



## Release Notes

# IssueTrak 8.0.3

Highlights of this release include:


- Customize all site references to 'issue,' 'subject,' and/or 'issue type'
- Customize the color spectrum and priority-specific colors on the dashboard
- Restrict tasks and/or task groups to particular groups and/or organizations
- Activate up to two 'Large Text' (max. 7800 characters) issue record field

## Release Date

IssueTrak 8.0.3 will be available late February 2009.

## Distribution

Premise customers may download the necessary files from the **Home Page** of our [Support Site](#). Hosted customers may request this update by contacting our Support Team at 757-213-1351, [support@issuetrak.com](mailto:support@issuetrak.com) or <http://support.issuetrak.com>.

Supporting documentation will be posted to [KB Article #62](#) of our Support Site. Upon installation, supporting *Administrator* and *User Manual* content will also be accessible directly through *Online Help*, the  icon which appears in the upper right of any IssueTrak screen.

## System Requirements

- Windows Server 2000 or 2003
- Pentium III or above/1.8 GHz Processor
- 1 GB RAM
- SQL Server 7.0, 2000, 2005 or 2008 (Standard or Enterprise Edition)
- IIS 5.0 or 6.0

# Product enhancements

## IssueTrak

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### Administration

- Customize all site references to 'issue,' 'subject' and/or 'issue type' from the **System Defaults** screen
- Customize which users can access *Online Help* from the **System Defaults** screen
- Activate up to two 'Large Text' (max. 7800 characters) fields from the **User Defined Fields - Issue Record** screen
- Activate up to 25 additional fields from the **Special Table Definitions** screen
- Allow users to define their own new password when using the "Forgot your password?" link on the **Login** page by activating 'Instant Access with Self Service Password Reset' on the **Password Policy** screen
- Locate 'Additional Organizations Allowed' easily when using the "add/remove additional organizations" link on the **Edit Organization** screen with 'Quick Search' functionality in the **Add Additional Organizations** window
- Restrict tasks and task groups to particular groups and/or organizations from the **Edit Task** and **Edit Task Group** screens

### Dashboard

- Customize 'Saturation' and 'Brightness' from a new **System Colors > Dashboard Bars** sub-menu option
- Customize display colors for Priority values from the **Add** and **Edit Priority** screens

### Projects

- Customize all site references to 'projects' from the **Features** screen
- View 'Required By Date' in the 'Issue Counts' table on **View** and **Edit Project** screens
- Column sort the 'Issue Counts' table on **View** and **Edit Project** screens

### Reports

- Include 'Ever Next Actioned To' criteria on the **Search Issues** screen

- Include 'Global Status' criteria on the **Search Issues** screen
- Include 'Global Status' data in Report Writer queries and reports
- Run a "Summary of Global Issues and Linked Issues" from **Summary Reports**

## Miscellaneous

- Define a 'From address' other than the system default 'Email Sender' for individual users added to an email distribution list from the **View Issue** and **Edit Issue** screens (*This capability is only supported in systems using SMTP for outbound email. It is not supported in systems using Database Mail for outbound email.*)
- Link issues to existing global issues easily from a new **Issue Detail** > **Link to Global** sub-menu option
- Maintain 'Issue Class' from the **Add Note**, **Assign**, **Next Action** and **Close** screens
- View all Knowledge Base articles created from an issue on the **View Issue** screen
- View 'Time Submitted' on the **Unassigned Issues** screen
- View version, copyright and contact information for IssueTrak Technical Support from a new **Administration** > **About** sub-menu option

## Asset Management Module

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- Export 'Software Purchases' to Excel from a new **Software Purchases** > **Export to Excel** sub-menu option
- Build queries using a new "Software Purchases" data set in Report Writer

## Incoming Email Module

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- Set issues created from incoming emails to automatically populate with 'Quick Pick' values "if subject matches Quick Pick name exactly" or "subject contains Quick Pick name" from the **Edit Mailbox** screen
- View rejection events based on 'Keyword' within the **Email Processing Log**

## Remote Control Module

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- Optimize performance by defining the nearest NTRsupport server from the **Activate/Configure Add-On Modules** screen

## Survey Module

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- Include attachments within surveys with a new “attachment” ‘Item Type’

## Known issues addressed

### IssueTrak

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#### Administration

- Resolved “Activate link allowing self assignment...” option not persisting after edit of user
- Resolved error selecting ‘Caller’ **add** link and **Administration** option for users with ‘Organization Administrator’ privilege to more than 500 individual organizations
- Resolved error selecting **Edit** option from **Edit Issue Type** screen
- Resolved redirect to **Issue Type List** screen after delete of subtype 1
- Resolved “No Project Selected” condition not persisting during add/edit of escalation rule
- Resolved “Inactive” parameter for subtypes not persisting after edit of parent issue type
- Resolved error during add of SLA agreements related to ‘Date Format’ “dd-mmm-yyyy”
- Removed ability to add service contracts with ‘End Date’ earlier than ‘Start Date’

