KronoDesk® 2.0 Release Notes

KronoDesk is the highly acclaimed integrated customer support and help desk ticketing system from Inflectra. These Release Notes cover what issues this version addresses, what new features have been added, and finally download instructions. If you have any feedback or suggestions regarding this release or any of our products, please send us an email at support@inflectra.com with your ideas or comments.

New Features

The following new features have been added in this release:

- **Role Management**
  - Create, modify and delete roles- [RQ:1135]
  - Customizable role permissions- [RQ:968]
- **Help Desk Ticketing**
  - Auto-suggest KB article when customer submitting ticket- [RQ:1756]
  - Ability for support agents to seamlessly enter a KB link into tickets- [RQ:1757]
  - Option to email attached document to ticket submitter when attaching- [RQ:1414]
- **Knowledge Base**
  - RSS Feed for recent articles- [RQ:1174]
  - Each category has a page with its articles- [RQ:1149]
  - RSS Feed for each category page- [RQ:1150]
  - Separate Links Panel for KB Article- [RQ:1883]
- Replacement of separate mobile site with a single adaptive site- [RQ:1826]
- Refresh of KronoDesk UI to be more modern looking- [RQ:1827]
- Improved Global Search- [RQ:1881]
- Integrated Theming- [RQ:1882]
- Create new v2.0 REST API and SOAP API- [RQ:1884]
- Update Incidents Logging for Spira 5.0- [RQ:1885]

Enhancement & Resolved Issues

The following issues and enhancements have been addressed in this release:

- Allow option to send Email Attachments in notification.- [IN:1993]
- Allow merging of tickets.- [IN:2134]
- Make it easier to see and/or copy the contents of the description field- [IN:2259]
- Help Desk: error when trying to change to a view that only has one page, while currently on a subsequent page- [IN:2264]
- Forum heading "Last Post" information is incorrect, if there are any new threads that are newer than the last thread REPLY- [IN:2305]
- Help Desk: Filtering by date has problems- [IN:2393]
- Help desk ticket list: allow users to customize the list display and remember their choices.- [IN:2470]
- Administration>Ticket Statuses page: Add a warning/confirmation message when user clicks on "remove".- [IN:2505]
- Help Desk, Ticket detail page: the display dropdown options on the left don't work as expected for customers- [IN:2520]
- Administration > System Settings > E-Mail Configuration page: one of the tabs isn't displaying right, plus some suggestions for making it easier to understand:- [IN:2525]
- Help Desk: Ticket "Closed Date" field always gets populated when you revert a workflow transition.- [IN:2548]

