iSupport® v14.5 Release Notes

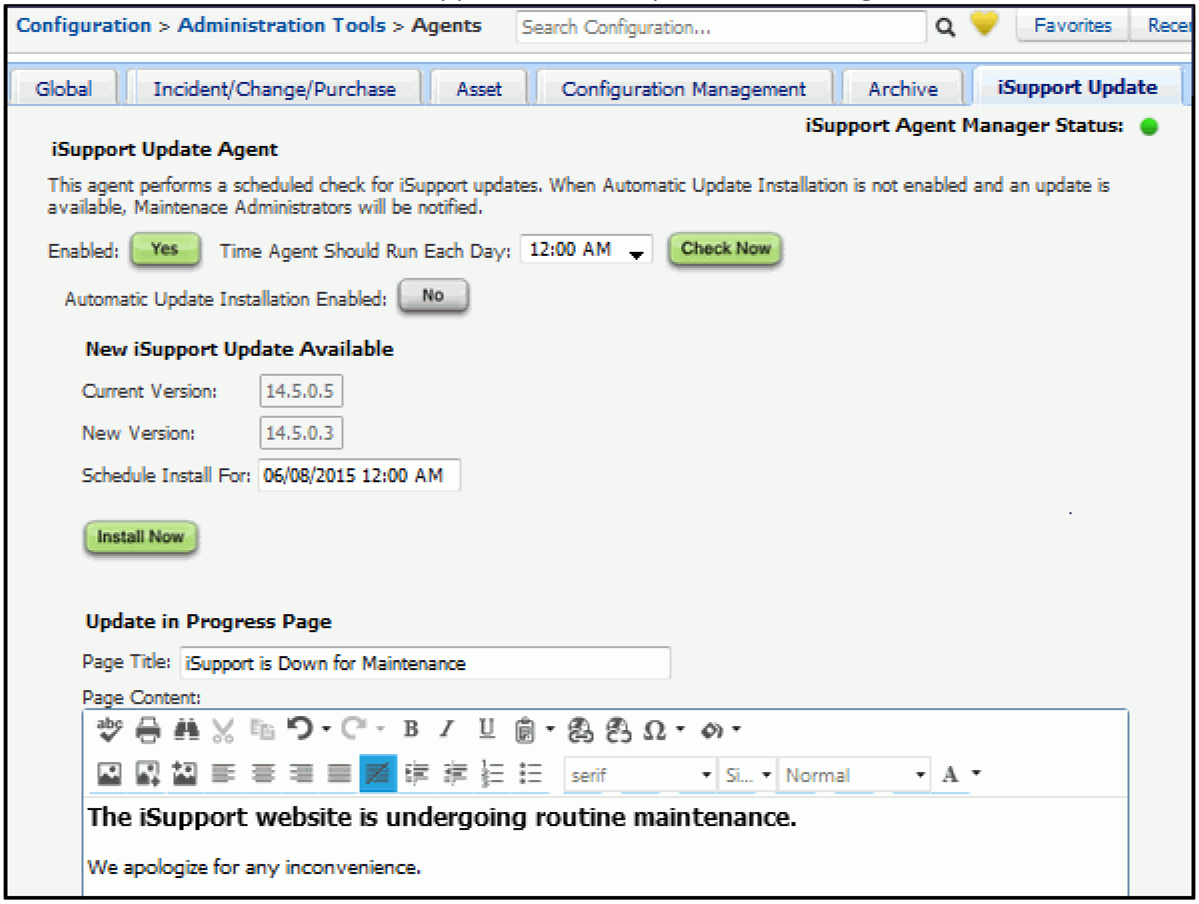
This document includes new features, changes, and fixes in iSupport v14.5. The Readme.txt file included with the download includes a list of known issues.

New Features in iSupport v14.5

Administration

Automatic iSupport Updates

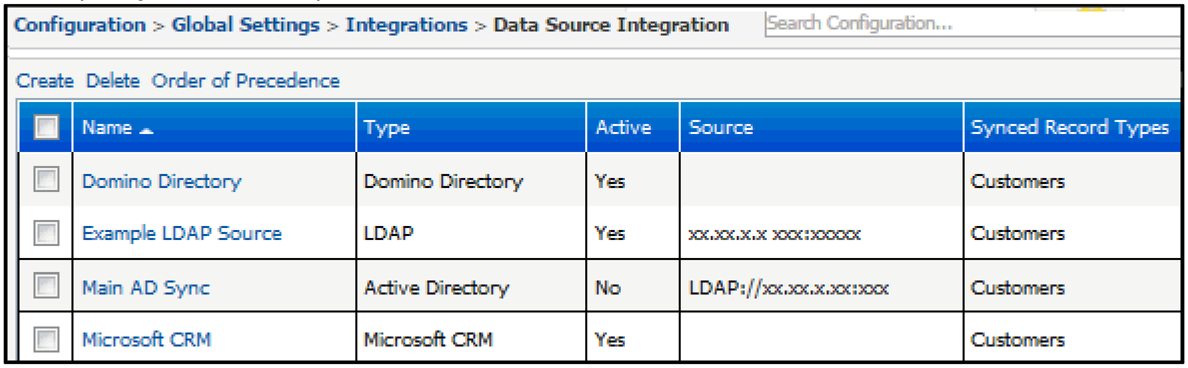
iSupport now includes an agent that checks for hotfix updates; you can specify whether to schedule or automatically install any available updates. Use the Page Title and Page Content fields to configure the page that will appear when someone tries to access iSupport while the update is occurring.



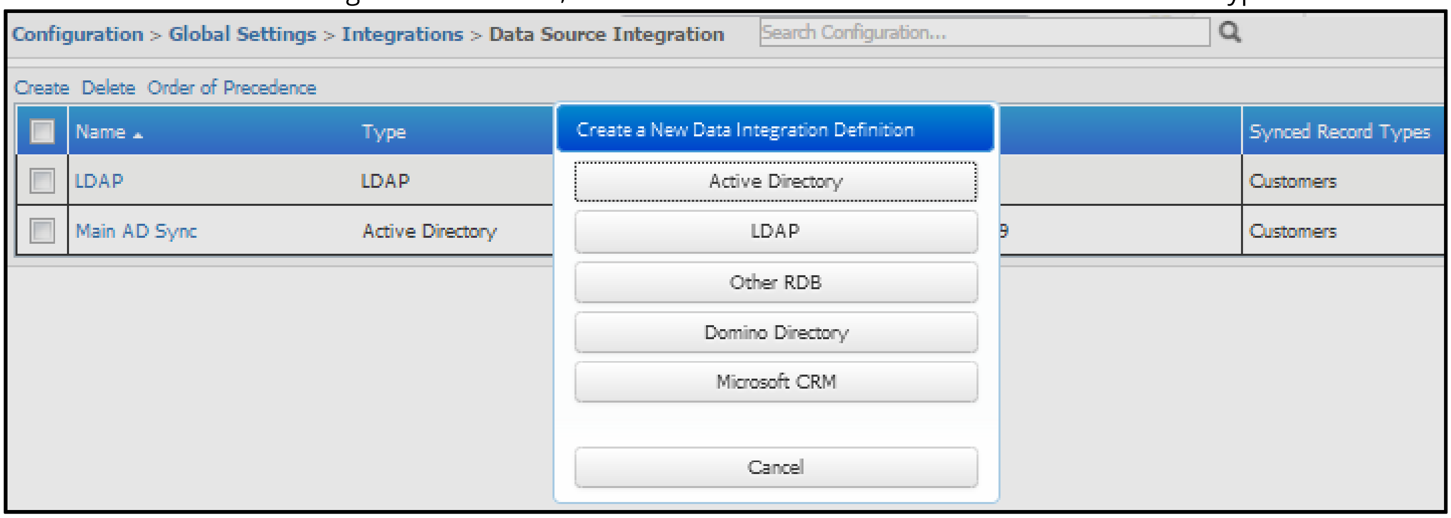
Directory Integration Enhancements

iSupport's Active Directory and LDAP features were greatly enhanced to include support representative and asset synchronization, individual attribute mapping, and directory node exclusion. A tree control directory node viewer is now included for you to set the base directory node for a sync definition, add exclusions, and preview values for field mapping. After an initial complete synchronization, only new, modified, and deleted records will be synchronized, and it is easier to configure and manage multiple synchronization definitions for one Active Directory or LDAP data source.

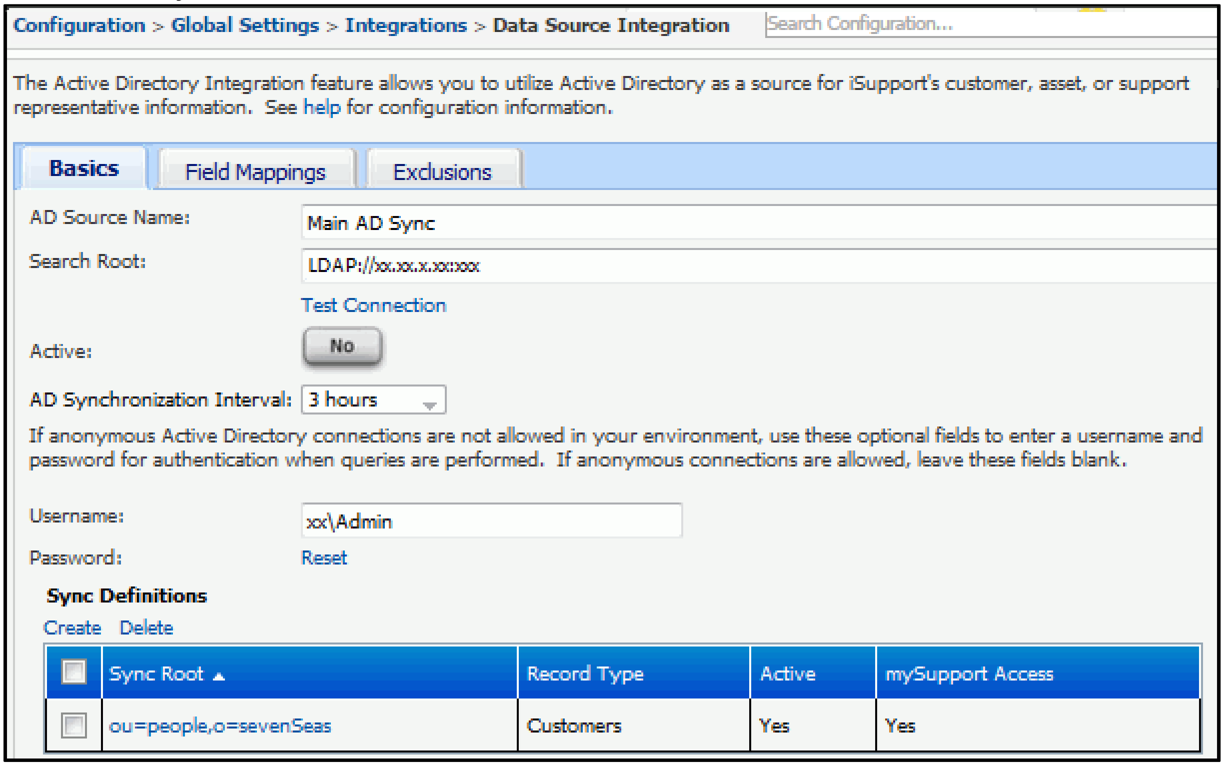
The Directory Integration feature has been renamed to Data Source Integration; you'll now manage data source definitions and specify the order of precedence in the list screen.



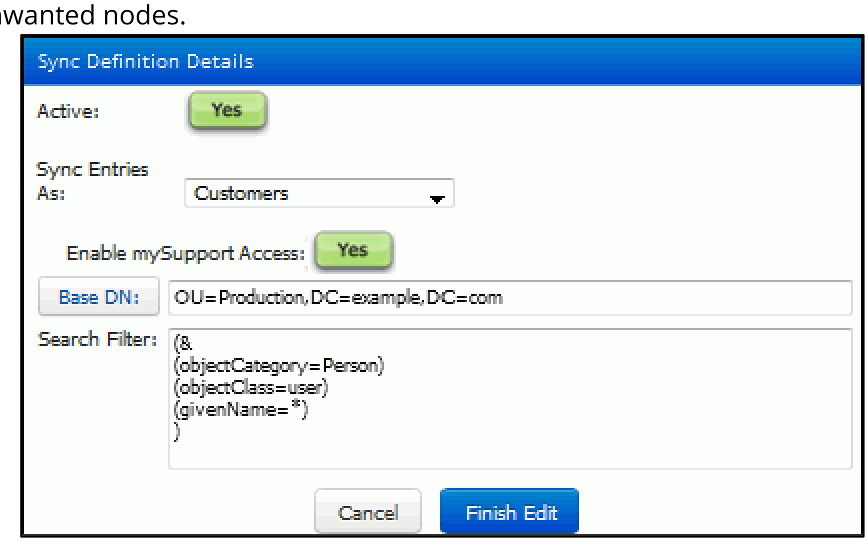
To create a data source integration definition, click the Create link and then select the data source type.



Use the Basics tab to specify the primary connection and authentication details for accessing the data source; these settings will apply to all of the sync definitions you create for that data source. Note that the search root of the data source definition can now be the domain controller or the top node in the directory, which opens the entire directory for use with sync definitions.

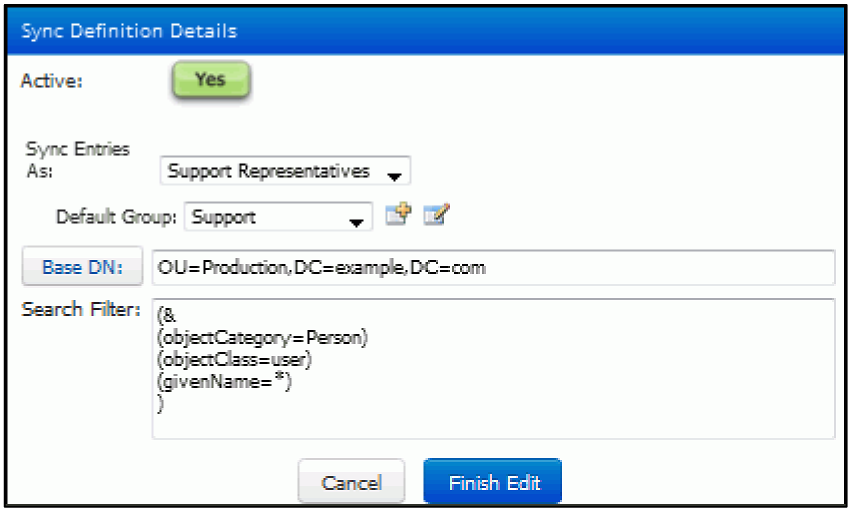


Click the Create link to create a sync definition consisting of the type of record you are synchronizing, the string identifying the object in the Active Directory hierarchical structure that contains the data to be synchronized, and the conditions that must be met for returning a specific set of information to iSupport. Note that a filter is only needed if the selected Base DN contains unwanted lower level nodes or if the data source's exclusions do not already remove the unwanted nodes.

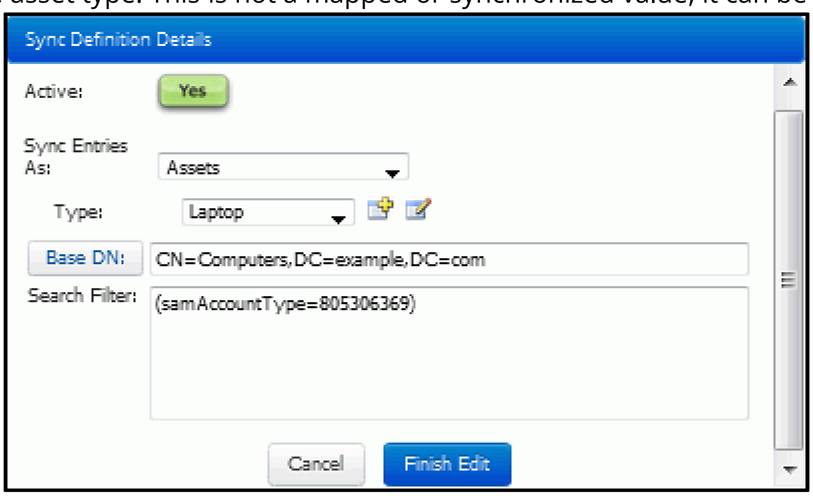


- If synchronizing customers, the Enable mySupport Access field will appear. Select Yes to enable the Approved to Access mySupport field by default. If a login name and password exists in the source record, it will be included in the mySupport login fields for authentication to the mySupport portal. This is not a mapped or synchronized value; it can be edited in iSupport.

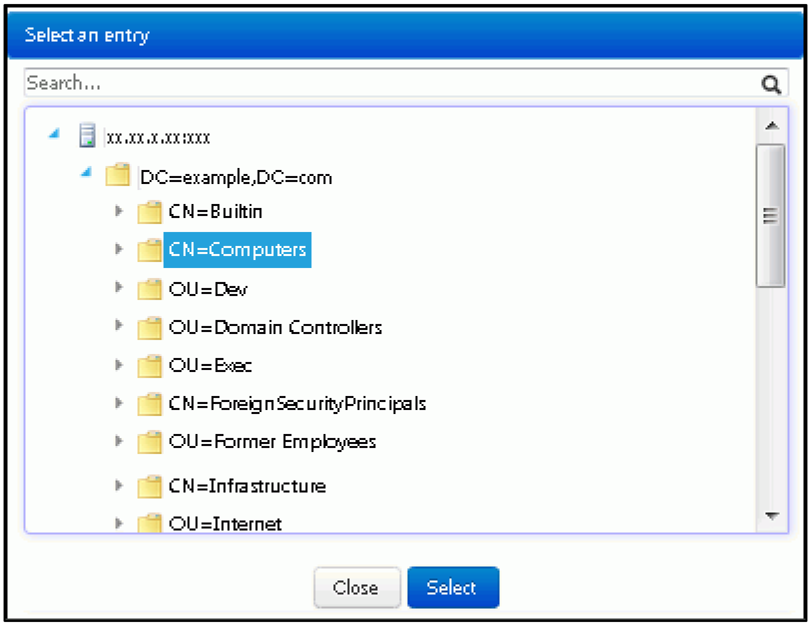
- If synchronizing support representative information, the Default Group field will appear for you to select the iSupport group to assign as the primary group by default for any new support representatives. You can use the Create New and View/Edit icons to access the Group configuration screen and configure the roles/permissions, Desktop components, the work items/features involved in global search, work item UI settings, and mySupport chat settings for group members. This is not a mapped or synchronized value; it can be edited in iSupport.



- If synchronizing asset information, the Asset Type field will appear for you to assign an asset type by default. You can use the Create New and View/Edit icons to access the Asset Type configuration screen and configure a login for running asset scans, optional and custom fields, maintenance/warranty notifications, and count tracking for the asset type. This is not a mapped or synchronized value; it can be edited in iSupport.



Click the Base DN button to select the directory node that contains the data to be synchronized. Note that a filter is only needed if the selected Base DN contains unwanted lower level nodes or if the data source's exclusions do not already remove the unwanted nodes.

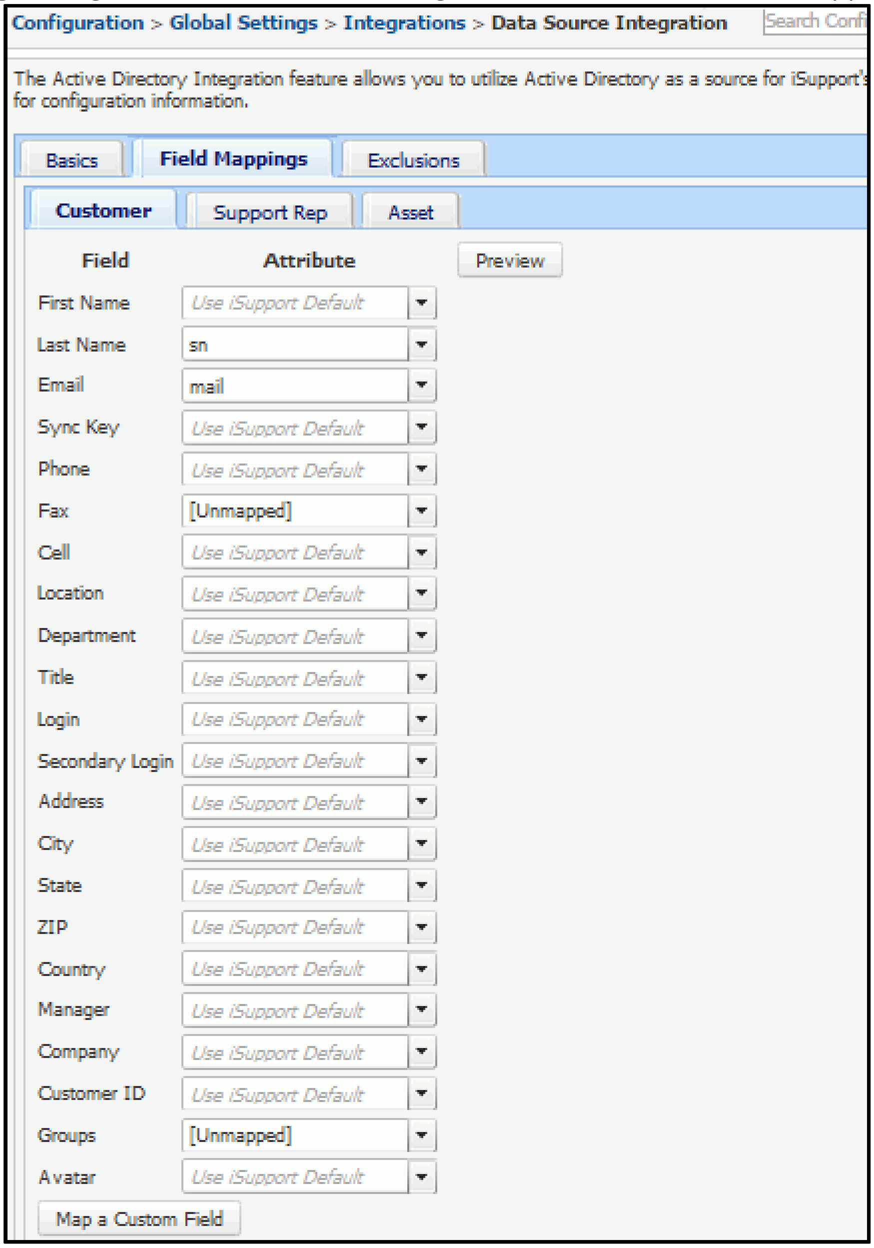


Field Mappings

Use the Field Mappings tab to specify the nodes or directory objects in your Active Directory or LDAP source from which data will be pulled for corresponding iSupport fields. Default Active Directory field mappings are the same as in previous versions; however, now you can change individual field mappings to **[Unmapped]** so only mapped fields are locked. Note that the First Name, Last Name, Email, Sync Key, and Login fields cannot be unmapped.

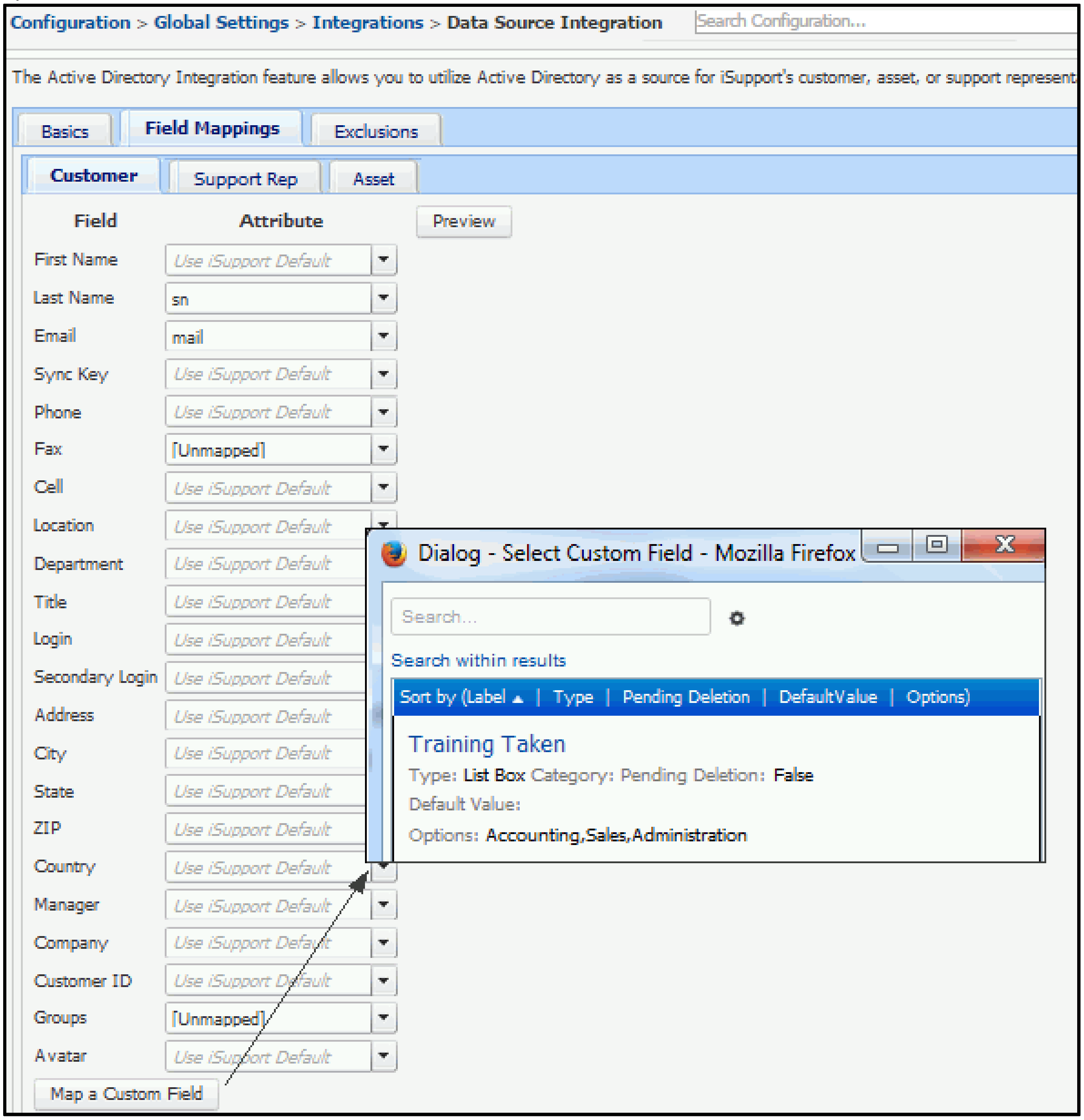
Leave Use iSupport Default in a field to use iSupport's default mapping; we recommend that you use iSupport's default for the Sync Key and Avatar field because the applicable schema property may vary. If iSupport Default is selected for the Groups field, all groups associated with a customer in the Active Directory or LDAP source will be created in iSupport via the MemberOf attribute.

Note that the field mapping settings apply to all sync definitions within a data source integration definition; for example, if you define two customer sync definitions within a single data source integration definition, both will use the same field mapping. Configure a new data source integration definition if different mappings are required.

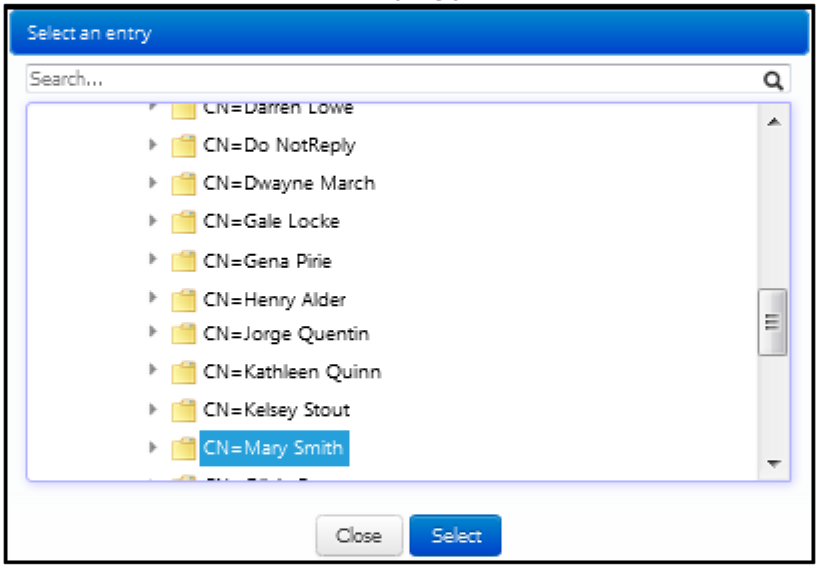


You can type additional attributes from your directory's schema if you want to map to an attribute not in the list; your entries will be included in the list after your entry.

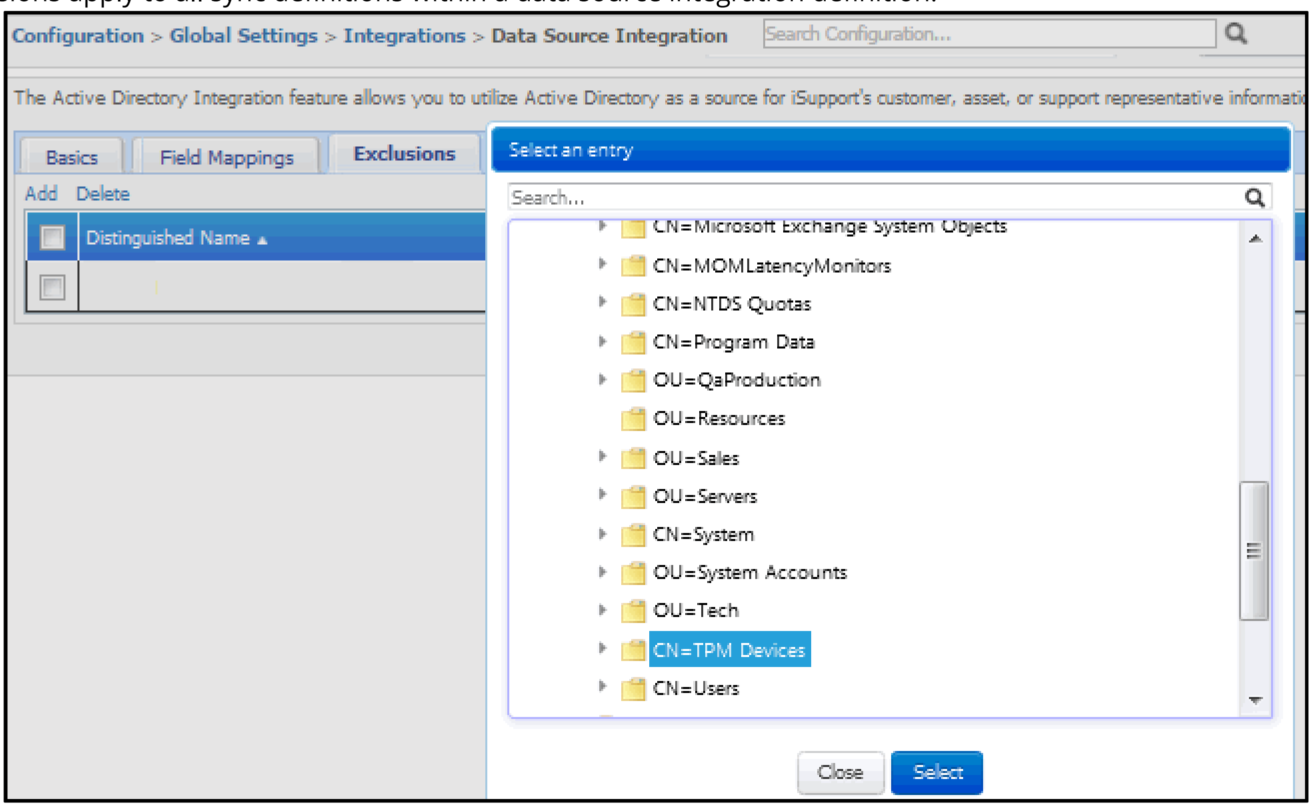
Use the Map a Custom Field button to add a custom field to the field list.



