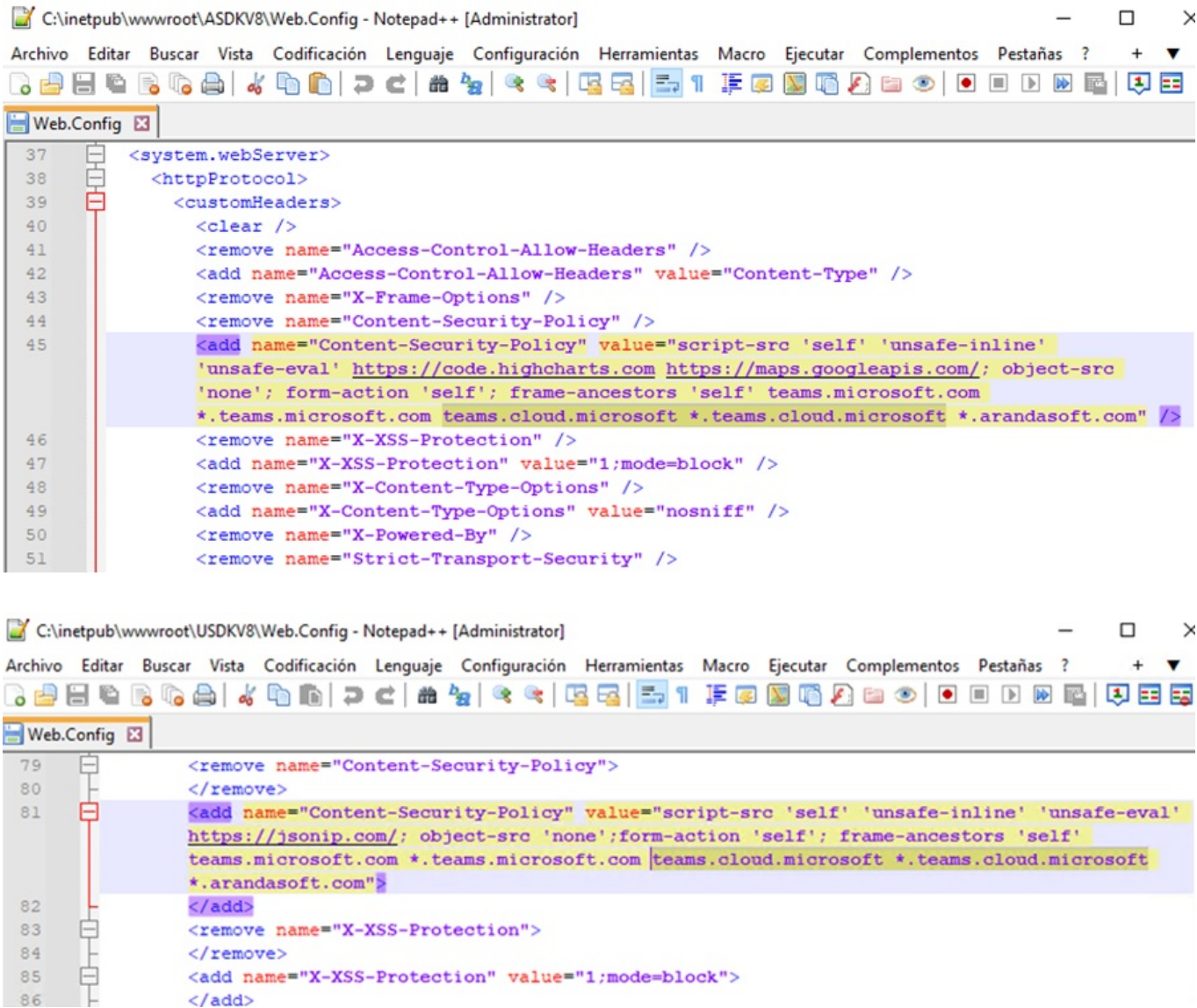
The Angular.js library is updated to version 1.8.7 in the User (USDKV8) and Specialist (ASDKV8) web consoles to address vulnerabilities in previous versions.

This update requires deleting stored browsing data, such as cache and cookies, to avoid potential compatibility conflicts with the new version of the library when using consoles.

🔖 Note: Aranda Software has acquired extended support for this library, which allows mitigating possible security vulnerabilities.

Adding new Teams domains

Added domains teams.cloud.microsoft and *.teams.cloud.microsoft at the header Content-Security-Policy from the archive web.config of the specialists (ASDKV8) and user (USDKV8) web consoles. With the adjustment made, the headers will be displayed as follows:



⚠ Important: If you are going to use Aranda Virtual Agent (Teams Bot) without upgrading to this new version of ASDK, you must manually include the new Teams domains in the Content-Security-Policy header of each console.

Oauth 2.0 Google Support

Adjustments are made in the Web Configuration Console (BASDK) to support the modern authentication configuration (OAuth 2.0) of the Google provider in the mail configuration (Configuration / Configure mail) and in Case Creator (Configuration / Case Creator ‘Mail Case’).

Sending emails with Google Modern Authentication (OAuth 2.0)

A setting has been made to the service (MAILER) that allows supporting the sending of emails using modern authentication (OAuth 2.0) from the provider Google.

- 📖 Note: For this update, it is essential to have Aranda Tools 8.9.0 or higher on the application server, before performing the update or installation of the Aranda Service Desk product.

⚠ Important: If you use Aranda Tools version 8.8.4 or higher, is obligatory manually update the service DLL DBManager. For the complete procedure and to obtain the DLL route, please refer to the [Aranda Tools Release Notes](#).

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Release Note Aranda Service Desk 8.30.0

Oauth 2.0 Google Support

Adjustments are made in the Web Configuration Console (BASDK) to support the modern authentication configuration (OAuth 2.0) of the Google provider in the mail configuration (Configuration / Configure mail) and in Case Creator (Configuration / Case Creator ‘Mail Case’).

Adjustments are made to the service (ArandaCaseCreator_Mail) to support the modern authentication configuration (OAuth 2.0) of the Google provider.

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Release Notes 8.29

Release Note Aranda Service Desk V8 8.29.30

CASE PM-55196-19-201606

Adjustments are made to the Specialist (ASDKV8) and User (USDKV8) web consoles to address the reported vulnerability related to HTML injection in the Cases Subject field. Now, when inserting HTML text, the application will remove the inserted ‘<>’ characters.

With this update, the Specialist Web Console (ASDKV8) case grid will not render HTML text embedded in previously created case subjects.

API Changes

Modifications have been made to the Aranda Service Desk API (ASDKAPI) to allow the creation of cases from the Aranda Virtual Agent (AVA) using Adaptive Card.

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Release Note Aranda Service Desk 8.29.30

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Release Note Aranda Service Desk V8 8.29.29

CASE PM-51966-19-201546

Adjustments are made in the Database related to the stored procedure in charge of eliminating the tasks associated with cases. The stored procedure now deletes all records associated with a specific task when it is deleted from the Specialist web console (ASDKV8).

A script has been included in the Database patch delivered with this release. This script is responsible for identifying and deleting task entries that are not associated with any type of case, which may have been left over from deletion procedures prior to the application of this update.

▮ NOTES OR ADDITIONAL INSTRUCTIONS:

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Release Note Aranda Service Desk 8.29.29

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Release Note Aranda Service Desk V8 8.29.28

CASE PM-50531-19-201503

Adjustments are made to the Users web console (USDKV8) to resolve the security issue on instances reported as vulnerable. Configuration of the “Cache-Control: private, no-store” and “Pragma: no-cache” header is implemented in order to prevent caching of responses.

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Release Note Aranda Service Desk 8.29.28

Log Logging Functionality for Google Maps

A new checkbox has been included in the map configuration form in the Web Configuration Console (BASDK). This checkbox, dubbed “Turn on Log Logging,” gives users the ability to enable or disable log logging by consuming the Google Maps provider’s API (Basic – Premium).

When the “Enable log logging” checkbox is enabled, the logs are stored centrally in the AFW_MAP_PROVIDER_LOG table. This enhancement will make it easier to track and analyze interactions with the Google Maps API, providing a clearer and more detailed view of the operations performed.

To control the number of records stored, a task has been implemented in the DBManager service. It is recommended to update the DBManager using the [Aranda Tools 8.8.4](#).

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Release Note Aranda Service Desk V8 8.29.27

Improved Location Selection on Maps

Adjustments have been made to the location selection mode on maps within the Aranda Service Desk (ASDK) consoles. This update is designed to optimize the consumption of requests made to the map providers’ APIs and improve the user experience when interacting with the maps within the tool.

Scrolling the locator when clicking on the map

Changes how users select a location on the map. Now, when you click on the map, the locator will automatically navigate to the selected location. This simplifies and streamlines the location selection process by improving the usability of the tool.

Optimize

To reduce the burden on map providers and increase efficiency in ASDKs, the handling of requests related to location selection on maps is optimized. This allows the application to consume fewer resources when accessing location services and improves performance.

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- The executable file functions as both an installer and an update tool.
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Release Note Aranda Service Desk V8 8.29.26

CASE PM-48825-19-201443

Implemented security enhancement through the inclusion of a filter <denyQueryStringSequences>. This filter prevents requests with sequences of the type “password=” or “username=” from being considered valid in the corresponding request within the user web console (USDKV8).

CASE PM-48957-19-201450

Adjustments are made to the Aranda Service Desk API (ASDKAPI) to resolve the security issue on instances reported as vulnerable. A “Cache-Control: no-store” header configuration is implemented to prevent caching of responses.

CASE PM-49015-19-201456

To address the reported security issue, we recommend that you update to the latest version of the .NET Framework, Microsoft Internet Information Server (IIS), and the operating system on the server on which the Aranda Service Desk (ASDK) tool is installed.

CASE PM-49022-19-201458

An adjustment is made to the Aranda Service Desk API (ASDKAPI) to resolve a security issue identified in the instance reported as vulnerable. This setting includes a change in the consumption method, which now returns an empty value if you don’t have a configuration registered. As a result, the server will be able to identify the response type and send it in the “Content-Type: application/octet-stream” header.

CASE PM-49029-19-201459

In the USDKV8 web.config file, the script-src ‘self’, ‘unsafe-inline’, ‘unsafe-eval’, and object-src ‘none’ directives are added to the Content-Security-Policy as a security enhancement measure to ensure a strong content security policy.

No modifications have been made to the frame-ancestors directive, as the information included (teams.microsoft.com and *.arandasoft.com) corresponds to Aranda and Microsoft domains that are used by Aranda Virtual Agent.

Note: Policy adjustments have been made with compatibility with the application structure in mind.

CASE PM-49036-19-201460

Security enhancement (implementation of the unique token X-XSRF-Token) is applied to the following user web console requests (USDKV8) to enable CSRF (Cross Site Request Forgery) protection:

- Register users: /api/v8.6/user/register This request is used by the /usdkv8/app/modules/userregister/views/userregister.view.html view
- Login: /api/v8.6/user/login This request is used by views /usdkv8/app/modules/login/views/login.form.horizontal.html and /usdkv8/app/modules/login/views/login.form.vertical.html
- Changing the user’s password: /api/v8.6/user/updatepassword This request is used by the /usdkv8/app/modules/login/views/login.changepassword.html view
- Updating additional user data: /api/v8.6/user/{userId}/update This request is used by the /usdkv8/app/modules/userdetails/views/editprofile.view.html view
- Shipping Items by Mail: /api/v8.6/article/sendemail This request is used by the /usdkv8/app/modules/article/views/sendemailarticle.view.html view

CASE PM-49086-19-201462

Adjustments are made in the user web console (USDKV8) to address the reported security issue. The ‘viewStateEncryptionMode=“Always”’ parameter is implemented in the ‘BadRequest.aspx’ file in order to configure the view state encryption mode.

CASE PM-49090-19-201463

Implemented security enhancement with the inclusion of a filter <denyQueryStringSequences>. This filter prevents requests with sequences such as “password=” or “username=” from being considered valid in the corresponding request within the user web console (USDKV8). With this solution, the vulnerability reported in the requests is overcome:

https://dominio/usdkv8/?password=]H[ww6KrA9F.x-F&switch-status=on&username= https://dominio/usdkv8/?password=]H[ww6KrA9F.x-F&&username= https://dominio/usdkv8/app/modules/login/views/login.form.horizontal.html?password=]H[ww6KrA9F.x-F&switch-status=on&username= https://dominio/usdkv8/app/modules/login/views/login.form.horizontal.html?password=]H[ww6KrA9F.x-F&&username=

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Release Note Aranda Service Desk 8.29.26

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Release Note Aranda Service Desk V8 8.29.25

CASE PM-48667-19-201441

Adjustments have been made to the Specialists Web Console (ASDKV8) to resolve the issue related to the lifetime of named licenses. Now, the validity of the named licenses will depend on the value configured in the “Expiration Time” field of the ASDKV8 website in the Aranda Web Configurator (AWCF) console.

Importantly, the value configured in the Aranda Web Configurator (AWCF) console takes precedence over the value configured in the “License Lifetime” field in the Web Configuration Console (BASDK) > Summary > Options. Therefore, if the last value is greater than the first, the lifetime of the concurrent licenses will be the value configured in AWCF.

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Release Note Aranda Service Desk 8.29.25

CASE PM-48667-19-201441

Adjustments have been made to the Specialists Web Console (ASDKV8) to resolve the issue related to the lifetime of named licenses. Now, the validity of the named licenses will depend on the value configured in the “Expiration Time” field of the ASDKV8 website in the Aranda Web Configurator (AWCF) console.

Importantly, the value configured in the Aranda Web Configurator (AWCF) console takes precedence over the value configured in the “License Lifetime” field in the Web Configuration Console (BASDK) > Summary > Options. Therefore, if the last value is greater than the first, the lifetime of the concurrent licenses will be the value configured in AWCF.

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Release Note Aranda Service Desk V8 8.29.24

CASE PM-47665-19-201412

Adjustments have been made to the Specialists (ASDKV8), Users (USDKV8), and Configuration (BASDK) web console to address an issue related to validations that prevented the storage of email addresses on customers and companies with top-level domains (TLDs) longer than 4 characters.

In this update, the following behaviors have been implemented within consoles to control the registration and updating of emails:

User Console: With the permissions to modify the profile from the option “My profile - Additional Data” the email field is modified by entering values that do not comply with the mail structure; when you press the “Save” button, the console generates the “Invalid email” alert and remains in the My Profile option without performing any action.

Configuration Console: During the creation or editing of a company, entering the Email field with values that do not comply with the mail structure generates the “You must write a valid email” alert. The “Save” button does not perform any action until the field is corrected.

Specialist Console: When entering the details of Customers or Companies, when values that do not comply with the email structure are registered in the Email field, the alert “You must write a valid email” is generated. The “Save” button does not perform any action until the field is corrected.

Note: Starting with this update, if you try to modify a customer or company with data already stored in the email field that does not comply with the mail structure, the consoles will not store the information until the field is corrected.

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Adjustments have been made to the Specialists (ASDKV8), Users (USDKV8), and Configuration (BASDK) web console to address an issue related to validations that prevented the storage of email addresses on customers and companies with top-level domains (TLDs) longer than 4 characters.

In this update, the following behaviors have been implemented within consoles to control the registration and updating of emails:

User Console: With the permissions to modify the profile from the option “My profile - Additional Data” the email field is modified by entering values that do not comply with the mail structure; when you press the “Save” button, the console generates the “Invalid email” alert and remains in the My Profile option without performing any action.

Configuration Console: During the creation or editing of a company, entering the Email field with values that do not comply with the mail structure generates the “You must write a valid email” alert. The “Save” button does not perform any action until the field is corrected.

Specialist Console: When entering the details of Customers or Companies, when values that do not comply with the email structure are registered in the Email field, the alert “You must write a valid email” is generated. The “Save” button does not perform any action until the field is corrected.

Note: Starting with this update, if you try to modify a customer or company with data already stored in the email field that does not comply with the mail structure, the consoles will not store the information until the field is corrected.

CASE PM-47689-19-201414

Adjustments are made in the Web Configuration Console (BASDK), which solve the problem that occurred when generating the links associated with the branding configuration.

CASE CHG-47366-19-301362

Modifications have been made to the Map Settings option in the Web Configuration Console (BASDK). These modifications affect the display of information in the API Key, Client ID, and Client Secret fields.

With this change, if any of the mentioned fields do not contain information in the database, they will be displayed blank. Otherwise, a placeholder will be displayed with the value “****”.

📖 NOTES OR ADDITIONAL INSTRUCTIONS:

- Run the “Aranda.ASDK.Web.Installer.exe” file and follow the installer’s instructions.
- The executable file functions as both an installer and an update tool.
- This update applies only to databases in version 8.0.165.
- If you have any custom settings in the web.config files, you must reapply the setting.
- Aranda Service Desk consoles that use rich text control are only supported up to IE10. Alternatively, other browsers such as Chrome or Firefox can be used.

- Tags corresponding to HTML fields such as description, solution and notes, will not apply style changes.

Release Note Aranda Service Desk V8 8.29.23

CASE PM-45477-19-201359

Settings are made in the Specialists (ASDKV8) and User (USDKV8) web consoles that allow you to control the number of characters in the additional Basic and Advanced Paragraph fields.

The new setting regulates each paragraph-type field as follows:

Basic additional field, the maximum limit of characters allowed is 4000. If you try to store more characters than this limit, consoles will generate the following alert: “Field error (name of basic additional field) maximum characters allowed 4000, current characters (No. of characters)”.

Advanced additional field, the maximum limit of characters allowed is 30000. If you try to store more characters than this limit, the consoles will generate the following alert: “Error in field (name of advanced additional field) maximum characters allowed 30000, current characters (No. of characters)”.

Note: It is important to note that, from this update, if you try to handle a case that contains already stored data that exceeds the allowed characters, the application will generate the corresponding alert and will not allow you to update that case until the established limits are met.

▢ NOTES OR ADDITIONAL INSTRUCTIONS:

- Run the “Aranda.ASDK.WebV8.Installer.exe” file and follow the installer’s instructions.
- The executable file functions as both an installer and an update tool.
- This update applies only to databases in version 8.0.165.
- If you have any custom settings in the web.config files, you must reapply the setting.
- CHAT: Starting with Chrome 62, access to Web Push notifications for non-secure HTTP connections was blocked. Only these notifications will be supported with the HTTPS protocol.
- In the DB Oracle engine, the maximum content size of an article is 32,000 characters. If you need to include images, we recommend using images with public URLs or images linked to a remote repository. In this way, when stored in DB, they will be referenced with the URL of the image and take up less space. Pasting local images is not recommended as they are referenced as full base64 images.
- Tags corresponding to HTML fields such as description, solution and notes, will not apply style changes.

Release Note Aranda Service Desk 8.29.23

An installer is generated that allows compatibility with other Aranda Software products.

▢ NOTES OR ADDITIONAL INSTRUCTIONS:

- Run the “Aranda.ASDK.Web.Installer.exe” file and follow the installer’s instructions.
- The executable file functions as both an installer and an update tool.
- This update applies only to databases in version 8.0.165.
- If you have any custom settings in the web.config files, you must reapply the setting.
- Aranda Service Desk consoles that use rich text control are only supported up to IE10. Alternatively, other browsers such as Chrome or Firefox can be used.
- Tags corresponding to HTML fields such as description, solution and notes, will not apply style changes.

Release Note Aranda Service Desk V8 8.29.22

CASE PM-46410-19-201387

Settings are made in the user web console (USDKV8) that allows to solve an issue that occurred in the display of additional list-type fields in windows with reduced sizes.

▢ NOTES OR ADDITIONAL INSTRUCTIONS:

- Run the “Aranda.ASDK.WebV8.Installer.exe” file and follow the installer’s instructions.
- The executable file functions as both an installer and an update tool.
- This update applies only to databases in version 8.0.165.
- If you have any custom settings in the web.config files, you must reapply the setting.
- CHAT: Starting with Chrome 62, access to Web Push notifications for non-secure HTTP connections was blocked. Only these notifications will be supported with the HTTPS protocol.
- In the DB Oracle engine, the maximum content size of an article is 32,000 characters. If you need to include images, we recommend using images with public URLs or images linked to a remote repository. In this way, when stored in DB, they will be referenced with the URL of the image and take up less space. Pasting local images is not recommended as they are referenced as full base64 images.
- Tags corresponding to HTML fields such as description, solution and notes, will not apply style changes.

Release Note Aranda Service Desk 8.29.22

An installer is generated that allows compatibility with other Aranda Software products.

▢ NOTES OR ADDITIONAL INSTRUCTIONS:

- Run the “Aranda.ASDK.Web.Installer.exe” file and follow the installer’s instructions.
- The executable file functions as both an installer and an update tool.
- This update applies only to databases in version 8.0.165.
- If you have any custom settings in the web.config files, you must reapply the setting.
- Aranda Service Desk consoles that use rich text control are only supported up to IE10. Alternatively, other browsers such as Chrome or Firefox can be used.
- Tags corresponding to HTML fields such as description, solution and notes, will not apply style changes.

Release Note Aranda Service Desk V8 8.29.21

CASE PM-46132-19-201380

Adjustments are made to the database to address an issue that affected the identification of the company associated with the service when logging a case from the User

Nota: Cuando el servicio cuente con más de una compañía asociada y el usuario pertenezca a dichas compañías, el sistema seleccionará la primera de ellas.

NOTES OR ADDITIONAL INSTRUCTIONS:

- Run the “Aranda.ASDK.WebV8.Installer.exe” file and follow the installer’s instructions.
- The executable file functions as both an installer and an update tool.
- This update applies only to databases in version 8.0.165.
- If you have any custom settings in the web.config files, you must reapply the setting.
- CHAT: Starting with Chrome 62, access to Web Push notifications for non-secure HTTP connections was blocked. Only these notifications will be supported with the HTTPS protocol.
- In the DB Oracle engine, the maximum content size of an article is 32,000 characters. If you need to include images, we recommend using images with public URLs or images linked to a remote repository. In this way, when stored in DB, they will be referenced with the URL of the image and take up less space. Pasting local images is not recommended as they are referenced as full base64 images.
- Tags corresponding to HTML fields such as description, solution and notes, will not apply style changes.

Release Note Aranda Service Desk 8.29.21

An installer is generated that allows compatibility with other Aranda Software products.

NOTES OR ADDITIONAL INSTRUCTIONS:

- Run the “Aranda.ASDK.Web.Installer.exe” file and follow the installer’s instructions.
- The executable file functions as both an installer and an update tool.
- This update applies only to databases in version 8.0.165.
- If you have any custom settings in the web.config files, you must reapply the setting.
- Aranda Service Desk consoles that use rich text control are only supported up to IE10. Alternatively, other browsers such as Chrome or Firefox can be used.
- Tags corresponding to HTML fields such as description, solution and notes, will not apply style changes.

