



## GroupLink®'s *everything* HelpDesk® v10.4 Release Notes, Public Release November 20, 2014

*everything* HelpDesk® v10.4 is the latest and greatest version of *eHD*®. This minor release was engineered to deliver small bug fixes and enhancements that are aimed at solidifying the application's functionality.

At GroupLink we value our users' voice and feedback, so if you have any suggestions or product enhancement requests please create a ticket at <http://support.grouplink.net>.

### **eHD 10.4 Bug Fixes**

- Replying to a survey will no longer generate a new ticket
- Note field is limited to 32K in order to export to excel correctly
- The assignment field will now refresh when the group is changed, even when the user doesn't have the rights to change the assignment.
- Default the first priority listed when using Email2Ticket
- Asset custom fields will display correctly when exporting to PDF and/or excel
- Knowledgebase article modified date will not be updated when the article is viewed

### **eHD 10.4 Enhancements**

- CAS Integration for Single Sign On
- Email2Ticket will handle html inline images as attachments
- Attachments will be viewed when a user forwards an email using Email2Ticket feature
- Confirmation message after Knowledgebase Article emails are sent
- Separate notification emails will be sent to each recipient, instead of multiple recipients on one email
- After resetting the login password, 'Return to Login' button now appears
- Outgoing messages will be send from a queue instead of when the ticket is saved.

## GroupLink®'s *everything* HelpDesk® v10.3 Release Notes, Public Release August 28, 2014

### **eHD 10.3 Bug Fixes**

- Exporting with IE8 using Excel or pdf
- Worktime can be edited using IE8
- Report by Date with IE8
- Replaced mini-switches with checkboxes
- Priorities and Statuses marked inactive instead of deleting them
- Filters return null values when using 'not equals' criteria
- Scheduler adjustments to prevent getting stuck in a loop
- Added validation for KB article so a blank can't be created

### **eHD 10.3 Enhancements**

- Integration with UVExplorer, asset discovery
- Added New Asset Fields

- Custom fields – Dropdown re-ordering
- Custom fields can now be disabled in order to keep an old value for data integrity

## **GroupLink®'s *everything* HelpDesk® v10.2.1 Release Notes, Public Release June 26, 2014**

### **eHD 10.2.1 Bug Fixes**

- Error when creating asset type table when using mysql ut8mb4 has been fixed
- Multiple tickets no longer being created when double clicking on Submit
- Ignore inactive custom field values in ticket filters
- New Widget button only active after Dashboard name is saved
- Worktime in the scheduler now displays the same as the ticket
- 255 Character limit for body and subject for scheduled reports

### **eHD 10.2.1 Enhancements**

- Auto selection of Location when only one Location is present
- Scheduler change to only load relevant data during clean up phase
- Dashboard list now sorts alphabetically
- Category Option can now be deleted

## **GroupLink®'s *everything* HelpDesk® v10.2 Release Notes, Public Release April 22, 2014**

### **eHD 10.2 Bug Fixes**

- Custom fields on Assets will now import
- Ticket Template workflow updated
- Scheduled reports behave same as normal reports
- Notifications of new ticket now being sent on mobile
- Estimated Completion Date holding on mobile pages
- Editing a newly created ticket on mobile pages will not create a new ticket
- My Tickets link functioning correctly when viewing from email
- No error when rapidly scrolling through the ticket filter result list

### **eHD 10.2 Enhancements**

- Category and Category Option requirement now optional per group
- Group will auto fill on mobile device when only one active group is detected.
- Updated the installer to Tomcat 6.0.39 and jre 1.6
- KB Articles formatting updated
- GroupWise Collaboration updated. Compatible with GroupWise 2014

## **GroupLink®'s *everything* HelpDesk® v10.1.2 Release Notes,**

## Public Release March 11, 2014

*everything* HelpDesk® v10.1.2 is the latest and greatest version of *eHD*®. This minor release was engineered to deliver small bug fixes that are aimed at solidifying the application's functionality.

At GroupLink we value our users' voice and feedback, so if you have any suggestions or product enhancement requests please create a ticket at <http://support.grouplink.net>.

### **eHD 10.1.2 Bug Fixes**

- Error when adding User to Global permissions on Oracle and MSSQL fixed
- Asset Custom Fields now displaying correct values and updating correctly
- Assignment on Mobile device will now populate correctly
- Technician/User can now launch dashboards

### **eHD 10.1.2 Enhancements**

- Email to ticket will now handle message parts with a content-disposition of 'inline' in addition to 'attachment'
- Button changed to Submit on new ticket, Save Changes on an existing ticket
- Confirmation message after ticket is saved
- Auto fill the group when only one active group
- Survey's will not be sent when deleting a KB article
- XHR error message fixed when Out of Office is set and turning it off hyperlink
- Can add address and phone correctly to User Accounts
- 500 Error when uploading an attachment larger than one the Admin has set has been fixed

## GroupLink®'s *everything* HelpDesk® v10.1.1 Release Notes, Public Release January 16, 2014

*everything* HelpDesk® v10.1.1 is the latest and greatest version of *eHD*®. This minor release was engineered to deliver small bug fixes that are aimed at solidifying the application's functionality.

At GroupLink we value our users' voice and feedback, so if you have any suggestions or product enhancement requests please create a ticket at <http://support.grouplink.net>.

