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Transforming the way you work

March 2020

Civica Service Desk Compatibility Setting Guide

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1 Introduction

The Civica Self Service Support Portal is an application for customers that provides access to the Service Desk database through a support browser.

2 Supported Web Browsers

The list of support browsers are as follows:

- **IE version 11 is the recommended browser**. IE versions 8-10 may function but only in a Windows 7 environment, older operating systems will no longer be compatible.
- **Chrome version 73** and **Chrome version 80** are not supported
- With the exception of the two versions mentioned above, **Chrome Version 38** or higher should function normally but there may be slightly different experience to IE
- Firefox is not supported.
- While other browsers such as Edge or Safari may appear to work, there may be some different or reduced functionality

3 Internet Filtering

In the event your organisation has Internet filtering / whitelisting, your IT department may need to add URLs to any internet filtering systems to ensure traffic is not blocked to and from these.

Depending on the filtering system in place, you may add a prefix such as * or suffix such as /* to these URLs in order to add them to their systems – this is acceptable and you should use whichever is best practice for your organisation.

3.1 Standard Civica Service Desk URLs

- servicedesk.civica.co.uk

- extranet.civica.com

- servicedesk-live.civica.co.uk

3.2 Additional URLs required for Knowledge Customers

In addition to the standard three URLs, knowledge customers must ensure the following two URLs are also configured.

- civica.rightanswers.com

- civss.rightanswers.com

4 Additional Support Information

Issue accessing the system may be a result of browser settings, and that they are set quite high which causes the browser to block information being sent/received which can include the user's authentication token.

The below provides additional information that may help to resolve issues. This is a guide only and it is recommended that customers consult with their IT department before making any browser changes.

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4.1 Specific Browser Settings Advice

If you are experiencing an issue, you may wish to review your browser settings for further assistance.

Below is some advice around specific versions of browsers where settings may require amending in order for the system to function correctly.

4.1.1 Chrome Version 80

This version is currently not supported due to technical issues between Chrome and the Civica Service Desk product.

The following advice will be relevant once the issues impacting Chrome Version 80 are resolved.

In order to allow authentication cookies to pass between the integrated products that make up Civica Service Desk, the Same Site Cookie settings must be disabled.

There are two ways of achieving this depending on customer requirements.

1. Disable the below settings manually via the settings in Chrome

● SameSite by default cookies

Treat cookies that don't specify a SameSite attribute as if they were SameSite=Lax. Sites must specify SameSite=None in order to enable third-party usage. – Mac, Windows, Linux, Chrome OS, Android

#same-site-by-default-cookies

Disabled ▼

● Cookies without SameSite must be secure

If enabled, cookies without SameSite restrictions must also be Secure. If a cookie without SameSite restrictions is set without the Secure attribute, it will be rejected. This flag only has an effect if "SameSite by default cookies" is also enabled. – Mac, Windows, Linux, Chrome OS, Android

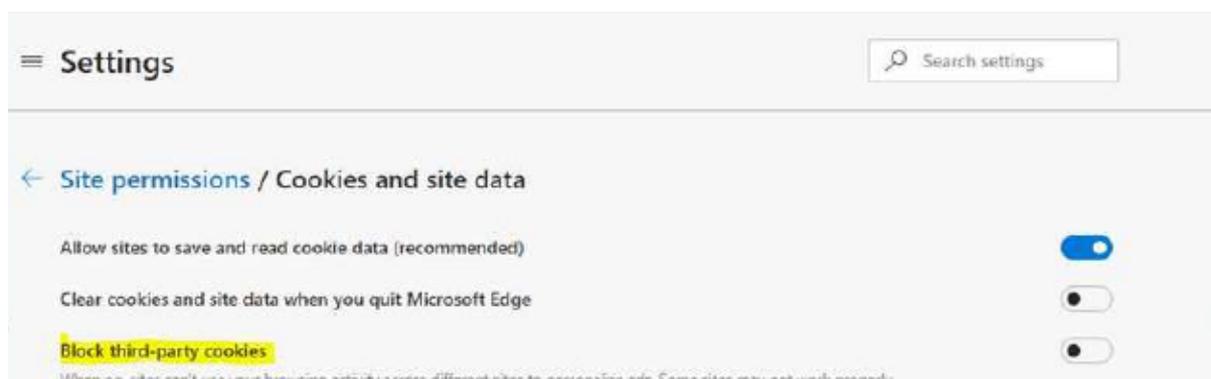#cookies-without-same-site-must-be-secure

Disabled ▼

2. Use the Legacy Same Site behavior policy for our specific domain URLs, set by via group policy. The Chrome Docs page explaining this functionality and how to implement is here

https://cloud.google.com/docs/chromeenterprise/policies/?policy=LegacySameSiteCookieBehaviorEnabledForDomainList

4.1.2 Edge Chromium

In order to allow authentication cookies to pass between the integrated products that make up Civica Service Desk, the following setting in Edge Chromium should be switched off.

This can be set by Group Policy if needed.

≡ Settings   🔍 Search settings

← Site permissions / Cookies and site data

Allow sites to save and read cookie data (recommended)   ⬤

Clear cookies and site data when you quit Microsoft Edge   ◯

Block third-party cookies   ◯

When on, sites can't use your browsing activity across different sites to personalize ads. Some sites may not work properly.

4.2 Standard Advice

- Clear the cache, and any saved credentials from the browser. This will ensure that it is not picking up any cached information.

- Use a compatible browser mentioned in the starting section. It is important to ensure users are using a compatible browser as reported issues could be as a result of using an incompatible browser.

- Always Allow Pop Ups on our URLs within IE settings. This is particularly important for knowledge management customers to avoid issues opening knowledge articles.

- Ensure IE Privacy Settings are appropriate as this could detriment the experience and allow our URLs as trusted sites. Adding our URLs to Trusted sites will ensure no essential information is being blocked in relation to your session.

- Allow session Cookies from our URLs. Allowing session cookies from our URLs will ensure the user's authentication token is stored and passed between all of the systems that make up Civica Service Desk, ensuring a good user experience, preventing authentication related errors and ensuring you can use integrated products such as knowledge management.

- Check with your IT department to ensure Firewall settings have been amended to allow traffic through our URLs as detailed earlier in this document. For organisations using firewall or proxy filtering, this is essential in ensuring authentication can take place correctly between all of the systems that make the Civica Service Desk product.

4.3 Further Advanced Advice

If the above has not resolved the issue and you're still getting authentication errors you can try the following settings on IE,

- Ensure IE settings for "Check for new versions of webpages" is set to – Every time I visit the Webpage. This will force the browser to update the pages each time the user loads them but can add latency to the session because of this. It should only be done as a last resort and help facilitate testing

- Ensure Compatibility mode is switched off on any browser. Some windows 10 builds have this set on by default for the intranet zone, therefore if a customer adds our URLs to the intranet zone rather than trusted sites this may be a factor in any issues. In other situations this can be set on/off per URL by the user in their browser, or within any organisation wide group policies they have in place.

5 Service Desk Contact Details and Further Information

If you need further assistance or help using the self-service support portal please contact the Service Desk.

Service Desk	Service Desk Contact Details
Education Customer Support	Telephone: 1300 550 062 Email: educationsupport@civica.com.au Support Website: http://civicaeducation.com.au
Library Customer Support	Telephone: 1300 303 032 Spydus Online Help: https://yourlibraryurl.spydus.com/#WelcomeToCivicaHelp.html
Local Government	Telephone: 1800 643 436 Email: support@authority.civica.com.au
All Customers Self-Service Portal	https://servicedesk.civica.co.uk/SelfService/ss/