

release notes

effective version 10.3 ^(10.3.11)

issuetrak

Introduction

We are pleased to announce that Issuetrak 10.3 is available today! 10.3 focuses on improved security, introducing a new methodology for storing passwords. This document provides a brief outline of 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 for a private test site, contact our Support Team at 888-789-8725 (US & Canada), +1 757-213-1351 (International), support@issuetrak.com, or <https://support.issuetrak.com>.

What's New



security

For Issuetrak 10.3, we improved how the application handles and stores all passwords to provide the optimum balance between security and functionality.

What's Changed

- NTR, Linkivity, and RightAnswers have been removed from Issuetrak.
- The Active Directory Password Reset option has been removed from Issuetrak.
- Additional changes have been made to the application based on improvements to user password handling:
 - Updates to the Self Registration process.
 - Password migration tool that allows admins to align existing user accounts in Issuetrak with our security improvements.
 - Modifications to the admin/user password reset process and forgot password process.
- Update to Swagger Resources (API)



What's Fixed

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Asset Management	Inactive assets were not able to be edited.
Asset Management / Security	Having Cross-Site Request Forgery security checked prevented attachments from being added to Software Purchase entries.
Incoming Email	New issues were being submitted instead of appending notes to existing issues.
Issue Related	The user was unable to Close or Edit Issues when the Submitted User account was deleted.
Outgoing Email	<ul style="list-style-type: none"> Closed Issue notifications include the "Please reply above this line" separator next to the "Please do not reply" message. FIX: A new option has been added to the Email Settings screen within System Settings that allows the separator type to be specified ("Please reply above this line" or a symbol based separator).
Reports	The text in exported reports was not being styled correctly.
Reports	Setting the width for fields in Report Writer not working.
Reports	Column headers and data were misaligned in Summary Reports.
Reports	The query editor and filters causing duplication issues with filters.
Search	Error on User Search by Email Address when the email address was more than 50 characters.
Surveys	Using DPAPI encrypted connection strings would break the ability to choose "Work with Surveys" within the Surveys module.
UI	Special characters included in the Issue Subject lines were displaying as HTML text codes when viewed from the "As Task Assignee" section.
UI	The incorrect screen was showing when the Default Home Page was set to "Next Action To Me."
UI	Type ahead feature for assets not working as intended in specific scenarios involving Quick Picks with no organizations specified.
UI	Certain configurations were resulting suboptimal performance when working with issues.



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Asset Management	Inactive asset records were creating duplicate records when using ScanPC.
Attachments / Permissions	End Users with the appropriate permissions were not able to delete attachments.
Calendar	Date/Time Discrepancy when saving calendar out of office
CSRF / Dashboard	When CSRF was enabled, clicking certain links within Dashboard Panels caused users to be logged out.
Global Issues	The Activity Date for child issues was being incorrectly updated by Global Issues.
Incoming Email (IEM)	Emails processed by IEM were appearing with abnormal formatting.
Incoming Email (IEM)	Line breaks/carriage returns used in composed emails were not being applied in the Issue Description/Note fields as expected.
Incoming Email / Security	An XSS vulnerability was discovered in IEM and has been resolved.
Incoming Email/ Issue Related	Issues submitted via IEM that contained single quotes in the subject were displaying the html code (') for single quotes instead of the single quote itself.
Issue Related	After clicking "Add Note," the cursor was not automatically being position in the New Note field.
Knowledge Base	Numbered lists in Knowledge Base articles were not incrementing.
Mobile Site	An error would occur when selecting the Caller in the Mobile version of Issuetrak.
Rich Text Editor	An error would occur when highlighting text both outside a paragraph tag and within the paragraph tag..
Search	Search was returning unexpected results after performing an initial search and using the browser back key to modify search parameters.
Tasks	Multiple task notifications were being sent based on task group assignments.
UI	Apostrophes in Organization Site Titles were being displayed as double quotes.



