



NAVERISK 2021 R1 Release Notes

June 2021

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1.0 Welcome to Naverisk 2021 R1

Naverisk is a complete all-in-one RMM & Service Desk / PSA platform that helps managed service providers (MSPs) and IT professionals to quickly and easily monitor and automate IT services and operations.

Naverisk 2021 R1 has primarily been focused on improving user experience and platform quality whilst upgrading core components to better support rapid future developments.

1.1 Naverisk 2021 R2 – sneak peak

We are already hard at work on Naverisk 2021 R2. Here some of the key improvements in progress;

1.1.1 Quick search

Quickly search across;

- Devices
- Tickets
- Documents
- Software
- Patches

1.1.2 3rd party software management

Includes WPM (windows package manager) integration.

Capabilities;

- Full software inventory
- Install one, or more;
 - Software packages with one click
 - 3rd party patches with one click
- Uninstall one, or more;
 - Software package with one click.
 - 3rd party patches with one click.

1.1.3 Microsoft patching

Capabilities;

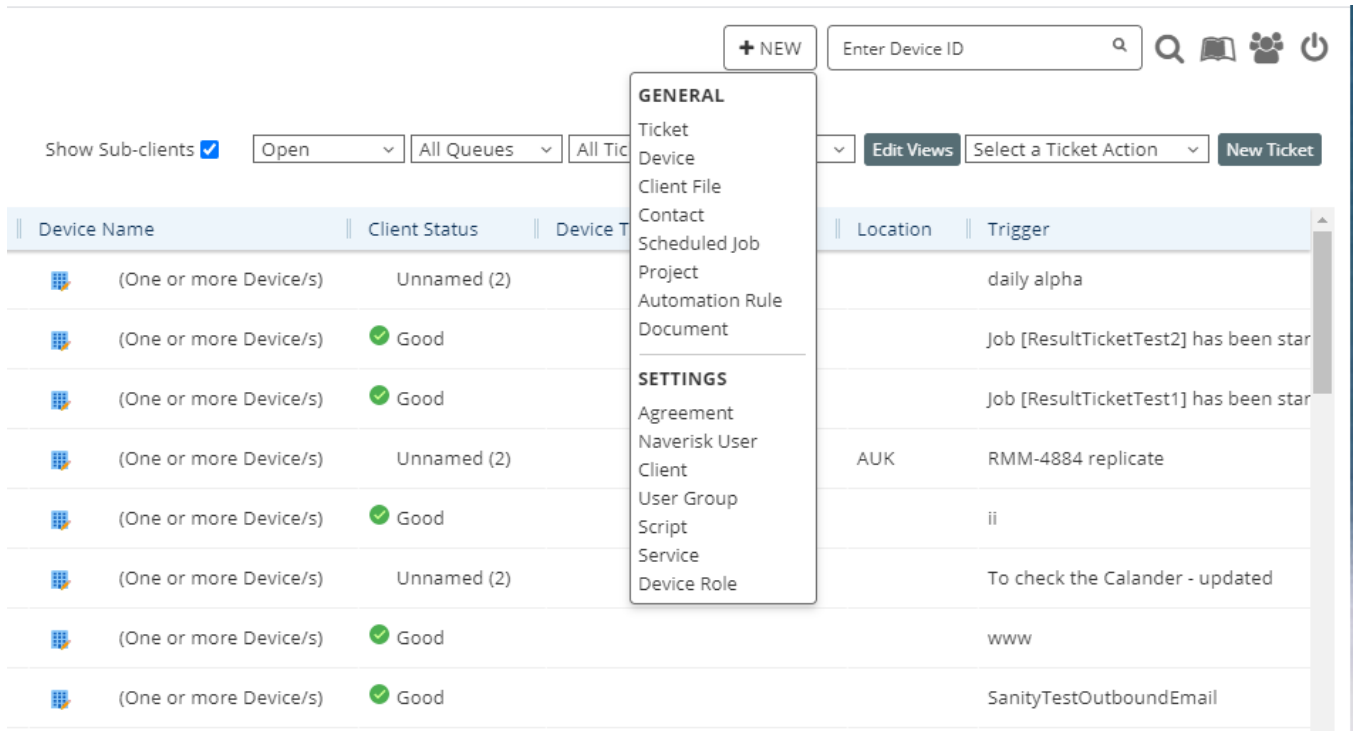
- More granular patching policies
- More verbose patch/KB inventory
- Install one, or more, Microsoft updates (KB's) with one click.
- Uninstall one, or more, Microsoft updates (KB's) with one click.

