



Fixes for CrossTec ResQDesk

What's New in ResQDesk 3.10.0005 April 28, 2011.

- CrossTec ResQDesk now includes support for Multiple POP3 mailboxes to be monitored for Incoming mail.
- Incoming emails sent to specific Email Addresses from Unknown Contacts can also be automatically created and assigned a default Company Name and Department.
- An additional field for to the To Address has been added to the incoming email rules "Where to Look for data" option allowing you to apply rules based on which email address the mail item being processed was sent too.

Fixes in CrossTec ResQDesk 3.10.0005 April 28, 2011

- The change advisory board had approved resolved issue whereby it was possible to edit Fields on a Change request before this if no member of the change advisory board was set to be Mandatory.
- Resolved problem whereby Problems and Change Requests would only display the Total Time Open. These now also display the Working Time Open details on Problems and Change Requests.
- Fixed issue found where the Active Directory Sync Service could fail to be triggered at the next interval.
- Fixed issue where the Item Summary did not match the number of Items displayed on the List View.
- Fixed issue whereby an error could be found when attempting to edit Additional Information entries on Change Requests.
- Resolved issue where it was found emails sent to the CrossTec ResQDesk from a Lotus Notes Mail Server could not be Automatically processed by the Incoming email rules.
- Resolved problem found where the Total Working Time value on Incidents would not stop when the Incident was configured to use a Non-Working Time Status.
- Resolved issue whereby Workflow rules configured to use a condition that checks when the Change Advisory Board denies a Change Request would not be applied.
- Resolved error found when attempting to save a new Search, which uses a Search Type of Change Request and includes the Change Request field in the Field list.
- Resolved issue found with not being able save the entry for sending a Notification to a Specific Email Address field when using a browser other than Internet Explorer.
- Resolved issue whereby an End User could not access their own change requests they have created when using the default permissions within CrossTec ResQDesk.
- Fixed issue where Administrators and CrossTec ResQDesk Operators with the permission to Publish Solution could not see unpublished Solutions that were attached to Incidents/Problems or Change Requests.
- Resolved problem with the "Open Items in New Window/Tab" option not saving when applied in the preferences at a Department level.
- Fixed issue found with Email Notifications not being sent when configured to use more than two email addresses in the Specific Email Address Field.
- Resolved issue with French language variant of CrossTec ResQDesk showing English mouse over text from the Home Tab.
- Resolved issue where an error would appear after saving a new Search without adding any Criteria or other data first.



Fixes in CrossTec ResQDesk 3.01.0009 September 17, 2010

- Resolved issue found whereby you could not change the Search Criteria for a Custom Data Field after the Search had been saved and if the Customer Field was added to the Field List View.
- Resolved error found after selecting to add a User as the Assignee of a Sub Category when the same user already exists as the Inherited Assignee from the Parent Category.
- Fixed issue found when creating a Search that used the Lower than or Higher than Criteria options against the Priority field causing the incorrect results to be shown in the search.
- Fixed issue found with not being able to delete a Custom Data Section if the Section name contains an apostrophe.
- Fixed error found on the ResQDesk when using a filter on a Custom field in the Ticket list Display.

What's New in ResQDesk 3.0 August 26, 2010

Naming and Terminology

- To align more clearly with ITIL terminology, Tickets or Trouble Tickets are renamed Incidents.
- There is now a clear distinction between Incidents, Problems and Change Requests.

Change Management

- Change Requests can now be created and managed by ResQDesk. Existing Incidents or Problems can be linked to a Change Request.
- Change Requests can use existing Categories and Statuses or you can define ones that specifically apply.
- Change Request Categories can have a Change Advisory Board (CAB) defined and rules can be associated to the CAB to define when a Change Request has been authorized.
- Unauthorized Change Requests cannot be updated by users other than those on the CAB.
- Change Requests are listed in a separate but similar list to Incidents, you are able to search and define custom searches for them.

