KronoDesk® 3.0 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:

- **Customization**
    - Admins can enable/disable Ticket fields.- [RQ:2271]
- **Reporting**
    - Ability to Generate Standard Reports- [RQ:1463]
- **Ticket Details page is fast, responsive, easy to use, and intuitive**
    - A journal view lets users easily see, understand, and act on all aspects of the ticket history- [RQ:2268]
    - Ticket header displays clear standard information that is easy to act on- [RQ:2285]
    - New sidebar shows rich information about a user, and gives access to all custom fields- [RQ:2286]
    - Digital Signatures makes uses sign when workflow requires it- [RQ:2287]
    - Attachments can be easily added (and subsequently managed) on a ticket- [RQ:2288]
    - Incidents to SpiraTeam can be created, when applicable- [RQ:2289]
    - Workflow management and field validation is easy to use and gives clear feedback to user- [RQ:2290]
    - Save buttons gives clear signposts and actions to user- [RQ:2294]
    - The page is responsive and usable at all screen sizes- [RQ:2291]
    - Ticket Details has live reloading- [RQ:2297]
    - Keyboard shortcuts make using the page quicker and possible without a mouse- [RQ:2350]
    - Users can see and change cc members to a ticket- [RQ:2353]
    - Employee Groups- [RQ:2372]
    - Ticket Create Page: is fast, responsive, and easy to use- [RQ:2355]
    - Ticket details organization roles control permissions in correct sync with workflow- [RQ:2379]
    - KB articles are easier to read- [RQ:2354]
    - Refactoring KB pages- [RQ:2356]
    - Create API for v3.0- [RQ:2370]
    - Refactoring- [RQ:2371]
    - allow admins to customize js loaded on the site- [RQ:2373]
    - Add Undelete button for internal users- [RQ:2388]

Enhancement & Resolved Issues

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

- Report Types- [IN:2360]
- Ability to report on companies and users belonging to.- [IN:2374]
- Subscribed Threads widget: show last updated date instead of the date the thread was created- [IN:2609]
- Ability to have a CC list associated with a ticket- [IN:2805]
- Add print screen option to KB articles.- [IN:3491]

- Creating an incident in Spira: required custom property is not enforced.- [IN:3949]
- CSRF in Able To Reply Anything Of Any Post Without Victim Permission- [IN:3965]
- Administration -> Knowledge Base settings: various problems trying to set up categories- [IN:4016]
- Add 'User Merge' Functionality- [IN:4110]
- Implement CSP Policy on KronoDesk- [IN:4157]
- Disconnect between DataGridJ and filterHtml() function.- [IN:4213]
- Store Attachment URLs as tokens, to be translated upon display.- [IN:4220]
- When attempting to view an attachment that is not accessible, a system error is displayed.- [IN:4241]
- Upgrade from 2.0 to 2.1: error editing the sample organizations- [IN:4243]
- Documentation: add info about "Log In As User" button to the admin manual.- [IN:4322]
- Forum posts: after 24 hours, the time is 5 hours later than it should be.- [IN:4323]
- Issues with forum posts from user who has been made inactive- [IN:4324]
- XSS vulnerability submitting new ticket- [IN:4469]
- Enhancement - Add ability to print single Ticket- [IN:4574]
- System error trying to view user profile if login ends with a period- [IN:4748]
- Make the experience better when trying to create a ticket before authenticated- [IN:4783]