



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

everything HelpDesk® v11.5 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>.

Known Issue: There is an issue that affects **Oracle** and **Microsoft SQL Server**. We are working on a fix for v11.5.1

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 Launch 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 Installer
- 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 functions as expected
- User Accounts as a Global Permission will now display correctly
- IE compatibility 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

GroupLink®'s *everything* HelpDesk® v11.2 Release Notes, Public Release May 3, 2016

eHD 11.2 Bug Fixes

- Error 500/SLA Report
- SLA Reports were not adding up
- Asset lookup within a Ticket
- Error when copying a ticket template
- Couldn't delete custom field if tied to a ticket template

eHD 11.2 Enhancements

- Add client validation for tickets
- Make email for user created (e2t) translatable
- My Tickets screen save sort order
- Save column resize

-Save scroll position

GroupLink®'s *everything* HelpDesk® v11.1.1 Release Notes, Public Release March 22, 2016

eHD 11.1.1 Bug Fixes

- eHD Resolution date is now exporting to Excel
- Resolution and Resolution date is now displaying on filters
- Inline images as attachments are working correctly
- 500 Error – ORA-01795 is now fixed. Query changed to work with oracle when returning more than 1000 results

eHD 11.1.1 Enhancements

- When an email does not send, information will be logged in the EMAILNOTIFICATION table, email will not be resent
- Upon initial install, 'Allow user registration' will not be the default. This will need to be enabled if using.

GroupLink®'s *everything* HelpDesk® v11.1 Release Notes, Public Release January 20, 2016

eHD 11.1 Bug Fixes

- Asset Filter now returning list of assets
- When CC/BC exceeds 256 characters, ticket is still created and a note will be added to the ticket with a truncated list
- Can now remove a user role when using Oracle or MSSQL
- Invalid references in Ticket Audit, causing 500 error.
- Blank lines in ticket results will now be removed and ticket results present

eHD 11.1 Enhancements

- Groupwise collaboration
- Changed 'Workflow Participant' role name to 'Apprentice'
- Keyshield SSO Security Options
- Ticket number will appear in tab heading

GroupLink®'s *everything* HelpDesk® v11.0.1 Release Notes, Public Release October 7, 2015

eHD 11.0.1 Bug Fixes

- Handle null ticket History.note when using Oracle
- Assignment field will no longer be left blank when assigned to the Ticket pool
- Choosing an asset in the ticket now works, previously was a grey screen
- Public Filter Management setting is now working as expected
- Software License can no longer be deleted when attached to an Asset
- No longer receive a 500 error when a technician is removed

eHD 11.0.1 Enhancements

- Success message after using the mass update feature

GroupLink®'s *everything* HelpDesk® v11.0 Release Notes, Public Release June 11, 2015

eHD 11.0 Bug Fixes

- Group permissions on a ticket. Group will stay on a saved ticket enabling the contact or a watcher to view the ticket.
- Scrollbar in Ticket window. The entire window will not scroll and buttons in the control-bar at the top will float for easy access.
- 500 error on Asset Filters is now fixed.
- All Ldap fields will show when 'Integrate with Ldap' is checked.

eHD 11.0 Enhancements

- SLA Feature
- All words translated into German
- Full Integration with KeyShield and CAS Single Sign On
- Added the Watcher feature to Ticket Templates
- Updated the application to work with Tomcat 7 and Java 7
- Notifications can be sent using the Mass Update Feature

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

eHD 10.5 Bug Fixes

- Fixed 500 error on mobile ticket submission
- Inactive ticket templates that were set to reoccur will no longer initiate
- Asset field on the ticket is now included in the changes list upon saving
- Asset number and name will now display on the ticket. The asset number will link to the asset details page

eHD 10.5 Enhancements

- Knowledgebase 'Search Article' and 'Save' buttons will function like other buttons

- Ability to export knowledge base article PDF
- Ability to customize the logo on reports and pdf exports
- Added a 'Watcher' feature to the ticket. A watcher can be added to receive notifications on individual tickets

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

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 sent 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.

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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.

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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

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.

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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.

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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