Problem Management

- Problems can be created and managed by ResQDesk. Existing Incidents or Change Requests can be linked to a Problem.
- Problems can use existing Categories and Statuses, or you can define ones that specifically apply to them.
- Unlike Incidents and Change Requests, Problems do not have an associated contact.
- Problems are listed in a separate but similar list to Incidents, you are able to search and define custom searches for them.

Work Flow

Status Change Rules

- When defining a Status you can specify which item types, Incident, Problem or Change Request, that status applies to. You can also assign other Status types that are applicable to that category.

Workflow Rules

- Workflow rules can be defined for Incidents, Problems and Change Requests. Each rule can have a number of conditions and actions.
- The conditions included can be of any value and can change to any other value when an item is either updated, created or when it has been in a state for a particular length of working time.
- Multiple actions can be defined for a rule and they can be one of the following:
- Change the value on Incidents, Problems or Change Requests.
- Create a Incident Problem or Change Request with specific values.
- Reassign the item.
- Increase the Priority of the item.

Stop the Clock

- As an accurate gauge of how much physical time was spent dealing with an Incident, Problem or Change, when defining Statuses you can indicate if items with that status should accumulate working time.

Security Categories

- When creating Categories, it is now possible to pre-define which of your service desk operators are specialized to deal with that type of Incident, Problem or Change.

Users

- It is now possible to assign service desk operators to specific Companies and Departments in the user hierarchy.

Permission Templates

- Permission templates can be created and then used to apply permissions to users.

Due date

- You can now define which users can see the due date of an item.

Linking Items

- Problems, Incidents and Change Requests can be linked. When accessing a master item you can select to update all of the linked items.

Custom Data for Companies, Departments and Users

- Custom Data fields can be associated to an Incident, Problem or Change Request and a Company, Department or User.

User Interface

Toolbar

- The Menu has been replaced by an enhanced ribbon style toolbar to give easier access to items.

Recently accessed items

- The most recently accessed items are displayed on the right of the page allowing quick and easy access to frequently used pages.

Dialogs

- Pop-up windows have been replaced by dialogs which provide a much faster load time.



What's fixed in ResQDesk 3.0 August 26, 2010.

Reports

Enhanced Management Reporting

- An additional 52 reports have been added, providing a total of 82 standard reports.

Dashboard

- The Dashboard can now display pie graphs and bar graphs or a table of data.

Auditing

- The Audit Trail has been updated to show all changes to standard or custom defined fields and shows the old and new values.

Lists

Incident, Problem and Change Request lists

- You can now predefine the sort order of the Problem, Incident and Change Request lists. A secondary sort level can also be applied, for example; ordered by Priority then Status within that Priority.
- Separate fields and refresh times can be defined for Incident, Problem and Change Request lists.

Other lists

- All lists in CrossTec ResQDesk can now be sorted by clicking on the list header including lists of emails, status codes etc.

Adding Additional Information

Email Attachments

- When adding an Email you have the option to attach any files that have been associated to the Incident, Problem or Change Request.

Default type of Additional Information

- CrossTec ResQDesk remembers what you do most often, if you mostly send emails then the 'Additional Information' will default to email.

Mail Center

Notification of waiting mail

- The toolbar now shows the number of emails waiting in the mail center..

Sorting

- A list of Emails can now be sorted by clicking on the list header.

Attachments

- When viewing an email in the mail center you can view and download the attachments to the email.

Embedded images

- When viewing emails in the mail center they will correctly display any embedded images.
- If you then add the email to an item the embedded images will be attached in the associated files, the embedded images will then be displayed in the email when viewed from the item.

Custom Data fields

- Dropdown lists can have a blank value defined as their default and then set as mandatory; this enables you to define a dropdown list without a default, which must be completed.

Notifications

- Notifications have now become part of the workflow. This enables you to define a notification to be sent when specific values have been changed or created.