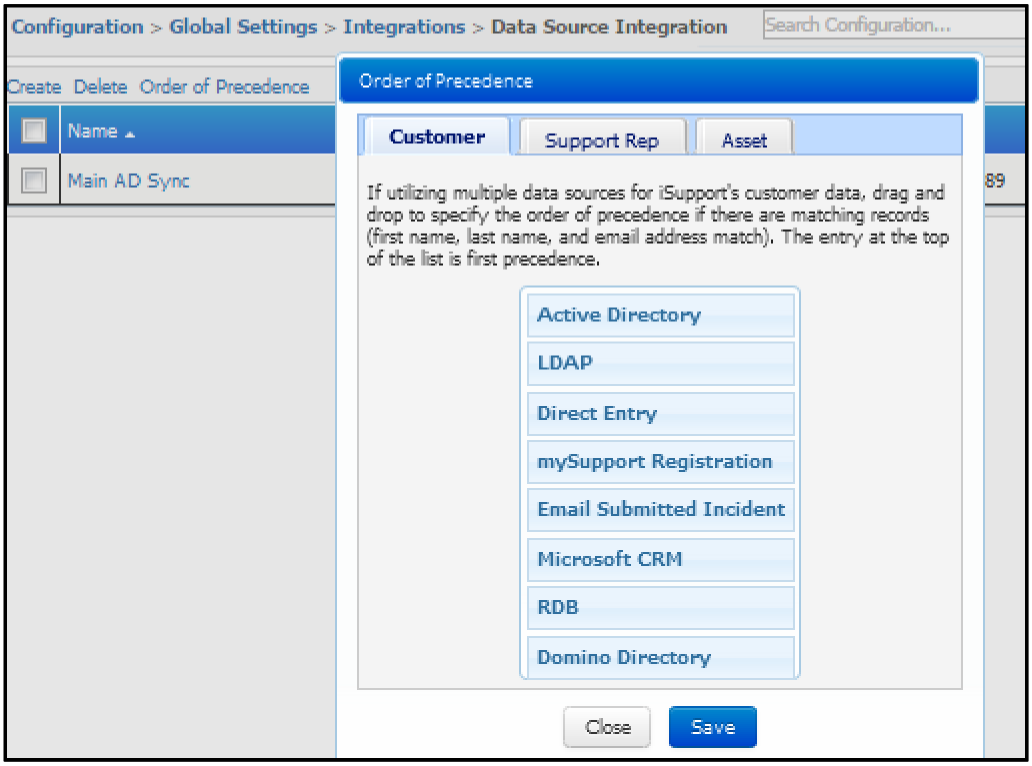
Use the Preview button to select a record to use for verifying your selections.



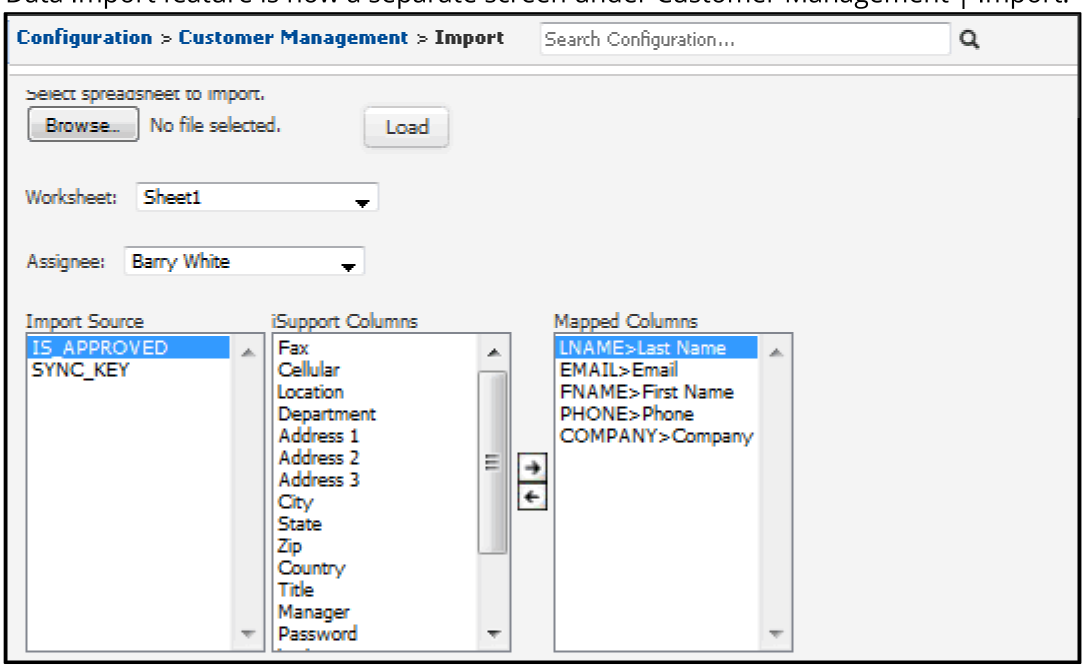
Use the Exclusions tab to specify the values (including groups) that should not be synchronized; click the Add link to select the directory nodes or objects that should be excluded. All lower level nodes will also be excluded. Note that exclusions apply to all sync definitions within a data source integration definition.



Use the Order of Precedence link on the Data Source Integration list screen to specify the order of precedence if utilizing multiple data sources.



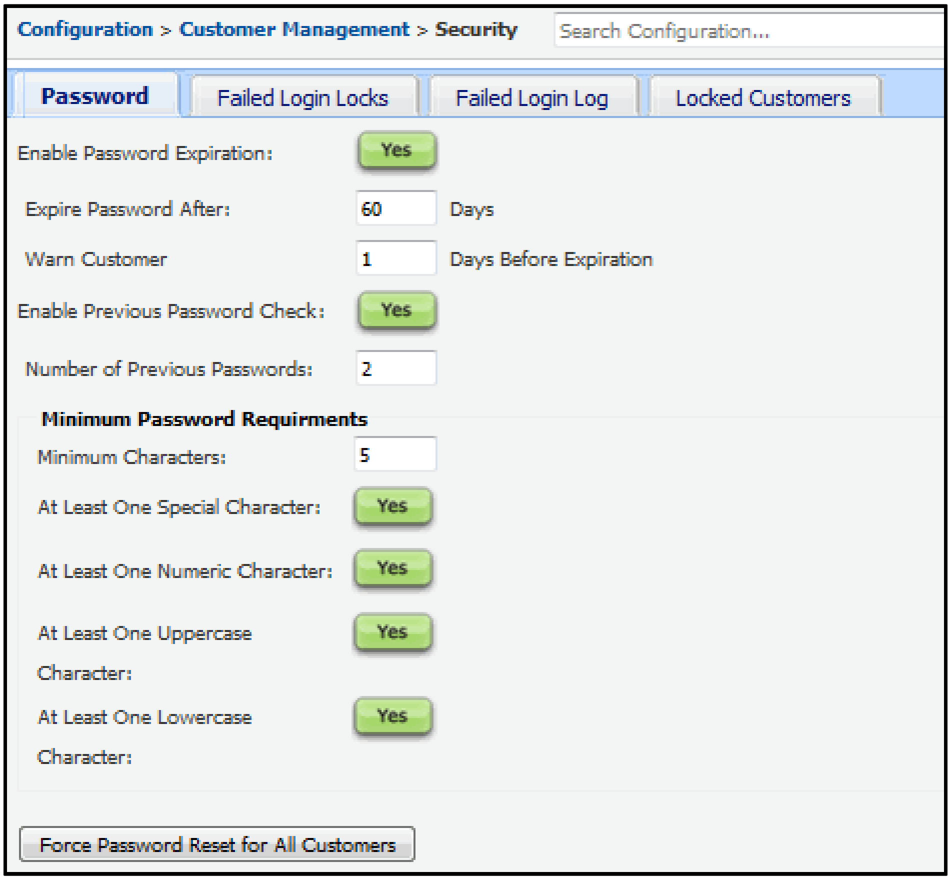
The Customer Data Import feature is now a separate screen under Customer Management | Import.



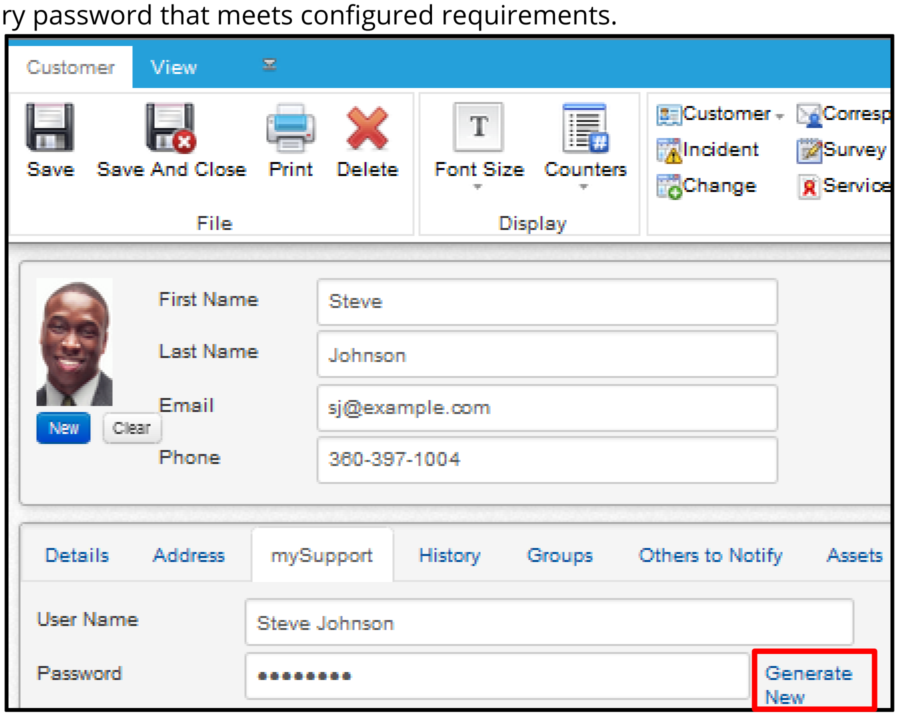
Links for all of iSupport's integration screens are now included under an Integrations heading in the Global Settings section in the Configuration module.

Security Features for Customers

If you are not using Microsoft® Windows-based authentication with mySupport, you can now use the Customer Management | Security screen to enable password expiration after a specified number of days, a previous password check with a specified number of previous passwords, and minimum password requirements. You can also force a password reset for all customers.



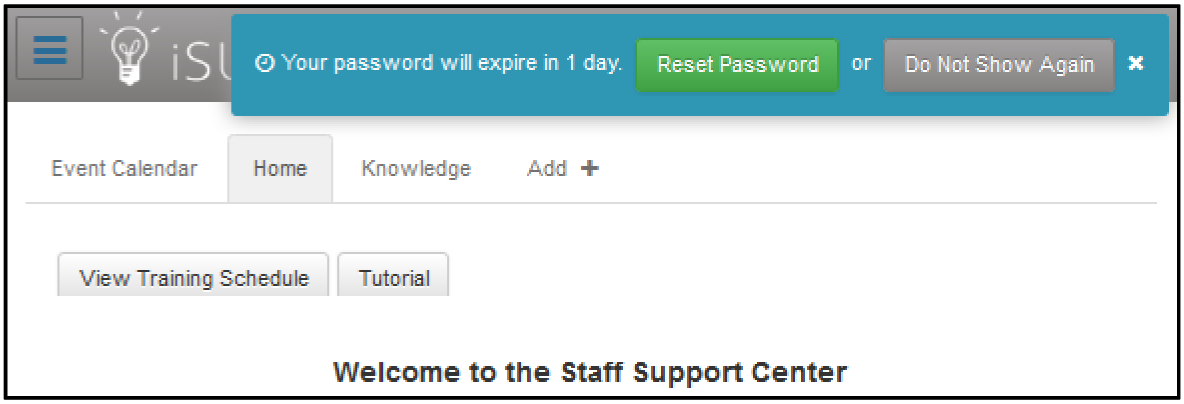
Only temporary passwords can be entered via the Customer Profile screen, and configured password requirements will be enforced when you enter a password in the Customer Profile screen. You can use the Generate New link to create a new temporary password that meets configured requirements.



The customer will be forced to enter a new password after entering his/her username and the temporary password.

Password Expiration

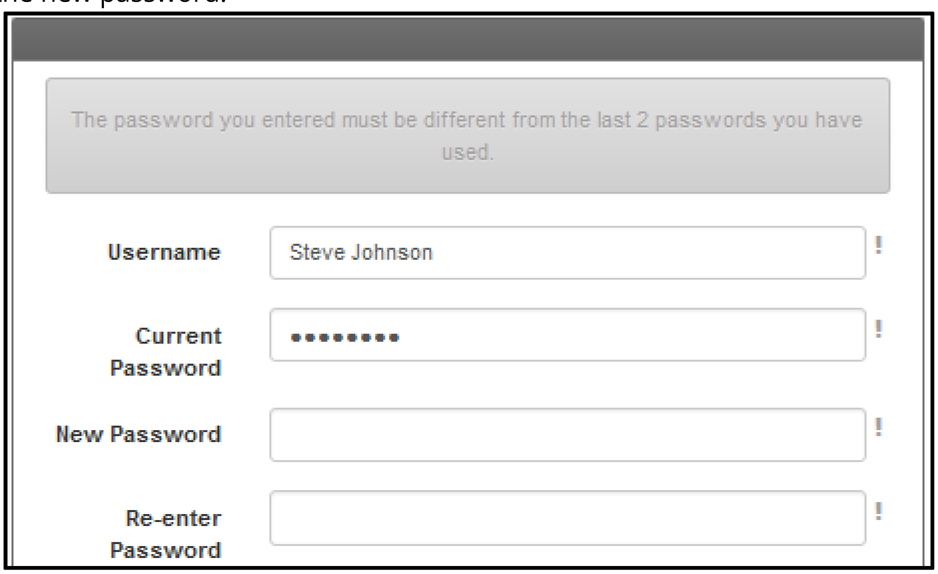
The Password Expiration feature enables you to specify a number of days after which a login password will expire; the Password Expiration Warning dialog will display to the customer after every login via mySupport until the configured timeframe has been reached.



The expiration timeframe will be based on the last time a customer reset their password or the date and time at which the Password Expiration feature was last configured. Note that expiration warnings will not appear on the mobile client.

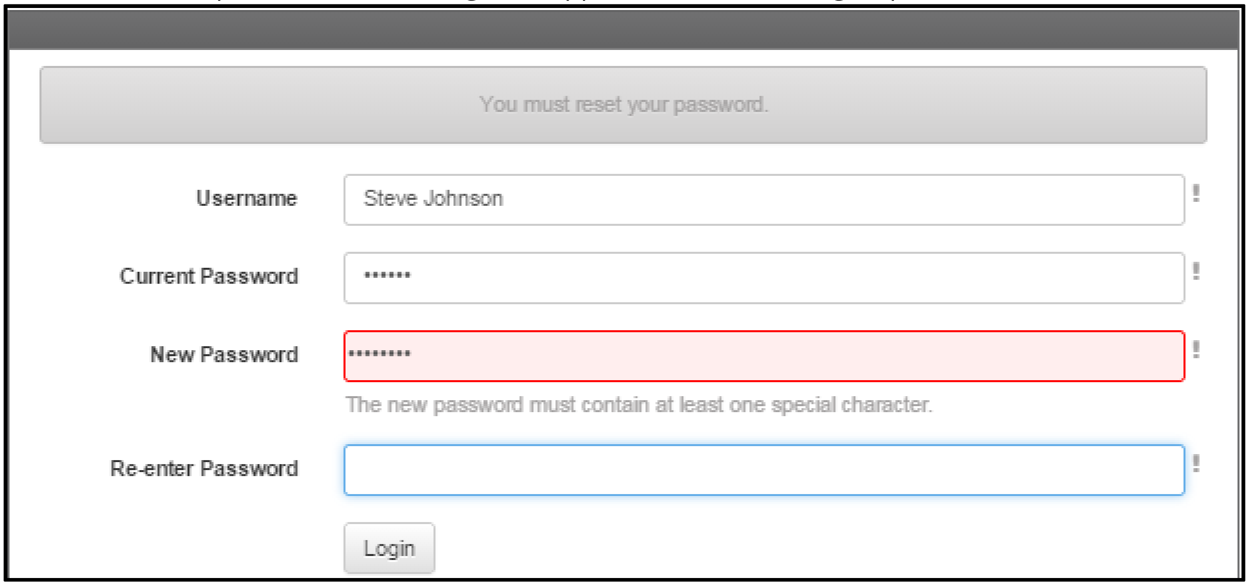
Previous Password Check

Use the Previous Password Check feature to compare a customer's new password with a configured number of the customer's previous passwords and prevent use of a matching password. Note that when this feature is initially enabled after you upgrade to this version, a customer's current password will not be used in the list of passwords to be checked against the new password.



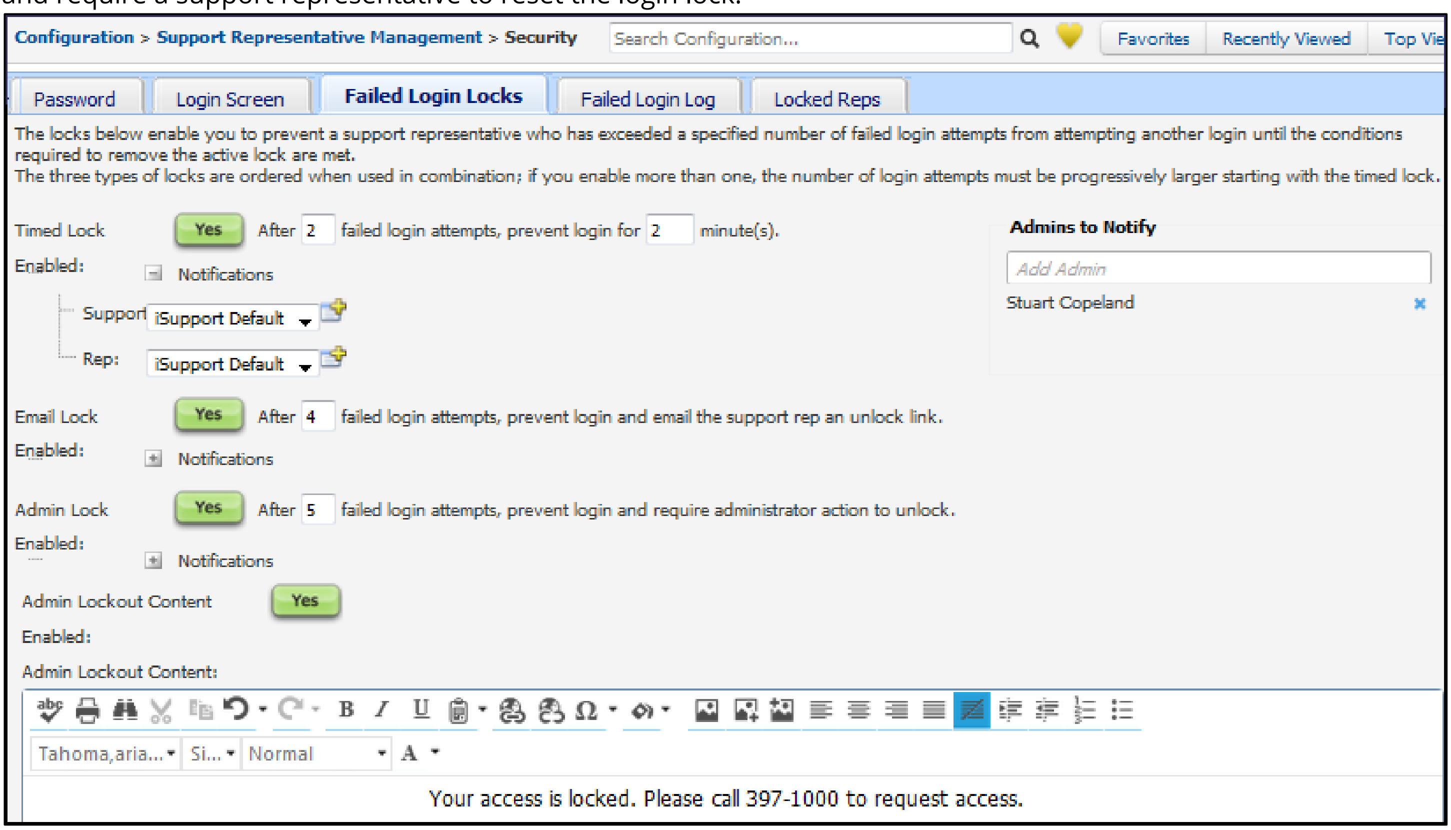
Minimum Requirements

You can require new passwords to contain at least one special character, numeric character, uppercase character, and lowercase character, as well as a minimum number of characters. If a customer tries to enter a password without the minimum requirements, a message will appear with the missing requirement.



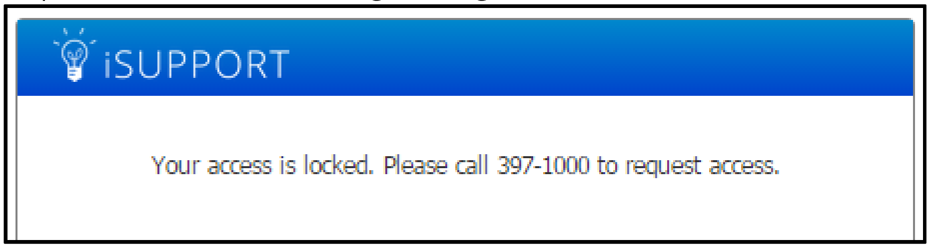
Failed Login Locks

Use the fields on the Failed Login Locks tab to prevent a customer who has exceeded a specified number of failed login attempts from attempting another login, send notifications to the customer and/or support representative, and require a support representative to reset the login lock.



You can configure the following types of locks:

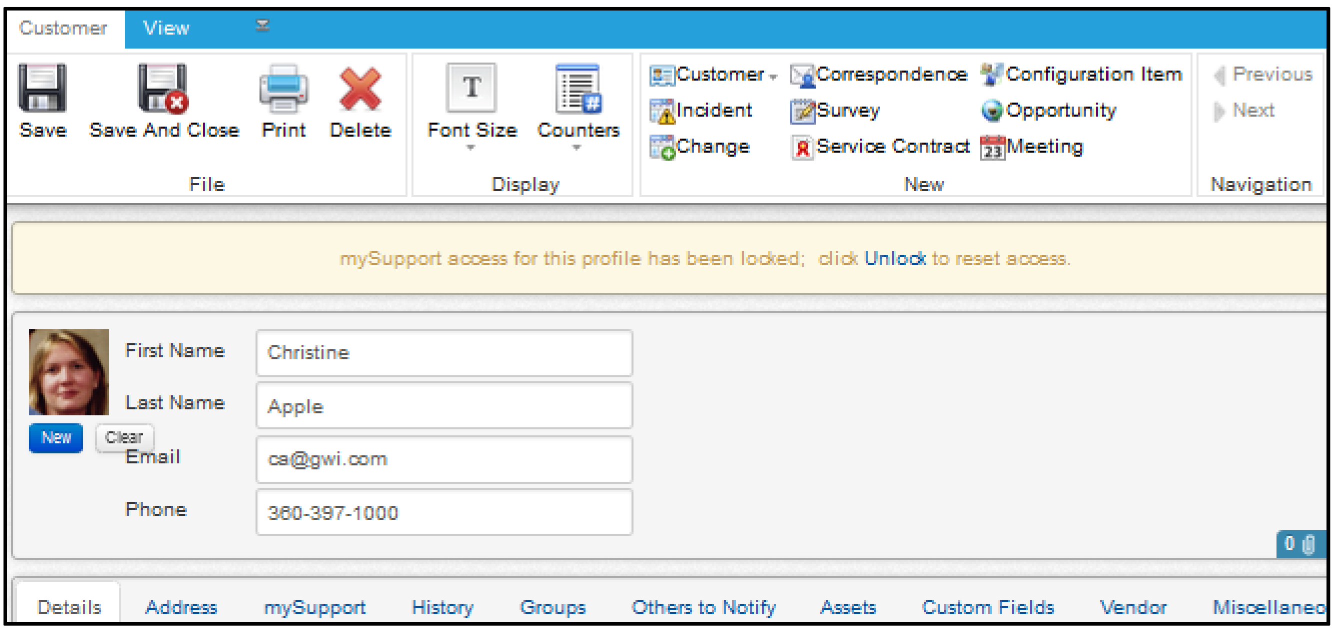
- A **timed lock** which prevents login for a specified period of time (the lock would prevail during that time even if the correct login were entered).
- A more restrictive **email lock** which displays a message regarding the lock and sends an email to the customer, who must use the link in the email to reconnect to the login page in order to continue. If the customer doesn't use the link and logs in directly, the lock would prevail even if the correct login were entered.
- An even more restrictive **support rep lock** which prevents the customer from logging in until a support representative unlocks his/her customer profile. Enable the Admin Lockout Content Enabled field to create a message that will replace the content in the Login dialog.



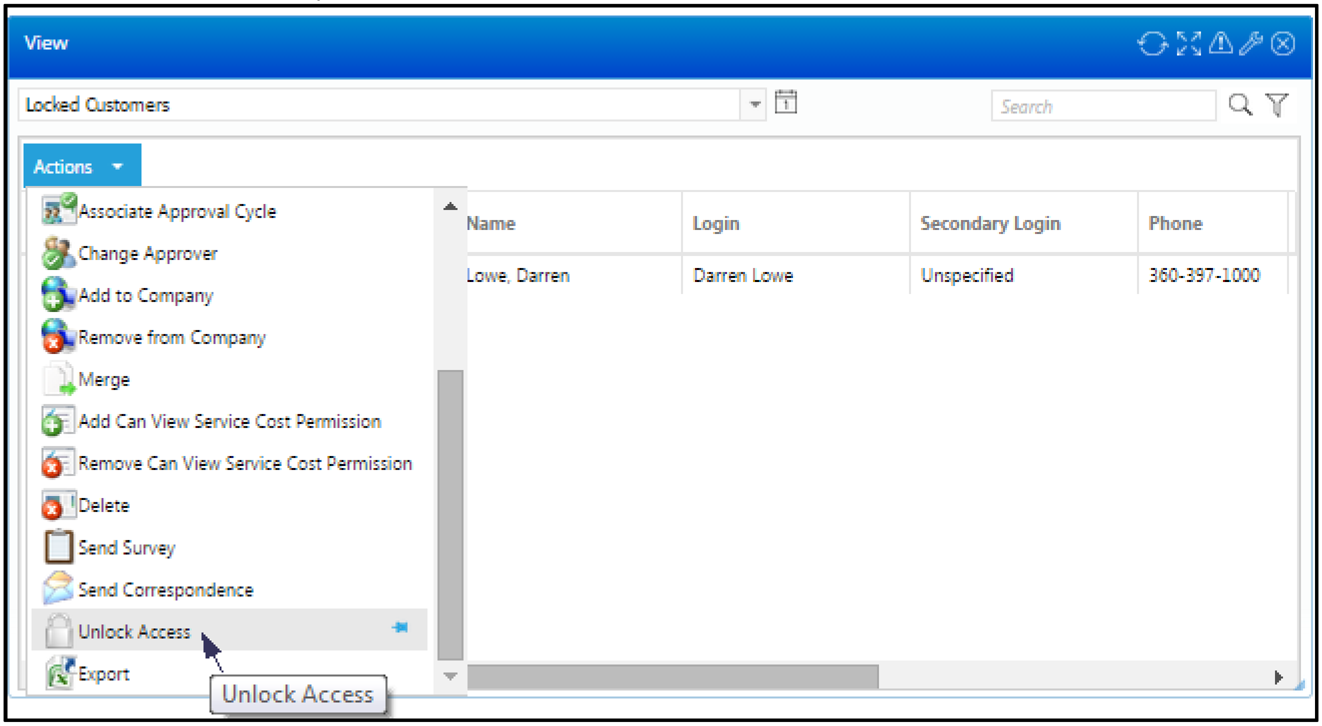
Unlocking a Profile

Support representatives with Customers | Unlock mySupport Access permission can unlock a Customer Profile in the following ways; both will set the failed login attempt count to zero.

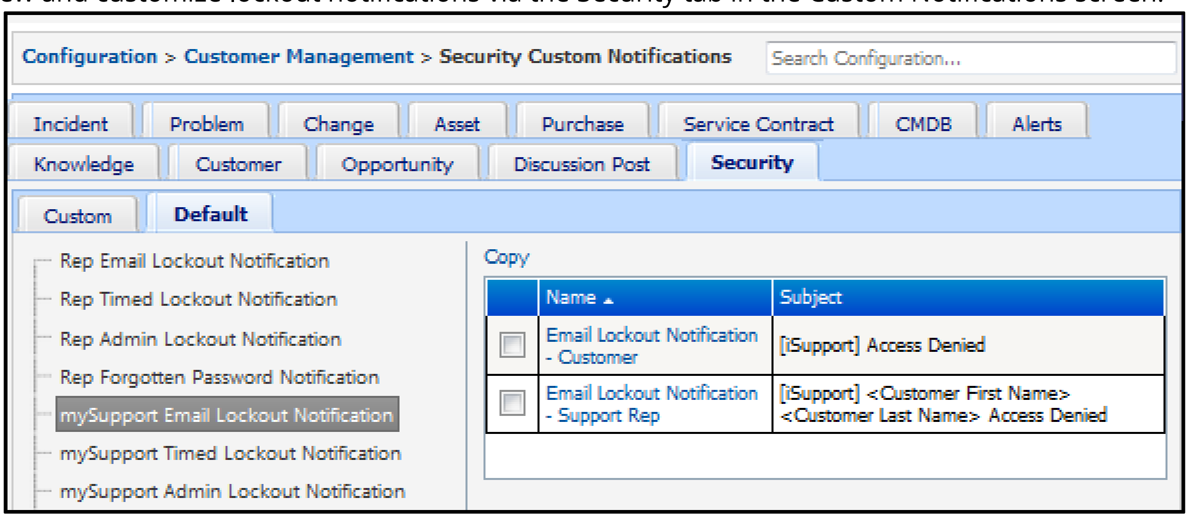
- Click the Unlock link that displays in the banner in the Customer Profile screen when a profile is locked.



- Select the Unlock Access option on the Actions menu in the Locked Customers view.



You can view and customize lockout notifications via the Security tab in the Custom Notifications screen.

