

Introduction

We're thrilled to announce that Issuetrak 10.0 is available today! Issuetrak 10.0 provides exciting enhancements to Outgoing Email, in addition to other important additions, modifications, and fixes. This document provides a brief outline of what's new, along with technical information related to this release.

If existing customers are upgrading from an Issuetrak version prior to 9.9, it is very important to review all release details carefully as there are significant changes that may impact their ability to upgrade at this time, as well as additional steps to the upgrade process that they may need to perform manually. For a comprehensive overview of all release details, please refer to the following [Knowledgebase Article](#).

For more information about the highlights of the full 10.0 release, please see the [What's New](#) 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, or <https://support.issuetrak.com>.

What's New

Outgoing Email

- Authentication settings now available, including TLS encryption and port selection
- Ability to test outgoing email connection settings within Issuetrak
- UI enhancements to incorporate new features
- New and improved email notification appearance using HTML
- New Issuetrak outgoing email service replaces SQL Server Agent Job and CDO Mail Processing
- Outgoing email is now setup on the web server versus installing IMAIL on the database SQL server

Incoming Email

- New Issuetrak Incoming Email Service replaces Windows Scheduled Task
- Use new Email Tokens to specify field values for an issue from the email body
- New Blocked Attachments feature prevents unwanted email attachments
- IMAP processing is now available
- New Exchange mail processing with simpler setup and configuration
- New ability to set a Default Quick Pick per mailbox
- Improved Add/Edit screens for mailboxes
- Ability to test incoming email connection settings within Issuetrak
- When replying to an email from Issuetrak, the reply token `"*===*"` has been replaced with "Please reply above this line" to indicate where a user should add new information

Installer

- The automated Issuetrak installer now asks if you want to have the necessary Windows Scheduled Tasks and SQL jobs created automatically
- A new "clean up" screen is available within the automated Issuetrak installer to easily remove unnecessary elements of previous Issuetrak installations
- The Issuetrak Cleanup Utility is available for those installing Issuetrak manually and performs the same cleanup tasks as the automated installer

Active Directory

- General performance enhancements
- Improved login security
- Better performance of imports, Active Directory searches, and login
- Improved control and accuracy for configuration mappings
- Increased reliability with improved Domain Controller failover and Search Order
- New screens for import, connection test, and search test
- Simplified mapping for organizations, permissions, departments and locations

New Look

- New Issuetrak branding
- Easier to read fonts and sizing

Security

- Simplified Security UI
- New configuration options are available that increase usability but reduce security:
 - New option to allow cookies to retain the UserID on the Issuetrak login screen
- New option to allow concurrent logins for end users only – not available for Agent logins

My Issues

- New tab-based layout for improved access and performance
- New options for Print and Export
- Quickly assess volume with issue counts on each tab
- Sort issue results as you need with column sorting
- New Open Issue Reports for Unassigned Issues
- Up to the minute data with automatic refreshing

Rich Text Editor

- Completely new Rich Text Editor for improved text formatting and handling
- Easily add images, tables, HTML, and more
- New options to set a default Font and Size

Attachments

- Drag-and-drop any attachment directly into Issuetrak
- Instantly view any attachment in Issuetrak with our new image Attachment Viewer
- Block unwanted attachments from Incoming Email directly from issues

Licensing Improvements

- Simplified licensing with new User Types including Agents (Licensed) and End Users (Unlicensed)
- Next Action now limited to Agents
- E-mail addresses assigned to groups are no longer used for notifications
- Groups with no active members will no longer show up in Assign To lists
- Membership Types can now be applied to Groups, such as Agents Only
- Unlimited End Users (Support model)

Issuetrak API

- Added read-only endpoint controller to retrieve UserType for specific UserID and all UserTypes
- CreateUserDTO used when creating a new User includes a required UserID property
- UpdateUserDTO used when creating a new User includes a required UserID property
- ReadUserDTO returned from user queries includes UserID property

And More...

