

Recent & Planned Releases

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2023.1

- Released - 10/12/2023
- 7 Bugs
- 19 Enhancements/Features
- Features/Enhancements
 - Bulk Update for Contacts and Departments
 - CustomerCenter Approvals Phase 2
 - SR to SO conversion SDCs
 - Roles on Admin Perspectives
 - Remarks & Attachments on Imports
 - Import/Export Imports Formats
 - Grid: Get Total Rows icon, Editable Page
 - Official Barcode Release
 - Service Desk Equipment Import



User Group changes:

2019 – Contact Bulk Update

2022 – Add customer ability to request status

2022 – Add Log / History for CC Approvals

2022 – Tiered CC Approvals

2022.1.7 & 2022.1.8

- 2022.1.7 – 01/02/2024
- 2022.1.8 – 02/21/2024
- 39 Bugs, 2 Enhancements
 - **API** Hide sensitive information
 - Corrected **Stop** button **Charges Grid**
 - Added **Assigned Workgroup and Competed Workgroup** to the **Service Desk Grids**
 - **UDCs** on **Equipment Picker**
 - Various **Import fixes**
 - **Form Button Read-Only Permissions**
 - **CustomCenter Cart Actions** Opened by Default
 - **Charge Catalog Amount Update** Specified Date
 - **GLA Replace** incremental processing



CustomerCenter: Allow Services/Actions to be expanded by default – 2023
Service Desk: Add Workgroup to SD grids – 2023
Customer Reports: Restricted GLA Picker - 2023

Form Button Read-Only Permissions

- special buttons like “Generate” etc not obey the Form Readonly Permissions
- allows you to permission specific form buttons “Save” “Delete” etc. individually

GLA Replace

- Failed updates during the process were causing portions of the update to be rolled back

2022.1.8 – Last LTS Release

2024.1

- Release Date: 01/11/2024
- Custom Reports
- Deprecated Crystal Reports Integration
 - What does this mean for me?



Deprecated Crystal Reports - What does this mean for me?

If you don't use Crystal

1. Removing Java files from the PCR-360 server
2. Uninstalling OpenJDK/Java Runtime Environment from the webserver

If you use Crystal:

1. No Active Development – so what else is new
2. We are not testing the integration anymore
3. We will do our best to keep your interface running if problems occur
4. Report any issues and we will evaluate if they can be fixed
5. We do not have a Crystal Report SME / report writer
 1. Not fixing but replacing with Custom

2024.1.X

- 2024.1.1 – February 21st: 12 Bugs, 1 New Feature
- 2024.1.2 – March 12th: 11 Bugs
- 2024.1.3 – April 16th: 8 Bugs, 1 Enhancement
- 2024.1.4 – May 24th; 20 Bugs, 1 Enhancement
- 2024.1.5 – June 20th: 4 Bugs, 1 Enhancement
- 2024.1.6 – July 30th: 9 Bugs, 1 Enhancement
- 2024.1.7 ~ October/November
- 2024.1.8 ~ Maybe...



2024.1.1

Everything from 2022.1.8

GMAIL API Oauth2 – GMAIL Email

2024.1.3

Added API Ability to Complete SD Actions

2024.1.4

Custom Validation Saving Services from Service Desk now includes UDF

Added \$backtrace to the Custom Validation Logic

- allows any CV logic to easily determine where the call originated: Form, Grid, API, Import, Service Desk, etc.

Correction for Validation failures rollback ALL database changes

Better Custom Validation handling on CC

Fixed Line Numbers on Custom Logic errors

2024.1.6

Fixed Inactive Locations on pickers

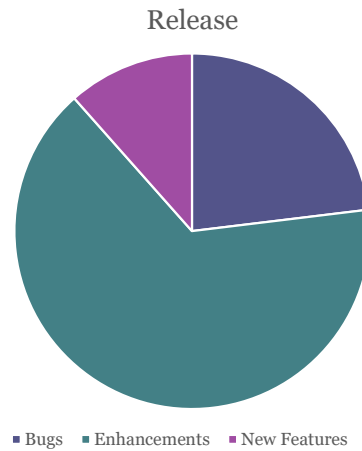
Saving Admin Default Perspectives on tab-gris and pickers

Import Process logs rollback

2024.2

- Expected Release:
~ End of October
- 12 Bugs
- 34 Enhancements
- 6 New Features

- LTS 12 Months
- PHP 8.3 Support



■ Bugs ■ Enhancements ■ New Features ■



PHP 8.3 is supported but not required

Moving 3rd party libs into composer

2024.2 What's New?

- Custom Reports - Phase 2
- Purchase Order Pricing
- API: Locations/Addresses & Cable View Path
- CustomerCenter: Approval Count
- CustomerCenter: Work Requests
- Time Entry Hide Voided Labor
- Most Important Change!
 - Invoice Printout Spelling: Qunantity > Quantity