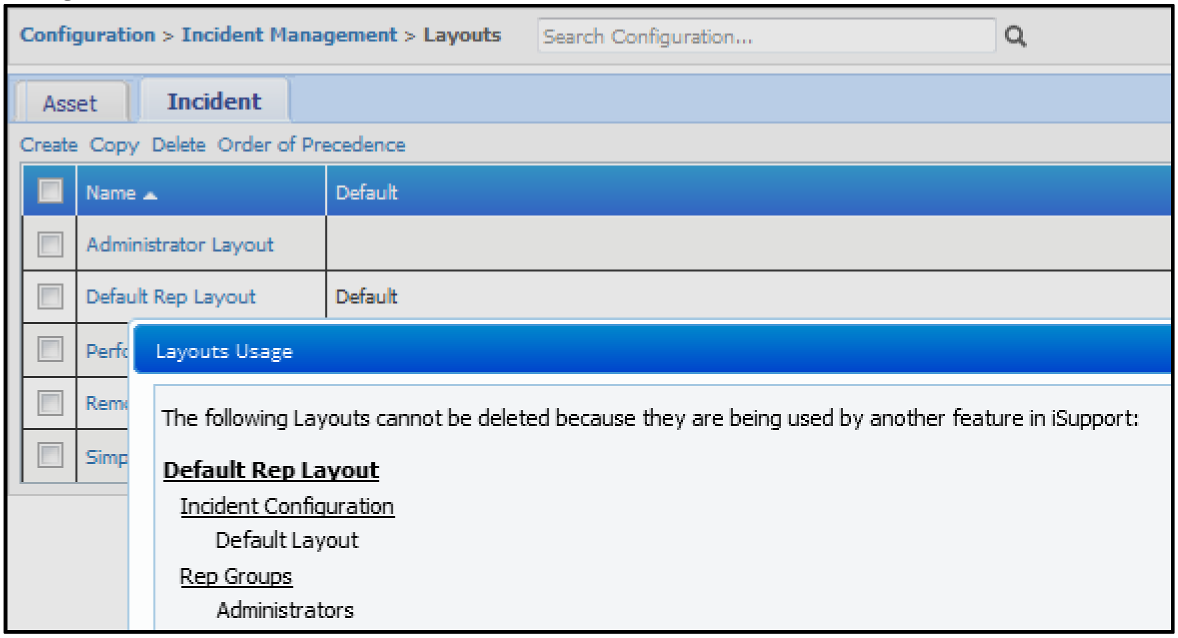


Message ID Handling for Incoming Email Processing

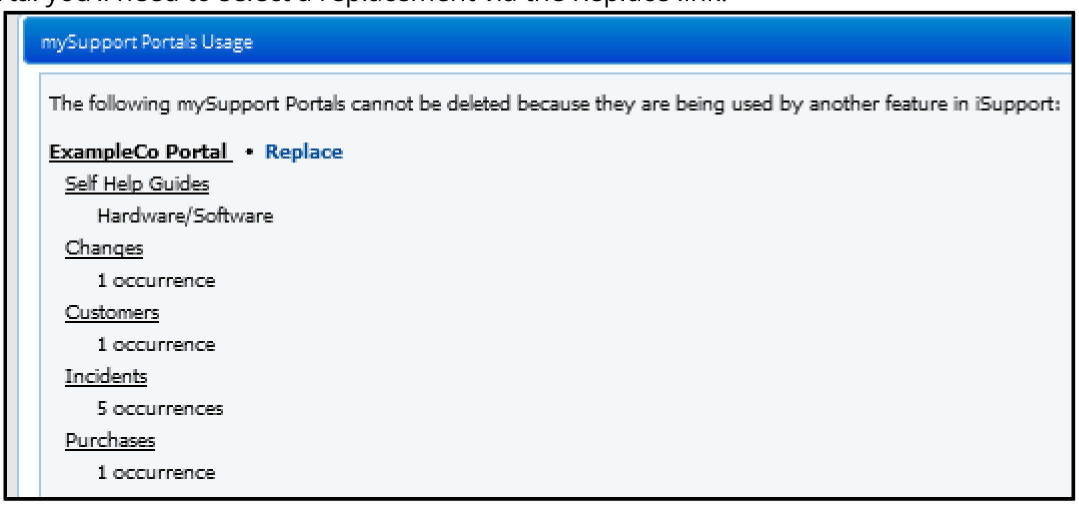
iSupport now tracks the message ID in incoming email processing; converted work items are updated if a message ID match is found. If a reply comes in on the same message thread, it will update the incident associated with the message thread.

Usage Dialog and Options for Configuration Record Deletion

When an iSupport administrator attempts to delete a configuration record, a dialog now appears listing the features using that configuration record.

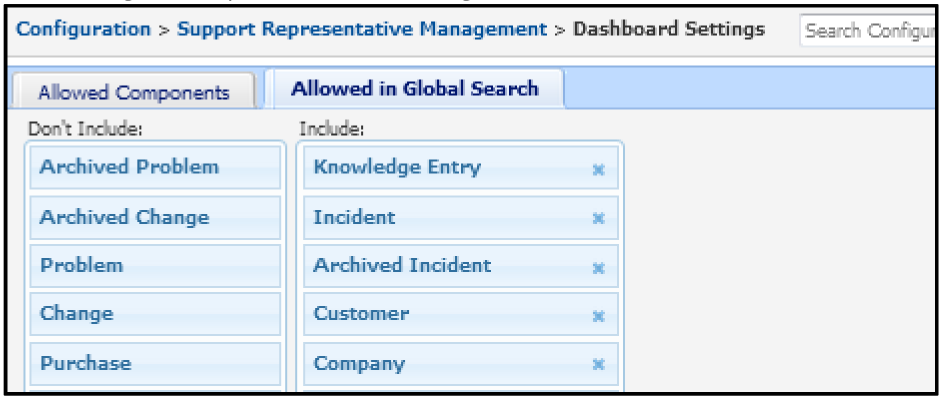


mySupport portals are used to build default notification URLs for work item access by customers, so if deleting a mySupport portal you'll need to select a replacement via the Replace link.

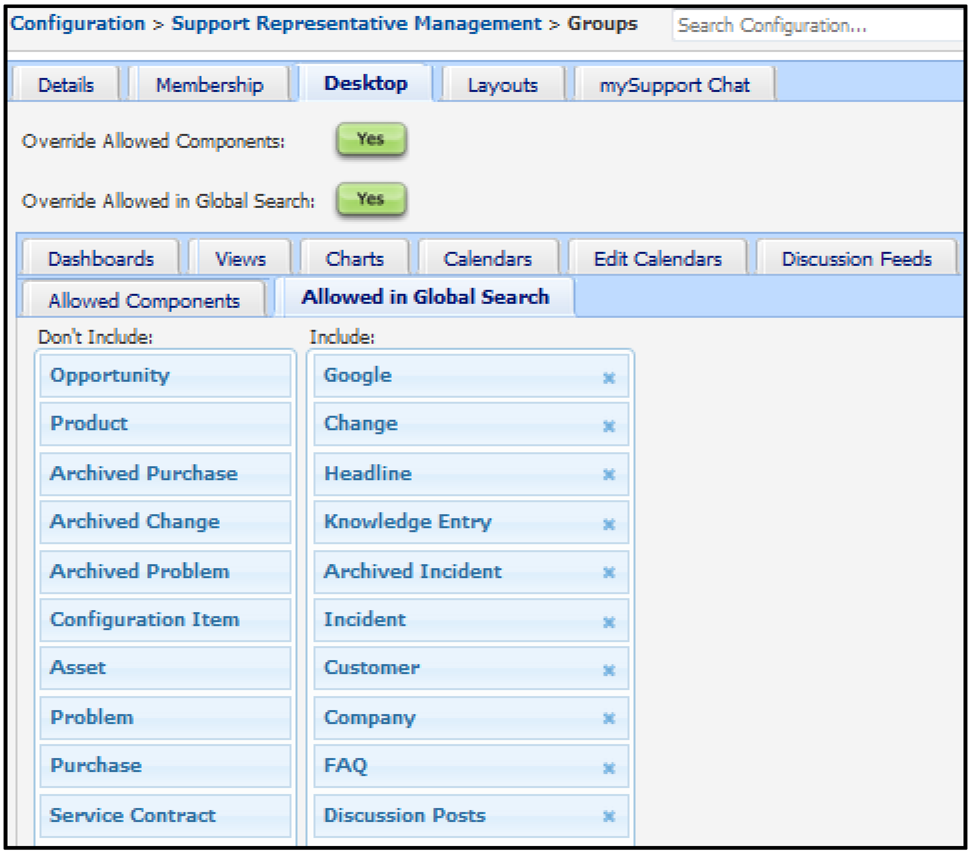


Global Search Configuration and Field Expansion/Dashboard and Content Management Enhancements

You can now restrict the types of records involved in global search via the Allowed in Global Search tab in the Support Representative Management | Dashboard settings screen.

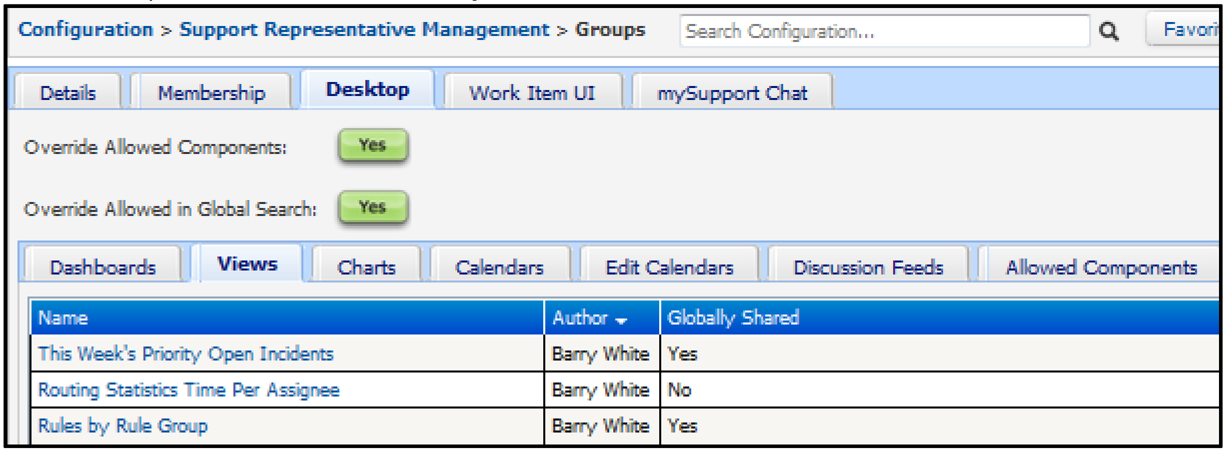


The Support Representative Management | Groups screen now lists the associated dashboards, views, charts, calendars, and discussion feeds.

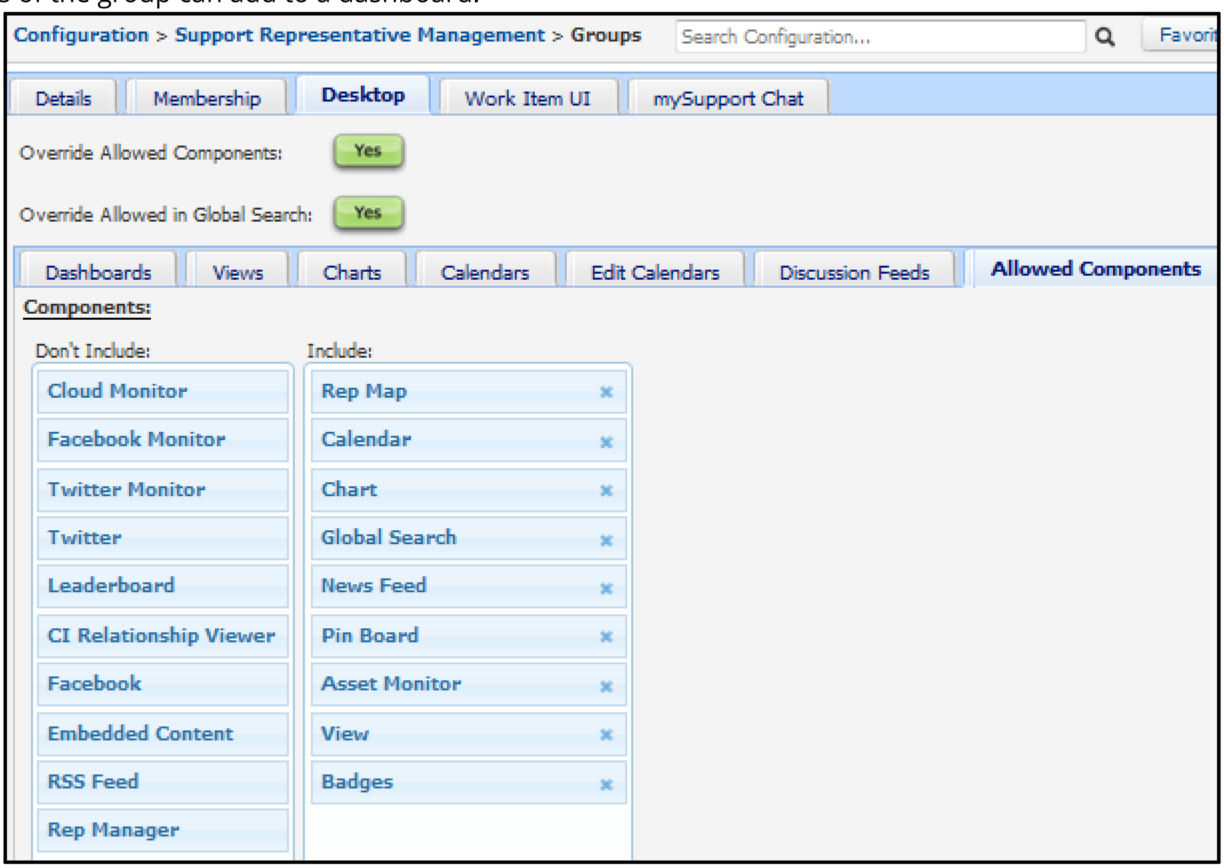


Improved Support Representative Group Management

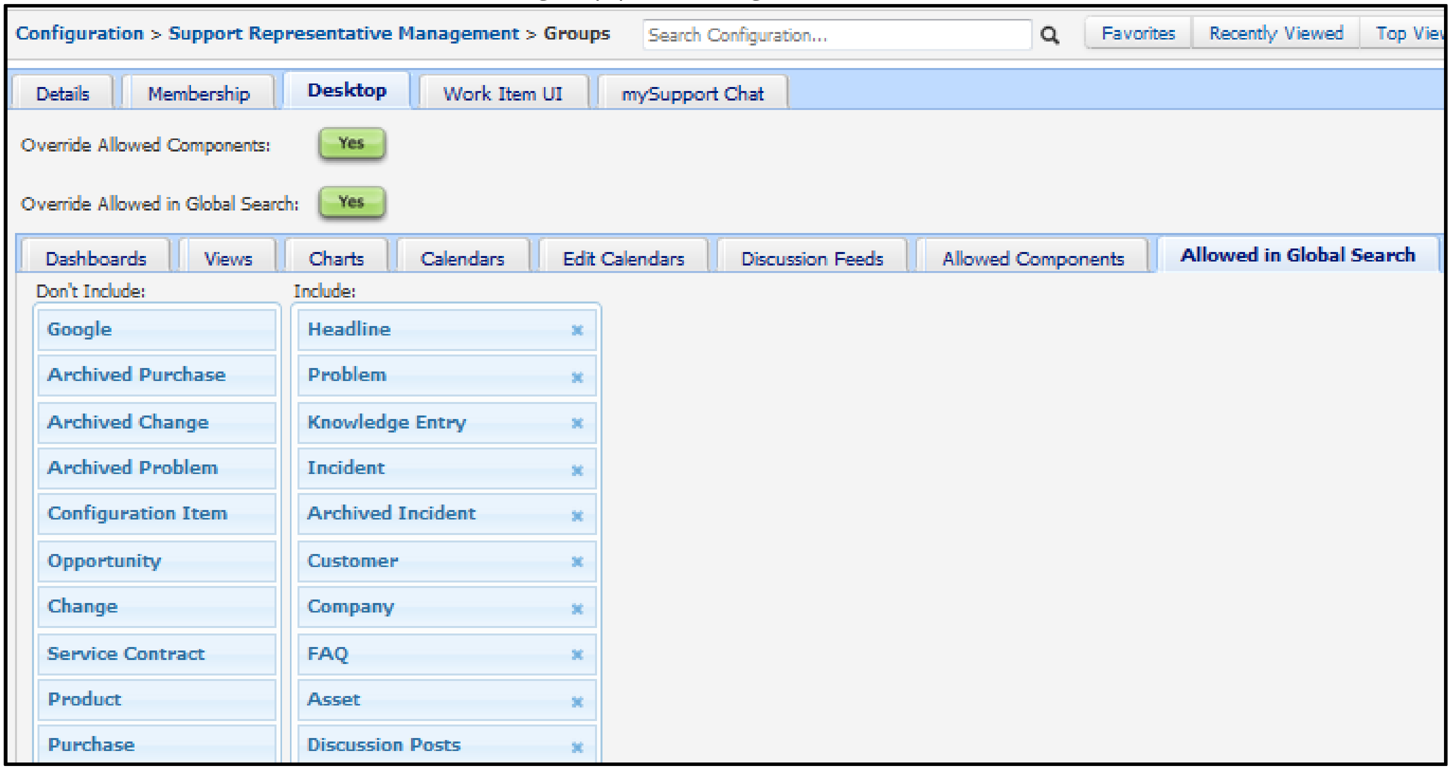
You can now view the Desktop items and layouts that a group has access to. A Yes in the Globally Shared column indicates that there are no group access restrictions; a No in that column indicates that the item has been restricted. You can open views and charts that you have access to.



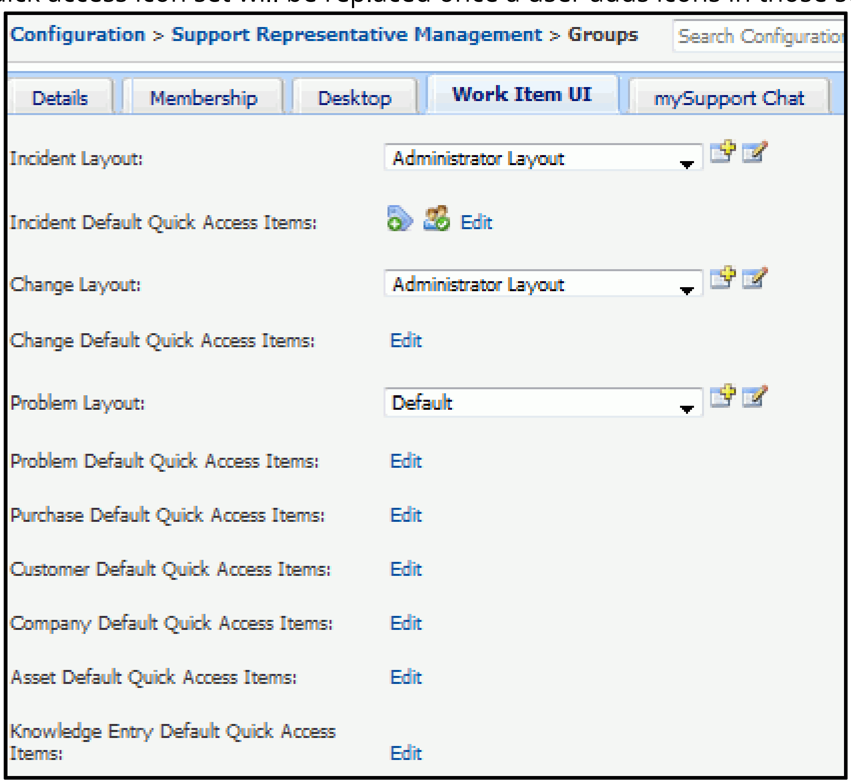
The Override Allowed Components field and Allowed Components subtab are now on the Desktop tab, and all components are included on the Allowed Components subtab. Use it to specify **all** of the available components that members of the group can add to a dashboard.



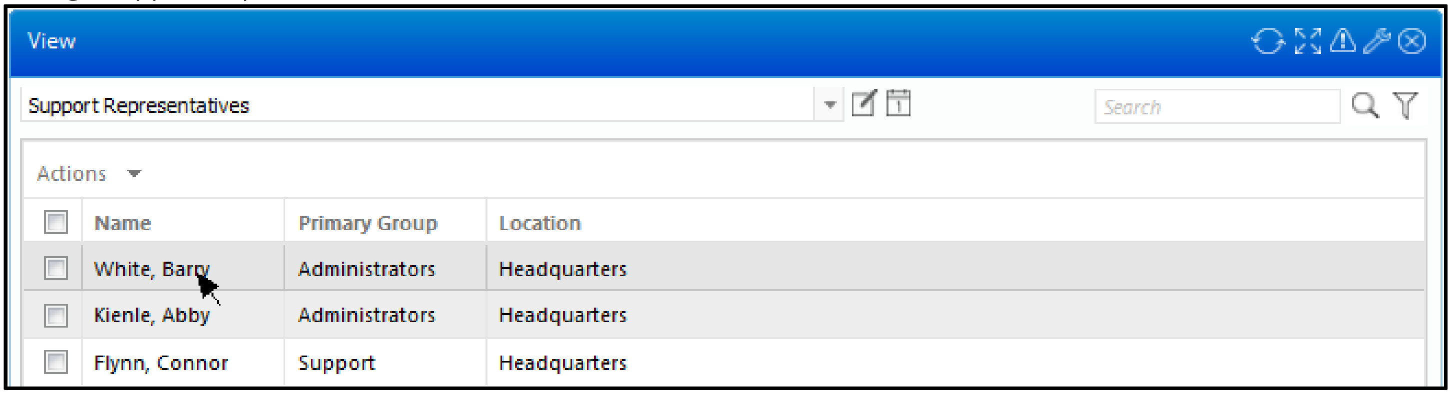
Use the Override Allowed in Global Search field and Allowed in Global Search subtab to select the records/features that will be involved when members of the group perform a global search.



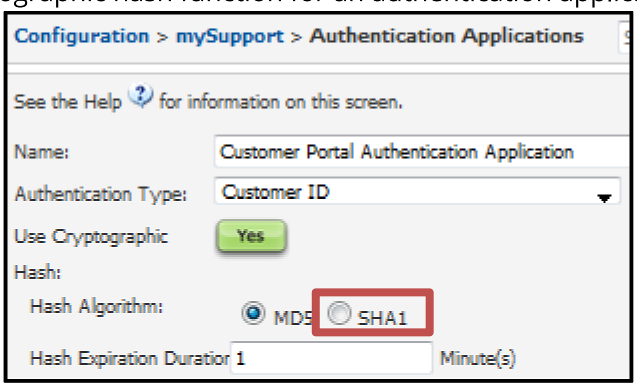
Use the Work Item UI tab to select the layout (fields, tabs, and custom menu options) as well as the default quick access icon menu that will display when support representatives in the group access the applicable work item entry screen. Note that the quick access icon set will be replaced once a user adds icons in those screens.



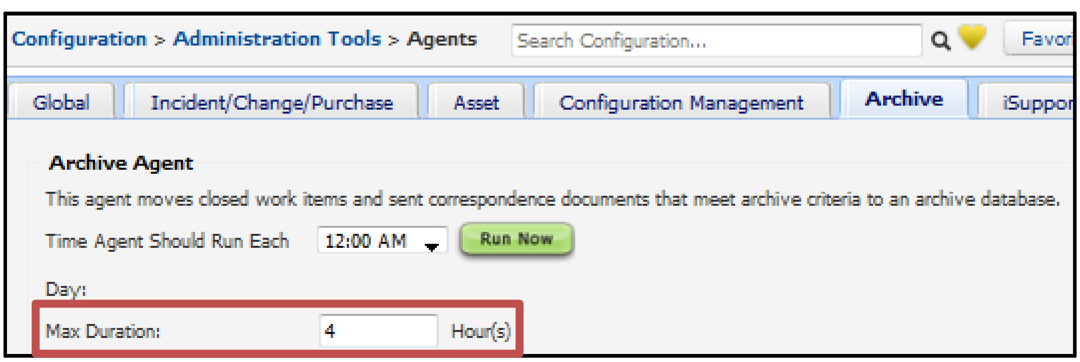
Click-Through for Configuration Views
You can now open items in views based on the following configuration view data sources that are available to iSupport administrators:
Config - Categories
Config - Change
Config - Change Rule Groups
Config - Correspondence Templates
Config - Incident Rule Groups
Config - mySupport
Config - Problem
Config - Problem Rule Groups
Config - Purchasing
Config - Support Representatives



SHA1 Hash Option Added for Authentication Applications
You can now use the SHA1 cryptographic hash function for an authentication application for mySupport.



Maximum Duration Setting for Archiving
A Max Duration field has been added for the Archive agent; the agent will terminate after the specified number of hours.



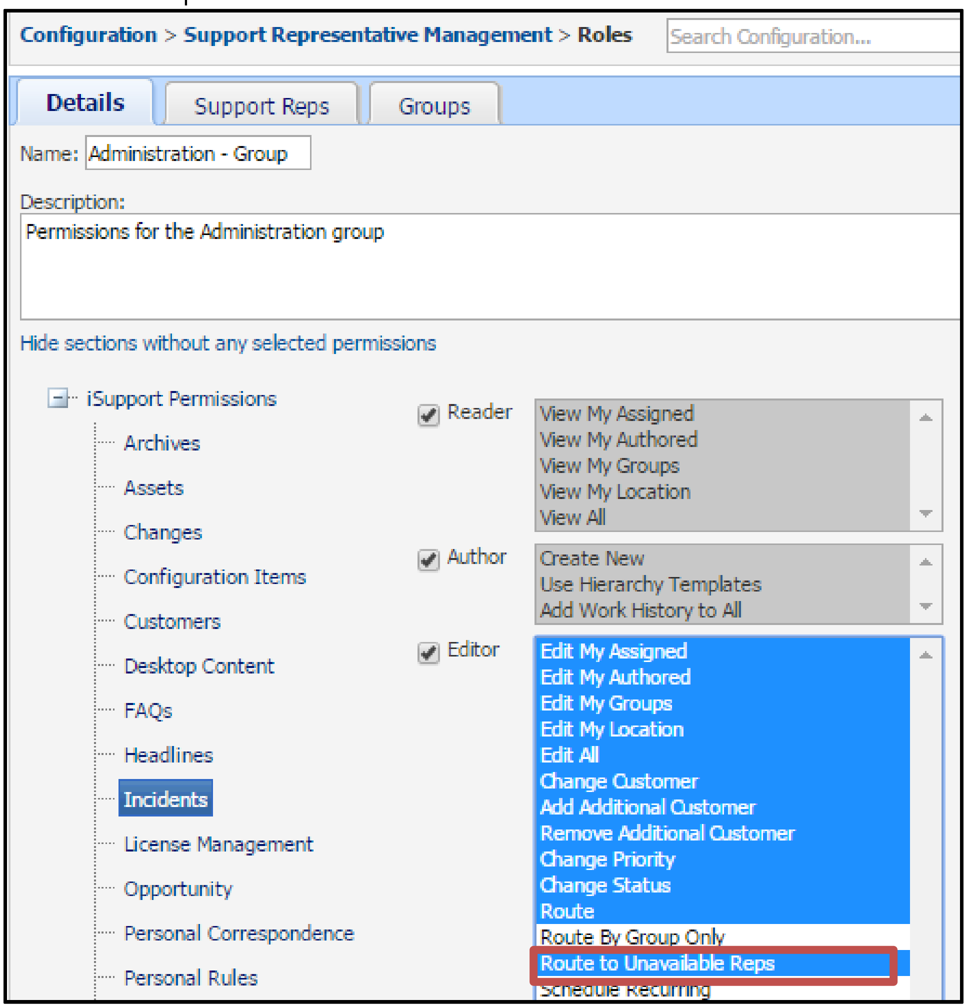
List Under Field Added to Correspondence Template View Data Source

A List Under field has been added to the Config - Correspondence Templates view data source.

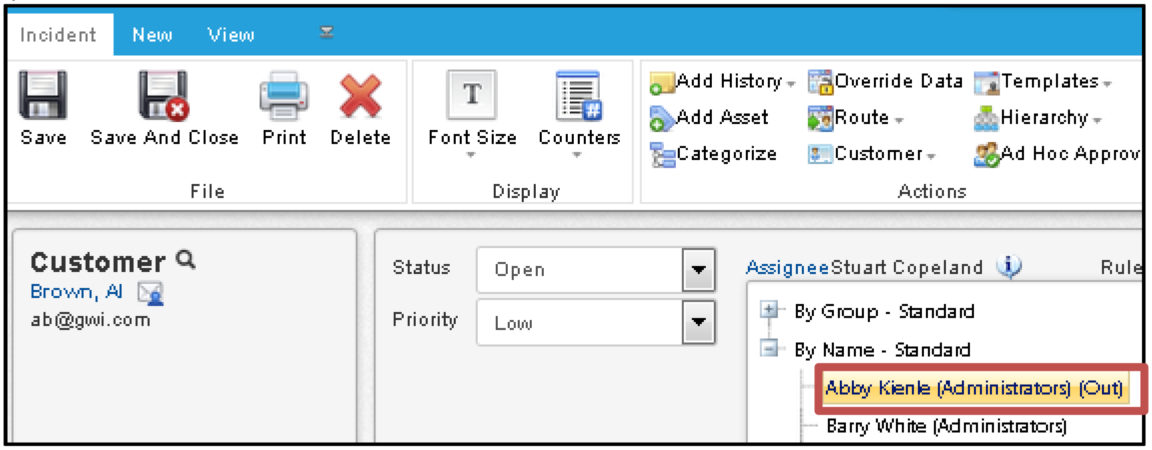
Permissions and Access

Permission Added for Routing to Unavailable Reps

For incidents, problems, and changes, a permission has been added that enables support representatives to route to support representatives who are unavailable for routing. This only affects manual routing functionality; automated routing initiated from an email, mySupport submission, or a rule using load balancing or round robin methods still includes available reps.

