

HelpMaster Pro v9.0.4

Release date July 15, 2009
Release type Maintenance release

Database version required 86

This release is a maintenance release for the 9.0 series of HelpMaster Pro. It will require a database patch if upgrading from any version of HelpMaster Pro early than and including v9.0.1. Use the Database and Reports Wizard to do this. Once the database has been patched, all modules of HelpMaster Pro (desktop clients, Email Manager, Priority Manager, Active Directory, Web Interface) will need to be upgraded also.

Active Directory Module

Development - Fix

28392 The Active Directory service would throw the following error "'Conversion from type 'DBNull' to type 'String' is not valid.'" if a synchronized user then had their Windows UPN blanked out in Active Directory. This behaviour has been corrected.

All HelpMaster Pro products

Development - Fix

28464 Minor improvements have been made to the way HTML email is encoded and sent from HelpMaster. In some situations it is believed that certain anti-virus programs were causing the HTML to become invalid and altering the format of the outgoing email.

Desktop Application

Development - Enhancement

27962 The Explorer screen will now open and populate jobs much more quickly. The job counts displayed in the Explorer screen are now calculated via a separate thread, which allows the screen to open and function much faster.

28200 Minor toolbar improvement. There is now toolbar icons for Saved Search administrator and the Template Manager. Keyboard shortcut keys have also been added.

28398 The right-click popup menu for text operations (Copy, Paste, Cut, Spelling) etc has been improved. The spelling check was causing the menu to not display until the spell checking had completed. This is now run in a separate process thread and the menu now appears instantly.

Development - Fix

26407 Minor improvement in email processing for special characters have been made.

28143 There was a problem where you could not open/view a reminder after that was linked to a job until you closed and re-opened the job screen. This behaviour has been corrected.

28294 Minor GUI update for the clipboard viewer.

28380 Email formatting issues have been corrected. Email with + or - characters in specific locations within HTML mark-up caused the email message to be garbled. This behaviour has been corrected.

28428 The address labels on the client and site screens were not displaying according to their system code sort order. This behaviour has been corrected.

28532 Terminology settings were not working as expected. This behaviour has been corrected.

Development - New feature

28504 A new client merge feature has been added. This feature is useful when you have duplicate clients and you want to combine all of the data (client details, job history, site, custom etc) into one client and remove the rest. From the client search screen you can select multiple clients, right-click the one you want to merge into and select "Merge Clients". The concurrency manager will display to resolve any conflicts and guide you through the merge process.

Email Manager

Development - Fix

25920 Previously, when the Email Manager logged a new job, it did not use the Job Details that were specified in the original job template - it was being overwritten by the email message body. This behaviour has been corrected. The Email Manager will now use both the contents of the Job template details as well as the original incoming email message text.

28317 The Email Manager was incorrectly creating duplicate clients when it processed an email that could resolved to multiple HelpMaster Pro clients, AND, the incoming email did not contain both a first name and a last name. The processing logic has been improved to resolve to one of the existing HelpMaster Pro clients in this case. A future release of HelpMaster Pro will have a client merge utility that will assist in cleaning up duplicate clients that were created in this manner.

28511 When using the Email Manager option for sending an email to an unrecognized client, the following unexpected error may be thrown "An unexpected error has occurred while trying to send emails - Error Description: System.ApplicationException: 'System.Exception: Save Type Not Found". This behaviour has been corrected.

Installer

Development - Enhancement

28411 The .MSI installation package now has better support for the INSTALLLEVEL property for .msi command line installation. This means that each component within the HelpMaster suite can be specifically installed via the INSTALLLEVEL .msi switch.

Development - Fix

28336 Improved the installer for HelpMaster Pro to ensure that all messaging components are correctly installed and registered.

Priority Manager

Development - Enhancement

28499 The Priority Manager service email configuration has been improved to use a default Outlook profile if none is specified.

Reports

Development - Fix

28312 When running some reports, the following unexpected error may have been thrown - "Load report failed. --->
System.Runtime.InteropServices.COMException (0x80004005): The system cannot find the path specified" This behaviour has been corrected.