### **eHD 10.1.1 Bug Fixes**

- Asset Search now works in the following fields; Asset Number, Asset Location, Asset Name, Owner (ehd)
- 400 error fixed when attaching an Asset to a ticket
- Error message when entering a duplicate assignment
- 500 error fixed when attaching a ZEN Asset
- Categories and Category Options now showing up when doing an Asset search or filter
- When attaching an Asset to a ticket the name of the asset or the asset number can be entered

### **eHD 10.1.1 Enhancements**

- Added a check box when entering a comment to notify the CC user, just like the technician and user notifications
- Admin can set the Notify CC user when setting up the mail server so it is always or never checked
- Added specific error messages to ticket templates in order to determine why the ticket isn't launching

## **GroupLink®'s *everything* HelpDesk® v10.1 Release Notes, Public Release November 14, 2013**

*everything* HelpDesk® v10.1 is the latest and greatest version of *eHD*®. This minor release was engineered to deliver small bug fixes that are aimed at solidifying the application's functionality.

At GroupLink we value our users' voice and feedback, so if you have any suggestions or product enhancement requests please create a ticket at <http://support.grouplink.net>.

### **eHD 10.1 Bug Fixes**

- PDF view of ticket no longer has additional characters in the Ticket Audit section
- Searching on custom fields
- IE8 Ticket Template error
- Work time won't restart after entering a comment on the ticket
- No limit on the amount of Status or Priority

### **eHD 10.1 Enhancements**

- Resizing of the column widths on the My Tickets screen
- Add a Workflow Participant Role click here to view specifications [www.grouplink.com/docs/v10.1-Default-Permissions.pdf](http://www.grouplink.com/docs/v10.1-Default-Permissions.pdf)

## **GroupLink®'s *everything* HelpDesk® v10.0.5 Release Notes, Public Release September 24, 2013**

*everything* HelpDesk® v10.0.5 is the latest and greatest version of *eHD*®. This minor release was engineered to deliver small bug fixes that are aimed at solidifying the application's functionality.

At GroupLink we value our users' voice and feedback, so if you have any suggestions or product enhancement requests please create a ticket at <http://support.grouplink.net>.

### **eHD 10.0.5 Bug Fixes**

- Custom Fields will now appear on new and existing tickets
- Server error 500 on Assignments now fixed
- XHR error: Status code 200 now fixed on IE browsers

## **GroupLink®'s *everything* HelpDesk® v10.0.4 Release Notes, Public Release September 13, 2013**

*everything* HelpDesk® v10.0.4 is the latest and greatest version of *eHD*®. This minor release was engineered to deliver small bug fixes that are aimed at solidifying the application's functionality.

At GroupLink we value our users' voice and feedback, so if you have any suggestions or product enhancement requests please create a ticket at <http://support.grouplink.net>.

### **eHD 10.0.4 Enhancements**

- Updated Mobile pages and functionality
- Removed reset admin feature
- Auto selection of Location on mobile pages and desktop version

### **eHD 10.0.4 Bug Fixes**

- 200 Error when populating custom fields
- 500 Error when changing the group on a ticket and keeping the same ticket number
- 500 Error when Assignment is left blank
- Custom fields displaying selected information on mobile pages

## **GroupLink®'s *everything* HelpDesk® v10.0.3 Release Notes, Public Release June 14, 2013**

*everything* HelpDesk® v10.0.3 is the latest and greatest version of *eHD*®. This minor release was engineered to deliver small bug fixes that are aimed at solidifying the application's functionality.

At GroupLink we value our users' voice and feedback, so if you have any suggestions or product enhancement requests please create a ticket at <http://support.grouplink.net>.

### **eHD 10.0.3 Enhancements**

- Added a Date/Time Widget to the Custom Field Setup.
- New Assignments screen.
- Increased the character length of status field.
- Ticket Templates can now be launched without a Category and Category Option.

### **eHD 10.0.3 Bug Fixes**

- DN's for LDAP configuration can be added and deleted.
- Can re-import an existing user through LDAP. The user will be updated and not duplicated.
- Can create a child ticket in a different group from the parent ticket.
- History comment will only show the changes that were made upon saving.
- Responding to an email will update the ticket, not create a new one.
- HTML attachments now behave like other attachments.
- Subject line has a limit of 255 characters, once reached, system will stop from entering more data.

## **GroupLink®'s *everything* HelpDesk® v10.0.2 Release Notes, Public Release March 13, 2013**

### **eHD 10.0.2 Bug Fixes**

- Compatible with Postgresql
- 500 Server error fixed when changing a status or priority and also when clicking 'View Ticket' in the body of the notification email
- Custom Fields can now be triggered by Group, Location, Category and Category Option and will no longer blank out fields when editing a custom field
- Email notifications will be send according to the selection on the ticket
- Assignments can now be made by Group, Location, Category and Category Option
- Email to ticket is now handling smart quotes properly
- Survey's can now be taken by the end user without logging into the helpdesk
- Pressing enter when using the quick search feature in FireFox now works
- When printing a PDF of a ticket, all custom fields that are attached to that ticket will now print
- Notification boxes no longer showing before group selection

## **GroupLink®'s *everything* HelpDesk® v10.0.1 Release Notes, Public Release January 8, 2013**

### **eHD 10.0.1 Enhancements**

- Asset tab only available to those who have rights to it
- End users can no longer edit public filters
- Added a number count to the ticket filter results
- Category and Category Option are no longer required

### **eHD 10.0.1 Bug Fixes**

- Internet Explorer 8 and 9 will now function properly

- Installation Perm gen errors
- Group name is now on the User Account
- Ticket tab count will now refresh
- Tickets can now be created even when required fields are hidden from the user
- Member Role can't have tickets assigned to them
- Icons on Ticket Templates have been removed

## **GroupLink®'s *everything* HelpDesk® v10.0 Release Notes, Public Release October 31, 2012**

*everything* HelpDesk® v10.0 is the latest and greatest version of *eHD*®. This major release was engineered to deliver enhancements that are aimed at solidifying the application's functionality. This release includes enhancements for the user interface with an Access Control List (ACL) section, user Location settings, and ZENworks 11 integration.