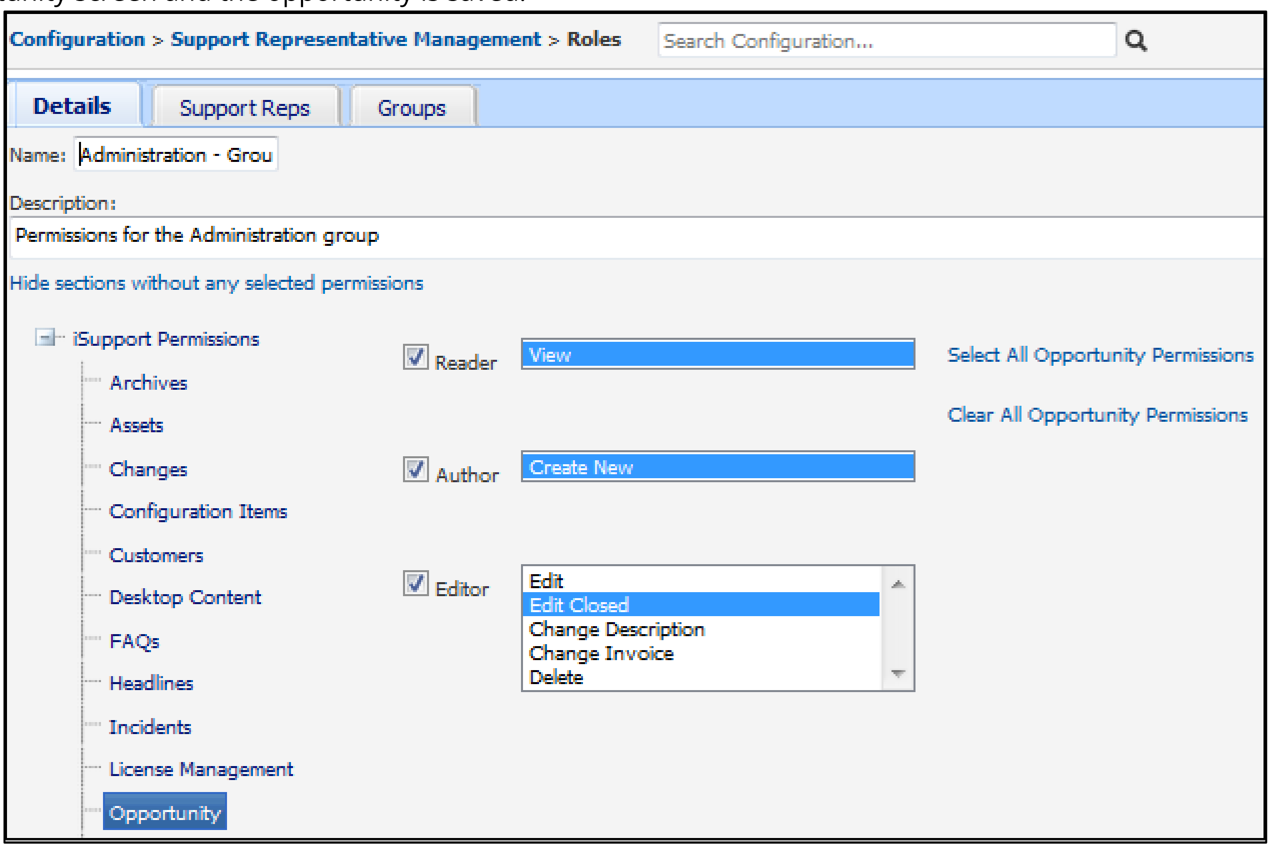


In work item screens support representatives who are unavailable for routing are designated as ""Out" in the Assignee dropdown list.



Permission for Editing Closed Opportunities

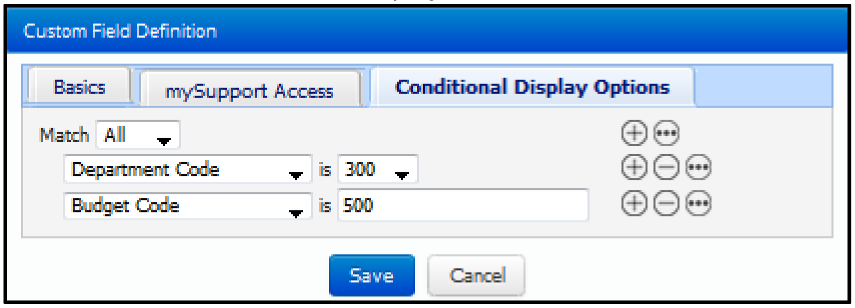
Use the new Edit Closed Opportunity permission to enable modification of the Assignee, Stage, Type, Estimated Close Date, Purchase Order, and Probability fields after a stage requiring a win/loss reason is selected in the Opportunity screen and the opportunity is saved.



Custom Fields

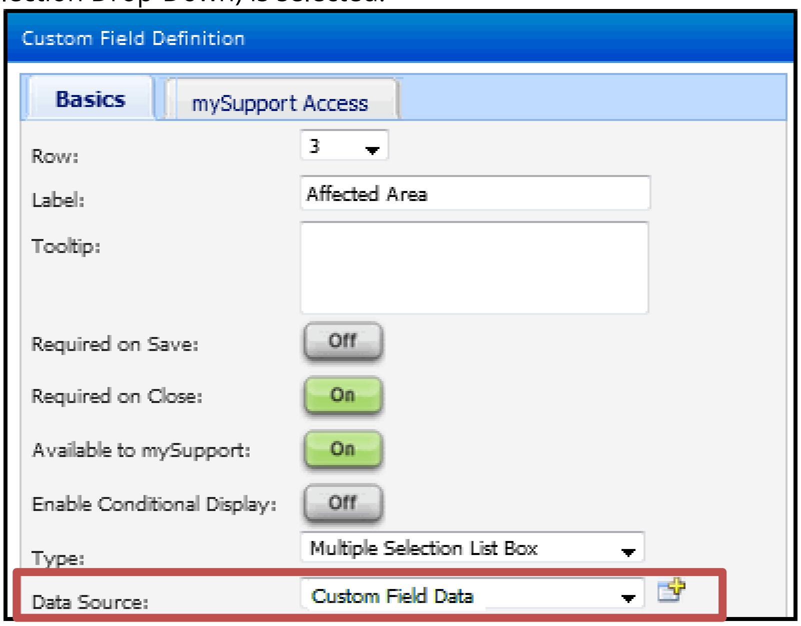
Multiple Condition Support for Conditional Custom Field Display

You can now configure more than one condition for display of a custom field.

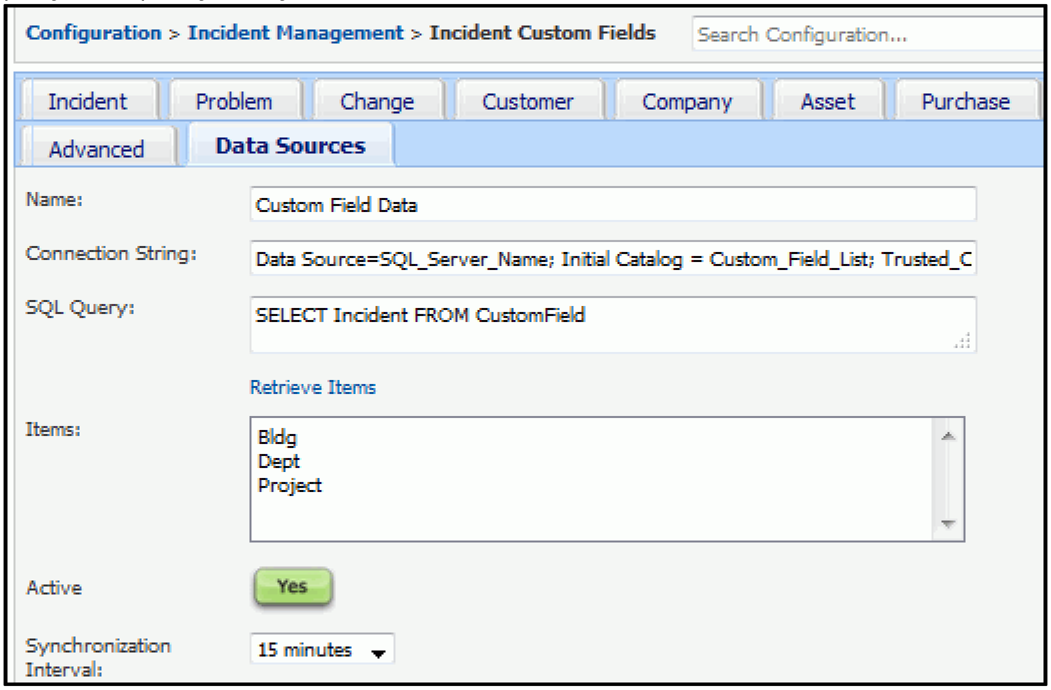


Integration for Custom Field Options Lists

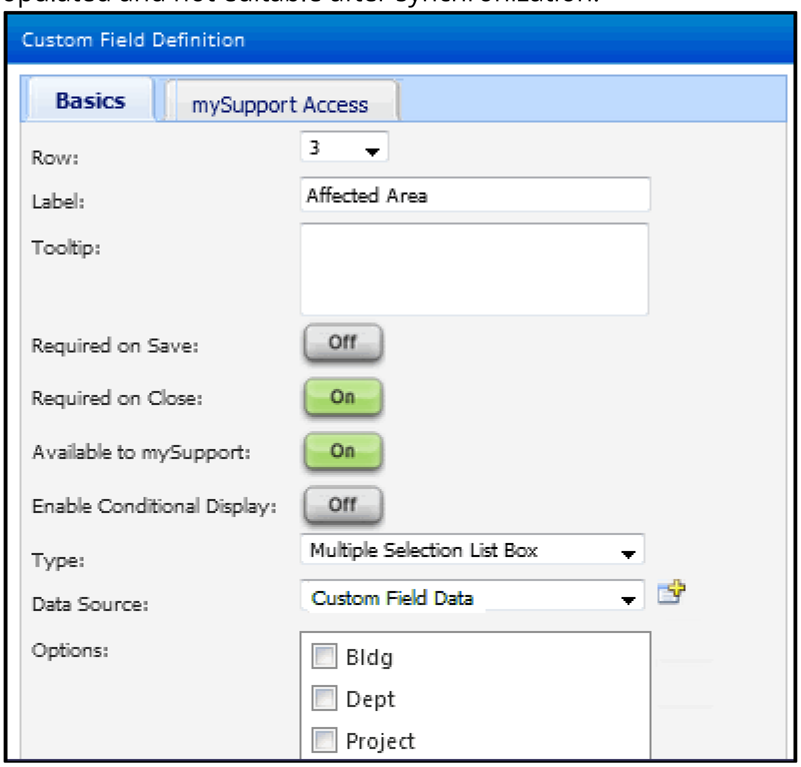
You can now map to a SQL data source and populate and synchronize options for list-type custom fields. The Data Source field will appear in the Custom Field Definition dialog when a list type (Checkbox, Multiple Selection List Box, Radio Button, or Single Selection Drop-Down) is selected.



Use the Data Sources tab in the Custom Fields screen to create a data source definition; you'll enter a connection string and SQL query and specify the synchronization interval.

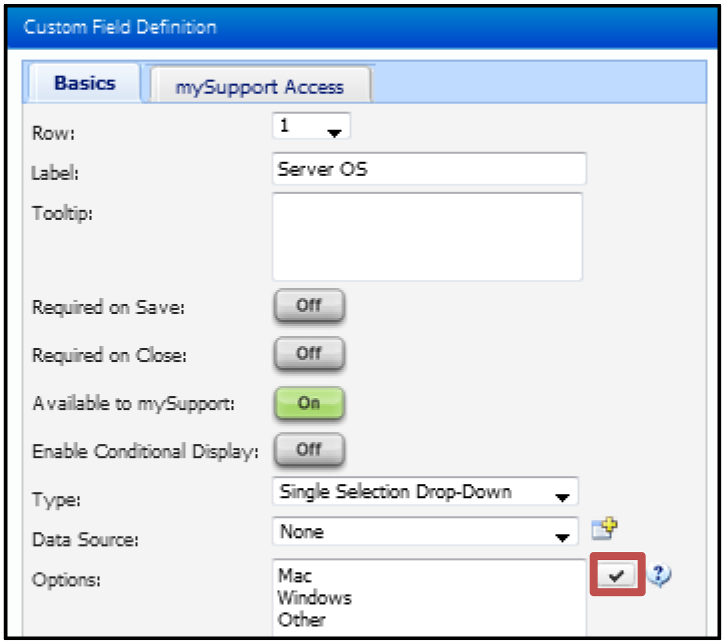


The Options field will be populated and not editable after synchronization.

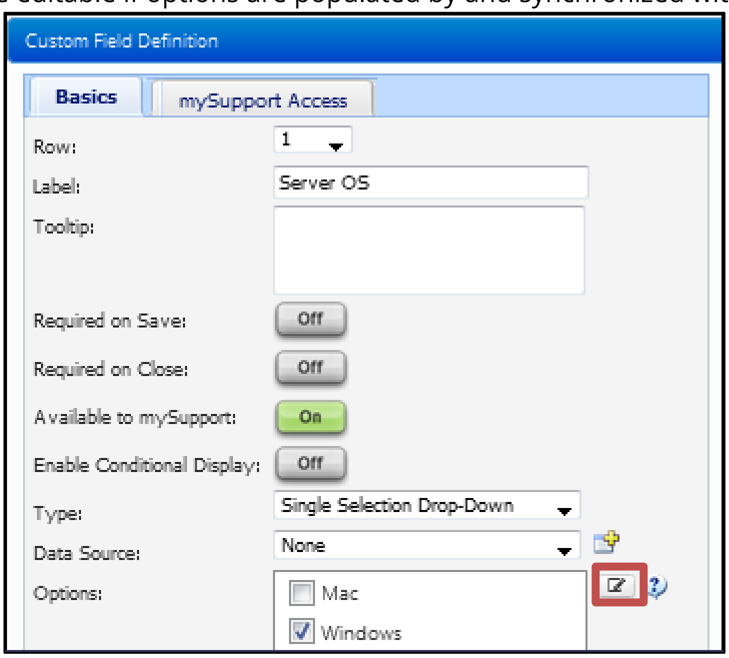


Paste Option for Custom List Fields

You can now paste multiple items into the Options field in the Custom Field Definition dialog; separate each with a comma or return and click the Commit Items icon when finished.

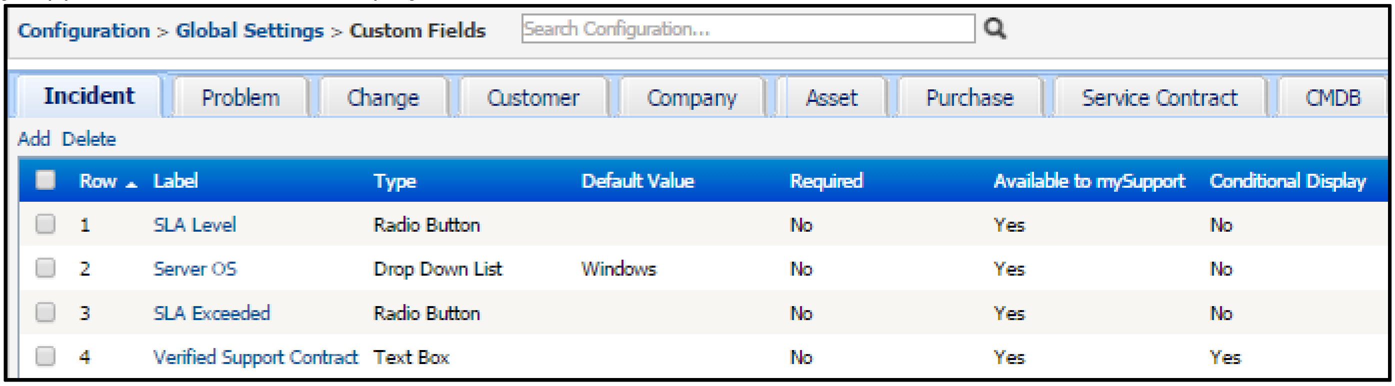


The Edit icon displays after an initial entry. Select items to specify defaults and drag items to change the order. Note that this field will not be editable if options are populated by and synchronized with a SQL data source.



Enhanced Custom Field List in Configuration

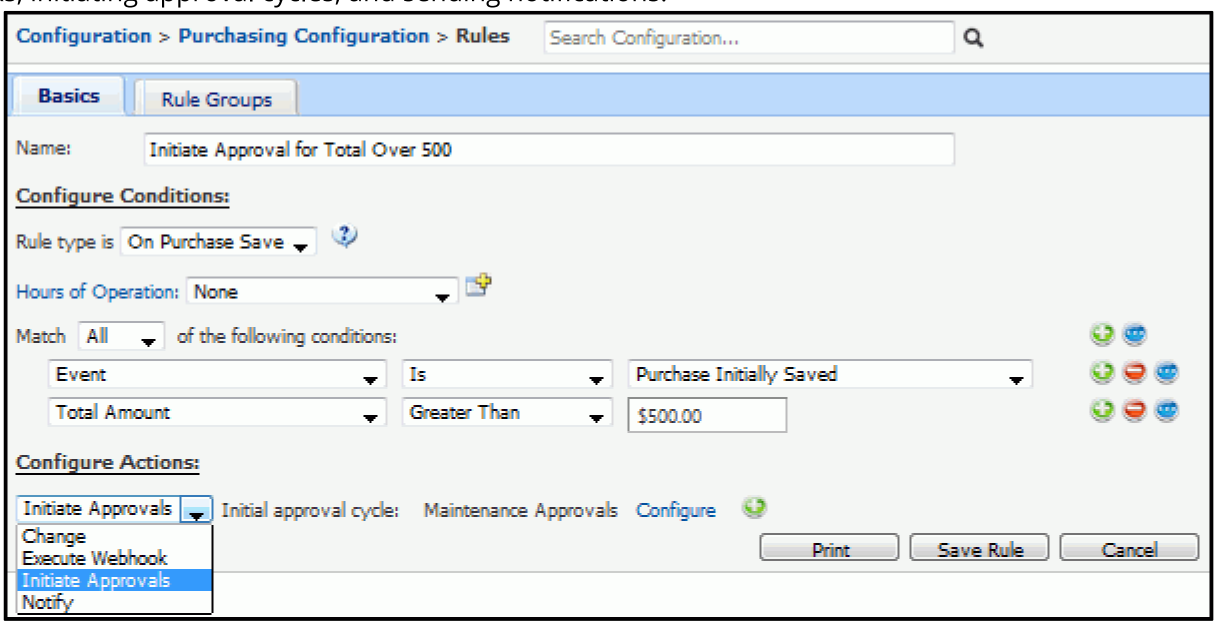
The Custom Fields list view in Configuration now displays columns for Default Value, Required, and Available to mySupport, and Conditional Display.



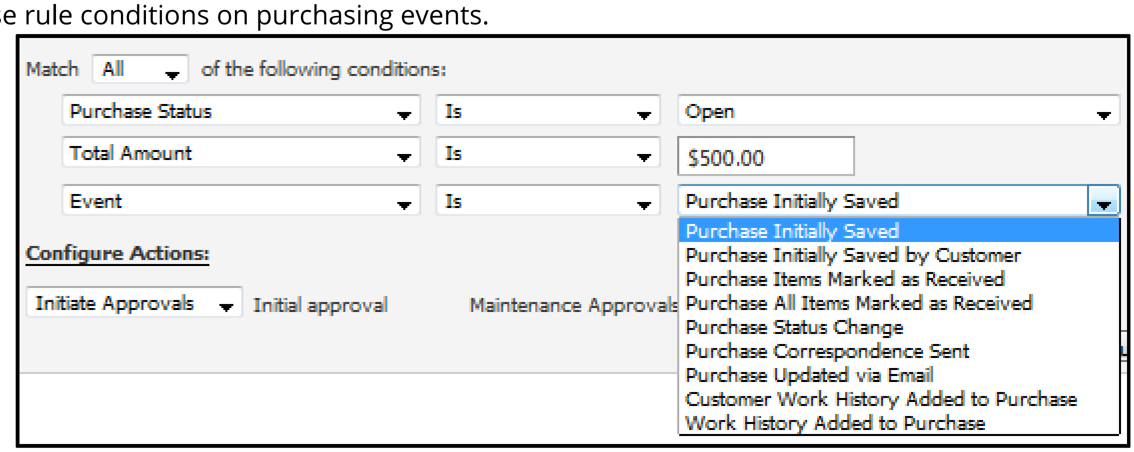
Rules

Purchasing Rules

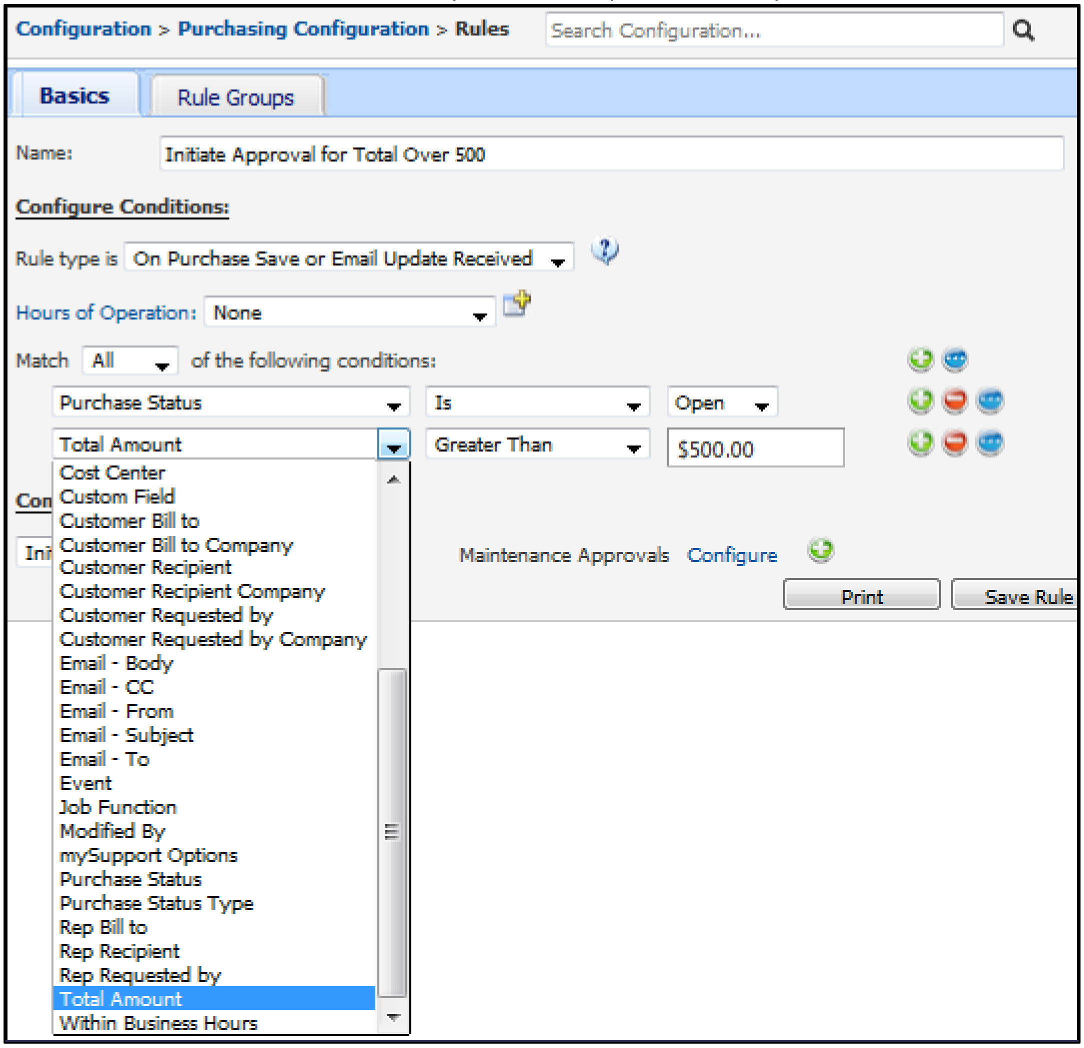
You can now use rules to automate purchasing functions such as changing purchase request field values, executing webhooks, initiating approval cycles, and sending notifications.



You can base rule conditions on purchasing events.

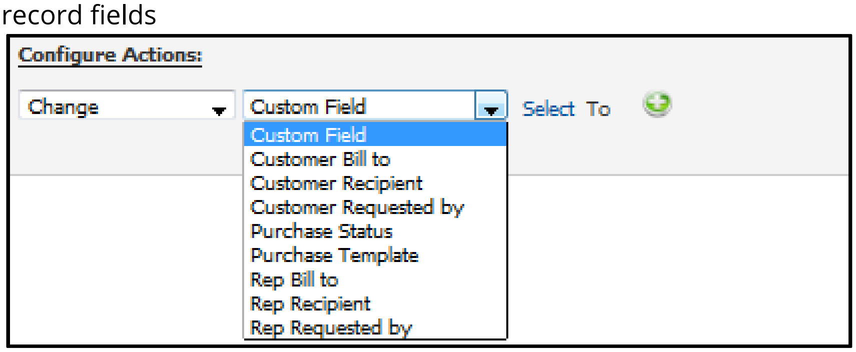


You can also base rule conditions on all fields on a purchase request, email updates, and more.

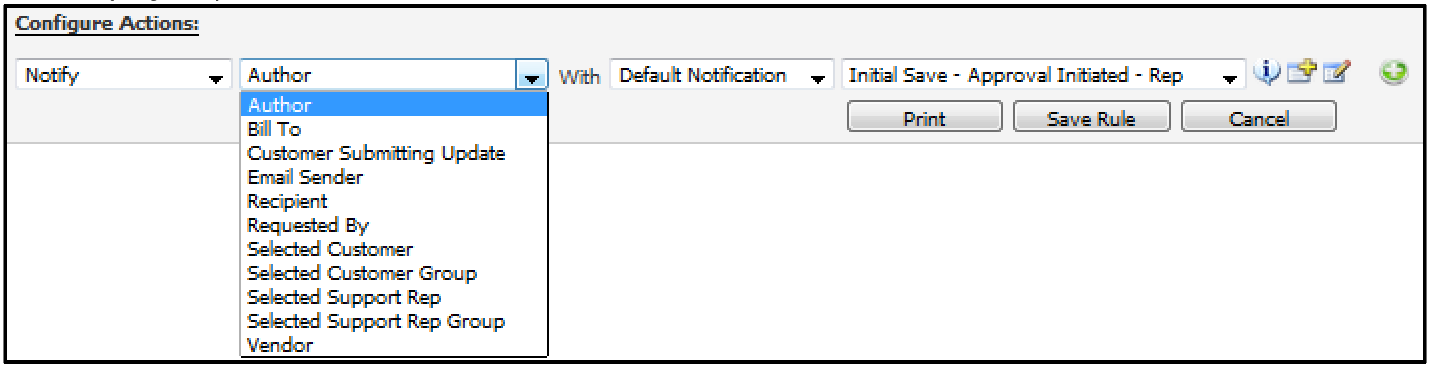


Rule actions include:

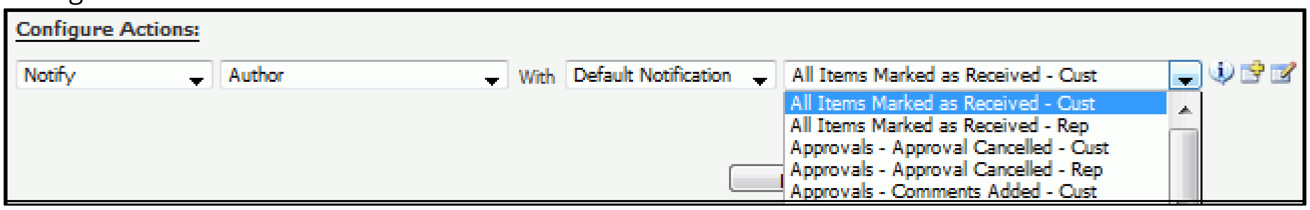
- Changing Purchase record fields



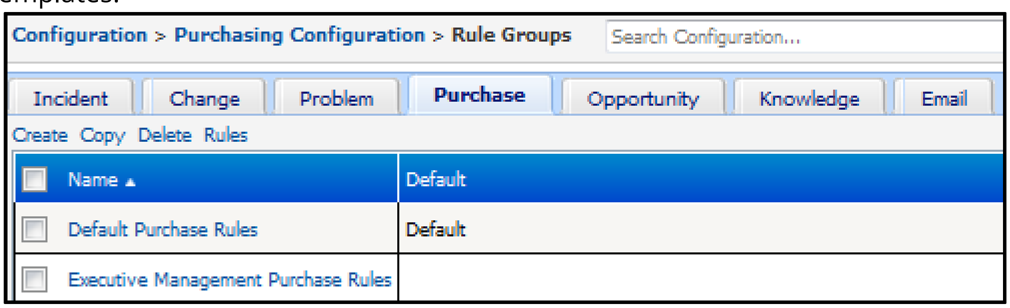
- Notifying recipients

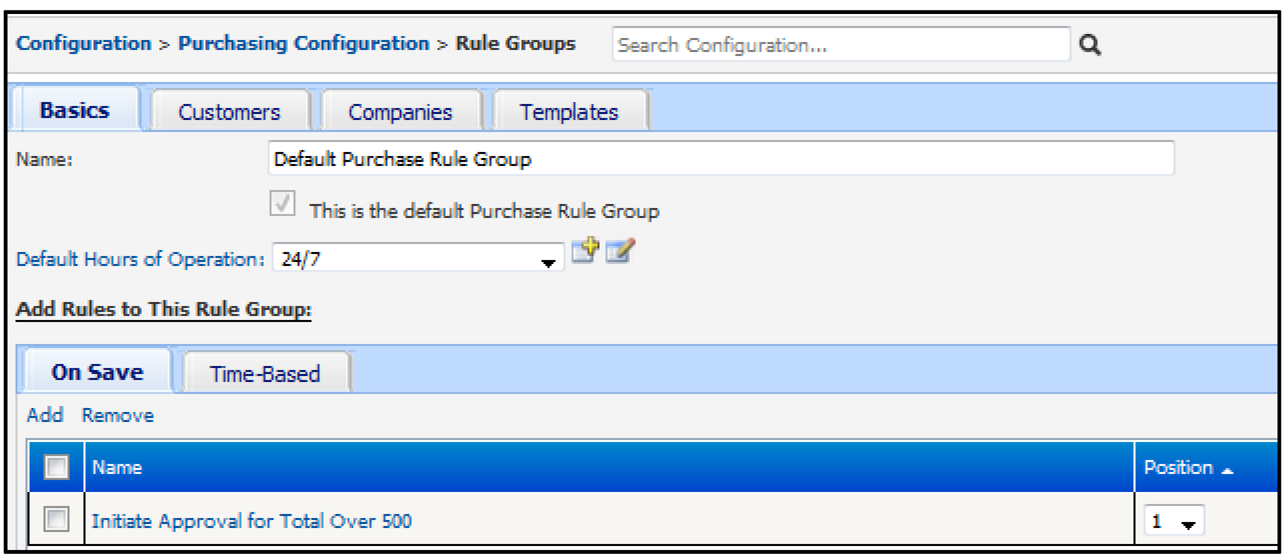


- Sending notifications



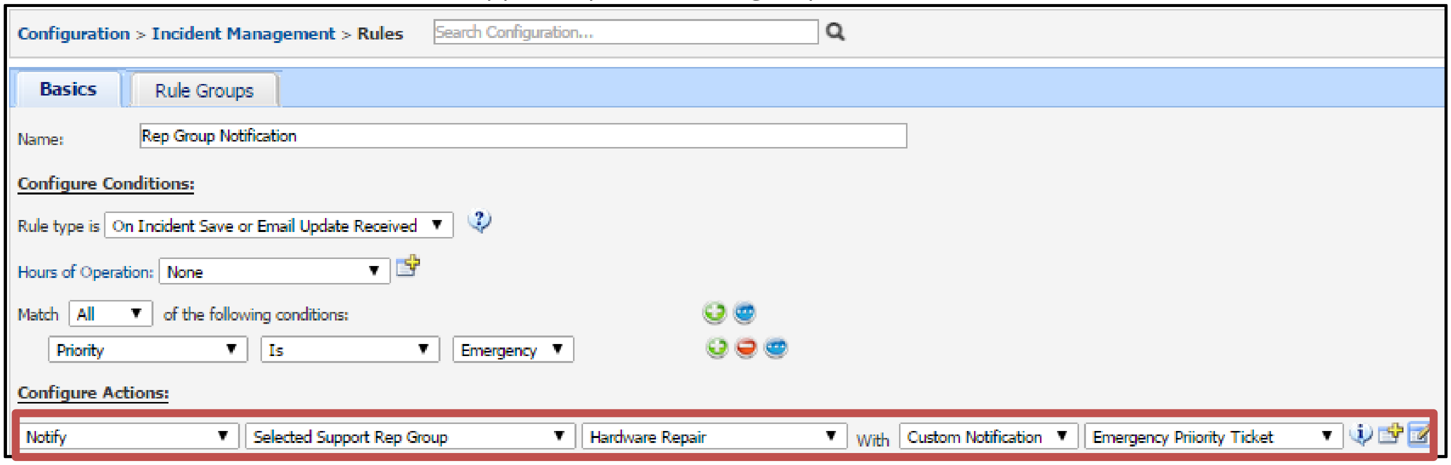
After creating a rule, you'll need to include it in a rule group. Purchase rule groups can be applied to customers, companies, and templates.





