



PrimePortal

Release Notes 4.0

PrimePortal 4.0

New major version 4.0

New and enhanced functionality

Current components

- Remedy email login
- Bug fixes

#define 4 components

- Locking
- Easy linking
- Export search result
- Attach when creating
- Attachment history
- Improved text preview

Examples of new portals

- Elexon
- Smart data service

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This release contains new and enhanced functionality.

New major version 4.0

For this release we have increased the major version to 4. This doesn't mean that we have a lot of major changes but rather that the integration with #define4 now is stable and ready for rollout.

In time all #define 3 project will be migrated to #define 4, which also means that PrimePortal integrations needs to be migrated. More information about the migration [here](#).

New and enhanced functionality

Current components

Remedy email login

The PrimePortal – OneITSM (Remedy) integration now also support automatic login with email instead of user name. This will make it easier for existing users to migrate to OneITSM from other ITSM-tools.

Bug fixes

- A preview order bug in Google Chrome has been fixed for the order component.
- Some jQuery libraries have been upgraded for better browser compatibility.

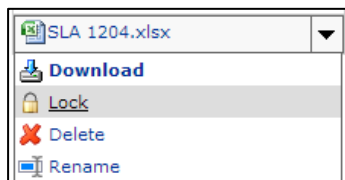
#define4 components

These changes are only available for users of the new #define 4 components.

Locking

Lock/unlock functionality in new #define 4 file archive component

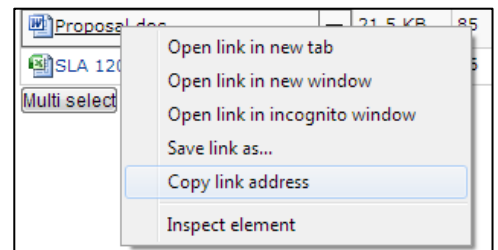
- Display lock owner, comment and time
- Lock and unlock files
- Steal lock and break lock
- Lock functions for multiple files



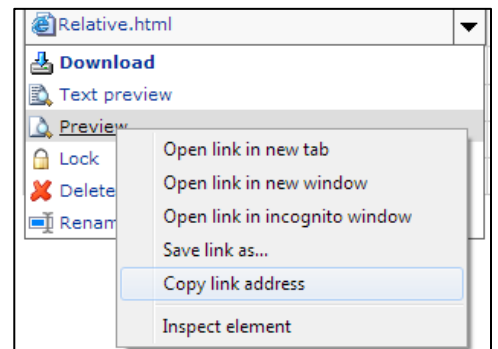
Easy linking

Links and bookmarks to files and folders

- Possible to create links or bookmarks to files and folders in the file archive
- Ctrl-click a file to preview in a new tab
Unsupported files will be downloaded
- Right-click and copy URL on "download" menu option to copy the download link



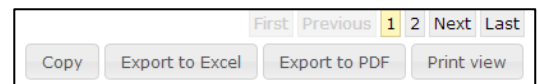
- Right-click and copy URL on file or "preview" menu option to copy the preview link



Export search result

Export ticket list

- To Excel, PDF or CSV format.
- The current sorting and quick filter will be applied





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Attach when creating

Attachments for new orders

- Possible to attach files without having to first save the ticket.

Attachment history

Old versions of attachments

- From the "Change log" it's possible to download old versions of attached files. For supported file types it's also possible to use the preview functionality.

Improved text preview

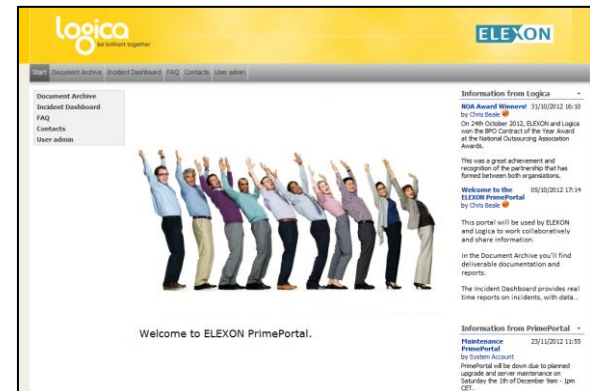
New text preview functionality for text based files.

- Automatically handles encoding for most files so that the files appear correctly in the preview dialog.
- It's possible to preview HTML files by text or as it looks (rendered in an iframe).
- Applicable for both file archive and ticket components.

Examples of new portals

During this release period we have setup new portals for new or existing Logica clients, below are some examples.

Elexon



Smart data service

