



DH Helpdesk

Release notes 5.3.54

dhsolutions

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Release Summary

The DH Helpdesk version 5.3.54.255 was released on March 8, 2022. In this release you will find among other things:

- Compact case log
- Login with Microsoft account in mobile
- Workflow steps in Self Service communication
- Support for attachments with special characters in Mail2Ticket

Enhancements Helpdesk

Compact case log

When there is a lot of communication, the case log can get long. To get a quicker overview and to avoid unnecessary scrolling, compact case log is introduced. The full log note can be viewed by clicking “>>”. It is also possible to show all log notes by clicking “Show full Case log >>”.

Date	Registered by	External log note	Internal log note	E-mail	Files
2022-03-01 09:10:08	Initiator	1000 tack för att ni kan ta emot mig. Jag kan komma imorgon inom den tiden du skriver att ni har tid. En liten fråga, behöver jag ta med mig datorn? Om svaret är ja på den frågan hur är det med alla tillbehör. Behöver jag också ta med mig sladdar, tangentbord, skärm, mus, musmatta, skrivbord och stolen? Jag har faktiskt också en lådhurts, har det förresten betydelse om lådoma är öppna >>		john.doit@dhsolutions.se	
2022-03-01 09:06:36	John Doit	Du har verkligen gjort gedigna tester. Mycket bra jobbat. Det är dock viktigt att du har alla sladdar i när du startar programmet. Datorn måste framför allt vara påslagen för >>	Användaren har inte så mycket datorvana, det är bra om ni har gott om tålamod när ni tar emot hen imorgon.	initiator@dhsolutions.se	
2022-03-01 09:02:36	Initiator	Jag har testat men får det inte att fungera. Jag får upp en ruta som är blå en annan är röd och över alltihop kommer en grön ruta med gröna prickar. Ska det vara så? Jag har >>		john.doit@dhsolutions.se	

Show full Case log >>

Example compact case log

Invoicing information

The invoicing information has been moved when editing a case. The information is now collected in one place, to give a better overview.

Invoicing
Charge

Time spent	0	hour	0	minute	Total Work:	1 hour 0 minute
Over time	0	hour	0	minute	Total Over time:	0 hour 0 minute
Material	0				Total Material:	100,00
Price	0				Total Price:	200,00
Charge	<input type="checkbox"/> Debit customer for completed action					

Invoice

Invoice number	Price		Total Invoice: 300,00
1234	300	✕	
	0.00	✕ +	

Example invoice information

Workstation synchronization with UpKeeper

The synchronization with UpKeeper was introduced with version 5.3.53. With version 5.3.54 the synchronization also handles the Warranty date information.

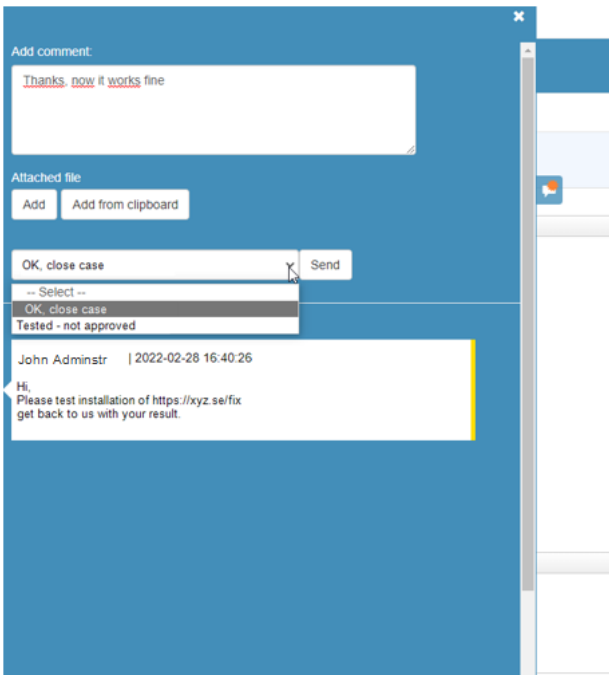
Inventory

New field for Warranty end date is added for inventory type Workstation. It is also possible to synchronize this field with UpKeeper.