PO Pricing

Demo after lunch

Custom Reports – Phase 2

Demo after lunch

User Group Issues

Time Entry: Hide Voided Labor – 2023

CustomerCenter: Approval Count on CC Approvals tab – 2022

CustomerCenter: Work Orders

Custom Logic: System Messages – 2022

Mobile/Feature Survey

API: Cable View Path

API: Locations & Addresses

2024.2 Crowd Pleasers

- Editable Location Type
- Forms Ctrl+s – SAVE
- Admin Editable Inventory Units

The screenshot displays two overlapping windows from a software application. The 'Unit Update' window is in the background, featuring a 'Current Unit Count' field with the value '100', a 'New Unit Count' field, and a 'Reason for update:' text area. The 'Manage Equipment' window is in the foreground, showing an 'Equipment Catalog' field with the text '0AWG-GRND - Wire 0AWG Ground Wire G...', a 'Parent Equipment' field with a dropdown arrow, and a 'Units' field with the value '100' and an edit icon. A red arrow points to the 'Units' field. At the bottom right of the 'Manage Equipment' window, there is a 'Save and Close' button with a floppy disk icon and a close button with an 'X' icon.

- Special Assignments

User Group Issues

Location Type Field Editable – UG2020– Excludes Buildings

Editable Units – Generates a Remark on the Equipment record

Special Assignments:

Last week – I wanted to add something to WOW you all – and Norm really delivered

Switch to demo...

User Emulation

Column Copy

2024.2 Indexed Grid

- Huh?...
- Requirements
- Which Grids?
 - Cable Maintenance
 - Ports Pins Lens
 - Locations

The screenshot shows the 'Perspective' configuration window. In the 'Preferences' section, the checkbox 'Use the Index for Grid Queries' is checked and highlighted with a red arrow. The 'Arrange Columns' section on the right lists various columns with checkboxes, most of which are checked. The 'Sorting' section at the bottom shows 'Sort by' set to 'Location' and 'Order' set to 'Ascending'.

- What about my Perspectives?

What is an Indexed Grid?

- Normal grid SQL query joins multiple tables with disparate data
- Indexed grid queries a flat data table from Index server – much faster

What are the server requirements?

MongoDb

What about my Perspectives?

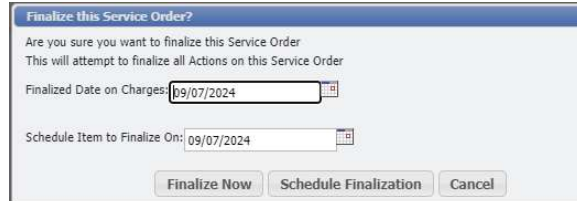
- Perspective on those grids should still work!!

2024.2 Batch Complete/Finalize

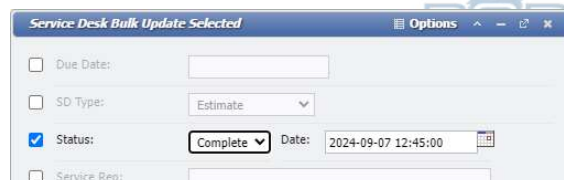
- Why?
- How?
 - Statuses
 - Complete On
 - Finalize On
 - Prompts
 - Event – 5 minutes
 - Bulk Update



Complete this Service Order?
Are you sure you want to complete this Service Order
This will attempt to complete all Actions on this Service Order
Complete On Date: 09/07/2024
Complete Now Schedule Completion Cancel



Finalize this Service Order?
Are you sure you want to finalize this Service Order
This will attempt to finalize all Actions on this Service Order
Finalized Date on Charges: 09/07/2024
Schedule Item to Finalize On: 09/07/2024
Finalize Now Schedule Finalization Cancel



Service Desk Bulk Update Selected
Options
 Due Date:
 SD Type: Estimate
 Status: Complete Date: 2024-09-07 12:45:00
 Service Rep:

Why?

I have an order with 100 Actions or hundreds of Equipment/Inventory items

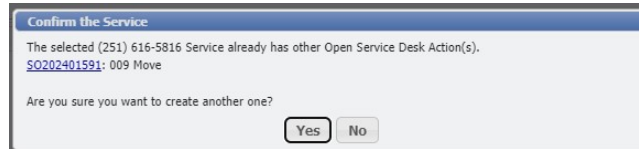
How?