- Issuetrak now includes a new Virtual Directory (Core) and Application Pool
- New DPAPI encrypted SQL connection account (Issuetrakuser)
- New and improved Installation/Upgrade Wizard
- Organization Admin has been removed from Edit Organization's page
- Increased account security by preventing more than one login session per user
- Unused Custom Settings page has been removed
- Issuetrak Service Monitor that ensures any Issuetrak service provides uninterrupted processing
- Added the option to review the history of all the Issues associated with a specific Location when submitting, viewing, and/or editing an Issue
- Added the option to manipulate a User's Group assignments from the User screens
- Clarified on the Group pages that the email address field is not used for notifications
- Templates cannot have Agent/Sys Admin Permissions
- Templates cannot be members of Agent-Only groups

What's Fixed

Active Directory	Search order is not working for Active Directory servers on the same domain
Active Directory	Unable to add a template with a Dept value to an AD mapping
API	Error executing script using SQLCMD in 2008 R2
API	API User appears in the User Summary
Asset Management	Cannot allow asset to be checked out once marked not allowed
Asset Management	Not able to check out an asset with the Required By Date in 2016
Attachments	Lost ability to attach files to software purchases
Billing	Problem with Billing Line Items data set
Billing Module	Error in Billing Module
Calendar	List under calendar view showing same Assigned for all events
Custom Screens	Error on Custom Screen when new Section Header text matches Screen text
Custom Screens	Edited section header text not displayed until refresh or save
Email Processing - Outgoing	Tasks Available email does not generate when issue reopened
Email Processing - Outgoing	Duplicate email notifications on IEM notify on error
Email Processing - Outgoing	Email Notifications are not going out as expected
Escalation Rules	Escalation Rules not working as intended
Escalation Rules	Escalation rule closes wrong issues

Escalation Rules	EscalationRuleID is referenced in issue change log instead of EscRuleNbr or EscName
Incoming Email	IEM Unable to Process due to Error: Unrecognized escape sequence \U
Issue Management	Double clicking Start Clock duplicates entries
Issue Management	Changing severity on a Global issue cascades to linked issues
Issue Management	Unable to Link Issues from edit screen
Issue Management	Error trying to add note to Global Issue
Locations / Regions	Location field not updating to blank if submitter has no location value
Mobile	Mobile site not auto-assigning
Organization Management	Org Contact email limiting characters
Reports / Queries / Searches	Issue Search Results error (CLR Implementation)
Reports / Queries / Searches	Search Error - illegal xml character
Reports / Queries / Searches	Report Query with Custom date gives error when editing and incorrect output
Reports / Queries / Searches	Scheduled Report Error - Report file not found
Reports / Queries / Searches	Detailed output to Excel does not display the Subtype2-4
Reports / Queries / Searches	Solution field is blank from the Detailed output to Excel
Reports / Queries / Searches	Error in query with Software Purchases dataset
Reports / Queries / Searches	RW Report not showing correct labor hours
Reports / Queries / Searches	Addressed possible query time out
Surveys	Cannot choose Issuetrak field values in Survey reports
System Setup	Adding HTTPS menu options does not work
Tasks / Task Groups	Task Assign To not auto-populating
User Defined Fields	UDFs not updating and other problems with the Billing Line Items/Issues dataset
User Interface	Labor hours display differently on Project than on Issue
User Interface	Trak Tips not displaying on Edit Issue screen
User Interface	Dashboard not displaying full label for Open Issues by Location
User Interface	Special Table Next Button unresponsive
User Interface	If Default Home page set to Projects users receive the 500 error
User Interface	Apostrophes doubling on form fields
User Management	User with apostrophe in UserID unable to log in
User Management	Users adding notes on close
User Management	Users that authenticate against AD and have a space in the UserID cannot log in
User Management	Error when clicking "Show Users" after searching for org with Ampersand (&)
User Management	Error on Change Password menu option
User Management	Error when using 'Forgot Password' link
User Management	Ability to edit User permissions from the Issue page was not functioning
Issue Management	Rich Text Editor was not processing spaces properly if the shift key was held down
Knowledge Base	Knowledgebase articles were not displaying embedded content
Active Directory	Active Directory module was not choosing the explicitly set Department and/or Location