Release Note Aranda Service Desk V8 8.29.20

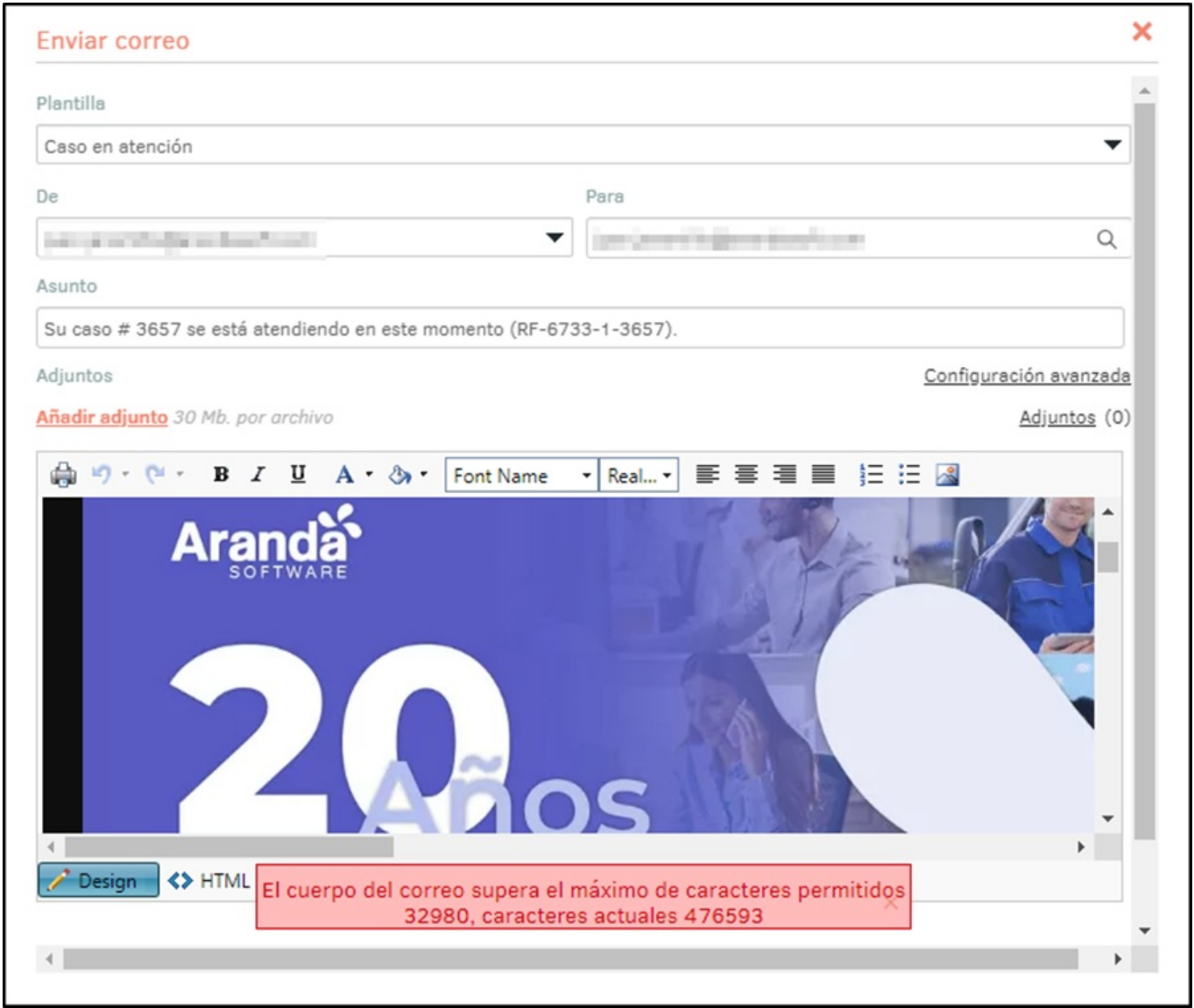
CASE PM-45604-19-201365

Settings are made to the User Web Console (USDKV8), which addresses the issue with an anonymous user’s login associated with a project without items.

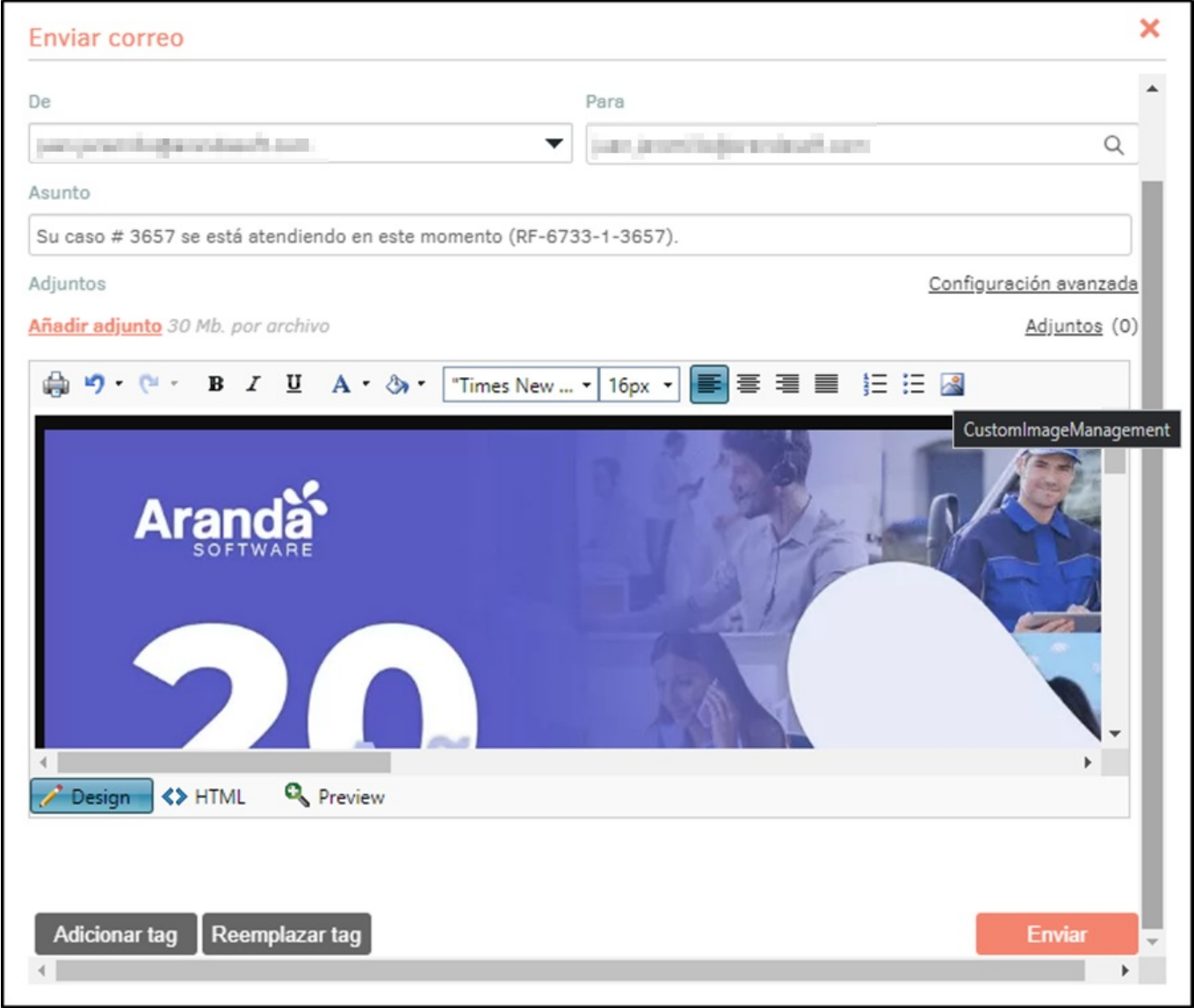
CASE PM-46015-19-201377

Settings are made in the Specialist Web Console (ASDKV8) to control the number of characters included in the body of the mail when using the Send Mail from Case functionality. These settings apply specifically to environments that use the Oracle database engine.

The alert generated by this new setting is as follows:



These adjustments are necessary due to a limitation in the Oracle client, which imposes restrictions on the amount of information a variable can receive; In particular, when images are added to the body of the email, they are stored in base64 format, which means that sending a large image can generate more than 100,000 characters. Therefore, if you want to include images within the body of the email, it is recommended to use the “CustomImageManagement” tool of the text editor to insert them; This tool allows you to handle images more efficiently and avoids problems related to the number of characters



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📄 NOTAS O INSTRUCCIONES ADICIONALES:

- Ejecute el archivo “Aranda.ASDK.WebV8.Installer.exe” y siga las instrucciones del instalador.
- El archivo ejecutable funciona como instalador y como herramienta de actualización.
- Esta actualización aplica únicamente para bases de datos en versión 8.0.164.
- Si se tiene algún ajuste personalizado en los archivos web.config, debe volver aplicar el ajuste.
- CHAT: A partir de la versión Chrome 62 se bloqueó el acceso a las notificaciones Web Push para conexiones no seguras HTTP. Sólo serán soportadas estas notificaciones con el protocolo HTTPS.
- En el motor de DB Oracle el tamaño máximo del contenido de un artículo es de 32.000 caracteres. Si requiere incluir imágenes se recomienda utilizar imágenes de URL pública o vinculadas a un repositorio remoto. De esta forma al almacenarse en DB serán referenciadas con la URL de la imagen y ocupando menor espacio. No se recomienda pegar imágenes locales ya que se referencian como imágenes completas en base64.
- Los tag’s correspondientes a campos que son HTML como descripción, solución y notas, no aplicarán cambios de estilos.

Release Note Aranda Service Desk 8.29.20

An installer is generated that allows compatibility with other Aranda Software products.

📄 NOTES OR ADDITIONAL INSTRUCTIONS:

- Run the “Aranda.ASDK.Web.Installer.exe” file and follow the installer’s instructions.
- The executable file functions as both an installer and an update tool.
- This update applies only to databases in version 8.0.164.
- If you have any custom settings in the web.config files, you must reapply the setting.
- Aranda Service Desk consoles that use rich text control are only supported up to IE10. Alternatively, other browsers such as Chrome or Firefox can be used.
- Tags corresponding to HTML fields such as description, solution and notes, will not apply style changes.

Release Note Aranda Service Desk V8 8.29.19

CASE PM-44752-19-201331

The Moment.js library is updated to version 2.29.4 in the configuration (BASDK), user (USDKV8), and specialist (ASDKV8) web consoles to address an expression of service denial vulnerability when parsing dates as a string, present in previous versions.

This update requires deleting stored browsing data, such as cache and cookies, to avoid potential compatibility conflicts with the new version of the library when using consoles.

CASE PM-44754-19-201332

The Underscore.js library is updated to version 1.13.6 in the Web Configuration (BASDK), User (USDKV8), and Specialists (ASDKV8) consoles to address arbitrary code injection vulnerability through the template feature, present in previous versions.

This update requires deleting stored browsing data, such as cache and cookies, to avoid potential compatibility conflicts with the new version of the library when using consoles.

CASE PM-44766-19-201333

The Angular.js library is updated to version 1.8.6 in the User (USDKV8) and Specialist (ASDKV8) web consoles to address vulnerabilities in previous versions.

This update requires deleting stored browsing data, such as cache and cookies, to avoid potential compatibility conflicts with the new version of the library when using consoles.

📄 Note: Aranda Software has acquired extended support for this library, which allows mitigating possible security vulnerabilities.

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📄 NOTES OR ADDITIONAL INSTRUCTIONS:

- Run the “Aranda.ASDK.WebV8.Installer.exe” file and follow the installer’s instructions.
- The executable file functions as both an installer and an update tool.
- This update applies only to databases in version 8.0.164.
- If you have any custom settings in the web.config files, you must reapply the setting.
- CHAT: Starting with Chrome 62, access to Web Push notifications for non-secure HTTP connections was blocked. Only these notifications will be supported with the HTTPS protocol.
- In the DB Oracle engine, the maximum content size of an article is 32,000 characters. If you need to include images, we recommend using images with public URLs or images linked to a remote repository. In this way, when stored in DB, they will be referenced with the URL of the image and take up less space. Pasting local images is not recommended as they are referenced as full base64 images.
- Tags corresponding to HTML fields such as description, solution and notes, will not apply style changes.

Release Note Aranda Service Desk 8.29.19

CASE PM-44752-19-201331

The Moment.js library is updated to version 2.29.4 in the configuration (BASDK), user (USDKV8), and specialist (ASDKV8) web consoles to address an expression of service denial vulnerability when parsing dates as a string, present in previous versions.

This update requires deleting stored browsing data, such as cache and cookies, to avoid potential compatibility conflicts with the new version of the library when using consoles.

CASE PM-44754-19-201332

The Underscore.js library is updated to version 1.13.6 in the Web Configuration (BASDK), User (USDKV8), and Specialists (ASDKV8) consoles to address arbitrary code injection vulnerability through the template feature, present in previous versions.

This update requires deleting stored browsing data, such as cache and cookies, to avoid potential compatibility conflicts with the new version of the library when using consoles.

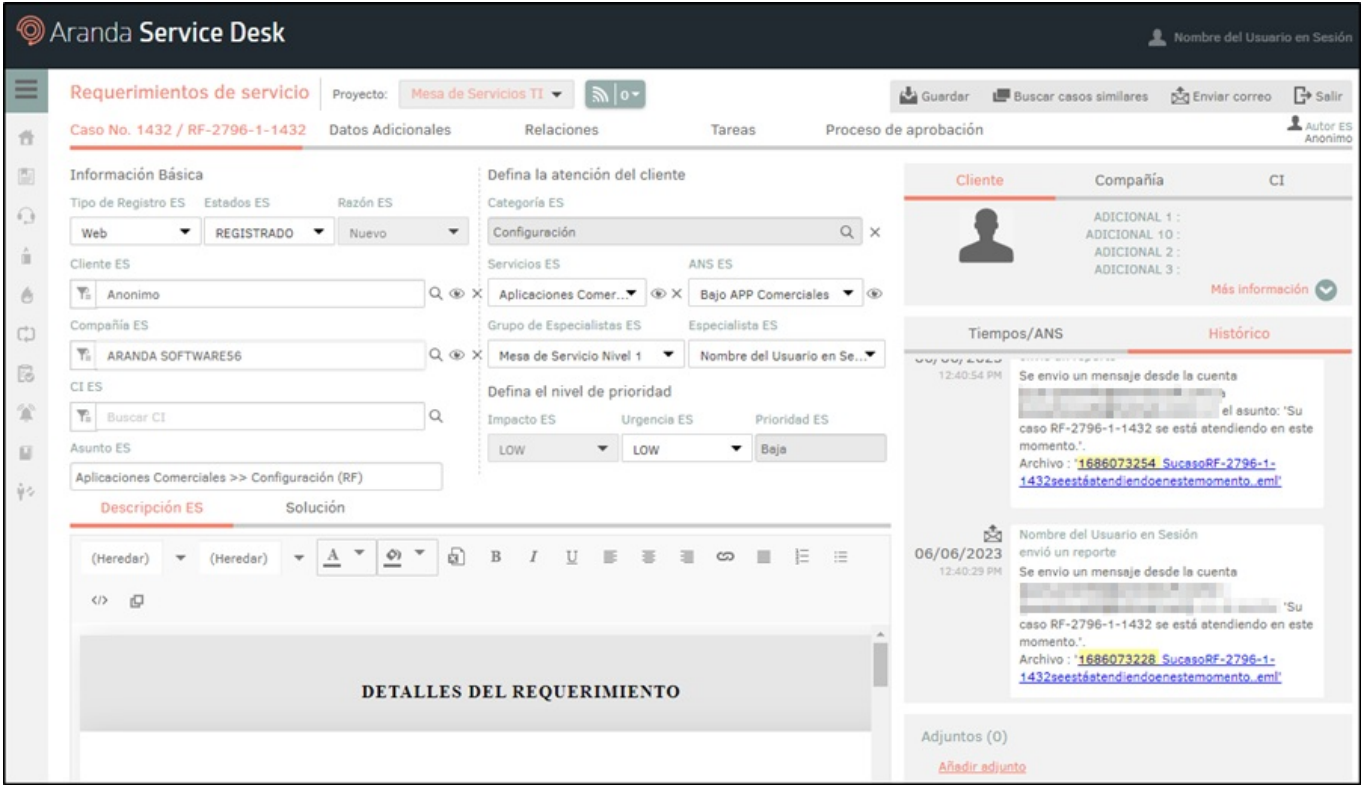
📄 NOTES OR ADDITIONAL INSTRUCTIONS:

- Run the “Aranda.ASDK.WebV8.Installer.exe” file and follow the installer’s instructions.
- The executable file functions as both an installer and an update tool.
- This update applies only to databases in version 8.0.164.
- If you have any custom settings in the web.config files, you must reapply the setting.
- Aranda Service Desk consoles that use rich text control are only supported up to IE10. Alternatively, other browsers such as Chrome or Firefox can be used.
- Tags corresponding to HTML fields such as description, solution and notes, will not apply style changes.

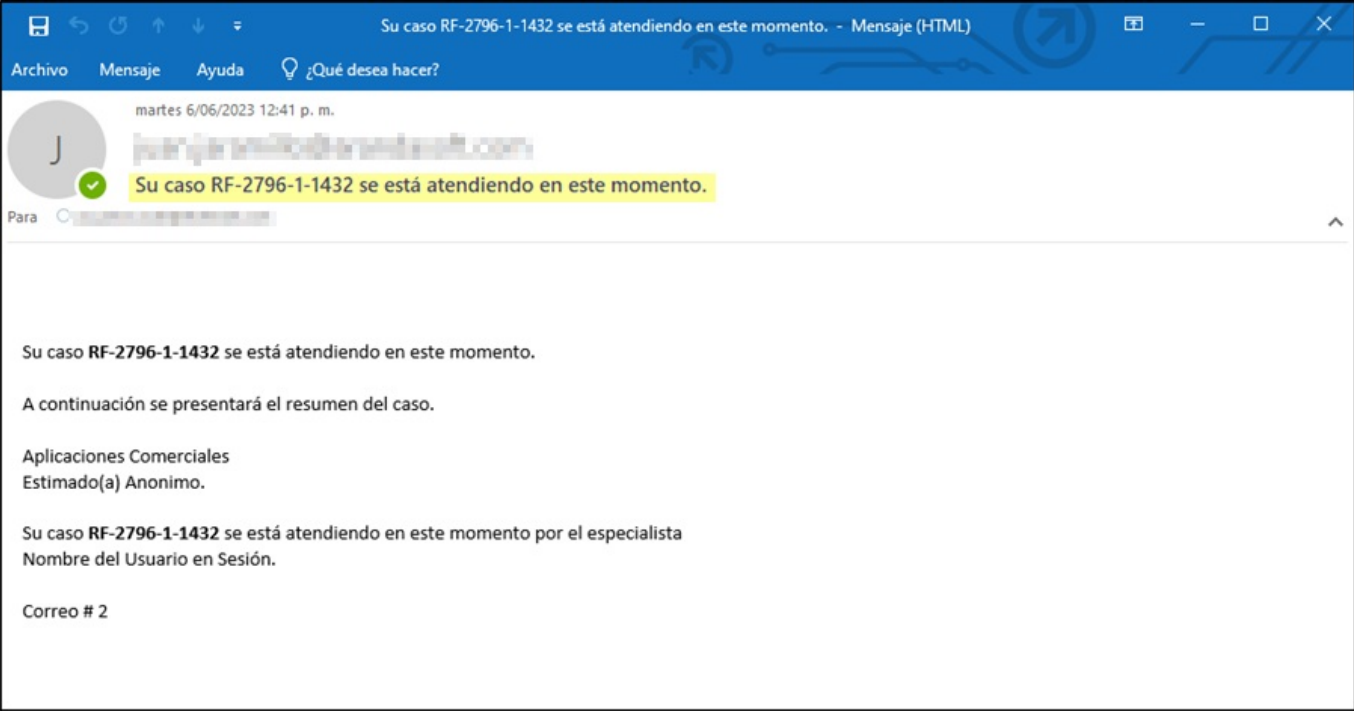
Release Note Aranda Service Desk V8 8.29.18

CASE PM-44157-19-201316

Adjustments are made in the Specialists Web Console (ASDKV8) to solve the problem that arose when sending emails from the case with the same subject. The console now properly handles history attachments by preventing replacement.



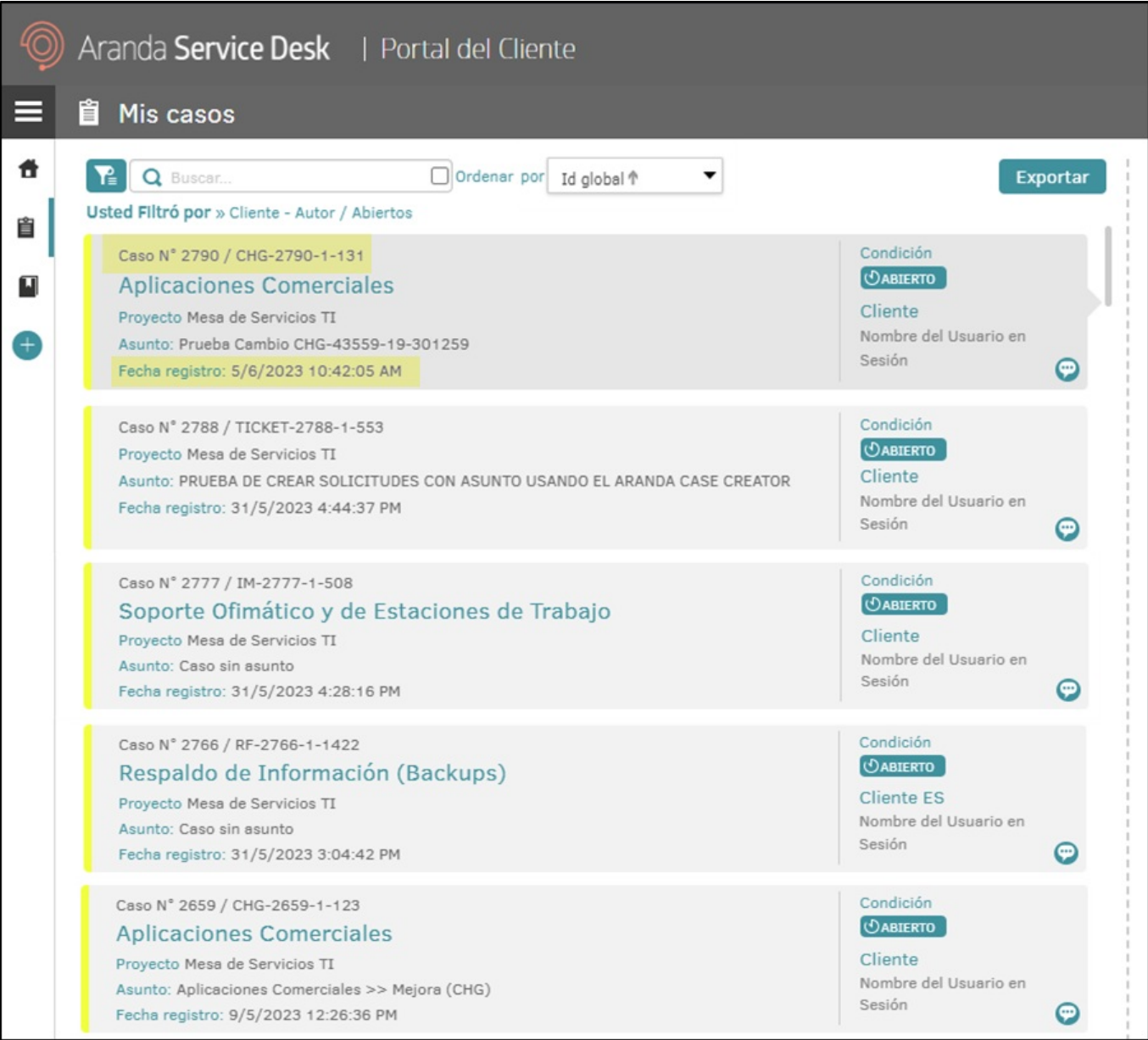
When you open the file, the subject will be displayed without modification.



