Aranda Self Service

Documentation and Installers Version 8

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

Release Notes

Release Notes 8.7

Release Notes Aranda Self Service 8.7.0

Oauth 2.0 Google Support

Adjustments are made in the Aranda Self Service (ASS) administration web console to support modern authentication (OAuth 2.0) from the Google provider in the mail configuration (Configuration / Mail Configuration).

⚐ 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 ASS product.

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NOTES OR ADDITIONAL INSTRUCTIONS

- Uninstall any previous version of the product.
- Run the "Aranda.ASS.Web.Installer.exe" file and follow the installer's instructions.
- This update applies only to databases in version 8.0.169.
- In the DB Oracle engine, the maximum content size of an article is 32,000 characters. If you need to include images, you should use those with public URLs or linked to a remote repository, so that when you save them in DB they refer to the URL of the image and take up less space. Pasting local images is not recommended as they are referenced as full base64 images.

Release Notes 8.6

Release Notes Aranda Self Service 8.6.10

Modern Authentication (OAuth 2.0) in the Mail Settings section:

An adjustment is made in the Aranda Self Service (ASS) administration console in the (Configuration) section (Configuration mail), to support the configuration configuration of modern authentication (OAuth 2.0), the configuration options will be presented as follows:

For the required configuration information (OAuth 2.0 Token Endpoint – The refresh token acquired in the first stage of the flow – Application ID (Client) – Client Secret Value) refer to the following document **Configuring for OAuth 2.0 Modern Authentication**., which tells you how to get the data.

⚐ Note:

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

- For this update, it is essential to have Aranda Tools 8.8.2 or higher on the application server, before performing the update or installation of the ASS product.

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NOTES OR ADDITIONAL INSTRUCTIONS

- Uninstall any previous version of the product.
- Run the "Aranda.ASS.Web.Installer.exe" file and follow the installer's instructions.
- This update applies only to databases in version 8.0.157.
- In the DB Oracle engine, the maximum content size of an article is 32,000 characters. If you need to include images, you should use those with public URLs or linked to a remote repository, so that when you save them in DB they refer to the URL of the image and take up less space. Pasting local images is not recommended as they are referenced as full base64 images.

Release Notes Aranda Self Service 8.6.9

Adjustment in validation when deleting types:

Adjustments are made in Aranda Self Service (ASS) so that it is not allowed to delete types when they are associated with articles or search logs without results.

NOTES OR ADDITIONAL INSTRUCTIONS

- Uninstall any previous version of the product.
- Run the "Aranda.ASS.Web.Installer.exe" file and follow the installer's instructions.
- This update applies only to databases in version 8.0.140.
- 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.

Release Notes Aranda Self Service 8.6.8

Differentiate public and private articles in related articles:

Adjustments are made in Aranda Self Service (ASS) so that errors are not generated when saving articles with more than 30,000 characters in the content. The content of the article is saved in html format, therefore, the 30,000 characters are made up of the entered text and html tags.
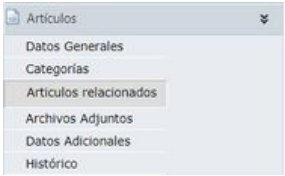
NOTES OR ADDITIONAL INSTRUCTIONS

- Uninstall any previous version of the product.
- Run the "Aranda.ASS.Web.Installer.exe" file and follow the installer's instructions.
- This update applies only to databases in version 8.0.138.
- 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

Release Notes Aranda Self Service 8.6.7

Differentiate public and private articles in related articles:

An adjustment is made in Aranda Self Service (ASS) to add a column (Public) that allows differentiating between public and private articles in the search and the list of related articles. If the article is public, a check icon will be displayed.

Setting in protocol field and connection test in mail configuration:

Adjustments are made in the Web Configuration Console (BASDK) and in Aranda Self Service (ASS) to leave the field Protocol as well as informative. The protocol used is SMTP, since MAPI is not currently used for sending emails. Additionally, the Connection Test so that you can test the connection in the mail.

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NOTES OR ADDITIONAL INSTRUCTIONS

- Uninstall any previous version of the product.
- Run the "Aranda.ASS.Web.Installer.exe" file and follow the installer's instructions.
- This update applies only to databases in version 8.0.137.
- 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.

Release Notes Aranda Self Service 8.6.6

CASE 200488:

Security enhancement (password encryption) is applied in Aranda Self Service (ASS) to protect the user's password when sending the login request.

