

iSupport Fix List

Fixes in iSupport 18.2.0.00 Released 05/28/2025

- Several stored procedures and functions were updated to handle larger customer profile fields, resolving errors that occurred upon selection of the Ticket Count button in the Incident screen for some customers.
- Personal dashboards are no longer copied when an admin copies a support rep profile to another rep.
- An error no longer occurs when closing a problem and associated incidents if an associated incident is in an incident hierarchy.
- A scroll bar now appears when a mySupport view has multiple incidents in a dashboard component view frame.
- An error no longer occurs while processing if an image file name in an email is longer than 100 characters.
- Category type options now display correctly in the Initial Setup Utility screen.
- The Change rule action for publishing to mySupport now functions correctly and includes a portal selection option.
- The Add/Remove Others To Notify options now function correctly if a change template-applied layout has the OTN field but the default mySupport change submission layout does not.
- The In Progress count for incident hierarchies is now increased if the New Related Incident action is used and decreased if the Remove From Hierarchy action is used on an incident.
- Special characters in folder names no longer prevent folder expansion in Desktop views.
- Custom date and date and time fields set by support reps working on a server configured to use the en-AU culture now save correctly.
- Rep Client Date and Date Time custom field validation now only validates if there was not a saved value or if the value has been changed from the saved value.
- The Has Children field now clears if the lowest level node category is moved out of a branch that has pending deletion categories at the lead node.
- You can now delete a dashboard component on a shared dashboard if another rep has maximized the component.
- The Print button on mySupport knowledge entries now functions correctly.
- The Draft Correspondence tab now appears if there are no correspondence templates to display.
- The Copy and Order of Precedence buttons no longer appear on the Knowledge Layout configuration screen.
- The non-functioning folder expansion arrow no longer appears on mySupport views.
- Rule group and chat history are now deleted when work items are archived or deleted.
- An error no longer occurs if you drag an image after dropping it.
- An error no longer occurs when sending a correspondence reply to a correspondence received with embedded images.
- Images in an available headline message/details on mySupport no longer appear in the Headline newsfeed and Notification Center.
- An error no longer occurs when previewing a new custom notification.
- When a change is created via a service catalog request, the audit and customer audit history entry now includes the author.

- Asset auto-create agents now have error handling for scans that don't have an asset name.
- Deletion of a service catalog node in configuration is now included in configuration audit tracking.

Fixes in iSupport 18.1.0.1 Released 11/12/2024

- Inconsistencies no longer occur with folders collapsing when refreshing views with only one root category and multiple subcategories.
- Rep Desktop chat listings no longer wrap improperly when there are enough reps to add a vertical scroll bar.
- The Customer Address field in the Archive table has been expanded to support the 395-character maximum length of the combined address fields from the Customer Profile table.
- Single Sign On using Azure AD now uses the Assertion by Name property. Previously the code expected a FriendlyName property, which isn't available from Azure AD.
- The info bubble now functions correctly for related incidents and changes in incident and change views that contain the Is Root Ticket field.
- An error no longer occurs when sending a reply to a correspondence if the original email has an inline attachment that doesn't have a name.
- The EWS authentication method and outbound email settings have been added to the iSupport Environment Report when the protocol is EWS. Port numbers are now suppressed in the Email Account configuration screen when OAuth is in use.
- Support representatives can no longer edit hyperlink custom fields that are configured with Available To Reps set to No.
- An error no longer occurs when a category-based call script is used on more than one incident.
- An error no longer occurs when you save a time-based rule with the Source mySupport Portal condition.
- An exception no longer occurs when exporting to QuickBooks from an Opportunity record and the customer/company does not exist in QuickBooks.
- You can now delete report views.
- Exception logging and handling was added to the Configuration Item Auto Create agent for detailed information and continuity in processing.
- Varied results no longer occur between the Preview function in the View Designer and the view results in a dashboard component.
- Administrators can now set custom field values on templates in configuration if a custom field is configured with the Available To Reps field set to No.
- You can now open the Desktop tab context menu from the full Desktop interface via an iOS device using a long touch. Note that a Copy dialog will also appear if using this function.

Fixes in iSupport 18.1.0.0 Released 06/25/2024

- A login prompt no longer appears when selecting the Template link in the New Correspondence screen.
- An EWS connection error dialog no longer appears after the Email | Default Outbound Settings screen is saved.
- The Group Access tab is now included in the Change and Change Hierarchy Template screens when the Make Available to Representatives setting on the Basics tab is set to On.
- An error no longer occurs when a customer with Can View Items for Additional Customers and Others to Notify opens a mySupport incident view or feed.
- A customer profile that is being removed as part of a merge but is in an active approval cycle is now replaced by the ID of the customer selected as the master.
- Call scripts now display correctly if an incident layout changes based on category selection.
- The mySupport Sign feature now saves the signature file with the associated work item.
- Images are not longer duplicated when pasting screen shots into the mySupport work item submit

Description field via Mozilla Firefox and Google Chrome.

- The URL on the Default Outbound Email instructions page is now correct.
- When saving a template with Restrict Statuses set to On, the auto-close default close status is no longer validated even when auto-close is set to off.
- Personal view alerts are now deleted when a Support Representative Profile record is deleted.
- If a hyperlink-type custom field does not have a configured default value when submitting an incident, the Edit dialog no longer has a default label of "true" and the field no longer includes the value of the URL in the label and a blank URL. If a customer has mySupport Custom Fields Editor access and Editable on Existing Incidents is enabled for a custom field, the Edit link now functions correctly when an incident is displayed on mySupport.
- A Submit button has been added to the Feedback feature to prevent intermittent changes of responses.
- Customer Approver and Approver Delegate ID references are now moved during customer merge.
- An error no longer occurs when attempting to add groups to an Active Directory data source integration sync setting default value for a group. This occurs when you attempt to add a group to the existing entry for groups that had already been saved to the sync setting.
- Webhooks now return the Customer Authorizer field for Change records.
- Decoding now functions correctly in the Call Script dialog.
- The size of work item archive fields has expanded to prevent errors during archiving.
- An error no longer appears when attempting to sort on the Event Date column in the Event Log in configuration.
- The Run Now button for the Email Processing agent in the Email Accounts screen now functions correctly.
- The keyboard tab control now functions correctly on mySupport custom date and date and time fields if the Disable Manual Entry of Date Time Custom Fields setting on the Advanced tab in the Custom Fields configuration screen is enabled.