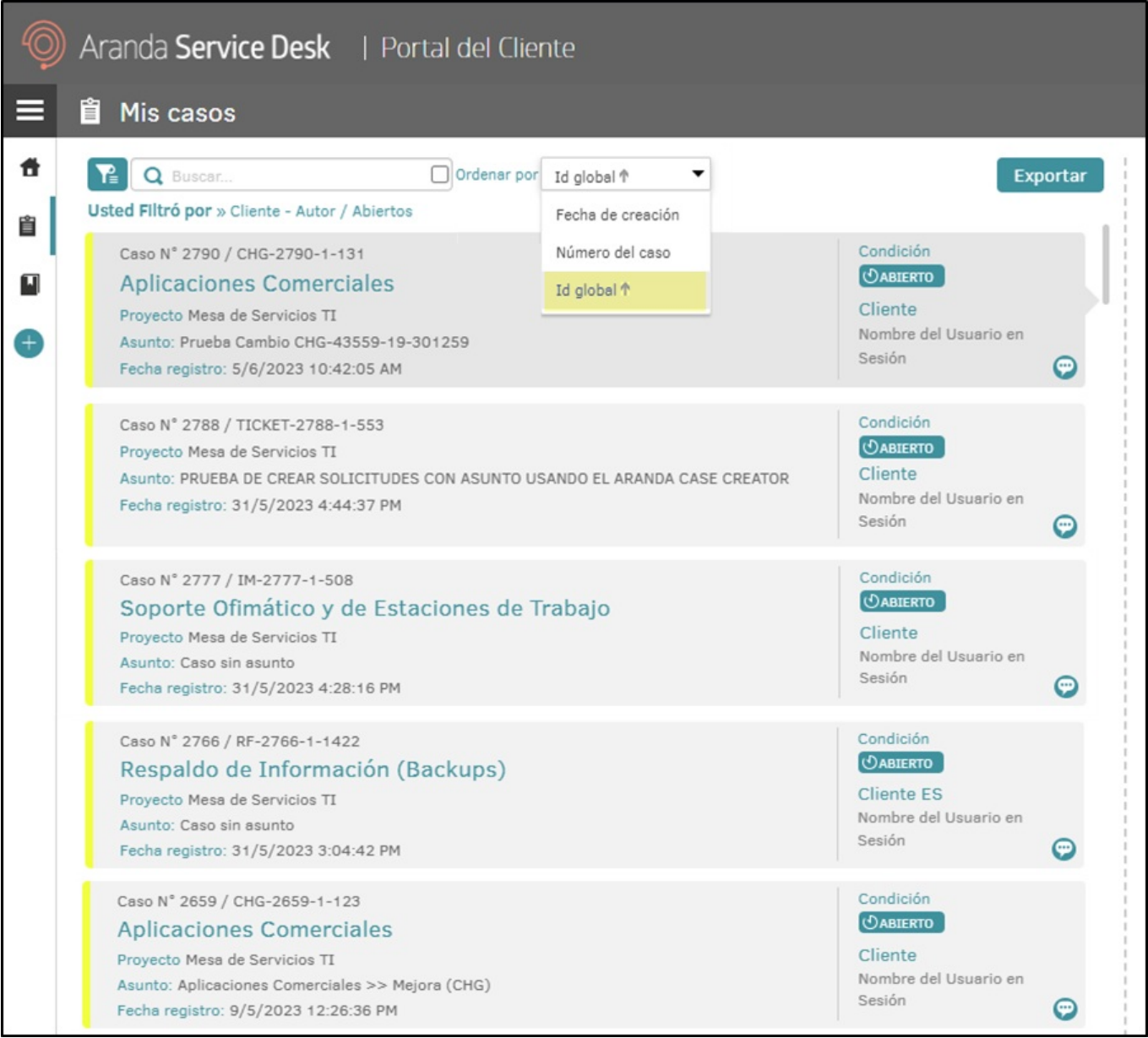
CASE CHG-43559-19-301259

Changes are made to the User Web Console (USDKV8) modifying the card view of the case and including a new option under Sort By.

View the Case Card - “My Cases” Option:



In addition to the composite Id, the global case ID has been added to the case card. Also, the registration date has been moved to the end of the card. New option in “Sort by”:



A new option has been added to the “Sort by” drop-down menu that allows you to sort cases based on the global ID of the case. —

- NOTES OR ADDITIONAL INSTRUCTIONS:

 - Run the “Aranda.ASDK.WebV8.Installer.exe” file and follow the installer’s instructions.
 - The executable file functions as both an installer and an update tool.
 - This update applies only to databases in version 8.0.163.
 - If you have any custom settings in the web.config files, you must reapply the setting.
 - CHAT: Starting with Chrome 62, access to Web Push notifications for non-secure HTTP connections was blocked. Only these notifications will be supported with the HTTPS protocol.
 - In the DB Oracle engine, the maximum content size of an article is 32,000 characters. If you need to include images, we recommend using images with public URLs or images linked to a remote repository. In this way, when stored in DB, they will be referenced with the URL of the image and take up less space. Pasting local images is not recommended as they are referenced as full base64 images.
 - Tags corresponding to HTML fields such as description, solution and notes, will not apply style changes.

Release Note Aranda Service Desk 8.29.18

CASE CHG-43979-19-301272

Changes are made to the Aranda Case Creator (ACC) service to allow the registration of cases in the Aranda Service Desk (ASDK) when there are emails without a subject.

When an email without a subject is identified, the case (Incident - Change - Service Request - Request) is registered according to the configurations that you have for each script and the subject will be automatically populated with the text “Case without subject”.

Note: It is important to note that the text “Case without subject” is added according to the configuration of the culture that is configured in (BASDK > Options > Summary > Internationalization).

- NOTES OR ADDITIONAL INSTRUCTIONS:

 - Run the “Aranda.ASDK.WebV8.Installer.exe” file and follow the installer’s instructions.
 - The executable file functions as both an installer and an update tool.
 - This update applies only to databases in version 8.0.163.
 - If you have any custom settings in the web.config files, you must reapply the setting.
 - Aranda Service Desk consoles that use rich text control are only supported up to IE10. Alternatively, other browsers such as Chrome or Firefox can be used.
 - Tags corresponding to HTML fields such as description, solution and notes, will not apply style changes.

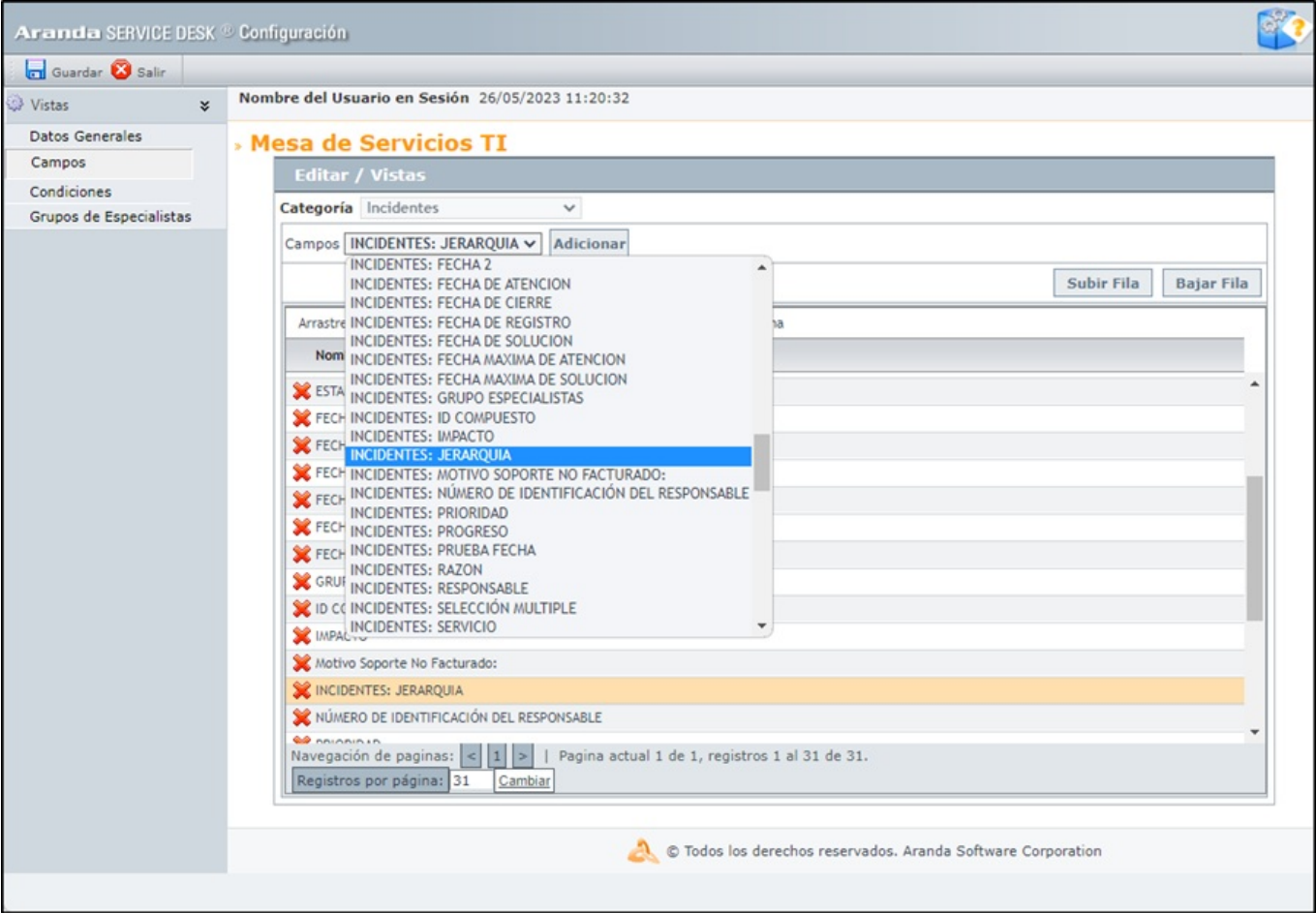
Release Note Aranda Service Desk V8 8.29.17

CASE PM-36272-19-201089

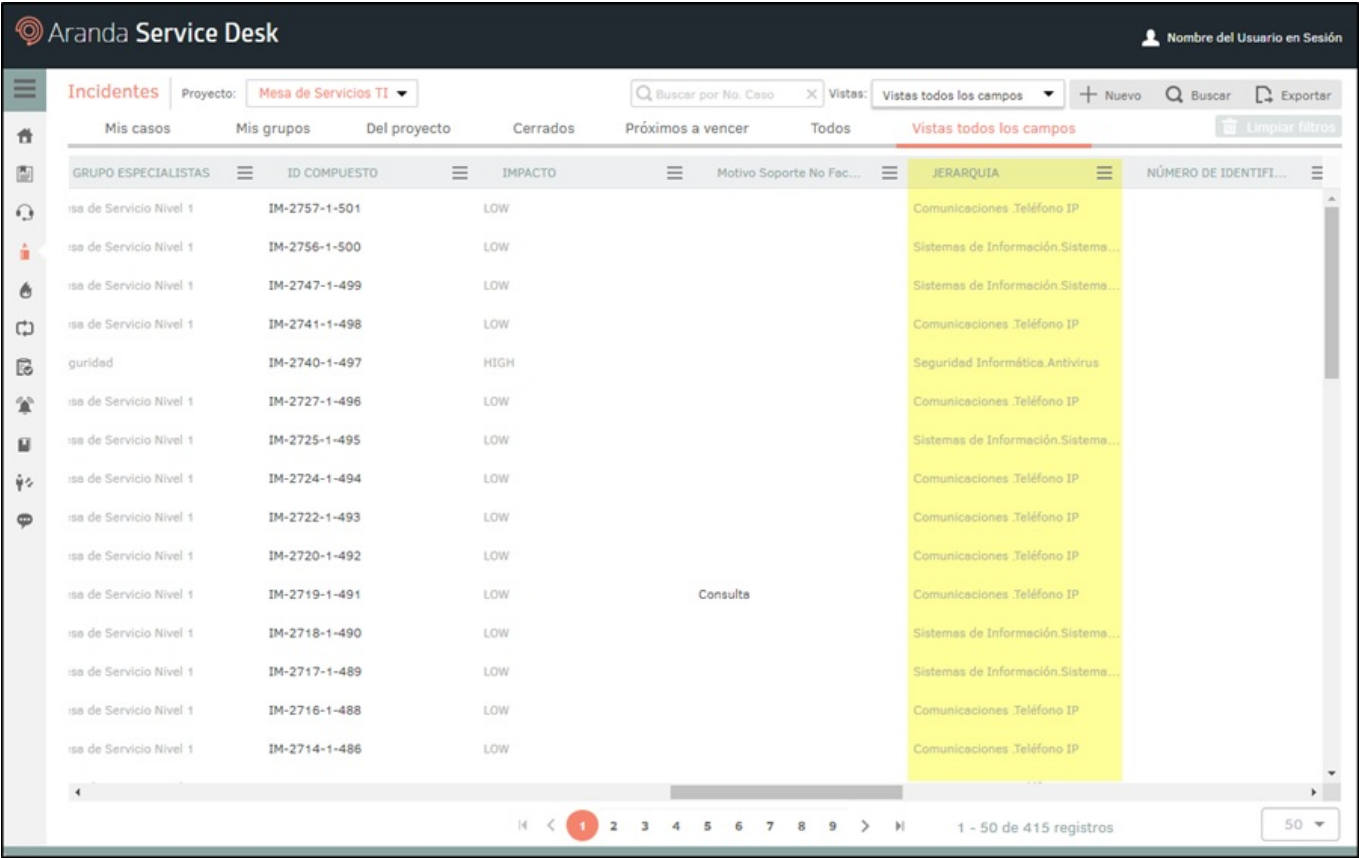
Settings are made in the Management Web Console (BASDK) and the Specialist Web Console (ASDKV8). The adjustments made are as follows:

Web Administration Console (BASDK):

The “HIERARCHY” option was added when adding “Fields” in the Edit/Create Views window, for the Incidents, Problems, Changes and Service Requirements type cases, allowing to visualize the hierarchy of the category associated with each case in custom views.



Specialists Web Console (ASDKV8): When you select a custom view that includes the “HIERARCHY” field, you will be able to display a column in the case list with the full hierarchy of the category associated with each case.



CASE PM-41374-19-201243

Adjustments are made to the User (USDKV8), Specialist (ASDKV8), and Administration (BASDK) web consoles, which have addressed an issue related to alerts generated when an inactive, locked, or expired password domain user attempts to access these consoles.

In this update, the following alert messages were implemented in all three consoles:

Inactive User: When an inactive user is detected in the domain, who is trying to log in, the following message is enabled: “Inactive user, contact the Administrator”.

Blocked User: If a user locked out of the domain tries to log in, the following message is enabled: “Your user is blocked, please try again later.”

User with Expired Password: If the domain user’s password has expired and they try to log in, the following message is enabled: “The password has expired, contact the Administrator”.

CASE PM-43816-19-201306

Adjustments are made to the Specialist Web Console (ASDKV8) to address the problem that occurred in Oracle database engine environments when using quick editing of tasks when they are associated with a procedure.

NOTES OR ADDITIONAL INSTRUCTIONS:

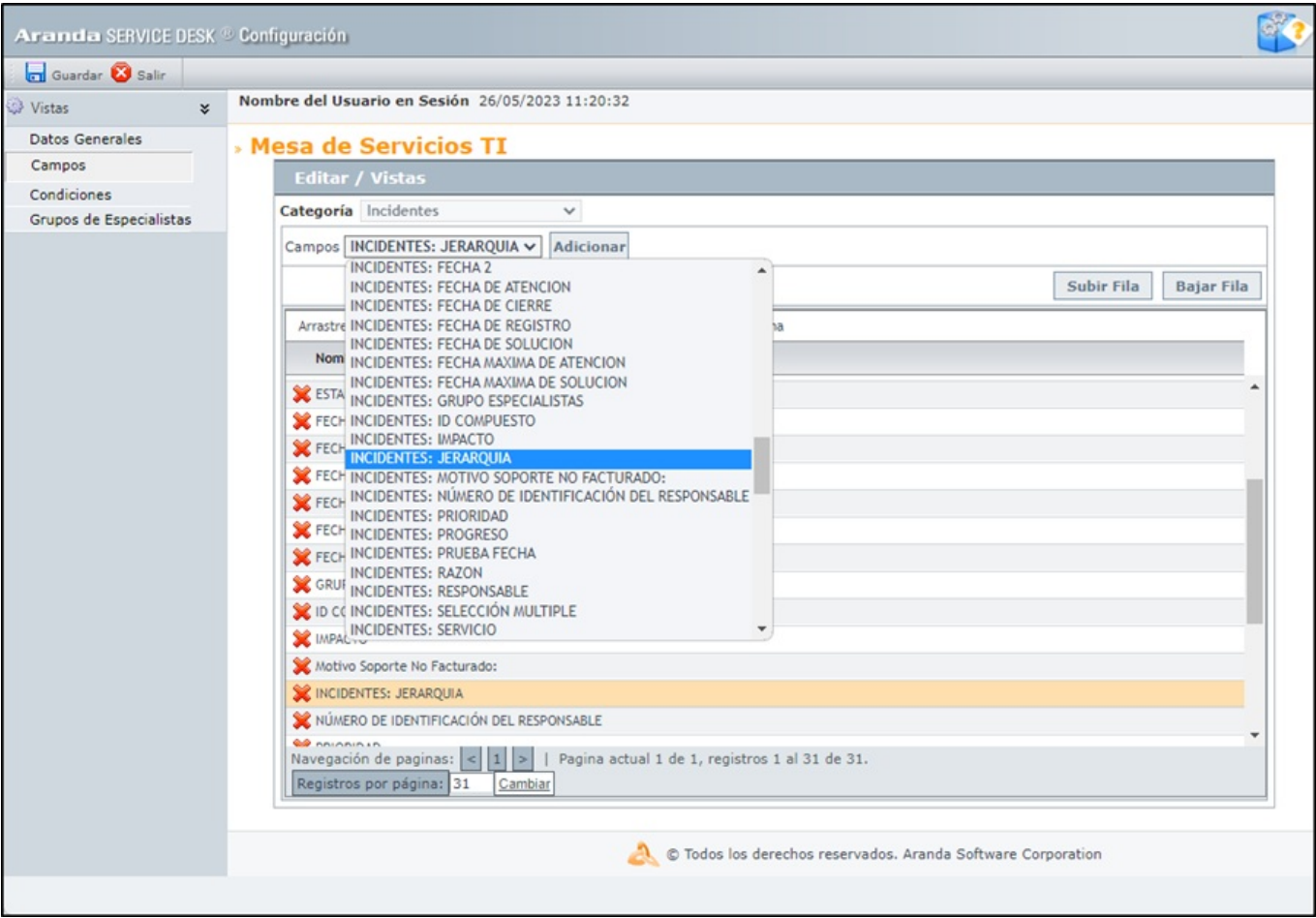
- Run the “Aranda.ASDK.WebV8.Installer.exe” file and follow the installer’s instructions.
- The executable file functions as both an installer and an update tool.
- This update applies only to databases in version 8.0.162.
- If you have any custom settings in the web.config files, you must reapply the setting.
- CHAT: Starting with Chrome 62, access to Web Push notifications for non-secure HTTP connections was blocked. Only these notifications will be supported with the HTTPS protocol.
- In the DB Oracle engine, the maximum content size of an article is 32,000 characters. If you need to include images, we recommend using images with public URLs or images linked to a remote repository. In this way, when stored in DB, they will be referenced with the URL of the image and take up less space. Pasting local images is not recommended as they are referenced as full base64 images.
- Tags corresponding to HTML fields such as description, solution and notes, will not apply style changes.

CASE PM-36272-19-201089

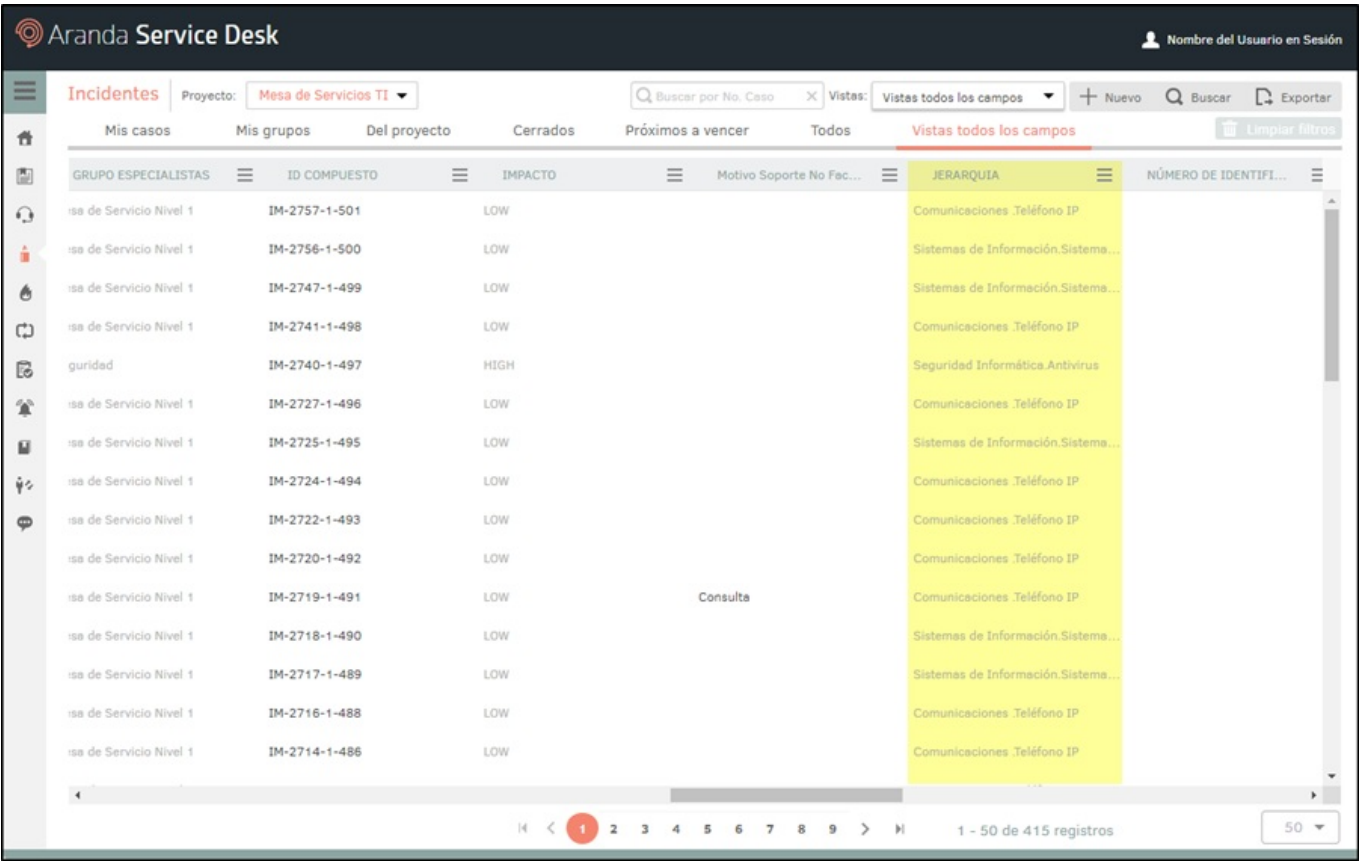
Settings are made in the Management Web Console (BASDK) and the Specialist Web Console (ASDKV8). The adjustments made are as follows:

Web Administration Console (BASDK):

The “HIERARCHY” option was added when adding “Fields” in the Edit/Create Views window, for the Incidents, Problems, Changes and Service Requirements type cases, allowing to visualize the hierarchy of the category associated with each case in custom views.



