

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

Issuetrak 10.3	
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.

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>.