



## Total Support HelpDesk Known Issues

Updated July 11, 2025

Current build version 2024.0.5.4233

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. Also, listed are enhancements and improvements pending.

- **KI 10015 (IMP):** New Inquiry Search > add ability to change grid sort options
- **KI 10040 (IMP):** CONFIG > Category/Product list add alpha/numeric sort order
- **KI 10046:** Field Lengths need to be enforced in the software.
- **KI 10047 (IMP):** Redesign Security Rights to a more simplified method
- **KI 10063 (Wish):** Relink works, however it does not allow you to change the company name field
- **KI 10066:** Flags missing from email queue
- **KI 10072:** New Contact Create > Will auto-fill pick list fields if you search and go straight to add. Work around is to search, return to the main queue, then add new.
- **KI 10074:** Workflow issues
- **KI 10083:** Refer Inquiry Email Notify option is missing
- **KI 10098:** iFORMS redesign
- **KI 10108:** Email content with URLs does not allow click to launch from within our software. URLs work perfect and can launch from outside our software. This is currently a security issue that needs to be changed.
- **KI 10110:** Email Queue > Create new contact requires you to add the contact first, save the contact, then return and research the contact.
- **KI 10118 (IMP):** Inquiry Queue View > add the option to include 'modified date' column to the queue.
- **KI 10120:** Inquiry Queue > Alert Column missing
- **KI 10125:** Open Inquiry > Known Issues Search option not working 100%. Work around is to use the SEARCH only option from the Open Inquiry, then select Known Issues.