

2.0.0.21 - 02-May-2019

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- enh: added Cherwell Service Management core assemblies
- enh: added Cherwell Service Management Change Request import module, imported as ChangeTracker Planned Changes
- enh: Cherwell CIs can be mapped to ChangeTracker Devices and Groups
- enh: ChangeTracker Planned Change 'Origin' field is populated with the source system identity (e.g. Host name derived from baseUrl, Machine name if baseUrl represents a loopback address)

2.0.0.20 - 08-Apr-2019

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- enh: updates read from the source system which would not modify the destination system, will be skipped for efficiency
- enh: modifications to Change Requests will only cause ChangeTracker events to be resubmitted for evaluation if they might affect the outcome, for efficiency

2.0.0.19 - 17-Mar-2019

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- enh: SQLite knowledge store extended to include SyncAttempt count, entities which fail to synchronize will not be retried indefinitely
- enh: increased timeout on event resubmission to 300s

2.0.0.18 - 04-Dec-2018

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- enh: source of ChangeTracker Planned Change 'Description' field adapts to CT hub capabilities (CT version >= 7.2.0.0 : sourced from 'description' field, CT version < 7.2.0.0 : sourced from 'ticket number' field)

2.0.0.17 - 29-Nov-2018

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- enh: added BMC Remedy Service Management Association import module, imported as ChangeTracker Devices

- enh: logging configuration can be modified without the need to restart the service

2.0.0.16 - 07-Nov-2018

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- enh: added BMC Remedy Service Management core assemblies
- enh: added BMC Remedy Service Management Infrastructure Change import module, imported as ChangeTracker Planned Changes
- enh: added BMC Remedy Service Management test page to installation wizard
- enh: added startup checks for the ChangeTracker configuration
- fix: misconfigured ChangeTracker credentials could cause the service to hang at startup

2.0.0.15 - 21-Jun-2018

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- enh: added Samanage Service Platform core assemblies
- enh: added Samanage Service Platform Change Request import module. CRs imported as ChangeTracker Planned Changes
- enh: added Samanage Service Platform test page to installation wizard

2.0.0.14 - 18-Jun-2018

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- enh: events which are manually linked to a ChangeTracker Planned Change will no longer be resubmitted when the Planned Change is updated during synchronization
- fix: Devices linked to Change Requests weren't being removed from ChangeTracker

2.0.0.13 - 07-Jun-2018 (requires CT version >= 7.0.1.57)

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- enh: removed the requirement for a minimum timespan on ChangeTracker Planned Changes

2.0.0.12 - 29-May-2018

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- enh: added customisation of the start time used when retrieving ChangeTracker events for Change Requests without a start date. Specify a time span which determines how far back to re-evaluate events via application configuration file (key named 'changeTracker.getEventsStartTimeSpan', value of the form 'd.HH:mm:ss'). Time span will default to 7 days (7.00:00:00) if the setting is not found/cannot be read.

- fix: missing Change Request start date resulted in the related ChangeTracker events not being resubmitted for evaluation

2.0.0.11 - 18-May-2018

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- fix: modifications to Change Requests didn't always result in all the related ChangeTracker events being resubmitted for evaluation

2.0.0.10 - 04-May-2018

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- fix: Devices linked to Change Requests weren't always being correctly located and linked in ChangeTracker, when locating by Device name

- fix: Devices linked to Change Requests weren't being correctly located and linked in ChangeTracker, when comma separated "serviceNow.deviceClassNames" configuration value had leading or trailing whitespace around individual class names

2.0.0.9 - 03-May-2018

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- fix: Planned Changes which mirror Change Requests shorter than the minimum time window imposed by ChangeTracker, are extended to match the minimum time window (10 minutes)

- fix: Devices linked to Change Requests weren't always being correctly located and linked in ChangeTracker

2.0.0.8 - 01-May-2018 (requires CT version >= 7.0.1.56)

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- enh: ServiceNow CIs / Affected CIs can be mapped to ChangeTracker Devices and Groups

2.0.0.7 - 22-Dec-2017

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- enh: improved fault tolerance; failure to synchronize an individual entity won't affect the overall processing of incremental changes
- enh: improved shutdown performance; ChangeGearImportJob and ServiceNowImportJob can be interrupted during a sync session
- enh: improved restart performance; processing of incremental changes resumes from the date/time of the most recent successfully synchronized entity
- enh: improved job isolation; Quartz scheduler won't execute an individual job on multiple threads concurrently
- enh: moved the log output and local SQLite knowledge store from "Program Files" to "Program Data" area in line with best practise

2.0.0.6 - 07-Nov-2017

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- enh: added global start date/time to RESTful sync providers via application configuration file; changes prior to this will be ignored (key named 'restSyncProvider.startSyncTimeUtc', value of the form 'yyyy-MM-ddTHH:mm:ss'). Ignored if the setting is not found/cannot be read.
- enh: added SunView ChangeGear test page to installation wizard

2.0.0.5 - 24-Oct-2017

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- enh: ServiceNow ServiceManager test page in installation wizard checks that GMT is the configured time-zone
- enh: added customisation of the ChangeGearImportJob and ServiceNowImportJob sync interval via application configuration file (keys named 'changeGearImportJob.intervalMilliseconds' and 'serviceNowImportJob.intervalMilliseconds'). Both sync jobs default to 30,000 ms (30sec) if the setting is not found/cannot be read.

2.0.0.4 - 19-Oct-2017

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- enh: added customisation of the GetIncrementalChanges query filter for RESTful sync adapters via application configuration file

- fix: ServiceNow ServiceManager test page in installation wizard wrongly reported failure when password includes unicode characters

2.0.0.3 - 13-Oct-2017

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- enh: added ServiceNow ServiceManager test page to installation wizard
- enh: added server certificate validation. all certificates checked for validity, thumbprints of trusted certificates can be specified in application configuration

2.0.0.2 - 06-Oct-2017

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- enh: added re-submission of events for retrospective Planned Changes
- enh: altered Quartz scheduler to not shutdown until jobs all complete
- enh: added component selection page to installation wizard, allowing various service providers to be installed separately
- enh: added service provider configuration and test pages to installation wizard

2.0.0.1 - 08-Sep-2017

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- enh: added ServiceNow ServiceManager core assemblies
- enh: added ServiceNow ServiceManager Change Request import module. CRs imported as ChangeTracker Planned Changes
- enh: added Quartz scheduling to provide parallel job processing
- enh: added just-in-time Group lookups when mapping ServiceNow CIs to Groups
- enh: improved logging, especially with respect to ChangeTrackerPlannedChangeInstanceRestSyncAdapter in DEBUG mode
- enh: created installer project

2.0.0.0 - 17-Jul-2017

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- enh: initial migration of the original ITSM import. core code re-written to support multiple service providers
- enh: added SunView ChangeGear core assemblies
- enh: added SunView ChangeGear Change Management Ticket import module. RFCs imported as ChangeTracker Planned Changes