



Release Notes - IssueTrak 8.0.2

This document provides information related to the release of IssueTrak 8.0.2. General information regarding distribution and documentation is included, as well as a complete list of all product enhancements and known issues addressed in this release.

Release Date

IssueTrak 8.0.2 is scheduled for release Fall 2008.

System Requirements


Please visit www.issuetrak.com/docs/systemoverview.pdf for current system requirements.

Distribution

All updates and upgrades are distributed on a phased roll-out schedule. According to this schedule:

- **Premise customers** will receive an email notification with the necessary files and related information. Any update/upgrade may be executed at the client's discretion. (If running a version prior to 6.5, additional assistance and files from our Support Team will be required.)
- **Hosted customers** will receive an email notification with related information at least one week prior to any scheduled update/upgrade. Any update/upgrade will be executed during the appointed day/time, barring any response requesting modification to the schedule.

Documentation

Clicking the Help icon  in the far right corner of any IssueTrak screen will launch **IssueTrak Online Help** in a separate window. **Online Help** provides direct access to the Administrator or User Manual based on the logged in user's permissions.

Complete product documentation is maintained in our Support Site Knowledge Base (KB):
http://support.issuetrak.com/Kb_ArticleView.asp?ArticleNbr=62.

Product Enhancements

IssueTrak

Installation/Upgrade

- Install/Upgrade within 64-bit environments using the automated Installation Program

Administration

- Search/Filter for specific messages in Email Settings > Outgoing Email Log using Quick Search and paging functionality
- Add monthly/yearly generated Service Contracts to an organization using a batch add contracts link
- Restrict Organization Administrators (OAs) from granting licensed permissions with new can grant licensed permissions OA parameter
- Edit an organization or location directly from the details pop-up window when submitting, editing or viewing issues
- Add group members directly from the Group Members screen using an Add Members button
- Customize the content and structure of email notifications with enhanced flexibility and available tokens
- Conserve space when using new image embedding capabilities with Delete Unused function
- Include "Exempt Days" within Service Level Agreement (SLA) terms based on "Non-Work Days" within your Hours of Operation and/or define dates specific to SLA terms
- Define SLAs on the user or group assigned to issues using new system option: SLA Based on Issue Submitter or SLA Based on Issue Assigned

Dashboard

- View Open Tasks by Assignee as a Dashboard Module with a Task List pop-up
- View Open Issues by Responsible Department as a Dashboard Module

Knowledge Base

- Embed images directly within KB Articles when using plain or rich text

Reports

- View Summary Report of SLA Issues by Next Action when the SLA feature is activated

Miscellaneous

- Embed images directly within Notes when using rich text
- Select multiple recipients when using the Email Issue function
- Include email message text if option is selected when using the Email Issue function
- Include/Populate the default Severity for any SLA-related value if selected on the Submit An Issue screen when the SLA feature is activated
- Move directly to the first field available on the Submit An Issue screen when the User Defined Special Table feature is activated

Active Directory Module

- Use SSL (secure LDAP) during User Imports and AD Authentication
- Track users created via AD more accurately with new system user "AD"

Asset Management Module

- View asset-related issues directly from the View Asset screen using a view issue history link

Incoming Email Module

- Track users created via IEM more accurately with new system user "IEM"

Known Issues Addressed

IssueTrak

Administration

- Resolved edit links not displaying in user search results for users with "Organization Administrator" and "Allowed Read Only access to Administration information" permissions
- Resolved group membership not displaying in user records when Group ID contains ampersand
- Resolved Organization Lookup not returning organization records for users with "Organization Administrator" permissions to "*All Organizations"
- Resolved error when attempting to submit Search On criteria in the "Add (Group) Member" window using [Enter] instead of the Submit button
- Resolved discrepancy in advanced licensed counts among users and groups
- Resolved "Restrict To" values not persisting when certain Issue Subtypes are updated
- Resolved incorrect generation of certain bi-weekly Recurring Issues
- Resolved error using Mass Updates with certain comparison operators in query conditions

Special Function

- Resolved error when Special Function value selected contains ampersand
- Resolved discrepancy in display of Edit Issue screen when Special Function label contains apostrophe

