



## Total Support HelpDesk Release Notes

### RESOLVED ISSUES

#### **Build 4227**

**Released 3/22/2024**

- KI 10097: Stand Alone Contacts Bulk Email would not include merge fields.

#### **Build 4226**

**Released 3/18/2024**

- KI 10084: Templates formatting issues
- KI 10090: Template merge fields
- KI 10092: Selecting Template for Email no sort or scroll option.

#### **Build 4221**

**Released 1/17/2024**

- Internal visual changes

#### **Build 4220**

**Released 1/17/2024**

- Internal bug fixes: Updated escalation email to fix encoding. Corrected encoding sending email messages. Added smart inspect logging to the escalation system. And, updated the use revised components for core email assembly

#### **Build 4216**

**Released 11/22/2023**

- Import utility updated to handle unique fields and characters

#### **Build 4214**

**Released 11/17/2023**

- KI 10078: Resolved issue with notes being removed when you used the Known Issues Right-click feature.

#### **Build 4213**

**Released**

- KI 10005: Escalation changes owner to 'unknown'

#### **Build 4211**

**Released 11/6/023**

- KI 10026: Sending email to a BCC recipient
- KI 10039: Embedded images stripped out of body of email
- KI 10067: Forwarding email with attachment was being stripped off
- Enhancement: Allow multi-select for Known Issues and with right click option to change flag or change status, priority, owner,

**Build 4204****Released 7/20/2023**

- KI 10056: Act! WebCMLINK updated to process a logon to the Act! Connect Link to ensure it is open.

**Build 4202****Released 7/18/2023**

- KI 10048: Reports would not launch. Required an update to the reporting engine.

**Build 4201****Released 7/10/2023**

- KI 10049: When you suspend an email from the open inquiry, then return to the email and add contents, the added contents is stripped off when the email is sent. The only content sent is the original data before you suspended the email.

**Build 4200****Released 7/6/2023**

- KI 10031: Email Suspend does not retain changes. If you change the email address and/or add cc, or change the subject line, it reverts to the inquiry data.

**Build 4199****Released 7/5/2023**

- KI 10032: Email attachments need a way to 'save as'. Not all attachments can be opened. Example a .zip file most commonly these days will be renamed to .zed. This making it impossible to rename the email so you can open it.
- KI 10045: Sending an email reply from a linked email does not link the out-bound email. Currently this is treated just like using the outside Email feature.
- KI 10038: Email Reply All does not include the CC's.
- KI 10050: From the New Inquiry Search, there is an option to 'LINK EMAIL', this option is just for Stand Alone, which allows you to link emails directly to the contact record instead of an inquiry. For customers configured to an external contact manager, this feature is not valid. And the developer will hide the option so you cannot use it except for Stand Alone configurations.
- KI 10018: Email option to Insert Data leaves the operator as 'unknown'
- Corrected problem sending standard SMTP. It was broken if SSL was not enabled
- Corrected problem where if sending an email address is not found, the email reply would not be sent. This was a specific case found in testing.

**Build 4198****Released 5/9/2023**

- KI 10033: Date fields from Act! include time. This is not a HelpDesk issue. Act! is using the ISO8601 format where the letter T separates the date from time. In Act! if you have a DATE only field, and you export to an Excel spreadsheet, that time will be included, even though the field is date only. With HelpDesk, we treat everything like a string in the raw format from the API so the display includes the ISO8601 format from Act! What was corrected, is the field validation format. If the Act! field you are mapping is DATE then the validation should be Date. If the field is DATE/TIME, then the validation should be Date/Time. If you are not sure what format the field is coming from Act!, then use the String value with no validation.
- KI 10030: Center view tab designer would cause access violation when trying to save

**Build 4194****Released 3/22/2023**

- KI 10034: INBOUND EMAIL issues with Google. Due to security changes, developer needed to rework the INBOUND email to meet the current security requirements. Gmail accounts will now require that you enabled 2FA and create an APP Password. Go to your security settings > 2-Step Verification > App Passwords > Select App as OTHER > and enter HelpDesk > Generate password.

- KI 10035: Act! Connect when it loses its connection to the endpoint, it will cause HelpDesk from connecting to the database, this causing a message such as 'unable to connect to act!' or 'error fetching data', or similar message. Act! Connect is hard coded to use port 80. HelpDesk is also using port 80. We have added an option in the server configuration to use alternate port :8080 (see server configuration instructions and admin guide for details).

#### **Build 4193**

##### **Released 3/21/2023**

- KI 10036: Duplicate Not Allowed. Effected one user. Was a duplicate record in the picklist lookups. A patch to the database will now ignore duplicate lookup fields.
- Corrected problem where an access violation message would occur if one of the fields in the email was not large enough. Changed the length in the master database for new installs and updates.

#### **Build 4192**

##### **Released 3/13/2023**

- KI 10012: Center View button for Date/Time Stamp does not appear on inquiry
- KI 10013: Hot Tips could not add attachments
- KI 10019: Operator appears as 'unknown' when creating a new Known Issue

#### **Build 4191**

##### **Released 3/2/2023**

- KI 10008: User Fields 1-7 correctly display on the New Inquiry Search screen
- KI 10015: New Inquiry Search Grid now sorts when you select a column heading
- New Enhancement: Inquiry queue will change fonts on an inquiry that has been modified by another user. This is a visual alert to the owner of the inquiry, that someone made a change to your inquiry.

#### **Build 4188**

##### **Released 2/24/2023**

- KI 10007: Stand Alone Custom Field Management adding new fields
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#### **Build 4185**

##### **Released 2/21/2023**

- Resolved known issue "owner" from UNKNOWN to current user
- Resolved left menu count display.
  - Task count > Blue indicates number of assigned task and Red indicates number of task unread or overdue
  - Hot Tips count > Red indicates number of assigned hot tips pending status
  - Email count > Blue indicated number in the Inbox and Red indicates number not yet read

#### **Build 4184**

##### **Released 2/16/2023**

- Licensing updated to issue demo and subscription licenses
- Shortcut keys. This is a design implemented by Windows Updates with Windows 10+ and we have no control over the display of the shortcut keys. If you press ALT+F from the main display, this will open the File menu. From the open inquiry, if you press the ALT key while the menu is selected then the shortcut keys will display.

#### **Build 4183**

##### **Released 2/14/2023**

- Resolved field mapping for Act! 'contacts.customfields'

#### **Build 4182**

##### **Released 2/13/2023**

- Added simply Help menu
- Various bugs

#### **Build 4179**

**Released 2/10/2023**

- Links added to inquiries now open immediately and by-passes the database sync.
- Various bugs

#### **Build 4178**

**Released 1/30/2023**

- Updated email system to use newer components for outbound email (SMTP/Google SMTP/Microsoft SMTP). This sets the stage for future development to support the OAuth methods
- Corrected processing of outbound email to properly loop through multiple outbound email accounts if necessary.
- Added STATUS column to the Sent email box grid. This should show SENT or ERROR
- Added Resend button to the sent email box toolbar. This is only enabled for superusers (for now) and allows multiple emails to be selected. When this is pressed, the selected email message will go back into the outbox to be processed again. This works because the email messages were never moved and stay in the "outbox" folder. There are some limits to remember with GMail, you can send at most 100 messages a day.
- You have to use the Application password for Microsoft Email and Google Email.