New Activity for Complete On and Finalize On

Event runs every 5 minutes

2024.2 Service Desk QoL

- Change Actions w/ same Service ID



- Remove & Service ID Actions
 - Only one open at a time
- Service Remarks Date/Time & Author



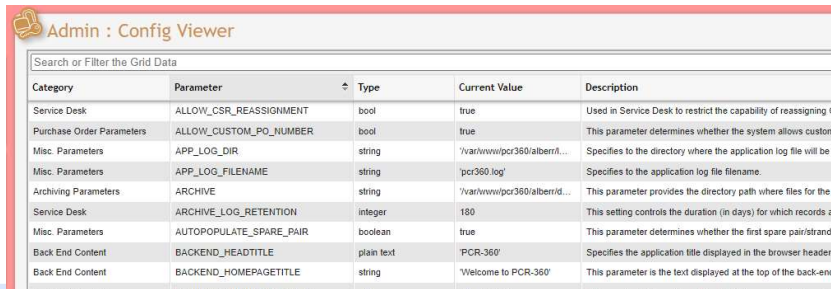
On the Action Remarks tab there are new columns for the Service Remark Date/Time and Author

User Group Issues

Service Desk Action: Prevent Creating Remove Actions – 2023

2024.2 Config Viewer

- Dear Helpdesk...



Admin : Config Viewer

Search or Filter the Grid Data

Category	Parameter	Type	Current Value	Description
Service Desk	ALLOW_CSR_REASSIGNMENT	bool	true	Used in Service Desk to restrict the capability of reassigning C
Purchase Order Parameters	ALLOW_CUSTOM_PO_NUMBER	bool	true	This parameter determines whether the system allows custom
Misc. Parameters	APP_LOG_DIR	string	'/var/www/pcr360/alberri/...	Specifies to the directory where the application log file will be s
Misc. Parameters	APP_LOG_FILENAME	string	'pcr360.log'	Specifies to the application log file filename.
Archiving Parameters	ARCHIVE	string	'/var/www/pcr360/alberri/...	This parameter provides the directory path where files for the a
Service Desk	ARCHIVE_LOG_RETENTION	integer	180	This setting controls the duration (in days) for which records an
Misc. Parameters	AUTOPOPULATE_SPARE_PAIR	boolean	true	This parameter determines whether the first spare pair/strand f
Back End Content	BACKEND_HEADTITLE	plain text	'PCR-360'	Specifies the application title displayed in the browser header c
Back End Content	BACKEND_HOMEPAGETITLE	string	'Welcome to PCR-360'	This parameter is the text displayed at the top of the back-end

- What's Next?



Dear Helpdesk

Can you tell me what Config settings I have for this Option?

What are all the possible configuration options?

Why does my instance not match the wiki?

Next Steps – editable Config Options added to the database

2024.2 Log Viewer

- Optimization
- Reduce Disk Usage
- Configurable
- Searchable - Regex

The screenshot shows the 'Admin : Log Viewer' interface. It features a search box at the top with the text 'Search'. Below the search box is a list of log entries with the following details:

Line	Timestamp	Level	Message
334	2024-09-04T16:39:44-04:00	WARN (4)	< alberr > Warning: [2]
335	2024-09-04T16:39:44-04:00	WARN (4)	< alberr > Warning: [2]
336	2024-09-04T16:39:44-04:00	ERR (3)	< alberr > Error Accessing...
337	2024-09-04T16:40:01-04:00	WARN (4)	< alberr > Warning: [2] Undefined array key "mode" /var/www/pcr360/alberr/library/PCR/U
338	2024-09-04T16:40:01-04:00	WARN (4)	< alberr > Warning: [2] Trying to access array offset on value of type null /var/www/pci

Overlaid on the right side of the screenshot is a 'Example REGEX Searches' dialog box. It lists various search patterns and their corresponding results:

Search Description	Regex Pattern
5 or more consecutive numbers	d{5,}
Entries tagged for "someuser" or "demo"	< ((someuser) (demo)) >
Any date in CCYY-MM-DD format	\d{4}-\d{2}-\d{2}
Errors on a certain date	2024-09-07.*err
Errors preceded by any date	\d{4}-\d{2}-\d{2}.*err
Errors or warnings preceded by any date	\d{4}-\d{2}-\d{2}.*((err) (warn))
Errors or warnings for user preceded by any date	\d{4}-\d{2}-\d{2}.*< ((someuser) (demo)) >.*((err) (warn))
Errors or warnings for user preceded by a VALID 20XX date in June	20\d{2}-06-([0-2][0-9]) ([3][0-1])).*< ((someuser) (demo)) >.*((err) (warn))
Messages generated between noon and 1 PM	2024-09-07T(12:[0-5][0-9]):(13:00:)
Exceptions that mention clockwork	Exception.*clockwork

An 'OK' button is visible at the bottom right of the dialog box.

Much faster than writing to the DB
SYSTEM_LOG table is usually HUGE
Configurable