At GroupLink we value our users' voice and feedback, so if you have any suggestions or product enhancement requests please create a ticket at <http://support.grouplink.net>.

### **eHD 10.0 Enhancements**

- A remodel of the User interface.
- Decoupling Location from the ticket hierarchical flow, making it part of the User Account.
- The addition of ZENworks 11 integration.
- Enhance the User Account page to include an ACL section, allowing for different roles (with accompanying rights and privileges) to be given to all users.

### **eHD 10.0 Bug Fixes**

- Made the "New User? – Register Here" a configuration option
- Fixed the recurrence schedule when ran on a monthly schedule
- Ticket Templates with missing tickets
- IE caching issues

## **GroupLink®'s *everything* HelpDesk® v9.3.4 Release Notes, Public Release March 23, 2012**

*everything* HelpDesk® v9.3.4 is the latest and greatest version of *eHD*®. This minor release was engineered to deliver small bug fixes that are aimed at solidifying the application's functionality. This release includes ZENworks 11 integration as well as bug fixes for the Notification Assistant, Custom Fields, and a German language translation fix.

At GroupLink we value our users' voice and feedback, so if you have any suggestions or product enhancement requests please create a ticket at <http://support.grouplink.net>.

### **eHD 9.3.4 Enhancement**

- ZENworks 11 integration.

### **eHD 9.3.4 Bug Fixes**

- Resolve issue with the notification assistant blanking out check boxes.
- Changed ticket custom field select box to handle large amounts of data.
- Added PermSize variable to help prevent Perm gen space errors.
- German language translation fix.

## **GroupLink®'s *everything* HelpDesk® v9.3.3 Release Notes, Public Release November 30, 2011**

*everything* HelpDesk® v9.3.3 is the latest and greatest version of *eHD*®. This minor release was engineered to deliver small bug fixes that are aimed at solidifying the application's functionality. This release includes bug fixes for the Ticket Search, Email to Ticket, and the Scheduler.

At GroupLink we value our users' voice and feedback, so if you have any suggestions or product enhancement requests please create a ticket at <http://support.grouplink.net>.

### **eHD 9.3.3 Enhancement**

- Software licenses will now be listed alphabetically in the Internal Asset Tracker.

### **eHD 9.3.3 Bug Fixes**

- A large number of assets in the system will no longer slow the loading of the Ticket Search page.
- The Ticket Search has been fixed to handle users with empty first or last name fields and will no longer get a null pointer exception.
- When handling email attachment files, Email to Ticket will properly decode the file name for special characters.
- The Scheduler has been fixed to recognize anonymous contact information for email purposes.
- The Scheduler will no longer send scheduled emails from Ticket Templates that have been deleted before the Scheduler was stopped.

## **GroupLink®'s *everything* HelpDesk® v9.3.2 Release Notes, Public Release September 9, 2011**

*everything* HelpDesk® v9.3.2 is the latest and greatest version of *eHD*®. This minor release was engineered to deliver small bug fixes that are aimed at solidifying the application's functionality. This

release includes bug fixes for the Knowledgebase, contact filtering, the Ticket Search and Filters, and the exporting of Tickets.

At GroupLink we value our users' voice and feedback, so if you have any suggestions or product enhancement requests please create a ticket at <http://support.grouplink.net>.

### **eHD 9.3.2 Bug Fixes**

- Administrators now have the ability to see private Knowledgebase articles after they have been created.
- When searching for a user to add as a contact for a Ticket, all users will now appear in the filter.
- The 'Assigned to' field in the Ticket Search is now working correctly when Ticket Pool is selected.
- When exporting a ticket list, either in PDF or Excel format, an error message will no longer appear.

## **GroupLink®'s everything HelpDesk® v9.3.1 Release Notes, Public Release August 15, 2011**

*everything* HelpDesk® v9.3.1 is the latest and greatest version of *eHD*®. This minor release was engineered to deliver small bug fixes that are aimed at solidifying the application's functionality. This release includes an enhancement for ZENworks integration with Active Directory. It also has bug fixes for the audit of Est. Completion Date, the quick ticket search in Internet Explorer, Ticket Filters, Asset updates, mass update, and the Ticket list.

At GroupLink we value our users' voice and feedback, so if you have any suggestions or product enhancement requests please create a ticket at <http://support.grouplink.net>.

### **eHD 9.3.1 Enhancement**

- When searching for Assets, ZENworks will now allow auto-suggest for Active Directory in addition to eDirectory.