Specialists Web Console (ASDKV8): When you select a custom view that includes the “HIERARCHY” field, you will be able to display a column in the case list with the full hierarchy of the category associated with each case.



CASE PM-41374-19-201243

Adjustments are made to the User (USDKV8), Specialist (ASDKV8), and Administration (BASDK) web consoles, which have addressed an issue related to alerts generated when an inactive, locked, or expired password domain user attempts to access these consoles.

In this update, the following alert messages were implemented in all three consoles:

Inactive User: When an inactive user is detected in the domain, who is trying to log in, the following message is enabled: “Inactive user, contact the Administrator”.

Blocked User: If a user locked out of the domain tries to log in, the following message is enabled: “Your user is blocked, please try again later.”

User with Expired Password: If the domain user’s password has expired and they try to log in, the following message is enabled: “The password has expired, contact the Administrator”.

NOTES OR ADDITIONAL INSTRUCTIONS:

- Run the “Aranda.ASDK.WebV8.Installer.exe” file and follow the installer’s instructions.
- The executable file functions as both an installer and an update tool.
- This update applies only to databases in version 8.0.162.

- If you have any custom settings in the web.config files, you must reapply the setting.
- Aranda Service Desk consoles that use rich text control are only supported up to IE10. Alternatively, other browsers such as Chrome or Firefox can be used.
- Tags corresponding to HTML fields such as description, solution and notes, will not apply style changes.

Release Note Aranda Service Desk V8 8.29.16

An installer is generated that allows compatibility with other Aranda Software products.

▮ NOTES OR ADDITIONAL INSTRUCTIONS:

- Run the “Aranda.ASDK.WebV8.Installer.exe” file and follow the installer’s instructions.
- The executable file functions as both an installer and an update tool.
- This update applies only to databases in version 8.0.161.
- If you have any custom settings in the web.config files, you must reapply the setting.
- CHAT: Starting with Chrome 62, access to Web Push notifications for non-secure HTTP connections was blocked. Only these notifications will be supported with the HTTPS protocol.
- In the DB Oracle engine, the maximum content size of an article is 32,000 characters. If you need to include images, we recommend using images with public URLs or images linked to a remote repository. In this way, when stored in DB, they will be referenced with the URL of the image and take up less space. Pasting local images is not recommended as they are referenced as full base64 images.
- Tags corresponding to HTML fields such as description, solution and notes, will not apply style changes.

Release Note Aranda Service Desk 8.29.16

An installer is generated that allows compatibility with other Aranda Software products.

▮ NOTES OR ADDITIONAL INSTRUCTIONS:

- Run the “Aranda.ASDK.Web.Installer.exe” file and follow the installer’s instructions.
- The executable file functions as both an installer and an update tool.
- This update applies only to databases in version 8.0.161.
- If you have any custom settings in the web.config files, you must reapply the setting.
- Aranda Service Desk consoles that use rich text control are only supported up to IE10. Alternatively, other browsers such as Chrome or Firefox can be used.
- Tags corresponding to HTML fields such as description, solution and notes, will not apply style changes.

Release Note Aranda Service Desk V8 8.29.15

CASE PM-42394-19-201264

Adjustments are made in Database, to solve a problem related to sending notifications to the supervisors of the groups of specialists through MS Teams.

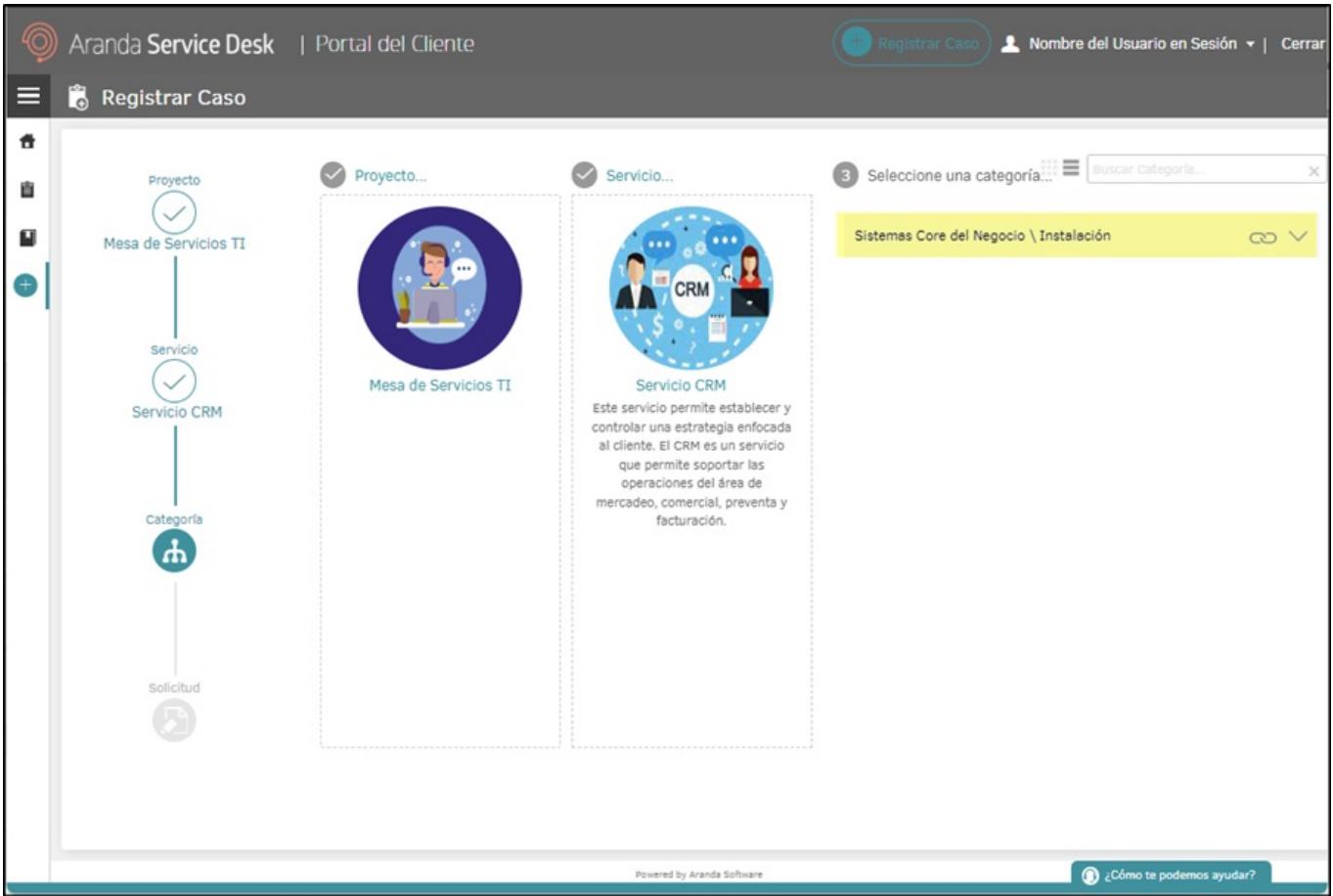
Note: To ensure that notifications are sent effectively and alerts can be received in MS Teams, the supervisor must have previously interacted with Aranda Virtual Agent (AVA).

CASE PM-42575-19-201269

Adjustments are made in Database, to solve a problem in the display of categories without tags during the categorization of cases. The following considerations are detailed below:

If an unlabeled category is configured and the top node (parent) has the “Category visible in user console” check disabled in BASDK > Itil > Categories, the category name will be displayed.

If an unlabeled category is configured and the top node (parent) has the “Category visible in user console” check enabled in BASDK > Itil > Categories, the category hierarchy will be displayed separated by each level with a backslash (\). It is important to note that the check must be enabled for each top node that you want to view.



▮ Note:

- In case there is an intermediate node that does not have the check enabled, the hierarchy will only be displayed up to the lower node that has the check enabled.

- We recommend using tags in the final category in scenarios where the name is repeated

📄 NOTES OR ADDITIONAL INSTRUCTIONS:

- Run the “Aranda.ASDK.WebV8.Installer.exe” file and follow the installer’s instructions.
- The executable file functions as both an installer and an update tool.
- This update applies only to databases in version 8.0.160.
- If you have any custom settings in the web.config files, you must reapply the setting.
- CHAT: Starting with Chrome 62, access to Web Push notifications for non-secure HTTP connections was blocked. Only these notifications will be supported with the HTTPS protocol.
- In the DB Oracle engine, the maximum content size of an article is 32,000 characters. If you need to include images, we recommend using images with public URLs or images linked to a remote repository. In this way, when stored in DB, they will be referenced with the URL of the image and take up less space. Pasting local images is not recommended as they are referenced as full base64 images.
- Tags corresponding to HTML fields such as description, solution and notes, will not apply style changes.

Release Note Aranda Service Desk 8.29.15

An installer is generated that allows compatibility with other Aranda Software products.

📄 NOTES OR ADDITIONAL INSTRUCTIONS:

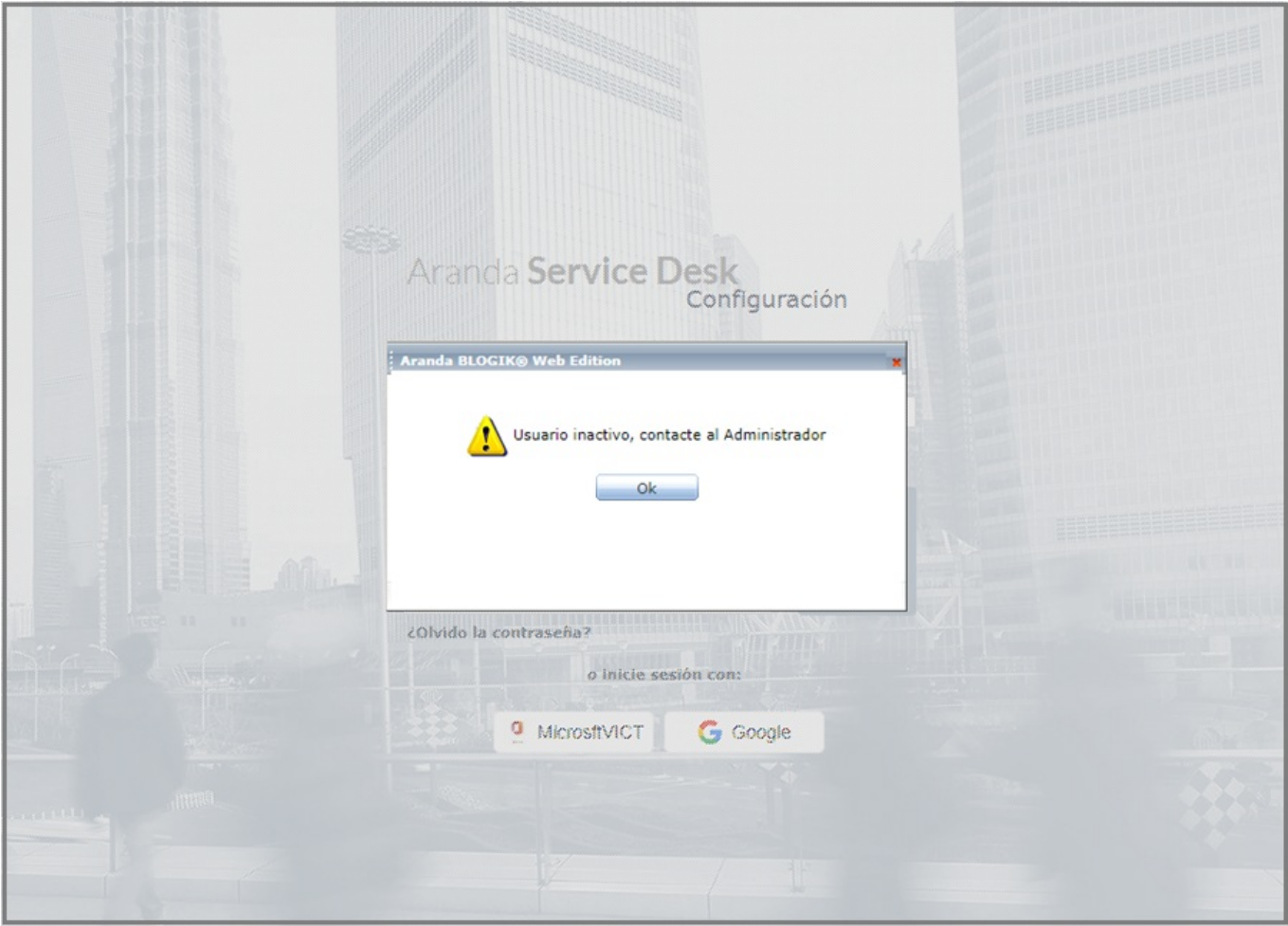
- Run the “Aranda.ASDK.Web.Installer.exe” file and follow the installer’s instructions.
- The executable file functions as both an installer and an update tool.
- This update applies only to databases in version 8.0.160.
- If you have any custom settings in the web.config files, you must reapply the setting.
- Aranda Service Desk consoles that use rich text control are only supported up to IE10. Alternatively, other browsers such as Chrome or Firefox can be used.
- Tags corresponding to HTML fields such as description, solution and notes, will not apply style changes.

Release Note Aranda Service Desk V8 8.29.14

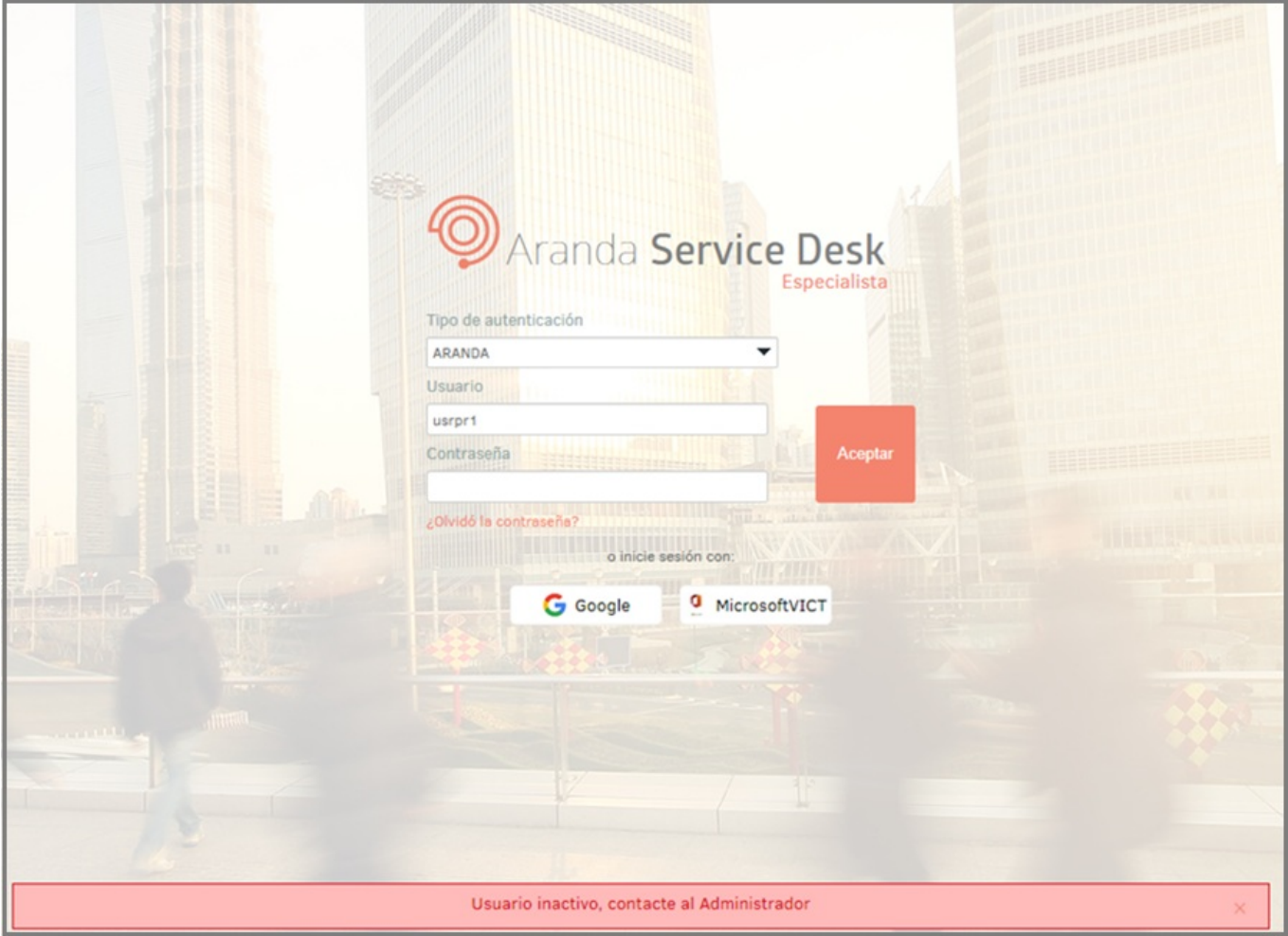
CASE PM-41374-19-201243:

Settings are made to the user (USDKV8), specialist (ASDKV8), and administration (BASDK) web consoles; which have fixed the issue with the alert that is generated when an inactive user tries to access the consoles. Alerts will now be displayed as follows:

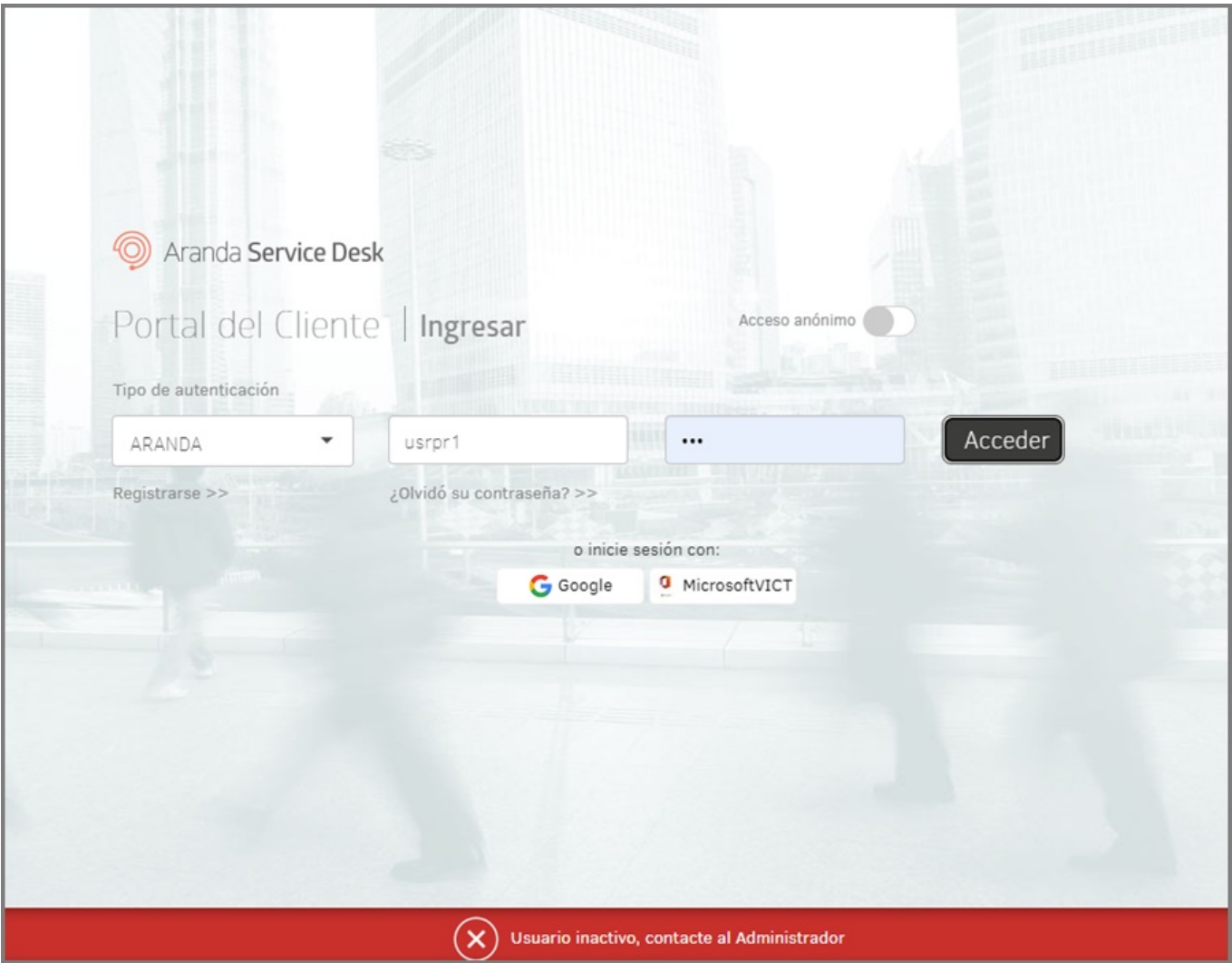
User Web Console (USDKV8)



Specialist Web Console (ASDKV8)



Web Management Console (BASDK)



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📖 NOTES OR ADDITIONAL INSTRUCTIONS:

- Run the “Aranda.ASDK.WebV8.Installer.exe” file and follow the installer’s instructions.
- The executable file functions as both an installer and an update tool.
- This update applies only to databases in version 8.0.159.
- If you have any custom settings in the web.config files, you must reapply the setting.
- CHAT: Starting with Chrome 62, access to Web Push notifications for non-secure HTTP connections was blocked. Only these notifications will be supported with the HTTPS protocol.
- In the DB Oracle engine, the maximum content size of an article is 32,000 characters. If you need to include images, we recommend using images with public URLs or images linked to a remote repository. In this way, when stored in DB, they will be referenced with the URL of the image and take up less space. Pasting local images is not recommended as they are referenced as full base64 images.
- Tags corresponding to HTML fields such as description, solution and notes, will not apply style changes.