- Help Desk ticket list: There's no way to get back to sorting by last updated, if you choose a different sort- [IN:2565]
- global search results box can disappear if you move the mouse- [IN:2569]
- In the ticket description, indicate that a note is internal only. (was done for the notes section already)- [IN:2576]
- In one forum screen, avatars aren't scaled down like they are on other screens.- [IN:2577]
- With Firefox, the screen for submitting a ticket is too wide- [IN:2580]
- Add Option to remove email header line.- [IN:2582]
- Help desk: Name and Product fields are always required even if the workflow doesn't have the "required" box checked.- [IN:2587]
- Add security roles to application sections.- [IN:2594]
- Don't trigger Event Notifications when an internal note is added- [IN:2595]
- Admin editing users can select 'no' roles, throwing error.- [IN:2599]
- Help desk ticket history problem if there is more than one page of history: can't go to subsequent page(s)- [IN:2603]
- Company information not displaying properly- [IN:2607]
- Add KronoDesk ticket link to Spira- [IN:2650]
- Description heading missing on the New Ticket screen- [IN:2673]
- kronos- user view vs employee view- [IN:2676]
- overview of my logged tickets. Allow customers to export their tickets to Excel.- [IN:2693]
- Add ability to configure additional roles- [IN:2743]
- Help desk: Long lines in the Error Message field don't wrap, thus causing the whole screen to be too wide- [IN:2744]
- Having a custom property of type integer doesn't validate safely if a user enters a non-integer.- [IN:2750]
- Creating an incident in SpiraTeam works, but a strange error is logged.- [IN:2756]
- Minor labeling problem with the Ticket Date Range graphs: data grid always shows "Ticket Progress Rate" label. . .- [IN:2757]
- Ticket history table won't let you view more than one page.- [IN:2847]
- Improper UserCollection entry causing a NullReferenceExcpetion in Ticket_Retrieve()- [IN:2848]
- User list in Administration can get into a state where it cannot be displayed.- [IN:2849]
- Email Config Page doesn't inactivate IIS SMTP setting when hosted.- [IN:2862]
- Allow employees to view their own attachments before tickets submittted- [IN:2876]
- Sporadic Width Issues Submitting Tickets on Chrome- [IN:2960]
- Help Desk: ticket page has display problem on wide screens- [IN:2962]
- Help Desk: on New Ticket page, make the ticket name field more noticeable somehow- [IN:2965]
- Dropdowns on the ticket detail page are hard to use- [IN:2966]
- permission/membership issues when adding an incident to Spira- [IN:2967]
- KronoDesk priority colors customizable- [IN:3016]
- Kronodesk footers: disable- [IN:3022]
- Dropdowns don't always select all items (those near the end remain unselected)- [IN:3039]
- Insufficient Security Validation of User-supplied Input – Path Traversal- [IN:3050]
- Login Name Input Validation Only Enforced Client Side- [IN:3051]
- Prevent Display of Attachments Linked to Tickets by Anonymous Users- [IN:3052]
- Open Redirection via ReturnUrl Parameter- [IN:3053]
- HTTP Cacheable Response Changes- [IN:3054]
- Internal Path Disclosure in Error Messages- [IN:3055]
- SMTP Recipient Injection via User Registration Form- [IN:3056]
- Lack of Error Handling- [IN:3057]
- Emails sent out with new 'Note' added when no new note is added.- [IN:3069]
- Extra entries in tst_artifact_attachment table..- [IN:3072]
- Hide email addresses for users unless logged in user is a support agent type of role.- [IN:3086]
- Security Vulnerability: XSS issue with the global search box- [IN:3203]

- KronoDesk description box toolbar scrolls up if you enter more than 12 lines of text.- [IN:3210]
- Deleting user - filter user lists.- [IN:3230]
- When accessed from forum post, user profile does not include help desk tickets- [IN:3281]
- Need to validate the ReturnURL parameter used on some of the Account pages- [IN:3293]
- Consider enabling Viewstate encryption and enableviewstatemac for better security- [IN:3295]
- Application error; stopped working if a bad sort gets in the user's profile- [IN:3324]
- Paging issue on KronoDesk- [IN:3334]
- We need to handle XSS injection in tickets that are initiated from email.- [IN:3355]
- Edit Admin -> Roles page for better clarity.- [IN:3372]
- Add 'guest' role..- [IN:3373]
- Add code syntax highlighting to Knowledge Base- [IN:3405]
- Thread page timing of 0 should be '0 minutes' not '0 minute'- [IN:3458]
- Duplicate validation messages on new ticket creation- [IN:3459]
- RSS Token on Account Page- [IN:3569]
- [Vulnerability Report] Persistent XSS at Inflectra forums- [IN:3643]
- Knowledge Base - if all sub categories of a category have no articles, the sub category heading is still displayed (though the sub categories themselves are not)- [IN:3648]
- v2.0 Installer Issues- [IN:3787]
- When a new email message comes in for a deleted ticket, it's simply being added to the deleted ticket- [IN:3797]
- When an administrator is editing a user's profile, hide the "change password" button.- [IN:3827]
- Administrator editing a user's profile causes avatar to revert to original- [IN:3828]
- When you paste a screenshot in a new note and try to save, you get an error about it being changed by someone else.- [IN:3831]
- Ticket history dates are garbled: for example "23/10/17" for January 10, 2017.- [IN:3832]
- The Home Link on the Knowledge Base has the Wrong URL- [IN:3833]
- Cannot create a new user in admin or register for an account- [IN:3834]
- Link from individual KB article to the category does not work- [IN:3836]
- Ticket detail page: upon changing/selecting a product, hidden custom fields appear and asterisks disappear- [IN:3838]
- With Edge browser, the function to paste a screenshot does not work- [IN:3839]
- Some ticket list fields get filled in with the first value (automatically, not by the user)- [IN:3840]
- Ticket history problem: for newly-defined custom properties, the field name is strange- [IN:3841]
- saved draft articles cannot be accessed from user page- [IN:3842]
- Adding links and attachments to Articles does not work properly- [IN:3843]
- Article tag cloud should only show top 25 tags- [IN:3844]
- External home page, Recent Articles widget: time is off by 5 hours- [IN:3847]
- Get error when try to edit articles that have been created today (OK with the sample data)- [IN:3851]
- Knowledge Base main page: minor display issues if subcategories are defined but don't contain any articles- [IN:3852]
- KB: the first article in each subcategory is missing from the subcategory page- [IN:3853]
- Administration: Help Desk custom property editing problems- [IN:3854]
- Help Desk list page: text in error pop-up is incorrect- [IN:3856]
- Help Desk list page: need to fix the text that briefly appears while the list is loading- [IN:3858]
- User account page: trying to go to the second page of the "My Published KB Articles" section gives an error- [IN:3859]
- Administration Event Log: event detail pop-up does not scroll. - [IN:3860]
- Admin, System Settings, Product Definitions page: workflow dropdown shows "All selected" when only one workflow exists.- [IN:3862]
- Admin, Help Desk Settings, Workflows: Wrong message when attempting to delete an active workflow- [IN:3863]
- New ticket page: problems with attachments- [IN:3864]