CASE 200489:

Security enhancement (error page handling) is applied in Aranda Self Service (ASS) to stop exposing information about busy technology when displaying the error page. With the adjustment made, the following page is displayed:

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NOTES OR ADDITIONAL INSTRUCTIONS

- Uninstall any previous version of the product.
- Run the "Aranda.ASS.Web.Installer.exe" file and follow the installer's instructions.
- This update applies only to databases in version 8.0.130.

- 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.
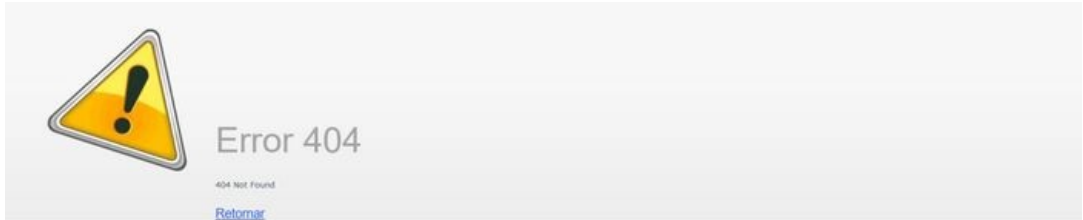
Release Notes Aranda Self Service 8.6.5

Adjustments are made to the product to ensure correct operation in environments (HTTPS) when the TLS 1.0 protocol is inactivated both in the Database server and in the Application server.

NOTES OR ADDITIONAL INSTRUCTIONS

- Uninstall any previous version of the product.
- Run the "Aranda.ASS.Web.Installer.exe" file and follow the installer's instructions.
- This update applies only to databases in version 8.0.104.
- In the DB Oracle engine, the maximum content size of an article is 32,000 characters. If you need to include images, you should use those with public URLs or linked to a remote repository, so that when you save them in DB they refer to the URL of the image and take up less space. Pasting local images is not recommended as they are referenced as full base64 images.

Release Notes Aranda Self Service 8.6.4

CASE 200029:

Fixes issue with importing items into the ASS console, now you can simultaneously import the number of items supported by the spreadsheet.
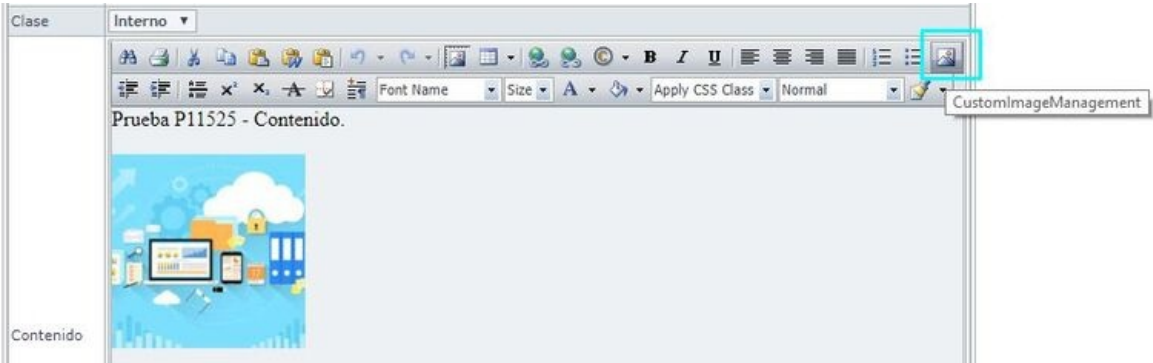
NOTES OR ADDITIONAL INSTRUCTIONS