We value feedback on our roadmap! Our **Forum** is the place to share feature requests or usability comments for roadmap consideration.

2.0 User experience improvements

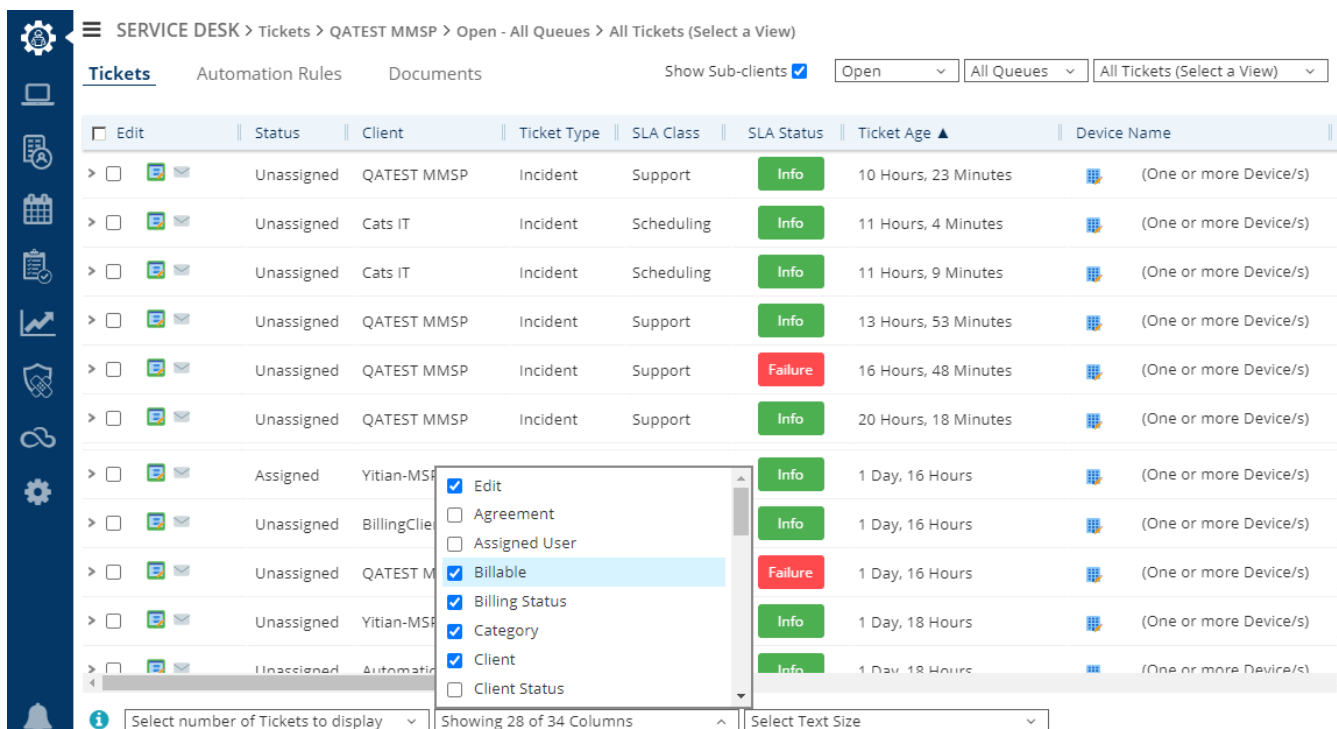
2.1 + NEW quick access

New dropdown allowing the creation of new tickets, devices, client files, contacts, scheduled jobs, projects, automation rules and documents. Subject to access rights, users can create agreements, Naverisk users, clients, user groups, scripts, services and device roles.



2.2 Column selector improvements

Upgraded column selector supports the quick, granular, modification of views.