Fixes in iSupport 18.0.0.1 Released 2/14/2023

- An error no longer occurs while synchronizing a remote database customer dataset.
- A Mobile Rep Client error no longer occurs after a fresh V18.0.0.0 install or installer upgrade.
- Values from non-string attributes now synchronize with Active Directory.
- A CSS error no longer occurs on mySupport after upgrading a portal that is using the Windows Integrated Authentication feature.
- An error no longer occurs if a Customer Profile custom field used in AD mapping is deleted.
- Date and time attached information is now added when a knowledge entry with an attached file is created from an incident.
- The mySupport Navigation Tiles dashboard component now uses the alignment settings when a submenu is selected for a mySupport navigator.
- Errors and shared view issues related to Desktop Content and Dashboard Manager permissions no longer occur.
- An error no longer occurs if the rep is using the Classic toolbar, doesn't have the Create Personal Correspondence permission, and replies to a received correspondence.
- An error no longer occurs when a new knowledge entry is created from an incident that has an attached file.
- An error no longer occurs when an incident is created via an email, an approval cycle is initiated, and the incident is deleted.
- An error no longer occurs when searching a Knowledge view with a date field.

Fixes in iSupport 18.0.0.0 Released 12/19/2023

- Custom fields with conditional display settings now appear correctly on the Rep mobile interface.
- Asset synchronization settings no longer use default filters based on the user object class rather than the computer.
- An error no longer occurs when a badge is added to the Desktop.
- The iSupport license now validates when using SSL.
- Settings for a News Feed button in a mySupport portal component are now saved.
- The Related Hierarchy chart now appears correctly upon tab selection if the Related Hierarchy field is on a tab that is not selected when the page initially loads.
- Refresh now functions correctly when creating a new associated incident via the Associated Work Items field in a Problem or Change record that has a category with an associated layout.
- The list of time zone registry key names has been updated, resolving errors that occurred due to a few time zone changes.
- The email link in the Rep Details tooltip and View Rep Details dialog now functions correctly in the Change, Opportunity, Problem, and Purchase work item screens.
- Custom menu actions are now saved when added to a Purchase layout.
- The All tab in the selection menu on the View component no longer always displays as selected.
- The Incident status role permission is no longer utilized when permission checks are performed in the Change screen.
- The <Date Opened> include field in the iSupport default notification for Change Created Via Email was replaced with the proper include field of <Change Date Opened>.
- Time-based important date rules based upon date and date time custom fields no longer cause timed-based rule issues if the specified custom field is not set on the work item.
- The Customer Details section in the Incident screen now displays correctly if a new layout is defined and set as default.
- Category custom fields submitted via mySupport template are now saved when categories that are selected by a customer add more custom fields.
- The default impact/urgency mapping for Change is no longer used when a new incident template is created.
- Files are now attached correctly if an email is processed via Exchange OAuth and the sender uses a digital signature.
- The page width is now set correctly and comments now appear if there are enough columns in a Configuration Item view to cause a horizontal scroll.
- iSupport now installs correctly on Windows 2022 Server; .NET 3.5 is no longer needed and iSupport is compatible with .NET 4.8 or above.
- Change records can now be opened if created from a template in a scheduled template hierarchy.

Fixes in iSupport 17.7.0.3 Released 08/01/2023

- A TLS 1.2 error message preventing connection of an EWS OAuth2 email account no longer occurs when no such error has been encountered.

Fixes in iSupport 17.7.0.2 Released 07/17/2023

- An error no longer occurs when, after a previously selected group has been deleted, a new default group is added to a Data Source Integration definition for support representatives.
- Event log messages have been improved for errors related to single sign on.
- Adding a third product to a purchase order no longer overwrites the second product on the order.
- Products that are not available to mySupport now appear for selection in the Rep Purchase Request screen.
- Login errors no longer occur for a support representative who has deleted a Customer Profile record.
- Event log messages have been improved for errors related to EWS OAuth2 connections.
- Customer comments now appear in the Customer Comments popup dialog on work item screens.
- The right-click menu now functions correctly when Show Pending Deletion is enabled in the Category configuration screen.

Fixes in iSupport 17.7.0.1 Released 06/06/2023

- You can no longer add multiple support representatives to a support center.
- An error no longer occurs when attempting to set the date for a work history entry using the calendar picker.
- Upgrades and iSupport Update no longer fail when encryption is enabled.
- The Awareness save pop up dialog now functions correctly.
- Rule group data held in the iSupport Agent Manager cache is now reloaded when an incident or change template is edited.
- View searches and filters using a text field, the contains operator, and a string ending with a capital letter N now retain the n at the end of the search string.
- Input in the text type Change custom field in Change Template configuration is no longer limited to 50 characters. It is now equal to what the field allows in the Change work item screen.
- A delete confirmation now appears when a support representative selects the X icon to remove a badge from a dashboard.
- The Customer and Company Layout pages in configuration no longer include buttons that aren't applicable.
- The Assignee Name field now retains a color change if it has conditional formatting.
- You can no longer add count-enabled assets to work items beyond the available quantity.
- The iSupport Environment report now includes information about archive-related settings.
- Validation now functions correctly on mySupport work item submission if a custom field is individually placed on the layout.
- The Followup agent no longer advances the followup date by one day even when the interval is set to zero in configuration.
- The time based rules agent now has better error handling and a service restart is no longer required after an error such as a time out. If one work item fails to process, it will now continue to process the other work items. The flag added to prevent the agent from running multiple overlapping threads is now cleared if an error causes the process to fail.
- An error no longer occurs when clicking outside of the Category Search dialog on a mySupport work item submission after a search has been entered.

- The last character in a custom field label on mySupport is now included in the validation message that appears when the user doesn't complete a required field.
- The Next and Previous buttons now display work items opened from a work item-based Rep view.
- An error no longer occurs when the view panel at the bottom of a work item screen is expanded and the work item page loads.
- When using the Select | Custom Field dialog's search function in the Change Rule configuration screen, Customer custom fields are now included in the search results. When entering a label match, non-qualifying records will not be included.
- A dashboard will no longer automatically lock and you can edit it if you do not already have a Pinboard component set and you try to add one. If incidents/changes were pinned prior to adding the Pinboard component, they are now showing in the component.
- The Reopened and Scheduled status types are no longer available in the drop-down when creating new custom status types for incidents and changes.
- An error no longer occurs when a column is selected in the Chart Desktop component and the base view from the connected chart has Read/Unread enabled.
- Errors no longer occur when a mySupport portal view has sorting fields set in the view configuration and the customer selects one of those field headers to reorder the view.
- Expansion and selection of levels in the mySupport Category dialog now function correctly. The method for expanding has changed from double click to single click.
- The performance of the URL migration service has been improved; this service runs after the application URL has been modified in the Global Settings screen.
- Support representative availability for round robin and load balancing no longer improperly limits standard routing options for representatives with Route by Group Only permission.

