



**Master the Dynamics** of Change

FrontRange Solutions IT Service Management  
**GMEE 6.3.3 build 911 Release Notes**  
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## GMEE 6.3.3 build 911 - Release Notes

### What's new in GMEE 6.3.3

#### GMEE 6.3.3 Enhancements:

- The Outlook Integration Add-in functionality has been improved to include:
  - Simplified installation of libraries eliminating the need to install separate libraries for Smart Client and the Outlook Add-in.
  - Support for Smart Client SSO authentication.
  - Expanded Add-in use cases.
- Printing now includes an option to select child objects to include in the printed document. A "Select Print Option" dialog box will pop up, allowing the user to choose which type of printout they wish to use.
- A new "Word Wrap" button in the toolbars of the tabs of an Incident form is provided to adjust the width of a column to fit its content

#### Documentation Updates:

- The GMEE "What's New" Guide includes information on the following enhancements
  - Performance Improvements
  - Word and Mail Merge Functionality
  - Dashboard component improvements

#### In addition, GMEE 6.3.3 includes the following features:

- 122377 - Purpose and Result drop down lists are now sorted alphabetically when using Outlook Integration.
- 76846 - A tool is provided that moves attachments between databases and file storage. The tool also updates the attachment links stored in the database.
- 127467 - Provide a configurable way for searches to use "=" instead of "like"
- 94368 - Telephone and numeric formatting is now supported in dashboard grids
- 106000 - Windows 7 client support

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**Note:** If you were interested in the implementation of new features, using the Feature Enablement Utility (FEU), please contact FrontRange Solution Customer Support.

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## GMEE Installation Instructions

### Upgrading to GMEE v6.3.3

GMEE v6.3.3 can be installed as a direct upgrade from v6.0.7 or v6.3.0 or 6.3.1.

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Note: Customer upgrading from GMEE 6.3.1 can skip the Data Migration Scripts and external table creations.

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Before upgrading, do the following:

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1. Back up your current database. Open the Administrator online help (C:\Program Files\FrontRange Solutions\FRSApplication\ORAdminWebHelp\ORAdmin.htm) and view the section "Exporting data to a FAD file" for detailed instructions.
2. FrontRange Solutions highly recommends that customers save an image of the current Application Server.

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Note: If you experience any unexpected interruptions behavior during the installation or upgrade process, Frontrange, Inc. recommends that you restore the original image on the application server. If the original image is restored, remove the client application from each client, then re-install the previous version.

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3. Back up the existing installation (installation directory and database). Copy the Web.Config files from each of these locations:

C:\Program Files\FrontRange Solutions\FRSApplication\ServiceManagement\

C:\Program Files\FrontRange Solutions\FRSApplication\ServiceManagementWeb\

C:\Program Files\FrontRange-Solutions\FRSApplication\ServiceManagementCrystalReportViewers\

C:\Program Files\FrontRange Solutions\FRSApplication\FusionBOWS

C:\Program Files\FrontRange Solutions\FRSApplication\FusionNotification

4. Stop the FSMT service.
5. Stop the FrontRange Scheduler service.
6. Stop the Business Process Engine (BPE) as follows:

Make sure there is no activity in the AppServer (w3wp.exe). This can be ensured by watching the CPU consumed by the AppServer process in the Windows task manager or performance monitor.

Make sure BPE is not active. One of the ways to find this is to watch the BP Service log if the 'debug' is turned on or watch the CPU in the task manager.

Stop the application pool for the application server in IIS.

§ **Go to Administrative Tools>>Internet Information Services Manager>> Application Pools.**

§ **Right-click on Application pool for the application server and select Stop.**

7. Make sure the BP Engine MSMQ is empty (0). In case it is not empty and if the queue size is decreasing, then wait until it becomes zero. If it does not decrease, then it means that the BP Engine is not processing the MSMQ for some reason, in which case it is ok to go the next step.

Stop the application pool used by GMEE or IIS completely, depending on your setup.

8. Stop the BP Engine from Windows Services.

- Optional steps:

§ **Back up the BPE database.**

§ **Back up the MSMQ directory.**

§ **Back up the BPE log files.**

- (Optional) The Database holding the BPE persistent tables and the database holding GMEE tables can be taken offline only after shutting down the App Server, Web Services and the BP Engine.