2.3 Table row selection highlights

Selected rows are now highlighted to improve clarity across multiple row selections.

...	SLA Status	Client	Device Name	Logged in u...	Last Connected	Security Center
<input type="checkbox"/>	OK	Flowingly PCs	Sangeeta Dev Machine	SangeetaKady	< 1 Minute	Bitdefender Endpoint Security Tools An
<input checked="" type="checkbox"/>	None	Flowingly PCs	FlowDev-Mac	ivan	< 1 Minute	No Alerting Configured
<input type="checkbox"/>	OK	Flowingly PCs	NAVPC12	MarkBaker	< 1 Minute	Bitdefender Endpoint Security Tools An
<input checked="" type="checkbox"/>	OK	Flowingly PCs	DESKTOP-2UULBB7	N/A	< 1 Minute	Windows Defender
<input checked="" type="checkbox"/>	OK	Naverisk PCs	Herve's Laptop	herve	< 1 Minute	Bitdefender Endpoint Security Tools An
<input type="checkbox"/>	OK	Nav Dev	FLOWDEV1	SaiSharavanar	< 1 Minute	Bitdefender Endpoint Security Tools An
<input type="checkbox"/>	OK	Naverisk PCs	SKARO	PaulTyson	< 1 Minute	Bitdefender Endpoint Security Tools An
<input type="checkbox"/>	OK	Naverisk PCs	Naverisk-Dev-iMac	ivan	< 1 Minute	No Alerting Configured

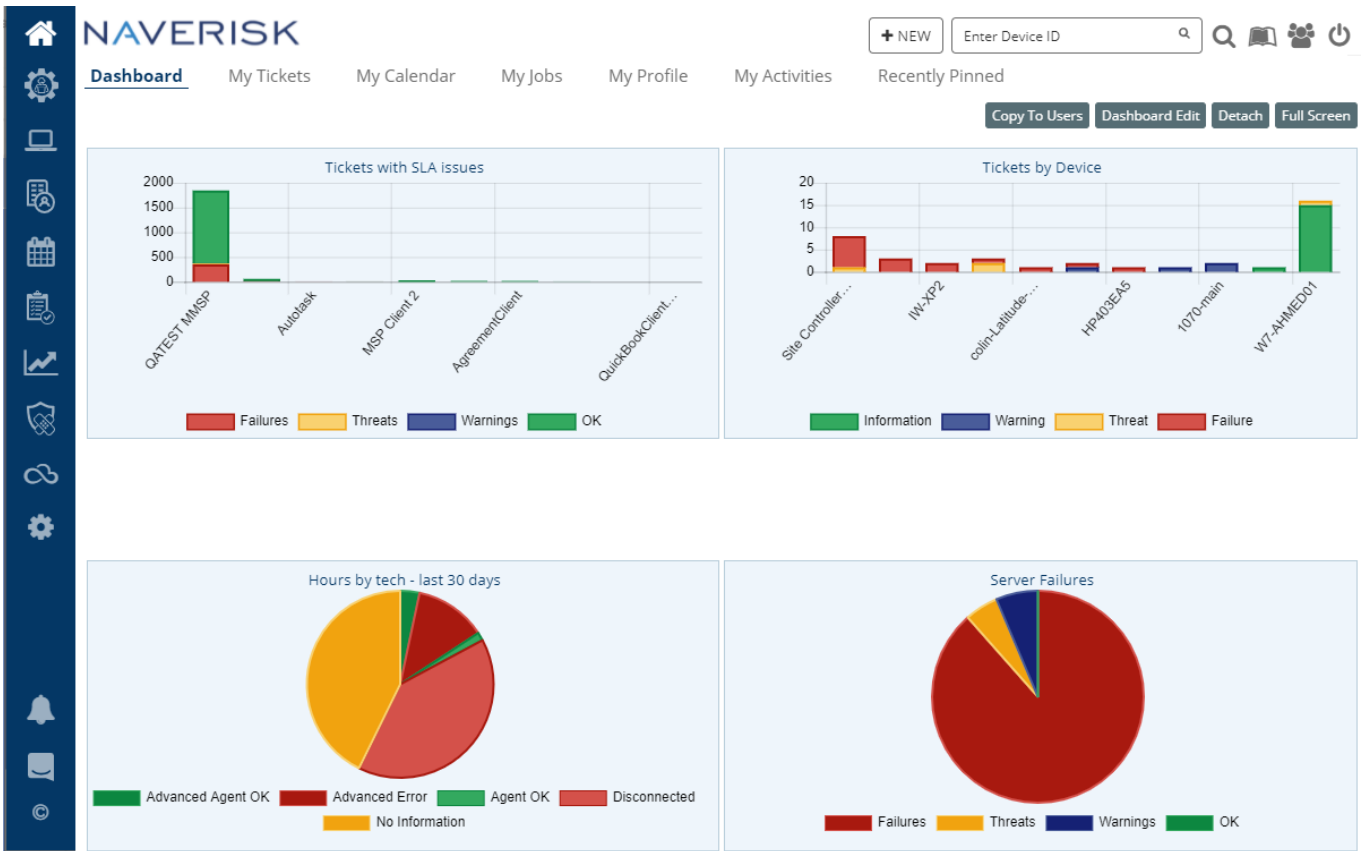
2.4 Scheduled RMM & PSA automation – administration improvements