Fixes in iSupport 17.7.0.0 Released 02/14/2023

- An error in the Image Reference Migration Service that was causing excessive memory usage has been corrected. This service runs as part of the maintenance agent to repair image links after the iSupport Application URL has been changed on Global Settings.
- Skill-based routing from an incident or change template now correctly uses the lowest category level selected by the customer via mySupport.
- The time-based rules agent no longer runs again when the previous run hasn't finished.
- Microsoft integration now functions correctly for Microsoft accounts created under the .US domain in a Government Community Cloud High environment due to a new Microsoft 365 GCC High Environment On/Off switch button added to the Microsoft integration, Email Server Account, and Default Outbound Account screens.
- The Days Elapsed field now sorts correctly in views.
- When you open a calendar event that has attendees and RSVPs and select View Attendees, the attendee list no longer displays behind the Event information screen.
- Change workflows that had the top level change reopened and then had a closed change related before being closed again will now archive.
- Include field output on Asset Details correspondence and custom notifications now aligns correctly.
- Purchase rule group history entries now appear when building a view via the Purchase data source, and are fully deleted when linked to a Support Representative Profile record that is deleted.
- The Print Label feature for assets now functions correctly on Chrome and Internet Explorer; Firefox is not supported for this feature.

- The email address used for sending approval cycle notifications to support rep approvers is now updated immediately after the address is changed via the Support Representative Profile screen.
- A view/chart author with the Edit Shared permission can now open a view/chart for editing via the Content Manager if another support representative with Edit Other Personal permissions has edited it.
- Previously, the initial save of a scheduled incident or change was processed as meeting the rule event of initial save, but only notification rules actions were executed. For subsequent incidents and changes created based on recurrence scheduling, the initial save event was suppressed and the scheduled status was not available to be used in rule conditions. Now, the initial save event will be processed as met when each instance of recurring scheduled incidents and changes is created. The rule actions executed for incidents and changes that are initially saved in the scheduled status will continue to be limited notifications. Also, the scheduled status can now be used as a rule condition.
- An error no longer occurs when attempting to add a relationship to a newly created and saved configuration item (without closing it).
- The following 508 compliance exceptions were corrected: mySupport config and top menu bar; Mobile interface Back/Cancel buttons, login page, landing page, and menus; Rep dashboard error, Asset form, date and date time custom field controls, Asset Scan Comparison page, removed alt text from GwiGridView Select All Items checkbox, plain text fields with no value, Customer Details section on work item forms.

Fixes in iSupport 17.6.0.5 Released 11/17/2022

- The API method used to refresh Zoom tokens in iSupport was updated to address a security change made by Zoom.
- The mySupport Report dashboard component now loads data without error.
- View paging now works properly in survey response views.

Fixes in iSupport 17.6.0.4 Released 10/17/2022

- Database column sizes were increased to prevent token truncation for EWS, Gmail, and Quickbooks OAuth from occurring.
- The preview in the View Designer and the view when loaded via a dashboard component now match for survey response views.
- The text in rule group history entries regarding email notifications is now consistent.
- Errors no longer occur when creating a new change or changing the category for an existing change when running Microsoft SQL Server 2019.
- When opening an existing work item chart that is configured to use average time or total business time open, all work item types are no longer listed as available in the chart settings.
- The spelling error in the tooltip for category search on work items has been corrected.
- An error no longer occurs when attempting to attach a file to a new knowledge entry that has not yet been saved.
- You can now add a question to a new survey if the Category feature is disabled.
- If the All Rules options (such as Name and Type) in a customer's view are used, all the active rules now appear in the view.
- A colon is no longer added to custom field labels in mySupport work item layouts.

- Custom field mappings used in LDAP/AD data source integrations are now checked by the maintenance agent when processing custom fields pending deletion.
- Additional characters no longer extend out of the Customer area when a customer field on an Opportunity layout has a string longer than the available display area.
- An error regarding the Google Calendar access token column no longer occurs, and the Google Calendar Grant Access link now verifies that the current URL host matches the iSupport Application URL in Global Configuration settings.
- Custom date fields no longer repeatedly reload after selection in a service request via the Desktop.
- File attachment extensions are no longer case-sensitive on mySupport and the mobile interface.
- If an exception is thrown during an Active Directory/LDAP sync's new Customer Profile creation process, deletions now occur for users not returned in the query of the source.
- The customer information dialog now opens when the info button is clicked from a mySupport Change layout.
- When a tertiary color is selected and the font color is set to Black, the Desktop navbar tabs text is now set to black instead of white.
- An error no longer occurs if an existing asset type that has no associated custom fields is copied.
- When the iSupport Configuration Utility loads or the Mobile Client path is changed, the Mobile Client path is no longer populated with the value of the Rep Desktop URL.
- Survey agent and manually sent survey request notifications no longer include links to embedded images (rather than with the images actually embedded).
- The javascript cookie library has been changed to one that supports sameSite attribute.
- When browsing to the Rep Desktop, an error no longer occurs due to validation against the certificate specified in the SSO configuration.

Fixes in iSupport 17.6.0.3 - Released 05/16/2022

- An error no longer occurs if an Initiate Approval action is added to a work item rule with categories disabled via Global Settings.
- Outbound Email and Email Account setting changes are now recorded in configuration audit history.
- The Custom Field include list in notifications now lists the custom fields in the order they are positioned.
- Shared charts now display in both the Shared and My Charts folders for the chart author, and charts that are shared but limited to certain reps or groups no longer appear as Personal in the Content Manager. When in the Content Manager, using the Create button no longer leads to creation of a rep view regardless of what is selected.
- A spelling error was corrected in the Asset Layout configuration screen.
- The Short Description include field in problem correspondence and custom notifications now functions properly.
- Audit history entries for attachment actions are now included in Knowledge Entry records.
- Performance improvements were made to the View Designer and iSupport Desktop.
- iSupport's Gmail API integration has been updated for changes to OAuth that Google will be fully enforcing in October 2022; any new Google customers will not be able to use oAuth. **After upgrading to the 17.6.0.3, customers with configured Gmail integration will need to create a new OAuth credential and grant access in iSupport again.**
- The setting for choosing which event calendar to display in a calendar component on a rep dashboard now lists event calendars that have no reps or groups with access. The following informational text

now appears: "Membership list will have access to the Event Calendar. Access will not be restricted if the Membership list is empty."

