

## 8.00.00

### **Integration**

- New Added new history information related to external notifications

### **Notifications**

- New Added config.xml to templates folder so specific email settings can be controlled using template scripts
- New Added scripting to prevent notifications under specific circumstances

### **Remote Logging**

- Other Email import now has better control over deleting processed emails and emails flagged for deletion are not processed

### **Scripting**

- New Added new scripting vars: Responsible user and group, Log user and group, Contact email

### **Security**

- Bug Fix Reset/change password screens have incorrect limit on number of characters allowed for email address

### **Stages**

- Other [End] Stage has been removed, all stages are now [Start] or [Intermediate]
- New Stages can now invoke Resolve or Close statuses upon completion

### **Task Detail**

- Other Moved stage actions to their own section

## 8.00.01

### **Notifications**

- Other Text character limit removed from custom message for send task copy

### **Task Detail**

- Other Added date header field to Attachments list and ordered by date

### **Workflow**

- Other Stage names are now defined directly on stages
- New Added new user interface for editing workflows
- New Added ability to spawn subtasks from flow stages

## 8.00.02

### **Assets**

- New Disposal wizard now caters for multiple assets

### **Data Archiving**

- Bug Fix Task detail screen for archived tasks does not show custom fields data

### **Remote Logging**

- Other Added ability to script task type defaults using incoming email subject

### **Task Lists**

- Other Status and Priority filters now populate with all possible values regardless of grid paging (previously only displayed values from loaded rows)

### **Workflow**

- Other Actions can now route back to the stage to which they belong
- New Added new diagram for flow visualization
- Other Stage numbering and counts are now automatically kept sequential and in sync

## 8.00.03

### **Escalations**

- Other Escalations already sent may now be re-triggered if the SLA parameters change

### **SLA**

- New Added SLA overrides and the ability to set specific values when overriding SLAs

### **Workflow**

- Other Start stage is now automatically set when editing or dragging stages

## 8.00.04

### **Follow-Ups**

- New Added new Follow-up functionality

### **Journals**

- New Journals can now be added to closed calls

### **SLA**

- Bug Fix Due dates do not get set correctly when editing tasks and a new SLA is looked up

### **Workflow**

- Other Stage sub-task info is now displayed on treev and diagram views

## 8.00.05

### **Custom Fields**

- New Added new option for Checkbox type custom fields

## 8.00.07

### **Custom Forms**

- New Added ability to attach documents on custom forms
- New Added ability to integrate custom forms with call logging menus

### **Custom Forms Utility**

- Other Approvals completed in ASD can now be displayed on custom forms

### **Integration**

- Other Attachment description can now be specified in addition to the file name

### **SLA**

- Bug Fix SLA Override to manual SLA on new calls does not set MTTRESP and MTTREP correctly

### **Task Detail**

- Other Added workflow stage close user to stages grid

### **Workflow**

- New Added new diagrams to indicate progress and position in workflow

## 8.00.08

### **Scripting**

- Other Added context sensitive help for scripting pages

### **Task Detail**

- Other Stage completion actions can now be selected directly from the action list and additional stage status messages are also displayed

### **Workflow**

- Bug Fix Stage completion fails when an action points back to the same stage
- New Re-opened tasks can now be opened in a specific stage
- New Workflows can have actions that allow user-defined re-routing of the workflow

## 8.00.09

### **Workflow**

- Bug Fix Approvals may not operate correctly for workflows that use the same stage more than once
- Other Minor cosmetic changes on stage wizards

## 8.00.10

### **AD Updates**

- Other Error message may not display correctly when update fails

### **DBUpgrade**

- Other Updated qASD\_ArchiveSummaryCube

### **Notifications**

- Other Added new variable for satisfaction survey comments
- Other Added new variables for workflow stage ID and URL

### **Workflow**

- Other Added descriptions for each part of workflows for displaying tooltips on diagram elements

## 8.00.12

### **App Setup Wizard**

- Other Call types can now be generated without requiring user-groups to exist
- Other Call types can now be generated for new and existing sites
- Bug Fix Default notifications are not created for new installations
- Other Call types that already exist in the database are now highlighted in red on the call types selection tree [ver 5.00.08]

### **DBUpgrade**

- Other Added additional default settings for new sites

### **Task Detail**

- New Added workflow progress image to main screen

## 8.00.13

### **New Calls**

- Other Screen sizing changes to allow all owner details to be visible without scrolling

### **Self Service**

- Bug Fix Treeview displays ITIL types for non-pro systems

### **Task Detail**

- Other Added help link
- Other Show Workflow link is now hidden for tasks that do not have any associated workflows

### **Workflow**

- Other Stage and Action description tooltips are now also visible on the stage history and task detail stage diagrams and links

## 8.00.14

### **ASD Setup Wizard**

- Other Call type subjects are not always generated for some ITIL types

### **New Calls**

- Bug Fix New assets grid does not get the Description field populated after an asset search
- Other Minor adjustments to sizing of asset fields
- Other Asset dropdown now follows the same rules regarding components as the asset search screen (for null values)
- Other Asset dropdown now displays asset number as well description

### **Surveys**

- Bug Fix Survey wizard has sizing issues in some browsers

### **Workflow**

- New Added ability to export and import workflow definitions

## 8.00.15

### **Knowledgebase**

- Bug Fix Knowledgebase treeview displays incorrectly in some browsers
- Bug Fix Knowledgebase treeview fonts do not always display correctly
- Bug Fix Help link does not show correct page

### **New Calls**

- Other Some data may not be saved correctly if the form is submitted while rpc actions are busy. Finish button is now disabled during these times.

### **Self Service**

- Bug Fix New call wizard buttons do not display correctly on some systems

## 8.00.16

### **Assets**

- New Added additional fields for Tax depreciation
- New Category and sub category fields are now lookup fields (config in DTA)
- New Added ability to duplicate asset records
- Bug Fix Disposal flag is not set correctly for new asset records

### **Scheduled Tasks**

- Other Description field capacity has been increased

### **Workflow**

- Bug Fix Status is not set correctly when importing some workflow definitions

## 8.00.17

### **Assets**

- New Asset duplication can now utilize the auto-number feature
- Other New asset quantity field now defaults to 1
- Other Serial numbers can now be captured when duplicating asset records
- Bug Fix Asset serial number does not display on Assets grid

### **Entitlement**

- Bug Fix New entitlement configuration records are not saved

## 8.01.00

### **Approvals**

- Other Task approvals: Multiple approvers entered on one line separated by ';' now generate individual approval records
- Other Stage approvals: If approval info exists due to scripting, that now overrides approvals defined on the stage (previously a combination of both was generated)
- New Added new roles to allow for [Task Workflow Override], [Task Workflow Re-route], [Task Approval Override]
- New Added new email variables for completing approvals directly from email ([\_\_APPROVEYESREF\_\_] and [\_\_APPROVENOREF\_\_])
- Other Task Detail: Approvals are now grouped by task/stage and have additional info relating to status, override etc.
- New Added user-defined approvals for workflow approvals
- New Added new approval variable [\_\_LINEMANAGER\_\_] for automatic assignment to a user's manager
- New Added the ability to change approvers
- Bug Fix Security is not correctly implemented for manual approval requests
- New Approval results are now determined by a minimum required percentage and approvers can have weightings according to importance
- New Users can now change their approval vote (while the approval process is pending)

### **Attachments**

- Other File name field size increased to 250 characters (with warning message when exceeded)

### **Custom Fields**

- Bug Fix Numeric fields do not save the value 0
- Bug Fix Entering decimals into numeric custom fields causes db errors, this is now disallowed

### **DBUpgrade**

- Other Changes re: Task Project and Site fields can now be aliased with custom names

### **Notifications**

- New Added new email variable [\_\_TASKOWNERTITLE\_\_]
- Other Added a new default template [ApprovalCustomForm] that is used when approval is requested from a custom form as opposed to regular approvals