	Values from the associated Active Directory records
Knowledge Base	Rich Text Editor was interpreting XML/HTML tags included within the content of Knowledgebase articles rather than displaying them as text
User Management	Non-System Administrators were seeing the "System Administrator" permission checkbox
User Interface	Assignment History pop-up presented "Display Names" and "Phone Numbers" without a space between values
User Interface	After clicking "Update," the Section Headers and Screen Titles were truncating text if an "&" was included
Surveys	Deleting a page condition displayed an error
Installer	During installation, Active Directory mappings were not removed during upgrade prescan
Issue Management	Large text fields such as descriptions, assigned to, and User Designed Fields (UDFs) were not keeping their values when a new custom screen was loaded
Incoming Email	Incoming Email was not adding Tasks to Issues submitted using Incoming Email and/or Quick Picks
Incoming Email	When selecting a group or user for Notify on Error, Groups without users are filtered out of the list
Issue Management	Granting visibility to Issues via Email Distribution list was not functioning correctly
Billing	Product/Services dropdown was wrapping the description, causing decreased usability
Billing	Billing Report output was not providing accurate results
Reports / Queries / Searches	Queries and Reports did not maintain the every-other-row shading format
Reports / Queries / Searches	Report Writer formatting defaults were not able to be set
User Management	In the Groups/Users data set, the User user-defined fields were being linked to the Group instead of the User
Billing	Products with an apostrophe (') in the name were not selectable for billing within an Issue
System Setup	Responsible Department value was being deleted when a User added a note
Issue Management	When selected, Quick Picks returned an unexpected value for Responsible Departments
User Management	The "CanAssignNextAction" permission was not persisting
My Issues	Duplicate Issues were being listed on the Summary tab of the My Issues screen
Surveys	When using Survey Reports, applying filters to the Survey Report resulted in no data being returned
Issue Management	The Rich Text Editor did not retain formatting when text was copied into Issuetrak from Microsoft Word and/or Outlook
Mobile	Having the CSRF security option enabled caused errors with the Mobile version of Issuetrak
Issuetrak 10.0.1	
Active Directory	Unable to log into Issuetrak due to case-sensitive comparison bug with Issuetrak and AD.
Asset Management	TrakPC returning errorlevel 23.
Dashboard	Invalid input string when attempting to login due to Dashboard refresh interval being < 1.
Email Notifications	User accounts with multiple email addresses no longer receiving email notifications.
Incoming Email	IEM Exclude Text - Outlook HTML format not being excluded consistently.
Incoming Email	IEM will not have a successful connection to mailbox with ampersand in password.
Incoming Email	Replied IEM messages are not processing.

Incoming Email	Sys-generated emails with null body are preventing IEM from processing mail from a mailbox
Issue Management	Issue lock down - Submit appears to hang when cancel password entry.
Issue Management	User's reply message not updating the Issue Notes.
Mobile	Editing an issue in mobile changes priority and other fields even though nothing is edited.
Tasks / Task Groups	Tasks change completed time on Issue Close.
Tasks / Task Groups	Cannot read property 'getMonth' of null error when saving a Task after an upgrade.
Tasks / Task Groups	Task Available emails are sending when the task is not available.
User Interface	Scrollbar of Product / Service Issue field not working correctly with Internet Explorer
User Interface	Out of Office Date reversing Month and Day for the first 12 days of the month.
User Interface	Not able to paste from snippet tool.
User Interface	Submit Screen - UDFs Skipped as First Entry Fields.

Current Limitations

- If upgrading from a version of Issuetrak prior to 9.9, the legacy Issuetrak API will not function.

Issuetrak API

- If you have the RESTful API, it will need to be reinstalled after upgrading Issuetrak.

NOTE: For further information about Issuetrak RESTful API, 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, or <https://support.issuetrak.com>

Active Directory

- Previously, the Active Directory Module offered an option that allowed active directory passwords to be reset via Issuetrak. To enhance security, the functionality of this option has been disabled and it will be phased out within the next few releases.

Upgrade Process

Premise Customers

Premise customers may download the latest Upgrade Guide and automated installation/upgrade files from the following [knowledge base article](#).

In order to proceed with the 10.0 upgrade, premise customers will need to be issued a new Issuetrak license key. To receive your new key please contact our Sales Team at 866-477-8387 (US & Canada), +1 757-213-1350, or sales@issuetrak.com.

Before installing this update, please verify that your installation environment meets the latest [System Requirements](#) effective Issuetrak 10.0.

Cloud Customers

Cloud customers can receive this update as needed to address reported issues and to assist with troubleshooting. Otherwise the upgrade will be applied for you automatically to ensure the best possible Issuetrak experience.

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, or <https://support.issuetrak.com>.