- The Delete button on saved search listings in the Desktop Chart component is now properly displayed to the right of the saved search name rather than on the left side overlapping the search name.
- An error is no longer recorded to the event log when an admin using Apple Safari uses the Cancel button from a view subscription or work item template page in configuration.

Fixes in iSupport 17.6.0.2 - Released 03/08/2022

- The tree navigation section of a mySupport service catalog request is now sized properly if the mySupport navigation menu is pinned open.
- The check box for displaying the attachments from incident and change hierarchy top level work items no longer causes non-related attachments to display on items that are not part of a hierarchy.
- When view data spans multiple pages, all items are now properly displayed.
- The value of global Change custom fields added to a mySupport submit layout apart from the custom field list are no longer displayed in bold.
- Views that have a Day of Week option for any date field set to display as a lower level folder now work in the view component without error.
- The Last (n) and Next (n) options for date filtering within Opportunity views no longer error when selected from within the View Designer.
- A Maintenance Agent error related to purchase rule group history reps foreign key constraints no longer occurs.
- An issue causing inaccurate paging and duplicate rows to be returned in support rep views was corrected. This affected views using many-to-one items such as history entries on work items and survey responses.
- Work item templates that have embedded images in their Description field now work without error.
- Auto-refresh now functions correctly for all types of work items that use awareness as well as for views created using the Work Items data source.
- The iSupport reference check code used in email processing was refactored, and options were added to adjust the process timeout.
- mySupport news feeds no longer display a horizontal scroll bar unnecessarily, causing screen flickering when the user scrolls with their mouse scroll wheel or touch pad.

Fixes in iSupport 17.6.0.1 - Released 01/31/2022

- A javascript error no longer prevents work item dialogs from appearing.
- Errors no longer occur when Purchase and Change archiving are enabled.

Fixes in iSupport 17.6.0.0 - Released 01/27/2022

- An Invalid Column error no longer occurs when using grouprelationshipIDcount field in a view.
- Incidents are no longer duplicated in a dashboard component view that groups records pending approval by the current approver.
- An error no longer occurs when, after a category is selected, a support representative applies a template that has no category.
- Conditional display settings now function correctly when a category with associated custom fields is copied and pasted in the Category configuration screen.

- When set in a notification printout with the Custom Field List include field, multiple select custom fields now display in the list.
- Incident view filters on work history time worked and displaying work history entry fields now function correctly when a view is displayed from a Desktop dashboard.
- The Read check box on the Archive permissions section of the Support Representative Roles screen now loads as checked after it is initially enabled and saved.
- Survey response views filtered on questions now display the filtered data correctly on the Desktop.
- Newly created custom fields with default values no longer display on preexisting work items viewed via mySupport display layouts.

Fixes in iSupport 17.5.0.1 - Released 11/4/2021

- The scroll paging now functions properly when scrolling using a touch pad/mouse rather than the scroll bar on a mySupport news feed.
- Errors no longer occur when attempting to copy/paste a category that has custom fields with a name that is already used in the branch to which the paste is directed.
- Exports of views that are sorted using priority no longer cause an error when an export is attempted.
- When view data spans multiple pages, all items are now properly displayed.

Fixes in iSupport 17.5.0.0 - Released 09/28/2021

- A Not Authorized message no longer appears when a mySupport authorized customer clicks a mySupport dashboard submit change template type button on a mySupport portal that only requires authentication for work item creation before login.
- On mySupport, the content frame with service request node detail no longer displays an unnecessary horizontal scroll bar when a vertical one is added.
- The Use Description as Place Holder text now functions correctly when hard returns are included in text on incident and change templates displayed via mySupport.
- An error no longer appears if the Cancel button is clicked before a datasource has been selected from any new Desktop content started via the Create button in the Content Manager.
- An error no longer displays in the lower view frame in the Change screen when using the View | Correspondence | Change toolbar action.
- A refresh loop no longer occurs when a new incident is created from the toolbar of another incident that has a category-linked custom layout.
- An error that occurred only for SSO integrated users no longer occurs regarding redirect logic between the direct dashboard URL and application URL; the login page now handles the final redirect.
- An error no longer appears when you try to add the same status that an existing group already has listed as a restricted status to the restricted statuses of a second support representative group and save.
- An error no longer occurs when using the Save As function from a default view.
- The Work history dialog no longer displays an error when work history start and stop times are enabled and the server hosting iSupport is in a +hours time zone.
- The Asset Type Ahead Search and Select function no longer includes assets pending deletion.
- The query used by the system to manage incident hierarchy workflow no longer times out when hierarchy templates are used extensively.
- An error no longer occurs when editing an Incident or Change feedback entry.

- The iSupport Work Item Link function has been reworked to account for new browser restrictions related to security. The link href was javascript and Chrome was blocking running script in a new browser window or tab.

Fixes in iSupport 17.0.0.3 - Released 5/17/2021

- On step 4 in the instructions for the Gmail option in the Email Server Access Protocol field on the Email Account Configuration page, "Other" has been changed to "Desktop App".
- Incident and change views that use the Is Root Ticket field now display the chart above the links and descriptions of lower level tasks.
- The change rule condition Event is Change Initially Saved is now met when a change is created via a rep using the Service Request option on the Desktop.
- The Service Catalog request interface on the Desktop no longer allows the Submit to be selected multiple times.
- Steps 5 and 6 in the instructions on the Email Account Configuration page have been removed; appropriate permissions are established when the admin account is verified via MS signin.
- On the Scheduled Change calendar, the Month view now includes weekend days by default.
- Lower level work items in hierarchies created via an email rule are configured to inherit global custom field values now populate with the expected value from the template.
- In a performance enhancement for high data volume customers, new indexes have been added for custom fields for the work item types that do not have them.
- Time-based rules with multiple time frame interval rows are no longer processing the time frames as cumulative time based rules.
- Pending mySupport chats are no longer lost when a dashboard is switched.
- If an item is the only one in the Pin Board component on the Desktop, an "x" now appears for removing it.

