

List of Fixes and Enhancements in HelpDesk 5.5 SP1

SUMMARY

This article contains information about the bugs that are fixed in HelpDesk 5.5 Service Pack 1 (SP1).

For more information about how to obtain Vector Networks service packs, please visit www.vector-networks.com or contact technical support.

Added Features:

Improved user interface and performance when working with e-mails in the issue conversation and general e-mail queue dialogs

The previous expand/collapse model for viewing the e-mail details has been improved offering now a user interface similar to MS Outlook which includes a preview pane and a magnified detailed view. A single-click Print button was added for additional usability. Several changes have been made as well in order to load both the list of e-mails and the e-mail details faster.

Search inside the E-mail Conversation and E-mail Queue

Users can now search for text inside e-mails within the E-mail Conversation and E-mail Queue allowing them to quickly find specific information in issues that have a lot of activity.

The "To" field of e-mails has been added to the E-mail Conversation and E-mail Queue

The "To" field of e-mails is now displayed in the preview pane and in the magnified version of e-mails of the Issue Conversation and General Queue. This information is useful mainly for organizations that have integrated HelpDesk with several e-mail addresses in the same project.

Fixed Issues:

Closing HelpDesk Admin after deleting an issue causes screen to flash

After deleting one or many issues using the HelpDesk Admin, the window remains open and it continually flickers on the desktop. The only way to stop it is to kill the MSACCESS.EXE process. Selecting another editor after deleting the issues does not prevent this from happening.

Entering multiple addresses in the Send to for failed notifications (Failed Outgoing Mail) causes an error message

Clicking on Apply after entering two or more e-mail addresses in the "Send to" for failed notifications (Failed Outgoing Mail) causes a "Type Mismatch" error message to be displayed.

Unable to create automatically an issue from an e-mail if it was sent from an address that is linked to a company

If an incoming e-mail that should create automatically an issue is sent from the same address that is specified as the one of a company, the issue is not created.

No Windows Taskbar button for the Web View Editor until logged in

There is no Windows Taskbar button displayed for the Web View Editor when logging on. It only appears after a successful logon and when the main window opens.

Unable to delete multiple e-mails at once in the Conversation or Queue when using Firefox

Users were not able to delete multiple e-mails at the same time from the Issue Conversation or General Queue when using Firefox. This was possible in MS Internet Explorer.

Incoming e-mails with attachments but without any message body break the e-mail queue

Incoming e-mails with attachments but without any message body and other malformed e-mails do not break the e-mail queue or affect the rest of the list.

Some plain text e-mails lose format in the preview pane

Some e-mails sent from Firefox in plain text are displayed improperly in the preview pane. Carriage-returns and repeated blank spaces are especially affected.

Text is being stripped from the body of an incoming e-mail

Part of the message body is removed from incoming e-mails that use HTML when the HTML headers are not present or malformed.

Malformed incoming e-mail may stop the E-mail Integration Service from processing further e-mails

Certain malformed incoming e-mails cause the E-mail Integration Service to stop processing further e-mails. In some cases, restarting the service allows the system to processing e-mails again.

Licenses may stay locked after a session time out in Windows 2003 SP2

Windows 2003 SP2 servers may prevent session licenses from being released after a Web view session times out. When this occurs, the license is not released until several hours later or by forcing a logoff from the HelpDesk Admin. This behaviour has been associated with a number of Windows security updates.

Replying to an HTML e-mail may cause the original e-mail included in the reply to lose its format

In some cases, when replying to an e-mail sent in HTML format, the original HTML content included in the reply e-mail is formatted differently, losing some carriage returns and blank spaces.