#### Dashboard

- Resolved **Task List** filtering incorrectly from **Dashboard** “Open Tasks by Assignee” links

#### Knowledge Base

- Resolved error during delete of KB article related to ‘Title’ containing “” or “\*”
- Resolved ‘Attachment’ options not displaying to users with “Can add, edit and delete Knowledge Base Articles”
- Resolved certain articles filtering incorrectly from **Search Knowledge Base** link with valid article number

#### Projects

- Resolved “Exclusive” projects not displaying to individual group members related to ‘Project Membership’ maintained via group

- Resolved 'Project ID – Project Name' not included within issue searches using output type "Brief List" with **Search Results** screen > 'Export to Excel - Detailed' option
- Resolved 'Project Description' displaying instead of 'Project ID – Project Name' within certain queries, reports and email notifications
- Resolved 'Project Description' truncating within certain queries and reports

## Reports

- Resolved **Issue List** filtering incorrectly from **Summary Report** "Issues By Submitting Department" links
- Resolved reformatting of cells during issue search using "Brief Output to Excel" and "Detailed Output to Excel" output types related to values beginning in "-", "+" and/or "="
- Resolved error during 'Keyword' issue search using "Rep Assigned Report" output type
- Resolved error using issue search after time-out of browser session
- Resolved issues with blank 'Substatus' value not retrieving within queries and reports related to 'Filter Expression' with "Substatus" field and "Not Like" condition
- Resolved negative 'Total Time Open' and 'Adjusted Time Open' values related to hours of operation with 'Workday Ends' value earlier than 'Workday Begins' value
- Resolved **Search Results** filtering incorrectly during saved searches using future 'Required By Date' or 'Target Date' values
- Resolved custom date range not persisting within queries and reports related to 'Date Format' with two digit year value "yy"

## Miscellaneous

- Resolved certain 'Priority' values populating incorrectly on submit via 'Quick Pick'
- Resolved 'Assigned To' value not persisting when using **Submit and Copy** option
- Resolved issue inheriting global issue 'Location' value using **Global Issues** > **Submit** link
- Resolved 'Due Date' task reminders not processing for individual group members related to 'Task Assigned To' maintained via group
- Resolved 'Labor Hours' value on submit or on task not subtracting from service contract
- Resolved 'Start/Stop Clock' values not populating on submit via 'Quick Pick'
- Resolved 'Stop Clock' value not populating on close
- Resolved 'Rich Text Editor' not displaying on **Recurring Issue** screens

- Resolved 'Subtype 2-4' values not displaying in email notifications
- Resolved escalation rule 'Add Note' action triggering substatus rule 'Note Added' event
- Resolved error during column sort of **Issue List** from 'Special Function' **history** link
- Resolved error using 'Special Function' **history** link related to 'Field 1' value containing ""
- Resolved error using 'Special Function' **history** and **details** links with no 'Field 1' value
- Resolved calendar events not displaying to other "Internal issues only" organization members
- Resolved delays during 'User' popup search related to extensive 'Out of Office' data
- Resolved error during 'Organization' popup search related to name containing "&"
- Resolved certain 'Printer Friendly' functions printing first page only
- Resolved "Password successfully reset" message displaying to inactive users from **Forgot your password?** link

## Active Directory Module

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- Resolved error during add of AD user from **Submit An Issue** screen

## Asset Management Module

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- Resolved generic popup message about required fields during add of 'Software Purchase'
- Resolved 'Asset' value not persisting when running saved searches
- Resolved **Item Type List** wrapping text awkwardly from **Asset Summary** links
- Resolved error during asset search by 'Purchase Date' or 'Warranty Expires'
- Resolved "Assign asset if matching user found" functionality not identifying matching user related to Active Directory 'loginname' containing "space"
- Resolved 'User Location' not populating under "Assign asset if matching user found" setting
- Resolved user-defined 'Asset Fields' not displaying during edit of asset from issue screens
- Resolved user-defined 'Asset Fields' not persisting after edit of asset from issue screens

## Incoming Email Module

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- Resolved emails not being processed after rejection event based on "User not found"
- Resolved "Reopen issue if note added after close" setting being applied across mailboxes

## Survey Module

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- Resolved multiple filter criteria not persisting during export data
- Resolved filter criteria persisting across surveys during survey overview
- Resolved error during edit of survey related to certain question 'Item Types'
- Resolved unclear **Back** and **Next** functions during template preview with popup descriptions