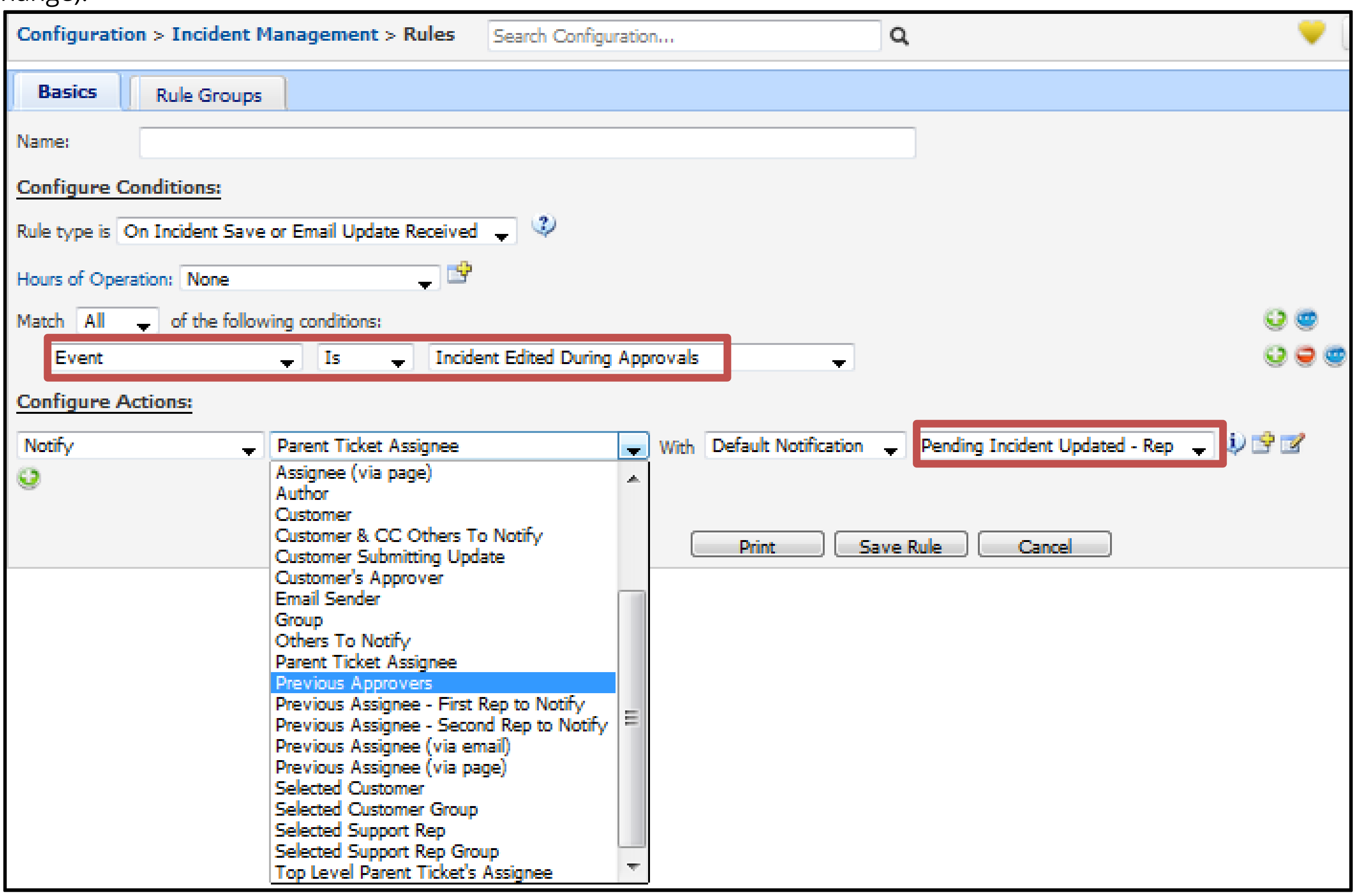
Notification Recipient Option for Support Representative Group in Rules

You can now send a notification to a support representative group.



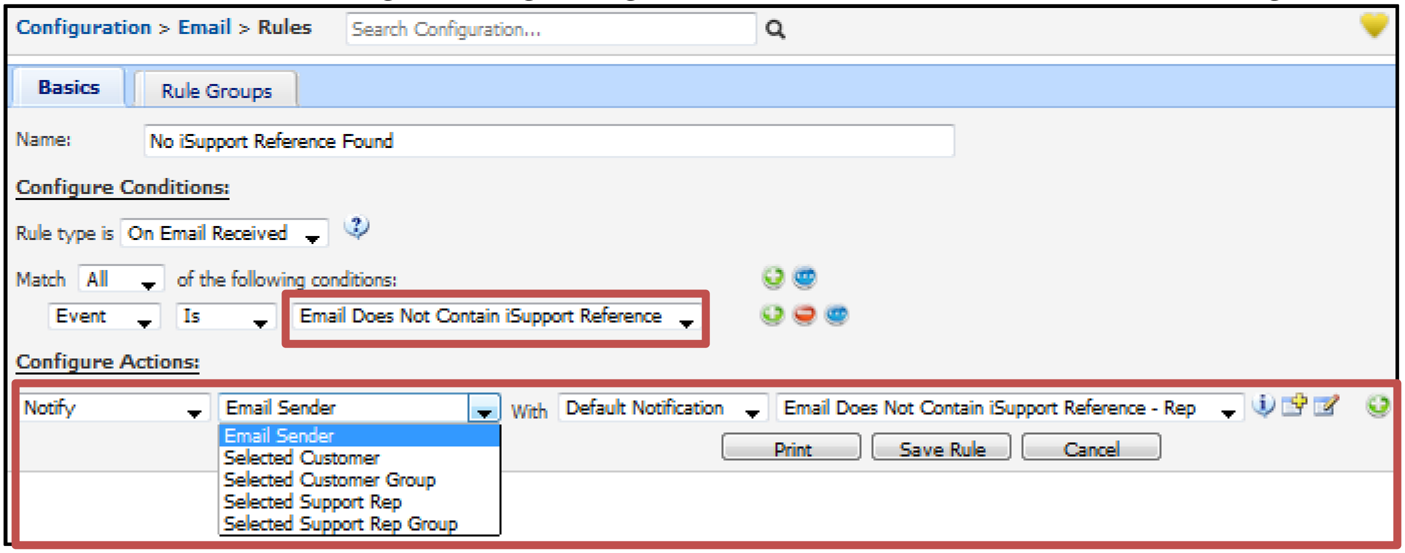
Edited During Approval Notification Moved to Rules

The notification setting for the Allow Approvers to Edit During Approval Cycle option in the Basics screen for Incident, Change, and Purchase configuration has moved to the Rules screen. To configure this notification, use the <*work item*> Edited During Approvals event and the Pending <*work item*> Updated notification. The Previous Approvers recipient option label has changed to “Previous Approvers for Current Approval Cycle” (no functionality change).



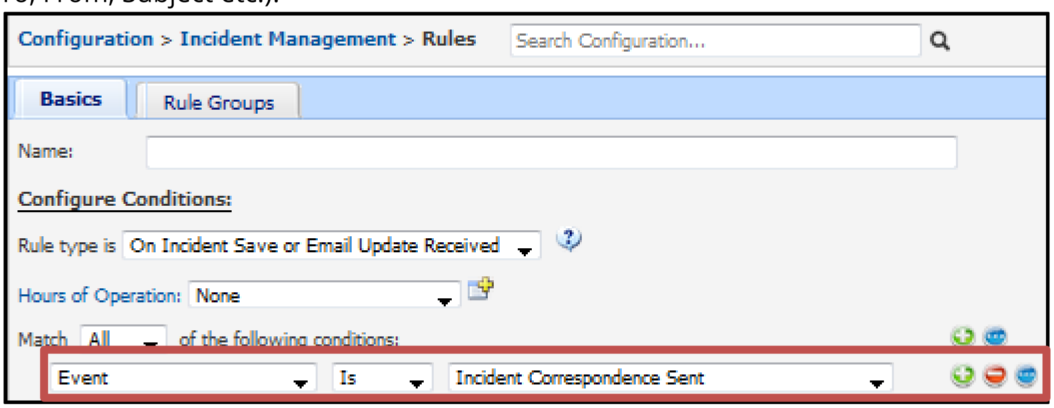
No iSupport Reference Event Condition and Notification Action for Email Rules

A condition for Event Is/Is Not Email Does Not Contain iSupport Reference, a Notify action, and an Email Does Not Contain iSupport Reference default notification are now included in email rules. This refers to iSupport's unique reference to the record, including an existing message ID, 10-character work item number, or customer guid.



Correspondence Sent Event Added to Work Item Rules

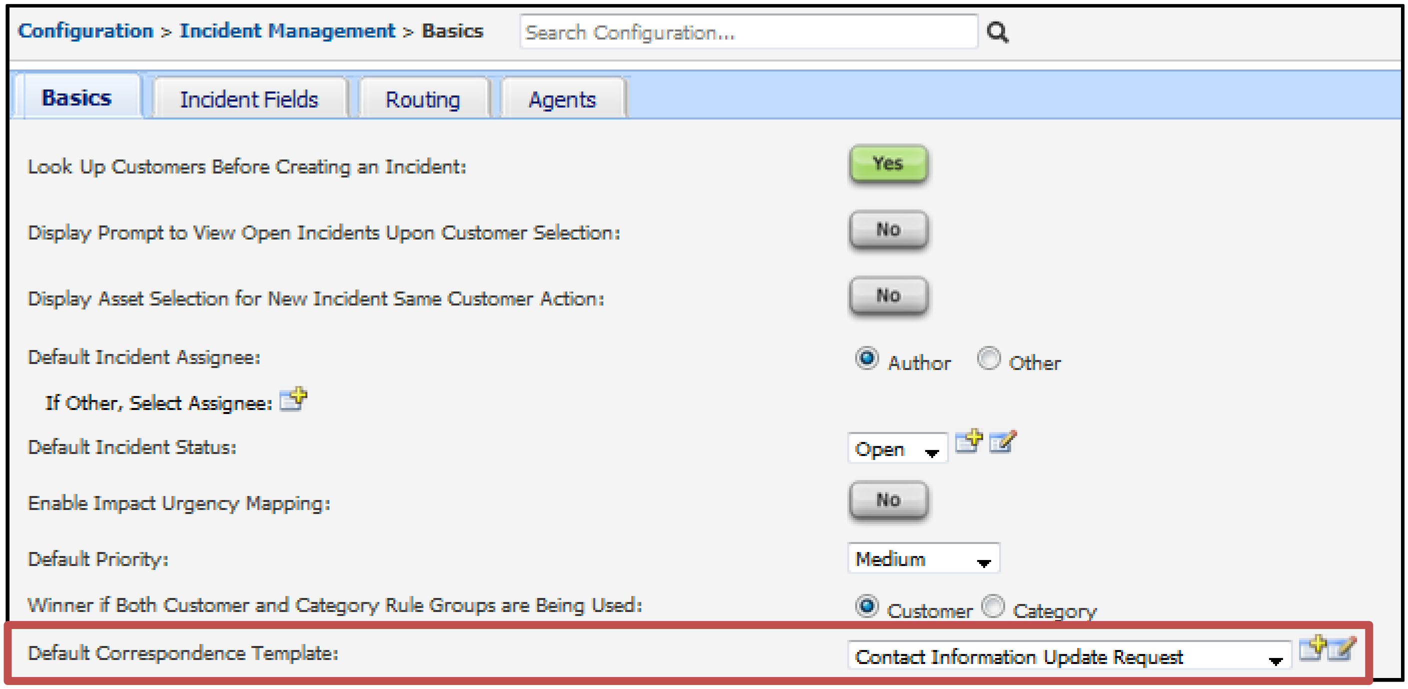
A Correspondence Sent event has been added to work item rules; this event considers the email-related conditions (Email Update - To, From, Subject etc.).



Work Items

Default Correspondence Template Setting

For iSupport's Incident, Problem, Change, Purchasing, Service Contract, and Opportunity modules, you can now select a template that will apply by default when a support representative initiates a correspondence via the applicable entry screen. Correspondence templates that are active and enabled for the applicable module will be available for this feature.

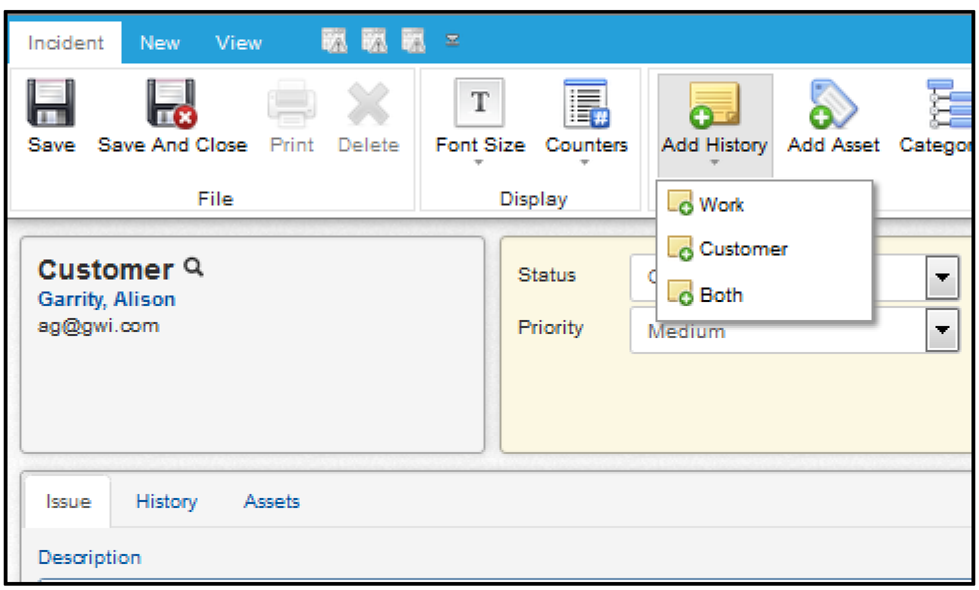


Email Attachments Now Processed as Mail Attachment.eml Files

When an email that has other emails messages attached is processed in iSupport, the email attachments will now be saved as Mail Attachment.eml files rather than unknown.rfc822.

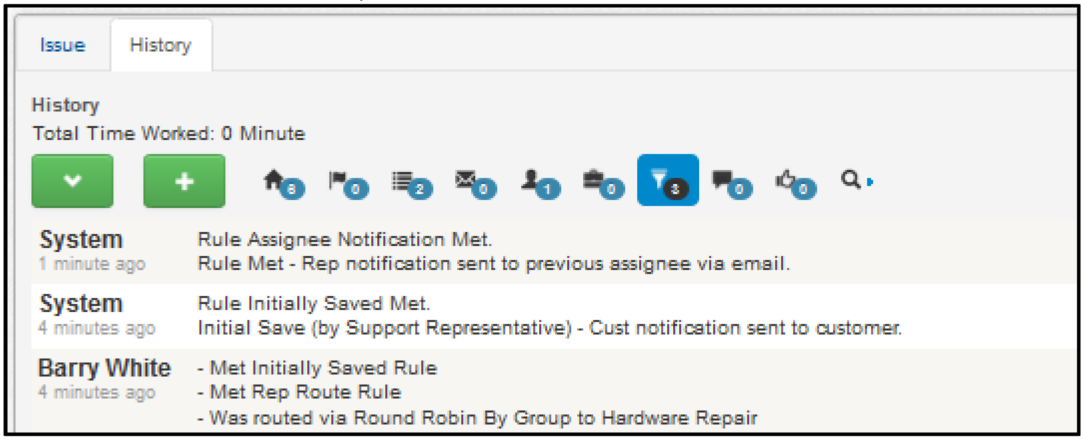
Customer/Work History Entries Can Now Be Added Separately

A new Add History ribbon bar icon has been added to the Incident and Change entry screens for adding customer history directly.

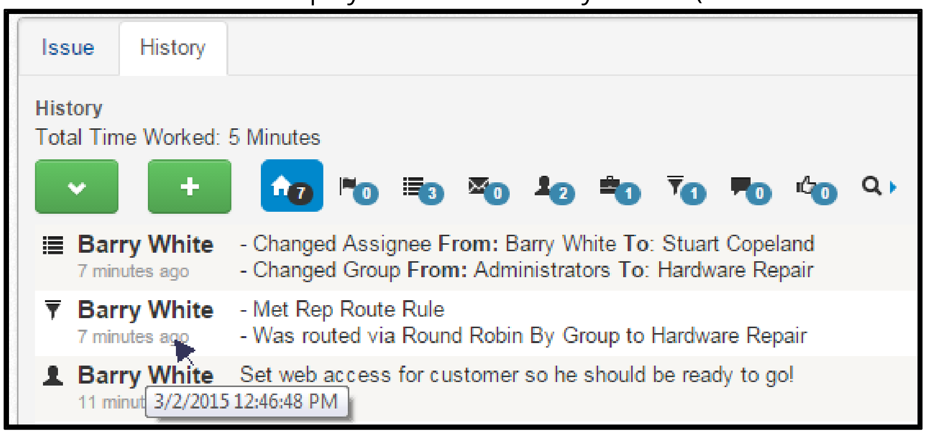


Improved History Formatting

History entries for rules are now listed one per line.



Hover text with the full date and time now displays for recent history entries ("xx minutes/hours ago").



Work Item Timeline Enhanced

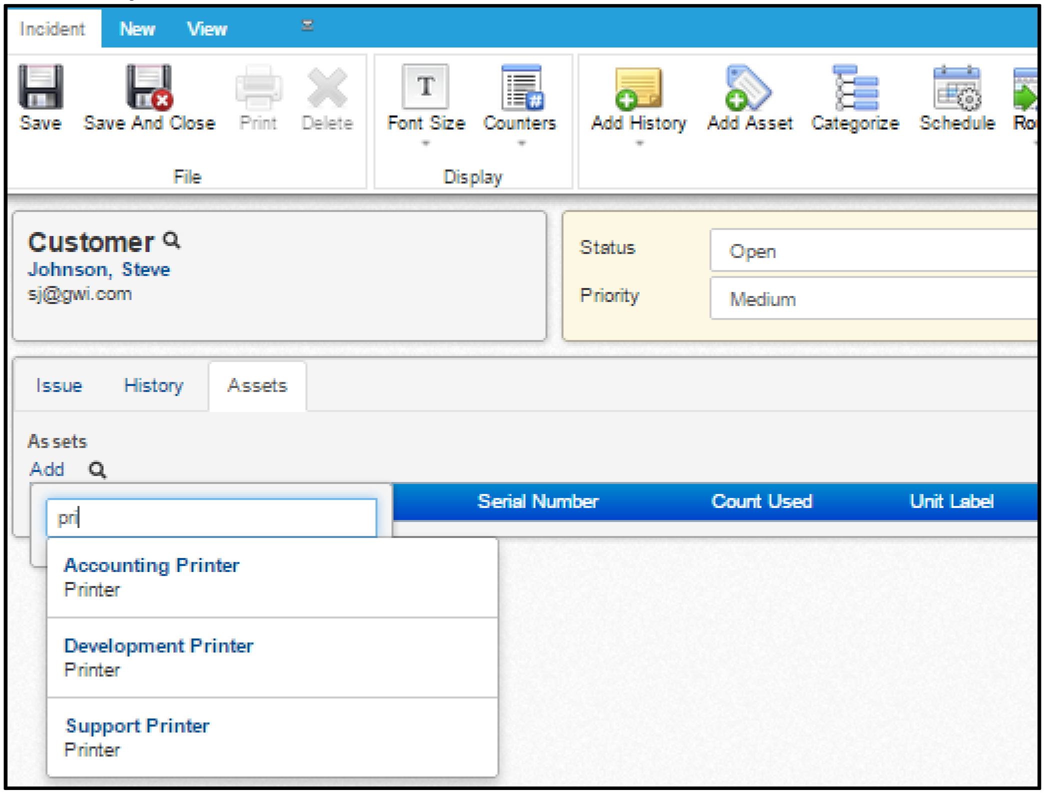
The work item timeline now uses HTML5 and not Silverlight.

Automatic Selection for One Result in Customer Search

If one record results from a type ahead customer search, that record will be automatically selected and added to the work item.

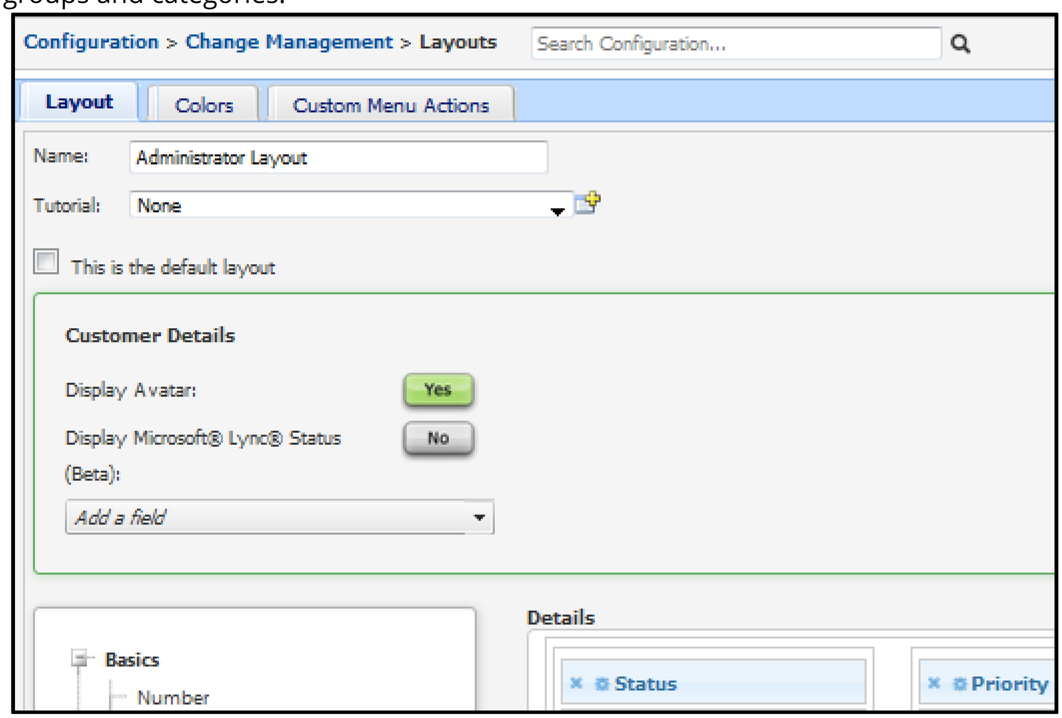
Asset Search Enhanced in Incident and Change Records

Asset search in the Incident and Change screens now functions similar to customer search; simply click the Select Asset icon and enter a search string. The asset type, name, owner, tag number, location, serial number, model, manufacturer, purchase date, and comments will be searched. If one record results from a type ahead search, that record will be automatically selected and added to the work item.



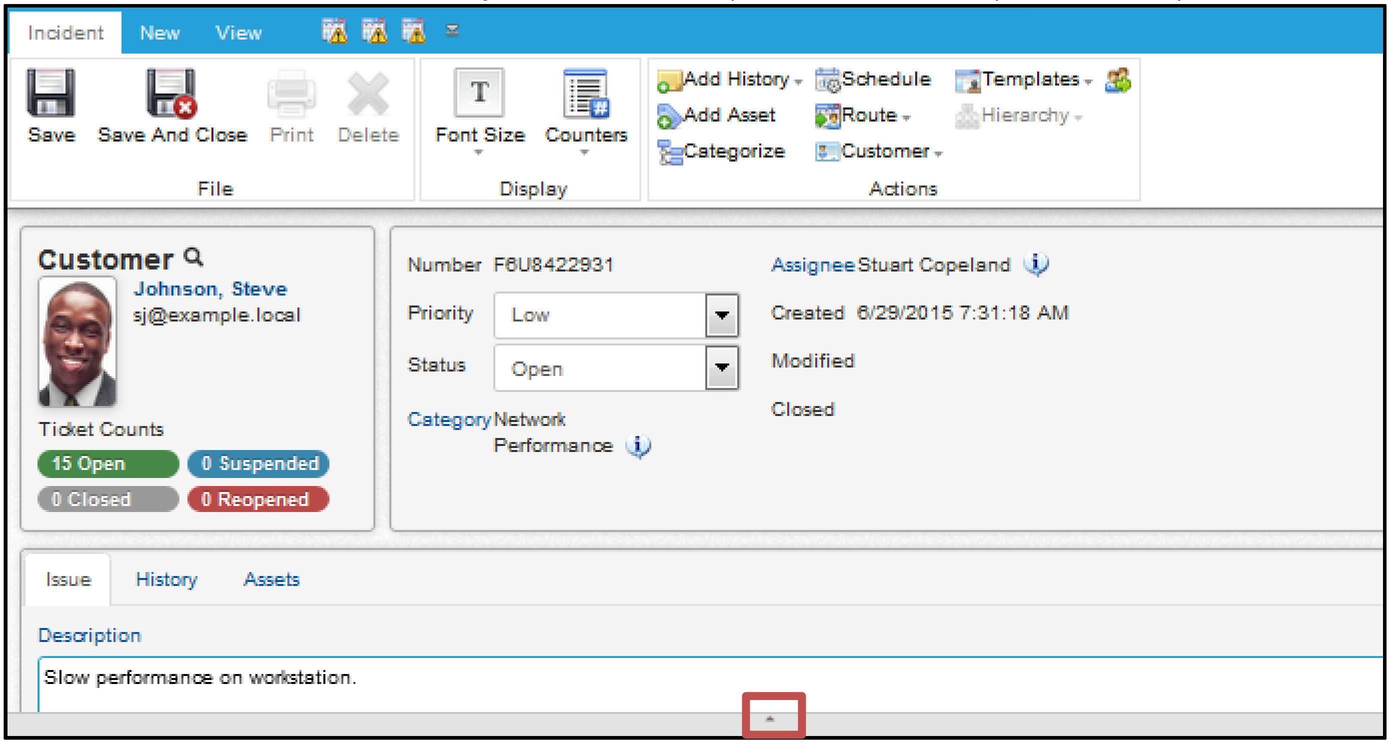
Multiple Layouts for Change and Problem

You can now create multiple Change and Problem entry screen layouts; you could create layouts based on different types of users or different types of work. Change layouts can be associated with support rep groups, customer groups, categories, change templates, and hierarchy templates. Problem layouts can be associated with support representative groups and categories.

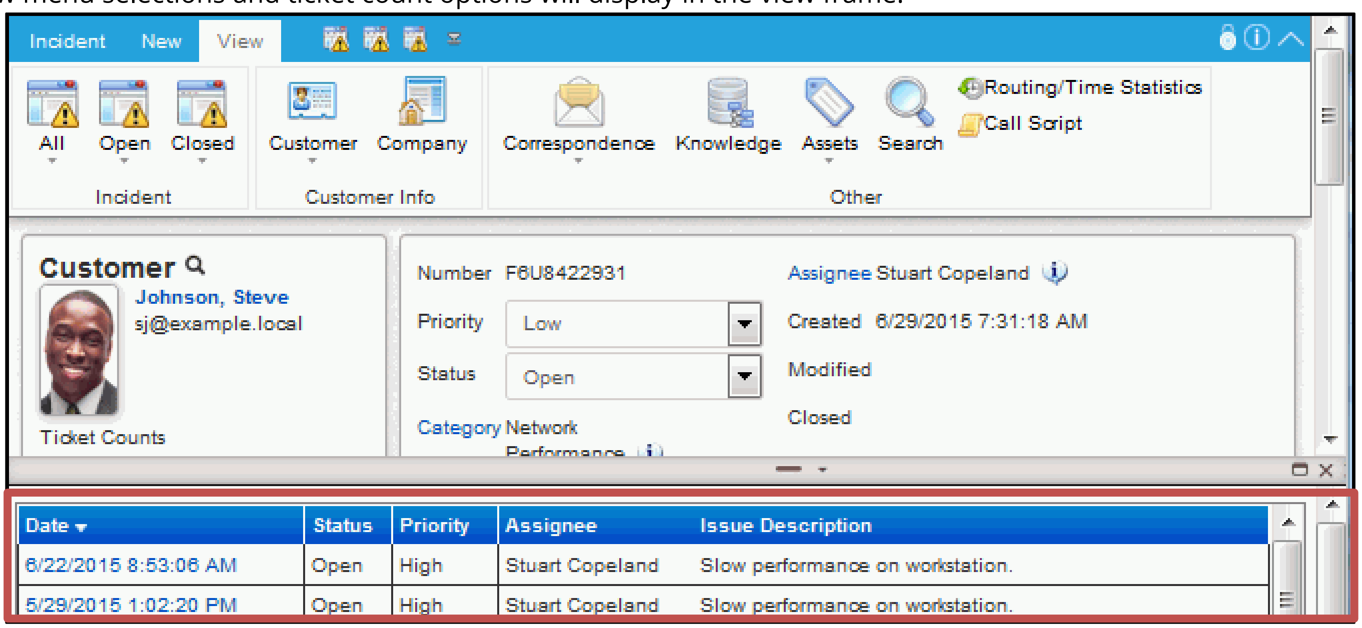


View Frame in Work Item Screens

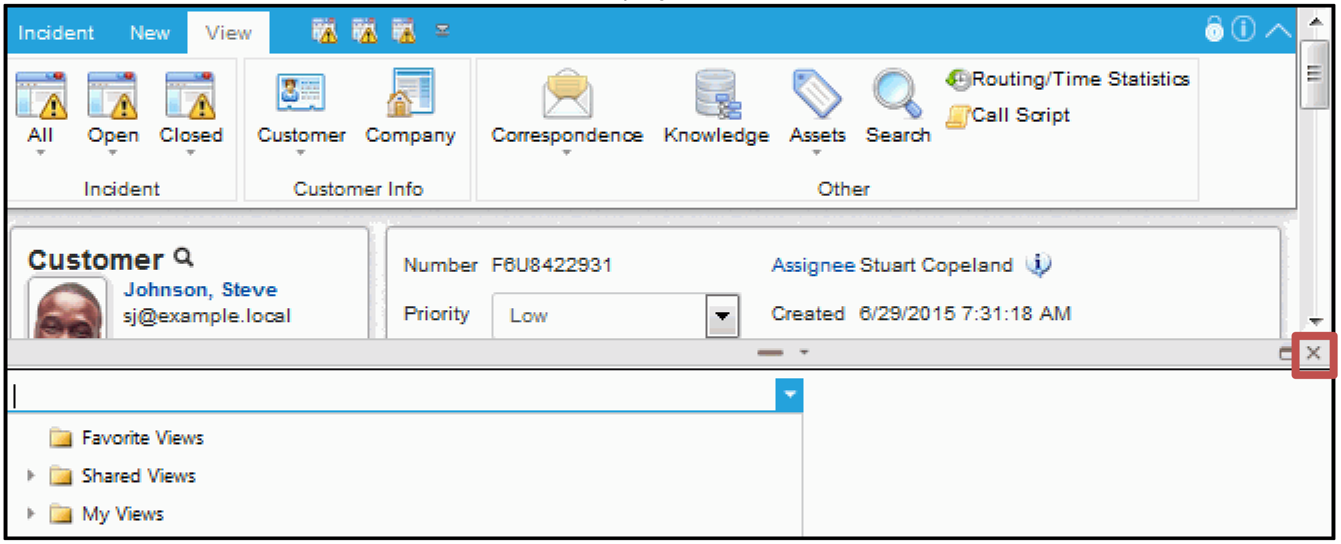
iSupport work item screens now include a view frame for selecting views and displaying results from View menu selections. The frame will be minimized by default; click the up arrow icon to expand and collapse the frame.



