GroupLink®'s
everything HelpDesk® v11.5.5 Release Notes,
Public Release March 19, 2020

everything HelpDesk® v11.5.5 is the latest and greatest version of *e*HD®. 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 11.5.5 Bug Fixes
- Exporting tickets in landscape mode is now working
- 'Save As' function on filters is now working
- Ticket Templates will continue to run even if one ticket fails
- Dial Widget is now working with correct data on the dashboards
- Surveys will be sent when tied to a category or category option
- In KB articles, all were showing the modified date as the last date the entire system was updated. It will now show the actual date the article was modified.

eHD 11.5.5 Enhancements
- Adding a Watcher to an entire Location is now available
- Changing the order of Custom Fields
- Modern Authentication for email to ticket added
- Added a date range for SLA Business Hours, this prevents having to enter one date at a time
- Added the ability to copy or duplicate a ticket

GroupLink®'s
everything HelpDesk® v11.5.4 Release Notes,
Public Release October 3, 2019

eHD 11.5.4 Bug Fixes
-Permissions will follow the technician/user
-Removed duplicate Logo from PDF
-Error 500 when deleted a KB article is fixed
-KB article tags can now be added and deleted
-ADFS LazyInitializationException when upgrading has been resolved
-Oracle Issue ORA-00972 has been resolved
-Permissions issue – Contact can view tickets they've entered

eHD 11.5.4 Enhancements
-Suggested Solutions while entering a ticket
-Clone subticket information within parent ticket
-Update to TLS 1.2
-Add a permission to view SLA on Tickets

GroupLink®'s
everything HelpDesk® v11.5.3 Release Notes,
Public Release August 22, 2019

eHD 11.5.3 Bug Fixes
-All Managers and Technicians can now see private KB articles
-KB articles that include pictures can be exported to a PDF
-Intermittent 500 error identified and fixed
-Assignment will no longer revert back to Ticket Pool when adding a comment or attachment
-Ticket Filter's running with correct data

eHD 11.5.3 Enhancements
-Google Calendar integration
-Work time is now calculated for each technician a ticket is assigned
-Addition of a URL to the System Welcome Message

GroupLink®'s
everything HelpDesk® v11.5.2 Release Notes,
Public Release May 1, 2019

eHD 11.5.2 Bug Fixes
-Survey emails will no longer be sent unless they are enabled
-No longer will receive a 500 error when using the quick search with Linux

eHD 11.5.2 Enhancements
-Dashboards updated to html5. No additional configuration necessary.
- GroupLink eHD authentication options now also includes AD FS (Microsoft's Active Directory Federation Services). "AD FS enables you to add industry standard OpenID Connect and OAuth 2.0 based authentication and authorization… and have [eHD] authenticate users directly against AD FS. AD FS also supports the WS-Federation, WS-Trust, and SAML protocols and profiles."

GroupLink®'s
everything HelpDesk® v11.5.1 Release Notes,
Public Release December 20, 2018

eHD 11.5.1 Bug Fixes
-11.5 compatible with MS SQL and Oracle
-KB article can be cancelled at any time during creation
-Surveys can be sent without using a category or category option
-E2T setup will save the Group during email test
-Assets will now populate when searching, space in the location field has been deleted
-Resolution field can be added to a filter without giving a 500 error
-Assigned to me tab will only be created in the default language

-Ticket Audit will now show all information
-Unique custom field names will now be required
-Only the current password will enable login
-An E2T inbox can now be deleted
-Location will be auto selected when there is only one location listed
-Category and Cat Option will now be imported when using a .csv file
-Quick ticket search will no longer give an error
-Large attachments can now be added without error
-All attachments (new and old) can be viewed from the ticket

eHD 11.5.1 Enhancements
-Upgrade Spring to 4.3.8
-Upgrade Hibernate to 5.2.10
-Overhaul jsps, changed PUT and DELETE to POST
-New Ticket Submission Message