### **Other**

- New Task Project and Site fields can now be aliased with custom names
- New IP address of the client logging the call is now automatically stored on the call
- Bug Fix Link to sign off calls from the task detail screen opens the wrong wizard

### **Security**

- Other Call type visibility now hides all call types when a non-authenticated user attempts access

### **Self Service**

- New Added a new navigation interface for a simple list of categories
- Bug Fix Some menu pages allow users to log calls anonymously as they are not prompted for login
- New Added a new setting to specify the default call type classification to use for self service calls

## **Surveys**

- Bug Fix Email subject does not display correct survey name
- New Added ability to send survey results to the assignee and responsible users and optionally to owner

## **Task Detail**

- New Added ability to resend approval requests from the grid on the approvals tab

## **Task Lists**

- New Added task workflow information fields to grid
- New Added DMY and MY formatting for Last Action Date field
- Bug Fix Expected Duration field is always empty on the grid
- New Added field to indicate whether task approval is outstanding (in addition to the row icons showing this)

## **Workflow**

- Bug Fix Workflow is not triggered by scheduled tasks

## **8.01.01**

### **Approvals**

- Other Approval result is now stored on the task/stage record
- Other Enhanced approval override process to accept an override result and to have better selection of the new stage

### **Integration**

- Bug Fix Asset data is not saved correctly for new tasks

### **Scheduled Tasks**

- New Added asset to scheduled task definition

### **Task Lists**

- Bug Fix Grid may crash with null values in certain fields
- Other Removed timeout to facilitate views that require exceptionally long loading time

## **8.01.02**

### **Data Archiving**

- Other Additional address data is now persisted on the archive records

### **Self Service**

- New Added log on behalf-of functionality

### **Workflow**

- Other Custom form and subtask information is now included as part of the clone action
- Bug Fix Cloning workflow does not replicate stage info correctly
- Bug Fix Using the same custom form in more than one stage causes unexpected results on the workflow diagram



## 8.01.03

### **Approvals**

- Other Approvals flagged as not required due to an approval decision being reached before all votes are complete, can now have a vote submitted (will not affect outcome)

### **Assignment**

- Bug Fix Security groups are no longer used when finding a default group for a user when accepting a task

### **Custom Forms**

- New Custom forms used to create calls can now also be used in stages or approvals on the same call

### **Journals**

- Other Journals for pending calls are now allowed via email/integration

### **New Calls**

- New Added external reference number field
- Bug Fix Using an email custom field causes db error for new calls when it is the only custom field

### **Notifications**

- Other Added new variable [\_\_APPROVALDETAIL\_\_] to display a table of approvers and their votes relating to the approval

### **Remote Logging**

- Other Added new setting to control whether outgoing notifications are sent to cc email addresses for emailed calls/actions

### **Self Service**

- Other Simple list now displays a heading and has other cosmetic changes

### **Workflow**

- Other Added the ability to generate subtasks that are generated when a stage is completed (subtask is not to the stage)

## 8.01.04

### **Custom Forms**

- Other Attachments from custom forms can be flagged as [update existing] in which case there will be only one pdf attachment that is updated on every iteration

### **Task Lists**

- Other Search screen has selection field to choose which fields must be searched (for performance)

## 8.01.05

### **Escalations**

- Bug Fix Duplicate escalation records get logged for each escalation run after the first notification was sent

### **Integration**

- Other Added [EXTERNALREF] to default xml template
- New External Ref field can be updated by integration actions and by Regular Expression expression pattern matching on inbound emails

## 8.01.06

### **Custom Forms**

- New Approvals completed in Active Servicedesk can now automatically update the custom form pdf attachment

### **Database**

- Other Added control to manually specify db transaction isolation level

### **DBUpgrade**

- Other Added default sample email RegEx value for External Ref for new sites

### **Self Service**

- Other On the simple task list screen, clicking a disabled category or sub-category row opens a blank screen

### **Task Lists**

- Bug Fix Grid may crash when displaying certain special characters

### **Workflow**

- Other Cloning workflows now defaults the description field to be the same as the workflow being cloned

## 8.01.07

### **Custom Forms**

- Other Custom forms can now be completed by internet users and correctly identify those users
- Other Where possible the logged on windows username is stored for the action being completed

### **Notifications**

- Bug Fix Some stage notifications are not sent when resending from the task detail screen

## 8.01.08

### **Task Lists**

- Bug Fix All My Calls, All My Unresolved, My Pending Calls calls give grid errors when using [Show My Owned Tasks]

### **Workflow**

- Bug Fix Subtask Enabled flag is not cloned for stage actions
- Other Changing the workflow when a different workflow is activated now stops the current stage
- Bug Fix Action status and approval user are not cloned for stage actions/approvals

## 8.01.09

### **Integration**

- Other Added the ability to specify blocked emails where no action will be taken should an email come in from those addresses

## 8.01.10

### **ASDTaskService**

- Other Added new windows service to improve email import and integration response

### **Escalations**

- Bug Fix New calls without SLA's can trigger escalation notifications

## 8.01.11

### **Attachments**

- Other Increased description field size

### **Integration**

- Bug Fix Journals against closed calls are rejected when done by email

### **Task Lists**

- Bug Fix [Accept] context menu does not appear correctly for the admin user

## 8.01.12

### **Approvals**

- Bug Fix Completing approvals directly from email does not work for task approvals (non-stage approvals)

### **ASDTaskService**

- Other Service will now no longer start and will log windows event errors when the service does not have the required rights

### **Self Service**

- Other Wizard Finish button is now disabled when RPCs run to prevent submitting an incomplete form

## 8.01.13

### **Assignment**

- Bug Fix [Show off duty users] checkbox does not work when re-assigning calls

### **Attachments**

- Bug Fix Email attachments with extremely long file names are now limited to prevent file system errors when saving during importing

### **Custom Forms Utility**

- Other Enhanced error message returned from ASD api

### **Other**

- Other Auto-Lookup control lookup time is not set correctly from user preferences

### **Task Detail**

- Other Send task copy now displays a name as well as email address during lookup

### **Workflow**

- Other Added new Custom Form setting for forms that are actionless (no custom action is completed on the form, it is merely linked to the stage to get approval updates from ASD)

## 8.01.14

### **Assignment**

- New Added dropdown for the user to select an assignment group at the time of accepting a call

## 8.01.15

### **Workflow**

- New Added scripting for workflow stage assignment (uses call type default definitions)

## 8.01.16

### **Remote Logging**

- Bug Fix Asset address fields are not checked against the call type defaults script for new calls

## 8.01.17

### **Other**

- Other Added new setting on task source [Display] to allow sources that can be set from api calls etc. but not used when manually capturing calls

### **Task Detail**

- Other [Request Stage Approvals] link is now not displayed when user does not have rights for this action
- Other [Request Approvals] now appear under a separate Approval heading
- Bug Fix Links for optional template sub-tasks do not display when using system generated default task types

## 8.01.18

### **ASD Setup Wizard**

- Other Default call types get created with incorrect setting for Required/NotRequired

### **Task Type Defaults**

- Bug Fix Task type dropdown on wizard does not populate correctly when using non-scripted task types defaults

## 8.01.19

### **Approvals**

- Other Added setting to add call attachments to approval request emails

### **Custom Forms Utility**

- Other Stage return value can now be set new call and stage forms (for new call forms re-used in stages)

### **Task Detail**

- Other Links for optional sub-tasks are no longer displayed for users who don't have the necessary rights

### **Workflow**

- Other Enhanced the message returned when attempting to delete a stage that is used in a stage action

## 8.01.20

### **Data Archiving**

- Other Enhanced return message for archive wizard
- Other Enhanced performance of archiving process

### **DBUpgrade**

- Bug Fix Upgrade process exists unexpectedly on some systems during [Persisting Archive 1]