Bulk update scheduled automation jobs.

Job Name	Description	Schedule	Enabled	Created By	Modified By	Modified Date
<input checked="" type="checkbox"/> All client Alex			Yes	Alex	Alex	03/04/2018 01:50:03
<input type="checkbox"/> Check Support for Null Billing tick	Checks for billing ticker		No	Colin	Colin	23/05/2021 07:06:57
<input type="checkbox"/> dev perf test			No	Mat	Mat	01/05/2019 12:24:06
<input type="checkbox"/> Monthly Ticket Category Report			No	Sailam	Johnathan	15/12/2017 10:45:17
<input checked="" type="checkbox"/> Navsupport Cleanup	John - Disabled 15/12/		No	Sailam	Johnathan	15/12/2017 10:44:38
<input type="checkbox"/> Navsupport Daily Backup Report			Yes	Sailam	Colin	19/04/2021 09:29:19
<input type="checkbox"/> Navsupport Database Backup	Navsupport Database		Yes	Jared	Johnathan	05/03/2021 05:13:52
<input type="checkbox"/> Navsupport Database Reindex	Database Reindex		No	ivan	Johnathan	22/07/2020 05:33:09
<input type="checkbox"/> Navsupport Exago Database Bac			Yes	Colin	Colin	07/03/2021 03:37:21
<input type="checkbox"/> Navsupport Patch Report - Week			Yes	Colin	Colin	12/11/2020 11:09:25

2.5 Dashboards – improved interface and performance

Improvements to the RMM, Service Desk and PSA dashboard user interface and performance.



3.0 RMM improvements

3.1 Agent security – signed MSI installer

Upgraded agent installation package to a secure, signed MSI installer.

3.2 Splashtop remote control stability improvements

Improved stability and upgrade reliability.

3.3 SNMP monitoring

Refactored Naverisk's SNMP management engine to improve stability and functionality.

3.3.1 Raising a ticket when a SNMP device disconnects

Added the ability to create tickets when SNMP devices disconnect.

3.3.2 Create SNMP monitoring templates from a device

Users can now easily create OS specific SNMP templates.

3.4 Patching - performance improvements

Refactored the patch management engine to improve patch update performance and accuracy.

3.5 Automation rules - performance improvements

Improved the loading time of the automation rule dialogue box.

3.6 Device attributes - added to inventory reports

Added the ability to add device attributes to Inventory reports.

3.7 Hard disk label & volume - added to device/hardware tab

Added disk label / volume name to the hard disk display in the hardware tab of the device page.

4.0 Service Desk / PSA improvements

4.1 Bulk update / edit client contacts

Added checkboxes and a task dropdown to the contacts page. Users will now be able to bulk edit and delete contacts.

The screenshot shows the Naverisk interface for a client named 'Naverisk Support'. The 'Contacts' tab is active, displaying a list of contacts. A dropdown menu is open over the 'Select a Task' button, showing options: 'Select a Task', 'Delete Selected Contacts', and 'Bulk Update Contact Attributes'. The contact list includes details like name, agreement status, location, and role.