Fixes in iSupport 17.0.0.1 - Released 3/24/2021

- Slowing no longer occurs when loading custom fields option with read only display.
- Custom fields configured as required and conditionally displayed using any of the available operators are now properly validated when a support rep saves a new service request.
- An extra forward slash is no longer included in the URL when single sign on is used for the Rep portal.
- Selection of Others to Notify now functions correctly using IE/Edge.
- The Configuration Tour items are now placed correctly on the interface.
- When a rep applies a template that is configured with both skills based routing and a custom layout, the order of assignee application is now correct.
- A dashboard error no longer occurs after executing the Initial Setup Utility on new installations.
- Change layouts associated with template now load when the template is selected by a support representative.
- The Pin Board dashboard component now populates with newly pinned work items.
- The local time zone setting is now used when a support representative sets the time for a view subscription.
- A try catch has been added to the iSupport Desktop Preferences page load for Zoom and other on-demand meeting integrations.
- An error no longer occurs when a configuration item is created from the New | Configuration Toolbar Item action in the Asset screen and the configuration type is not set before saving.

- An issue no longer occurs with email history entries in archived work items if the same correspondence is referenced from other non-archived work items.
- When closing a top level incident in a related hierarchy from the Override Data function, the prompt about closing lower level incidents now includes an option to close.

Fixes in iSupport 17.0.0.0 - Released 2/09/2021

- Null references in email header values no longer prevent email processing.
- When a Support Representative Profile that has been set as first rep or second rep to notify on other support rep profiles is deleted by an iSupport administrator, the first and second rep references on the other support rep profiles will also be deleted.
- An error no longer occurs when a count-enabled asset is selected on a work item using the type ahead search and select field.
- The News Feed dashboard component on the iSupport Desktop, now allows the displayed news feed to be changed even when the news feed is on a shared dashboard that is locked for editing.
- Time based rule instances are now created/updated when an active rule is saved with edited category conditions. When a new time base rule is created and added to a rule group, all of the work items bound to the rule group are evaluated and rule instances are created where applicable. If that same rule, while still in its rule group(s), is edited and saved with new conditions, all the active rule instances for the rule created prior to the edit are now invalidated and the new instances are created where applicable.
- The white list for the HTML Sanitize feature now includes <blockquote>, which is used in forwarded emails generated on iOS powered devices. The blockquote will remain and the sanitize function will strip any tags within the blockquote that are not on the white list. The issue had caused all the forwarded content inside a quote block to be stripped out.
- Processing between time based rules with one timer and those with more than one rule is no longer inconsistent.
- Requested URLs are now preserved when SSO authentication is used from the Desktop login page; the Desktop no longer loads if following a URL to a survey response that was emailed to a rep via a rule.
- Added a lock object and additional processing logic to better handle errors caused by unreadable email header values or content and to prevent possible cross thread issues.
- An Argument Out of Range error no longer appears when attempting to edit or copy a custom data-sourced mySupport view from the Content Manager.
- Received email sent to multiple recipients no longer only appears in history as sent to one recipient.
- Work item charts configured to use any of the trend style time frames and to display two series now display properly.
- The Hide Description as Placeholder for mySupport option no longer appears on template configuration screens when mySupport functionality is disabled.
- A Maintenance Agent error no longer occurs when there are impact or urgency records pending deletion.
- The Change Settings menu for the History field in work item screens no longer closes each time one of the check boxes is selected.
- Support sessions are no longer embedded in the URL when using cookieless sessions.

- Options to select existing images in the database and upload new images have been added to the Insert Image dialog in work item screens and the Rich Text Area component in mySupport dashboard configuration.
- When the Prompt to View Open Incidents Upon Customer Selection is enabled in the Feature Basics screen and a layout that is not the default is associated with the selected customer's group is applied, the Open Incidents dialog now appears appropriately.
- Opportunities can now be opened without error when Quickbooks integration has been configured but Quickbooks doesn't respond.
- The Followup, Archive, and Maintenance agents are now executed by the iSupport Agent Manager Service when the Run Now button is selected, preventing web request timeout errors.
- Routing now occurs after an incident or change template that uses skilled-based routing is applied and the template category isn't already set in the work item.
- Hard returns are now included in work history print layouts.
- When a rep group has the Enable Customer Chat field set to Yes, an incident template is configured on the Chat tab, and then the Enable Customer Chat setting is later set to No, the incident template association is now cleared and you can later delete or edit the template if mySupport is disabled on Feature Basics.
- Dragging and dropping no longer causes mySupport navigator submenu headings and links to be deleted.
- Permissions are no longer preselected when a new role is created.
- An error no longer occurs during an ad hoc approval after an approval cycle is edited with a new custom notification selected for approval requested.
- Chart titles and labels no longer overlap when displayed in a Desktop chart component.

Fixes in iSupport 16.5.0.4 - Released 08/25/2020

- The Email Processing Agent is now executed by the iSupport Agent Manager Service when the Run Now button is selected, preventing web request timeout errors.
- The iSupport Agent Manager Service's custom field cache is now cleared after a category, change type, asset type, configuration item type, or customer cost center custom field is deleted.
- Installer errors no longer occur when determining account permissions in environments that use domain aliases.
- The Max Rows setting for a Multiple Selection List Box custom field type now functions correctly on mySupport layouts.
- The links to archived purchases from Global Search results now function correctly.
- A rule save error no longer occurs when you try to add two or more actions that notify selected support representatives via an alternate email address.
- The email processing agent is no longer prevented from starting after an upgrade if the agent was being executed when the upgrade process stopped the iSupport Agent Manager Service.
- When the iSupport Email Processing Agent attempts to process a corrupted message from a Gmail or EWS connected email account, an error will still be recorded in the event log, but all of the non-corrupted messages in the inbox will now be processed rather than the email processing stopping after the error is encountered.
- Truncation of incident descriptions within followup emails no longer causes errors.
- Font and text formatting issues no longer occur in the Global Search field and inconsistently bolded text has been removed from Incident screen field labels.