### **Other**

- Other Enhanced performance for task actions performed against very old tasks

## 8.01.21

### **Custom Forms**

- New Custom forms used for logging new calls can now be re-used in stages for the same call
- Bug Fix URL is not saved the custom forms wizard for new or integrated custom forms

### **Workflow**

- Bug Fix Workflow export/import does not process approvals where the user is Administrator
- Bug Fix Approvals information is not correctly displayed or imported

## 8.01.30

### **Login**

- New Added special login screen to facilitate simple personnel login and user creation

## 8.01.31

### **Custom Forms Utility**

- Bug Fix Additional variables have been made available to cater for approvals that have been overridden

### **DBUpgrade**

- Bug Fix [Source] visibility is not set for new installations

### **Guests**

- Bug Fix Error converting guests to personnel

### **Notifications**

- Other Added email variables for log user details

### **Other**

- Other Added timestamp field to HISTORY table to store the date that a history entry was created

### **Security**

- Other Disabled groups are no longer visible in the list of available groups on the groups wizard Task Assignment tab

### **Self Service**

- Other Self service menu wizard does not correctly filter call types and categories according to classification when defining the menus

### **Users**

- Bug Fix User records without email addresses enforce email address entry when those records are edited

### **Workflow**

- Bug Fix Stage number is not always set correctly when updating a custom form PDF from an ASD approval

## 8.01.40

### **Approvals**

- Other User email aliases are now also checked when attempting to identify users performing workflow approvals

### **DBUpgrade**

- Other Added additional fields to qASD\_SummaryCube

### **SLA**

- Bug Fix SLAs using Day or End of Day parameters may produce unexpected results

## 8.01.41

### **Other**

- Bug Fix Domains wizard page fails to open

## 8.01.43

### **ASDTaskService**

- Other Corrected erroneous event log messages when starting/stopping the service
- Bug Fix Escalations using SLA/Real minutes to escalation threshold rules may not trigger correctly

### **New Calls**

- Other Added owner cell number field to screen

## 8.01.44

### **ASDTaskProcessorNET**

- Bug Fix Does not prompt for run as administrator (which is required)

### **ASDTaskService**

- Bug Fix Debug mode is not initiated when using the debug parameter
- Other Added additional debug info in event log

### **Browser**

- Other Added support for Edge

## 8.01.45

### **Users**

- New Added ability to edit users on the groups wizard, also folders and users and assignment can now be specified when adding new records.

## 8.02.02

### **Notifications**

- New Email subject lines can be customized using the template config.xml file <emailsubject> tag

### **Priorities**

- New Impact/Urgency mandatory setting can now be controlled per ITIL-type

### **Users**

- New Added ability to create helpdesk users from personnel data

### **Workflow**

- New Call owner can now be the target of Assignment and Approval
- Bug Fix [Has Custom Action] setting is not cloned when cloning workflows
- Bug Fix Workflow export/import shows a subtask even when this is not enabled in the workflow

## 8.03.00

### **ASDTaskService**

- Bug Fix Email import may fail on some versions of Exchange Server

### **Custom Forms**

- Other Custom forms can now update some ASD fields and read some data from the ASD database for display

### **DBUpgrade**

- Other Added CallOwnerEmail to view qASDSummaryCube

### **Editing Calls**

- Bug Fix Changing task ChangeType, ChangeCategory, BusinessImpact, Urgency fields does not log history correctly
- New Added history logging for attachments
- Bug Fix Task history may not be logged correctly for task address fields
- Bug Fix Owner name does not display for when the owner is a Guest
- Bug Fix Task history is not logged correctly for changes in owner when the owner is a guest

### **Integration**

- New Integration can now update call data using the EDIT action type
- New Added ITIL problem and change request fields to integration

### **ITIL**

- New Added additional fields for Change Request call types (Motivation, Proposed Date, Scheduled Date)

### **Other**

- Bug Fix Task history may not be correctly related to it's workflow stage after performing certain actions

### **Security**

- Other Internet users logging in with an AD username (where there is an equivalent regular user record) are now granted access as an internet user if the regular user record is disabled
- Bug Fix Disabled flag is not checked for personnel logging in with an AD username

### **Setup Package**

- Other CustomForms folder is now installed with the files required by custom forms

### **Workflow**

- Bug Fix Dropdown shows duplicate stage values when overriding workflow



## 8.03.01

### **Follow-Ups**

- Bug Fix Erroneous messages may get logged by the task processor for follow ups where the reminder has already been sent.

### **Other**

- Bug Fix Resolve and close actions may be prevented on calls failing the close check when auto-close is enabled but the call type is not enabled for auto-close
- Other Parent calls with unresolved sub tasks can now be resolved (when auto-close is enabled) as long as all sub tasks are closed or resolved (when resolved they must allow auto-close)
- New The max number of call type approvals, subjects, and resolutions is now user-defined in app setup

### **Workflow**

- New Workflow now routes according to the approval result as well as the last known custom action result (if applicable) even if the approval is not done on a custom form

## 8.03.02

### **Remote Logging**

- New Added new setting to prevent logging duplicate calls for the same External Reference
- New Added new setting to prevent logging new calls for emails that are sent using reply or reply-all

## 8.03.03

### **Assets**

- Other Added new asset fields for depreciation opening adjustment values

### **DTA Integration**

- Other Minimum required DTA version is now 5.01.04

### **Other**

- Other Added additional license information on About screen
- Bug Fix Task deletion may fail when task has approval overrides

## 8.03.04

### **New Calls**

- Bug Fix [Add Owner] button is not enabled when the user has the required rights

### **Other**

- Bug Fix Setup screen redirects to incorrect page when there are validation errors on the page
- Bug Fix Saving an application name as an empty string causes user logins to fail

### **Security**

- Bug Fix Group list is now sorted alphabetically by name by default
- Bug Fix Groups wizard incorrectly shows the user, folder, assignment, status tabs when cloning groups

### **Statuses**

- New Statuses available to users performing status changes can be controlled per user or user-group

## 8.03.05

### **Security**

- Other Added additional fields to the groups grid
- Other Disabled groups are no longer visible on the user wizard

### **Workflow**

- Other Added label on workflow import wizard to indicate when the stage is assigned to the task owner
- Bug Fix Assign to owner is not correctly displayed on workflow swimlane diagram

## 8.03.06

### **ASDTaskService**

- Bug Fix History entry durations may be incorrect

### **Knowledgebase**

- Bug Fix Corrected label on article wizard for [Selected Categories]

### **Remote Logging**

- Bug Fix Application setting for new call source [auth type] does not get display properly once saved
- Bug Fix Application setting for new call source [port] does not get saved

### **Workflow**

- Bug Fix Stage acceptance and completion aging may not be set correctly

## 8.03.07

### **Assets**

- Bug Fix Asset transfers may not log transfer history incorrectly

### **Other**

- Bug Fix Browser does not load the correct default page for internet users during F5 or refresh
- Bug Fix Default page for internet users may not display correctly after logon

### **Remote Logging**

- New Emails can now be read from folders other than INBOX and processed emails can be moved to another folder (if specified) or deleted

## 8.03.08

### **Other**

- New Added new call type setting for calls that are closed immediately after being logged
- New Task search screen now searches all history entries
- Bug Fix Stop-clock status does not halt aging

### **Quick Close**

- Bug Fix Grid may display duplicate records for some calls

### **Statuses**

- Bug Fix Status wizard incorrectly enforces revert hours when the revert is user-defined

### **Task Lists**

- Bug Fix Records returned from the search screen may not be filtered correctly according the user's rights

## 8.03.09

### **New Calls**

- Other Multiple email addresses entered in the [CC Email] field on the new task wizard and now generates separate email logs
- Other [BCC Email] label on task wizard changed to [CC Email]
- Bug Fix Mandatory setting for issue addresses is not enforced when logging calls. Setting is also now controlled per address-type

### **Surveys**

- Bug Fix Surveys received by email are incorrectly processed as journals when auto-journal is turned on