Web Interface (Both Client and Staff)

Development - Fix

28492 Certain search terms may cause the knowledge base search screen to fail with an SQL exception. This behaviour has been corrected.

Web Interface - Client

Development - Fix

28429 The web interface would throw an error if when the "recover password" feature was used and the system email address had not been specified by the web administrator. The behaviour has been corrected.

HelpMaster Pro v9.0.3

Release date May 05, 2009
Release type Maintenance release

Database version required 86

This release is a maintenance release for the 9.0 series of HelpMaster Pro. It will require a database patch if upgrading from any version of HelpMaster Pro early than and including v9.0.1. Use the Database and Reports Wizard to do this. Once the database has been patched, all modules of HelpMaster Pro (desktop clients, Email Manager, Priority Manager, Active Directory, Web Interface) will need to be upgraded also.

Database and Reports Wizard

Development - Fix

28168 The Database and Reports Wizard was incorrectly displaying an invalid registration code when a valid code was entered. This behaviour has been corrected.

Support Issue

28256 The database upgrade process may fail if there is already a backup file in the default SQL Server backup location. If this occurs, a message box will now appear to alert the user of this issue.

Web Interface (Both Client and Staff)

Development - Fix

28170 When searching the on-line knowledge base, it was possible to get the following unexpected error: "System.FormatException: Input string was not in a correct format". This behaviour has been corrected.

HelpMaster Pro v9.0.2

Release date March 26, 2009
Release type Maintenance release

Database version required 86

This release is a maintenance release for 9.0.0. It will require a database patch if upgrading from any version of HelpMaster Pro - use the Database and Reports Wizard to do this. Once the database has been patched, all modules of HelpMaster Pro (desktop clients, Email Manager, Priority Manager, Active Directory, Web Interface) will need to be upgraded also.

All HelpMaster Pro products

Development - Enhancement

28086 A core 3rd-party component of HelpMaster Pro's emailing capability was upgraded to the latest version. This component upgrade should give better emailing performance and stability, particularly with the Email Manager and Priority Manager service. It was identified that previous versions of this component may cause a service to hang unexpectedly. If you have experienced the Email Manager and Priority Manager service hanging, or stopping, then this upgrade is highly recommended.

Desktop Application

Development - Enhancement

27964 When using the job finder custom date drop-down box, the start and end times will now default to 00:00:00 and 23:59:59 respectively. Additionally, if you click the button to the right of the time, it will toggle between the current time and the default time.

28039 New security groups didn't have access to HelpMaster Pro modules or all Administration options. This has been rectified.

28040 The behaviour of the template drop-down boxes has been improved for easier navigation and use. Now when you use the keyboard to select a template, the list will be filtered to what has been typed. The job template drop-down box has also been removed from a completed job. This makes the job screen cleaner, as a logged job does not require this control.

Development - Fix

27865 The calendar / date-picker screen for assets could sometimes appear outside the boundaries of the screen, particularly if using dual-monitors. This behaviour has been corrected. The date picker will now always appear within the viewable area of the screen.

27930 Maximizing an Action screen while the HelpMaster Pro application was not maximized then minimizing and restoring the application would cause the action buttons to disappear off screen. This has been rectified.

27951 The site search screen was not refreshing after adding a new site. This behaviour has been corrected. The site screen will now refresh using the same search criteria whenever a new site is created.

27990 Minor cosmetic updates to the custom fields administration screen.

27996 Using the TAB key to set the focus to different controls was not working correctly for any control that was embedded within a frame control. This was affecting the Job description textbox on the job screen as well as others. This behaviour has been corrected - the tab key should now shift the focus to all controls on a screen.

28015 Attaching keywords to a new job before it has been logged would result in an unexpected error. This behaviour has been corrected.

28028 Importing from a CSV file that contained more than one full-stop in the filename would produce an unexpected error. This behaviour has been corrected.