What's New in ResQDesk 2.80

CrossTec ResQDesk 2.80 Released on 11 February 2009

- **Provide Options in ResQDesk for Password Policy to enable SOX Compliance**

To conform to SOX compliancy requirements the following options can be configured in ResQDesk 2.80

Password Policy

Password can be set to expire after a specified number of days

A minimum password length can be specified

Enforce Complex passwords

Enforce password History (remembers a specified number of previous passwords and prevents re-use)

Account Lockout Policy

Specify the number of failed logon attempts before the Account is locked out

Specify how long before the Lockout counter is reset

Specify how long the Account is locked out

Security Audit Log

Select to log either or both failed and successful login attempts

- **Mobile Support for ResQDesk**

CrossTec ResQDesk provides built-in support for mobile devices ensuring that operators working remotely can still receive and update tickets.

CrossTec ResQDesk will automatically detect when it is accessed from a mobile device and display a set of simplified pages that can be used from most common mobile devices. If your mobile device is not automatically detected please refer to the following article on our online knowledge base for more information:

<http://www.crosstecsoftware.com/knowledgebase/php/kbprovider.php?gettd=555&lang=EN&xsl=http%3A//www.crosstecsoftware.com/knowledgebase/TechDoc.xsl&productset=crosstec>

Mobile Support for ResQDesk

ResQDesk 2.80 provides support for Mobile Devices so that Operators can work remotely.

ResQDesk detects automatically when it is accessed from a mobile device and displays a set of simplified pages that can be used from most common mobile devices.

Operators can review prioritized list of Tickets including new tickets as they are assigned. They can also perform many of the standard operator tasks on the system including creating new tickets, updating tickets and closing completed tickets.

Note: If a mobile device is not automatically refer to

<http://www.crosstecsoftware.com/knowledgebase/php/kbprovider.php?gettd=555&lang=EN&xsl=http%3A//www.crosstecsoftware.com/knowledgebase/TechDoc.xsl&productset=crosstec>



Fixes in ResQDesk 2.80

CrossTec ResQDesk 2.80 Released on 11 February 2009

- **Paging in ResQDesk displays the bottom ticket on the page again at the top of the next page.**
Custom appearance paging option, fixed problem where last ticket on page was also being repeated on the subsequent page.
- **Column sort fails on first click**
Fixed problem changing column sort order in trouble ticket lists
- **???? marks appearing in the calendar when using Spanish ResQDesk**
Fixed a problem where question marks will appear instead of the appropriate translated text in the Calendar view when using the Spanish ResQDesk
- **ResQDesk Unable to search for contact name that contains accent (')**
It is now possible to successfully search for Contacts that include a (') in their name
- **ResQDesk Error Message when using the CC option in the emails fields "When adding a note to a Ticket"**
Fixed problem when selecting to send an email from a ResQDesk Ticket that includes a recipient in the CC field
- **Problems with automatic email logging**
Fixed a problem where the Automatic email logging could fail for emails received to the Mail Center that includes an additional line under the Signature.
- **ResQDesk Integration is not showing Hardware and Software Inventory added to a ticket when the Ticket is reopened**
Fixed problem where the Hardware and Software Inventory saved to a Contact on a Ticket is lost when the Ticket is later reopened
- **Problem Moving Departments with Accentuated Characters**
Fixed a problem connected with moving departments that contain accented characters in their department names where move fails to complete successfully.
- **Pop service crashing**
Fixes problem that has potential to crash the pop service
- **Subscript out of range: '[number: 1]' /ResQDesk/MailCenter/Forward.asp, line 335**
Fixed "Page cannot be found" error when selecting to forward an email from the mail Centre and including recipients in both the To and CC fields

- **ResQDesk/Scripts/UserLib.asp, line 998**

Fixes "/ResQDesk/Scripts/UserLib.asp, line 998 error" connected with audit events being recorded longer than 100 Characters

- **Search for Tickets does not show all tickets when the Read Ticket permission is assigned**

Users with Read ticket access can now display the complete results for "All tickets". Previously results would have been incorrectly restricted to tickets where they were the contact.