### **Task Lists**

- New Added Response, Resolve and Close dates to main calls grid
- New Added custom text, number, date fields 6-10 to main calls grid

### **Workflow**

- Bug Fix If no workflow defaults script is available then the stage may be incorrectly auto-assigned

## 8.03.10

### **Custom Forms Utility**

- Other Text field size in db for CF table is now 255
- Other Added warning for form field names longer than 30 chrs

### **Notifications**

- Bug Fix Emails entered in the CC field for follow ups do not get sent

### **Security**

- Other Disabled users are no longer displayed in the list of available user on the Groups wizard

### **Setup Package**

- Other Task Processor link is not available in start menu

## 8.03.11

### Security

- Other Search All Calls role no longer controls access to the search screen (all logged on users now have access) but instead controls whether all calls are returned by the search or only relevant calls to the user

## 8.03.12

### ASDTaskService

- Other Improved aging to better handle actions taking place in the browser while aging is running

## 8.03.13

### Assignment

- Bug Fix Manual task assignment during workflow stages does not limit available groups as required

### Task Lists

- Other [My Group Calls] now includes resolved calls

## 8.04.01

### Custom Forms Utility

- Other Edit action is now done before Custom action or Approval to enable custom fields etc. to be available at the time the action is performed

### Notifications

- Bug Fix config.xml settings do not get applied when custom templates are in a scripted sub-folder eg. templates/Custom/ACME

### Other

- Other Stage text is now also appended to history log text for [Close], [Resolve], [Status Change] actions that are initiated by the stage completion

### Reports

- Bug Fix Some web reports may return duplicate lines per call

### Task Detail

- Other Sizing fixes for browser compatibility
- Other Added workflow name field

### Task Types

- Other Standard resolution and closure fields renamed to Root Cause on-screen
- Other Added settings to control whether Resolution and Close Root Cause fields are enabled per call-type (both are mandatory on all call types by default)

### Workflow

- Other Custom fields and root cause fields can be specified when completing a stage

## 8.04.02

### Other

- New Added setting to prevent actions eg. re-open or journals on closed calls after a certain period (Application Setup, Call Editing)

### Task Detail

- Bug Fix Some age field text may not display Day portion correctly

## 8.04.03

### **Task Lists**

- Bug Fix Search screen does handle searching History entries correctly (defaults to project fields)

## 8.04.04

### **Other**

- Other Root cause is now prepended to the history record for resolve and close

### **Security**

- Bug Fix [Task Ungroup Action Wizard] and [Task Group Action Wizard] functions do not get enforced correctly. They need to be in a [Use] type role.

## 8.04.05

### **Integration**

- Other Journal history text now includes the email subject or the source if available
- Other External reference detection by Regular Expression now reads email subject and body

## 8.04.06

### **Approvals**

- Bug Fix Call type approvals do not correctly handle non-email values (variables)
- Other Number of approvers for workflow is controlled by system setting

### **Task Lists**

- New Added field to indicate the current approval status for task or stage

## 8.04.07

### **Data Archiving**

- Bug Fix DB error when deleting aging

### **Other**

- Other Added sample script for workflow stage approvals
- Bug Fix Some admin lists do not sort correctly when header is clicked

### **Reports**

- New Added new custom web reports viewer

## 8.04.08

### **Notifications**

- New Added ability to embed images in html templates in a way that email clients will display the images inline

## 8.04.09

### **Custom Forms Utility**

- Bug Fix Forms which edit call fields may return a message that one or more field updates failed even though the update was successful

### **DBUpgrade**

- Other Added new reporting table [OVERVIEW]

### **New Calls**

- Other User button-text is now correctly centered on the new task wizard

### **Reports**

- New Added additional web reports

## 8.05.01

### **ASD Setup Wizard**

- Other Added detection for new .NET framework dependency

## 8.05.02

### **Task Detail**

- New Added new display for task history, with colour coded actions and statuses and user thumbnail photos

## 8.05.03

### **Approvals**

- Bug Fix Approval decision is not applied automatically when the threshold is reached by Reject

### **New Calls**

- Other Removed section borders on new call wizard
- Other Misc styling fixes
- Other Added space between subject and description boxes in new call wizard

### **Other**

- Other Changes to Roles and Call Type screen GUI
- Other Main navigation no longer gives navigation icons in the centre of the screen

### **Styling**

- Other Added new settings to control visual styles of login box and page borders, also standardised naming of style settings
- Other Added space between user id and password field on logon screen
- Other Updated styling of non-interactive grids
- Other Style variable changes and additions
- Other Removed unused styles
- Other Added additional style variables

## 8.05.04

### **Other**

- Other New logon screen styling
- Other Added user photo to top frame login information bar and added photo setting to the user preferences screen
- Other Added coloured fonts to Actions and Status grid to indicate which colours are defined

### **Task Lists**

- Other Updated all row indicator icons

## 8.05.05

### **Login**

- Other Some pages do not display the login banner when the browser is refreshed when the user is logged off

### **Other**

- Other Header alignment fixed on Self-Service Menu

### **Styling**

- Other Miscellaneous styling changes and additions

### **Task Detail**

- Other Updated SLA progress bars
- Other Added field-specific styling

### **Task Lists**

- Other Added header banner to grid to be consistent with all other app pages

## 8.05.09

### **Other**

- Other Updated open call summary dashboard GUI

### **Priorities**

- Other Added colour definitions which are used on task detail

### **Reports**

- Other Added additional web reports

## 8.06.00

### **Task Types**

- Other Added setting some default values when capturing a new call type

## 8.06.01

### **Audit Log**

- New Added audit logging for Group changes
- New Added audit logging for all user logon/off events
- New Added audit logging for Priority changes
- New Added audit logging for User changes

### **Setup Package**

- Other php\_curl extension is now enabled by default for new sites

### **Task Detail**

- Bug Fix Workflow action links do not show tooltips when no action description is defined

## 8.06.02

### **Attachments**

- Bug Fix Attachments cannot be added from the task detail screen

### **DBUpgrade**

- Other Added status internal id to summary view
- Other Added update for SLA mean times that are set to zero
- Other Added AssignmentAccepted to summary view
- Other Added new view [qASD\_DashboardTotals]

### **Statuses**

- Other Added ability to set status sort order

## 8.06.03

### **DBUpgrade**

- Other Added RealAgeSeconds to summary view
- Other Added AgingInterval, AgingIntervalOrder to dashboard totals view
- Other Added SlaRepairText and SlaRepairTextOrder to dashboard totals view

### **Follow-Ups**

- Bug Fix Change history logs erroneous reminder minutes

### **Priorities**

- Other Business impact and urgency are now looked-up along with priority when logging new calls or editing existing calls

### **Task Types**

- Other Name and priority fields now display as mandatory fields and values are enforced during capture
- Other Priority is looked up from the priority matrix when capturing or editing call types (Pro only)



## 8.06.04

### **ASDTaskProcessorNET**

- Other Message about no journal mail server configued is no longer logged

### **Audit Log**

- New Added audit logging for Roles
- New Added audit logging for system settings
- New Added audit logging for Functions

### **Kanban View**

- New Added kanban view for calls and workflow

### **Notifications**

- Other The \_\_REOPENHREF\_\_ notification variable now returns a plain url only, the enclosing anchor tag is expected to be present in the email template
- New Added variables [\_\_RESPONSEDATE\_\_] and [\_\_REPAIRDATE\_\_]
- New Added variable [\_\_LASTACTIONDATE\_\_]
- Other Added new variable [\_\_FEEDBACKQALL\_\_] and [\_\_SURVEYRESULTSALL\_\_] to return single text block of all survey questions/results
- New Added ability to specify custom email templates for emails sent from the task processor, and use embedded images in those templates

### **Other**

- Other Added additional columns to call search grid
- Other Default upload file size limit increased to 5M for new sites

### **Reports**

- Other Reports now open in a new tab as opposed to a new browser window

### **Security**

- New Added ability to edit Roles directly on Groups and Users

### **Task Detail**

- Other Screen is now sizable

### **Workflow**

- New Added ability to limit of call actions, defined per-stage

## 8.06.05

### **Custom Forms**

- New Custom forms can now use single signon AD username to log a new call

### **Escalations**

- Bug Fix Workflow stage escalations notifications are not sent

### **Notifications**

- New Added additional variables for escalation templates
- Other All defaults templates updated with new styling
- New Added workflow stage notification options for the Log user

### **Security**

- New Groups and Users wizards now have an option to select and disable all

### **Task Lists**

- New Added new user preference to show/hide responsible group calls in the task lists. Default is Off.