28046 The job finder results did not match the job count as shown in the Helpdesk Explorer screen. This was due to a discrepancy in the SQL filter being used to retrieve job details. This behaviour has been corrected. This issue would also cause inaccurate results in reporting if the filter for the report was based on a job finder search that used the lower date filter drop-down box.

28067 The wrong entity type was being displayed in the pop-up menu when you right-clicked an entity on the "Links" tab of a job. This behaviour has been corrected.

28070 Updating the description of an existing action was incorrectly displaying a "Permission denied" message - even to people with sufficient permission to do so. This behaviour has been corrected. People with sufficient security permission to update an action on a job can now update it as expected.

28093 Linking a Child job was not setting the child Job TypeProperties so the Links tab of the child job wasn't showing the parent job. This has been corrected.

Development - New feature

28101 Each of the entity search screens (clients, sites, asset etc) now have an additional checkbox that will force a "partial match" search on the specified search criteria. This makes searching for much more powerful and easier to find what you are looking for.

Email Manager

Development - Enhancement

28052 The Email Manager email handling code has been improved when trying to retrieve the sender's email address from a non SMTP message type. This change will be of benefit to those using Novell GroupWise and other non-Microsoft email systems.

28120 Improved the error checking and handling of the Email Manager service so that if a connection issue arises, it does not continually write to the Windows Event log. Only one event log per Email Manager cycle will be written. One of the errors was "An unexpected error occurred in clsEmailManagerLog.SaveToDB on GetNextTablePKID"

28131 Improved the database and overall performance of the email blacklisting code. All black-listed email addresses and domains are now cached locally. This means that the Email Manager will no longer perform a database query every time it performs a profile run.

Reports

Development - Fix

- 27863 The "Staff activity" reports were not displaying accurate information. This behaviour has been corrected. Additionally, the monthly summary report has been improved to include more graphs and other information.
- 28009 The custom reports screen would produce an unexpected error. This was due to a missing file "Interop.DSOFile.dll". This file is now installed by the HelpMaster Pro installer.

Web Interface - Client

Development - Fix

- 27946 When adding an action from an action template via the Client Web Interface it sometimes failed to send emails as per the action template. This behaviour has been corrected. Also the job counts on the home page (home.aspx) was sometimes not matching with the jobcount in job finder (JobFinder.aspx) screen. This has also been corrected.

Web Interface - Staff

Development - Fix

- 28068 When an action was added to a job from an action template using the HelpMaster Pro Web Interface v9.0.1, the updated onscreen action details entered were overwritten with the details of the template. This behaviour has been corrected.

HelpMaster Pro v9.0.1

Release date February 13, 2009
Release type Maintenance release

Database version required 85

This release is a maintenance release for 9.0.0. It will require a database patch if upgrading from any version of HelpMaster Pro - use the Database and Reports Wizard to do this. Once the database has been patched, all modules of HelpMaster Pro (desktop clients, Email Manager, Priority Manager, Active Directory, Web Interface) will need to be upgraded also.

Active Directory Module

Development - Enhancement

- 27892 Minor Active Directory enhancements. The AD module will no longer synchronize deleted clients in the HelpMaster Pro database. Also, a new matching pattern is now available that will match on only the HelpMaster Pro client ID and the Active Directory user ID.
- 27914 Several minor adjustments to the Active Directory module.
1. Made the default client matching pattern to be the second one. (First name, last name, email)
 2. Created a new warning label whenever a matching pattern is selected that includes the AD field.
 3. Fixed a few spelling mistakes in the title bar of the AD administration and tabs.
- 27916 When a HelpMaster Pro client is deleted, any Active Directory synchronization details are removed from the HelpMaster Pro database. This prevents any conflicts during the Active Directory automatic logon process.

Database

Development - Enhancement

- 26780 The SQL connection string, "Application Name" setting for the web interface has been updated. In SQL Server Profiler it will now appear as "HelpMaster Pro Web Interface" instead of "HelpMaster Pro Web Administration". This will make it easier for SQL Server profiling and troubleshooting.