Fixes in iSupport 16.5.0.3 – Released 7/14/2020

- For alerts that are monitoring a date field, invalid dates can no longer be entered as unlisted values to monitor.
- An error no longer occurs during email processing if using a Gmail API project and an incoming email has embedded image references, but no images are attached.
- An error no longer occurs when the Email Processing agent processes email that includes an attachment or an image via a Google API project.
- An error no longer occurs when closing a change that has associated open incidents which are set to close via the Close Associated Incidents on Change Close dialog, and the Enable Work Start and Stop Dates on Work History setting is enabled on Change Management Basics.
- The Font Styles and Conditional Formatting links no longer run together in the Edit Column Settings dialog in the Standard and Report View Designers.
- For installations in which the Rep and User sites are on different IIS servers, errors are no longer recorded to the event log when a customer types in a chat session from which the rep has been disconnected due to the Rep app pool stopping/recycling.
- An error that prevented the greeting message configured for external chat from appearing no longer occurs.
- The Report View Designer no longer improperly displays the Design Custom View link.
- Checkbox options in the Print dialog are now included when a knowledge entry is opened from a knowledge view.
- An error no longer appears when using the Data Override feature to change the customer on a closed incident on Internet Explorer.
- When associating a company from a customer profile and performing a company name type-ahead search, the results list will now include more than 20 matches if applicable.

Fixes in iSupport 16.5.0.2 – Released 6/8/2020

- The Gwi.cSupport.Services.exe.config now has the updated newtonsoft.json version when doing a front end only install.
- Gauges now render correctly in the Chart Designer and on dashboards.
- After configuring the connection type for an email account to EWS with Basic authentication, the User Name field now appears.
- Incoming email processing no longer fails to process email sent from Office 365 Outlook if the message has attachments.
- The Date Closed field is now set when the status of a Change record is set to Closed via Override Data feature. The parent record in a change hierarchy now reflects the date closed.
- The full name is no longer displayed when a rep adds a knowledge entry link to a mySupport chat that is configured to display the rep's first name only.
- The context menu now functions correctly on the active tab when a component is maximized; when you load a dashboard that has a component maximized on it, you are now able to access the dashboard settings by right-clicking the dashboard title.
- The default in the Close Associated Incidents field in the Problem Save dialog is now set to Yes.

Fixes in iSupport 16.5.0.1 – Released 05/6/2020

- An error no longer occurs when the encryption type changes and SMTP authentication is disabled in the Email Account | Outbound Settings screen.

- An error no longer occurs when attempting to switch the global default outbound email settings to use EWS with OAuth2.
- Email is now sent if the outbound email account requires authentication.
- The Password field now appears on the Email | Accounts | Account Details screen when the POP3 or IMAP email connection type has been selected.
- An error no longer occurs when sending correspondence with an attachment using EWS outbound with Basic authentication.
- When a rep adds or removes relationships on a CI and then selects the graphical view option for the Relationships field, the content section is now set to the proper height.
- You can now remove customers and groups from the Access subtab in the mySupport | Manage Portal Items | Feeds screen.

Fixes in iSupport 16.5 – Released 04/29/2020

- If an optional asset field is not enabled for an asset type and an asset layout associated with the type includes that field, the field will now be grayed out and inactive on a newly created Asset record.
- The action to switch between maximized Desktop dashboard components now functions correctly more than one time.
- Apostrophes from email message subject lines that are processed by the email agent from an email account that has Sanitize HTML enabled now display correctly and not as '.
- The Use Default Global Outbound setting on Email Account configuration is now functioning for EWS-connected email accounts. (This was only any issue when the account was EWS, but the default used a non-EWS connection type.)
- If the Default Owner has not been set on a new mySupport Options entry when a save is attempted and the owner is then set while the save warning is displayed, the default owner that is set will now save.
- Long (over 75 characters) custom field labels no longer break the conditional display options display, making it possible to select the value for a condition.
- Change and Change Hierarchy Template configuration pages are now loading the default change type that is set in the Change Feature Basics screen when an admin creates a new template.
- The Route action available within work item views can now be used to change the assigned group even though the group based routing methods made it seem like you could.
- An error no longer occurs when a support representative attempts to create a discussion post from a work item.
- Saved searches displayed within Desktop dashboard view components are now consistent regardless of view type (standard or report view); when you save a search filter from a view component that is displaying a standard type view, the saved search will now display in the saved search list when the list is opened from a view frame that is displaying a report view built from the same data source.
- An error no longer occurs while handling images received via an outbound email that contains correspondence and custom notifications include fields.
- An error no longer occurs when an Opportunity record has an opportunity attachment and a chat attachment with the same identifier.
- The rule configuration UI for setting days for important date and other date action intervals no longer displays up to three digits of the number entered.

- Attachments added to rep to rep chats that are associated with all chat-enabled record types except incident and customer are now displayed in the associated item's attachment list regardless of the Show Chat Attachments setting.
- The Automatic Hotfix Installation agent has been fixed.
- An error no longer occurs when the App Pool Startup agent attempts to preload after an app pool restart in an environment configured to use Windows Integrated Authentication.
- You can now add a large number of assets to a service contract's associated asset list.
- History entries for rule-initiated email notification events related to a knowledge entry no longer include a link to the knowledge entry.
- The Survey Responses view designer data source no longer has improper joins on the Incident and Change Assignee and Group fields, which was causing improper filtering of the data.
- The manual installer no longer fails when attempting to perform a secondary mySupport portal-only upgrade.
- The Add Related Items dialog that is displayed after clicking the Add link from the relationship field on a CI no longer improperly closes when the relationship field is modified.
- When a new knowledge article is created from a work item's pop up dialog, the new knowledge entry is now associated with the work item.
- The iSupport Environment report was reworked for better performance and its time out was also extended.
- If using Firefox, you can now use Ctrl-V to paste in iSupport text editor toolbar fields.

Fixes in iSupport 16.1.0.2 – Released 12/16/2019

- An error no longer occurs when adding a relationship to a configuration item.

Fixes in iSupport 16.1.0.1 – Released 12/09/2019

- Configuration item global custom fields now save changes made from Configuration Item entry screen accessed via the iSupport Desktop.
- Customer, Asset, and CI custom fields are now created with default values when they are mapped within the record's source data source integration entry and are empty within the originating data source.
- Unmapped customer custom fields are no longer cleared when an RDB sync that has mapped custom fields causes the record to be updated.
- Time-based survey rules now execute any configured intervals after the first interval.
- The Knowledge icon/action now appears on the New ribbon in the Problem toolbar.
- The UI of the Create Knowledge at Problem Close dialog has changed to match the Create Knowledge at Incident Close dialog.
- Code related to loading work item history counts was fixed in order to improve performance.
- Links to correspondence from within audit history entries now function properly even when Sanitize HTML is enabled.
- An error no longer occurs when saving an Asset record if the Preload Rep Data in Server Cache Prior to Changing Availability to In Status field is disabled.
- The Asset Wizard no longer fails if the purchase date is set, but the Prompt field is set to No.
- When an advanced search is performed from a Desktop view component that is set to the new view design and results are now flattened (as designed) when displaying a categorized view due to exceeding the node limit.

