



Total Support HelpDesk

**Pre-Release** version 6, build 2021.0.0.4155

November 22, 2021

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**NEW:**

- Total Support HelpDesk version 6 is annual subscription on-premises license model.
- SQLite database
- Simplified installation
- Remote client access with a single TCP/IP (static) connection using VPN
- Add-On link for Act! PREM v18 and v19 using Act! Connect
- Add-On link for Act! WEB v22+ using Act! Connect
- Add-On Link for ADO/OLEDB contacts database using the ADO/OLEDB driver
- Brand New Templates
- Brand New Email System

**RESOLVED:**

- Center fields view 1,2,3, where the bottom fields were off the screen.
- ActWebLink corrected issue where the fields would not be written back properly.
- ActWebLink corrected issue with 'businessaddress' table.
- Email corrected problems rendering text-based email. Carriage returns where being eaten.
- Email corrected problems with rendering HTML base email.
- Email replaced HTML loader now does a translation of HTML to RTF and skips portions of HTML which are not supported yet.
- Email added support to images to the new HTML loader. Currently support .PNG and .JPG images.
- Email added support to convert .GIF images to a .PNG before being inserted. GIF files are not supported.
- Email added support for Unicode characters.
- Email added support for emoji icons and will translate to appropriate symbol if available in the current font.
- Users that have been disabled and appear in the INACTIVE group are able to still logon.
- Stand Alone New Inquiry Search > grid results displayed incorrect column label.
- Stand Alone now 'auto-saves' when creating/opening inquiry from the contact record.
- Template/Email formatting > format stripped after sending.
- Known Issues can now be access from Open Inquiry.

- **Templates that were converted**, we would recommend that you DELETE all the converted templates and create new ones. This entire feature was rewritten from the bottom up, and old templates have old code and will cause issues. Even if you copy/paste from an old to a new, will still cause a formatting issue because you are still copying old code that is behind the text.
- Added client logging to `C:\Users\\AppData\Local\Resource-Dynamics\logs` as `tshd.log`. Logging for the client will create at most a 10 mb file and then roll the file keeping no more than 7 files (approx 70 mb). By default, logging is set to basic functionality only, unless the `/verbose` cmd line switch is enabled. This will include way more information than would be necessary, but could be helpful in diagnosing a specific recurring problem. These log files are user specific, however only the first running instance for a user will get logged.