

House on the Hill

2020 - Release Notes

Ref	Summary	Fix Release
IN018446	Correction to save format setting for Activity:hours in Data Dictionaries other than default DD	50l
IN018331	Stop call notes field shifting to the right	50h
RFC04375	Changes to behaviour in a dropdown field with selections	50g
IN018163	Enable the Category field Call:Q&A as dropdown	50c
RFC04348	Display a warning if Anon Ticket Submission is not enabled when editing Feedback Form	50b
IN018122	Alert QuickReports are treated as internal	50b
RFC04346	FAQ entries to open in a new tab	50a
IN018103	Correction for sorting in QuickReports	50a
IN018088	Ensure that the Filter option on the field Assignee in Contracts shows values	50
IN018063	Prevent the use of tracking duration status from creating multiple Activities	14a
IN017996	Allow update of the field inventory:guid	12z
IN017964	Enable Customer:Account Manager Field	12y
IN017826	The inventory assigned to an Organisation is now available for selection on a ticket	12y
IN017830	Duration on a child Activity needs to respect the duration set on the child activity definition	12w
IN017893	Alter the OrgSelect component to search for Org Name instead of Org Reference	12v
IN017857	Send Activity Emails from Activities associated with Sales Opportunities	12u
IN017798	Allow WebGuests to see the company logo if server attachments setting is enabled in WebServer Settings	12u
IN017831	Cross Tab reports to ignore non-alphanumeric characters in in Customer (or Org) Name/Reference	12t
IN017813	Permit WebGuests to open PDF and CSV QuickReport Output	12r
IN017803	Revision for Read Only (Advanced) permissions for Contracts	12q
IN017801	Correction for Time Zone Calculations Error, where there is a combination of system and login timezones	12q
IN017761	Correction to ensure that the Unassigned call queue shows the correct count	12n
IN017731	Correction to enable the unchecking of Contract:Support Calls check box in browser	12n
RFC04320	Enable Activity Summary Form for mobile devices	12m
IN017712	The funnel filter on the field Login:Named is removed	12l
RFC04313	When searching for the correct customer on an email read, search for live before archived ones	12g
RFC04302	Archived Activities on QuickTickets are not copied to the generated ticket	12b
IN017578	Remove All Folders (and Virtual Folders) from folder option in linking	12a
IN017431	Correction to remain on Search Tab when linking additional Incidents to a Problem	11i
RFC04285	Service Level Management filters are based on current Folder Type	11d
RFC04192	New 'Email Upon Completion' Activity checkbox for User Defined Email Templates	10c
RFC04260	Run KPI Reports with selected Charts	09d
IN017372	Prevent application pools stopping when using Bulk Update	09d
IN017290	Adjust for stoppage time when child tickets are closed via parent	09
IN017282	Emails triggered from activity are now picking up activity data	08c
IN017220	Emails ignored by Email Read need to revert the ticket counter	07i

RFC04241	Email templates that have been disabled by using the check box on the template are marked as [Disabled] in the template list	07e
IN017172	Cannot send a password reset email on a login before the login is created to prevent corruption of the login record	07e
IN017163	Activity Emails not being sent by Escalator	07d
IN017162	Correct the count of Recently Updated Tickets to reflect the View	07d
IN017130	Holiday settings now come into effect straight away and don't require a recycle of the App Pool	07d
RFC04236	Checkbox to ignore non matching incoming emails on mail read	07b
IN017124	Multiple attachment control now works for new tickets	07a
IN017078	Revision for Cancel button on locked tickets	06k
IN017034	Remove duplicate Timeline entries for Activities added by and assigned to the same person	06c
IN016973	Notes with the same text on different tickets should both be included in the Timeline	06c
IN016968	You can now sort QuickReports using 'Hot' (FCR)	05n
IN016955	Correct call count on dashboard for My Groups Open Calls	05m
IN016930	View of Recently Updated to show tickets updated in the last 5 working days	05i
RFC04406	Create/amend Mail templates from Categories	05
RFC04043	Support for OAuth2 authentication for SMTP, POP, IMAP, and LDAP connections	05
RFC04209	Introduction of drag n drop functionality for Kanban, allowing tickets to be moved to different lanes	04n
IN016802	Revision for Save function in Form Designer	04m
IN016761	FM Systems can have a feature to assist with assigning engineers based on coverage and expertise	04i
RFC04203	Aid Supplier selection with Customer Postcode + Sub-Type matching	04h
RFC04201	New Buttons to show Customer & Inventory tickets	04h
IN016625	Send an email to the assignee when a new note has been added to a ticket via mail read	04f
IN016700	Revision for Call Ref drill down on Component Calls for Inventory	04e
RFC04156	Ability to pivot Planned Maintenance Calendar by Plan	03n
RFC04170	When you alter the schedule on a PPM QuickCall it reschedules the jobs and now also reschedules associated tasks	03l
IN016620	In PPM QuickCall/Plan Summary you can now choose fields	03l
IN016618	Closed PPM jobs remain in the calendar and are coloured using the RGB setting on the status	03l
IN016616	Revise mail read process to successfully read in large HTML mails	03l
RFC04173	On the Link Tab, Link All now says Select All, and Link now says Link Selected	03k
RFC04174	Introduction of Landscape checkbox on Format Tab of QuickReports to allow PDF output in landscape	03j
IN016544	Revision for Folder Button Counts	03i
RFC04158	New LoginSelect Component	03g
RFC04155	New component OrgSelect for refreshing reports on a dashboard	03d
IN016464	Changing customer, product or assignee tag/ref now updates QuickCall records	03d
RFC04157	Show Asset Location on Calendar and QuickCall will pick up location when Asset picked	03c
IN016432	Audit field changes on Activities/Tasks is now available	03b
RFC04150	Ability to autcreate Tasks based on selected entries in Listbox	03
IN016319	Revision to cater for change to Google Charts	02n
IN016244	Update jQueryUi library	02n
RFC04079	Ability to create a form CallActivity:Summary_<Activity Type> to determine	02j

the activity fields that you show in the call summary

IN016305	Recalculate Activity Elapse Time if the Creation/Completion Date/Time change	02j
RFC04138	New option for Email Read: Email subject -> Call:Summary AND Call:Subject	02d
IN016241	Allow opening of an attachment with long filename	02c
IN016222	Revision for Image paste in HTML editor	02a
RFC04115	Lines per Summary setting by Login	01