Enhancements Self Service

Workflow steps in Self Service communication

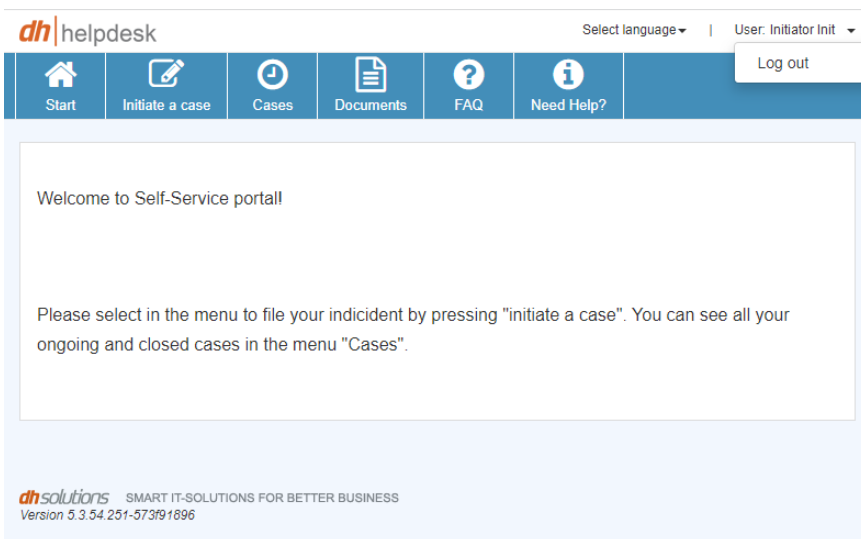
Workflow steps are now integrated with the communication. This makes it easy for the initiator to select a workflow, when posting a new comment to the case. The workflow can among other things set the status and close the case. Usage of workflow makes processes more streamlined. It will also help to save time when initiators can close the cases by themselves, without any action from the administrator.



Example of workflow usage

Log out option

It is now possible to configure a log out URL for Self Service. The log out option will be available when clicking on the user name. Contact DH Solution for configuration and more information.

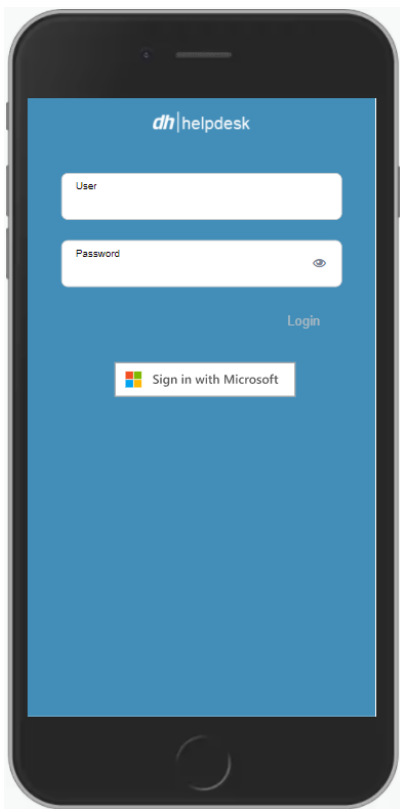


Log out link

Enhancements Mobile

Login with Microsoft account

It is now possible for users to get authenticated using their Microsoft account. If user clicks Sign in with Microsoft on the login page, the user will get redirected to Microsoft sign in process. That sign in will be compliant with the policy of the organization, which may mean asking the user to enter their credentials, using multi-factor authentication.



Login

Enhancements Mail2Ticket

Support for attachments with special characters

In special situation it can happen that an attachment in an email contains characters ~ : \ or /. These characters are not allowed in file names and therefore creation of attachments to the case failed. The attachments will now be renamed:

If "\", set file name to the string after the last "\"

if "/", "~" or ":" replace with "" (empty)

Fixes

Helpdesk

182267 – Start page setting not working

After version 5.3.53 it was no longer possible to set Case overview or Advanced search as Start page for a user. This functionality is now restored.

183662 – Admin - Customer - Advanced Search

The setting page for Advanced Search could fail to load in specific circumstances.

174819 – Inventory – Workstation – BIOS version

Accepted string length adjusted to 40 characters.

184461 – Some fields not included in case overview search

Added fields:

Cost Centre (Initiator section + Regarding section)

Available (Case Information section)

Verified description (Case management section)

Computer type description (Computer information section)

Placement (Computer information section)

Now all text fields are included in case overview search.

183348 – Issue when form gets too big in form editor

Web server settings adjusted to handle big forms.

181957 – Wrong language on Microsoft login button

The button for login with Microsoft was in Swedish. Login page language is English.

176867 – Field Regarding – Costcenter does not allow more than 30 characters

Filed length adjusted to 50 characters.

169538 – Incorrect order of fields in Administration – case field settings

External and internal log note has been switched to comply with standard.

187833 – Only CC does not work

If only CC email address was added when sending an internal log note, the email was not sent. It is now possible to send an internal log note with only CC address.

193459 – Favourite filter not saving Initiator search string

When creating favorite search, initiator field wasn't included. Field value is now saved and used in search both in Helpdesk and Mobile.

Self Service

183668 - Not possible to preview attachment in communication

Preview is now working.

Mail2Ticket

190278 – Additional line break added before link to case in new case email

When Mail2Ticket generate the link to the case (#98), an additional line break was added. This line break is now removed.

Mobile

188677 – Mobile application not working if English language is inactive

Now changed to allow configuration where not English is used.