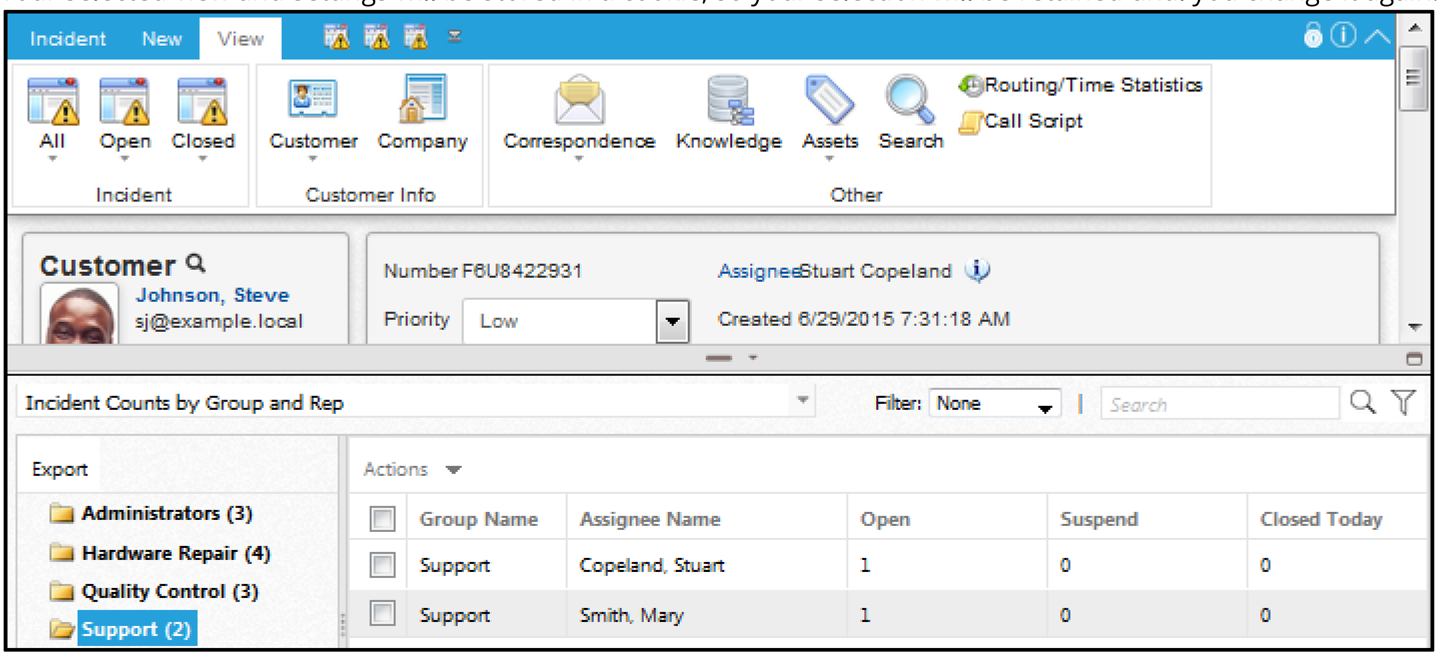
View menu selections and ticket count options will display in the view frame.



Click the Clear ✕ icon to clear the current view and display the view selector.

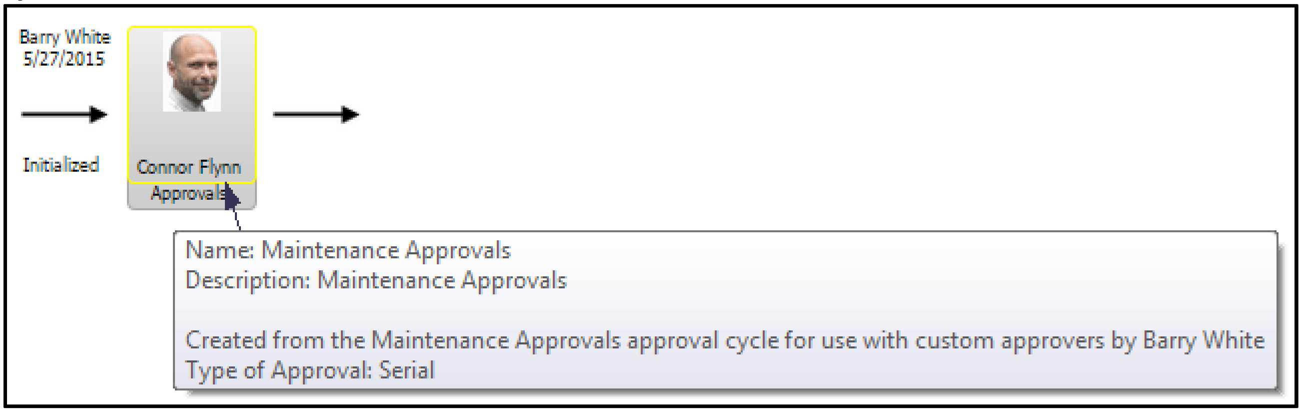


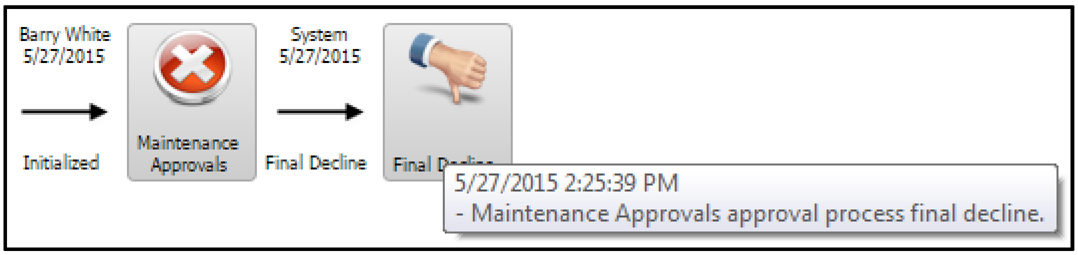
Your selected view and settings will be stored in a cookie, so your selection will be retained until you change it again.



Enhanced Approval Graphic on Rep and mySupport Work Item Displays

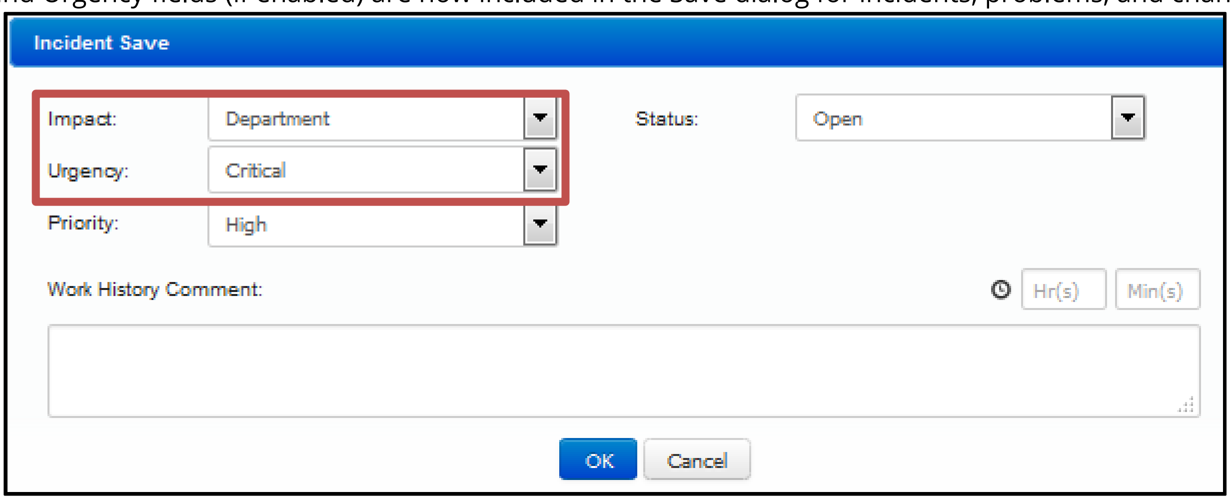
You can now hover over the approval graphic elements to display details. The current approver now displays for serial cycles with no click.





Impact and Urgency Fields Added to Save Dialog

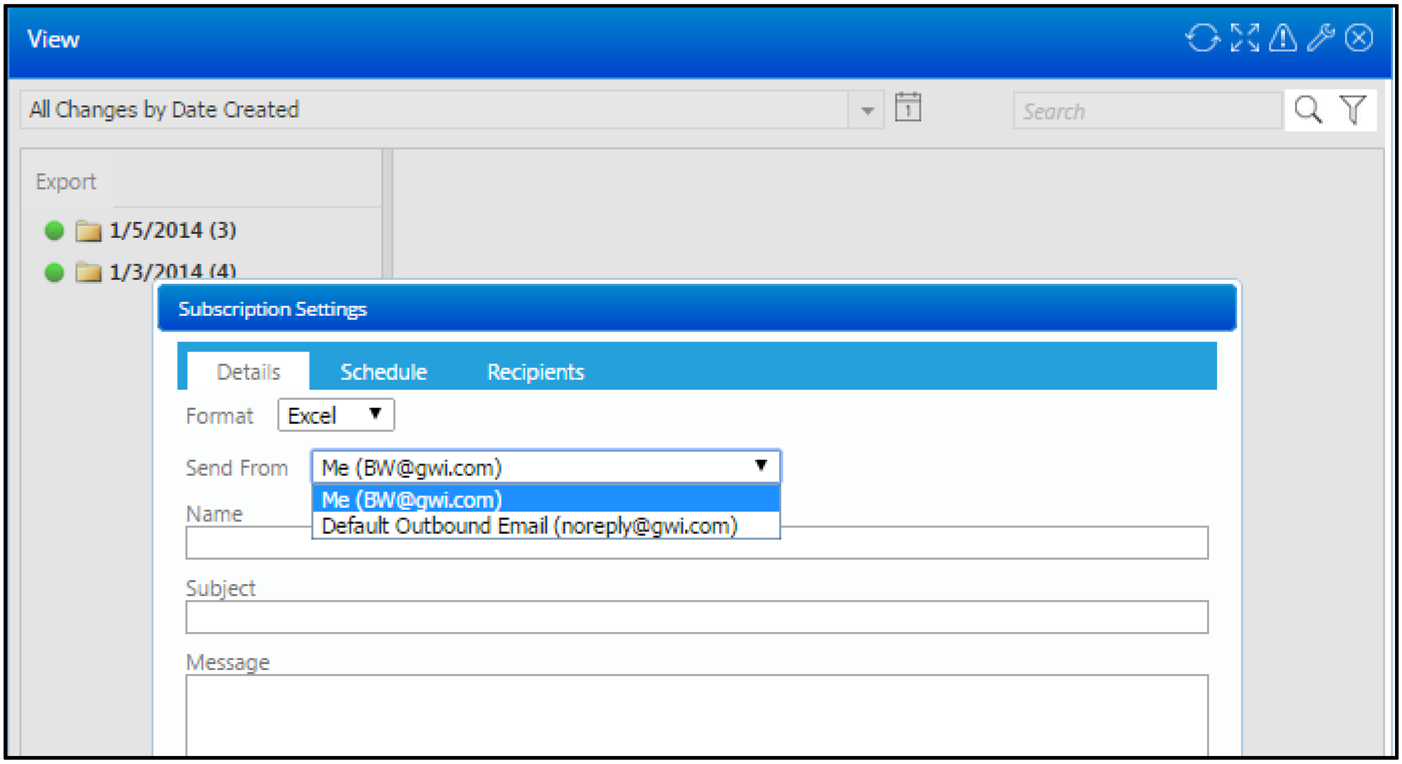
Impact and Urgency fields (if enabled) are now included in the Save dialog for incidents, problems, and changes.



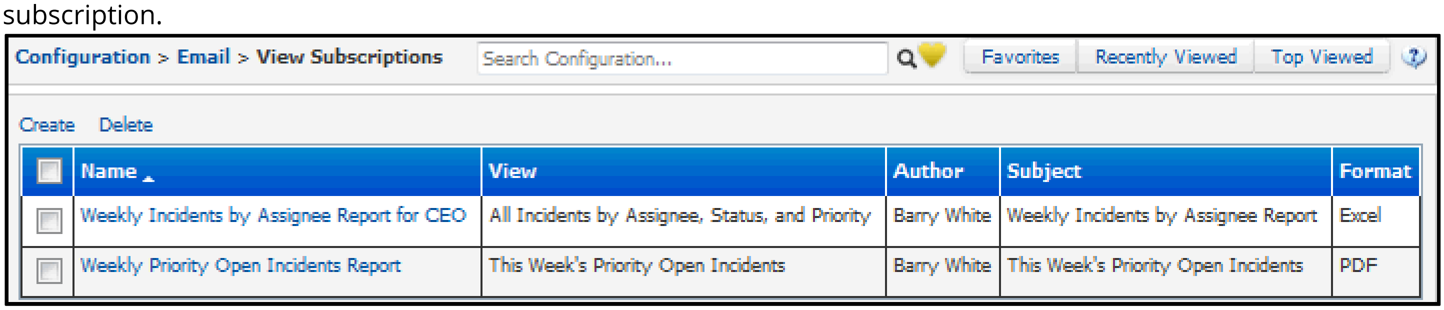
Views and Desktop Components

View Subscription Enhancements

The Subscription Settings dialog now includes a Send From field for enabling support representatives to select the address from which a view subscription is sent: their own email address or the configured Email Notification Reply To email address.

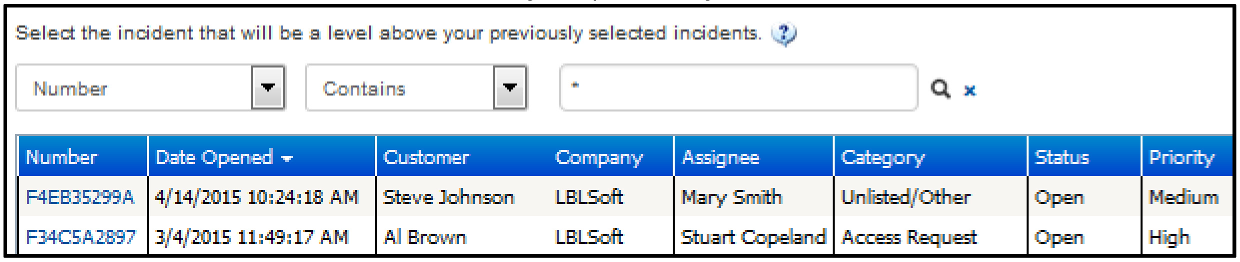


Administrators can use the Configuration | Email | View Subscriptions screen to create, modify, and delete a view subscription.



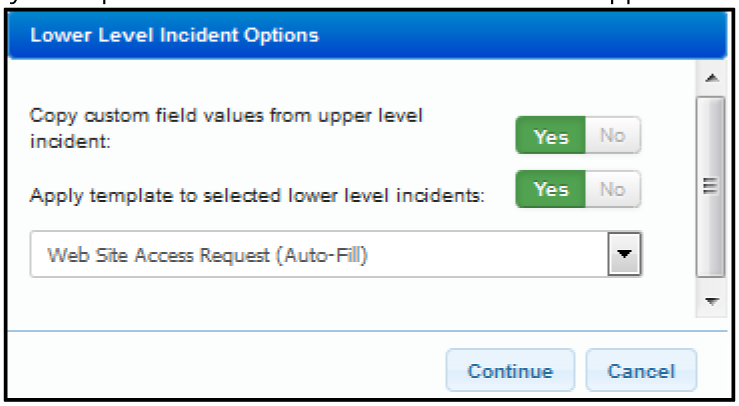
Search and Template Selection Added to Relate Action

The Relate feature on the view Action menu now enables you to apply a template and copy custom field values to the lower level incidents in the dynamic hierarchy created by this function. After selecting the incidents in an incident view and selecting Relate in the view Action menu, the Select Upper Level Incident dialog will appear for you to select the incident that will be a level above your previously selected incidents.

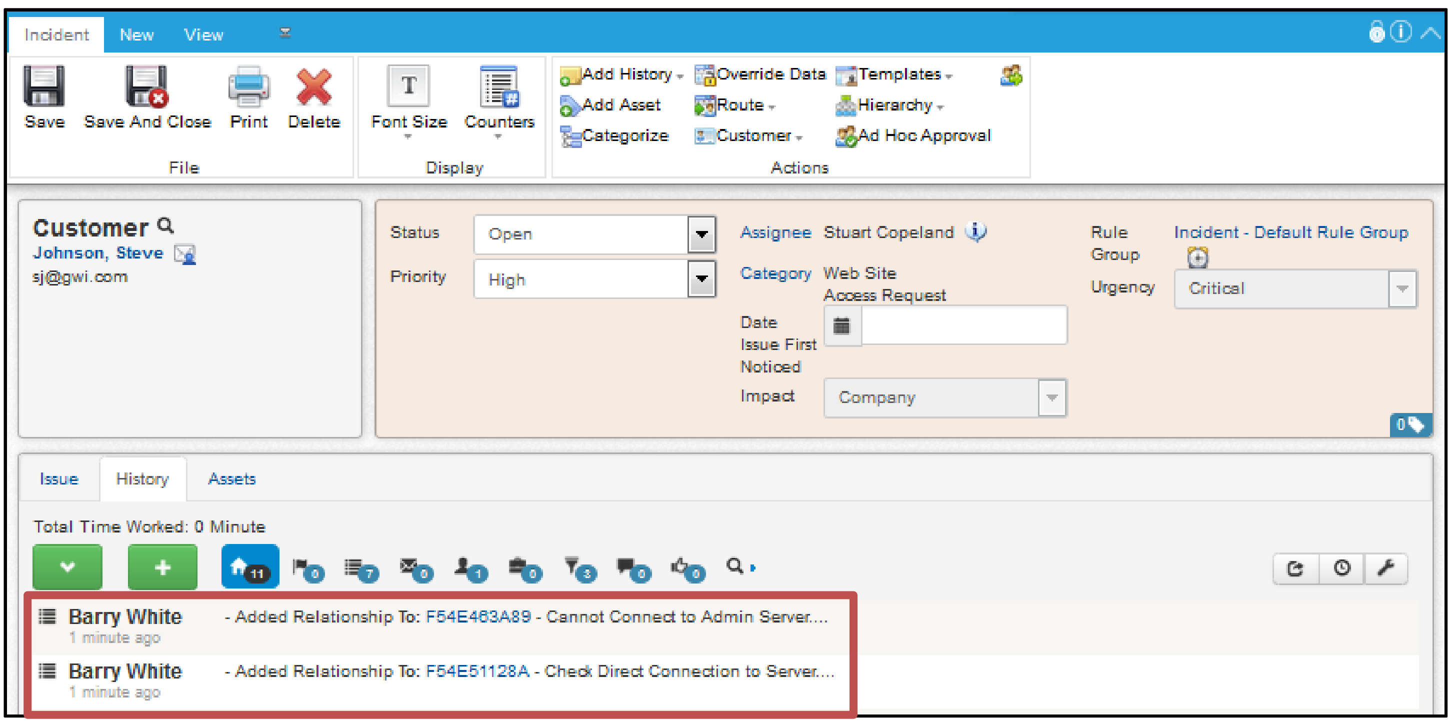


Number	Date Opened	Customer	Company	Assignee	Category	Status	Priority
F4EB35299A	4/14/2015 10:24:18 AM	Steve Johnson	LBLSoft	Mary Smith	Unlisted/Other	Open	Medium
F34C5A2897	3/4/2015 11:49:17 AM	Al Brown	LBLSoft	Stuart Copeland	Access Request	Open	High

The Lower Level Incident Options dialog will appear for you to enable custom values to be copied from the selected upper level incident and apply a template to selected lower level incidents if applicable.

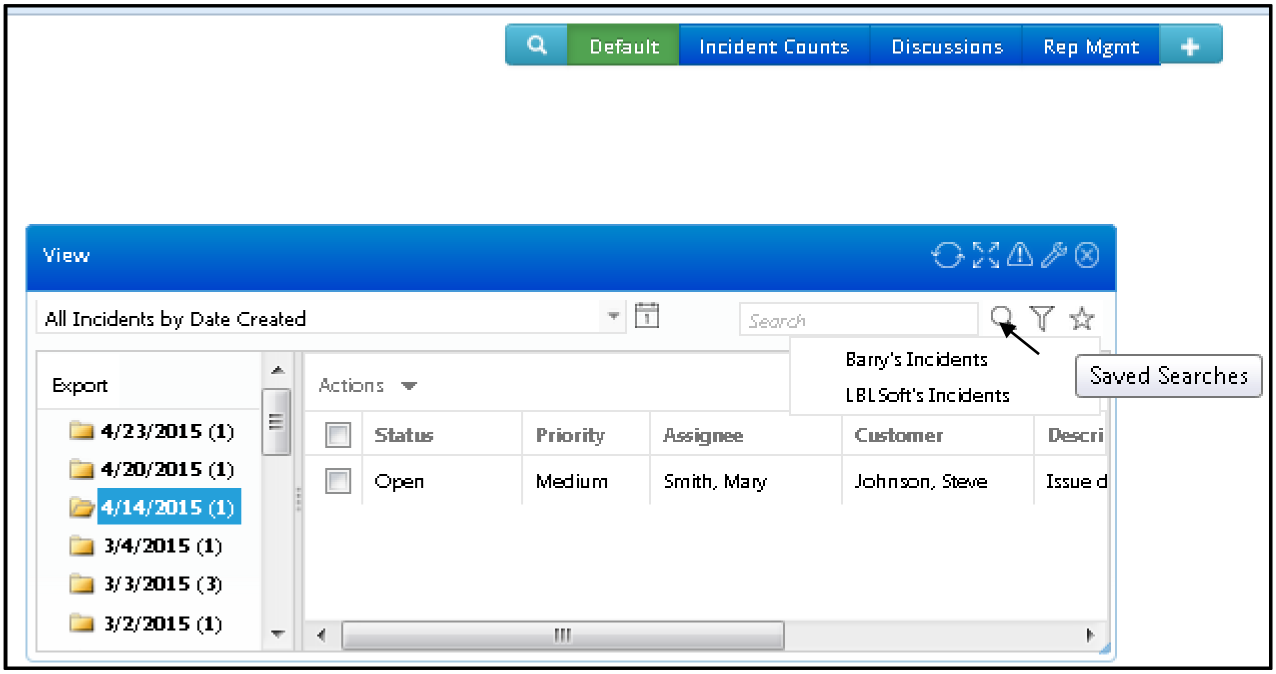


The selected upper level incident will appear after selecting Continue; notes will be included in the history regarding the related incidents.



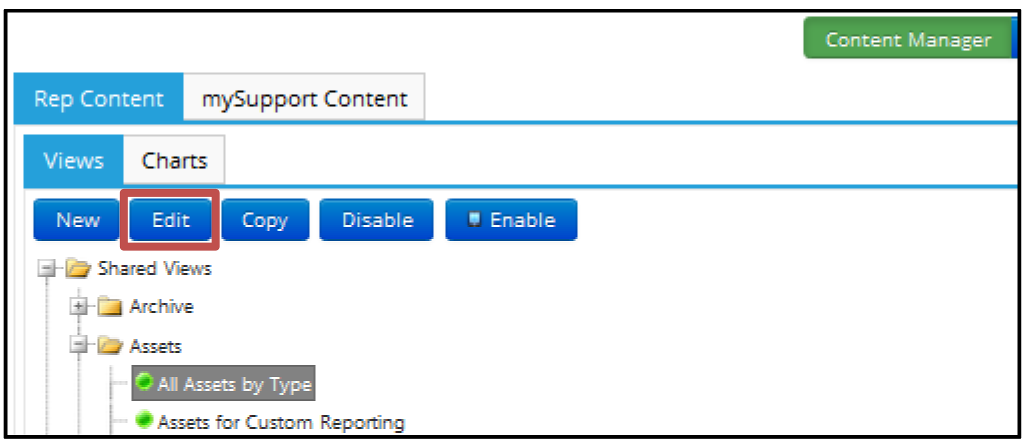
Saved Searches Now Available for Multiple Views

You can now access saved searches for different views with the same data source.



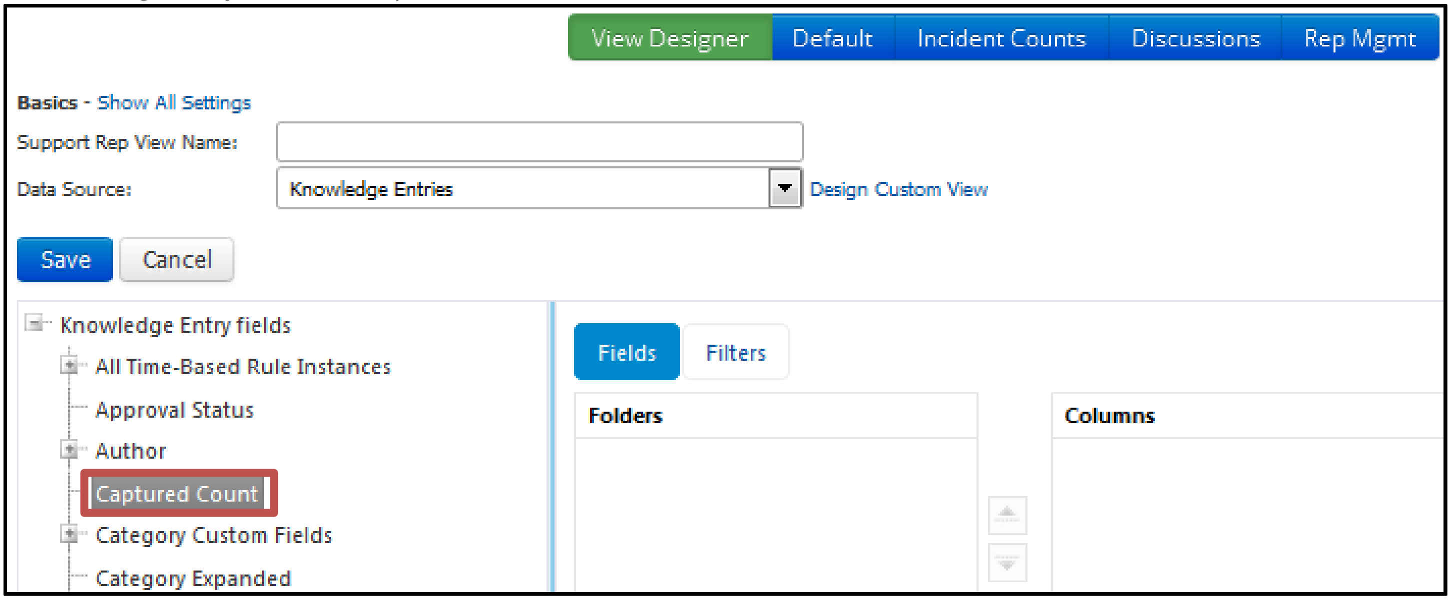
View Folder Frame Resizing Retained

You can now change the subfolder and basic display parameters such as column positioning and width for iSupport's default rep views. In the View Designer if you resize a column in the Preview frame, the resized column will be saved.



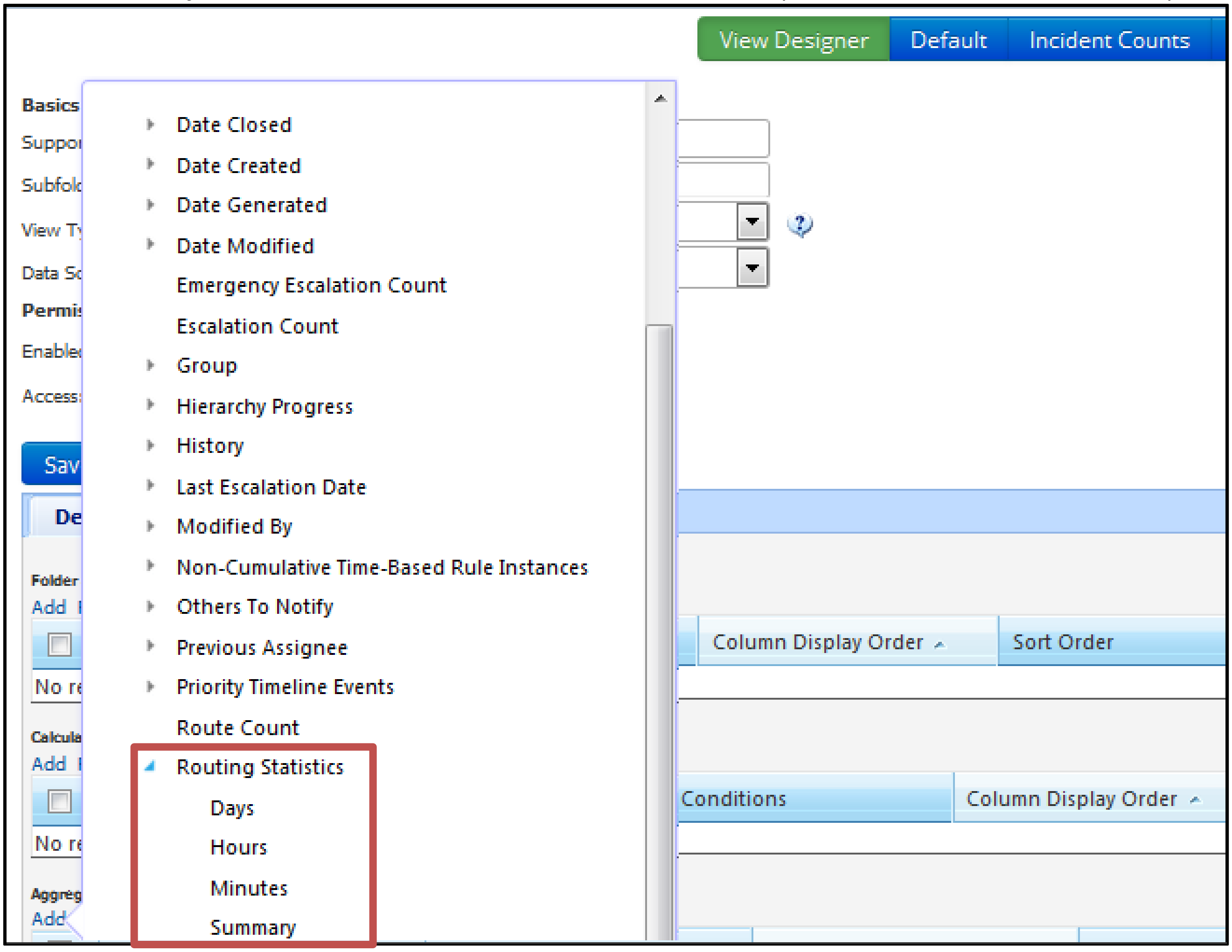
Captured Count Field Added to Knowledge Data Source

A Captured Count field has been added to the Knowledge Entries data source for tracking the number of times a knowledge entry has been captured from a work item.