GroupLink®'s
everything HelpDesk® v11.5 Release Notes,
Public Release May 23, 2018

eHD 11.5 Bug Fixes
-Drill down on Report
-ClickJacking: X-Frame-Options header missing
-Asset Export
-Deleting Attachments
-HTML emails imported via Office 365 imports blank lines
-500 Error with no credentials
-Ticket Template Launce page blank
-Ticket filter options not displayed right after creating ticket filter
-Ticket filter links not working
-Able to see ticket in a Group that a tech doesn't belong to

eHD 11.5 Enhancements
-IOS App*
-Android App*
-Overhauled passwords
-Asset Search now functions like the ticket search
-Default Location for Contact
-Email to Ticket
-Create an assigned to me tab by default
-Scheduled Ticket Filter
-Asset Audit tab
-LDAP Auto Sync
-Connect to multiple LDAPs

-Upgrade Tomcat
-Upgrade Intaller
-Expose REST API for natives
-Add SAML SSO Support
-Revamped Knowledgebase

* Once downloaded click on the gear icon in the upper left corner of the app and enter your server URL. For example, GroupLink's support server URL is http://support.grouplink.net/ehelpdesk/api/

GroupLink®'s
everything HelpDesk® v11.4 Release Notes,
Public Release September 13, 2017

eHD 11.4 Bug Fixes
-403 Error system configuration permission while creating a group.
-Attachment URLs security flaw. Locked down the attachment URL to prevent access to the ticket from those that shouldn't have access.
-Filter issue with Survey. Survey criteria will now display after saving a filter.
-Chrome issue, new ticket opening a new tab. New tab will no longer open, a window will appear like before. Chrome has also fixed this in their latest version.

eHD 11.4 Enhancements
-Overhaul how we store attachments. Attachments can now be stored in either: Dropbox, MS One Drive, Google Drive, Windows file extension
-Added a new custom field for telephone number and address by using Google autocomplete API key
-Filters: Added an option to see tickets that have not been modified in the last x weeks.
-Upgraded Java to the latest version 1.8_131
-Expose REST API for natives: Updated for future release of Android and iPhone App
-Add serial number to quick asset search

GroupLink®'s
everything HelpDesk® v11.3 Release Notes,
Public Release January 12, 2017

eHD 11.3 Bug Fixes
-Error 400 when inactivating a group is fixed
-CC and BC notifications will now be sent when using ticket templates
-Error 500 on the Survey is fixed
-Error when editing locations as the Admin is now fixed
-When using IE and the German Language, box appeared when submitting a ticket. Has been updated so box no longer appears when using IE

eHD 11.3 Enhancements
-SLA Pause Status: Added a column under status that will enable certain status types to pause the SLA timer for technicians

-Internal/Technician only comments: Added an option to add comments for only technicians (and above) to see. Comments are hidden from all users.
-Tickets can now be assigned to other groups, when saved assigning technician will no longer see the ticket unless a technician in the new group.
-Added additional date fields in filters; Last Calendar Month, Last Calendar Week.

GroupLink®'s
everything HelpDesk® v11.2.2 Release Notes,
Public Release October 5, 2016

eHD 11.2.2 Bug Fixes
-Error 404 when viewing an asset within a ticket is fixed
-Public Asset Filter fuctions as expected
-User Accounts as a Global Permission will now display correctly
-IE compatability issues

eHD 11.2.2 Enhancements
-GroupWise Collaboration is now assigned per group

GroupLink®'s
everything HelpDesk® v11.2.1 Release Notes,
Public Release August 18, 2016

eHD 11.2.1 Bug Fixes
-404 error when opening asset from search results will no longer appear
-XSS vulnerabilities on ticket filter

eHD 11.2.1 Enhancements
-Updated the Knowledgebase Editor, ability to add hyperlinks, inline images and videos.
-KB Articles can be exported
-Ability to add KB articles from the Knowledgebase Tab
-'Convert to Knowledgebase Article' no longer available to User permission
-Search Knowledgebase by number
-Option added to remove Knowledgebase button at login