



Fixes for CrossTec ResQDesk

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.xml&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.xml&productset=crosstec>



Fixes in ResQDesk 2.80

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- **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