Contact Name	Agreement	Location	Role	Preferred Language
<input checked="" type="checkbox"/> 2talk Accounts	none			accounts@2talk.co.nz
<input type="checkbox"/> 2talk NZ	none			tickets@2talk.co.nz
<input checked="" type="checkbox"/> Aaron StLouis	none			astlouis@daybreakfoods
<input type="checkbox"/> Accounts NZ	jk TEST per usert			Accounts@naverisk.com
<input checked="" type="checkbox"/> Adam White	none			adam.white@sourcingm:
<input type="checkbox"/> Ahmed Sanad	jk TEST per usert			ahmed@naverisk.com
<input type="checkbox"/> Alex Millward	jk TEST per usert		Support	alex@naverisk.com

4.2 Invoice report download on client page

Added the ability to download historical invoice reports from the invoice report tab on the client's page.

The screenshot shows the Naverisk interface for a client named 'QATEST MMSP'. The 'Invoice Reports' tab is active, displaying a table of invoice reports. Each row has a 'Download' button with a downward arrow icon. The table columns include Invoice Number, Created Date, Created By, Report Period, and Value.

Download	Invoice Number	Created Date	Created By	Report Period	Value
↓	2845	14/05/2021	Rohan Abraham	14/05/2021 - 21/05/2021	1280.00
↓	2844	14/05/2021	Rohan Abraham	14/05/2021 - 21/05/2021	1280.00
↓	2843	14/05/2021	Rohan Abraham	14/05/2021 - 21/05/2021	1280.00
↓	2842	14/05/2021	Rohan Abraham	14/05/2021 - 21/05/2021	1280.00
↓	2841	14/05/2021	Rohan Abraham	14/05/2021 - 21/05/2021	1280.00
↓	2769	07/05/2021	Rohan Abraham	09/02/2021 - 07/05/2021	4879.41
↓	2727	06/05/2021	Rohan Abraham	06/04/2021 - 20/05/2021	1414.44

4.3 Service catalogue – bulk update service attributes

Bulk administer services including the ability to enable / disable services. Disabled services will be visible in the service catalogue, but not available for selection in recurring services agreements. Disabled services associated with active agreements will still show in the invoice report.

The screenshot shows the Naverisk Service Catalogue interface. On the left is a dark blue sidebar with navigation icons. The main content area has a header with the Naverisk logo and 'SETTINGS > Service Catalogue'. Below the header is a sub-header 'Create, manage, and monitor all your IT Services from this centralized repository.' followed by a table of services.

<input type="checkbox"/> E...	Service Name ▲	Description	Enabled	Service Type
<input checked="" type="checkbox"/>	Advanced	24 X 7 support, (IW) Shared TAM and architect support, Basic IT st	⚠ No	IT Service
<input type="checkbox"/>	Endpoint Licenses	1 License for Bitdefender	⚠ No	Software as a Service
<input checked="" type="checkbox"/>	Essentials	24 X 7 support, Basic IT support (patch		
<input type="checkbox"/>	Microsoft 365 Plan E5	M365 E5 @ \$85 per User per Month		
<input checked="" type="checkbox"/>	MMSP-service			
<input type="checkbox"/>	Office 365 Plan E1	Office 365 E1 @ \$12 per User per Mon		
<input checked="" type="checkbox"/>	Office 365 Plan E3	Office 365 E3 @ \$35 per User per Mon		
<input type="checkbox"/>	Office 365 Plan E5	Office 365 E5 @ \$55 per User per Mon		
<input type="checkbox"/>	Platinum	Everything we offer		
<input type="checkbox"/>	Premium	24 X 7 support with 15 min. response times, Direct access to L3 st	✔ Yes	IT Service
<input type="checkbox"/>	Rachel-MSP-Service1	Rachel-MSP-Service1	✔ Yes	Hardware
<input type="checkbox"/>	Recurring Service	Test	✔ Yes	Hardware as a Service

A modal window titled 'Bulk Update Service' is open over the table. It contains the following fields:

- Service Type: Select a Service Type (dropdown)
- Vendor Name: Select a Vendor Name (dropdown)
- Buy Frequency: Select a Buy Frequency (dropdown)
- Status: Select a Status (dropdown menu with options: Select a Status, Enabled (with green checkmark), Disabled (with yellow warning triangle))

4.4 Manufacturer renamed to vendor

Across the platform to align with the services catalogue capabilities

4.5 Xero billing integration – upgrade to OAuth2

Updated the Xero integration to support OAuth 2.