### **Workflow**

- Other User-defined stages (workflow re-route) can now target existing stages as well as end of flow
- Other Added setting to control whether users from groups other than the unassigned group are able to accept the call

## 8.06.07

### **Other**

- Other Workflow and approval related context menu options may display for calls where these actions are not valid

### **Workflow**

- Other When re-opening a workflowed call, the default stage will be set to the last active stage

## 8.06.08

### **Kanban View**

- Bug Fix [Request Approvals] context menu link gives errors

### **Task Lists**

- Bug Fix Grids may give errors after upgrade
- Other Internet users are now able to search all calls if assigned the role [Search All Calls]

## 8.06.09

### **Other**

- Bug Fix Call info is truncated on the assignment acceptance screen

### **Task Detail**

- Bug Fix The [Change Information] link does not display as expected when stage action limiting is used

### **Task Type Defaults**

- Bug Fix Disabled users are still assigned to calls when the defaults are configured as such

### **Users**

- Other User preferences now display the user photo filename during edit

## 8.06.10

### **Notifications**

- Other Added new setting to control which url to use in email notifications

### **Task Type Defaults**

- Other Add grid filter options for call category and sub category

## 8.06.11

### **ASDTaskService**

- Bug Fix Stage escalation error relating to db column [ISA\_RESPONDBY] [v7.00.10]
- Bug Fix Stage escalation error relating to db column [IAG\_RESPONSE\_SECONDS] [v7.00.10]
- Bug Fix Escalation error (updating html) relating to db column [ISA\_RESPOND\_BY] [v7.00.10]

## 8.06.12

### **Notifications**

- Bug Fix Hyperlinks in emails may be incorrect for certain notification settings

## 8.06.13

### **Custom Forms Utility**

- New Added ability to populate dynamic dropdown lists [v4.01.00]

### **Editing Calls**

- Other Sub-task call type can now be edited (as long as there are no child sub-tasks)

### **Notifications**

- Bug Fix Escalation variable [\_\_TASKFLOWSTAGENAME\_\_] does not get populated correctly

## 8.07.00

### **Approvals**

- Bug Fix Change approver wizard does not display current approver name
- New Workflow approvals can now be completed by internet users
- New User-defined approvers can now be selected from a custom form

### **Data Archiving**

- Bug Fix Approval weighting does not display on the archive task detail screen

### **Personnel**

- Other Added friendly messages when deleting personnel records that are in use

### **Scripting**

- New Approval scripts can now operate against custom form data

## 8.07.01

### **Approvals**

- Bug Fix USERDEFINED approvals passed in from a custom form do not work when approvals are created using approval groups
- Other Changed history message to be more explicit when approvals are not required

### **ASDTaskService**

- Bug Fix Error detail may be missing for some integration xml processing problems
- Other Changed processing order for xml integration

### **Custom Forms**

- Other Call type can now be specified from a custom form field
- New Custom forms can now set assignment for stages

### **Custom Forms Utility**

- Other Change approval status variable value formatting from single letter to textual description

### **Knowledgebase**

- New Added ability to attach documents
- Bug Fix Articles with no category may not display in the list when navigating by category

### **Notifications**

- Bug Fix Emails from the task processor may contain variable place-holders that have not been properly replaced

### **Personnel**

- Other Added friendly messages when deleting personnel records that are in use in Assets

### **Workflow**

- New Added setting to leave stage assignment unchanged if required
- Bug Fix Cloning workflows does not copy the [Limit Actions] settings

## 8.07.02

### **New Calls**

- Bug Fix Problem Solution field does not get saved

### **Scheduled Reports**

- New Added scheduled report distribution

## 8.07.04

### **ASDTaskService**

- New Added new service type for processing Scheduled Reports only

### **Scheduled Reports**

- New Added ability to schedule reports for Personnel as well as Users

## 8.07.05

### **Custom Forms Utility**

- Bug Fix Change Type field does not populate correctly on custom form [v4.03.07]
- Other Added new variable for ASDChangeCategory

### **DBUpgrade**

- Other Integration mapping is now updated automatically during DB upgrade

### **Licensing**

- Other Licensing checks enhanced for Remote Users so custom forms are better catered for

### **Other**

- New Added the ability to view ASD Task Processor log files from the web gui

### **Self Service**

- Bug Fix SLA lookup is not done correctly

### **Task Detail**

- Other Workflow stage history now displays [End Of Flow] when the task has no active stage

### **Workflow**

- Bug Fix Workflow override does not cater for [End Of Flow]
- Other Calls logged by custom forms can now set an Ext result on the first stage so automatic routing can take place on new calls

## 8.07.06

### **Task Groups**

- Other Group Name is now defaulted when creating new groups
- Other Added separate buttons for creating task or problem groups

## 8.08.00

### **Knowledgebase**

- Other Articles created during call resolution are now enabled by default and the option to create new articles is dependant on security
- Bug Fix Articles wizard added unwanted spaces in Description and solution text
- Other Articles can now link to call types as well as user-defined categories
- New Categories can now be edited form the Knowledgebase View

### **Known Error DB**

- New Added new Known Error logging for Problem management

### **New Calls**

- Other Analysis tab download controls are not styled corectly

### **Reports**

- Other Updated all reports to fix report export page sizing issues

### **Scheduled Reports**

- New Added named parameters for populating drodown lists with known values

### **Task Groups**

- Other Search screen is optimised to filter out calls that are not relevant to the current search being performed
- New The call reference number is now automatically returned to the group wizard screen when the call is added from the search screen

## 8.08.01

### **Data Archiving**

- Other Added on-screen count of the number of calls that will be archived

### **Knowledgebase**

- Other Removed category fields from search grid and added article type field

### **Other**

- Bug Fix Pasting screenshot attachments causes paste control to size erratically
- New Improved use of knowledgebase when closing and resolving calls

### **Scheduled Reports**

- Other Added additional named parameter variables to handle lookup values

### **Task Analysis**

- New Added new analysis screen to view existing similar calls and to assist with problem analysis

### **Task Groups**

- Other Closed Incidents and Activities can now be added as group children

## 8.08.02

### **Scheduled Reports**

- Other Added new option for schedule to use default parameters

### **Task Detail**

- Other Added additional information to KB Article tab and re-named the tab to Knowledgebase

### **Task Groups**

- Other Task actions can now be performed on grouped tasks and all normal processes eg. escalations now include grouped tasks

## 8.08.03

### **Editing Calls**

- New Classification for Problems can no longer be changed

### **Kanban View**

- New Added Classification info to kanban cards

### **Scheduled Reports**

- Other Value fields are now disabled when selecting [Use Default] on the configuration wizard

### **Task Detail**

- New Added access to Analysis screen
- Other Moved button for searching the knowledge base button to the knowledge base tab

### **Task Groups**

- Other Journals Entries added to a group main task are propagated to all group children if required
- New Status Changes on a group main task are propagated to all group children if required

## 8.08.04

### **New Calls**

- New New Analysis screen shows automatically next to the new call screen, with user-preferences to control this behaviour