Release Note Aranda Service Desk 8.29.14

An installer is generated that allows compatibility with other Aranda Software products.

📖 NOTES OR ADDITIONAL INSTRUCTIONS:

- Run the “Aranda.ASDK.Web.Installer.exe” file and follow the installer’s instructions.
- The executable file functions as both an installer and an update tool.
- This update applies only to databases in version 8.0.159.

- If you have any custom settings in the web.config files, you must reapply the setting.
- Aranda Service Desk consoles that use rich text control are only supported up to IE10. Alternatively, other browsers such as Chrome or Firefox can be used.
- Tags corresponding to HTML fields such as description, solution and notes, will not apply style changes.

Release Note Aranda Service Desk V8 8.29.13

CASE PM-41050-19-201230:

An adjustment is made in the Specialists Web Console (ASDKV8), which has solved the problem of cultures that was presented in the search results form.

CASE PM-41594-19-201244

Adjustments have been made to the Specialist Web Console (ASDKV8) and Oracle Database, which have fixed the issue that occurred when generating advanced survey links when mail was sent from the (Send Email) option in case management.

▮ NOTES OR ADDITIONAL INSTRUCTIONS:

- Run the “Aranda.ASDK.WebV8.Installer.exe” file and follow the installer’s instructions.
- The executable file functions as both an installer and an update tool.
- This update applies only to databases in version 8.0.159.
- If you have any custom settings in the web.config files, you must reapply the setting.
- CHAT: Starting with Chrome 62, access to Web Push notifications for non-secure HTTP connections was blocked. Only these notifications will be supported with the HTTPS protocol.
- In the DB Oracle engine, the maximum content size of an article is 32,000 characters. If you need to include images, we recommend using images with public URLs or images linked to a remote repository. In this way, when stored in DB, they will be referenced with the URL of the image and take up less space. Pasting local images is not recommended as they are referenced as full base64 images.
- Tags corresponding to HTML fields such as description, solution and notes, will not apply style changes.

Release Note Aranda Service Desk 8.29.13

An installer is generated that allows compatibility with other Aranda Software products.

▮ NOTES OR ADDITIONAL INSTRUCTIONS:

- Run the “Aranda.ASDK.Web.Installer.exe” file and follow the installer’s instructions.
- The executable file functions as both an installer and an update tool.
- This update applies only to databases in version 8.0.159.
- If you have any custom settings in the web.config files, you must reapply the setting.
- Aranda Service Desk consoles that use rich text control are only supported up to IE10. Alternatively, other browsers such as Chrome or Firefox can be used.
- Tags corresponding to HTML fields such as description, solution and notes, will not apply style changes.

Release Note Aranda Service Desk V8 8.29.11

Sending emails on behalf of third parties with Modern Authentication (OAuth 2.0):

An adjustment is made to the service (MAILER) that allows supporting the sending of emails on behalf of third parties when modern authentication (OAuth 2.0) is configured.

Currently this action was carried out by associating the specialist’s email in the name sender of the email.

Mail can now be sent on behalf of a third party from the (Send Mail) option when handling the case in the Specialist Web Console (ASDKV8), and when an account is configured in the (Sending Account) field in the AAMSettings Mail Templates settings.

▮ Note:

- The user account configured on the mail server must have the appropriate permission (“Permission to Send As”) in the company’s Active Directory. This account must be associated with the accounts authorized for impersonation. In the event of impersonation of an account without permissions, the Mailer service generates an exception, which you can view in the Event Viewer.
- For this update, it is essential to have Aranda Tools 8.8.3 or higher on the application server, before performing the update or installation of the Aranda Service Desk product.

▮ NOTES OR ADDITIONAL INSTRUCTIONS:

- Run the “Aranda.ASDK.WebV8.Installer.exe” file and follow the installer’s instructions.
- The executable file functions as both an installer and an update tool.
- This update applies only to databases in version 8.0.157.
- If you have any custom settings in the web.config files, you must reapply the setting.
- CHAT: Starting with Chrome 62, access to Web Push notifications for non-secure HTTP connections was blocked. Only these notifications will be supported with the HTTPS protocol.
- In the DB Oracle engine, the maximum content size of an article is 32,000 characters. If you need to include images, we recommend using images with public URLs or images linked to a remote repository. In this way, when stored in DB, they will be referenced with the URL of the image and take up less space. Pasting local images is not recommended as they are referenced as full base64 images.
- Tags corresponding to HTML fields such as description, solution and notes, will not apply style changes.

Release Note Aranda Service Desk 8.29.11

An installer is generated that allows compatibility with other Aranda Software products.

▮ NOTES OR ADDITIONAL INSTRUCTIONS:

- Run the “Aranda.ASDK.Web.Installer.exe” file and follow the installer’s instructions.
- The executable file functions as both an installer and an update tool.

- This update applies only to databases in version 8.0.157.
- If you have any custom settings in the web.config files, you must reapply the setting.
- Aranda Service Desk consoles that use rich text control are only supported up to IE10. Alternatively, other browsers such as Chrome or Firefox can be used.
- Tags corresponding to HTML fields such as description, solution and notes, will not apply style changes.

Release Note Aranda Service Desk V8 8.29.10

CASE PM-37157-19-201135:

An adjustment is made in the user web console (USDKV8), to solve the problem that arose with the alphabetical order when generating the list of services and/or service groupings.

▮ NOTES OR ADDITIONAL INSTRUCTIONS:

- Run the “Aranda.ASDK.WebV8.Installer.exe” file and follow the installer’s instructions.
- The executable file functions as both an installer and an update tool.
- This update applies only to databases in version 8.0.157.
- If you have any custom settings in the web.config files, you must reapply the setting.
- CHAT: Starting with Chrome 62, access to Web Push notifications for non-secure HTTP connections was blocked. Only these notifications will be supported with the HTTPS protocol.
- In the DB Oracle engine, the maximum content size of an article is 32,000 characters. If you need to include images, we recommend using images with public URLs or images linked to a remote repository. In this way, when stored in DB, they will be referenced with the URL of the image and take up less space. Pasting local images is not recommended as they are referenced as full base64 images.
- Tags corresponding to HTML fields such as description, solution and notes, will not apply style changes.

Release Note Aranda Service Desk 8.29.10

An installer is generated that allows compatibility with other Aranda Software products.

▮ NOTES OR ADDITIONAL INSTRUCTIONS:

- Run the “Aranda.ASDK.Web.Installer.exe” file and follow the installer’s instructions.
- The executable file functions as both an installer and an update tool.
- This update applies only to databases in version 8.0.157.
- If you have any custom settings in the web.config files, you must reapply the setting.
- Aranda Service Desk consoles that use rich text control are only supported up to IE10. Alternatively, other browsers such as Chrome or Firefox can be used.
- Tags corresponding to HTML fields such as description, solution and notes, will not apply style changes.

Release Note Aranda Service Desk V8 8.29.9

CASE PM-37024-19-201127:

Adjustments are made in Database, to solve a problem that arose when configuring additional date-type fields in the conditionals of the views.

▮ Note:

- The setting is not retroactive, so existing view configurations with additional date-type fields in the conditions must be edited and saved to update to the new setting for proper operation.
- The date selected to evaluate the condition defaults to 00:00 hours.

▮ NOTES OR ADDITIONAL INSTRUCTIONS:

- Run the “Aranda.ASDK.WebV8.Installer.exe” file and follow the installer’s instructions.
- The executable file functions as both an installer and an update tool.
- This update applies only to databases in version 8.0.156.
- If you have any custom settings in the web.config files, you must reapply the setting.
- CHAT: Starting with Chrome 62, access to Web Push notifications for non-secure HTTP connections was blocked. Only these notifications will be supported with the HTTPS protocol.
- In the DB Oracle engine, the maximum content size of an article is 32,000 characters. If you need to include images, we recommend using images with public URLs or images linked to a remote repository. In this way, when stored in DB, they will be referenced with the URL of the image and take up less space. Pasting local images is not recommended as they are referenced as full base64 images.
- Tags corresponding to HTML fields such as description, solution and notes, will not apply style changes.

Release Note Aranda Service Desk 8.29.9

CASE PM-37130-19-201134:

Adjustments are made in the Administrator Web Console (BASDK) and the Aranda Case Creator (ACC) service, to solve an issue that occurred when evaluating the certificates of the mail servers when using basic authentication.

▮ NOTES OR ADDITIONAL INSTRUCTIONS:

- Run the “Aranda.ASDK.Web.Installer.exe” file and follow the installer’s instructions.
- The executable file functions as both an installer and an update tool.
- This update applies only to databases in version 8.0.156.
- If you have any custom settings in the web.config files, you must reapply the setting.
- Aranda Service Desk consoles that use rich text control are only supported up to IE10. Alternatively, other browsers such as Chrome or Firefox can be used.
- Tags corresponding to HTML fields such as description, solution and notes, will not apply style changes.

Release Note Aranda Service Desk V8 8.29.8

CASE PM-29777-19-200813:

Adjustments are made in the Database, to solve a problem that occurred when extensive data was entered in the configuration of the Aranda Active Directory Synchronizer (AADS) connection.

CASE PM-36833-19-201112:

Adjustments are made in the Database (Oracle) to solve problems that arose at the time of assigning specialists to the voting processes.

UNDERSTANDING IMPLEMENTED CHANGES

Updated the AngularJs version to 1.8.5 in the Specialists (ASDKV8) and User (USDKV8) web consoles to address vulnerabilities presented in previous versions of AngularJs.

This update requires that stored browsing data (cache and cookies) be deleted to avoid compatibility conflicts with the new version when using consoles.

▮ NOTES OR ADDITIONAL INSTRUCTIONS:

- Run the “Aranda.ASDK.WebV8.Installer.exe” file and follow the installer’s instructions.
- The executable file functions as both an installer and an update tool.
- This update applies only to databases in version 8.0.155.
- If you have any custom settings in the web.config files, you must reapply the setting.
- CHAT: Starting with Chrome 62, access to Web Push notifications for non-secure HTTP connections was blocked. Only these notifications will be supported with the HTTPS protocol.
- In the DB Oracle engine, the maximum content size of an article is 32,000 characters. If you need to include images, we recommend using images with public URLs or images linked to a remote repository. In this way, when stored in DB, they will be referenced with the URL of the image and take up less space. Pasting local images is not recommended as they are referenced as full base64 images.
- Tags corresponding to HTML fields such as description, solution and notes, will not apply style changes.

Release Note Aranda Service Desk 8.29.8

An installer is generated that allows compatibility with other Aranda Software products.

▮ NOTES OR ADDITIONAL INSTRUCTIONS:

- Run the “Aranda.ASDK.Web.Installer.exe” file and follow the installer’s instructions.
- The executable file functions as both an installer and an update tool.
- This update applies only to databases in version 8.0.155.
- If you have any custom settings in the web.config files, you must reapply the setting.
- Aranda Service Desk consoles that use rich text control are only supported up to IE10. Alternatively, other browsers such as Chrome or Firefox can be used.
- Tags corresponding to HTML fields such as description, solution and notes, will not apply style changes.

Release Note Aranda Service Desk V8 8.29.7

CASE PM-34763-19-201041:

An adjustment is made in the database that allows solving problems that arose when using the Tags’s /CASE_LINK_START/ - /CASE_LINK_END/.

▮ Note: If at the time of opening the link in the browser there is an active session of a client other than the owner of the case, the details of the case will not be displayed.

CASE PM-35722-19-201068:

An adjustment is made in the web console of specialists (ASDKV8), solving the problem that arose when viewing the attachment that remains in the history, when an email is sent from the case.

CASE PM-36497-19-201098:

Adjustments are made in the specialist web console (ASDKV8) by enabling the button (Create Relationship) when a type case (Change – Service Requirement) is with an active voting process.

▮ NOTES OR ADDITIONAL INSTRUCTIONS:

- Run the “Aranda.ASDK.WebV8.Installer.exe” file and follow the installer’s instructions.
- The executable file functions as both an installer and an update tool.
- This update applies only to databases in version 8.0.154.
- If you have any custom settings in the web.config files, you must reapply the setting.
- CHAT: Starting with Chrome 62, access to Web Push notifications for non-secure HTTP connections was blocked. Only these notifications will be supported with the HTTPS protocol.
- In the DB Oracle engine, the maximum content size of an article is 32,000 characters. If you need to include images, we recommend using images with public URLs or images linked to a remote repository. In this way, when stored in DB, they will be referenced with the URL of the image and take up less space. Pasting local images is not recommended as they are referenced as full base64 images.
- Tags corresponding to HTML fields such as description, solution and notes, will not apply style changes.

Release Note Aranda Service Desk 8.29.7

CASE PM-36074-19-201077:

Previously in the Case Creator Service, a problem was generated when making changes to the configurations and they were not applied until the service was restarted.

Adjustment is made in the Aranda Case Creator (ACC) service; Querying the database of existing configurations is implemented when executing the event.

▮ Note: The query is made according to the time that is configured in the field (Time Synchronization) in the administrator console (BASDK) Configuration – Case Creator – Mail Case.

🔖 NOTES OR ADDITIONAL INSTRUCTIONS:

- Run the “Aranda.ASDK.Web.Installer.exe” file and follow the installer’s instructions.
- The executable file functions as both an installer and an update tool.
- This update applies only to databases in version 8.0.154.
- If you have any custom settings in the web.config files, you must reapply the setting.
- Aranda Service Desk consoles that use rich text control are only supported up to IE10. Alternatively, other browsers such as Chrome or Firefox can be used.
- Tags corresponding to HTML fields such as description, solution and notes, will not apply style changes.

Release Note Aranda Service Desk V8 8.29.6

An installer is generated that allows compatibility with the WhatsApp Bot.

🔖 NOTES OR ADDITIONAL INSTRUCTIONS:

- Run the “Aranda.ASDK.WebV8.Installer.exe” file and follow the installer’s instructions.
- The executable file functions as both an installer and an update tool.
- This update applies only to databases in version 8.0.153.
- If you have any custom settings in the web.config files, you must reapply the setting.
- CHAT: Starting with Chrome 62, access to Web Push notifications for non-secure HTTP connections was blocked. Only these notifications will be supported with the HTTPS protocol.
- In the DB Oracle engine, the maximum content size of an article is 32,000 characters. If you need to include images, we recommend using images with public URLs or images linked to a remote repository. In this way, when stored in DB, they will be referenced with the URL of the image and take up less space. Pasting local images is not recommended as they are referenced as full base64 images.
- Tags corresponding to HTML fields such as description, solution and notes, will not apply style changes.

Release Note Aranda Service Desk 8.29.6

An installer is generated that allows compatibility with the WhatsApp Bot.

🔖 NOTES OR ADDITIONAL INSTRUCTIONS:

- Run the “Aranda.ASDK.Web.Installer.exe” file and follow the installer’s instructions.
- The executable file functions as both an installer and an update tool.
- This update applies only to databases in version 8.0.153.
- If you have any custom settings in the web.config files, you must reapply the setting.
- Aranda Service Desk consoles that use rich text control are only supported up to IE10. Alternatively, other browsers such as Chrome or Firefox can be used.
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Release Note Aranda Service Desk V8 8.29.5

CASE PM-34771-19-201042:

Adjustments are made in the Specialists Web Console (ASDKV8), to solve the problem that occurred in the option (Send Mail) when multiple recipients were associated from the wizard.

🔖 Note: The comma “,” should still be used, and no spaces should be left between email addresses when entering manually.

— 🔖 NOTES OR ADDITIONAL INSTRUCTIONS:

- Run the “Aranda.ASDK.WebV8.Installer.exe” file and follow the installer’s instructions.
- The executable file functions as both an installer and an update tool.
- This update applies only to databases in version 8.0.153.
- If you have any custom settings in the web.config files, you must reapply the setting.
- CHAT: Starting with Chrome 62, access to Web Push notifications for non-secure HTTP connections was blocked. Only these notifications will be supported with the HTTPS protocol.
- In the DB Oracle engine, the maximum content size of an article is 32,000 characters. If you need to include images, we recommend using images with public URLs or images linked to a remote repository. In this way, when stored in DB, they will be referenced with the URL of the image and take up less space. Pasting local images is not recommended as they are referenced as full base64 images.
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Release Note Aranda Service Desk 8.29.5

An installer is generated that allows compatibility with other Aranda Software products.

🔖 NOTES OR ADDITIONAL INSTRUCTIONS:

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- The executable file functions as both an installer and an update tool.
- This update applies only to databases in version 8.0.153.
- If you have any custom settings in the web.config files, you must reapply the setting.
- Aranda Service Desk consoles that use rich text control are only supported up to IE10. Alternatively, other browsers such as Chrome or Firefox can be used.
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Release Note Aranda Service Desk V8 8.29.4

CASE PM-32954-19-200961:

Adjustments are made in Oracle and SQL Databases, to solve the problem that arose when the field (Case Author) was included in the configuration of the task view and tried to visualize it in the specialists web console (ASDKV8).

CASE PM-33074-19-200968:

Setting is added in the SETINGENERAL table in Oracle and SQL Databases, which allows to inhabit the validations performed by the Aranda Service Desk API (ASDKAPI) when visualizing the details of the case for end users.

🔒 Note: The default setting will be disabled.

CASE PM-33625-19-200991:

Adjustments are made to the Aranda Service Desk API (ASDKAPI) and SQL Databases, to solve the problem that occurred when viewing the service groupings in the case log of the user console (USDKV8), when there is a high number of folders configured in the administrator web console (BASDK).

CASE PM-34273-19-201019:

Adjustments are made in the Specialist Web Console (ASDKV8), to solve the problem that occurred with the labels of the COR fields in the management and creation of cases, when configuring custom titles in the Administrator Web Console (BASDK).

CASE PM-34360-19-201023:

Adjustments are made in the user web console (USDKV8), to solve the problem that arose when using the search engine in the additional advanced fields type list.

🔒 NOTES OR ADDITIONAL INSTRUCTIONS:

- Run the “Aranda.ASDK.WebV8.Installer.exe” file and follow the installer’s instructions.
- The executable file functions as both an installer and an update tool.
- This update applies only to databases in version 8.0.152.
- If you have any custom settings in the web.config files, you must reapply the setting.
- CHAT: Starting with Chrome 62, access to Web Push notifications for non-secure HTTP connections was blocked. Only these notifications will be supported with the HTTPS protocol.
- In the DB Oracle engine, the maximum content size of an article is 32,000 characters. If you need to include images, we recommend using images with public URLs or images linked to a remote repository. In this way, when stored in DB, they will be referenced with the URL of the image and take up less space. Pasting local images is not recommended as they are referenced as full base64 images.
- Tags corresponding to HTML fields such as description, solution and notes, will not apply style changes.

Release Note Aranda Service Desk 8.29.4

An installer is generated that allows compatibility with other Aranda Software products.

🔒 NOTES OR ADDITIONAL INSTRUCTIONS:

- Run the “Aranda.ASDK.Web.Installer.exe” file and follow the installer’s instructions.
- The executable file functions as both an installer and an update tool.
- This update applies only to databases in version 8.0.152.
- If you have any custom settings in the web.config files, you must reapply the setting.
- Aranda Service Desk consoles that use rich text control are only supported up to IE10. Alternatively, other browsers such as Chrome or Firefox can be used.
- Tags corresponding to HTML fields such as description, solution and notes, will not apply style changes.

Release Notes Aranda Service Desk V8 8.29.3

CASE 200882:

An adjustment is made in the Database to the stored procedure that performs the action of replacing the Tag of the additional advanced fields of date type, leaving as standard format ‘DD/MM/YYYY HH:MI:SS A.M.

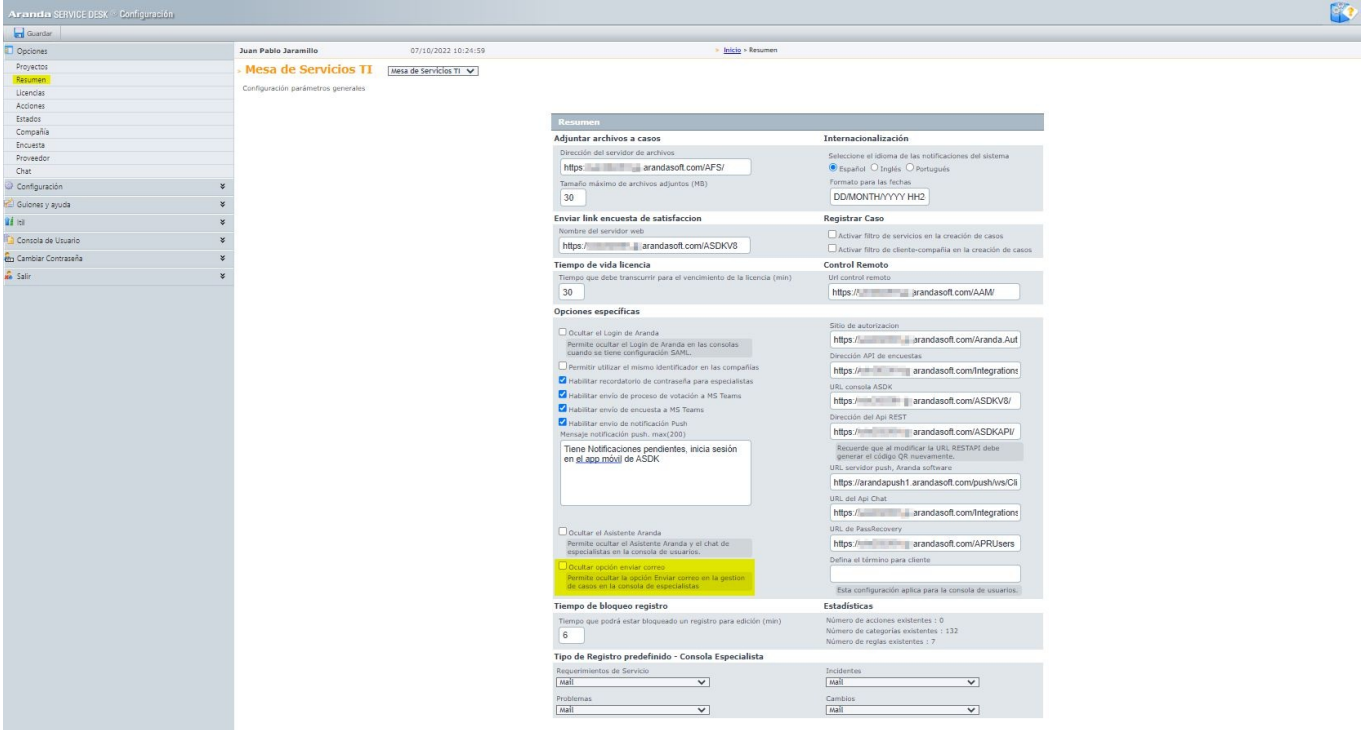
🔒 Note: If the field (Format for Dates) is configured in the BASDK Administrator’s Web Console Options>Summary (Internationalization), this will be the format that the date will have when replacing the tags of additional advanced fields such as date.