- Uninstall any previous version of the product.
- Run the "Aranda.ASS.Web.Installer.exe" file and follow the installer's instructions.
- This update applies only to databases in version 8.0.102.
- In the DB Oracle engine, the maximum content size of an article is 32,000 characters. If you need to include images, you should use those with public URLs or linked to a remote repository, so that when you save them in DB they refer to the URL of the image and take up less space. Pasting local images is not recommended as they are referenced as full base64 images.
- The database user required to run patch 8.0.99.000 in SQL Server must be a member of the fixed SYSADMIN or SERVERADMIN server role. This is required to add an error message to the sys.messages catalog.
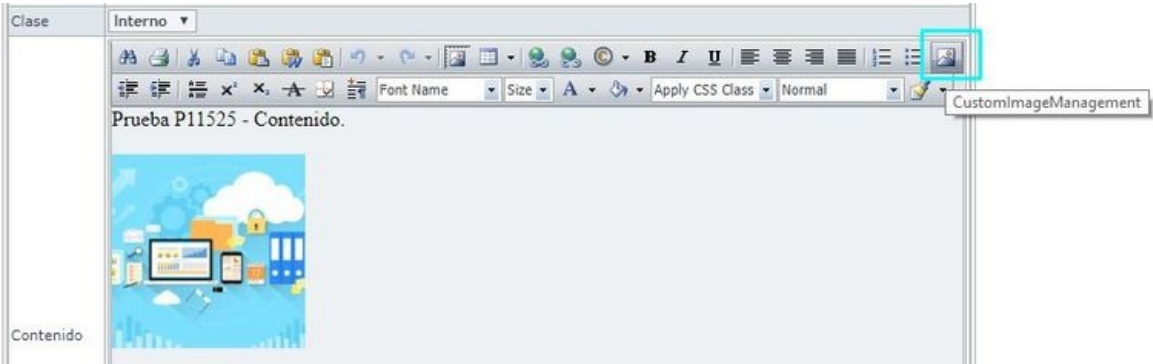
Release Notes Aranda Self Service 8.6.3

CASE 11525:

Adjustments are made in Aranda Self Service so that when you add images to an article in the "Content" field using the upload image control, the images are not saved as attachments to the same article or any other article.

Content images are now saved in a per-project folder (inetpub\wwwroot\AFS\ServiceDesk\Solutions\Project"#Proyecto").

The attachment functionality in articles continues as it has to date.

⚑ Note: The adjustment made is not retroactive.

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NOTES OR ADDITIONAL INSTRUCTIONS

- Uninstall any previous version of the product.
- Run the "Aranda.ASS.Web.Installer.exe" file and follow the installer's instructions.
- This update applies only to databases in version 8.0.99.
- 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.

- The database user required to run patch 8.0.99.000 in SQL Server must be a member of the fixed SYSADMIN or SERVERADMIN server role. This is required to add an error message to the sys.messages catalog.

Installers

Installers 8.7

Installers 8.7.0

Download links

The update/installation package can be downloaded from:

[ASS 8.7.0](#)

Minimum DB version required for this update/installer: DB 8.0.169

Installers 8.6

Installers 8.6.10

Download links

The update/installation package can be downloaded from:

[ASS 8.6.10](#)

Minimum DB version required for this update/installer: DB 8.0.138

Installers 8.6.9

Update scripts:

[Scripts](#)

Download links

The update/installation package can be downloaded from:

[ASS 8.6.9](#)

Format for bulk uploading articles.

[ASS8_ASLFS.xls](#)

Database Update: Minimum DB version required for this update/installer: DB 8.0.140

Installers 8.6.8

Download links

The update/installation package can be downloaded from:

[ASS 8.6.8](#)

Format for bulk uploading articles.

[ASS8_ASLFS.xls](#)

Minimum DB version required for this update/installer: DB 8.0.138

Release Notes in PDF

Release Notes in PDF

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

Release Notes

Aranda Self Service

[Release_ASS_8.6.2](#)	[Release_ASS_8.6.1](#)	[Release_ASS_8.6.0](#)
[Release_ASS_8.5.0](#)	[Release_ASS_8.4.1](#)	[Release_ASS_8.4.0](#)
[Release_ASS_8.3.1](#)	[Release_ASS_8.3.0](#)	[Release_ASS_8.2.5](#)
[Release_ASS_8.2.4](#)	[Release_ASS_8.2.2](#)	[Release_ASS_8.2.1](#)
[Release_ASS_8.2.0](#)	[Release_ASS_8.1.8](#)	[Release_ASS_8.1.7](#)
[Release_ASS_8.1.6](#)	[Release_ASS_8.1.5](#)	[Release_ASS_8.1.4](#)
[Release_ASS_8.1.3](#)	[Release_ASS_8.1.2](#)	[Release_ASS_8.1.1](#)
[Release_ASS_8.1.0](#)	[Release_ASS_8.0.18](#)	[Release_ASS_8.0.17](#)
[Release_ASS_8.0.16](#)	[Release_ASS_8.0.15](#)	[Release_ASS_8.0.14](#)
[Release_ASS_8.0.13](#)	[Release_ASS_8.0.12](#)	[Release_ASS_8.0.9](#)
[Release_ASS_8.0.7](#)	[Release_ASS_8.0.6](#)	[Release_ASS_8.0.5](#)
[Release_ASS_8.0.4](#)	[Release_ASS_8.0.3](#)	