



## Total Support HelpDesk Known Issues

Updated March 18, 2024

Listed below are **reported issues** that need to be researched and confirmed to be issues. KI's confirmed to be an issue will be forwarded to the Development Team for resolution.

- **KI 10040:** CONFIG > Category/Product list add alpha/numeric sort order
- **KI 10046:** Field Lengths need to be enforced in the software.
- **KI 10047:** Redesign Security Rights to a more simplified method
- **KI 10051:** CONFIG > Flags currently do not allow editing
- **KI 10053:** New Inquiry Search Email Default when disabled still defaults to email domain search
- **KI 10055:** CONFIG > HELP button to needs to redirect to support website
- **KI 10063:** Relink works, however it does not allow you to change the company name field
- **KI 10065:** Reports Time Logs > missing sort option for category
- **KI 10066:** Flags missing from email queue
- **KI 10072:** Pick List issues
- **KI 10073:** Stand Alone center field inquiry fields reject field types except character. Date fields effected.
- **KI 10074:** Workflow issues
- **KI 10081:** Filter drop down list option. Need sort option to move filters up/down.
- **KI 10082:** Inquiry Refer returns format error invalid or incompatible message. **Work around** is to REFER the inquiry from the queue and not from the open inquiry.
- **KI 10083:** Refer Inquiry Email Notify option is missing from previous version
- **KI 10085:** Stand Alone Contact List Filter is missing the option to move the filter up or down the list.
- **KI 10086:** Emails and Templates and foreign keyboards and characters
- **KI 10087:** With an Open Inquiry minimize window will minimize the entire screen. In previous version if you had an open inquiry and minimized window, just the inquiry window would minimize.
- **Ki 10088:** New Inquiry Search Results when using method 'begins with' does not seem to work correctly.
- **KI 10095:** Stand Alone contact import utility does not work properly when using a 'previously defined format'. **Work around** is to use the first option 'Import from a comma or tab delimited file'.