CASE 200915:

Adjustments are made to the Aranda Service Desk API (ASDKAPI), and validations are added to the user in session, when the associated permissions and projects are obtained from the Specialists Web Console (ASDKV8).

CASE 200917:

Check is added in the Administrator Web Console (BASDK), which allows you to hide the (Send Mail) Option from the case in the Specialists Web Console (ASDKV8), this Check will be configurable in Summary > Options.



- When Check is active, the option (Send Mail) will not be visible in the Specialist Web Console (ASDKV8).
- When the Check is inactive (default status), the option (Send Mail) will be visible in the Specialist Web Console (ASDKV8).

CASE 200923:

Adjustment is made in the Administrator Web Console (BASDK); the tab that allowed you to configure Manual Metrics in the edition of the Service Level Agreement (SLA), Operational Level Agreement (OLA) and Support Contract (UC) is hidden.

➤ Note: This functionality is hidden as there is currently no stored procedure that calculates these metrics.

➤ NOTES OR ADDITIONAL INSTRUCTIONS:

- Run the “Aranda.ASDK.WebV8.Installer.exe” file and follow the installer’s instructions.
- The executable file functions as both an installer and an update tool.
- This update applies only to databases in version 8.0.151.
- If you have any custom settings in the web.config files, you must reapply the setting.
- CHAT: Starting with Chrome 62, access to Web Push notifications for non-secure HTTP connections was blocked. Only these notifications will be supported with the HTTPS protocol.
- In the DB Oracle engine, the maximum content size of an article is 32,000 characters.
- If you need to include images, you can use them from a public URL or linked to a remote repository; thus, when stored in DB, they will be referenced with the URL of the image and take up less space. Pasting local images is not recommended as they are referenced as full base64 images.
- Tags corresponding to HTML fields such as description, solution and notes, will not apply style changes.

Release Notes Aranda Service Desk 8.29.3

An installer is generated that allows compatibility with other Aranda Software products.

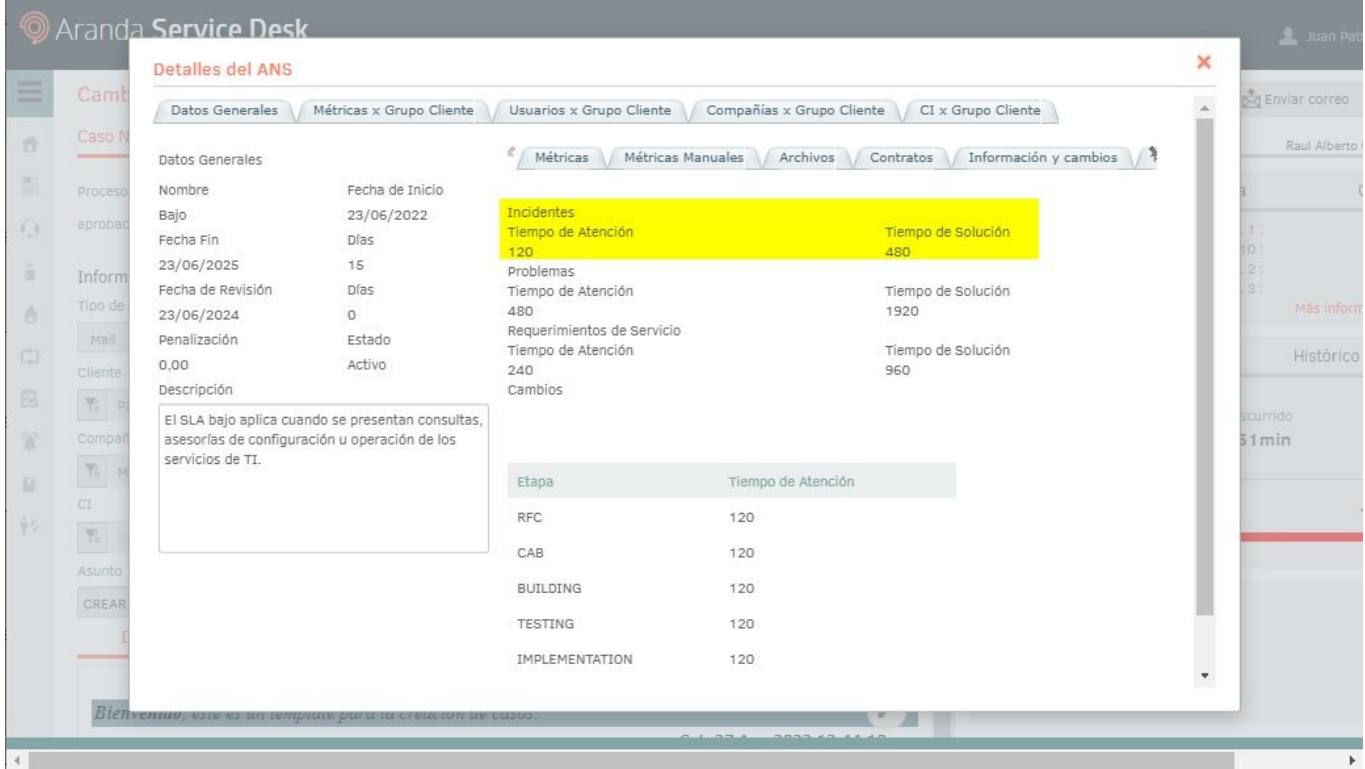
➤ NOTES OR ADDITIONAL INSTRUCTIONS:

- Run the “Aranda.ASDK.WebV8.Installer.exe” file and follow the installer’s instructions.
- The executable file functions as both an installer and an update tool.
- This update applies only to databases in version 8.0.151.
- If you have any custom settings in the web.config files, you must reapply the setting.
- CHAT: Starting with Chrome 62, access to Web Push notifications for non-secure HTTP connections was blocked. Only these notifications will be supported with the HTTPS protocol.
- In the DB Oracle engine, the maximum size of the content of an article is 32,000 characters, therefore, if it is necessary to include images, it is recommended to use images with a public URL or images linked to a remote repository so that when stored in DB they are referenced with the URL of the image and take up less space. Pasting local images is not recommended as they are referenced as full base64 images.
- Tags corresponding to HTML fields such as description, solution and notes, will not apply style changes

Release Notes Aranda Service Desk V8 8.29.3

CASE 200913:

Adjustments are made in the Specialists Web Console (ASDKV8), to solve the problem that was presented with the time labels (Incidents), in the SLA details window.

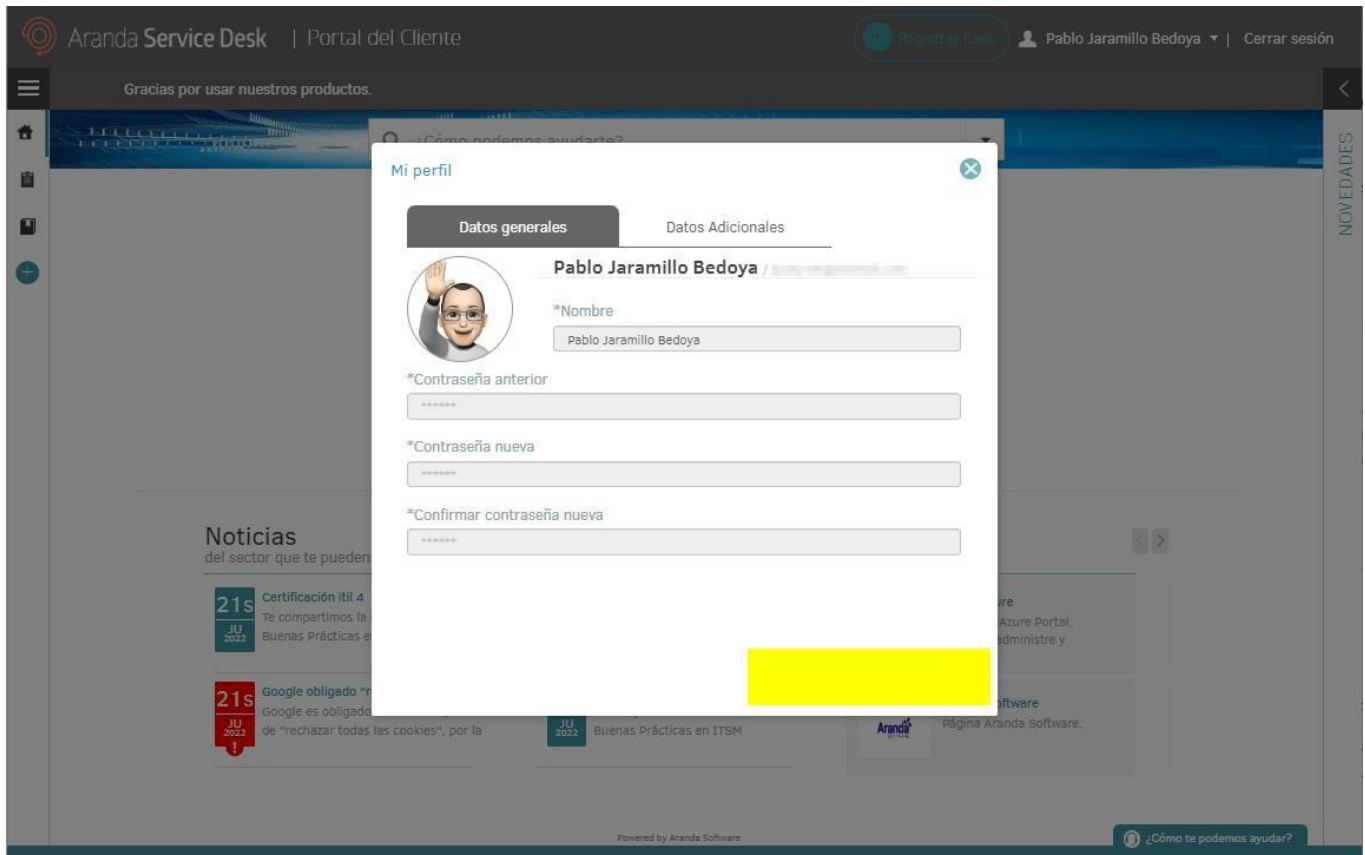


CASE 200939:

Adjustments are made in the Specialists Web Console (ASDKV8), to solve the problem that was presented in the project assignment when they were created Requests from the console Specialists.

CASE 200926:

Adjustment is made in the user web console (USDKV8), to solve the problem of vulnerability that occurred when the option (Allow the client edit your details) in the console (BASDK), when entering the option (My profile) the button will not be visible Save



- ▮ Note: When Check(Allow the customer to edit their details) is enabled in the console BASDK, operation continues without any modification
- ▮ NOTES OR ADDITIONAL INSTRUCTIONS:
- Run the “Aranda.ASDK.WebV8.Installer.exe” file and follow the installer’s instructions.
 - The executable file functions as both an installer and an update tool.
 - This update applies only to databases in version 8.0.150.
 - If you have any custom settings in the web.config files, you must reapply the setting.
 - CHAT: Starting with Chrome 62, access to Web Push notifications for non-secure HTTP connections was blocked. Only these notifications will be supported with the HTTPS protocol.
 - In the DB Oracle engine, the maximum size of the content of an article is 32,000 characters, therefore, if it is necessary to include images, it is recommended to use images with a public URL or images linked to a remote repository so that when stored in DB they are referenced with the URL of the image and take up less space. Pasting local images is not recommended as they are referenced as full base64 images.
 - Tags corresponding to HTML fields such as description, solution and notes, will not apply style changes

Release Notes Aranda Service Desk 8.29.2

An installer is generated that allows compatibility with other Aranda Software products.

- ▮ NOTES OR ADDITIONAL INSTRUCTIONS:
- Run the “Aranda.ASDK.Web.Installer.exe” file and follow the installer’s instructions.
 - The executable file functions as both an installer and an update tool.
 - This update applies only to databases in version 8.0.150.
 - If you have any custom settings in the web.config files, you must reapply the setting.
 - Aranda Service Desk consoles that use rich text control are only supported up to IE10. Alternatively, other browsers such as Chrome or Firefox can be used.

- Tags corresponding to HTML fields such as description, solution and notes, will not apply style changes

Release Notes Aranda Service Desk V8 8.29.1

CASE 200784:

Adjustments are made in the Web Configuration Console (BASDK) to support the configuration of Modern Authentication (OAuth 2.0) in the Mail Settings (Settings/Configure Mail) and in Case Creator (Settings / Case Creator ‘Case Mail’), the configuration options are They shall be presented as follows:

(Configuration / Configure mail)

Aranda SERVICE DESK [®] Configuración

Guardar Salir

Juan Pablo Jaramillo 25/08/2022 02:39:10 p.m.

Mesa de Ayuda CMDB

Nuevo / Configurar correo

Servidor

Nombre

E1

Cuenta

Asociar

Contraseña

Puerto

Protocolo

SMTP

Secure Socket Layer (SSL)

☐

Habilitar Autenticación OAuth 2.0

☐

Id. de aplicación (cliente)

Punto de conexión de token de OAuth 2.0

Valor secreto de cliente

El refresh token que adquiriste en la primera etapa del flujo.

Prueba de conexión

Aranda SERVICE DESK [®] Configuración

Guardar Salir

APPLICATION ADMINISTRATOR 25/08/2022 02:54:11 p.m.

Mesa de Ayuda CMDB

Nuevo / Configurar correo

Servidor

Nombre

administrator

Cuenta

Asociar

Contraseña

Puerto

Protocolo

SMTP

Secure Socket Layer (SSL)

☐

Habilitar Autenticación OAuth 2.0

☒

Id. de aplicación (cliente)

Punto de conexión de token de OAuth 2.0

Valor secreto de cliente

El refresh token que adquiriste en la primera etapa del flujo.

Prueba de conexión

(Configuration / Case Creator ‘Caso Mail’)

Aranda SERVICE DESK Configuración

Guardar Salir

APPLICATION ADMINISTRATOR 25/08/2022 02:51:33 p.m.

Configuración de correo

GeneralFiltro

Nombre

Tipo Protocolo

POP3 (Post Office Protocol)

IMAP (Internet Message Access Protocol)

Opciones

ServidorPuerto

110

No requiere contraseña

Usuario

administrator

Contraseña

...

Guion

Creación Solicitudes

Carpeta...

Seguridad

No security

Habilitar Autenticación OAuth 2.0

Borre los correos electrónicos de la carpeta o bandeja de entrada

Cuenta para adicionar anotaciones.

Test Conexion

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Aranda SERVICE DESK Configuración

Guardar Salir

APPLICATION ADMINISTRATOR 25/08/2022 02:51:33 p.m.

Configuración de correo

GeneralFiltro

Nombre

Tipo Protocolo

POP3 (Post Office Protocol)

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Opciones

ServidorPuerto

110

No requiere contraseña

Usuario

administrator

Contraseña

...

Guion

Creación Solicitudes

Carpeta...

Seguridad

No security

Habilitar Autenticación OAuth 2.0

Id. de aplicación (cliente)

Punto de conexión de token de OAuth 2.0

Valor secreto de cliente

El refresh token que adquiriste en la primera etapa del flujo.

Borre los correos electrónicos de la carpeta o bandeja de entrada

Cuenta para adicionar anotaciones.

Test Conexion

For each different account (user) that is used in the mail settings (Case Creator) you must request the Refresh_token. In the document [Configuring for OAuth 2.0 Modern Authentication](#), indicates how to obtain the data that should be used for the configuration of OAuth 2.0 modern authentication.

NOTES OR ADDITIONAL INSTRUCTIONS:

- For this update, it is essential to have Microsoft .NET Framework 4.8 on the application server, before performing the update or installation of the product.
- If you continue to use Basic Authentication, do not enable Check (Enable OAuth2.0 Authentication).
- Run the “Aranda.ASDK.WebV8.Installer.exe” file and follow the installer’s instructions.
- The executable file functions as both an installer and an update tool.
- This update applies only to databases in version 8.0.149.
- If you have any custom settings in the web.config files, you must reapply the setting.
- CHAT: Starting with Chrome 62, access to Web Push notifications for non-secure HTTP connections was blocked. Only these notifications will be supported with the HTTPS protocol.
- In the DB Oracle engine, the maximum size of the content of an article is 32,000 characters, therefore, if it is necessary to include images, it is recommended to use images with a public URL or images linked to a remote repository so that when stored in DB they are referenced with the URL of the image and take up less space. Pasting local images is not recommended as they are referenced as full base64 images.
- Tags corresponding to fields that are HTML such as description, solution and notes, will not apply style changes.

Release Notes Aranda Service Desk 8.29.1

Service tuning (ArandaCaseCreator_Mail) is performed to support authentication settings Modern (OAuth 2.0)

NOTES OR ADDITIONAL INSTRUCTIONS:

- For this update, it is essential to have Microsoft .NET Framework 4.8 on the Microsoft .NET Server applications, before performing the product update or installation.
- Run the “Aranda.ASDK.Web.Installer.exe” file and follow the installer’s instructions.
- The executable file functions as both an installer and an update tool.
- This update applies only to databases in version 8.0.149.
- If you have any custom settings in the web.config files, you must reapply the setting.
- Aranda Service Desk consoles that use rich text control are only supported up to IE10. Alternatively, other browsers such as Chrome or Firefox can be used.
- Tags corresponding to HTML fields such as description, solution and notes, will not apply style changes

CASE 200784:

Adjustments are made in the Web Configuration Console (BASDK) to support authentication settings Modern (OAuth 2.0) in the mail settings (Settings/Configure Mail) and in Case Creator(Configuration / Case Creator ‘Caso Mail’), the configuration options will be presented as follows:

(Configuration / Configure mail).

Aranda SERVICE DESK® Configuración

Guardar Salir

Juan Pablo Jaramillo25/08/2022 02:39:10 p.m.

Mesa de Ayuda CMDB

Nuevo / Configurar correo

Servidor

Nombre

E1

Cuenta

Asociar

Contraseña

...

Puerto

Protocolo

SMTP

Secure Socket Layer (SSL)

Habilitar Autenticación OAuth 2.0

Id. de aplicación (cliente)

Punto de conexión de token de OAuth 2.0

Valor secreto de cliente

El refresh token que adquiriste en la primera etapa del flujo.

Prueba de conexión

Aranda SERVICE DESK® Configuración

Guardar Salir

APPLICATION ADMINISTRATOR25/08/2022 02:54:11 p.m.

Mesa de Ayuda CMDB

Nuevo / Configurar correo

Servidor

Nombre

administrator

Cuenta

Asociar

Contraseña

...

Puerto

Protocolo

SMTP

Secure Socket Layer (SSL)

Habilitar Autenticación OAuth 2.0

Id. de aplicación (cliente)

Punto de conexión de token de OAuth 2.0

Valor secreto de cliente

El refresh token que adquiriste en la primera etapa del flujo.

Prueba de conexión

(Configuration / Case Creator ‘Caso Mail’)

Aranda SERVICE DESK® Configuración

Guardar Salir

APPLICATION ADMINISTRATOR25/08/2022 02:51:33 p.m.

Configuración de correo

GeneralFiltro

Nombre

Tipo Protocolo

POP3 (Post Office Protocol)

IMAP (Internet Message Access Protocol)

Opciones

Servidor

Puerto

110

No requiere contraseña

Usuario

administrator

Contraseña

...

Guion

Creación Solicitudes

Carpeta

...

Seguridad

No security

Habilitar Autenticación OAuth 2.0

Borra los correos electrónicos de la carpeta o bandeja de entrada

Cuenta para adicionar anotaciones.

Test Conexion

Todos los derechos reservados. Aranda Software Corporation

Aranda SERVICE DESK® Configuración

Guardar Salir

APPLICATION ADMINISTRATOR 25/08/2022 02:51:33 p.m.

Configuración de correo

General Filtro

Nombre

Tipo Protocolo

POP3 (Post Office Protocol)

IMAP (Internet Message Access Protocol)

Opciones

Servidor

Puerto

110

No requiere contraseña

Usuario

administrador

Contraseña

...

Guion

Creación Solicitudes

Carpeta

...

Seguridad

No security

Habilitar Autenticación OAuth 2.0

☒

Id. de aplicación (cliente)

Punto de conexión de token de OAuth 2.0

Valor secreto de cliente

El refresh token que adquiriste en la primera etapa del flujo.

☐ Borre los correos electrónicos de la carpeta o bandeja de entrada

☐ Cuenta para adicionar anotaciones.

Test Conexion

For each different account (user) that is used in the mail settings (Case Creator) you must request the Refresh_token. In the document [Configuring for OAuth 2.0 Modern Authentication](#) herself indicates how the data to use for the configuration of modern OAuth authentication is obtained 2.0.

Notes

1

- Microsoft .NET Framework 4 is required. installed on the machine, prior to performing the product upgrade or installation.

2

- If basic authentication is continued to be used, do not enable Check (Enable OAuth2.0 Authentication).

CASE 300761:

Modification is made to the configuration of the voting process in the configuration web console (BASDK)", now the configuration must be made in the option (Itil / Voting process). In order to correctly configure this new voting process, you must:

1. Have permissions enabled for the console (BASDK) "VIEW VOTING CONFIGURATION", "EDIT VOTING CONFIGURATION", "DELETE VOTING CONFIGURATION" and "NEW VOTING CONFIGURATION" for the workgroups in charge of managing voting processes

AAM Profile 8.6.9.0

Archivo Configuración Ayuda

Nuevo Editar Borrar General... Configuración de datos adicionales Salir

Definición permisos/grupos de trabajo Configuración de usuarios

Aplicaciones

ARANDA SERVICE DESK BLOGIK

Aranda ODBC Console

Aranda Profile

Aranda Survey Wizard

Aranda EventLog

Aranda Software Delivery

Aranda PCBrowser

ARANDA SERVICE DESK BLOGIK

Aranda Service Desk Front End

Self Service KB

ArandaMySoftware

ArandaFAQ

ARANDA DBImport

ARANDA CMDB

ARANDA WEB MANTENIMIENTO

ARANDA SLM

ARANDA SELF SERVICE

ARANDA PASS RECOVERY

Nuevo grupo de trabajo...