9. Prior to installation, close all active GMEE clients.

10. Stop the FrontRange License Authentication Server.

11. Run the installer (GMEEServer.exe).

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12. Make sure the Database Server (used for GMEE and the BP Engine) is running.
13. Make sure the Mail Server is up and running.
14. Reset IIS (IISReset).
15. Start FrontRange License Authentication Server.
16. Start application pool for the application server in IIS.
17. Start the Web services – FusionBOWS and FusionNotification.
18. Make sure MSMQ is running.
19. Start FrontRange Solutions Scheduler Service (if used).
20. Start FSMT Service (if used).
21. Clear or backup BPE debug and error logs.
22. Start the BPE from Windows Services.
23. When upgrading from a v6.0.7 installation, run the Foundation Upgrade Wizard on your existing GMEE database connection. For more information, refer *Installation Guide*.
24. In a definition set, manually create an external database connection. For more information, see "Creating an External Database Connection" on page 4-6 of the *Installation Guide*.
25. Run the Feature Enablement Utility. For more information, see "Using the Feature Enablement Utility" on page 4-7 of the *GMEE Installation Guide*.
26. Run data-migration SQL scripts. For more information, see "Post-Upgrade Steps" on page 4-16 of the *GMEE Installation Guide*.
27. Customize GMEE form layouts to compensate for any new fields. For more information, see "Post-Upgrade Steps" on page 4-16 of the *GMEE Installation Guide*.
28. In order to use the new "My Dashboard" workspace in GMEE 6.3.3, a new license file must be imported into the License Server. A license can be obtained from [licensing@frontrange.com](mailto:licensing@frontrange.com).
29. Client machines can be upgraded through the ClickOnce installer or by running GMEEClient.exe to install manually. There are separate installers for integration with Outlook 2003 and Outlook 2007. Run the appropriate installer for the version of Outlook used on the client.

## Installing GMEE 6.3.3 as a New Installation

If GMEE 6.3.3 is being installed for the first time (not as an upgrade), use the following steps after installing the application.

1. Import the GMEE 633.FAD file.
2. Create an external connection (LocalGMEE) from the FRS Application Administrator. Create a new Definition Set, select Definitions > External Data Sources, and create a connection named "LocalGMEE" that refers to the GMEE database in which the FAD was imported. Use a database password, rather than integrated authentication.
3. Create SQL views in your database. The scripts for creating these views are located in your installation directory's FrontRange Solutions\FRSApplication\GMEE\Fad\SqlScripts folder. There are separate sets of scripts for Microsoft SQL Server and Oracle. Use the set that corresponds to your database server.
4. In the Application Administrator, go to Database > Import to import GMEE631Step2.fud.

## Help Path Update:

In order for the GMEE help files to be loaded properly in the 6.3 Foundation, the help path setting needs to be updated as described below:

1. Launch the Admin tool.
2. From the Home screen, click on the "System Settings" link.
3. From the Settings screen, click on the "Help Settings" link.
4. In the Help Settings dialog, update the existing settings to reflect the following paths:
  - a. **Webserver path:** /ServiceManagementWebHelp
  - b. **Administrator Help Path:** /OrAdminWebHelp/OrAdmin.htm
  - c. **Application Help Path:** /GMEE/GMEEAppHelp/GMEEApp.htm

At this point, the Help Settings dialog box should appear. Click the **Close** button and exit the Admin tool to complete this change.

This change is also included in the GMEE 6.3 Content Upgrade Instructions.doc, and repeated here for emphasis.

## Special Notes:

GMEE clients and server must be on the same version and patches. The application will not work correctly if clients and servers are on different versions.

### **For Auto Deploy clients:**

The following folder must be deleted on each client PC using Auto Deploy.

C:\Documents and Settings\Users Name on Domain\Local Settings\Apps\2.0

### **Customers performing Complete Installations:**

If you are doing a complete installation note that License Manager "server name" defaults to localhost. This should be changed to your actual server name in the FRS Administrator.

### **For Web clients:**

Edit the Web.Config file found in %INSTALLDIR%\ServiceManagementWeb as shown below:

From: <add key="ConnectionName" value="{Common}ITSM"/>

To: <add key="ConnectionName" value="{Common}YourConnectionName"/>

Example: <add key="ConnectionName" value="{Common}GMEEProduction"/>

## Known Issues – GMEE

The following section describes outstanding known issues and workarounds:

**Issue:** Publishing reports for 64 bit OS

### **Solution/Comments:**

Please use orionapploader32 to publish reports for 64 bit OS

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**Issue:** 3-tier connection not supported for Administrator Module

### **Solution/Comments:**

Recommendation to use only 2-tier connection for the Administrator

**Issue:** Running Crystal Reports on 64 BIT

**Solution/Comments:**

Crystal Reports 2008 Runtime SP2 supports 32-bit apps on 64-bit Windows XP, 2003, Vista, and 2008. Instead of the standard 64 bit version, use the 32-bit version of ODBC Administrator located at c:\Windows\SysWOW64\odbcad32.exe.