Email Notifications

- Resolved display of single quotes as double quotes in certain notifications
- Resolved extra spaces displayed in Escalation Notices
- Resolved error returned on certain links when currently logged into IssueTrak
- Resolved incorrect display of Substatus value related to certain Substatus Rules

Reports

- Resolved Substatus column not displaying on certain My Issues reports: Summary, As Assignee - Next Action Mine or Blank and As Next Action
- Resolved incorrect display of Summary Report "Issues by Project"
- Resolved incorrect results using drill-down links in certain Summary Reports if line User ID greater than 20 characters
- Resolved error when attempting to run certain Saved Searches
- Resolved 500 record export limit when using issue searches and "Brief Output to Excel"
- Resolved error using issue searches with defined Search All criteria and "Detail Output to Excel"
- Resolved error using issue searches and "Detail List with Notes" or "Detail List w/o Notes" when "Allow members of Email Distribution Lists to add notes to issues" is selected in System Settings
- Resolved issue searches with output "Detail List with Notes" displaying private notes to users without "Can view and add Private Notes in issues"
- Resolved Issue Search screen displaying private field(s) as "Sort Order" option for users without "Can view and enter content in Private Optional Fields"
- Resolved error returned on Substatus value when exporting issue searches/reports to Excel
- Resolved discrepancy in issue search results when using different User Time Zone and Server Time Zone
- Resolved error when cloning queries/reports "Shared" and "Shared With" User ID contains dash/hyphen
- Resolved incorrect display of "User Dept" value in queries using "Groups/Users" data set
- Resolved incorrect generation of queries when condition given multiple filter values
- Resolved discrepancy in queries/reports using "Issues/Groups" data set related to groups with zero members
- Resolved incorrect display of certain reports using Print Preview
- Resolved error when Scheduled Report generated and recipient User ID contains dash/hyphen

Projects

- Resolved Project Substatus values not persisting when new projects are saved

Miscellaneous

- Resolved discrepancy in display of Edit and Delete menu options when using tables created with rich text editor within issue description/notes
- Resolved discrepancy in display of date/time details when using different User Time Zone and Server Time Zone
- Resolved certain existing Labor Notes on closed Tasks displaying "Note Updated by <user>" message when new Task added
- Resolved error/redirect returned to users without "Can access and maintain Administration functions" or "Allowed Read Only access to Administration information" attempting to add, edit or delete Email Distribution List recipients
- Resolved error/redirect returned to users with "Allowed Read Only access to Administration information" attempting to add, edit or delete Email Distribution List recipients
- Resolved error returned to users in "Internal Only" organizations with Organization Name containing apostrophe attempting to add KB articles
- Resolved notes displaying with HTML tags when copied by system from Global Issue to Linked Issues when using system default "Use rich text editing"
- Resolved User Lookup by Display Name not returning matching user records
- Resolved discrepancy in pop-up Calendar date format using Firefox and "French" Windows XP language setting
- Resolved error displayed in line break on "Month View" of Calendar

Active Directory Module

- Resolved error using "Forgot your password?" on the Login page when only one AD server defined
- Resolved error when importing users and department name contains apostrophe
- Resolved error attempting to log in when User ID contains apostrophe

- Resolved error when selecting "Include Extended Attributes" on the Map Additional AD Attributes screen
- Resolved user-defined field values not maintaining when new caller is added using add link on Submit screen

Asset Management Module

- Resolved error returned to users with "Allowed Read Only access to Administration information" and "Can access and maintain Asset Management Module functions" attempting to perform administrative functions related to the Asset Management Module
- Resolved Asset Lookup by User ID not returning matching asset records
- Resolved incorrect update of default asset item during automatic audit application
- Resolved update to asset name not occurring when audit applied
- Resolved incorrect display of View related items when viewed from the asset details link in an issue

Billing Module

- Resolved error returned to users with "Allowed Read Only access to Administration information" and "Can access and maintain Billing Module functions" attempting to perform administrative functions related to the Billing Module

Surveys Module

- Resolved error returned to users with "Allowed Read Only access to Administration information" and "Can access and maintain Surveys Module functions" attempting to perform administrative functions related to the Surveys Module

Additional Assistance

If you require any assistance, please contact our Support Team at 757-213-1351, support@issuetrak.com or <http://support.issuetrak.com>.