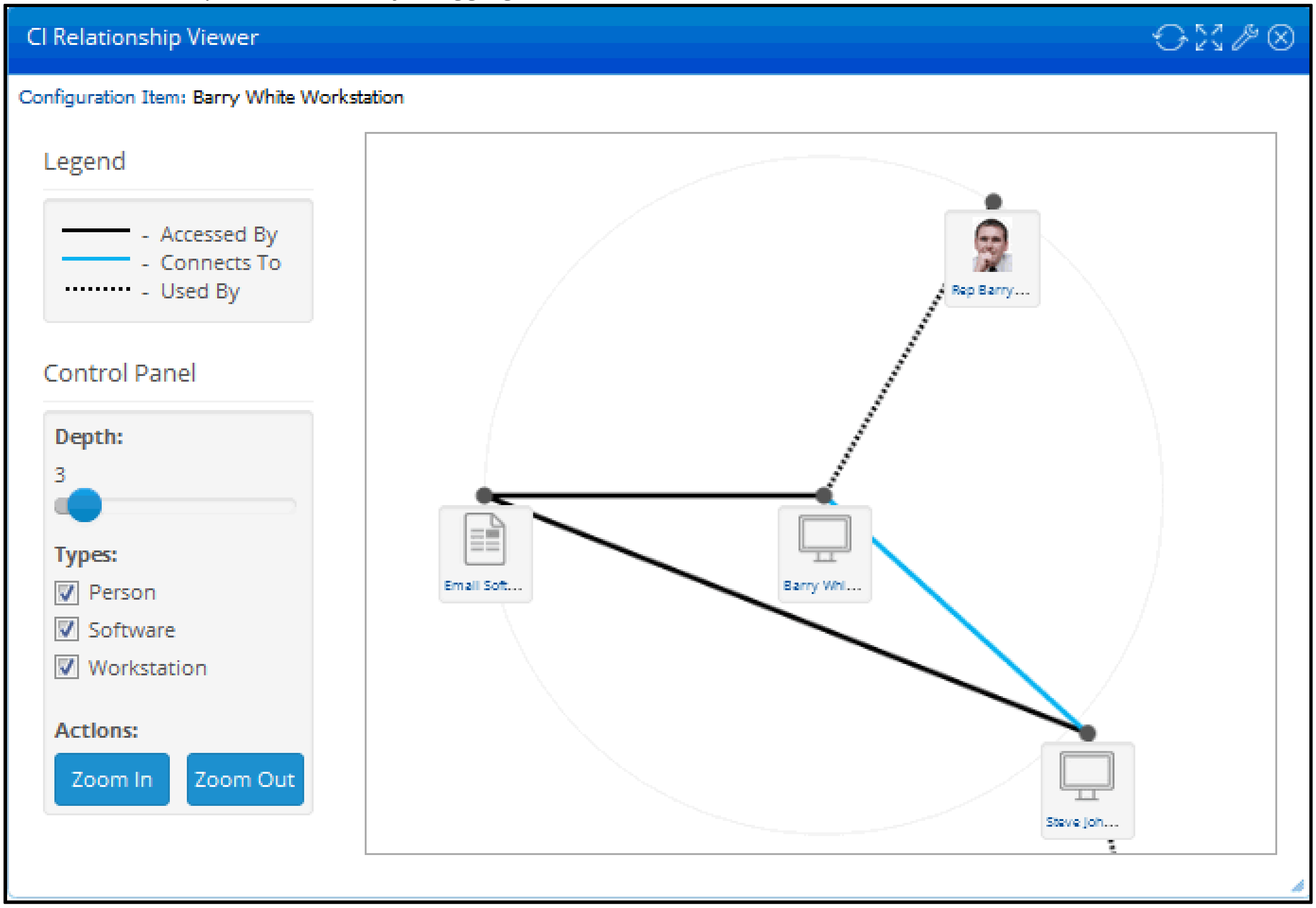
Routing Statistics Summary Field Revised

The Time Per Assignee field under Routing Statistics in the Incident, Problem, and Change data sources has been revised to include Days, Hours, and Minutes numeric values for use in report views of work item ownership.



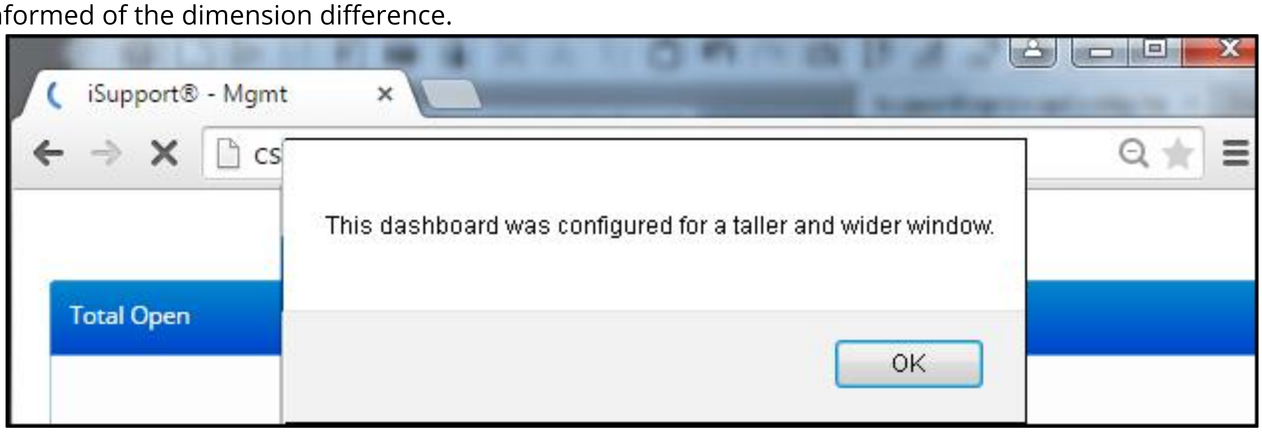
Configuration Item Viewer Updated

The Configuration Item Viewer has been updated with a new interface, type filtering, depth level selection, and zoom. You can reposition items by dragging the icons.



Warning When Adding Dashboard With Different Window Size

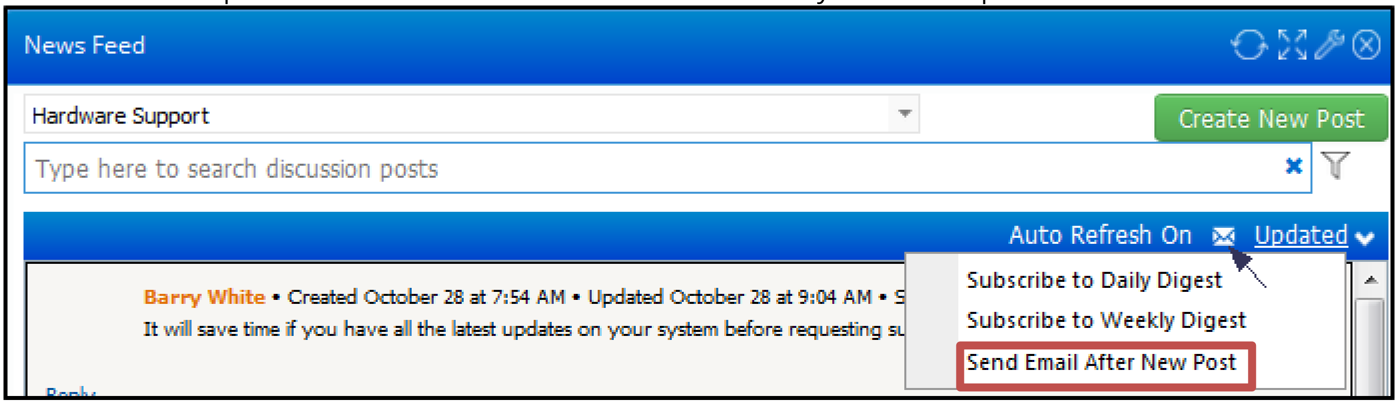
A warning will appear if an existing dashboard displayed by a user was configured in a window with a 10% or greater width and/or height difference. The warning will only show once; resizing/dragging a widget or resizing the dashboard window will update the configured dimensions for the dashboard and clear the flag for the users that were informed of the dimension difference.



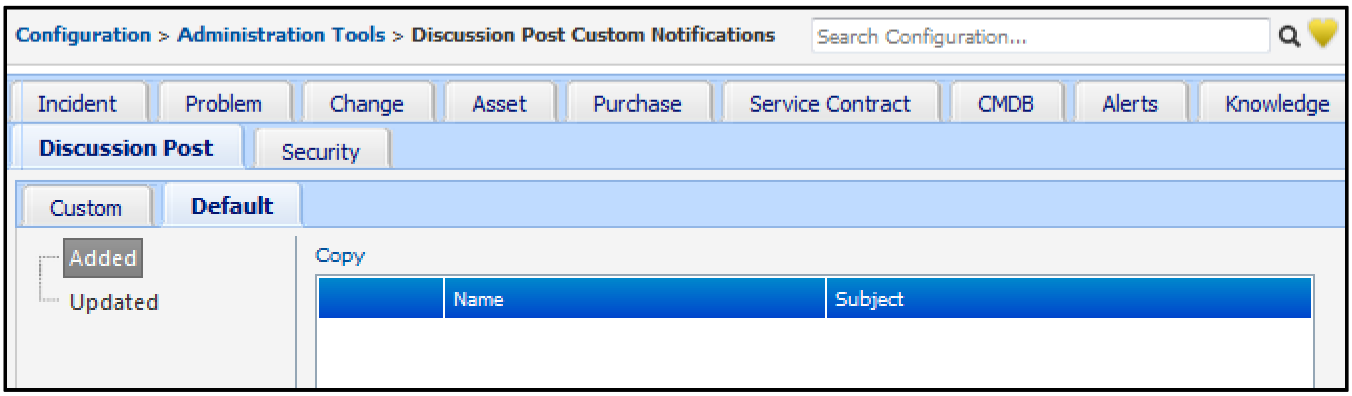
Discussion Feeds

Send Email After New Post Option for Discussion Feeds

For both Desktop and mySupport portal discussion feeds, a Send Email After New Post option has been added to the Subscribe dropdown menu to enable an email to be sent every time a new post is added to the feed.

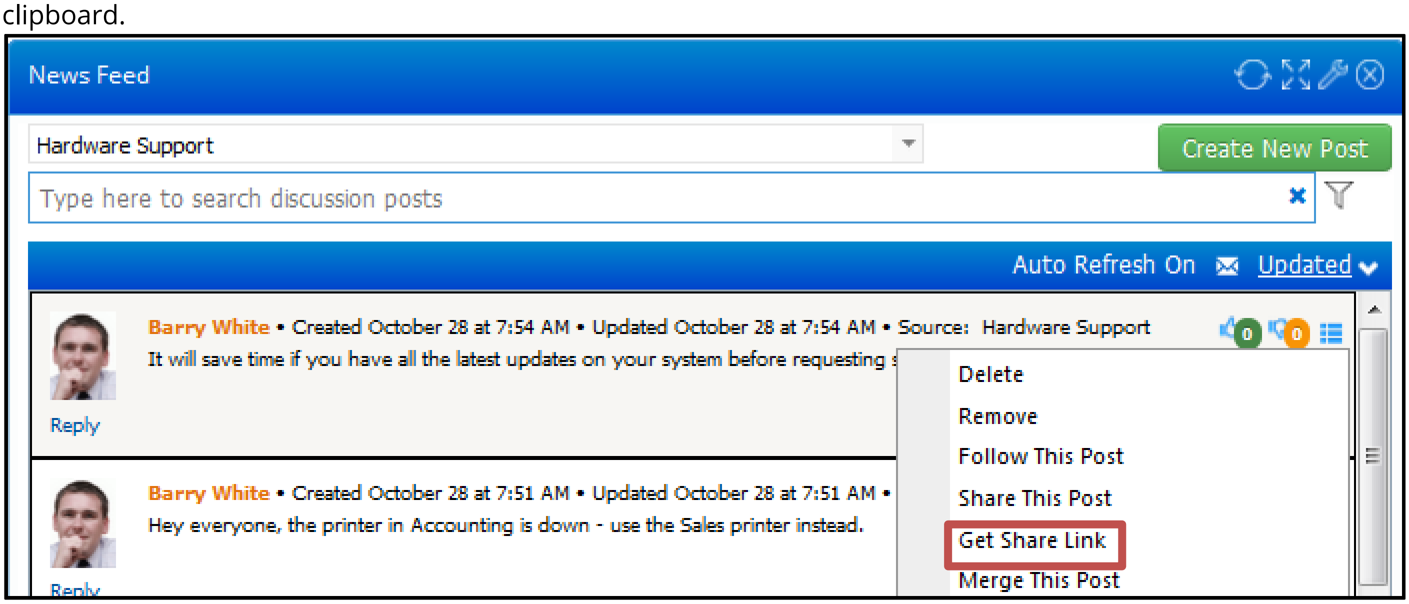


The Discussion Post Added notification will be sent; use the Discussion Post tab in the Custom Notifications screen to customize this notification.

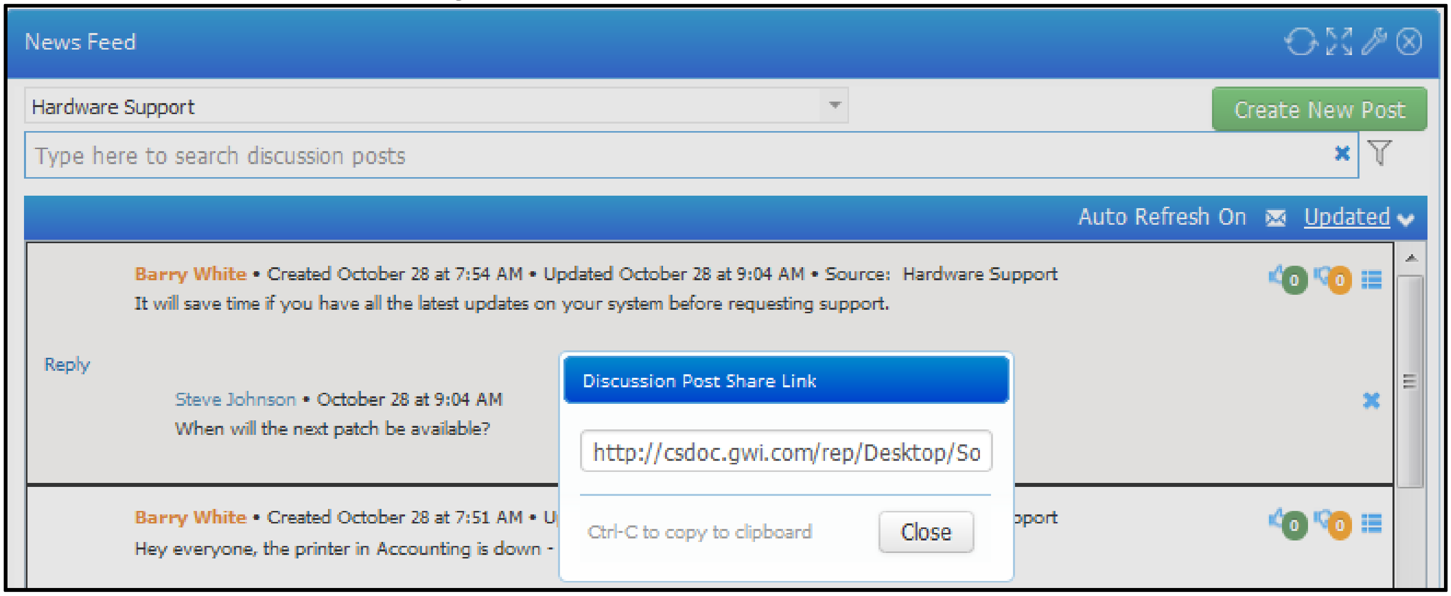


Get Share Link for Desktop and mySupport Discussion Feeds

For both Desktop and mySupport portal discussion feeds, if the Allow Rep Share option is configured for a news feed, a Get Share Link option now displays in the discussion post menu for copying a link to the post to the clipboard.



The Discussion Post Share Link dialog is shown below.



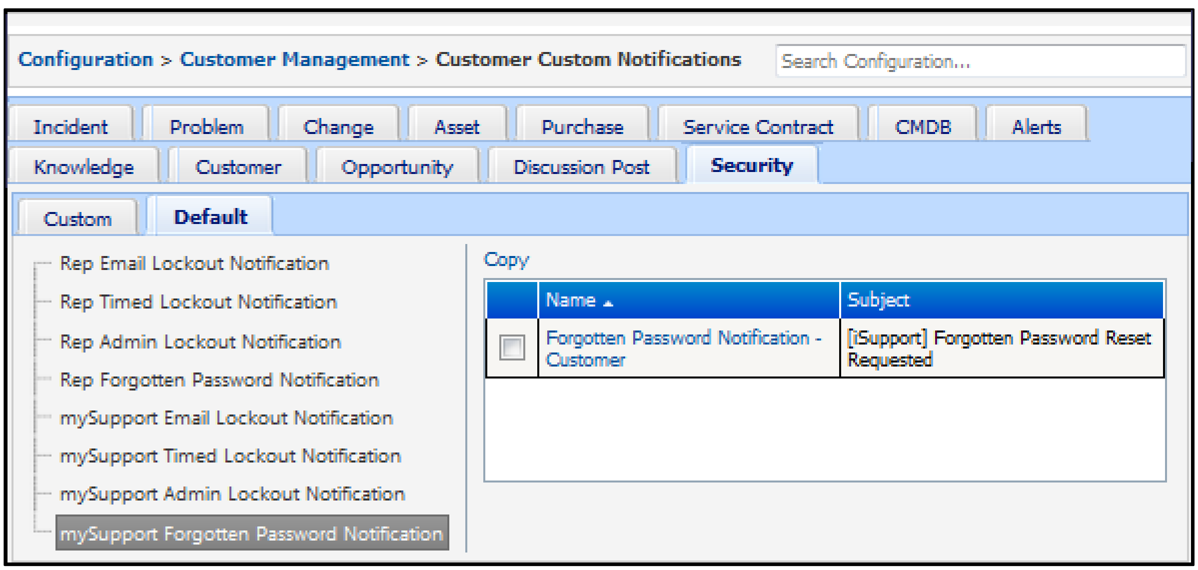
mySupport

Image Pasting on mySupport Portals

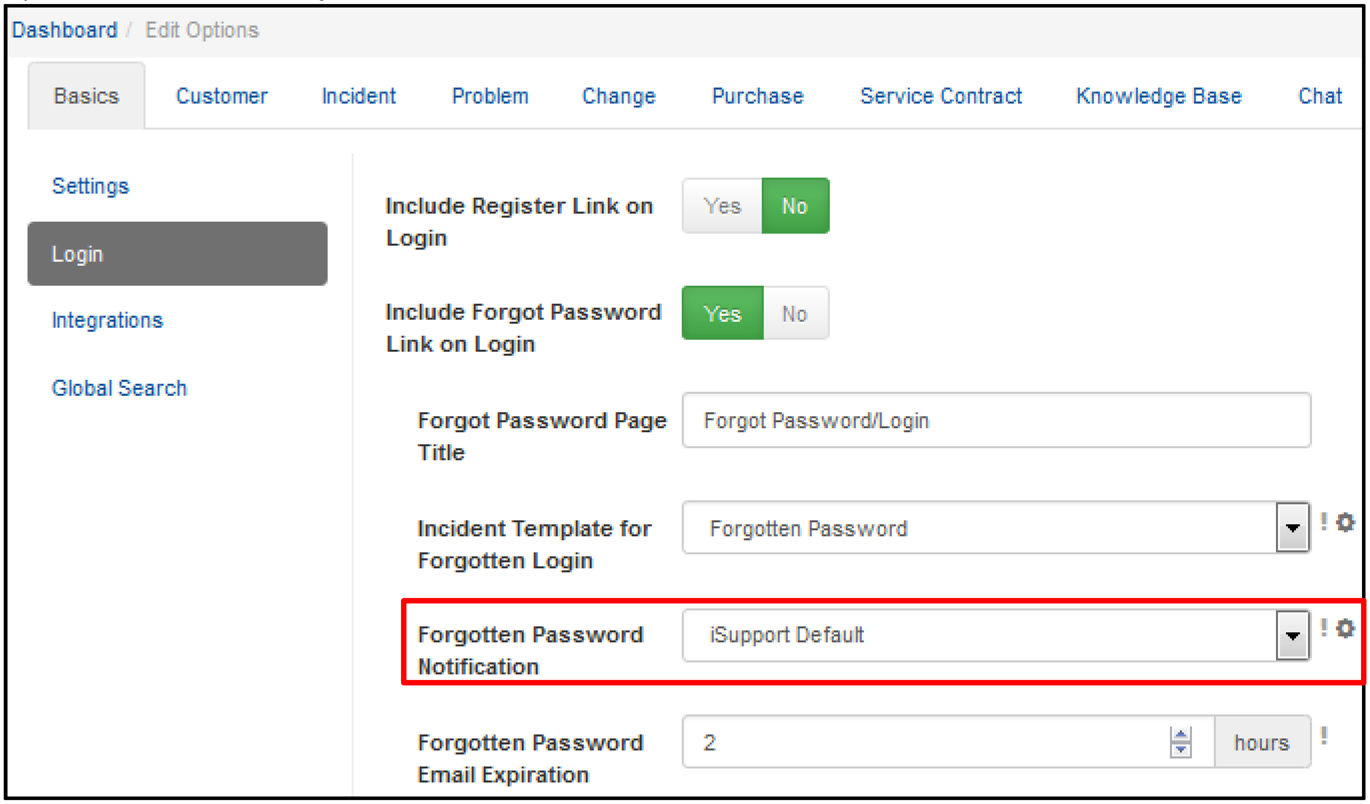
Customers can now paste images into fields on mySupport work item screens.

Customizable Forgotten Password Notification

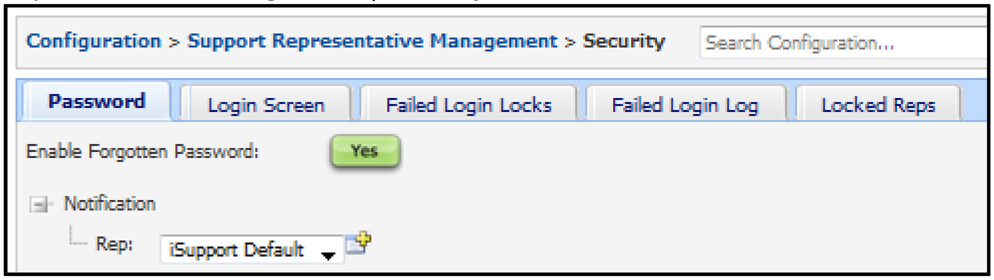
You can now customize the Forgotten Password notification for support representatives and customers via the Custom Notifications screen.

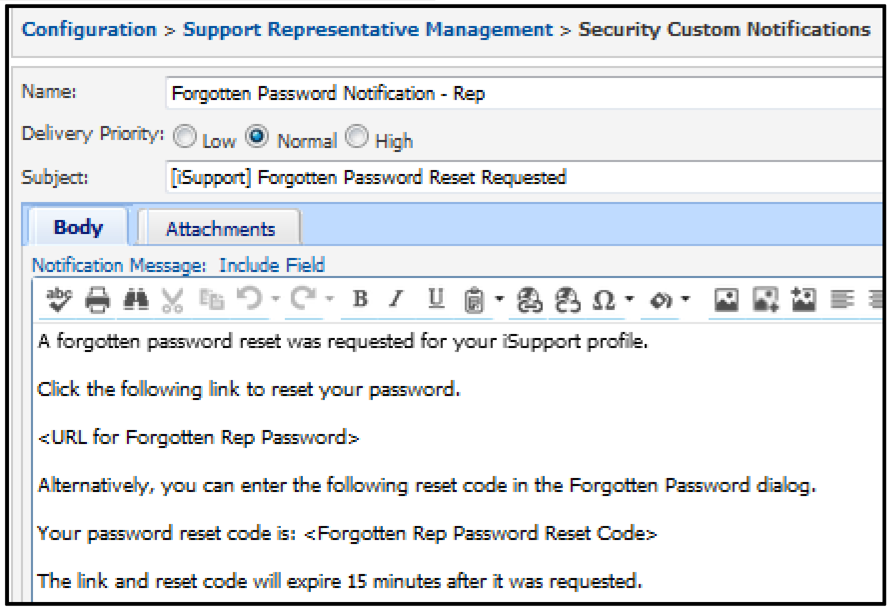


A Forgotten Password Notification field has been added to the Login section on the Basics tab in the mySupport Options screen to enable you to select the notification.

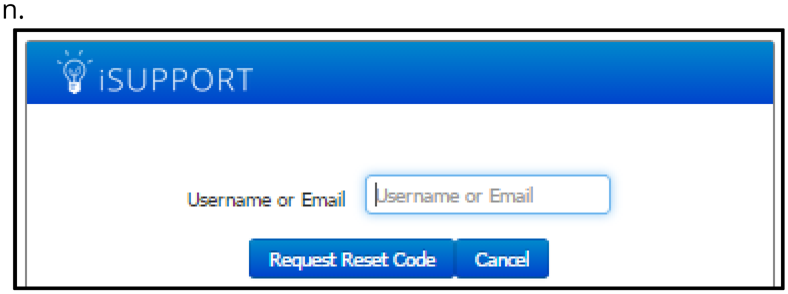


Select the Forgotten Password notification for support representatives via the Password tab in the Support Representative Management | Security screen.

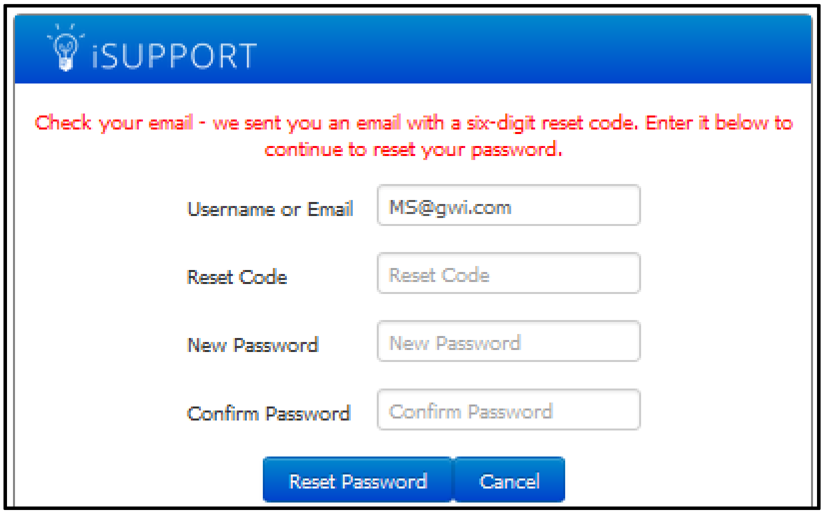




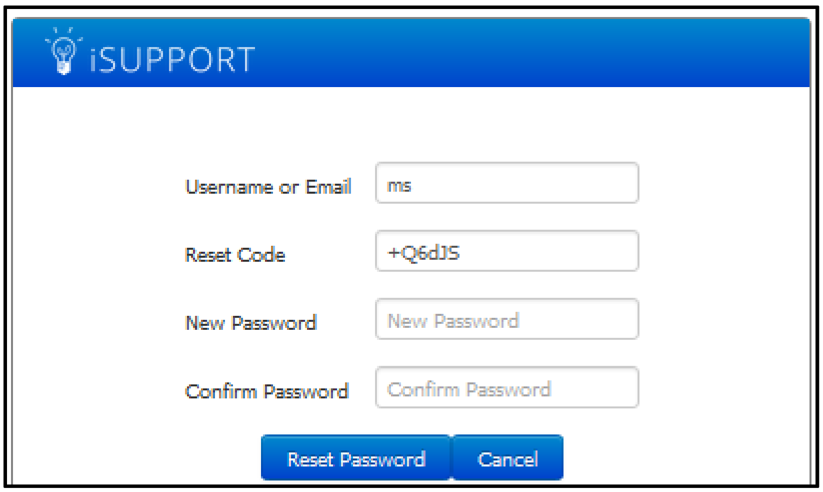
The following dialog will appear when a support representative clicks the Forgot Password link in the Login dialog; the Forgotten Password notification will be sent after the user enters a username or email address and clicks the Request Reset Code button.



The following dialog will appear; the support representative can either click the link in the notification or copy the code in the notification into the Reset Code field.

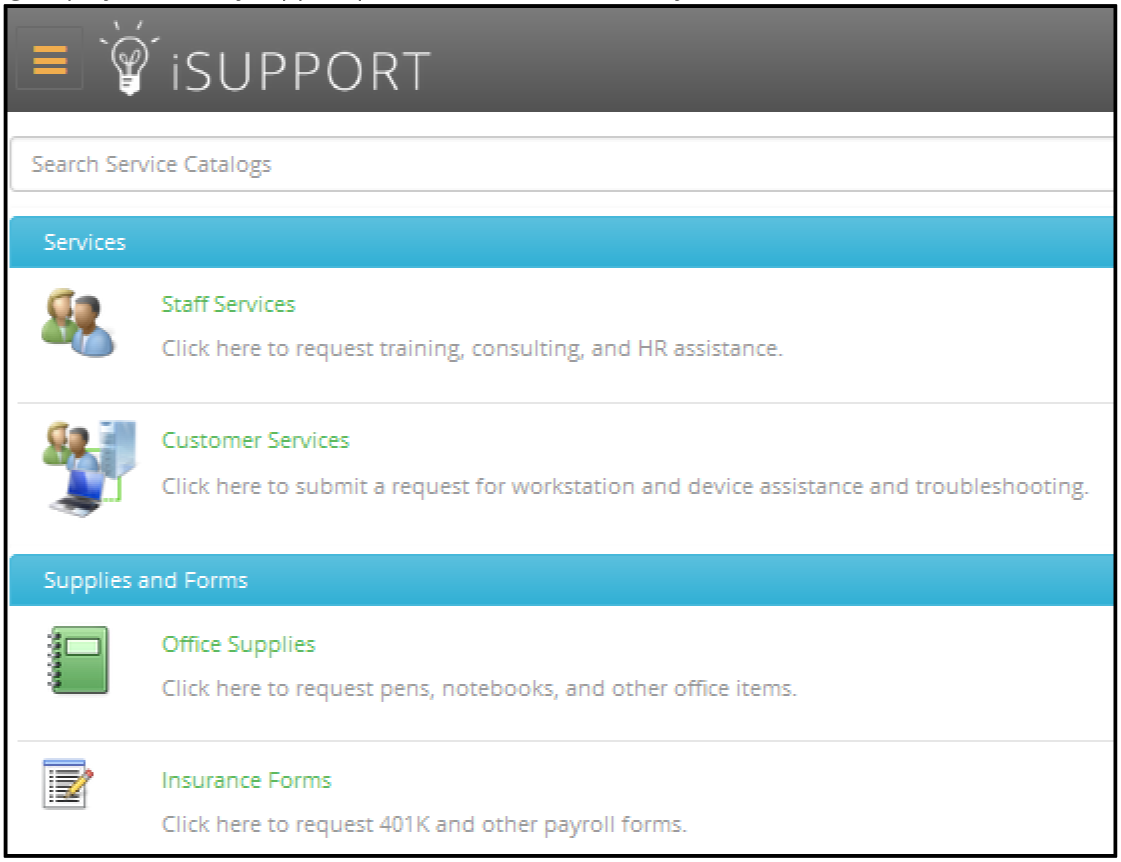


If the support representative clicks the link in the notification, the login dialog will appear with the code in the Reset Code field.