### **Task Groups**

- New Resolving a group main task propagates the resolution to all group children if required
- New When closing a main task it is now optional to close all group children
- New When canceling a main task it is now optional to close all group children
- New Assigning Responsibility on a group main task propagates the change to all group children if required
- New Task Assignment on a group main task propagates the change to all group children if required
- New Task Accept/Reject on a group main task propagates the change to all group children if required

## 8.08.05

### **Task Groups**

- Other Problem tasks cannot be closed until all group incidents have been closed

## 8.08.06

### **Assets**

- New Added list of calls related to the asset on the asset screen

### **Other**

- Other Attachments can now be added to closed calls (considering the system setting used to control actions on closed calls)

### **Statuses**

- New Added status visibility control by calltype, classification, workflow

### **Task Detail**

- Other Group main task is now displayed in the quick close task list
- Other Tabs that contain no data no longer displayed

## 8.08.07

### **Knowledgebase**

- Other Added ability to edit articles from the view screen

### **Task Analysis**

- New Added ability to perform article and problem linking from task detail

### **Task Groups**

- New Added ability to select more than once task when adding group children

## 8.08.08

### **Scheduled Reports**

- New Added Run Now option for testing

## 8.08.09

### **API**

- New Added JSON interface

### **Other**

- New Added ability to log a dependent task directly from task detail
- Other Dependent tasks now prevent the parent task from being resolved (previously controlled the close action)

### **Scheduled Reports**

- Bug Fix Monthly schedule does not save the setting for December

### **Scheduled Tasks**

- Bug Fix Monthly schedule does not save the setting for December

### **Users**

- Bug Fix Wizard does not open correctly when editing the Admin user

### **Workflow**

- Bug Fix Assignment does not properly consider stage and action assignment rules when completing a stage from the wizard



## 8.08.10

### **Custom Forms Utility**

- Other Pdf styling fixes

### **Scheduled Reports**

- Other Added better error handling for Run Now

## 8.08.11

### **DBUpgrade**

- Other Changes relating to auto-show stage custom forms

### **Reports**

- Other Updated and added reports

### **Workflow**

- New Actions can now be completed without showing the wizard screen
- New Stage custom form can be shown automatically after completing a previous stage

## 8.08.12

### **Custom Forms Utility**

- Other Added update for [Site] field from custom forms

### **Kanban View**

- Bug Fix Some status may not appear in kanban view

### **Other**

- Other Miscellaneous performance enhancements

### **Scheduled Reports**

- Other Added additional error information

### **Task Lists**

- Bug Fix Resetting filters and sort options on the popup search screen may affect the main grid

## 8.08.13

### **Reports**

- New Added setting to control whether reports are automatically or manually refreshed

## 8.08.14

### **Workflow**

- Bug Fix The option to automatically complete a stage after closing a subtask does not consider the ext result when choosing the default action
- New Added ability to disable stages and stage actions

## 8.08.15

### **API**

- Other Changes and additions

### **Custom Forms Utility**

- Other Added display fields: Priority, Log Date, Respond Date, Resolve Date [v4.04.04]
- Other Added Problem fields: Impact, Analysis, Solution

### **Escalations**

- New Added ability to escalate to call approvers
- Other Escalations can now target only calls, only workflows or both

### **Integration**

- Other New calls logged by integration can now utilize keyword logging for call type classification

### **Licensing**

- Bug Fix License may become invalid in a clustered sql environment when failover occurs

### **Remote Logging**

- Other Call owner lookup does not properly check for disabled records

### **Task Lists**

- New Added new grids for [My Team Open Calls] [All My Team Calls]

### **Workflow**

- Other Workflow imports from older systems now handles disabled items better
- Bug Fix Error when closing a subtask in a workflow and the stage is set to complete automatically after subtask closure
- New Stages now have an option to automatically close immediately after stage start

## 8.08.16

### **Custom Forms Utility**

- Other Fields read from ASD are not populated on the custom form when the form exists in a stage only (call is not logged by the form)

### **Workflow**

- Other A journal is now logged on the parent task when a subtask (which must complete the current stage) is closed and the stage completion fails
- Other Added stage option to always show custom form link (even after the form has been submitted)
- Bug Fix Cloning a workflow causes the disabled flag to be set incorrectly
- Bug Fix The default stage action is not correctly selected when auto-closing stages

## 8.08.17

### **Custom Forms Utility**

- Other ASD date fields read from the database are now formatted correctly
- Other User message on thank you page does not show for some errors

### **Kanban View**

- Bug Fix Workflow actions context menu only shows in the Workflow view and not in Calls view

### **Workflow**

- Other Custom form PDF attachment can now be updated after any stage completion

## 8.08.18

### **Custom Forms Utility**

- Other Miscellaneous changes and bug fixes [v4.05.00]

### **Workflow**

- Other Custom form re-submission is now allowed

## 8.08.19

### **Integration**

- Bug Fix XML content in the body of emails is not detected correctly on some systems

### **Notifications**

- New Added new notification for task grouping
- Other Added new email variables for task grouping info

### **Scheduled Reports**

- New Added a custom date filter in addition to the existing named date filters

### **Task Analysis**

- Bug Fix The link button does not work correctly after the screen has refreshed due to eg. new call screen call type change

### **Task Groups**

- Other History is now logged when a task is made the problem task of a group

### **Workflow**

- Bug Fix Cloning workflows does not properly disable the clone when set to do so

## 8.08.20

### **Custom Forms**

- Other ASDFormMode does not get set correctly when pdf is done from stage completion or approvals

### **Custom Forms Utility**

- Other Changed behaviour when loading saved xml files
- Bug Fix Dates read from database are not populated into the custom form correctly
- Other Added Responsible user fields that can update to ASD
- Other PDF for responsive custom forms may vary depending on device resolution

### **Integration**

- Other Improved error handling for new calls

### **Notifications**

- Bug Fix Notifications are not sent when grouping tasks from the task detail screen

## 8.08.21

### **Approvals**

- Bug Fix Line manager approval may not get set correctly

### **DBUpgrade**

- Other Additional fields added to summary views to identify the type of log user and owner along with their lrm values
- Other DTA integrated systems now require minimum DTA version 6.00.13

### **Kanban View**

- Bug Fix SLA Repair percent may not display correctly
- Other Added ability for internet users to use the Kanban view

### **Other**

- Other Updated public holidays file

### **Pending Tasks**

- Bug Fix Editing a pending task may start the related workflow prematurely

### **Problem Management**

- Other System text is no longer populated on the known error record solution

### **Remote Logging**

- Bug Fix Call type defaults does not consider the Site and Location fields for new calls

## 8.08.22

### **Approvals**

- Other Email signature may cause approvals to fail when done by email, added formatted text for reason entry

### **Integration**

- Bug Fix Integration errors when performing some actions by email (String or binary data would be truncated)

## 8.08.23

### **Custom Fields**

- Bug Fix Custom fields do not show as expected on the wizard for journal entries and status changes

### **Integration**

- Other Added Revert options for the Status Change action
- Other Added [act on behalf of] for Resolve and Close actions
- Other Added ability to create knowledgebase articles and to send article to owner for Resolve action
- Other Added SLA Breach reason for Resolve and Close actions

### **Knowledgebase**

- Bug Fix Option to send the KB article to owner does not work for some task actions when the article is created during the action

## 8.08.24

### **Approvals**

- Bug Fix Notification email is not sent for internet users when the approver is changed via the wizard
- Other Personnel list is now filtered to only show enabled records
- Other The change approver action now sends the notification for approvals that have status [not sent]

### **Editing Calls**

- Other Changing call info no longer changes the assignment when defaults are looked up and the group remains the same and the current assigned user is set but the new user is [Anyone]

### **Integration**

- Other Added ability to complete workflow stages

### **Notifications**

- Bug Fix Stage Complete notifications are not sent

### **Surveys**

- Bug Fix Emailed surveys do not save the Comments field
- Bug Fix Comments field for surveys completed by email may not be saved

