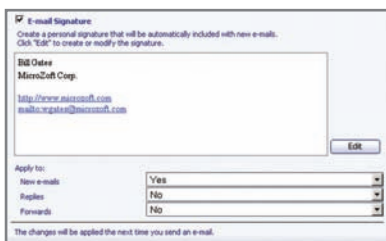




HelpDesk v5.6

Including: Remote Control Master from the Web; New Functions, Usability and Performance Enhancements

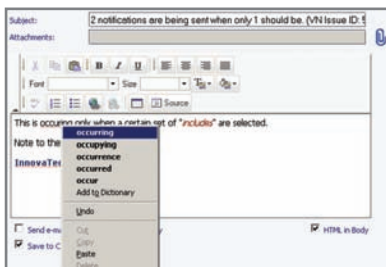


E-mail Signatures

An e-mail signature consists of text that is automatically added to the end of all outgoing e-mail messages.

Each user can create his or her own custom signature, which allows for a more personal communication when working with the end users, while keeping the advantages of having a single e-mail address for HelpDesk or Support.

The e-mail signature can be rich in formatting, too. Use the E-mail Signature Editor for changing colours, fonts, adding hyperlinks and images.



Spell-checker in Firefox

HelpDesk 5.6 fully supports the spell-checker functionality in Firefox, even for e-mail messages that are in HTML format.

Show/Hide Search in Firefox

Support for showing/hiding the Search area of the Web view in Firefox.

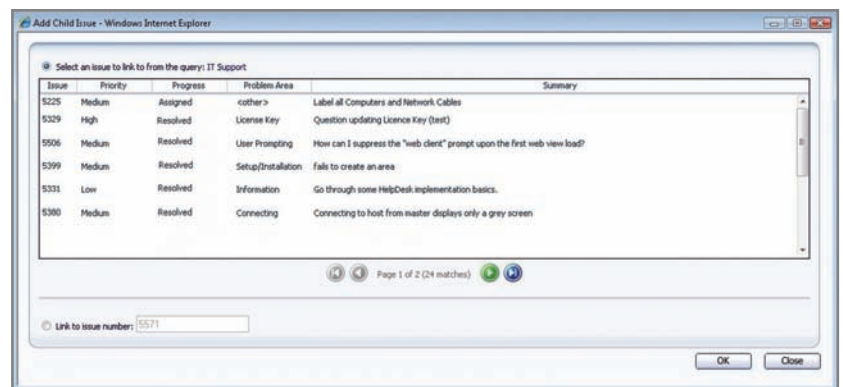
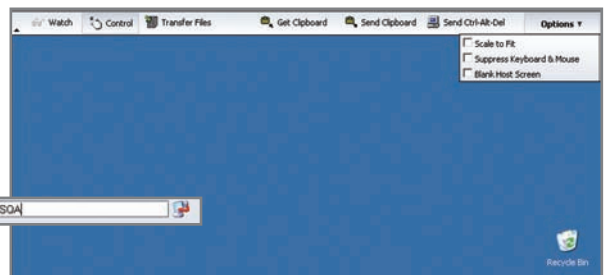
New E-mail Notifications

The HelpDesk system can now send automatic e-mail notifications to the owner of a ticket when a non-owner user makes a change to the issue (i.e. updates the ticket).

New Remote Control Master from the Web

Connect to a remote computer with a single click and resolve the incident.

The new Remote Control Master is embedded within HelpDesk, it has a simple, user-friendly interface and it supports Viewing, Controlling, using the remote Clipboard and transferring files.

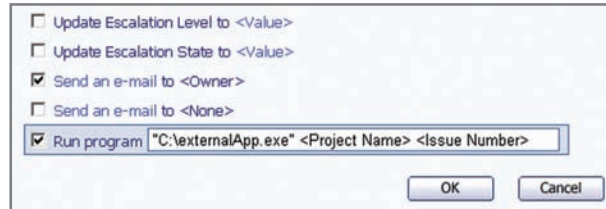


Adding Child Issues

Adding child issues is now easier with the enhanced dialog that uses a summary-list type of selection where the user can run a query and view additional details before adding the link.

E-mail/SLA 'Run Program' actions

Improved support for command line arguments in E-mail/SLA 'Run Program' actions. HelpDesk 5.6 now supports multiple arguments and macros. For example: "C:\Program Files\Common Files\externalApp.exe" <Project Name> <Issue Number>".



License Management

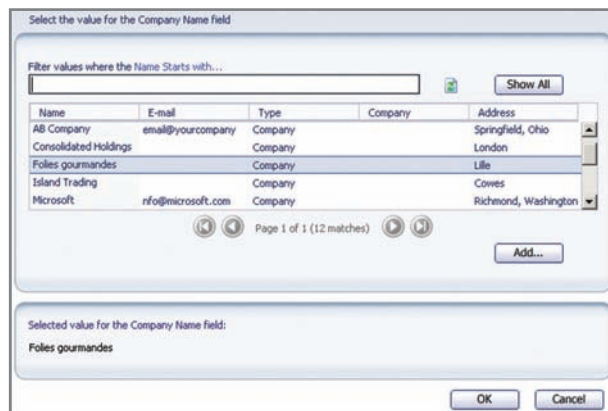
Enhanced license management of the HelpDesk sessions with the ability to reuse previous floating-licenses.

Improved Performance for Web views

Improved performance when using regular Web views, especially with projects that have many issues and choice lists with many possible values.

New optional Single-choice and Multi-choice list

Single-choice and multi-choice fields now have the option to display the list of possible values or choices in a dialog that supports searching and paging, which significantly benefits fields that have many choices.



More Languages

Enhanced support for non-English languages, especially in Web views, E-mail Integration and E-mail Notifications.

Issues Solved

- All issues fixed by HelpDesk 5.5 Service Pack 1 (SP1) are included.
- Random COM+ errors logged and Web browser freezes.
- Performance improvement – Corrected performance flaw when saving. This specifically occurs when the update field is a single-choice field that has a choice list containing many values.
- Firefox changes CRLF's into newline characters in memo fields.
- Saving an issue takes longer in some cases due to a long activity log.
- Error associated to the Mail Sender Service may be logged in the Windows Application Log: "Optimistic concurrency check failed. The row was modified outside of this cursor."
- The HelpDesk Authentication process sometimes fails to get an IP address when attempting to connect to an Active Directory or LDAP server.
- Various fixes related to attachment files occasionally being saved in unexpected locations or paths. These affect both issue attachments and e-mail attachments. A new HelpDesk Admin Integrity Task has been added to verify the integrity of the location of the issue attachments, and repair if necessary.
- The default session timeout has been increased in the Web Admin (the default is 240 minutes).
- Fixed bug where certain macros would not get resolved properly when sent by the integration service through an e-mail integration rule.
- Random Closure Date and Time being updated when the State of the issue has not changed.

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