### **eHD 9.3.1 Bug Fixes**

- Estimated Completion Date in the ticket audit trail no longer audits every time, only when changes are made.
- Using the quick ticket search in IE no longer opens a 404 error page.
- The 'Assigned to' field in the Ticket Search is now working correctly with single names for Technicians/Managers.
- The Internal Asset Tracker asset import is now working correctly to update current asset information and saving remote management information.
- An issue when using the mass update tool for updating 'Assigned to' has been resolved.
- Improvements to the tool tip have been made in the My Tickets Screen.
- The default lucene index directory location has been changed to a location guaranteed to be writeable. This change requires a re-indexing of Tickets when upgrading to version 9.3.1.

## **GroupLink®'s everything HelpDesk® v9.3 Release Notes,**

## **Public Release July 11, 2011**

*everything* HelpDesk® v9.3 is the latest and greatest version of *eHD*®. This major release was engineered to deliver enhancements that are aimed at solidifying the application's functionality. This release includes enhancements for Email to Ticket, the My Tickets screen, the Quick Ticket Search and Ticket Search page, as well as *eHD*'s internal Asset Tracker. The application is also fully supported on Android smart phones.

At GroupLink we value our users' voice and feedback, so if you have any suggestions or product enhancement requests please create a ticket at <http://support.grouplink.net>.

### **eHD 9.3 Enhancements**

- Additions to the Email to Ticket feature to include new options for handling anonymous accounts including the option to create a new *eHD* account.
- Changes to the My Tickets screen including removal of the Home icon, export of selected tickets, and the stationary marquee.
- The Quick Ticket Search now has the ability to search beyond the ticket ID number. It will work as a Google-like search for other criteria such as Location, Group, Category, Category Option, Subject, Note, History Subject, or History Note. Re-indexing must be done in order for this feature to work properly.
- Technicians who belong to more than one group will only be listed once in the Ticket Search page to make searching for a specific Technician's tickets quick and easy. Tickets can also be broken up by adding Group into your search criteria.
- *eHD*'s Internal Asset Tracker has improvements such as the ability to be used as search criteria in the Ticket Search, improved asset and vendor importing, and remote controlling assets from within a ticket. (Note: a VNC server must be installed on each machine that will be controlled.)
- Full support of the Android interface has also been added to this release.

### **eHD 9.3 Bug Fixes**

- IE9 is now fully supported without the need to run in compatibility mode.

## **GroupLink®'s *everything* HelpDesk® v9.2.1 Release Notes, Public Release 4/14/2011**

*everything* HelpDesk® v9.2.1 is the latest and greatest version of *eHD*®. This maintenance patch was engineered to deliver some small enhancements and bug fixes that are aimed at solidifying and maintaining the application's current features and functionality. This release includes bug fixes for reporting, searching for custom fields, Scheduler emails, Email to Ticket, and date formatting in dojo. It also includes an enhancement when using the Ticket Search with Internet Explorer.

At GroupLink we value our users' voice and feedback, so if you have any suggestions or product enhancement requests please create a ticket at <http://support.grouplink.net>.

### **eHD 9.2.1 Enhancements**

- When using the Ticket Search with Internet Explorer, the Custom Fields area will first appear collapsed. Custom field will only appear when the drop-down arrow is selected, using the same functionality as all other web browsers.

### **eHD 9.2.1 Bug Fixes**

- When grouping and regrouping in Reports, the second drill down will now pull up the desired information.
- Functionality when searching more than one custom field or assets is working correctly.
- Note can no longer be used as the Subject in emails sent from the Scheduler. This will prevent errors due to a multi-line Note.
- This version has fixed reported XSS vulnerabilities.
- Code has been added to detect when RemoteManagement settings in ZEN10 sybase databases are returned hex encoded.
- The Ticket Search will no longer include future estimated completion dates on the Ticket return.
- The scrolling marquee issue responsible for high CPU usage in Firefox has been fixed.
- Using Email to Ticket, CSS tags have been stripped out when processing HTML emails.
- A dojo build has been created that contains all languages eHD offers to fix a wrong date format issue.

## **GroupLink®'s everything HelpDesk® v9.2 Release Notes, Public Release 1/20/2011**

*everything* HelpDesk® v9.2 is the latest and greatest version of *eHD*®. This maintenance patch was engineered to deliver some small enhancements and bug fixes that are aimed at solidifying and maintaining the application's current features and functionality. This release includes enhancements for mail security as well as a new Show Ticket Link tag for emails sent out from the Scheduler. The release also has bug fixes for LDAP login issues with case sensitivity, monthly reporting, ZENworks lookup, and information messages.

At GroupLink we value our users' voice and feedback, so if you have any suggestions or product enhancement requests please create a ticket at <http://support.grouplink.net>.

### **eHD 9.2 Enhancements**

- A new Show Ticket Link Tag has been added as an option for emails sent out from the Scheduler.
- The system will now support different types of cryptographic protocols for both incoming and outgoing mail connections. You now have the ability to choose from no additional security options, TLS (if available), TLS, and SSL.

### **eHD 9.2 Bug Fixes**

- LDAP login issues regarding case sensitivity when logging into *eHD* have been fixed.
- The drill down functionality in graphical reports is now working when reporting by date.
- The zenSystemService in the ZENworks portion of *eHD* is now using "zenSystemSettingService" rather than "workstationService" for lookup.

- The hover bubble now displays correctly when you are hovering over the Add New Group icon on the Groups Management page in the Admin Console.