Grupos de trabajo

Administrador

Soporte Básico

Teams Client

Teams Manager

USER

Permisos asignados

Adicionar permiso a grupo de trabajo... Borrar permiso... Seleccionar todos Deseleccionar todos

Permisos	Auditar
EDIT VOTING CONFIGURATION	<input type="checkbox"/>
VIEW VOTING CONFIGURATION	<input type="checkbox"/>
NEW VOTING CONFIGURATION	<input type="checkbox"/>
DELETE VOTING CONFIGURATION	<input type="checkbox"/>
Application Execute	<input type="checkbox"/>
EDIT GENERAL PARAMETERS	<input type="checkbox"/>
VIEW ACTIONS	<input type="checkbox"/>
VIEW SOLUTIONS	<input type="checkbox"/>
VIEW PROVIDERS	<input type="checkbox"/>
VIEW SCHEDULES	<input type="checkbox"/>
VIEW SURVEYS	<input type="checkbox"/>
VIEW CATEGORIES	<input type="checkbox"/>
VIEW GROUPS	<input type="checkbox"/>
VIEW RULES	<input type="checkbox"/>
VIEW PROCEDURES AND TASKS	<input type="checkbox"/>
VIEW TEMPLATES	<input type="checkbox"/>
Database configuration	<input type="checkbox"/>
Change password	<input type="checkbox"/>
VIEW STATES	<input type="checkbox"/>
VIEW LICENSES	<input type="checkbox"/>
Delete Licenses	<input type="checkbox"/>
VIEW PROJECTS	<input type="checkbox"/>
VIEW COMPANIES	<input type="checkbox"/>
VIEW USER COMPANY	<input type="checkbox"/>
VIEW INTERFACE SETUP	<input type="checkbox"/>
VIEW MAIL SETUP	<input type="checkbox"/>
VIEW BANNERS	<input type="checkbox"/>
VIEW NEWS	<input type="checkbox"/>
VIEW TEMPLATE MAIL	<input type="checkbox"/>
VIEW PRIORITY MATRIX	<input type="checkbox"/>

Description of permissions

- VIEW VOTING CONFIGURATION: Allows the Console Session Specialist (BASDK) to view, enable and disable the existing voting process(es), and it is mandatory to have it active in order to use the other permissions.
- NEW VOTING CONFIGURATION: Allows the Console Session Specialist (BASDK) to create new voting processes.
- EDIT VOTING CONFIGURATION: Allows the Console Session Specialist (BASDK) to edit voting processes.
- DELETE VOTING CONFIGURATION: Allows the Console Session Specialist (BASDK) to eliminate voting processes.

List of Voting Processes in (BASDK)

The list that was created for the Console Voting Process (BASDK)(Itil / Voting Process) is as follows:

Aranda SERVICE DESK Configuración

Nuevo

Editar

Borrar

Opciones

Configuración

Guiones y ayuda

Itil

Categorías

Servicios

Cliente Grupo

Calendario

Usuarios por Proyecto

Causas problemas

Causas relaciones

Reglas

Área de Negocios

Proceso de votación

Consola de Usuario

Cambiar Contraseña

Salir

APPLICATION ADMINISTRATOR25/08/2022 06:50:09 p.m.

Mesa de Servicios TI

En la rejilla que esta viendo a continuación se lista la información de los procesos de votaciones existentes

Proceso de votación

Buscar

Arrastre un encabezado de columna y soltar aquí para agrupar por esa columna

Activo	Identificador	Condición	Fecha de modificación	Fecha de Creación	Tipo de Registro
✓	1	ESTADO = ASIGNADO	22/08/2022 02:16:02 p.m.	22/08/2022 02:16:02 p.m.	REQUERIMIENTOS
✓	2	ESTADO = EN PROCESO	22/08/2022 02:16:02 p.m.	22/08/2022 02:16:02 p.m.	REQUERIMIENTOS
✓	3	ESTADO = REQUIERE APROBACIÓN TECNICA	22/08/2022 02:16:02 p.m.	22/08/2022 02:16:02 p.m.	CAMBIOS
✓	4	ESTADO = REQUIERE APROBACIÓN POR EL ECAB	22/08/2022 02:16:02 p.m.	22/08/2022 02:16:02 p.m.	CAMBIOS
✓	5	ESTADO = REQUIERE APROBACIÓN DEL NEGOCIO	22/08/2022 02:16:02 p.m.	22/08/2022 02:16:02 p.m.	CAMBIOS
✓	6	ESTADO = REQUIERE APROBACIÓN POR EL CAB	22/08/2022 02:16:02 p.m.	22/08/2022 02:16:02 p.m.	CAMBIOS
✓	12	TRANS = (REVISIÓN POST IMPLEMENTACIÓN (PIR), PLAN DE RETORNO AL ESTADO ANTERIOR (Backout Plan))	22/08/2022 03:09:06 p.m.	22/08/2022 03:08:59 p.m.	CAMBIOS
✓	14	(ASUNTO LIKE prueb)	24/08/2022 08:24:37 a.m.	24/08/2022 08:24:26 a.m.	REQUERIMIENTOS

<

1

>

Página 1 de 1 - Total registros 8.

Registros por página: 10Cambiar

This view displays the existing voting processes filtered by project. With the (Check) the voting processes are activated or deactivated.

You can create (New), edit (Edit) and delete (Delete) voting processes for cases (Requirements-Changes).

Create - Edit Voting Process in BASDK Window

For the creation (New) and editing (Edit) of a voting process, two windows were created (Conditions Config) and (Action Config).

Window (Conditions Settings)

Aranda SERVICE DESK Configuración

Guardar

Adicionar

Editar

Borrar

Salir

Proceso de votación

Config. de condiciones

Config. de acciones

APPLICATION ADMINISTRATOR25/08/2022 08:37:48 p.m.

Mesa de Servicios TI

Nuevo / Proceso de votación

Tipo de RegistroCambio

Tipo de condición

Condición 1

Condición 2

Condición 3

Condición 4

Campo

ANS

Operador

=

Valor

Acuerdo de Prestación de Servicio Proveedor Aranda

Tipo de condición	Nombre	Campo 1	Operador	Valor	Campo 2
-------------------	--------	---------	----------	-------	---------

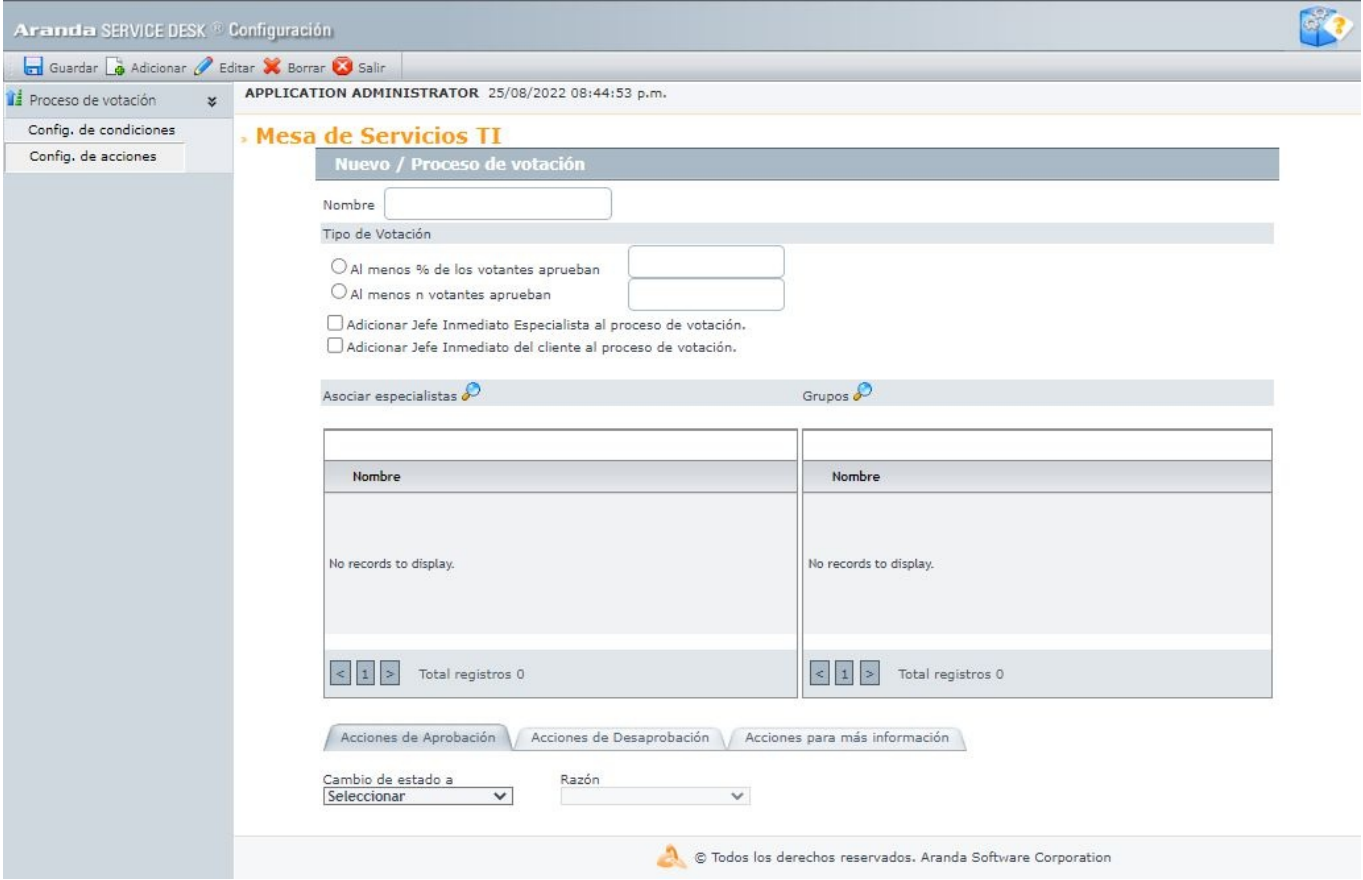
Condiciones

Ingrese en este espacio la expresión que desea validar con las condiciones que definió (ej. (C1 and C2) or C3). La longitud máxima es de 255 caracteres.

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This vein is similar to the one currently used in rulers (Itil / Rules), with the difference that in Record Type they are only listed (Requirement - Change). In the Condition Type (Condition 1) Field (STATE) will not list final states of the status flow for the record types (Requirement - Change).

Window (Action Config).



This window maintains the same settings that are used in the state-by-state voting process. (Associate Specialists) allows specialists to be associated with the voting process individually in the same way that groups (Groups) are associated.

ASDKV8 Specialist Web Console Settings

Adjustments are made in the specialists web console (ASDKV8) for the type cases (Requirement – Change) that are with an active approval process, the adjustments that were made are:

- When a case (Request – Change) enters the approval process, it will be completely blocked making it impossible to edit any of its fields and the Save button will not be visible while the approval process is active.
- For the type cases (Requirement), the name Approval process in which the case is found is added, for the type cases (Change) it already existed.
- For the type cases (Request – Change) in the Approval Process tab in the lists corresponding to (Current Approval Process – Previous Approval Process) the column (Statuses) is deleted.

Notes	
1	- In the Database patch delivered with this version, the scripts for the migration of the voting processes and the Cases with active voting process were included for the type cases (Requirements – Changes).
2	- When configuring the conditions we must take into account that if a condition that is changing within the life cycle of the case is not added, it will always remain in the approval process, being considered a bad configuration practice.
3	- If a case meets more than one condition at a time, only the first configuration that the system identifies will be taken into account, the others will be omitted.
4	- The option to configure Voting Process from the status stream (Options/States) will no longer be available.

▮ NOTES OR ADDITIONAL INSTRUCTIONS:

- Run the “Aranda.ASDK.WebV8.Installer.exe” file and follow the installer’s instructions.
- The executable file functions as both an installer and an update tool.
- This update applies only to databases in version 8.0.148.
- If you have any custom settings in the web.config files, you must reapply the setting.
- CHAT: Starting with Chrome 62, access to Web Push notifications for non-secure HTTP connections has been blocked. Only these notifications will be supported with the HTTPS protocol.
- In the DB Oracle engine, the maximum size of the content of an article is 32,000 characters, therefore, if it is necessary to include images, it is recommended to use images with a public URL or images linked to a remote repository so that when stored in DB they are referenced with the URL of the image and take up less space. Pasting local images is not recommended as they are referenced as full base64 images.
- Tags corresponding to fields that are HTML such as description, solution and notes, will not apply style changes.

Release Notes Aranda Service Desk 8.29.0

Service tuning (ArandaCaseCreator_Mail) is performed to support authentication settings Modern (OAuth 2.0)

▮ NOTES OR ADDITIONAL INSTRUCTIONS:

- Microsoft .NET Framework 4.8 installed on the machine is required before performing the upgrade, or Product installation.
- Run the “Aranda.ASDK.Web.Installer.exe” file and follow the installer’s instructions.
- The executable file functions as both an installer and an update tool.
- This update applies only to databases in version 8.0.148.
- If you have any custom settings in the web.config files, you must reapply the setting.
- Aranda Service Desk consoles that use rich text control are only supported up to IE10. Alternatively, other browsers such as Chrome or Firefox can be used.
- Tags corresponding to HTML fields such as description, solution and notes, will not apply style changes.

Release Notes 8.28

Release Notes Aranda Service Desk V8 8.28.9

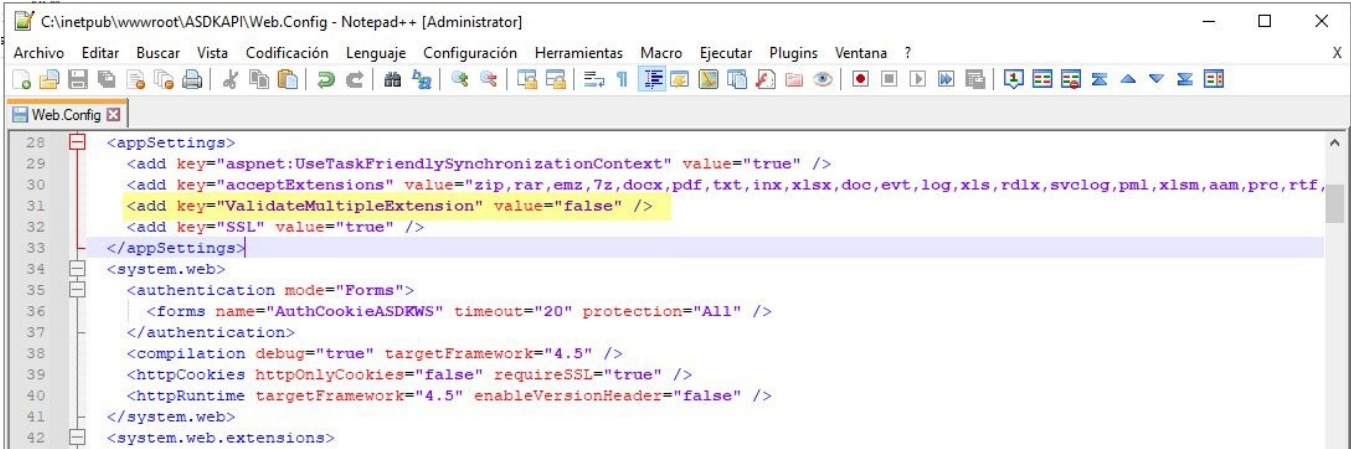
CASE 200877:

Adjustments are made in the user web console (USDKV8), to solve the problem that was presented to the create a case from the VPA without having articles published in the project.

CASE 200846:

The following settings are applied to improve the validation of attachments in the web consoles specialists (ASDKV8) and users (USDKV8), also in the Aranda ASDK and Helper mobile applications.

1. A validation is added to the name of the attachment, if it is empty it generates an exception and does not allows you to upload it to the server.
2. A configuration key is added to the web.config of the ASDKAPI “ValidateMultipleExtension” with By default, if it is changed to “true” it will split the character ‘.’ attachment name structure, each section except the first one which is the name will be validated as an extension against the extension whitelist, if it is not valid it will not allow the file to the server generating a visual alert.



—

▮ NOTES OR ADDITIONAL INSTRUCTIONS:

- Run the “Aranda.ASDK.WebV8.Installer.exe” file and follow the installer’s instructions.
- The executable file functions as both an installer and an update tool.
- This update applies only to databases in version 8.0.148.
- If you have any custom settings in the web.config files, you must reapply the setting.
- CHAT: Starting with Chrome 62, access to Web Push notifications for connections has been blocked HTTP non-secure. Only these notifications will be supported with the HTTPS protocol.
- In the DB Oracle engine, the maximum content size of an article is 32,000 characters, so if Images are required to be included, it is recommended to use images from a public URL or images linked to a remote repository so that when stored in DB they are referenced with the URL of the image and occupy less space. Pasting local images is not recommended as they are referenced as full images in base64.
- Tags corresponding to fields that are HTML how to (Description - Solution and notes), will not apply changes of style.

Release Notes Aranda Service Desk 8.28.9

An installer is generated that allows compatibility with other Aranda Software products

▮ NOTES OR ADDITIONAL INSTRUCTIONS:

- Run the “Aranda.ASDK.Web.Installer.exe” file and follow the installer’s instructions.
- The executable file functions as both an installer and an update tool.
- This update applies only to databases in version 8.0.147.
- If you have any custom settings in the web.config files, you must reapply the setting.
- Aranda Service Desk consoles that use rich text control are only supported up to IE10. Alternatively, other browsers such as Chrome or Firefox can be used.
- Tags corresponding to fields that are HTML how to (Description - Solution and notes), will not apply changes of style.

Release Notes Aranda Service Desk V8 8.28.8

CASE 200845:

Adjustments are made in the user web console (USDKV8), to solve the problem that was presented to the add special characters to the URL and didn’t redirect to a custom 404 error page

▮ NOTES OR ADDITIONAL INSTRUCTIONS:

- Run the “Aranda.ASDK.WebV8.Installer.exe” file and follow the installer’s instructions.
- The executable file functions as both an installer and an update tool.
- This update applies only to databases in version 8.0.147.
- CHAT: Starting with Chrome 62, access to Web Push notifications for connections has been blocked HTTP non-secure. Only these notifications will be supported with the HTTPS protocol.
- In the DB Oracle engine, the maximum content size of an article is 32,000 characters, so if Images are required to be included, it is recommended to use images from a public URL or images linked to a remote repository so that when stored in DB they are referenced with the URL of the image and take up less

- space space. Pasting local images is not recommended as they are referenced as full base64 images.
- Tags corresponding to fields that are HTML how to (Description - Solution and notes), will not apply changes of style.

Release Notes Aranda Service Desk 8.28.8

An installer is generated that allows compatibility with other Aranda Software products.

▮ NOTES OR ADDITIONAL INSTRUCTIONS:

- Run the “Aranda.ASDK.Web.Installer.exe” file and follow the installer’s instructions.
- The executable file functions as both an installer and an update tool.
- This update applies only to databases in version 8.0.147.
- Aranda Service Desk consoles that use rich text control are only supported up to IE10. Alternatively, other browsers such as Chrome or Firefox can be used.
- Tags corresponding to fields that are HTML how to (Description - Solution and notes), will not apply changes of style.

Release Notes Aranda Service Desk V8 8.28.7

CASE 200822:

Adjustment is made in the specialist web console (ASDKV8), to solve the problem that was presented by adding specialists to the case approval process.

CASE 200823:

Adjustment is made in the specialist web console (ASDKV8), to solve the problem that was presented when it was intended to visualize the related cases in the preview of the case.

CASE 200794:

Adjustments are made in Oracle and SQL Databases, so that in the emails of the approval process of the Cases (Requirements and Changes) is displayed in the Case Number field.

Aprobación de requerimiento de servicio

F

Flor Angela Toba Vargas

Para: Flor Angela Toba Vargas

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↶

↷

⋮

Mié 15/06/2022 8:56 AM

Aranda Service Desk

Solicitud de aprobación

¡Usted tiene un requerimiento de servicio por aprobar!

Número de caso

RF-32614-1-5042

Proyecto

Mesa de Servicios TI - SQL

Asunto

sfghsdgs

Rechazar

Aprobar

Ver información completa

▮ NOTES OR ADDITIONAL INSTRUCTIONS:

- Run the “Aranda.ASDK.WebV8.Installer.exe” file and follow the installer’s instructions.
- The executable file functions as both an installer and an update tool.
- This update applies only to databases in version 8.0.147.
- CHAT: Starting with Chrome 62, access to Web Push notifications for connections has been blocked HTTP non-secure. Only these notifications will be supported with the HTTPS protocol.
- In the DB Oracle engine, the maximum content size of an article is 32,000 characters, so if Images are required to be included, it is recommended to use images from a public URL or images linked to a remote repository so that when stored in DB they are referenced with the URL of the image and take up less space space. Pasting local images is not recommended as they are referenced as full base64 images.
- Tags corresponding to fields that are HTML how to (Description - Solution and notes), will not apply changes of style.

Release Notes Aranda Service Desk 8.28.7

An installer is generated that allows compatibility with other Aranda Software products.

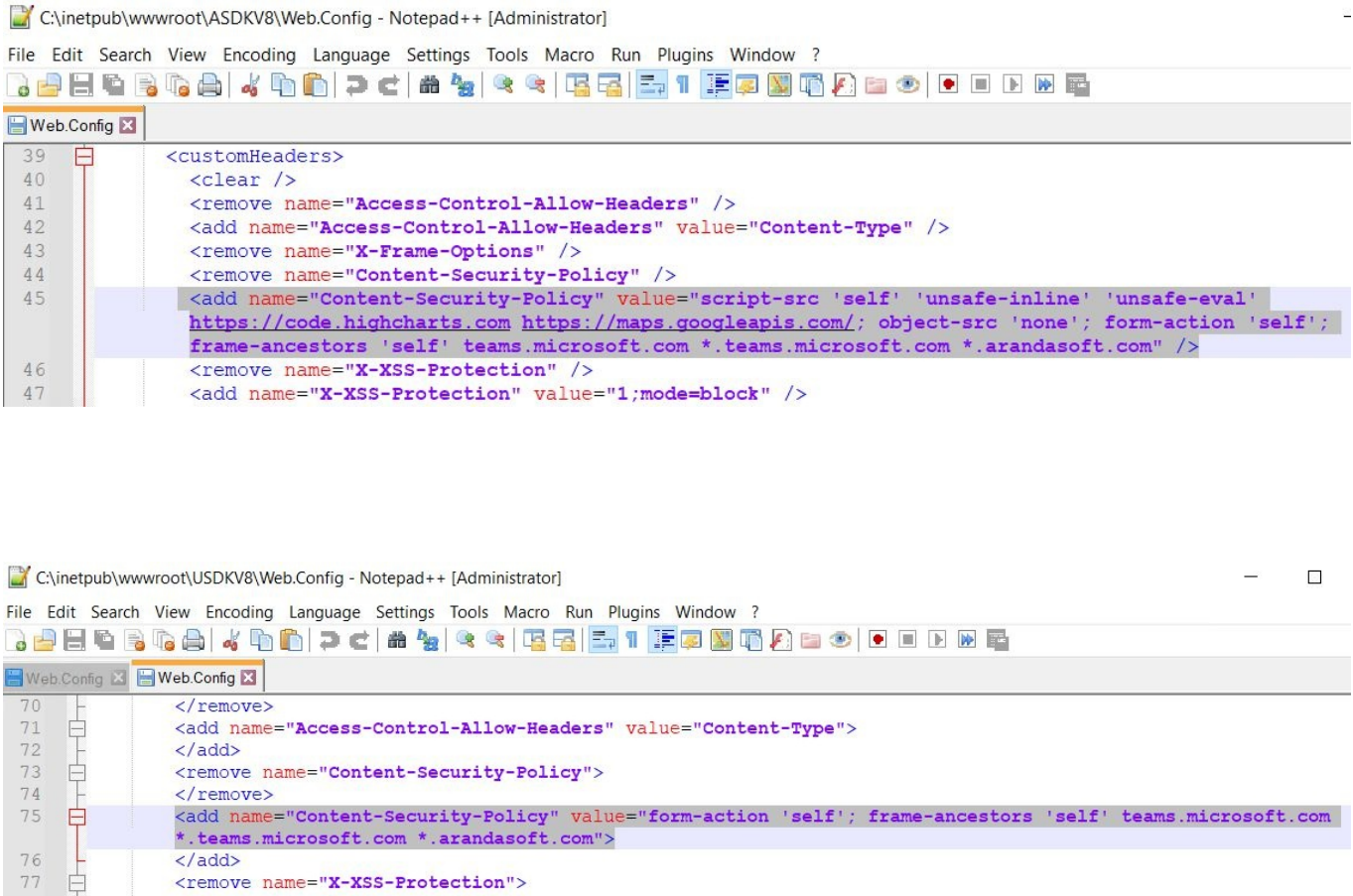
▢ NOTES OR ADDITIONAL INSTRUCTIONS:

- Run the “Aranda.ASDK.Web.Installer.exe” file and follow the installer’s instructions.
- The executable file functions as both an installer and an update tool.
- This update applies only to databases in version 8.0.147.
- Aranda Service Desk consoles that use rich text control are only supported up to IE10. Alternatively, other browsers such as Chrome or Firefox can be used.
- Tags corresponding to fields that are HTML how to (Description - Solution and notes), will not apply changes of style.