- **Type mismatch: 'cint' /ResQDesk/problem.asp, line 2211**

Updated Due date to handle additional formats for date entry. Previously for example the following would not have been valid ... 3/11/2008 , 11/1/2008 and would have resulted in the following error "Type mismatch: 'cint' /ResQDesk/problem.asp, line 2211"

- **ResQDesk error appears when trying to edit user details in a new trouble Ticket**

Fixed a problem where a ResQDesk error will appear when attempting to edit the contact details on new trouble ticket when the user that you are trying to edit has an NT username

- **Problems adding a list of users that have access to a custom search**

Fixed a problem selecting users to allow access to a Search. Select previously completed successfully when selecting user in Hierarchy but not when searching to find user.

- **Responding to emails from the Mail Centre issue**

Fixed "Page cannot be found" when selecting to Forward an email from the mail Centre and including recipients in both to To and CC fields

- **ResQDesk: User Default Language**

Now possible to pre-select Language for Login page by creating a shortcut for the ResQDesk Logon page by including the language suffix in the URL.

Fixes in ResQDesk 2.70.12 April 24th 2008

- Removed spurious character from Close Trouble Ticket without Solution warning message.
- Fixed problem where "Make ResQDesk my home page" displayed as ????????
- Fixed problem with Dates in email notifications
- Support for Active Directory Domains with more than 5501 Users
- Now able to double-click on the name to add to ticket when selecting a user
- Fixed problem with email address separators
- Fixed problem with e-mail extraction rules
- Can now create a Database with a Database Name which contains spaces
- Able to search for tickets based on custom ticket types that include symbols
- Fixed problem setting Escalation Rules
- Fixed format issue with date dependant reports
- Fixed text formatting issue with Tickets created via Email
- Fixed problem which stops AD Sync Service working in Helpdesk
- Fixed Background Image sizing issue



Fixes in ResQDesk 2.70.10 March 3rd 2007

- Fixed a problem with the Active Directory synchronization causing duplicate entries in the Helpdesk Database.
- Fixed problems associated with using a case sensitive SQL Database.
- Fix for case sensitive Incoming Email Rules.
- Fixed problems displaying the helpdesk on a https:// site.
- Fixed a problem with reports not displaying when the Database Name was not the default of ResQDesk
- Improved the robustness and performance of Incoming Email Rules.

Fixes in ResQDesk 2.70.6 February 4th 2007

- Fix an error when accessing Trouble Ticket Types within Custom Data Options

Fixes in ResQDesk 2.70.5 February 1st 2007

- Tool tips incorrectly displayed when hovering over a contact in the ticket list.
- Fixed and issues with specific emails addresses not working in email notifications
- Fixed a problem where Users in sub departments were not displayed in the user search
- Fixed a problem with attaching a file to a ticket when the filename was longer than 50 chars
- Fixed the sorting of Ticket Types when creating a new Ticket
- Fixed a crash when trying to add files to a Ticket when the logged on user does not have permissions to add files.
- Fixed a problem when adding an email to a ticket and choosing not to send the email.
- Fixed a problem when creating a department with an apostrophe in the name
- Fixed a potential security issue where the username and password for the user specified for the active Directory Sync could be retrieved.
- Fixed an error when trying to sort a saved search.
- Fixed an error showing the incorrect Total Time in the Ticket list.
- Improved the performance of the user list and ticket type list.
- Fixed a problem with the Active Directory Sync service stopping
- Fixed the Active Directory Sync service so that it will import users with email addresses and full names over 50 chars
- Fixed the Active Directory Sync service so that it will sync over 1000 users.

Fixes in ResQDesk 2.70.2 October 11th 2007

- Fixed time delay when accessing the Solutions list
- Fixed time delay when accessing the User list
- Fixed error when moving a User department, which contains Sub departments would cause the Sub Departments to be deleted
- Fixed End users can no longer access the Mail Center
- Fixed blank report name issue when saving a new report



Fixes in ResQDesk 2.70.1 September 21st 2007

- Fixed ability to edit the Admin Account in Non English Installations
- Fixed error when setting User Access for Custom User Data Fields
- Fixed error when saving a long Pop3 Mailbox path
- Fixed error when using EMS Database Integration with a password set
- Fixed error when determining assignee for a Ticket