## **GroupLink®'s *everything* HelpDesk® v9.1.3 Release Notes, Public Release 10/28/2010**

*everything* HelpDesk® v9.1.3 is the latest and greatest version of *eHD*®. This maintenance patch was engineered to deliver some small enhancements and bug fixes that are aimed at solidifying and maintaining the application's current features and functionality. This release includes fixes for blank date fields, Dashboard functionality, and PDF printouts of tickets as well as enhancements for security when configuring your SMTP connection and extended worktime view in the Ticket Search.

At GroupLink we value our users' voice and feedback, so if you have any suggestions or product enhancement requests please create a ticket at <http://support.grouplink.net>.

### **eHD 9.1.3 Enhancements**

- SMTP, POP3, and IMAP will now support TLS connections if the mail server has this available.
- When running a Ticket Search that involves returning worktime results, the time will now be displayed exactly like it is in the ticket Hours/Minutes/Seconds.
- The application now allows the Admin to specify the LDAP attribute for username that will be searched on by *eHD*.
- A password confirmation field has been added to the User Account window.

### **eHD 9.1.3 Bug Fixes**

- The application will no longer throw an error if a field mapped to a date field is left blank during an import in the internal Asset Tracker.
- Addressed an issue with Dashboards not functioning when not integrated with ZEN 10.
- When a selected ticket with an asset tie is printed in PDF format, the asset name and number will both appear on the printout.
- The application will no longer throw an error when adding an asset that involves an asset type with custom fields.
- A script was added to start the bundled MySQL database (GLmysql). This script is also placed in the /etc/init.d directory.
- Dashboard Widgets with the same row and column numbers will now display in the Dashboard Detail Page.

## **GroupLink®'s *everything* HelpDesk® v9.1.2 Release Notes, Public Release 10/07/2010**

*everything* HelpDesk® v9.1.2 is the latest and greatest version of *eHD*®. This maintenance patch was engineered to deliver some small enhancements and bug fixes that are aimed at solidifying and

maintaining the application's current features and functionality. This release includes fixes for large amounts of text in Email to Ticket, icons added back into the Ticket List, the Ticket Search functioning properly, as well as other small enhancements for Ticket Templates. It also adds the ability for Managers to create Dashboards and newly oriented Ticket Lists.

At GroupLink we value our users' voice and feedback, so if you have any suggestions or product enhancement requests please create a ticket at <http://support.grouplink.net>.

### **eHD 9.1.2 Enhancements**

- Email to Ticket now prevents infinite email loops and large amounts of data in the email body.
- Along with Administrators, Managers are now able to create Dashboards.
- If a Ticket Filter cannot be deleted because it is in use, a Pop-up window will appear indicating where the Filter is being used.
- LDAP integration now works with Apple Open Directory.
- Google Chrome version 6 support.

### **eHD 9.1.2 Bug Fixes**

- Removed the Outlook/Exchange checkboxes from Collaboration and added GroupWise 7 or 8.
- Ticket Template launch now honors the required custom field Text Areas.
- {TID:##} has been added to the beginning of eHD email subject lines to resolve truncating issues that caused replies to the email to create new tickets instead of appending the old ticket.
- The / has been removed from the server name field on the Database Connection Page.
- "Not Translatable" has been taken out in Finnish.
- Second drill-down in reports is now working.
- Inactive Technicians will no longer consume a Technician License.
- The Tabs Drop-down on the My Ticket Screen will now pull the Tab's tickets when selected in the drop-down.
- Microsoft SQL Server now has the correct jdbc url.
- Custom Field checkboxes are now displaying the correct value in eHD's Internal Asset Tracker.
- Email to Ticket now checks the max upload size instead of the database max\_allowed\_packet.
- Unlaunched Ticket Template Ticket ID will display as "Pending" until the Ticket is activated. Any ticket Templates not activated within one day will be deleted.
- + signs in custom field values will now be displayed on the ticket.
- Parent Ticket Icons and Child Ticket Icons are now back on the My Ticket Screen and the Search Results Window.
- The Ticket list will no longer display duplicate results when sorting on some columns.
- Public Filters a user has created can now be edited and changed to Private Filters.
- Scheduled Reports now allows more than one email address in the To Field.
- Date and Time search boxes in the Ticket Search now function properly.
- If a Filter Name contains quotation marks (") it will now appear when editing the Ticket Filter.
- eHD can now read ZEN10 remote management port for the VNC viewer.
- When ordering by Greatest # of Tickets in a Graphical Report, the bar chart will now display the order correctly.
- Customs field information is now saved using Ticket Templates in Internet Explorer.
- An icon was added to the Ticket to refresh the ticket, instead of having to use the browser refresh, which caused a duplicate Ticket to be created in some cases.
- Deleted Tickets and aborted Ticket Templates will no longer be included in reporting.

- When including History Note and History Subject in a Ticket Filter, those boxes will no longer disappear when the Filter is applied.
- New Tickets created from a Ticket Template will be listed in bold as other newly created Tickets.
- PDF printouts of a Ticket List are now oriented horizontally rather than vertically.

## **GroupLink®'s everything HelpDesk® v9.1 Release Notes, Public Release 07/22/2010**

*everything* HelpDesk® v9.1 is the latest and greatest version of *eHD*®. This release provides some highly anticipated and extremely beneficial enhancements such as: Customization of the My Ticket Screen, Scheduled Automatic Reports, Mass Ticket Updates, reporting on Custom Fields, Boolean Operators in the Ticket Search, iPhone Specialized Interface, All Inclusive Installer, and more. These features are aimed at making organizations more efficient and productive by utilizing *eHD*. This release was also engineered to deliver some small enhancements and bug fixes aimed at solidifying the application and maintaining its current features.