- The Archive agent no longer times out if a purge takes more than 30 seconds to complete. It now processes in batches up to the max run time configured for the Archive agent.
- When the change template change action is used to apply a change hierarchy template to a change that is created via mySupport, the lower level changes are no longer created after a rep save of the parent occurs.
- A service recycle is no longer required if the default impact and urgency of an existing template is changed to a newly created impact, urgency, and mapping.
- An error affecting the Chat count down timer no longer occurs; the countdown clock on the Desktop customer chat window now appears.
- Hierarchy levels are now correct if categories that have pending delete child categories are moved.
- Images in RadEditors no longer extend beyond borders when their associated work items are closed.
- When you use the radio button option on the CI Relationship Viewer dashboard component rep CI layout, the CI icon now displays properly in the graphic and filter listing.
- The To, CC, and BCC fields in the Correspondence screen now support scrolling when needed.
- The Conditional Formatting link has been removed from the Edit Column Settings dialog in the View Designer for mySupport views because mySupport views do not support conditional formatting.
- Custom fields that are configured with display conditions based upon a check box type custom field now appear when their conditions are met on template configuration pages.
- An error no longer occurs when custom field caching is disabled (via the iSupport Configuration Utility) and clicking on a category that has custom fields in the category configuration screen.
- An error no longer occurs when the profile of a support representative who has created personal contacts (via Preferences) is deleted by an administrator.
- When you disable or delete a mySupport navigator template work item link, customers who bookmarked the page can no longer use the disabled function.
- The Change | mySupport User Name To Null action for a customer rule no longer sets the customer's user name to Email.
- The Assignee field label and value now align properly in the Company screen, and the Reassign Related dialog that appears after you change a company assignee now has a vertical scroll bar.
- An error no longer occurs when a user logs in via forms-based authentication but is sourced from/actively synchronizing with Active Directory or LDAP, and the user's Active Directory or LDAP password has special characters in it. Non- Active Directory or LDAP sourced customers with special characters in their password are now able to enter their current password when attempting to change it via their mySupport Account Settings page.
- List-type custom fields for a category and change type are no longer cleared if a change has been previously saved with them set, but has since had a service contract added.
- mySupport URLs in approval notifications to customer approvers now use the proper portal URL based upon the customer approver's default mySupport notification setting.
- On the support representative service catalog interface, custom field validation now functions correctly when a conditionally displayed custom field is populated and then hidden due to a change to the field upon which it is conditioned.
- Support representatives with the Author - Create New permission are no longer unable to author knowledge unless they also have the Edit My Authored permission.
- The New Incident option is no longer available for scheduled incidents, and the New Change option is no longer available for scheduled changes,

- The email design template specified on a survey custom notification is now applied to email sent via support representatives and the Survey agent.
- The Image Manager in the text editor toolbar no longer times out when uploading a small picture or using a correspondence template if there is a large amount of images in the image store. A Choose Image button has been added to the Insert Image dialog for navigating to the images that have already been uploaded.
- The New SSRS Report button that launches the ClickOnce installer for the Microsoft Report Builder now functions correctly for new SQL server versions. Note that ClickOnce functionality is no longer included in SSRS 2016; the user now must install Report Builder standalone on their machine and then connect to SSRS manually through Report Builder.

Fixes in iSupport 16.1.0.0 – Released 08/28/2019

- When incident custom fields are deleted after the iSupport Agent Manager service has been started, the email processing agent no longer fails upon attempting to create a work item.
- The Display Label setting for a customer detail field on a rep work item layout now defaults to No and sets the width of the label to 50% if enabled. It previously defaulted to Yes and the label percentage defaulted to 10%, causing display issues if not changed by an administrator.
- When items on the Favorites tab in the Configuration drop down menu are repositioned using drag and drop, the items no longer disappear until the Desktop is reloaded.
- On Chrome and Safari, in the Access section of the Newsfeed Configuration dialog, the focus no longer goes back to the default section as soon as a group, rep, or customer is added. When using Safari, the scroll bar now appears when required.
- Custom fields with default values set in their configuration settings are no longer being created for child work items created from a hierarchy template regardless of their conditional display conditions.
- When a child incident or change is created via a hierarchy template and there are @today values set for related date and date/time custom fields, the @today defaults are now processed into actual dates.
- The primary group designation is now cleared when you remove a user from a group via a rule or the Group configuration screen.
- The bread crumb trail now displays correctly when a submenu is selected from a mySupport Navigation Tile dashboard component.
- Change type custom field values are now inherited when a new change is created from an existing change and the Custom Fields check box is selected in the Copy Change dialog.
- Notify SMS actions now function correctly in time-based rules.
- An error no longer occurs when filtering a view based on a custom date or date and time custom field that contains values with both two and four digit year formatting.
- An error no longer occurs if an approval cycle has no references and is deleted. If an admin attempts to delete an approval cycle from the list of approval cycles in configuration and the selected approval cycle is still associated with rules, categories, or customers, a dialog is shown allowing the user to clear the existing references or to replace the cycle being deleted with another approval cycle; the OK button now becomes active when you click the None option.
- When the associated item is changed from a configuration item, the reference to the configuration item from the associated item is now cleared.
- A vertical scroll bar no longer appears outside the content frame when the Open Work Items dialog is opened from a configuration item list on a work item.

