



TOTAL CONTACTS WITH HELPDESK SOLUTION

Version 7.2026.0.4249 (beta)

Released April 13, 2026

Notes:

1. Server 2019 and older, Windows 10 and older, are no longer supported on a technical level. You are welcome to continue to use these operating systems, however, if you have any technical issues, we will not be able to provide support.
2. Version 7 does not currently integrate with any external contact manager. Version 7 is designed to using the internal contacts database referenced as Stand Alone.
3. If upgrading from version 5.2019 there is no **supported** option for data upgrade. We can provide an older version of the data upgrade program with instructions at no cost and delivered as-is. NO SUPPORT regardless of active maintenance support contract.

IN ACTIVE DEVELOPMENT:

KI 10135: **Scheduler stops running.** There were two issues, one with logging smtp, and the other with the backup schedule. A new backup task will now create a directory under the location of the TSHD.db3 called {databasename}.backups. Each time it runs it will create a new backup named {databasename}.YYYY-MM-DD-NN.db3. At the beginning of each log day, it will purge all but the last log for the previous days, keeping at most 3 days. At the start of each month, it will also keep the last log from the last logged day of the previous month.

OPEN ISSUES:

- KI 10046: Field lengths need to be enforced for Email Subject line.
- KI 10063: Inquiry Relink needs to update the company name on the open inquiry.
- KI 10074: Workflow does not send out emails as scheduled
- KI 10083: Email notify when referring inquiry.
- KI 10110: Creating a new contact from open inquiry. Workaround: first create the contact, then return to the email queue, search, and create inquiry.
- KI 10127: Email Template default selection
- KI 10128: Email attachments are removed if you suspend the email.

- KI 10135: Email schedule stops running. Workaround: stop the services and restart them.

NEW DEVELOPMENT:

- KI 10122: Act! Contact manager link. Add-on purchase
- KI 10141: OPPORTUNITIES for tracking quotes and sales. Will link directly to the inquiry.

ENHANCEMENTS in review:

- KI 10015: New Inquiry results grid display sort option
- KI 10040: Config > Category/Product sort option
- KI 10046: Enforce field lengths
- KI 10047: Simplify security rights
- KI 10066: Add Flag option to e-mail queue
- KI 10098: iFORMS to auto-populate contact data from new in-bound email
- KI 10120: Add system alerts to the inquiry queue
- KI 10126: Email Templates, add alpha/numeric sort option