Release Notes Aranda Service Desk V8 8.28.6

CASE 200789:

Security improvement is applied (deletion of domains *.azurewebsites.net *.skype.com) in the header ASDKV8 and USDKV8 web.config Content-Security-Policy. With the adjustment made, the header will be displayed like this:



Important: If you are going to use Aranda Virtual Agent with your own implementation of the bot that is outside Of the domain of Aranda *.arandasoft.com, the DNS of the environment or appservice where it is located must be included hosted the bot in the domains of the Content-Security-Policy header.

USDKV8 Example:

```
<add name="Content-Security-Policy" value="form-action 'self'; frame-ancestors 'self' teams.microsoft.com
*.teams.microsoft.com *.arandasoft.com *.dnsambiente.com">
```

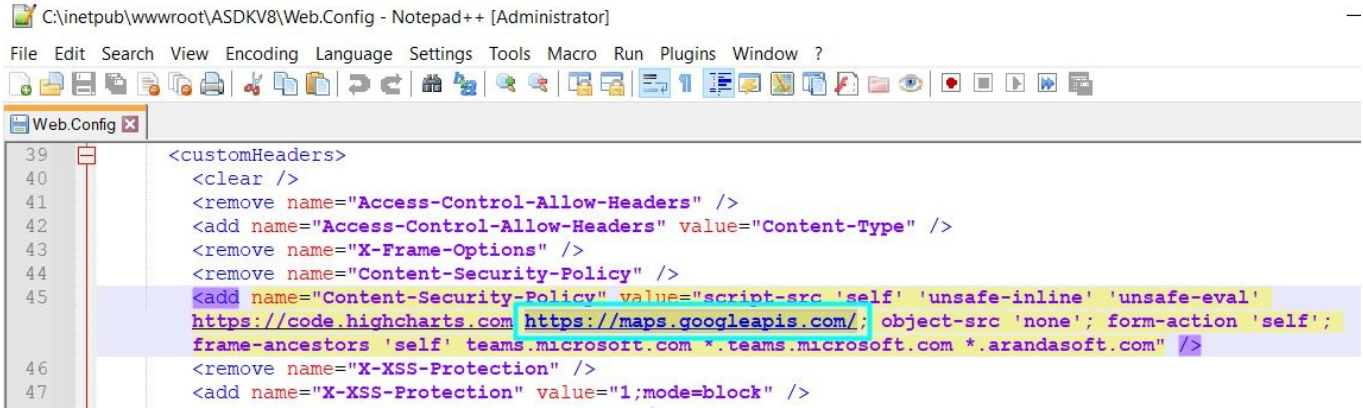
ASDKV8 Example:

```
<add name="Content-Security-Policy" value="script-src 'self' 'unsafe-inline' 'unsafe-eval'
https://code.highcharts.com https://maps.googleapis.com/; object-src 'none'; form-action 'self'; frame-ancestors
'self' teams.microsoft.com *.teams.microsoft.com *.arandasoft.com *.dnsambiente.com" />
```

CASE 200799

Fixes issue presented in the Specialist Web Console (ASDKV8) when viewing maps using the Google maps provider from the Other option of creating field tasks, with companies without latitude and length.

Additionally, the Google Maps API URL is added in the Content-Security-Policy header of the web.config of ASDKV8, to ensure the correct loading of the maps in the console



▢ Note: It is recommended to check the client’s correct execution of their business import process, in order to ensure that companies created in Service Desk are left with complete data.

▢ NOTES OR ADDITIONAL INSTRUCTIONS:

- Run the “Aranda.ASDK.WebV8.Installer.exe” file and follow the installer’s instructions.

- The executable file functions as both an installer and an update tool.
- This update applies only to databases in version 8.0.146.
- CHAT: Starting with Chrome 62, access to Web Push notifications for connections has been blocked HTTP non-secure. Only these notifications will be supported with the HTTPS protocol.
- In the DB Oracle engine, the maximum content size of an article is 32,000 characters, so if Images are required to be included, it is recommended to use images from a public URL or images linked to a remote repository so that when stored in DB they are referenced with the URL of the image and take up less space space. Pasting local images is not recommended as they are referenced as full base64 images.
- Tags corresponding to fields that are HTML how to (Description - Solution and notes), will not apply changes of style.

Release Notes Aranda Service Desk 8.28.6

An installer is generated that allows compatibility with other Aranda Software products.

▮ NOTES OR ADDITIONAL INSTRUCTIONS:

- Run the “Aranda.ASDK.Web.Installer.exe” file and follow the installer’s instructions.
- The executable file functions as both an installer and an update tool.
- This update applies only to databases in version 8.0.146.
- Aranda Service Desk consoles that use rich text control are only supported up to IE10. Alternatively, other browsers such as Chrome or Firefox can be used.
- Tags corresponding to fields that are HTML how to (Description - Solution and notes), will not apply changes of style.

Installers

Installers Version 8.30

Installers 8.30.2

Download links

- [Aranda.ASDK.WebV8.Installer_8.30.2.exe](#)
- [Aranda.ASDK.Web.Installer_8.30.2.exe](#)

Scripts:

[Scripts Aranda DB Tools](#)

▮ Note: Release compatible with database version 8.0.170.

Installers 8.30.1

Download links

- [Aranda.ASDK.WebV8.Installer_8.30.1.exe](#)
- [Aranda.ASDK.Web.Installer_8.30.1.exe](#)

Scripts:

[Scripts Aranda DB Tools](#)

▮ Note: Release compatible with database version 8.0.169.

Installers 8.30.0

Download links

- [Aranda.ASDK.WebV8.Installer_8.30.0.exe](#)
- [Aranda.ASDK.Web.Installer_8.30.0.exe](#)

Scripts:

[Scripts Aranda DB Tools](#)

▮ Note: Release compatible with database version 8.0.169.

Installers Version 8.29

Installers 8.29.30

Download links

- [Aranda.ASDK.WebV8.Installer_8.29.30.exe](#)
- [Aranda.ASDK.Web.Installer_8.29.30.exe](#)

Scripts:

[Scripts](#) [Aranda DB Tools](#)

 Note: Release compatible with database version 8.0.168.

Installers 8.29.29

Download links

- [Aranda.ASDK.WebV8.Installer_8.29.29.exe](#)
- [Aranda.ASDK.Web.Installer_8.29.29.exe](#)

Scripts:

[Scripts](#) [Aranda DB Tools](#)

 Note: Release compatible with database version 8.0.168.

Installers 8.29.28

Download links

- [Aranda.ASDK.WebV8.Installer_8.29.28.exe](#)
- [Aranda.ASDK.Web.Installer_8.29.28.exe](#)

Scripts:

[Scripts](#) [Aranda DB Tools](#)

 Note: Release compatible with database version 8.0.167.

Installers 8.29.27

Download links

- [Aranda.ASDK.WebV8.Installer_8.29.27.exe](#)
- [Aranda.ASDK.Web.Installer_8.29.27.exe](#)

Scripts:

[Scripts](#) [Aranda DB Tools](#)

 Note: Release compatible with database version 8.0.166.

Installers 8.29.26

Download links

- [Aranda.ASDK.WebV8.Installer_8.29.26.exe](#)
- [Aranda.ASDK.Web.Installer_8.29.26.exe](#)

Scripts:

[Scripts](#) [Aranda DB Tools](#)

 Note: Release compatible with database version 8.0.165.

Installers 8.29.25

Download links

- [Aranda.ASDK.WebV8.Installer_8.29.25.exe](#)
- [Aranda.ASDK.Web.Installer_8.29.25.exe](#)

Scripts:

[Scripts Aranda DB Tools](#)

📄 Note: Release compatible with database version 8.0.165.

Installers 8.29.24

Download links

- [Aranda.ASDK.WebV8.Installer_8.29.24.exe](#)
- [Aranda.ASDK.Web.Installer_8.29.24.exe](#)

Scripts:

[Scripts Aranda DB Tools](#)

📄 Note: Release compatible with database version 8.0.165.

Installers 8.29.23

Download links

- [Aranda.ASDK.WebV8.Installer_8.29.23.exe](#)
- [Aranda.ASDK.Web.Installer_8.29.23.exe](#)

Scripts:

[Scripts Aranda DB Tools](#)

📄 Note: Release compatible with database version 8.0.165.

Installers 8.29.22

Download links

- [Aranda.ASDK.WebV8.Installer_8.29.22.exe](#)
- [Aranda.ASDK.Web.Installer_8.29.22.exe](#)

Scripts:

[Scripts Aranda DB Tools](#)

📄 Note: Release compatible with database version 8.0.165.

Installers 8.29.21

Download links

- [Aranda.ASDK.WebV8.Installer_8.29.21.exe](#)
- [Aranda.ASDK.Web.Installer_8.29.21.exe](#)

Scripts:

[Scripts Aranda DB Tools](#)

📄 Note: Release compatible with database version 8.0.165.

Installers 8.29.20

Download links

- [Aranda.ASDK.WebV8.Installer_8.29.20.exe](#)
- [Aranda.ASDK.Web.Installer_8.29.20.exe](#)

Scripts:

[Scripts Aranda DB Tools](#)

📄 Note: Release compatible with database version 8.0.164.

Installers 8.29.19

Download links

- [Aranda.ASDK.WebV8.Installer_8.29.19.exe](#)
- [Aranda.ASDK.Web.Installer_8.29.19.exe](#)

Scripts:

[Scripts Aranda DB Tools](#)

📄 Note: Release compatible with database version 8.0.164.

Installers 8.29.18

Download links

- [Aranda.ASDK.WebV8.Installer_8.29.18.exe](#)
- [Aranda.ASDK.Web.Installer_8.29.18.exe](#)

Scripts:

[Scripts Aranda DB Tools](#)

📄 Note: Release compatible with database version 8.0.163.

Installers 8.29.17

Download links

- [Aranda.ASDK.WebV8.Installer_8.29.17.exe](#)
- [Aranda.ASDK.Web.Installer_8.29.17.exe](#)

Scripts:

[Scripts Aranda DB Tools](#)

📄 Note: Release compatible with database version 8.0.162.

Installers 8.29.16

Download links

- [Aranda.ASDK.WebV8.Installer_8.29.16.exe](#)
- [Aranda.ASDK.Web.Installer_8.29.16.exe](#)

Scripts:

[Script.zip](#)

Installers 8.29.15

Download links

- [Aranda.ASDK.WebV8.Installer_8.29.15.exe](#)
- [Aranda.ASDK.Web.Installer_8.29.15.exe](#)

Scripts:

[Script.zip](#)

Installers 8.29.14

Download links

- [Aranda.ASDK.WebV8.Installer_8.29.14.exe](#)
- [Aranda.ASDK.Web.Installer_8.29.14.exe](#)

Scripts:

[Script.zip](#)

Installers 8.29.13

Download links

- [Aranda.ASDK.Web.Installer_8.29.13.exe](#)
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Scripts:

[Script.zip](#)

Installers 8.29.12

Download links

- [Aranda.ASDK.Web.Installer_8.29.12.exe](#)
- [Aranda.ASDK.WebV8.Installer_8.29.12.exe](#)

Scripts:

[Script.zip](#)

Installers 8.29.11

Download links

- [Aranda.ASDK.Web.Installer_8.29.11.exe](#)
- [Aranda.ASDK.WebV8.Installer_8.29.11.exe](#)

Scripts:

[Script.zip](#)

Installers 8.29.10

Download links

- [Aranda.ASDK.Web.Installer_8.29.10.exe](#)
- [Aranda.ASDK.WebV8.Installer_8.29.10.exe](#)

Scripts:

[Script.zip](#)

Installers 8.29.9

Download links

- [Aranda.ASDK.WebV8.Installer_8.29.9.exe](#)
- [Aranda.ASDK.Web.Installer_8.29.9.exe](#)

PDF Links

- [Update_Pack_ASDKV8_WEB_8.29.9.pdf](#)
- [Update_Pack_ASDK_WEB_8.29.9.pdf](#)

Scripts:

[Script.zip](#)

Installers 8.29.8

Download links

- [Aranda.ASDK.WebV8.Installer_8.29.8.exe](#)
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Scripts:

[Script.zip](#)

Installers 8.29.7

Download links

- [Aranda.ASDK.WebV8.Installer_8.29.7.exe](#)
- [Aranda.ASDK.Web.Installer_8.29.7.exe](#)

Scripts:

[Script.zip](#)

Installers 8.29.6

Download links

- [Aranda.ASDK.WebV8.Installer_8.29.6.exe](#)
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Scripts:

[Script.zip](#)

Installers 8.29.5

Download links

- [Aranda.ASDK.WebV8.Installer_8.29.5.exe](#)
- [Aranda.ASDK.Web.Installer_8.29.5.exe](#)

Scripts:

[Script.zip](#)

Installers 8.29.4

Download links

- [Aranda.ASDK.Web.Installer_8_29_4.exe](#)
- [Aranda.ASDK.WebV8.Installer_8_29_4.exe](#)

Scripts:

[Script.zip](#)

Database Update:

Minimum DB version required for this update/installer:

[DB Installer 8.0.87](#)

Installers 8.29.3

Download links

- [Aranda.ASDK.Web.Installer_8_29_3.exe](#)
- [Aranda.ASDK.WebV8.Installer_8_29_3.exe](#)

Database Update:

Minimum DB version required for this update/installer:

[DB Installer 8.0.151](#)

Installers 8.29.2

Download links

- [Aranda.ASDK.Web.Installer_8_29_2.exe](#)
- [Aranda.ASDK.WebV8.Installer_8_29_2.exe](#)

Database Update:

Minimum DB version required for this update/installer:

[DB Installer 8.0.147](#)

Installers 8.29.1

Update scripts:

[Scripts](#)

Download links

- [Aranda.ASDK.Web.Installer_8_29_1.exe](#)
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- [Aranda Authorization 8.1.4](#)
- [ArandaPush 8.0.5](#)
- [Aranda_Integration Service](#)

Database Update:

Minimum DB version required for this update/installer:

[DB Installer 8.0.149](#)

Installers 8.29.0

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- [Update Files](#)
- [Aranda Authorization 8.1.4](#)
- [Aranda Push 8.0.5](#)
- [Aranda Integration Service](#)

Database Update:

Minimum DB version required for this update/installer:

[DB Installer 8.0.147](#)

Installers Version 8.28

Installers 8.28.9

Download links

- [Aranda.ASDK.Web.Installer_8.28.9.exe](#)
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- [Update Files](#)
- [Aranda Authorization 8.1.4](#)
- [ArandaPush_8.0.5.exe](#)
- [Aranda_Integrations1.1.msi](#)

Database Update:

Minimum DB version required for this update/installer:

[DB Installer 8.0.147](#)

Installers 8.28.8

Download links

- [Aranda.ASDK.Web.Installer_8.28.8.exe](#)
- [Aranda.ASDK.WebV8.Installer_8.28.8.exe](#)
- [Update Files](#)
- [Aranda Authorization 8.1.4](#)
- [Aranda Push 8.0.5](#)
- [Aranda_Integrations1.1.msi](#)

Database Update:

Minimum DB version required for this update/installer:

[DB Installer 8.0.147](#)

Installers 8.28.7

Download links

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- [Aranda Push 8.0.5](#)
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Database Update:

Minimum DB version required for this update/installer:

[DB Installer 8.0.147](#)

Installers 8.28.6

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- [Update Files](#)
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- [Aranda Push 8.0.5](#)
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Database Update:

Minimum DB version required for this update/installer:

[DB Installer 8.0.144](#)

Installers 8.28.5

Download links

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- [Aranda.ASDK.WebV8.Installer_8.28.5.exe](#)
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- [Aranda Authorization 8.1.4](#)
- [Aranda Push 8.0.5](#)
- [Aranda Integration Service](#)

Database Update:

Minimum DB version required for this update/installer:

[DB Installer 8.0.144](#)

Installers 8.28.4

Download links

- [Aranda.ASDK.Web.Installer_8.28.4.exe](#)
- [Aranda.ASDK.WebV8.Installer_8.28.4.exe](#)
- [Update Files](#)
- [Aranda Authorization 8.1.4](#)
- [Aranda Push 8.0.5](#)
- [Aranda Integration Service](#)

Database Update:

Minimum DB version required for this update/installer:

[DB Installer 8.0.144](#)

Installers 8.28.3

Download links

- [Aranda.ASDK.Web.Installer_8.28.3.exe](#)
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- [Update Files](#)
- [Aranda Authorization 8.1.4](#)
- [Aranda Push 8.0.5](#)
- [Aranda Integration Service\)](#)

Database Update:

Minimum DB version required for this update/installer:

[DB Installer 8.0.144](#)

Installers 8.28.2

Download links

- [Aranda.ASDK.Web.Installer_8.28.2.exe](#)
- [Aranda.ASDK.WebV8.Installer_8.28.2.exe](#)
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- [Aranda Push 8.0.5](#)
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Database Update:

Minimum DB version required for this update/installer:

[DB Installer 8.0.142](#)

Installers 8.28.1

Download links

- [ASDK Web 8.28.1](#)
- [ASDK Web V8 8.28.1](#)
- [Update Files](#)
- [Aranda Authorization 8.1.4](#)
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Database Update:

Minimum DB version required for this update/installer:

[DB Installer 8.0.142](#)

Installers 8.28.0

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Database Update:

Minimum DB version required for this update/installer:

[DB Installer 8.0.142](#)

Installers Version 8.27

Installers 8.27.13

Download links

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- [Aranda Authorization 8.1.4](#)
- [Aranda Push 8.0.5](#)
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Database Update:

Minimum DB version required for this update/installer:

[DB 8.0.141 installer](#)

Installers 8.27.11

Download links

- [Aranda.ASDK.Web.Installer_8.27.11.exe](#)
- [Aranda.ASDK.WebV8.Installer_8.27.11.exe](#)
- [Update Files](#)
- [Aranda Authorization 8.1.4](#)
- [Aranda Push 8.0.5](#)
- [Aranda Integration Service](#)

Database Update:

Minimum DB version required for this update/installer:

[DB Installer 8.0.137](#)

Installers Version 8.17

Installers 8.17.3

Download links

- [asdk_8.17.3.exe](#)

The update/installation package can be downloaded from:

- [Update Files](#)

Database Update:

Minimum DB version required for this update/installer:

[DB Installer 8.0.87](#)

Release Notes in PDF

Release Notes previous versions

Release Notes

Aranda Service Desk
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Release Notes ASDK Web_02 8.28.5
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[Release Notes ASDK Web_02 8.26.7](#)

[Release Notes ASDK Web_01 8.26.6](#)

[Release Notes ASDK Web_02 8.26.6](#)

[Release Notes ASDK Web_01 8.26.5](#)

[Release Notes ASDK Web_02 8.26.5](#)

[Release Notes ASDK Web_01 8.26.4](#)

[Release Notes ASDK Web_02 8.26.4](#)

[Release Notes ASDK Web_01 8.26.3](#)

[Release Notes ASDK Web_02 8.26.3](#)

[Release Notes ASDK Web_01 8.26.2](#)

[Release Notes ASDK Web_02 8.26.2](#)

[Release Notes ASDK Web_01 8.26.1](#)

[Release Notes ASDK Web_02 8.26.1](#)

[Release Notes ASDK Web_01 8.25.4](#)

[Release Notes ASDK Web_02 8.25.4](#)

[Release Notes ASDK Web_01 8.25.3](#)

[Release Notes ASDK Web_02 8.25.3](#)

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[Release Notes ASDK Web_02 8.24.6](#)

[Release Notes ASDK Web_01 8.24.5](#)

[Release Notes ASDK Web_02 8.24.5](#)

[Release Notes ASDK Web_01 8.24.4](#)

[Release Notes ASDK Web_02 8.24.4](#)

[Release Notes ASDK Web_01 8.24.3](#)

[Release Notes ASDK Web_02 8.24.3](#)

[Release Notes ASDK Web_01 8.24.2](#)

[Release Notes ASDK Web_02 8.24.2](#)

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[Release Notes ASDK Web_01 8.23.5](#)

[Release Notes ASDK Web_02 8.23.5](#)

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[Release Notes ASDK Web_01 8.23.3](#)

[Release Notes ASDK Web_02 8.23.3](#)

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[Release Notes ASDK Web_02 8.23.2](#)

[Release Notes ASDK Web_01 8.23.1](#)

[Release Notes ASDK Web_02 8.23.1](#)

[Release Notes ASDK Web_01 8.23.0](#)

[Release Notes ASDK Web_02 8.23.0](#)

Important!

ASDK mobile 8.19.10

[Release Notes ASDK Mobile IOS 8.19.10](#)

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[Release Notes ASDK Mobile IOS 8.19.9](#)

[Release Notes ASDK Mobile Android 8.19.9](#)

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Helper mobile 9.5.5 - 9.1.0

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[Release Notes Helper Mobile IOS 9.4.6](#)

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[Release Notes Helper Mobile Android 9.3.1](#)

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[Release Notes Helper Mobile IOS 9.1.2](#)

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[Release Notes Helper Mobile IOS 9.1.1](#)

[Release Notes Helper Mobile Android 9.1.0](#)

[Release Notes Helper Mobile IOS 9.1.0](#)

Documentation of interest

Check here the list of fixed bugs and/or features implemented in previous versions:

Documentation of interest

[Documentation on changes made to the Aranda DBManager service](#)

Check here the list of fixed bugs and/or features implemented in the Update Pack:

Documentation of interest

[Update_Pack_ASDKV8_WEB_8.29.1.pdf](#)

[Update_Pack_ASDKV8_WEB_8.29.1.pdf](#)

OAuth2 Modern Authentication configuration. Or:

Documentation of interest

[PRE-CONFIGURATION FOR OAUTH2 MODERN AUTHENTICATION. 0.pdf](#)

[Update_Pack_ATAuthorization_8.1.4.pdf](#)

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