Development - Fix

- 27876 Throughout the normal use of HelpMaster Pro, it was possible to get the following error when accessing any of the entities, or the reports. "Invalid object name 'qryCrossTabCustomDetails_Client'". This behaviour has been corrected.

Database and Reports Wizard

Development - Fix

- 27840 Fix an issue with the database upgrade code for clients with invalid Active Directory SIDs. All invalid SIDs will now be reset.
- 27841 The "Upgrade a copy of your live database" patching option would cause an unexpected error. This problem has been resolved.
- 27883 The Database and Reports Wizard was only displaying the C:\ drive and not displaying all of the drives on a SQL Server machine. This behaviour has been corrected.
- 27901 Fixed an issue with the database upgrade process that was failing during the upgrade of Active Directory information. The FOREIGN KEY constraint "FK_tblLink_AdProfile_AdSchedule_tblADSchedules" was being violated. This behaviour has been corrected.

Desktop Application

Development - Fix

- 27833 The "Recents" forward and back buttons on the main toolbar were causing an unexpected error to be produced whenever they were clicked. This behaviour has been corrected.
- 27844 The asset warranty details were greyed-out and non-editable. This was because the checkbox for the asset warranty was not being displayed correctly. This behaviour has been corrected.
- 27862 Adding new Skill Group with the same name as an existing Skill Group or ClientID would cause an unexpected error. This has been corrected and a dialogue box will now appear informing the user of the conflict and not allow the change until modified.
- 27891 The Helpdesk / Workgroup explorer screen was performing very slowly if the user preferences setting for "Show helpdesk job counts in helpdesk explorer window" was checked. This behaviour has been corrected.
- 27897 Viewing an Action from the 'Recents' toolbar option would not display the Job number and an error would occur if changes were made to the action and applied. This problem has been corrected.

Support Issue

- 27617 Hyperlinks were not able to be edited correctly rendering the link inactive or not displaying the link's url. This behaviour has been corrected.

Email Manager

Development - Enhancement

- 27919 The Email Manager will now be able to close jobs that have outstanding "Actions to do" associated with them. Previously this was not the case and the Email Manager would fail upon trying to apply an action template that would close the job. This behaviour has been corrected.

Reports

Development - Fix

- 27721 When running reports, the "Display filter details on report" checkbox was not displaying the report filter details correctly. This behaviour has been corrected. The reports should now display the report criteria as expected.
- 27826 Updated the report "Job history for Site with SLA date details" so that the "Average Minutes to acknowledge" summary was displaying minutes and not seconds.
- 27848 When accessing the custom reports via Reports screen it was possible to get a COM error. This behaviour has been corrected.

Web Interface - Client

Development - Fix

- 27805 Using the client web interface, the following error "System.FormatException: Input string was not in a correct format" may have been produced if one of the Web enabled job template has an end of line character (ie. '\bCrLf') and a client (not staff) attempts to log a job. This results a javascript error which in turn results the reported error (FormatException). This behaviour has been corrected.

Web Interface - Staff

Development - Fix

- 27923 A "FormatException" error was occurring when Staff users were viewing jobs from the Web Module. This problem has been corrected.

HelpMaster Pro v9.0.0

Release date December 19, 2008

Database version required 82

Release type New major release version release

Version 9.0.0 of HelpMaster Pro is a major upgrade from version 8. This release contains many new features, bug fixes and enhancements. For a general list of improvements, please refer to <http://www.helpmasterpro.com/Products/WhatsNewinversion9.aspx>

Desktop Application

Development - Enhancement

- 27286 Template drop-down boxes will now re-size the drop-down section to fully display the contents of the text. This makes viewing long template names and other information much easier.
- 27496 Version 9.0.0 of HelpMaster Pro is a major upgrade from version 8. This release contains many new features, bug fixes and enhancements. For a general list of improvements, please refer to <http://www.helpmasterpro.com/Products/WhatsNewinversion9.aspx>