release notes
effective version 10.2

issuetrak

Introduction

We are delighted to announce that Issuetrak 10.2 is available today! 10.2 refines two key areas of the application, as well as provides some important fixes. This document outlines what's new, what's changed, and related technical information.

If you are an existing customer ready to upgrade to the latest version of Issuetrak, please review all release details carefully as there are significant changes that may impact your ability to upgrade at this time. For a comprehensive overview of all release details, please refer to the following Knowledge Base article.

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

dashboard

Issuetrak 10.2 introduces our improved Dashboard. More than just a fresh coat of paint, we've made behind the scenes updates to ensure the reports are more reliable and less resource intensive, allowing you to have quick and accurate results delivered with style.

help center

The new Issuetrak Help Center has been launched and integrated with Issuetrak 10.2! Clicking the help icon (⊘) from any page of Issuetrak will take you to a context specific article in the Help Center, ensuring answers are always just a click away.

What's Changed

- The help icon directs users to Help Center for Cloud and On-Premises sites.
    - Help folder removed from On-Premises distribution.
- New appearance, functionality, and options based on Dashboard improvements.

now

then

What's Fixed

Issuetrak 10.2	
Calendar	Calendar event reminders were not sending as expected.
Groups	Group membership was not copying from user template.
Incoming Email / Issue Related	Apostrophes included in a processed email came through as number code.
Incoming Email / Issue Related	HTML attachments in IEM messages were not being included in the generated Issues.
Issue Related	Assigned To "details" pop-up window was not displaying the correct information.
Query Builder	The total time open field in query filters was causing an error.
ScanPC	ScanPC was flagged as a trojan by Windows Defender.
Tasks	Tasks were improperly showing as complete in email.

Current Limitations

Issuetrak API	■ After upgrading to any new version of Issuetrak, the API will need to be reinstalled. The latest API distribution is included with the 10.2 Issuetrak installation files available here.
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

On-Premises Customers

On-Premises customers may download the latest Upgrade Guide and automated installation/upgrades files from the following Knowledge Base article.

On-Premises customers that are not currently on 10.0 or newer will need to be issued a new Issuetrak license key in order to upgrade. 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 10.2.

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.