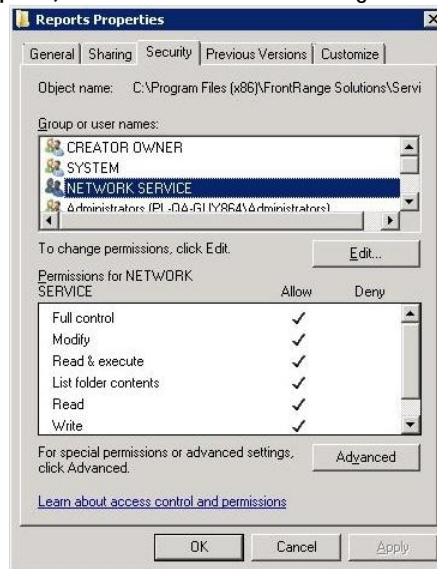
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*Note: Orion.AppLoader.exe on 64-bit Windows runs as 64-bit native application and doesn't support Crystal Reports integration. Instead, you need to use the 32-bit version, Orion.AppLoader32.exe. The native 64 bit version of Orion.AppLoader.exe can publish reports but cannot run the reports.*

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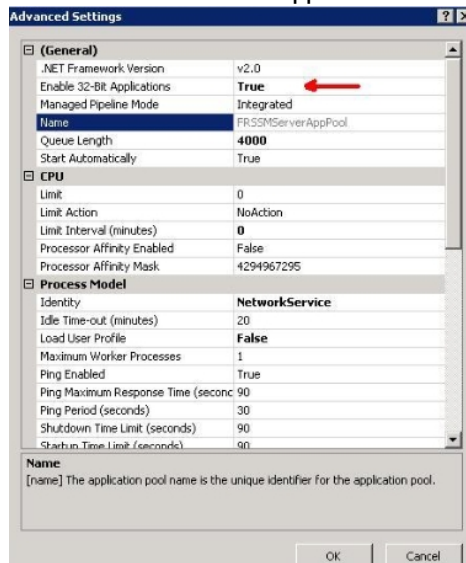
Please follow the steps below for GMEE/GMEE application installed on a 64 bit environment and uses Crystal Reports.

- Ensure that the default Report folder in Admin and web.config is set to: C:\Program Files (x86)\FrontRange Solutions\Service Management\Reports. (to change folder loc: C:\Program Files\FrontRange Solutions\FRSApplication\Reports)
- Remember to,
  - Grant NETWORK SERVICE, all rights on the Reports folder (C:\Program Files (x86)\FrontRange Solutions\Service Management\Reports (to change folder loc: C:\Program Files\FrontRange Solutions\FRSApplication\Reports) set in Admin and web.config.



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- Set “Enable 32-bit applications” in IIS to “True” for all Application Pools.



### Issues Fixed in GMEE 6.3.3

Issue #	Subject
122373	Outlook Integration, Meeting and Appointment requests do not push correct Purpose from Outlook to GMEE
122377	Sort the values of Purpose and Result alphabetically when using Outlook Integration.
123449	Silent Install instructions missing from GMEE 6.3.1 Installation Guide
123515	Cannot open HTML formatted attachments on E-Mail records if they have a colon in the name.
94368	Grid US telephone and dollar amount formatting support
121849	Cannot create QuickAction that loads WSDL over SSL connection
125638	Parse Content from fields action cannot have a follow on action. Error thrown Execution of action Update Record was stopped cannot get record.
127933	Unable to open Outlook .msg attachment
103784	Help is not available in GMEE auto Deploy
120950	Search center does not provide a 'contains' search, unlike navigator search
121824	GMEE Session timeout occurs, but prompt to log back in is hidden (pop-under) in a Citrix environment.
123478	Notification QuickAction has attachments enabled, but no relationship exists. This causes an error when creating a Notification with Attachment.
125477	Date constraints not working with Word Mail Merge after upgrade to 6.3.0
126750	Sum functionality on grids does not work when 'show group by' is set on the grid
128202	Sorting does not work for objects in a Word Mail Merge

## GMEE: Minimum System Requirements

Please note that requirements will vary by implementation. Contact your FrontRange representative for more information.