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Active Directory	A “plus” sign in an Active Directory user account password prevented authentication with Issuetrak.
Asset Management	The “Value List” was not sorting according to the display order on the edit asset page.
Attachment	The file upload window does not appear correctly using Microsoft Edge.
Business Rules	Escalation Rules were being applied incorrectly in certain instances.
Dashboard Reports	Avg Resolution Time was missing from Current Qtr Performance dashboard.
Incoming Email (IEM)	Line breaks not appearing correctly in processed emails.
Incoming Email (IEM)	Formatting of processed emails not being retained or processed correctly when turned into an issue.
Issue Related	The submit page was taking additional time to load.
Report Writer	Line breaks were causing the description field to separate into rows when reports were exported to excel.

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Active Directory	An error occurred during an AD import when certain Active Directory properties matched multiple fields across multiple locations in Issuetrak.
Business Rules	Auto Assignments Rules with Departments were not auto-assigning on IEM messages.
Business Rules	The auto assignment rules for submitted issues were not being applied due to differences in time zones.
Incoming Email (IEM)	Certain emails sent into IEM in would error when attempting to be processed.
UI	The type-ahead feature on user related fields could cause reduced responsiveness due to large user counts.



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Business Rules	Certain circumstances would mistakenly cause Escalation Rules to fire and change the sub-status of an issue.
Business Rules	When Quick Picks were used to submit an issue, Auto Assignment rules by Organization were not processing correctly if the assignee field in the Quick Pick was blank.
Email Notifications	Markup was showing in the body of certain messages sent by Issuetrak.
Incoming Email	The processing of incoming emails with specific formatting was handled differently than expected.
Incoming Email	Processing on an incoming email would stop if the phrase "Original Message" was present in the email body.
Outgoing Email	Line spacing in outgoing emails was not displaying as intended.
Performance	Simultaneous End User logins would cause the submit issue process to hang.
Performance	An issue with ajax calls was corrected, resulting in improvements to how quickly screens are loaded.
Reports	Tasks that were assigned to others were not visible for qualified Users in Query Reports
Reports	Restricted Knowledge Base categories were visible when constructing a query in the Report Writer.
Reports	Cloned reports would not allow the query to be changed.
Search	Search results were not displaying as expected when User Defined Fields were used on the Search Issues page.
Surveys	The "Create Survey From Existing" option caused errors with certain surveys.
UI	Certain pop-up windows in the Custom Screens form were too small to display all options



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Business Rules	Quick Picks were not triggering auto-assignment rules when Issue Type and Subtype 1 were both filled out.
Email Notifications	Email notifications exceeding 7500 characters were not being sent.
Installation	Issuetrak Service Monitor script was missing from the installation files.

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Business Rules	Auto-assignment rules were still processing on inactive agents.
Search	Searching issues for tasks would display an error.

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Rich Text Editor	Lines were incorrectly being wrapped when carriage returns were used.
Issue Change Log	If a pre-populated Date UDF was in use, then the Issue Change Log was reflecting that it was being changed every time an issue was updated.
Incoming Email	The 'Default Issue Type' dropdown in the Incoming Email settings was displaying code if an ampersand was present.
Incoming Email	Exchange-based emails containing attachments were having the attachments replaced with a file named 'winmail.dat'.



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Security

A cross-site scripting vulnerability was found.

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Search

Searching through issues with date criteria caused errors.

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Incoming Email

Messages longer than 7000 characters required MSDTC to process successfully.

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Performance

The site would stop responding when attempting to load search results for Next Action or Assign To fields on the Submit screen.



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Upgrade Process



If you are an on-premises customer, you can download the latest Upgrade Guide and automated installation/upgrades files from the following [Knowledge Base article](#).

If you are an on-premises customer not currently on 10.0 or newer, you 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 10.3.

If you utilize the Issuetrak RESTful API, it will need to be reinstalled after upgrading Issuetrak. The latest API distribution files are included with the Issuetrak installation/upgrade files linked above.



If you are a cloud customer, you 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 for 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>.

