

# EriZone 5.2 Release Notes

Welcome to the latest version of our Service Management solution EriZone version 5.2.

**Product:** EriZone

**Release Number: 5.2**

**Release Date:** August 31, 2017

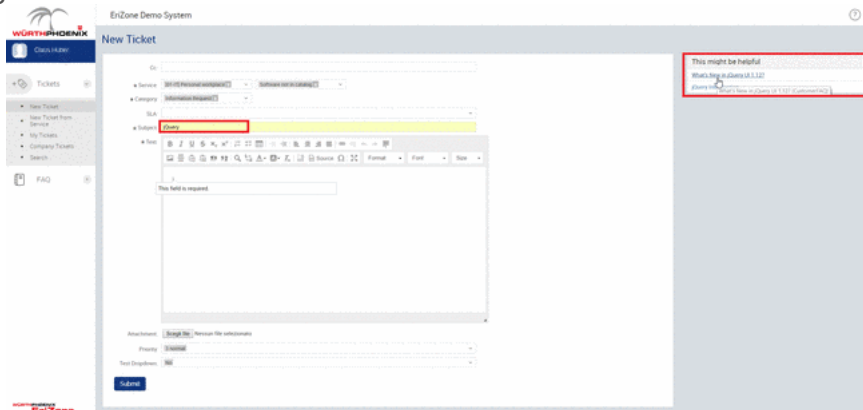
**Release Type:** Minor

**Previous Release: 5.1**

These release notes for EriZone 5.2 describe the new features and improvements and provide information on how to upgrade.

## Enhancements

- Integration of Shibboleth Service Provider SSO based on SAML 2.0. With Shibboleth the identity of the user will be authenticated against the selected Identity Provider.
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- Ticket Template - quick, pre-filled ticket templates are available as links in the agent navigation bar. A quick ticket registration is possible using templates with service, category and queues pre-selected (details here <http://www.neteye-blog.com/2017/06/quick-ticket-template/>).
- Multiselect of companies in dispatcher. Now it is possible to define a list of companies for a single service dispatcher simplifying the overall system configuration and maintenance.
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- Updated to the latest version of OTRS 5.0.22.
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- FAQ suggestion widget integration. When typing the subject on the customer side the related FAQ suggestions will be listed.



## Major Bug Fixes

- FAQ articles are listed even without permission
- Type set to Unclassified after queue change in Priority and Services
- Hardcoded table customer\_company in Dispatcher
- EriZone Theme fixes

Try it now!

All new features and enhancements are also available on our [EriZone Online Demo](#).  
Preparations before upgrading from EriZone 5.1 to EriZone 5.2

- 1 Snapshot of the Virtual Machine
- 2 Activate the repo resolution with the following parameters in Admin>>SysConfig
  - Package::RepositoryRoot: [repo.wuerth-phoenix.com/erizone/erizone-5.2/repository.xml](http://repo.wuerth-phoenix.com/erizone/erizone-5.2/repository.xml)
  - Package::RepositoryList:
  - KEY: <http://repo.wuerth-phoenix.com/erizone/erizone-5.2/packages/>
  - VALUE: erizone-5.2 packages

## Upgrade steps

- 1 Upgrade OTRS framework to version 5.0.22 through yum service:  
yum update <https://ftp.otrs.org/pub/otrs/RPMS/rhel/6/otrs-5.0.22-01.noarch.rpm>
- 2 ***/opt/otrs/scripts/EriZone/Permissions.sh***
- 3 Upgrade packages via Admin >> Package Manager; the upgrading procedure must be made STRICTLY with the following sequence:
  - 1 ITSM
  - 2 FAQ
  - 3 Survey
  - 4 OTRSMasterSlave
  - 5 OTRSTicketMaskExtension
  - 6 OTRSAdvancedEscalations
  - 7 EriZone
  - 8 EriZone Core
  - 9 EriZoneServiceDeskEnhancement
  - 10 EriZoneTheme
  - 11 EriZoneAccessManagement

Please follow these rules during the upgrade/install procedure:

- Contact our support team if you do not feel comfortable on any operation  
[net.support@wuerth-phoenix.com](mailto:net.support@wuerth-phoenix.com) or <https://erizone.wuerth-phoenix.com>
- The packages must be installed in sequence and individually

- The system may take longer or shorter times for each action / package so please be patient
- Action buttons must be clicked only once for the success of the operations

**ATTENTION** After the upgrade execute the following action from the command line:

```
/opt/otrs/scripts/EriZone/erizone.global_makelink /opt/otrs/scripts/EriZone/Permissions.sh  
/opt/otrs/scripts/EriZone/RestartEriZone.sh
```