At GroupLink we value our users' voice and feedback, so if you have any suggestions or product enhancement requests please create a ticket at <http://support.grouplink.net>.

### **eHD 9.1 Enhancements**

- Customization of the My Ticket Screen which allows you to make, name, and order your own unique Tabs using Ticket Filters as the engine. You can now choose which Ticket properties are displayed as column headers including custom fields. New request Tickets now appear bolded in the Ticket Tabs. Tickets that have been updated by the End User or another Technician or Manager are now uniquely flagged.
- Boolean Operators have been added to the Ticket Search.
- Mass Ticket Updates Tool allows you to update multiple Ticket's Work Time, Contacts, Assignments and more. Link same type Incident Tickets as Child Tickets to One Parent Ticket for Incident Management.
- Scheduled Automatic Reports allows you to save your custom Reports and set them on a scheduled recurrence pattern to have them automatically ran and emailed to whomever you desire.
- New iPhone Specialized Interface giving you the ability to create, modify, and update Tickets from your iPhone as well as call or email the Ticket contact directly from the Ticket.
- All Inclusive Installer that makes upgrades smooth and easy. It also comes pre-packaged with all the software components needed to run *eHD*. (MySQL, Java, and Tomcat)
- Survey notifications can now be translated into other languages besides English.
- A My Closed Tickets tab has been added to the My Ticket Screen that shows all the logged in User's Closed Tickets.
- The height of the Find User Ticket List has been increased to maximize the use of the vertical real-estate.

### **eHD 9.1 Bug Fixes**

- Asset Search will no longer throw an error when trying to view Categories and Category Options.

- Problems with custom fields on Ticket PDF printouts have been resolved. The custom fields that appear on the Ticket Edit Page are the same custom fields that will appear on the PDF printout.
- An apostrophe, and other special characters, in custom text fields will no longer scramble the display of the value.
- Custom Priorities are now included when you sort by the Priority Column.
- There is no longer a rendering error when you sort on a column header in the Ticket Search Results page when using Internet Explorer.
- The Apply button is no longer partially hidden, when choosing a Category or Category Option in the Ticket Search, using Internet Explorer 7, 8, and Firefox 3.5.
- Problem with the Start Date for Tasks with GroupWise Integration has been fixed.
- Estimated Completion Date is now localized when pulled into a History Comment.
- Worktime is now formatted appropriately when exported to a PDF.

## **GroupLink®'s everything HelpDesk® v9.0.5 Release Notes, Public Release 05/03/2010**

*everything* HelpDesk® v9.0.5 is the latest and greatest version of *eHD*®. This maintenance patch was engineered to deliver some small enhancements and bug fixes that are aimed at solidifying and maintaining the application's current features and functionality. This release includes the fix for when launching a Ticket Template, the contact information will auto-populate with the logged in user information rather than an anonymous account, fixes to the Asset Tracker Import Utility, and other small enhancements for Ticket Templates.

At GroupLink we value our users' voice and feedback, so if you have any suggestions or product enhancement requests please create a ticket at <http://support.grouplink.net>.

### **eHD 9.0.5 Enhancements**

- Changes to custom fields are now tracked in the Ticket Audit section of the Ticket.
- The calendar widgets in Ticket Templates are now localized for international accounts.
- *eHD* no longer maintains a constant GroupWise connection for GroupWise integrated accounts. A connection is made with GroupWise only when scheduling an appointment or task and is terminated when the GroupWise collaboration interface is closed.
- The import utility has been changed to no longer create Groups, Categories, Category Options, Statuses, Priorities, and *eHD* Locations if the fields in your CSV document don't match your existing asset fields exactly. This is done to alleviate import errors.
- When launching a Ticket Template, the contact information will auto-populate with the logged in user information rather than an anonymous account.
- Each Group's Ticket Templates are now listed in alphabetical order on the Ticket Template Management page.
- The My Tickets screen, Ticket List, Ticket Edit, and Ticket Filter Edit pages no longer distort before loading correctly for aesthetic purposes.

### **eHD 9.0.5 Bug Fixes**

- Saving a report with the Report by Date checkbox checked will now save in the DB, in your report and any Dashboards utilizing this report.
- Java Script errors affecting the loading of the Owned by Me tab in the My Tickets screen are now fixed.
- Importing Category Options in the internal Asset Tracker is now working.
- The Ticket Template's Recurring Scheduler is no longer skipping scheduled times.
- German and French language translation issues have been fixed.
- PDFs now have dates localized for international accounts
- The eyeglasses icon link now works after you have searched on ZENworks 10 Assets in the Ticket Search.
- The application will no longer return search results that don't match your asset type search, while searching on ZENworks 10 Assets in the Ticket Search.

## **GroupLink®'s *everything* HelpDesk® v9.0.4 Release Notes, Public Release 2/19/10**

*everything* HelpDesk® v9.0.4 is the latest and greatest version of *eHD*®. This maintenance patch was engineered to deliver some small enhancements and bug fixes that are aimed at solidifying and maintaining the application's current features and functionality. This release includes Email-2-Ticket modification, work time recorded in the audit trail, as well as the option to turn off the out of office reassignments from the My Tickets screen.

