



TOTAL SUPPORT HELPDESK version 6.2022

PRE-RELEASE Known Issues | April 1, 2022

Effects both Stand Alone and External Contact Managers:

- KI 15285: Converted Inquiry and Contact Linked items won't open
- KI 15241: Center View Tab Designer, adding a button to date/time stamp does not display.
- KI 15185: Escalation change owner refers to 'Unknown' instead of assigned owner.
- KI 15180: Escalation email notify doesn't send out emails as configured.
- KI 15210: Security settings for Contract Tracking override for non-admin users is ignored.
- KI 15264: Hot Tips unable to add attachments.
- KI 15271: Certain http webforms will strip data when received in HelpDesk Email queue.
- KI 15267: New Inquiry Search, the results grids sort option is not responding correctly.
- KI 15265: Reopen inquiry does not update the new owner of the inquiry, keeps the last owner.
- KI 15119: New Inquiry Search, user fields 1-7 do not display.
- KI 15188: Work Flow optional feature returns error compiling script.

Effects External Contact Managers only:

- KI 15249: Contract Tracking. While you can configure the fields they are actually ignored. A new bridge must be created to reach the external database.
- KI 15284: Center View Tab Designer, adding contact manager fields are actually ignored. Like contract tracking, a new bridge must be created to reach the external database.

Effects Stand Alone only:

- KI 15120: Contract Tracking returns false expiration message. If the 'start' date is a future date, it will display the expired message.
- KI 15276: Custom Fields cannot create new fields; returns a/v message.
- KI 15159: Contacts Import utility still in development.