5.0 Performance, stability & quality improvements

On top of the features and improvements in R1 there was a major focus on fixing bugs and performance of Naverisk.

Based on feedback from our users, we have addressed the following bugs:

- **Fixed:** Minimized User Chat does no longer retains browser focus
- **Fixed:** When opened from Device page, the Script Pack window will now update changes immediately
- **Fixed:** Tabbing experience in the Scheduled job
- **Fixed:** Tabbing experience in the Tickets screen
- **Fixed:** Device Wake On LAN feature is now correctly bringing devices back online
- **Fixed:** TeamViewer status displays correctly in the Device page
- **Fixed:** Tray Client email forwarding will pass the SPF checks
- **Fixed:** Script Parameter correctly reflected when run via Automation Rule
- **Fixed:** Email Integration password now support the (&) character
- **Fixed:** Scheduled Jobs results cannot be merged into the same ticket
- **Fixed:** Preventing HTML tags from being displayed in Client hover box of Service Desk grid
- **Fixed:** Filters of Asset Summary report are now returning the expected results
- **Fixed:** Patch Summary report will return the same results when generate from template or custom report
- **Fixed:** Time Notes will no longer return when Public Note filter is applied in Activity tab of Service Desk
- **Fixed:** Ticket Detachment Link UI displaying error message
- **Fixed:** Users can now edit Template Email
- **Fixed:** Ticket will no longer disappear from grid because they do not have a billing status in some cases
- **Fixed:** Tickets linked to a Block Agreement cannot be marked as Billable
- **Fixed:** Default Billable status of Term agreements can be saved at any time during the life of that agreement
- **Fixed:** Users with access to Client page only are now able to see all the tickets displayed on that page
- **Fixed:** Error when loading Device tab of Ticket Detachment feature
- **Fixed:** Users can now cancel Contact Deletion process at any time
- **Fixed:** Creating an Agreement Status Report for all client is now returning the data correctly
- **Fixed:** The Contact Import error message no longer hides button when displayed
- **Fixed:** Host Name filter excludes results when using "Is Not" function
- **Fixed:** Due Date Field no longer overlaps with body of ticket in Ticket UI
- **Fixed:** Deleting clients which have a secondary point of contact setup
- **Fixed:** Moving the uninstall column in Software tab of Device page broke the grid
- **Fixed:** Clicking in the body of the ticket will now close the Calendar picker used in Due Date field
- **Fixed:** Copy and Clone modal in Project page is now displaying list of all Client in one column
- **Fixed:** Copy and Clone modal in Document page is now displaying list of all Client in one column
- **Fixed:** Agreement Filters of Asset Summary now filtering results correctly
- **Fixed:** "Raise SLA Ticket When Device Disconnects" option has been ticked for a device
- **Fixed:** Term agreement help text re-aligned with fields
- **Fixed:** Device Type filter of the Device page will be sorted alphabetically
- **Fixed:** Sending an email to Contacts from the detachment ticket UI
- **Fixed:** Private Notes will no longer be visible in activity tab
- **Fixed:** Ticket Due Date can now be amended after configured
- **Fixed:** Scheduled ticket can now be set to 12:00AM
- **Fixed:** Mandatory fields in Automation Rule must be edited by user to be saved
- **Fixed:** Imported Client will now inherit the same time zone as parent Client
- **Fixed:** Tray Client Icon will be displayed correctly
- **Fixed:** Script Edit button in Automation Rule now showing correctly
- **Fixed:** Sorting Software by size in the Software tab of Device page
- **Fixed:** Edit button of Available Script Pack correctly displayed in Automation Rule modal
- **Fixed:** Correct UI displayed when no results are found from a Quick Search.