

House on the Hill

Hoth Version 2025 - Release Notes

Ref	Release Summary	Fix Release
RFC04793	Added the capability to right-click in the summary view to Close tickets.	12a
IN024725	Removed the ability for users to edit an existing Login Tag.	12a
RFC05208	AI components now use a click-to-view approach, preventing automatic AI API calls when displaying the ticket form.	11b
IN024647	Improved AI sentiment formatting for greater consistency and accuracy in returned data.	11b
IN024560	Fixed an issue where a Status failed to escalate via an Automation Rule when the Folder's default Status did not include the Automation Rule's default as a child Status.	11a
RFC05174	Provides a direct link through to Lansweeper UI from Hoth ticket screen for a Lansweeper asset.	10b
RFC05168	Displays redaction status for fields in the Form 'Settings' tab.	10a
IN024545	Improvements to the speed of searches	10a
IN024474	Improvements to underlying security and access management.	10
IN024437	Resolved issue for tickets logged on Sundays when a view or report is configured against 'This Week'.	10
RFC05163	Added the new "Sys:AI User Insight:Component", linked to the "hothsummary" bot, to automatically generate insights based on a customer's last five tickets.	09c
RFC05165	Added backend caching for the "App" extra field to improve performance and responsiveness.	09b
IN024400	Fixed an issue where holding the Enter key (and similar inputs) could repeatedly submit the Search mini-form.	09b
RFC05072	Added ability to multi-select and bulk update tickets directly from the Summary View.	09a
RFC05142	Introduced capability to build a dedicated Product Form.	08a
RFC05141	Introduced capability to create a Supplier Form, displayed when the Supplier option is selected.	08a
RFC05139	Implemented sentiment analysis at the ticket level.	08a
RFC05131	Introduces the AI ticket summary feature.	08a
RFC05117	Notes component now includes AI support to assist with writing responses.	08a
IN024255	Fixed an issue where response breach timings were incorrectly adjusted for stoppage time even after a response was recorded.	08a
RFC05130	Enabled copying of all notes and images via the Note component.	07c
IN024190	Fixed an issue where images were breaking when adding CC or BCC recipients in the Email Preview window	07b
IN024178	Excludes 'Automation' Folder from Housekeeping.	07b
RFC05123	Provide capability for Automation rules to be applied to replies as well as new tickets.	07
IN024144	Resolved issue where contact names containing an apostrophe caused an error when accessing related tickets via the ticket icon.	07
IN024139	Fixed an issue when the filename of an attached image conflicted with the image used in the email signature.	07
IN024122	Improved formatting for the 'Solution F43' field when the 'Audit Field Changes' checkbox is selected.	07
RFC05106	Allow capability for multiple Wallboards to be utilised.	06c
IN024071	Resolved issue where dashboard drill-downs (e.g., Pie and Bar charts) did not respect the applied CustomerSelect filter.	06c
IN024055	Resolved issue where views using the "Yesterday's Updates" filter were displaying incorrect figures.	06c
IN024044	Improved field auditing to ensure changes from blank to populated, default to new values, and populated to blank are fully captured.	06c
IN024043	Resolved issue where 'Job Time' was not calculating correctly when included in a 'Yesterday's Updates' view.	06c
IN024025	Updated chart drilldown behaviour to skip applying additional SQL filters for calculated fields such as Response Breach, SLA Breach, and Warning Breach.	06c
IN023929	Improved email handling by checking that replies match the correct call and resetting call data at the start of each new email.	06c
IN024005	Introduced an additional Authoriser button, now editable by Analysts and Support users.	05c

IN023989	Resolved issue where only the first 40 characters of the SMTP Password field were extracted on Folder records.	05c
IN023971	Resolved issue where tickets would disappear from the Summary window when using Ctrl+Click, if the view contained a filter like Assignee = <Login>.	05c
IN023709	Addressed a problem where the main system URL became unresponsive after repeated searches.	05c
RFC05038	Added capability to configure email templates specific to the HothBot.	05b
IN023951	Resolved issue where the Assignee field failed to populate for tickets logged via Automation Rules through the Self-Service Portal.	05
RFC05041	Introduced capability to switch between plain and rich text for new Notes component.	04b
RFC05060	Added the capability to 'Pin' a Note.	04a
IN023625	Resolved issue where switching between the Notes and Activities tabs cleared existing text in the Notes field.	04a
IN023823	Corrected an issue allowing an invalid time value when scheduling reports.	04
IN023816	Developed support for a centralised Notes component in the Ticket Form UI.	04
RFC05030	Updates to the Login "Tag" field are now limited to Hothadmin, helping to prevent system slowdowns caused by widespread tag changes across records.	03a
IN023622	Fixed a sync issue where 'Archive Date' was not set when Users/Logins were archived via AD/Entra sync.	02
IN023574	Fixed a case-sensitivity issue in reports when grouping or sorting by the Service field.	02
IN023598	Added the option to customise the system logo in the mobile interface.	01d
IN023592	Resolved issue with Form styling caused by naming convention	01d
IN023576	Resolved issue with 'Reopen Ticket' button crashing	01c
RFC04948	Lansweeper assets can now be loaded directly through the Web interface, rather than only via the Windows client.	01b
RFC04995	Added a new dashboard component to simplify running and editing QuickTickets.	01a
RFC05002	Introduces component that allows the selection of QuickCalls from the ticket form.	01