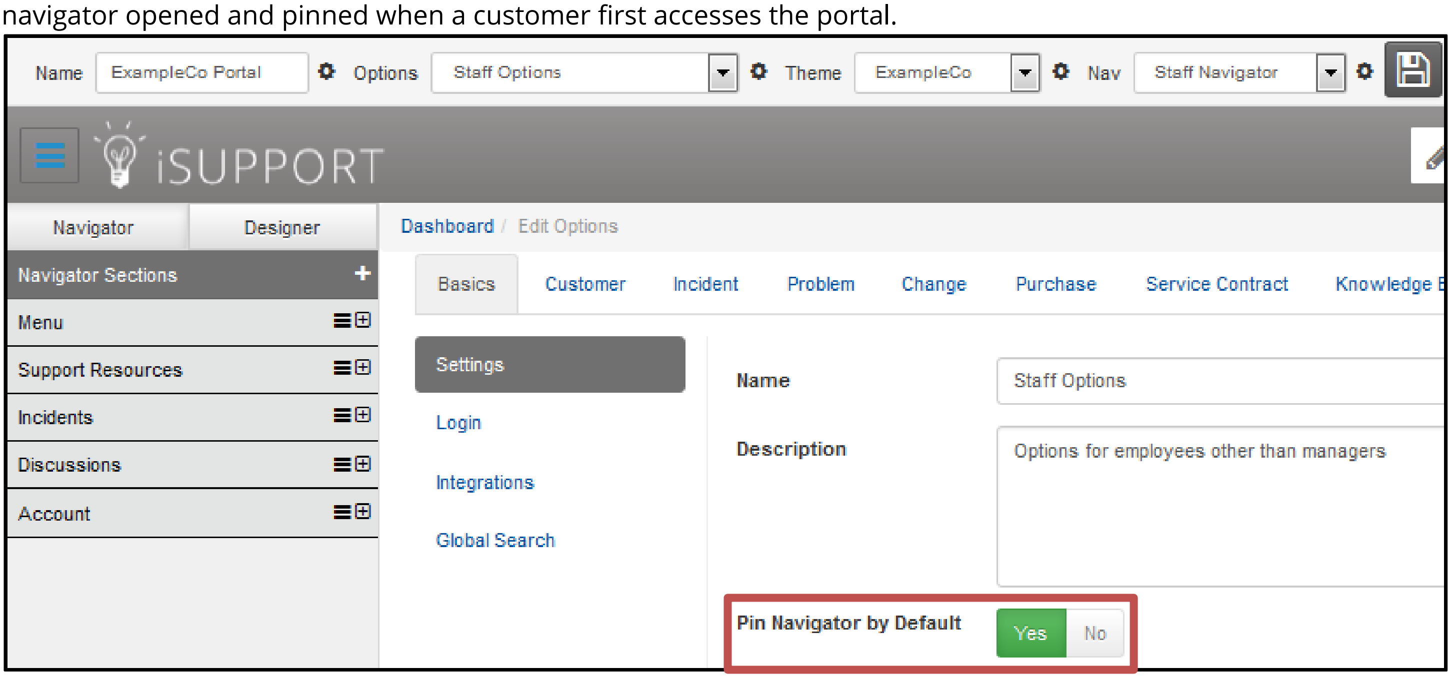
Enhanced Service Catalog Display

Service catalog display on the mySupport portal now has a better layout and a search bar.



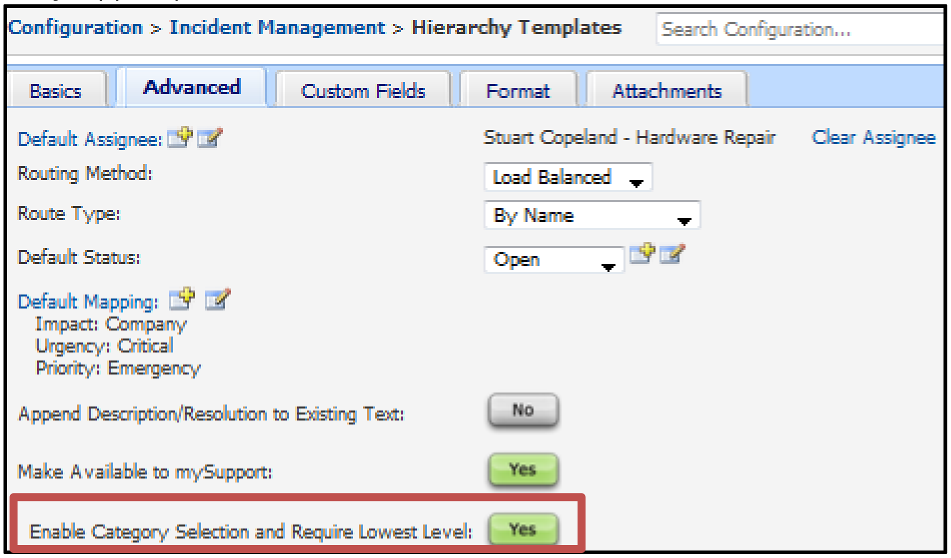
Pin Navigator by Default Setting

A Pin Navigator by Default setting has been added to the mySupport Portal Options screen to display the left side navigator opened and pinned when a customer first accesses the portal.

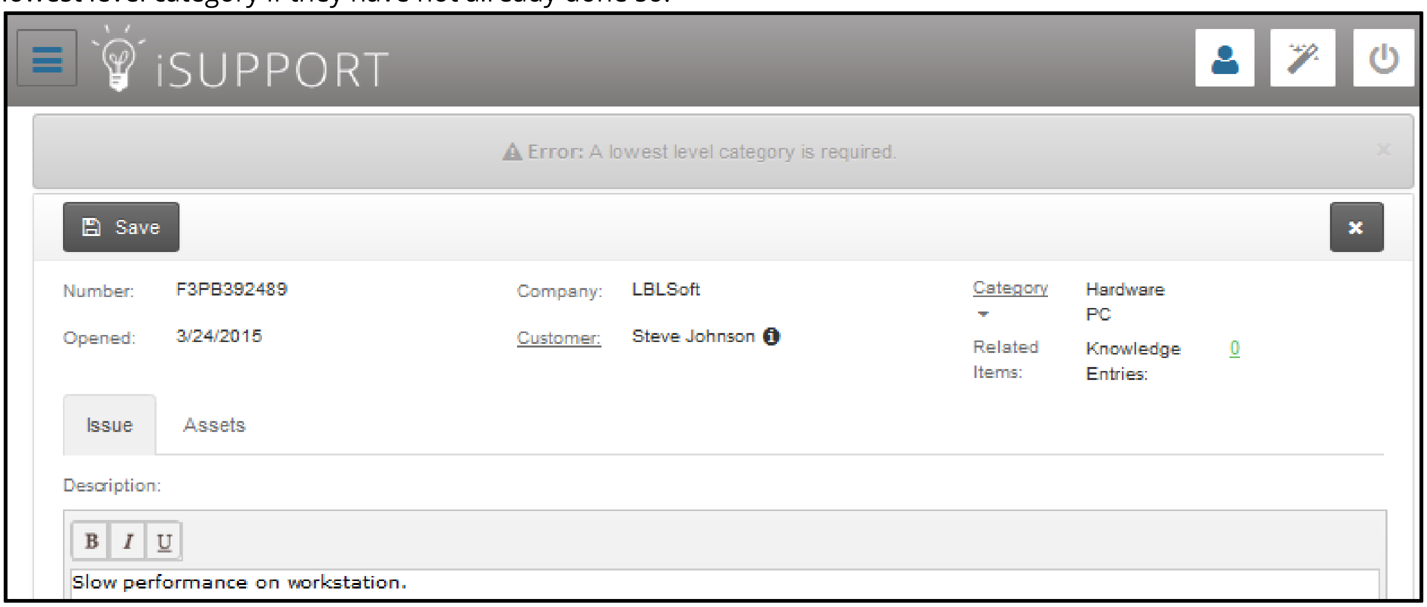


Category Selection on Work Item Submission

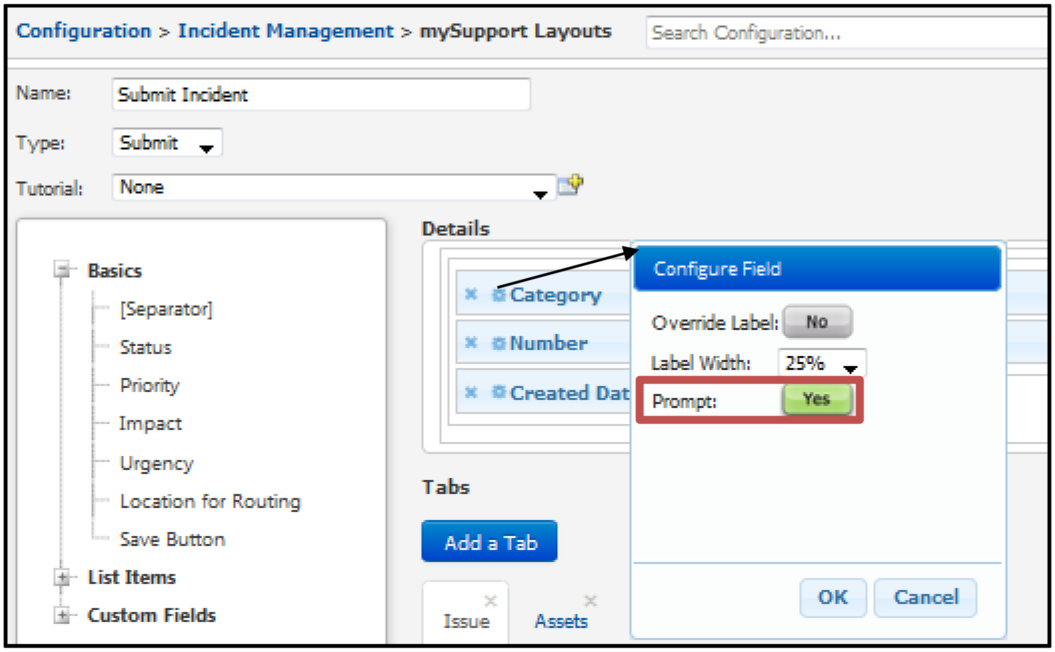
An Enable Category Selection and Require Lowest Level field has been added to the Advanced tab on the Incident and Change Template and Hierarchy Template screens; if set to Yes, the category picker will be available when the template is used on a mySupport portal. This field defaults to No.



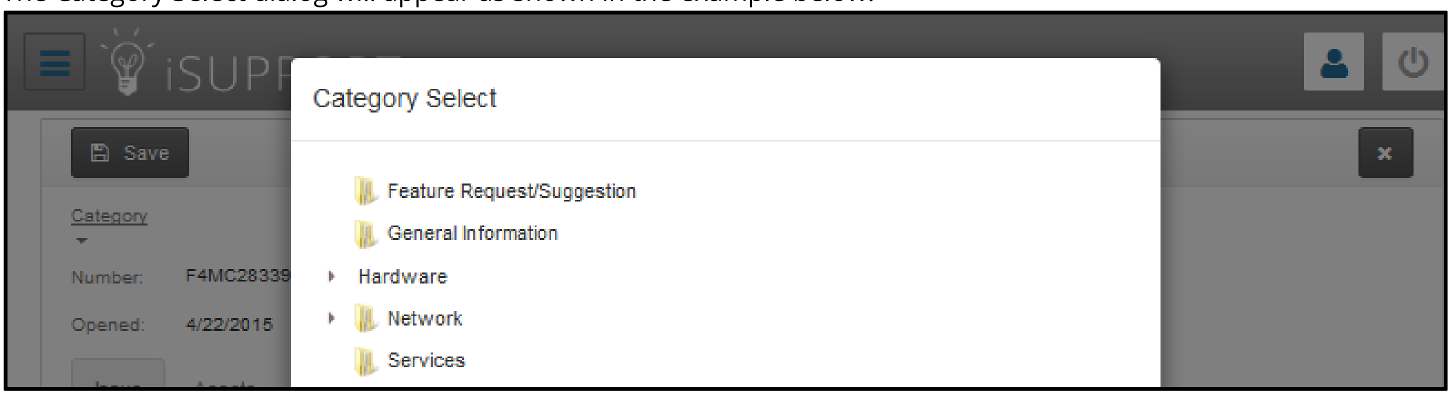
If the Enable Category Selection and Require Lowest Level field is set to Yes, the user will be prompted to select the lowest level category if they have not already done so.



A Prompt field has been added to the Category Configure Field dialog in the mySupport Layouts screen; enable it to initially display the Category Select dialog when the Incident or Change Submit screen appears on a mySupport portal.

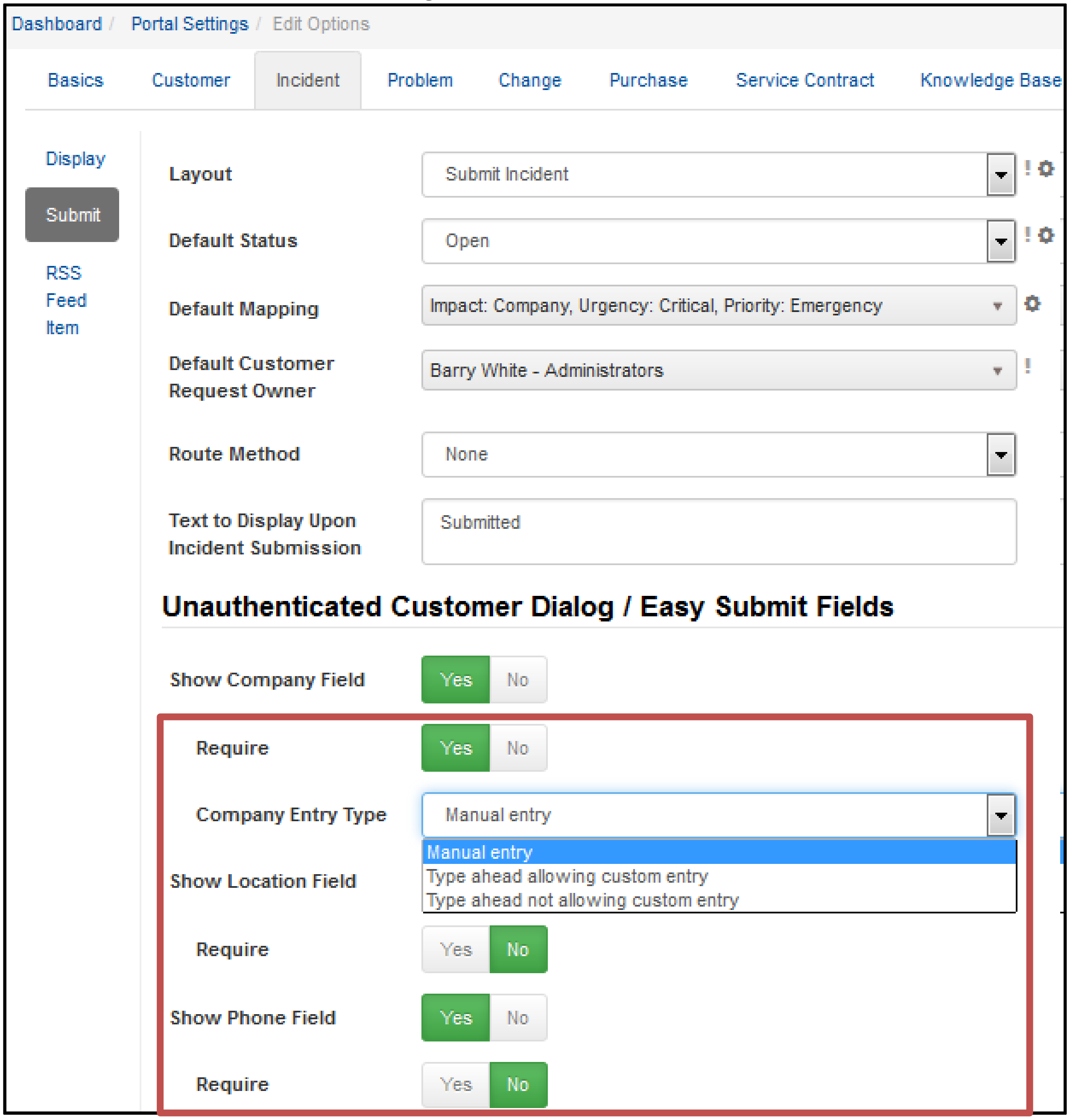


The Category Select dialog will appear as shown in the example below.

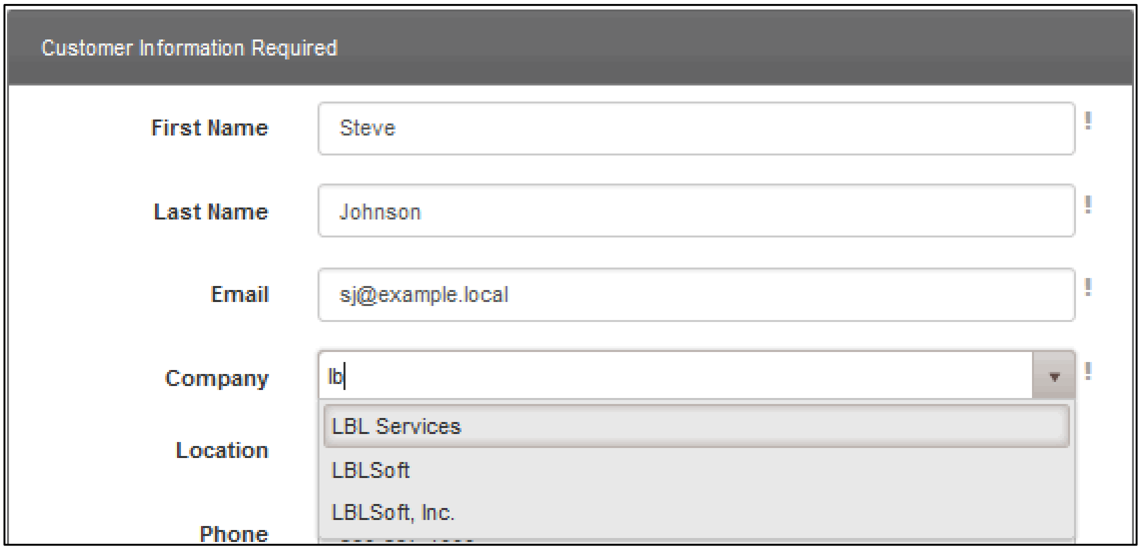


Required Company, Location, and Phone Fields for Work Item Submission By Unauthenticated Customers

You can now require the Company, Location, and Phone fields to be completed by unauthenticated customers who attempt to submit an incident or change on a mySupport portal. On the Incident/Submit and Change/Submit tabs in the Edit Options portal configuration screen, the **Require** field will appear if you enable the Show Company Field, Show Location Field, or Show Phone Field settings.



The Company Entry Type field will also appear if the Show Company Field setting is enabled; you can display only an entry field, enable type ahead with a dropdown providing a list of companies in iSupport and allowed entry of a new company name, or enable type ahead with required selection of an existing company.



Custom Data Sources Utilized for mySupport Views

You can now use custom data sources when using the View Designer to build mySupport views.

Performance Enhancements

- The Directory Integration feature has been greatly enhanced. Directory Integration now enables group exclusions and individual attribute mapping and synchronization. Also, after the initial synchronization, the revised synchronization logic better identifies only the new, modified, and deleted data which results in faster synchronization and update events. The demand on the remote data source connection and processing load is reduced.
- We learned that in some cases the archiving process might still be running as the morning sign-on and initial peak demand occurs, so we added a configurable maximum archive run duration. If the archiving process is not finished from the defined process start time, archive routing will pick up where it left off when the start of the next scheduled start time cycle is reached.
- Global searching was refined; configuration settings were added to exclude undesired search areas.
- iSupport includes many settings for flexibility in configuration; these settings have been refactored to reduce the amount of data that is reloaded after saving configuration changes.
- Some views have been revised to explicitly exclude locking when executed for basic informational display.
- Additional regular code expressions have been precompiled to reduce memory utilization, freeing up the valuable memory allocations for other uses such as reduced data paging.
- Transactional events were refactored to avoid potential demand conflicts between the data resources.
- A number of stored procedures were refactored to be more efficient.

Tours

Tours with a short series of tips have been added for support representatives who initially access the Desktop, View component, View Designer, and Incident screens. Tours can be redisplayed via the View Tour link in each applicable screen.

Fixes in iSupport v14.5

Desktop

- Company tab counts in the Global Search component now display correctly when initially displayed.
- If a customer profile is merged, discussion posts are now associated with the record chosen to be the master during the merge.
- Customer profiles that are pending deletion can now be included in customer merge, and if one is selected it is no longer set as pending delete.
- Components now refresh correctly when a maximized component is minimized on a dashboard with multiple components.
- Dashboard components no longer move when there is no header bar and the window contains a horizontal scrollbar.
- Locked support representative profiles are no longer able to access iSupport when Windows Integrated Authentication is enabled.
- Desktop quick access icons for change and change hierarchy templates now function correctly.
- An error no longer occurs when creating new logins in the iSupport Access Utility.
- The In/Out link on the Desktop menu now functions correctly.

Views

- Conditional formatting is now applied correctly to fields meeting multiple conditions in views.
- An error no longer occurs when performing a simple search of the All Knowledge Entries by Category view.
- An error no longer occurs when building a chart from an aggregate view with total price by created date month and year fields.
- Long product labels now display properly in the Desktop View component.
- The Add and Remove From Company action on rep UI customer views now functions correctly if the selected company has a large number of existing customers.
- “None” now appears in the tree view of products when there are products defined but not linked to a product group.
- Multiple conditional column formatting options can now be added correctly in the View Designer.
- The Last (n) Days option on the Date Created view field is now working correctly.
- The View Subscription feature no longer fails when there are no records to export.
- Configured fields are no longer lost when going from the Filter tab to the Fields tab in a view opened using the Content Manager Copy function with Internet Explorer.
- An error no longer occurs when using a Change, Purchase, or Problem view based on history fields with history date and history entry rep name folder/columns and only history - time worked as the aggregate.
- A timeout error no longer occurs in the View Designer when history fields are or have been added to a view being edited in a high volume database.
- The Total Time Worked field now sorts properly in a view when it is not in the first sort position.
- An error no longer occurs when using multiple custom fields within a filter in the View Designer.
- An error no longer occurs when you delete a view with a subscription.
- The Design Custom View link in the View Designer now enables you to build a MySupport view based on a custom data source.

mySupport

- The mySupport Knowledge Entry discussion feed now displays correctly when accessed from a knowledge entry.
- mySupport themes upgraded from JQuery themes no longer lose their font settings when the basic theme edit option is used from mySupport portal configuration.

- An error no longer occurs when an incident is submitted via mySupport and an incident rule is applied that uses the condition of Event is Initially Saved By Customer and action to use an incident template sets author as the default assignee.
- Redirects are now prevented in the mySupport Embed dashboard component.
- On mySupport, if counts for history entry types are not enabled to display in the main feed, the count of all history entries now displays correctly.
- The cursor focus is now set in the input field when a customer clicks the Update button from a work item display that has the Update action button enabled.
- Errors no longer occur due to missing mySupport images.
- Hard returns entered into the HTML field on a rich text area mySupport dashboard component now save correctly.
- 10348 The Logout button no longer appears when Windows Authentication is used with mySupport.
- A warning dialog will now appear when attempting to delete a mySupport portal URL; the dialog will list all the constraints preventing the deletion.
- An error no longer occurs when a mySupport newsfeed is configured with the same field included more than once.
- A link to a mySupport portal item that is accessed via a Rep client screen now persists after authentication.

<u>Mobile/Rich Text UI</u>

- An error no longer occurs when using the mass mail function on a tablet.
- You can now delete incidents using the rep/mobile rich work item tablet UI.
- The iSupport mobile site now functions correctly with the Blackberry Z10 HTML5 mobile browser.
- You can now send correspondence from rep/mobile rich work item interface.
- Incidents
- If the Bomgar Sessions field is on a layout, deleting an incident with associated Bomgar sessions no longer causes a Database Maintenance agent error when iSupport attempts to purge Bomgar sessions.
- An error is no longer recorded in the event log when an incident with no associated Bomgar sessions is opened from a view.
- If the default assignee selection dialog from template configuration has more than one page, page loading now works correctly on the second and following pages.
- The incident dialog that appears when an upper level incident with open lower level incidents is being closed no longer allows the Resolution field to be blank.
- The close dialog presented when closing a top level incident that has manually related open lower level incidents now allows closure of the top level incident.
- If an incident hierarchy is configured with automatic closure of a lower level incident, additional hierarchy-related actions now function correctly.
- Rule-driven closure of changes that exist within a related hierarchy now check for hierarchy actions on close.
- An error no longer occurs when the Courtesy Ticket check box is selected in the Service Contract selection dialog in the Incident screen.
- An error no longer occurs when viewing archived incidents that have a custom status label containing an apostrophe.
- An error no longer occurs when a single occurrence schedule using a custom incident status is added to a new incident.
- A time based rules issue has been fixed for incidents created at a time when the rule interval was less than the time difference between submission time and the end of the business day.
- The Capture Solution feature now functions correctly when used from a knowledge entry accessed via the View Knowledge for Category link from a work item.
- You can now use an email address with an apostrophe in the Additional Email Addresses field.
- Configuration
- Errors in event log and UI issues no longer occur when using the Data Override feature with Chrome or Firefox.

- The Auto-Close button is no longer dependent on the Make Available to Reps setting in the Incident Template configuration screen.
- An error no longer occurs when deleting a support representative profile due to a constraint related to incident rule group history ownership.
- An error no longer appears if you delete a rep work item layout and then attempt to open work items that used that layout.
- Links in the Related Hierarchy field now function correctly.

Work Items

- The company value is no longer cleared if a customer rule used the Change Company action and the Make Primary button is enabled.
- The Configuration Item Save dialog now displays correctly.
- The text editor toolbar dialog now displays correctly after customer comments display in a work item screen.
- Problem records can now be reopened.
- The New Problem option no longer appears after relating a problem to an incident.
- Associated incidents are no longer lost while a Problem record is being edited.
- The View | Associated Changes option now appears if Problem Management is not enabled in Global Configuration.

Service Catalog

If you edit a service catalog root request node that was saved as a placeholder and disable the placeholder, the list of available templates now appears correctly.

Asset Functionality

- An error no longer occurs when you enter a number with more than three digits in the Duration field in the Inventory Scan Definition screen.
- Asset integration now functions correctly if the data source hits a record with no value in the field that has been mapped to the iSupport Asset's Name field.
- Asset fields on archive tables now hold the same number of characters as the corresponding cSupport fields.
- Values are no longer duplicated when using the Test Connection link on the main tab in the Other RDB - Asset Integration screen in configuration.
- Customer Functionality
- An error no longer occurs when saving an Opportunity record when running the AU culture on the server.
- Import now functions correctly if the ObjectsID value is used as the sync key when synchronizing customers via LDAP integration.
- A fifth Change | Can View Work Items action can now be added when configuring customer rules.
- The Change Custom Field action in customer rules now functions correctly when a new customer is added from the incident's New Customer dialog.
- An error no longer appears in the Event Log and the customer is now linked when creating a new customer with no company via the New Customer icon that appears when a customer lookup is performed in an incident or change.

Correspondence/Notifications

- The Forward Manage Email action within an email rule is now clearing out the include fields on a forwarded message.
- Extra lines are now handled correctly in notifications.
- Correspondence now functions correctly and an error no longer occurs on the console if enough windows are open to cause the Awareness and Chat Not Available message when opening the correspondence link, you apply the template, and send.

- Correspondence include fields for due date and scheduled implementation date from a Change record have been updated.
- The Append Additional Email Addresses to Others to Notify function for Email Accounts | Email Processing is now adding all email addresses correctly.
- The Work History Added include tag in default incident notifications now functions correctly.
- When a timeout or deadlock occurs during email processing, the message being processed is now handled as follows: For IMAP, if the email fails to process twice for timeout or deadlock it will be left in the inbox and processed on the next execution of the agent. For POP3, if the email fails to process twice for timeout or deadlock, it will be left in the inbox but will be ignored on the next execution of the agent.
- Inconsistent and missing include tags have been corrected.

Customer:
<Person Submitting Update> => <Current Update from Email Author>
<Customer Latest Update from Email> => <Current Update from Email>
Incident:
<Person Submitting Update> => <Current Update from Email or mySupport Author>
<Latest Update from Email Or mySupport> => <Current Update from Email or mySupport>
Change:
<Change Email Update Sender> => <Current Update from Email or mySupport Author>
<Latest Update from Email Or mySupport> => <Current Update from Email or mySupport>
Problem:
<Problem Email Update Sender> => <Current Update from Email Author>
<Problem Email Update Message> => <Current Update from Email>
Purchase:
<Purchase Email Update Sender> => <Current Update from Email Author>
<Purchase Email Update Message> => <Current Update from Email>
Opportunity:
<Opportunity Email Update Sender> => <Current Update from Email Author>
<Opportunity Email Update Message> => <Current Update from Email>

Controls

- A Convert Varchar to Data Type Int client state error no longer occurs when using the assignee route tree control.
- Settings now load correctly when using a color picket control that uses a vertical scroll (for example, editing mySupport Theme Basics) on Firefox.
- Pressing Enter in fields with a text editor expanded to a height larger than the vertical display area no longer causes the focus to go to the top of the field.
- You can now add records from other pages of associated work items when editing a work item.

Chat/Bomgar

- A template that isn't available to mySupport can no longer be created via the Incident Template for Accepted Chats field on the Chat tab in the Group configuration screen.
- An error no longer occurs when a Bomgar session is initialized.
- You can now save a new appointment for a rep within a chat group if no text has been entered in the Subject field.
- mySupport chat now functions independent of the Rep Awareness Chat feature.
- The chat status no longer changes from TimeOut to Customer Cancelled if a mySupport chat is started, it times out with a rep accepting it, it is closed, and a second one is started and cancelled out.

SQL

- An error no longer occurs when trying to execute a custom SQL query with special characters via the Asset, CMDB, and Customer Directory Integration features.
- The ad-hoc report builder application now opens correctly when running on SQL 2014.