

## Introduction

IssueTrak 9.9.6 addresses customer-reported concerns and continues IssueTrak’s commitment to providing quality releases. These improvements build the foundation for responsive Patch Releases and future improvements. This document outlines the fixes and provides technical information related to this release.

**NOTE:** For more information about the highlights of the full 9.9 release, please see the [New in Version 9.9](#) page on our website. To explore the latest release in a live IssueTrak environment, please login to our [Public Preview Site](#) or contact our Support Team for a private test site at 888-789-8725 (US & Canada), +1 757-213-1351 (International), [support@issuetrak.com](mailto:support@issuetrak.com), or <https://support.issuetrak.com>.

## What’s Fixed

Calendar	Allowed users with Can assign tasks permission to assign reminders
Calendar	Modified the Calendar filter user search to return the same results as when adding a new event
Calendar	Modified errors in reminder processing
Email Processing - Outgoing	Allowed email to send if assignment changed at the same time that a note with no note text (only labor hours) is added
Email Processing - Outgoing	Modified IEM to prevent email from sending if the Quick Pick has "Suppress Email Notifications" enabled
Email Processing - Outgoing	Corrected code problem that caused the Add New User button to become unresponsive on Quick Pick email distribution lists
Issue Management	Resolved error that was caused by missing data validation for Issue user defined fields
Mobile	Modified mobile redirect URL to allow Dashboard screen to load properly when set as the logo redirect
Projects	Modified code that displays labor hours on Project related screens to be consistent with the display on Issue related screens
Reports / Queries / Searches	Corrected code problem that caused part of the scheduling options to be disabled / unavailable while adding a Scheduled Report
Reports / Queries / Searches	Resolved error that was caused when using a Location ID that contained an apostrophe as criteria for an issue search
Reports / Queries / Searches	Resolved error that was caused when a saved search that uses a date type user defined field as criteria was scheduled as a Scheduled Report
SLAs	Corrected code problem that prevented SLA email distribution list pop-up from closing
Tasks / Task Groups	Modified task code to not automatically set a reminder when setting a task due date
User Interface	Modified display of Required By Date on the Unassigned Issues screen to not include a time
User Management	Corrected code problem that caused an error as the Register Now link was clicked

## Current Limitations

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- IssueTrak API**
- The IssueTrak Application Programming Interface (API) is currently incompatible with IssueTrak 9.9.6 when using the optional DPAPI connection string encryption.
  - If upgrading from a version of IssueTrak prior to 9.9, please install IssueTrak API 1.2 or above. The legacy IssueTrak API will not function with IssueTrak versions 9.9 and higher.

**NOTE:** For further information about IssueTrak API 1.2, please reference this [knowledge base article](#) and visit [our website](#). For questions regarding the API, please contact the Support Team at 1-888-789-8725 (US & Canada), +1-757-213-1351 (International), [support@issuetrak.com](mailto:support@issuetrak.com), or <https://support.issuetrak.com>

## Upgrade Process

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**Premise Customers** Premise customers may download the latest Upgrade Guide and files from the following [knowledge base article](#).

Before installing this update, please verify that your installation environment meets the latest [System Requirements](#) effective IssueTrak 9.9.

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**Cloud Customers** Cloud customers will receive this update as needed to address reported issues and to assist with troubleshooting.

You may also request the update be applied to your site by contacting our Support Team at 888-789-8725 (US & Canada), +1 757-213-1351 (International), [support@issuetrak.com](mailto:support@issuetrak.com), or <http://support.issuetrak.com>.