### **Task Detail**

- Other Added survey comments field to Survey tab

### **Workflow**

- Other Open status is now allowed as a stage action status change
- Bug Fix Custom fields and status change revert options and root cause fields may not show as expected for stage actions

## 8.08.25

### **ASDTaskService**

- Other Forwarded emails are no longer rejected when Ignore Reply-To Emails is set
- Bug Fix Error email fails to be sent to the original sender when there is more than one mailbox configured
- Other Added additional error logging when an error email fails to be sent to the original sender

## 8.08.26

### API

- Bug Fix Some actions may fail when certain special characters are present in the data

### Integration

- New Added the ability to do Internal Journals

### Reports

- Bug Fix Reports fail in https hosted websites (ssl)

### Scheduled Reports

- Other Setting filters on the scheduled reports wizard may fail when a windows authenticated website is used

### Statuses

- Other [Opened] status is now [In Progress] (for new installations only)

### Surveys

- Other Survey ratings can now be defined per-question and can have user-defined images

### Task Lists

- Bug Fix My Approvals may not display correctly for internet users, and the list does not include task approvals (only shows stage approvals)
- Bug Fix Closed/Canceled workflow calls do not have the correct context menus when the workflow is set to prevent certain task actions

### Workflow

- Bug Fix Wizard to select Group and User for manually assigned stages makes the relevant dropdowns disabled
- Bug Fix Wizard description field does not obey the system setting which controls whether to auto-populate this field or not

## 8.08.27

### ASDTaskService

- Other Changed to handle surveys with variable/textual ratings done via email

### Integration

- Other Security checks changed to give more a descriptive message on failure
- Other Users that exist as Users and Internet Users may be rejected by security settings if the User record is disabled

### Other

- Other Public holidays file updated

## 8.08.28

### **Integration**

- Other Outbound xml templates can now handle explicit templates for each action

### **Personnel**

- Bug Fix Email field is limited to 40 characters (should be 50)

### **Security**

- Bug Fix Roles assignment wizard shows disabled users and groups

### **Surveys**

- New Added signature and ID number validation
- New Surveys now have a setting to allow re-submission

## 8.08.29

### **Integration**

- New Added external notification for Task Re-Open action
- New Added external notification for Task Assignment action
- New Added handling of ExternalRef for the Accept action
- New Added external notification for Assignment Accept action

### **Other**

- Other History message when resolving tasks displays the auto-close date without any context or heading

## 8.08.30

### **ASDTaskService**

- New Added additional logging for when site processing completes and removed other unnecessary logging

### **Custom Fields**

- New Made Custom Fields available to the assignment wizard

### **Integration**

- Other Added API transport type

### **Scheduled Tasks**

- Bug Fix Corrected several styling issues and button behaviour on the Owner and Asset tabs
- New Added History tab for viewing previous run history

## 8.08.31

### **Surveys**

- Other Survey display fixes/changes

## 8.08.32

### **Data Archiving**

- New Added additional data archiving filters

### **Other**

- Bug Fix Context menu on the Kanban and Grid view does not display the [Accept] action

### **Scheduled Reports**

- Other Enhanced error message when curl is not available

### **Surveys**

- Bug Fix Survey completion may be prevented when no survey validation is enabled
- Other Enhanced error message when incorrect user is completing a survey

### **Task Detail**

- Other The approval screen is now shown automatically when an approval is required by the current user

### **Workflow**

- Other Workflow stage actions can now only be completed by members of the assigned group

## 8.09.01

### **Attachments**

- New Added new setting to allow adding attachments to closed calls even if the Prevent Action period has lapsed

### **Other**

- New Enhanced user assignment summary screen

### **Workflow**

- New Added ability to accumulate aging across re-triggered stage instances
- New Added new stage status setting to set status when a workflow starts

## 8.09.02

### **Approvals**

- New Added ability to set an approval delegate for line manager approvals

### **Scheduled Reports**

- Bug Fix Wizard fails to save edited records on some SQL server versions

### **Task Detail**

- Bug Fix [Resolve] button for [Relevant KB Articles] does not show as expected for incidents where the article does have a solution
- Bug Fix Analysis screen does not open when the call has an owner (person)



## 8.09.03

### **Integration**

- New Added access key (per-profile) to allow access without user/pwd authentication
- New Added setting for default profile so a profile does not need to be specified during remote access

### **Self Service**

- New Added new self-service portal page that has customized styling

## 8.09.04

### **Integration**

- Bug Fix SLA is not looked up correctly for personnel when logging new calls remotely

### **Self Service**

- New Added ability to define multiple self service menus and styling options (for self service portal)
- New Added new portal mode argument to switch between Drill and Expand type portal views
- Bug Fix Self service menu wizard does not properly remove child items when deleting a parent level on the definition treeview
- New Added new wizard to bulk-add call types to the self service menu

## 8.09.05

### **DBUpgrade**

- Other Added new fields question fields to summary view

### **Other**

- Other Miscellaneous user assignment summary screen enhancements

### **Task Detail**

- Bug Fix Analysis window does not re-show once closed

## 8.09.06

### **DBUpgrade**

- Other Miscellaneous performance enhancements

### **Self Service**

- Other Added Favicon setting for the portal
- New Added custom tooltip styling

### **Workflow**

- Bug Fix Workflow diagram does not display correctly with some assignment options selected
- New Added the ability to assign a stage to a previous stage assignee
- Bug Fix Some stage settings are not copied when cloning a workflow

## 8.09.07

### ITIL

- New Added Testing Plan field for change management

### Self Service

- Other Enhanced filtering of call types in use when doing bulk-add and removed filtering when adding individual call types in the call type menu wizard
- Other Miscellaneous performance enhancements

### Task Types

- New Added user and client visibility per-classification, per-call type

## 8.09.08

### Self Service

- New Added option to display child items as list (Drill-view only)
- New Added settings for title per-folder
- New Added ability to hide children and/or search box at each folder level for the portal menu
- New Added new item type for linking to custom urls

## 8.09.09

### Notifications

- New Added notification option for parent task when closing dependent children

### Self Service

- New Added ability to clone self service menus

### Workflow

- New Added the ability to log a new call by custom form from a stage (used predominantly for Change Requests within Problem workflows)

## 8.09.10

### Self Service

- Other Folder and item name length increased to 250 characters

### Workflow

- New Added setting to disallow self-approval (owner cannot approve any of their own calls)

## 8.09.11

### Approvals

- Other Internet users with empty names or email addresses are now excluded from all lists when selecting an approver

### Attachments

- Bug Fix Erroneous history message relating to attachment pdf update may be logged by workflow

## 8.09.12

### **Self Service**

- Bug Fix Errors when saving portal style or editing self service menu when there is no pre-existing call type menu defined

## 8.09.13

### **Attachments**

- Other ITIL attachment file links now display the file name on the task detail screen

### **Custom Forms Utility**

- Bug Fix Some ITIL attachments added from custom forms are saved as regular attachments (not ITIL)

### **New Calls**

- Other Analysis tab renamed according to the current ITIL type

### **Other**

- Bug Fix Assignment summary screen enhancements does not display data for all groups
- Other Change requests testing plan and rollout plan field order swapped on task detail on call logging screen

### **Task Detail**

- Other Analysis tab moved to the top of the screen and is named more appropriately depending on the ITIL classification
- Other Archived tasks do not display ITIL fields
- Bug Fix Archived subtasks do not display correctly

### **Workflow**

- Bug Fix Workflow approvals may be removed if the call type is changed

## 8.09.14

### **Reports**

- New Added auto-refresh setting for dashboard reports

## 8.10.00

### **Approvals**

- New Added additional task information to approval screen
- New Approval summary is now logged on history row once approval is complete (now logged against a new action Approval Complete)

### **Custom Fields**

- Other Text field size increased to 250 characters

### **Other**

- Other Enhanced auto-assign message on history log to show user and group
- New Added setting to control which call type classifications can be re-opened
- New Added setting to control whether multiple Resove actions are allowed
- New Added rank field for call sorting on grids etc.

