



ISSUETRAK 8.0.1 RELEASE NOTES

Release Date

IssueTrak 8.0.1 is scheduled for release on May 29, 2008.


System Requirements

System Requirements are available at www.issuetrak.com/docs/issuetrak8.0TechnicalOverview.pdf.

Distribution

Premise clients with current support and maintenance agreements will receive an email with the necessary files and may update at their discretion. (Clients running versions prior to 6.5 or installed on a 64-bit server will require additional files from our Support Team.) Hosted clients will receive email notification at least one week prior to an update being applied to their site.

Documentation

Clicking the Help icon  in the far right hand corner of any IssueTrak screen will launch the IssueTrak online manual for screen-specific documentation. Product documentation, including release notes for versions prior to 8.0.1, is available on our Support Site: http://support.issuetrak.com/Kb_ArticleView.asp?ArticleNbr=62.

Contacting Support

If you require additional assistance, please contact an IssueTrak Representative at 757-213-1351, support@issuetrak.com or <http://support.issuetrak.com>.

New Capabilities

IssueTrak

Reports

- Create queries and reports with detailed user information using new "Issues/Users" data set
- Create queries and reports with detailed time metrics using enhanced "Issues" data set

Administration

- Use **Issue Class** as criteria for auto assignment

- Activate up to 12 **User Defined** table-driven **Issue Fields**
- Activate up to 12 **User Defined** text-based **Issue Fields**
- Activate up to three **User Defined** date-based **Issue Fields**
- Add and edit **Location** records directly from issue-related screens

Miscellaneous

- Display **Trak Tips** to appropriate users on all issue-related screens
- View/edit values in **User Defined** fields when closing issues

Add-On Modules

Asset Management

- Collapse/expand sections when viewing/printing PC type **Asset** records
- Display **history** link specific to asset value on all issue-related screens
- Edit **Asset** records directly from issue-related screens

Known Issues Addressed

IssueTrak

Dashboard

- Resolved issue with modules not displaying as "Expanded"
- Resolved issue with **Count** links next to Users/Groups with IDs containing hyphens or underscores not opening list windows from **Open Issues By Assignee** and **Open Issues By Next Action** modules
- Resolved issue with **Current Qtr Performance** module displaying inaccurate **Avg Response Time**
- Resolved issue with issue links from **Dashboard** lists not opening in front of other active windows

Search Issues

- Resolved issue with retaining subtype values selected when using **Back** from **Search Results** screen in IE browser

Calendar

- Resolved issue with users inheriting permissions through group membership not being able to view **Calendar** events
- Resolved issue with auto assignments rerouting to incorrect assignee due to **Out of Office** records

Knowledge Base

- Resolved issue with **Search Knowledge Base** on Login screen returning the following error:
This application is not configured to use the Knowledge Base.
- Resolved issue with **Search Output "Detail List"** displaying "No" for articles marked "Private"
- Resolved issue with retaining values selected when using **Back** from **Search Results** screen

Reports

- Resolved issue with **Add Recipient** search not displaying users when maintaining **Report Distribution** on scheduled reports

Administration

- Resolved issue with **Issue Default Email Notification List** displaying **Add New User** button

Miscellaneous

- Resolved issue with users granted **Can edit issues** but not **Can submit issues on behalf of other users** permissions not being able to view or select **Class** when submitting issues
- Resolved issue with users granted **Allowed Read Only access to Administration information** and **Can access and maintain all Projects** permissions not being able to delete projects
- Resolved issue with blank SLA email notifications
- Resolved issue with Windows XP language setting "Chinese Hong Kong (S.A.R)" preventing proper function of submit screen in IE browsers

Add-On Modules

Active Directory

- Resolved issue with user not being able to view **Task Complete** link related to case-sensitivity and **Task Completed By Assignee Only**
- Resolved issue with recognizing special extended characters in user passwords

Asset Management

- Resolved issue with **Asset Location** search not filtering on partial value entered
- Resolved issue with XML file including blank MAC addresses updating additional assets with blank MAC addresses
- Resolved issue with **Asset Summary** displaying counts with no specific **Asset Type**

Incoming Email

- Resolved issue with recognizing correct user among similar email addresses

Surveys

- Resolved issue with inconsistent piping related to question styles