

What's New in SBM 10.1.5 Webcast FAQs

We are pleased to announce the release of Serena Business Manager (SBM) 10.1.5. The release includes enhancements to reporting, search, and the SBM user experience.

You can watch an [on-demand recording of our webcast](#) on “What’s New in 10.1.5” that describes all the features in the new release. Following are answers to all the questions from the webcast:

Questions and Answers

Q: How do you change user in Work Centre?

A: You can click on the profile avatar picture and select “Sign Out”, then sign back in as a different user. SBM 10.1.5 also introduces the ability for an administrator to log into SBM as another user for testing, troubleshooting or user assistance.

Q: Can you select multiple values for a single facet?

A: Currently you can only select one value for a facet type, but can select multiple facets within a search.

Q: is SBM 10.1.5 IE11 compatible?

A: Yes – SBM 10.1.5 is Internet Explorer 11 compatible. You can refer to the platform matrix for a list of supported environments.

Q: Are the menus/icons at top/side items shown during the demo programmed / configured?

A: Everything shown in the demo is configurable by SBM administrator using what is shipped in SBM 10.1.5.

Q: Can we change application themes for installations on different environments (dev/test/prod)?

A: Yes, header and footer in work center is customizable. Serena support can provide pointers to make additional theme related changes if necessary as customization.

Q: Can you clarify how multi-language support works? We may need to provide language localization in Japanese and Chinese and perhaps others. Do you provide this language translation out of the box or only the means to display our own language translation?

A: SBM 10.1.5 provides the ability to localize your process application, including workflow and transitions, but does not include out-of-the-box language translations. You will need to provide and configure the localizations.

Q: So if we link the region to the fields for example and the user's profile is set for that region do they see the native language?

A: The language presented to users will depend on their chosen locale. If the locale has been configured using Multi-Language Support, that user will see the translations linked to that locale.

Q: Any update on the License Manager?

A: License Manager has been versioned to 2.2.0. In fact, License Manager must be upgraded to 2.2.0 to work properly with SBM 10.15 so please expect to upgrade License Manager when upgrading to SBM 10.1.5.

Q: [Can we] forcefully log out users, configure session time out lessee than 60mins, etc.

A: There are currently no plans to reduce the idle timeout to less than 60 minutes. However, we are investigating ways to ensure that users that cancel out of a web interface by closing the browser instead of properly signing out have their license released in a more expedient manner.

Q: What is the upgrade lab?

A: The upgrade lab is a service provided by Serena to assist customers in identifying issues that may occur during an upgrade process. The customer's database (or metadata within the database) is provided to Serena. Serena then performs an upgrade to the latest version of SBM where issues encountered are identified, documented and resolutions steps are provided. This ensures that when the customer performs the upgrade in their local environment, there should not be any surprises and upgrade issues can be addressed quickly leading to faster time-to-value.

Q: Are all changes for 10.1.5 specific to the Work Center interface?

A: Not all changes are specific to Serena Work Center. Several changes will be available within the User Workspace. However, the general direction of SBM is to focus on enhancing Serena Work Center so there will continue to be some features only available in Serena Work Center in future releases.

Q: Is there any plan to move the Web Admin to HTML5 rather than Flash?

A: There will be a completion of moving the System Administration interface to the Web Administration interface in future releases. As this effort continues, we will certainly evaluate the correct technology to complete the conversion.

Q: Can refined search criteria be saved for future queries?

A: Not currently, but it is under consideration

Q: Can we mass update attachments to multiple items?

A: No, that is not currently a capability.

Q: Is there a plan for the space between process apps and +NEW

A: We always look for ways to improve the user experience in Serena Work Center so that space may be used in the future, but at this time there are no short-term plans to use it.

Q: Has the orchestration webservice character limit (previously ~4k characters) been increased?

A: If throttling enabled, the default limit is set to 4k characters which restricts the maximum orchestration request / response. If throttling is turned off this is not limited. There may have been a defect in the system in a previous release where the throttling setting was improperly ignored, but this has been resolved in recent releases.

Q: I currently have 10.1.3 with a customized Release Management 4.5 on top of that. Will Release Manage 4.5 continue to work with 10.1.5?

A: Yes

Q: Are the new color features [in Reporting] available in old user interface?

A: Yes. Reports configured through the Serena User Workspace can take advantage of the ability to change the colors of field values.

Q: Any new support for database systems?

A: No. There is a section at the end of the PDF version of the platform matrix that lists changes between 10.1.4 and 10.1.5 so you can easily find this information.

Q: Can a particular field value in a listing report be made to appear in a given color? For example, if I have a listing report that shows the priority can all that are high appear in red?

A: Not at this time, no.

Q: Can we print reports in PDF?

A: Many operating systems enable you to print to a PDF rather than a physical or network printer and this would be the way to print a report as a PDF. As for exporting to PDF, at this time the format available for export is Excel.

Q: Will you ever have a direct link into Dimensions to replace the requests with SBM items?

A: It is something that is under consideration

Q: Can you push Activity Views to the bookmarks for all members of a group?

A: Yes.

Q: Currently we are installing and configuring SBM 10.1.4. Is it possible to upgrade to 10.1.5?

A: Yes – you can upgrade from SBM 10.1.4 to SBM 10.1.5

Q: What is the primary difference between native SBM and Work Center? Are there any pitfalls to migrating to WC that we should know about?

A: A transition guide for Work Center is available on the Serena Documentation Center. This document will help identify differences between Serena User Workspace and SWC and assist with migration.

Q: When is it projected that User Work Space will go away? Which version and Year?

A: A specific timeframe has not yet been decided, but a Statement of Direction will be posted once such information becomes available. It is confirmed, though, that Serena User WorkSpace will be included in the next major release of SBM.

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