- Help desk ticket list: Merge Tickets button on left side does not do anything- [IN:3867]
- Some custom property options are not working- [IN:3868]
- If you try and login using the Login.aspx page (not the popup) no messages are shown on f ailure- [IN:3872]
- Draft article can be viewed by anyone, whether logged in or not, with URL- [IN:3874]
- New ticket page no longer gives you a message at the top of the screen about missing required fields...- [IN:3875]
- Attachments to Knowledge Base articles cannot be viewed if not logged in- [IN:3877]
- Enable spell checking function wherever possible.- [IN:3878]
- Knowledge base: there is no way to remove attachments from articles- [IN:3879]
- Help Desk: function to delete attachment from ticket is not working.- [IN:3880]
- Internal Home page: under Draft KB Articles, the links are incorrect. - [IN:3882]
- Security: person logged in with default user role is able to view ticket attachments by using the URL- [IN:3883]
- When not logged in, attempting to view a forum thread gives an error- [IN:3884]
- User whose role does not have view permission for articles can still view articles- [IN:3896]
- External role with edit permission for forum messages is able to edit all replies.- [IN:3898]
- Most Event Notifications are not being triggered- [IN:3901]
- Admin System settings, E-Mail Configuration: changes to message templates are not saved- [IN:3902]
- Administration > Help Desk Settings > Event Notifications: email templates are not used- [IN:3903]
- Notifications are mixed up: adding a note sends email for different events- [IN:3905]
- Workflow: function to configure Ticket Note as required does not work- [IN:3906]
- Workflow: function to configure custom rich text property as hidden does not work- [IN:3907]
- Workflow: Required custom properties are not marked as such for internal users (external OK)- [IN:3908]
- Need to double-check Installer's Workflow 'Field Status' upgrade.- [IN:3909]
- Admin -> Error Log, 'Clear All' button doesn't seem to clear.- [IN:3910]
- Customer getting an error trying to save ticket- [IN:3913]
- For customer role, using betatest.kronodesk.net, the ticket detail page takes 30 seconds to load- [IN:3919]
- On the test site, betatest.kronodesk.net, the default role is User. It should be Customer, - [IN:3920]
- On the Account Verification Resend page, when you enter an unknown email address, no message comes up (updated)- [IN:3924]
- Installation issue: On a newly upgraded KronoDesk site, on user profiles, the Spira login & API key fields are hidden.- [IN:3929]
- Annoying to have to scroll up to change workflow status- [IN:3930]
- Administration -> Edit Profile page: no roles are displayed- [IN:3940]
- Ticket list: external user can see internal note in tooltip. - [IN:3943]
- Changing your own password isn't working. It's giving an error.- [IN:3944]
- Installer missing file in /images- [IN:3952]