



# IssueTrak 9.0.1

Premise customers may download upgrade files and instructions from the home screen message in our [Support Site](#). Hosted customers will be notified of pending upgrades via email.

All supporting documentation may be downloaded from [KB Article #62](#) in our Support Site.

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## What's been added...

### **New Issues/Service Contracts dataset**

Include detailed Service Contract information in your issue-related Queries and Reports.

### **Increased maximum character length for Task Names**

Use up to 50 characters when defining Task Names in your site.

### **Enhanced translation elements for screen reading applications**

Provide extended site coding for your visually impaired users using screen reading technology.

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## What's been resolved...

### **Miscellaneous**

- #34154 – Labor Hours not accepting value of 09 or 08 minutes on Task Complete
- #34531 – Private option not displaying on Add Note in Linked Issue
- #34569 – Email Distribution List member being denied access to issue attachment
- #34956 – Unassigned issue returning error on Clone and Copy from Assignee-based SLA
- #35463 – Close of parent Global Issue not cascading to Linked Issues
- #35587 – Carriage return not displaying in User-Defined Large Text Field

### **Administration**

- #34599 – Duplicate Location Name allowed to persist after edit of Location

#35344 – Group with non-licensed permissions returning error on Add Member

### **Custom Screens**

#34569 – Email Distribution List member receiving error on Add Note

#34992 – Class value not persisting after edit of Quick Pick or Recurring Issue

#35229 – Auto Assignment not triggering after Submit by certain users

#35230 – Priority value not displaying to certain users

#36018 – Assigned To and Next Action value not persisting after Add Note by certain users

### **Reports**

#34096 – Date Range criteria not displaying at top of Search Results

#34228 – User-Defined Text Field value with decimal displaying incorrectly on Print Preview

#34401 – Filter by Global Status Global also returning Global Status Linked in certain Queries

### **Active Directory Module**

#35423 – New Caller Can Log In default value not persisting to Add New AD Caller window

### **Asset Management Module**

#31346 – Assets dataset with numerous User-Defined Asset Fields returning error in Reports

#34816 – Asset value on parent Global Issue cascading to Linked Issues

### **Billing Module**

#34645 – Invoice prefix with space character returning error on generation of Invoices

### **Incoming Email Module**

#34146 – Notes added to Global Issues via IEM not cascading to Linked Issues

#35198 – Incoming email through Exchange not processing after installation of 9.0

### **Survey Module**

#34567 – Conditional branching of question returning error during Survey response

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## **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

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## Technical support

Technical support is available through our Support Site at <http://support.issuetrak.com> or via email at [support@issuetrak.com](mailto:support@issuetrak.com). Our Support Team is also available by phone at 757-213-1351, Monday through Friday, 7:00 AM to 8:00 PM (ET/GMT-5).