For the latest requirements, please contact Technical Support at <http://support.frontrange.com>.

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**WARNING:** Any deviation from the recommended system requirements may have an adverse impact.

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### Provided Third-Party Software Components

As part of the installation packages, FrontRange makes a number of required third-party software components available, including:

- Microsoft .NET Framework
- Crystal Reports 2008 Runtime SP2 (Only the runtime, not the application, is delivered)
- Microsoft Visual Studio Tools for Office (VSTO)

These are installed by the server or client installer program if they are not detected on the host system. If you are creating your own installation packages for remote deployment, you must include these software components as noted in the following system requirements.

### Application Server

System	Recommended
CPU	Dual CPU or Dual-Core 1.8GHz+
RAM	4 GB
Hard Disk	10 GB (Minimum Installation)
Operating System	<ul style="list-style-type: none"><li>• Microsoft Windows 2003 Server R2 SP2</li><li>• Microsoft Windows 2008 Server R2</li></ul>

- Microsoft .NET Framework, version 3.5 SP1
- Microsoft Internet Information Services (IIS) server 6.0 SP1 (Windows 2003)
- Microsoft Internet Information Services (IIS) server 7.0 (Windows 2008)
- Microsoft Message Queuing (MSMQ)

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**Web Application Server\***

System	Recommended
CPU	Dual CPU or Dual-Core 1.8GHz+
RAM	4 GB
Hard Disk	10 GB (Minimum Installation)
Operating Systems	<ul style="list-style-type: none"> <li>• Microsoft Windows 2003 Server R2 SP2</li> <li>• Microsoft Windows 2008 Server R2</li> </ul>

\* When deployed separately from Application Server

- Microsoft .NET Framework, version 3.5 SP1
- Microsoft Internet Information Services (IIS) server 6.0 SP1 (Windows 2003)
- Microsoft Internet Information Services (IIS) server 7.0 (Windows 2008)
- Microsoft Message Queuing (MSMQ)
- Compatibility with one or more of the following browsers:
  - Microsoft Internet Explorer 7.0
  - Microsoft Internet Explorer 8.0 (only use the currently-available version. Pre-release versions have associated known issues.)
  - Firefox 2.0 (Windows or Macintosh)

**Database Server**

System	Recommended
CPU	Dual CPU or Dual-Core 1.8GHz+
RAM	4 GB
Hard Disk	10 GB (Minimum - see below for sizing)
Operating System	<ul style="list-style-type: none"> <li>• Microsoft Windows 2003 Server R2 SP2</li> <li>• Microsoft Windows 2008 Server R2</li> </ul>

- Microsoft SQL Server 2005 SP2
- Microsoft SQL Server 2008
- Oracle 10g R2
- Oracle 11g
- Please note that disk space requirement above is the minimum. For proper disk space sizing, please use the guidance below:

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Demo Database: 200MB

Average disk space requirement per record (Incident, Problem, Change, Configuration): ~200KB

Average disk space requirement per record (Inventory): ~500KB

### Client Machine

System	Recommended
CPU	Core 2 Duo or equivalent
RAM	2 GB Recommended
Operating System	<ul style="list-style-type: none"><li>• Microsoft Windows XP Professional SP3</li><li>• Microsoft Windows Vista Business Edition SP2</li><li>• Microsoft Windows 7</li></ul>

- Microsoft .NET Framework, version 3.5 SP1
- 100 MB of free hard disk space
- Microsoft Office 2003 or Microsoft Office 2007
- One of the following browsers:
  - Microsoft Internet Explorer 7.0
  - Microsoft Internet Explorer 8.0 (only use the currently-available version. Pre-release versions have associated known issues.)
  - Firefox 2.0 (Windows or Macintosh)

### Outlook Add-In

You must have the following items installed to use the Outlook integration add-in module (depending on the version of Outlook you are using):

#### Outlook 2003

- Microsoft Office 2003 Primary Interop Assemblies (PIA)
- Microsoft VSTO SE
- Microsoft .NET Framework, version 3.5 SP1

#### Outlook 2007

- Microsoft Office 2007 Primary Interop Assemblies (PIA)
- Microsoft VSTO 3.0
- Microsoft .NET Framework, version 3.5 SP1

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**Note:** The Outlook integration add-in installer programs for both Outlook 2003 and Outlook 2007 will search your host system for these components, and install them if they are not already present.