At GroupLink we value our users' voice and feedback, so if you have any suggestions or product enhancement requests please create a ticket at <http://support.grouplink.net>.

### **eHD 9.0.4 Enhancements**

- There is now an option to turn off or on the Ticket creation email notification being sent out from Email-2-Ticket.
- The application will now stamp in the audit trail when a Ticket's work time has been changed.
- The Out of Office/Reassignment of Tickets is now working and has the option to be turned off from the My Tickets screen.

### **eHD 9.0.4 Bug Fixes**

- When a Ticket has Child Tickets attached to it, and the Child Tickets are still open, the Parent Ticket can no longer be closed.
- Importing user accounts from LDAP will no longer overwrite the Administrator account in the application.
- If a Technician is deleted from the Group, they will no longer receive notifications from the Group's Notification Assistant.
- The *eHD* application will no longer produce an error when there is a note in the note section when posting a GroupWise Task or Appointment.
- There will no longer be a fatal error when adding a GroupWise task without entering a time.
- When viewing the asset list in the Asset Tracker, the rows per page will no longer reset when you switch to another page in the list.

- There is no longer a page loading error when using Firefox version 3.6.

## **GroupLink®'s *everything* HelpDesk® v9.0.3 Release Notes, Public Release 12/11/09**

*everything* HelpDesk® v9.0.3 is the latest and greatest version of *eHD*®. This maintenance patch was engineered to deliver some small enhancements and bug fixes that are aimed at solidifying and maintaining the application's current features and functionality. This release features the much anticipated enhancement to allow for the use of the embedded Sybase SQL Anywhere database, when integrating with the Novell ZENworks 10 Asset Tracker as well as the use of SSL for outgoing mail configurations, so that *eHD* can integrate with Gmail, Yahoo, etc.

At GroupLink we value our users' voice and feedback, so if you have any suggestions or product enhancement requests please create a ticket at <http://support.grouplink.net>.

### ***eHD* 9.0.3 Enhancements**

- The application now allows for the use of the embedded Sybase SQL Anywhere database, when integrating with the Novell ZENworks 10 Asset Tracker.
- The application now allows for the use of SSL on the outgoing SMTP server. This addition to the application allows *eHD* to integrate with SMTP servers for Gmail, Yahoo, and other SMTP servers that require the use of SSL.
- Contact's email addresses are now displayed and searchable in the User Management page for the system Administrator, Technicians, and Managers.
- When creating a new Ticket or reviewing an existing Ticket, the contact name lists that person's email address with the name. With this feature, it is possible to decipher and choose between two contacts with the same name.

### ***eHD* 9.0.3 Bug Fixes**

- Launching a Ticket from a Ticket Template will now send notifications to the technician and/or user, following the notification defaults setup by the admin.
- Running an Asset search on Disposal Method will no longer result with an error message.
- The Asset Type value will now display when it is searched.
- When importing user account information from LDAP, the LDAP tree will now show in the Internet Explorer web browser.
- Deleting a priority will no longer result with an error message.
- PDA access to *eHD* now works with the My Tickets screen and adding a Ticket for managers and techs. **(please see page 75 of the help files for a list of supported PDAs)**

- Sorting the results when searching for a Knowledgebase article will no longer reset the search but will sort the results according to what is chosen.
- While running a search with “Manager” as a Role in the User Account Page (Admin), the search results will now show the contacts that have that role.
- When sorting Ticket results, the chosen sort will now stay as you move from page to page or change the number of tickets shown on the page.
- Different field groups within the Asset Tracker can now have custom fields with the same name.

## **GroupLink®’s everything HelpDesk® v9.0.2 Release Notes, Public Release 10/16/09**

*everything* HelpDesk® v9.0.2 is largest and greatest version of *eHD*®. This maintenance patch was engineered to deliver some small enhancements and bug fixes that are aimed at solidifying and maintaining the application’s current features and functionality. This release was also designed to fully display the power of *eHD*’s Dashboards, Ticket Templates, and new Ticket Page.

At GroupLink we value our user’s voice and feedback, so if you have any suggestions or product enhancement requests please create a ticket at <http://support.grouplink.net>.

### **eHD 9.0.2 Enhancements**

- The Application will now send out notifications when tickets are mass assigned from Ticket Search. It will follow the normal notification rules set up by the admin.
- Launching a Ticket Template from the Ticket Template page you will now give a nice red confirmation that your Ticket Template was launched successfully.
- Attachments can now be deleted from Ticket Templates.
- You can now delete Ticket Templates even after they have been launched.
- Technicians and Managers of Groups can now assign a Ticket to any other Technician or Manager in the Group on initial Ticket creation.
- Clicking on the View Ticket Link in an email that is sent out from the application will now pull up the Ticket and allow for you to navigate back to the My Tickets Screen from that Ticket, if you are not logged into the system.

### **eHD 9.0.2 Bug Fixes**

- Clicking on a column header in the Knowledgebase Search, in Knowledgebase Management will no longer reopen the knowledgebase manager a second time in the same screen.
- Clicking on a Knowledgebase article link under Knowledgebase Management will no longer reopen Knowledgebase Management in a new browser window.
- Apostrophe's will no longer appear as &apos; in the application.
- Ticket drop-down fields will auto-populate when there is only one option.
- Work time will no longer reset with you add a comment with the timer still running.
- Ticket's Note field will no longer expand with every key stroke in Safari and Chrome.
- The application will no longer throw an error when clicking on the user name in the header.