### **Self Service**

- New Added multiple attachment functionality to built-in portal screen
- New Added log on behalf of functionality to the portal cal logging screen
- New Added portal option to default the subject line when logging call by portal or custom forms
- New Added additional portal styling options

### **Task Detail**

- Other The Re-Open button shows even when the user does not have this role

### **Workflow**

- Other Added stage action information to history log for all automatically completed stages

## 8.10.01

### **DTA Integration**

- Other Added dependency on DTA v6.00.16

### **Other**

- New Internet users real name is now logged against history entries

### **Users**

- New Added popup screen to prompt for checkin when the current user is checked out

### **Workflow**

- Bug Fix Wizard to override workflow approval may show duplicate target stage entries

## 8.10.03

### **Self Service**

- Other Built in portal screen does not scroll on small screens

### **Users**

- New Added option for automatic check-in for user availability

## 8.10.04

### **Approvals**

- Other Workflow stage info is now displayed on the approval popup screen
- Other The request approvals screen now hides the internet users dropdown when this is not relevant
- Other History entries are now logged when approvals are requested

### **Assignment**

- Bug Fix Assignment acceptance screen group dropdown may be blank when owners are assigned to calls

### **Self Service**

- New Added the ability to paste screenshots as attachments into the portal new call screen
- Other Added label customization for Owner and Change Owner fields for the portal built in new call screen
- Other The built-in portal new call screen description field now obeys the application setting when defaulting to be the same as the subject
- Other The built-in portal new call screen now highlights all text in the subject field when that field is selected
- Other Enhanced error message for file upload exceptions on the built-in portal new call screen

### **Users**

- Bug Fix User availability grid gives DB error when sorting

## 8.10.05

### **Approvals**

- Bug Fix Task approvals give error approval not found

### **Integration**

- Other Log user for new calls is now resolved by AD username as well as username and email address

### **Other**

- Other Attachment history is logged before the task created history entry

### **Self Service**

- New Calls can now be logged on the Portal by users without email addresses
- Bug Fix Simple call logging does not look up owners correctly when the currently logged in user has no email address
- Other Portal new call screen now obeys the system setting for enforcing an owner

### **Task Types**

- Bug Fix Some users may appear twice in the assigned and responsible user dropdowns on the call type wizard

### **Workflow**

- Other Stage assignment to owner now handles users without an email address

## 8.10.06

### **Approvals**

- Other Processing of emailed approvals is now more flexible regarding the email format

### **Custom Forms**

- Other Customform URL now caters for users without email addresses

### **Other**

- Other User records generated from personnel or guests now preserve the password from the original record
- Bug Fix Converting Guest to Personnel may fail due to data constraints
- Other Several Api actions are now able to handle users that have no email address (utilizes AD username)

### **Task Detail**

- Bug Fix Log user name may not display correctly for regular users that are in the internet users group

### **Task Lists**

- Bug Fix [Show My Owned Tasks] does not filter correctly for users with no email address
- Bug Fix [Show My Logged Tasks] does not filter correctly for calls logged by internet users

## 8.10.07

### **Custom Fields**

- Bug Fix Custom field label may not show the correct value

### **Integration**

- Other History is no longer automatically logged for custom external notifications, the custom function must log as necessary

### **Workflow**

- Other Assign to owner now only uses the default group when the user record must be created from an internet user, otherwise it uses the first group of which the user is a member

## 8.10.08

### **Custom Forms**

- Other Invalid user error may be raised when a user updates a call using a custom form during a workflow stage

### **Integration**

- Other Edit task action now correctly resolves the action name from an email address or ad username as well as username (previously considered only username)
- Other Journal text for remote system or user is no longer prefixed as this is no longer necessary
- Bug Fix Error message for invalid user performing and edit action has the wrong description

## 8.10.09

### **Approvals**

- Other My Approvals grid now excludes closed calls

### **DBUpgrade**

- Other Added new YMD formatted columns for most date fields in reporter views

### **Editing Calls**

- Bug Fix Edit screen does not show the close tab as expected when required to do so

### **SLA**

- Other History text now reflects the chosen date for manual SLAs

## 8.10.10

### **API**

- Bug Fix Internet users accessing the api may receive Invalid User error message

### **Approvals**

- Bug Fix Approval override error may occur when done by email by a user that exists in the users and personnel tables

### **Dashboard**

- Bug Fix [Approaching SLA] dashboard item does not display the correct value

### **Licensing**

- Other Added better handling for multiple sites using a shared database

### **Reports**

- Bug Fix [Approaching SLA] report displays errors when clicked through from the dashboard

## 8.10.11

### **Custom Forms**

- Other Custom actions are now prohibited when being performed on closed call or calls no longer in the relevant workflow stage

### **Notifications**

- Bug Fix Some email notifications may fail when using SSL/TLS
- Other Added new email variables [\_\_TASKCLOSURETEXT\_\_] and [\_\_TASKRESOLUTIONTEXT\_\_]

### **Remote Logging**

- Other Enhanced reply message relating to rejected emails dues to incorrect headers

### **Reports**

- Bug Fix Drill through report (by assignee) for Calls Approaching SLA displays an empty list

### **Workflow**

- Other Enhanced history text when a call is closed or resolved due to stage completion

## 8.10.12

### **Assignment**

- Other Enhanced history log when users accept tasks

### **Guests**

- Bug Fix Guests may not be converted to Personnel correctly

## 8.10.13

### **Data Archiving**

- Bug Fix Attachments file links do not work from the archive task detail screen

### **Notifications**

- Other The custom message is not included in the email sent for task copy from the task detail screen

### **Personnel**

- Bug Fix Updates from the personnel wizard may fail

### **Remote Logging**

- Other Added email tags for new calls to exclude the specified email body content

## 8.10.14

### **Application Setup**

- Other Increased several on-screen field sizes

### **Integration**

- Other Unnecessary history may be logged for erroneous failed external notification action when re-assigning from the user availability screen, or resolving or re-opening calls

### **Problem Management**

- Bug Fix Problems are auto-closed on resolve when this should be prohibited

### **Remote Logging**

- Other Check and return error message for invalid call type/classification combinations enhanced

### **Security**

- Other Roles screen add/edit/delete/grant buttons now enable and disable more intuitively
- Other Added new role to control making calls pending

### **Sign-Off**

- New Legacy user sign-off mechanism replaced with new screen and configuration options

### **Task Detail**

- Other Sizing adjusted to prevent unnecessary scrollbars from showing in some browsers

### **Workflow**

- Bug Fix Workflow may continue when a previous stage closes the call



## 8.10.15

### **Integration**

- Other Added sign-off functionality

### **Mobile**

- Other Added API version control
- Other Added sign-off functionality

### **Remote Logging**

- Other Added description field for regular expressions

### **Sign-Off**

- Other Context menu may not display as expected on task lists and kanban views

## 8.10.16

### **Task Detail**

- Other Sign-off action button may not display as expected

### **Task Lists**

- Other Approval Override menu option may show on context menu when it should not

## 8.10.17

### **Assignment**

- Bug Fix Assigned group defaults may not be set correctly when group name contains a colon character

### **DBUpgrade**

- Bug Fix DB errors can occur when a long period of business holidays is captured
- Other Increased field size for issue IP Address to handle ipv6 addresses

### **Follow-Ups**

- Other Follow ups may generated unwanted log entries when reminders are unsend for closed calls

### **Help**

- Other Updated help files

### **Journals**

- Bug Fix Internal journal notification may be sent to owner

### **New Calls**

- Bug Fix Screenshot pasting results in a large image being shown on-screen

### **Self Service**

- Bug Fix Portal call logging form may not submit with some configurations

### **Task Detail**

- Bug Fix Refresh button label is misspelled

### **Workflow**

- Bug Fix Bug fixed when validating custom action ID