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### Lotus Notes Add-In

You must have the following items installed to use the Lotus Notes integration add-in module:

- Microsoft .NET Framework, version 3.5 SP1
- Lotus Notes Client 6.5.3 - 8.5

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**Note:** The Lotus Notes integration add-in installer program for Lotus Notes will search your host for the required version of .NET, and install it if it is not already present.

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## Compatibility Matrix

The following is an overview of software compatibility for GMEE. Compatibility information for unreleased products is subject to change. Contact FrontRange Solutions Support Services for additional details.

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**Note:** the standard 64 bit GMEE client, Orion.AppLoader.exe, which is launched by default from the START menu or the GMEE icon, works but is not fully compatible with Crystal Reports or Knowledge Management; a 32bit version, Orion.AppLoader32.exe, located in the same installation folder (typically C:\Program Files(x86)\FrontRange Solutions\Service Management) is.

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### Key for Compatibility Matrix

Code	Description
C	Has been fully QA tested and is Compatible (supported)
I	Has been fully QA tested and can be Integrated* (supported)
W	Has not been fully QA tested for compatibility/integration, but does Work (supported)
N	Has been QA tested for compatibility and/or integration, but is NOT supported due to test results
NT	Has Not been QA Tested; is currently NOT supported due to lack of testing
-	Not Applicable/Not Available (NOT Supported)
*	Integration has been tested between products.

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**Server Compatibility**

Operating Systems	6.3
Windows 2000 Server	-
Windows Server 2003 SP1	W
Windows Server 2003 R2 SP1	W
Windows Server 2003 R2 SP2	C
Windows Server 2003 R2 x64	NT
Windows Server 2008 (includes all patch levels) 32-bit	C
Windows Server 2008 (includes all patch levels) 64-bit	W

Web Servers	6.3
IIS 5.1	-
IIS 6.0 SP1	C
IIS 7.0	C

Database Management Systems	6.3
MS SQL Server 2000 SP3	
MS SQL Server 2000 SP4	
MS SQL Server 2005 RTM	
MS SQL Server 2005 SP1	
MS SQL Server 2005 SP2	C
MS SQL Server 2008	C

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Database Management Systems	6.3
Oracle 9i	-
Oracle 10g R2	C
Oracle 11g	W

<b>Lotus Domino Integration</b>	6.3
Lotus Domino 6.5	W
Lotus Domino 7.0	W
Lotus Domino 8.0	W

### Client Compatibility

Client Operating Systems	6.3
Windows 2000 Professional	-
Windows XP Professional SP1	-
Windows XP Professional SP2	C
Windows XP Professional SP3	C
Windows Vista Business (32 bit)	C
Windows Server 2008 (includes all patch levels) 32-bit	C
Windows Server 2008 (includes all patch levels) 64-bit	N
Windows 7 (32 Bit or 64 Bit)	W

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.NET Framework	6.3
.NET 1.1 SP1	-
.NET 2.0	-
.NET 3.0 SP1	-
.NET 3.5 SP1	C

Browser	6.3
Microsoft Internet Explorer 6.0 SP1	
Microsoft Internet Explorer 7.0	C
Microsoft Internet Explorer 8.0	C
Firefox 2.0 on Windows	C
Firefox 2.0 on MAC OS 10.4 (Tiger)	
Firefox 2.0 on MAC OS 10.5 (Leopard)	
Firefox 3.0 on Windows	C
Firefox 3.5 on Windows (requires Microsoft .NET Framework Assistant 1.1 be downloaded if using the ClickOnce client )	W
Firefox 3.0 on MAC OS	
Firefox 3.5 on MAC OS	W

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Crystal Reports	6.3
Crystal Reports 9.2.33	-
Crystal Reports 10.0.33	-
Crystal Reports 11.0.33 (Crystal reports CR 11 R2 for .NET2, version 11.5.3700.0)	W
Crystal Reports 2008 SP2	C

Microsoft Office	6.3
Microsoft Office 2003 SP2	C
Microsoft Office 2007	C
Microsoft Office 2010*	W

\* Microsoft Office 2010 – Compatibility: Works with MS Word for Word Merge, MS Excel for Export to Excel.

Email	6.3
MS Outlook 97	-
MS Outlook 98	-
MS Outlook 2000 SP1	-
MS Outlook 2002	-
MS Outlook 2003	C
MS Outlook 2007	C
MS Outlook Express	-
Lotus Notes Client 6.5.3	C
GroupWise Client 7.0.1	W

\*Email integration with Outlook 2010 not supported

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Other Integrations	6.3
IPCM 5.1	W
IPCM 5.3	C
Citrix	W
VMware	C