- The application will no longer throw a fatal error when you login as the admin and click on the Knowledgebase Article link under Knowledgebase Management.
- You can now import users from LDAP directly on a ticket.
- The Asset Tracker Category and Category Option dropdowns will now be populated without having to hit save.
- All drop-downs in the Ticket Fields are now in alphabetical order.
- Null values are no longer saved in the assigned to field.
- LDAP fields will now show on the Tickets.
- The labels for the Ticket Fields are now being wrapped.
- 2 surveys will no longer be sent out when surveys are enabled and the Scheduler closes a ticket.
- The Fisheye header will no longer disappear when clicking on Knowledgebase Management.
- Email to ticket is now working if the email subject is blank. The application will create the ticket with a blank subject.
- The Edit Icon is now back in the Contact Information section of a ticket.
- Clicking on the Create New User Account link will no pull up the full user account page with the name and email fields blank.
- The application will no longer throw an Error when removing a Knowledgebase Article that was created from a closed Ticket.
- The Contact's email address in the Ticket's Contact Section is now a link that can be clicked upon to send an email to the Contact.
- The application will no longer have part.001 attachments on its email notifications.
- The application is once again displaying the ZEN7 Asset fields properly on the Ticket.
- Clicking on the Continue without Comments button will no longer throw an error in the console.
- The My Tickets page is now loading properly if you are using Firefox.
- The application will now check for and remove duplicate LDAP search results if they have the same dn.
- Selecting any of the Oracle database types in the applications ZEN 10 Configuration will no longer revert the settings to the Hypersonic database.
- Tickets will now save if you are using a combination, like a space and a comma, when typing in email addresses in the CC field.
- The username and password that is being supplied for the Outgoing Mail Configuration is now being used properly to login to the SMTP server.
- The Contact's Phone Number in the Contact Information section of the Ticket is now synchronized via LDAP so that it will update every time the Contact logs into the application.

**GroupLink®'s  
everything HelpDesk® v9.0 Release Notes,  
Public Release 07/15/09**

*everything* HelpDesk® v9.0 is largest and greatest release of *eHD*® yet. This release contains powerful features such as: Ticket Templates, Workflow, Dashboards, and Novell ZENworks 10 Integration, that quickly pay for themselves as they lower your Total Cost of Ownership for the product and make your organization more efficient and productive. This release was also engineered to deliver some small enhancements and bug fixes that help solidify the application and maintain its current features.

At GroupLink we value our user's voice and feedback, so if you have any suggestions or product enhancement requests please create a ticket at <http://support.grouplink.net>.

### **eHD 9.0 Enhancements**

- Code was upgraded to Java 1.5. It is important to note GroupLink will no longer support any Java versions previous to Java 1.5 starting with its release of everything HelpDesk v9.0. (For more information about GroupLink's new system requirements please visit [www.grouplink.net](http://www.grouplink.net))
- Ticket Templates that allow you to stay one step ahead of your preventive maintenance, business processes, and routine tasks and requests. It comes fully loaded with a recurring schedule utility and smooth workflow capability.
- ZENWorks 10 Integration that allows you to tie your ZEN assets to eHD Tickets, as well as remote control your ZEN assets from eHD, and much more.
- Dashboards that help management gauge real-time performance, all based off powerful reports from the Ticket Search.
- New look and feel for Ticket creation, no need to use Toggle Edit Mode.
- Technicians and Managers can now assign a Ticket to any Tech or Manager upon initial Ticket creation.
- Quick Ticket Look up on the My Ticket Screen.
- A Ticket's Priority and Status option in the Scheduler now has multi-select functionality.
- More Ticket Fields can now be pulled into the emails being sent out from the Scheduler (for a complete List please see the Beta Feature Guide).
- GroupWise's Task and Appointment creation has a new look and feel and integrated Busy Search.
- Tickets now have an asterisk next to required Custom Fields.
- Default Ticket Window was made larger to accommodate other languages.

### **eHD 9.0 Bug Fixes**

- Tool-tip is now working when hovering over a Sub-Ticket Row.
- A Group can now be edited while at license capacity.
- Scheduler will no longer set the wrong ChangePriorityId on ScheduleStatus.
- Green plus signs now work in IE6.
- Closed Tickets will no longer be hidden if you are on the Find User screen, with the Show Closed Checkbox checked, and the screen refreshes.
- Drop-downs on existing Tickets are now in alphabetical order.
- The application will no longer throw an access denied page after emailing a link or KB article.
- The application will no longer throw a null pointer when a private article link is emailed.
- Lease Frequency Price is now an option in the Accounting Fields of the Asset Tracker.
- GroupWise collaboration now works with Java 1.6.
- The application will now write to the database first instead of last when creating email2ticket.
- The column header is not right when the application is returning anything from Accounting Info in the Asset Tracker.
- The application will no longer throw a Null Pointer Error when adding a Category Option in certain cases.
- Subject line for Password is no longer messed up when running on Mac servers when you click on forgot password.
- The Fisheye Header is now showing up when searching Knowledgebase from the Login Page.
- It is now possible to import users when the application language is French.
- Values will now be displayed in the results set for a text area custom field in Asset Search.

- Duplicate results will no longer be given in the results set of an Asset Search with custom fields.