- Images now render correctly in rep chat history and mobile incident chat history.
- The mySupport dashboard view component scrollbar now displays correctly.
- Survey validation theming on mySupport portals is now the same as that on work items (contrasting shades of the Danger color configured for the theme); the message style was using the Warning color for the background and black for the text, which was hard to read when the Warning color was set to a dark color.
- Email notifications sent by the service due to a survey rule being met no longer include extra br tags in their markup.
- The mySupport Can View Items For Company field now functions correctly within news feeds.
- Default notifications for incident and change updated via mySupport no longer have an Attachment Count include tag.
- If two change rules execute at the same time, and one applies a hierarchy template while the other creates a related change, the resulting hierarchy now reflects the correct workflow.
- An error and caching issue no longer occurs when category copy and paste is used on a category that has associated custom fields.
- It is no longer possible to select None as the Default Customer Request Owner in a previously saved mySupport Options entry.
- Non-numeric characters can no longer be pasted into a number-only custom field and saved.
- Rules that work on asset save and are conditioned upon the Company Owner field now function when the Run Now button is used.
- Opportunity custom fields for an opportunity created using the New option from another opportunity are now properly added to the new opportunity when the custom field check box is selected on the Copy Work Item dialog.
- Archive settings are now validated on save to ensure that the purge interval is larger than the archive interval.
- When a rep adds a configuration item to a work item, the Others to Notify (OTN) configured on configuration item are now added to work item's OTN.
- Source values are now correctly reported when views are created using the Source field in the Asset data source.
- The Quick Access bar's configuration dialog no longer has a scrolling issue that prevents the addition of quick access icons for templates in installs that contain a large number of templates.
- Configuration Search no longer displays an error in the Event Log in an Incident Management Edition installation.
- The Delete action from a knowledge view now appears for support representatives with the Delete permission.
- Links for adding and removing product line items to a company, customer, or support rep are no longer missing.
- Approval reminders are now cleared when an approval cycle receives final approval or decline and another approval cycle is being initiated.
- Custom Date and Date Time fields now display properly on purchase requests.
- When using rep chat via Firefox, the "Customer is typing..." notification text area no longer collapses when adding another message.
- Customer and Asset custom fields configured with default values after an item has been saved will now be created when a system save of the item is processed via a rule or import.

- The work item template description is now populated for mySupport template submit if the template's associated layout doesn't contain the Description field, but the mySupport options default does.
- Audit history entries related to correspondence now have a hyperlink to referenced correspondence when the Sanitize HTML option has been enabled.
- Custom field dates chosen from the calendar date picker now save the date to the database in mm/dd/yyyy format rather than mm/dd/yy format.
- You can now populate the Can View Items For field on a Customer Profile record to multiple values via rules.
- Support representatives who only have Change permissions can now use the Ad-Hoc Approval dialog to initiate approval cycles.
- mySupport Portal URLs are no longer filtered from the Default Notification URL drop down list on Customer if the customer has a mySupport option set mapping for the portal.
- The Hyperlink Manager option is now included in the text editor toolbar when the Use Link Manager and Paste HTML in the Text Editor Toolbar and Sanitize Email settings are enabled in Global Settings.
- The Desktop Content | Create Subscription | Author checkbox on the Permissions tab in the Roles screen now functions correctly.
- Embedded images are now handled correctly in followup reminder email.
- Conditional custom fields now display correctly in the Details area of a work item layout.
- @Today custom field defaults in work item templates are now set properly for customers with a default language that uses dd/mm/yyyy date formatting in their browser settings.
- HTML fields such as Incident Description, which can be opened and edited in a new window by clicking the field's label, now function correctly in Chrome 73.
- Change type custom field default values are now applied when the change type is changed.
- An error no longer occurs when the Archive agent is archiving a work item that has chat history containing an attached image that was added while the installation was using an encryption key different from the one being used when the archive agent is running.

Fixes in iSupport 16.0.0.1 – Released 03/21/19

- The Reopened button in the Incident Counts section in the Customer Details area of the Incident screen now opens the Reopened Incidents view rather than the Closed Incidents view.
- The Delete button is no longer included if a support representative is designated as a Rep Manager Administrator but not as an iSupport Administrator and displays a support representative profile from the Rep Manager component on the Desktop.
- Change type custom field default values are now applied when the change type is changed.
- The Knowledge Approver permission now functions correctly.
- Custom field labels now display properly in the HTML5 mobile interface.
- The OK button on the iSupport Configuration Utility now closes the utility when there are no actions to apply.
- Support representatives that are locked via their Support Representative Profile record are now not able to log in when using Windows Integrated Authentication.
- Change rules using Change Feedback conditions now function correctly.
- The Sanitize HTML function now only removes div tags that are empty.
- The mySupport Chat Log Purge feature now functions correctly.

- When a hierarchy parent is closed and the option for also closing the open lower level changes in the hierarchy is enabled, the change hierarchy will now archive if another change is added to the hierarchy via a rule.
- The Configuration Items By Name standard view now loads without error.
- A timeout no longer occurs when attempting to run the Archive agent using the Run Now button.
- The Profile Background setting in the mySupport Theme screen was removed because it is no longer used.
- The @Today function for setting the default value of date-type custom fields now functions correctly when the work item is generated via email or mobile.
- Type ahead routing sub-menus now show when the rep hovers over any area of the parent menu item.
- An error no longer occurs when archiving an incident that has chat history containing attachments.
- A Followup Email Send Count field has been added to the Advanced tab in the Configuration Utility to control the number of followup emails sent before a ten second break (default 100); this addresses processor utilization spikes that were occurring in high volume environments.
- You can now remove an asset or customer from a group via the Asset and Customer profile screens.
- The font size and spacing used when printing incidents is now back to pre-v16 sizing.
- The Header Text set in Desktop Settings now renders alignment settings properly.
- The Include Work Item Attachments function now works on correspondence generated from a work item.
- You can now select colors for the dashboard component background and dashboard active tab text color text for mySupport portals via the mySupport Portal configuration screen.
- mySupport custom field values are now encoded.
- Custom field labels and values on mySupport work item display layouts are now aligned correctly.
- The Rep interface for mySupport chat no longer covers the last line of text when the customer is typing messaging if the rep is using Firefox and the chat's content is large enough to require scrolling.
- The iSupport Update page now includes the Enabled field.
- mySupport updates are now encoded on both interfaces.
- Availability is now spelled correctly in the desktop's Profile menu.
- The tooltip for the Rule Type field on the rule configuration page now includes descriptive text.
- The dashboard View component on the Desktop now displays views properly if the frame is small.
- The iSupport Configuration Utility's authentication function now properly sets the permissions for the Rep/Content folder when Windows Integrated Authentication is selected and applied.
- The Add Existing action from the Associated Work Items field in the Problem screen no longer allows incidents that are already associated with a problem to be associated with another problem.

Fixes in iSupport 16 – Released 01/30/19

- The calendar date picker now allows reps and users who have Day - Month - Year date formatting set via their OS to set dates past the 12th of any month in a date or date time custom field.
- Column reordering done via drag and drop in the View Designer preview is now saved.
- Hovering over an event on an event calendar no longer causes the tool tip to flicker when the fly out covers the event bar.
- Correspondence Include tags are now updated if iSupport Update is used to upgrade from 15.0.0.0 to 15.0.4.4.

- The Skills Based - Round Robin routing function now correctly includes the support representatives matched at the most specific category level instead of those who are skilled at any level of a category branch.
- The Name column in the Content Manager no longer disappears from the grid when the available display area is too low.
- When a support representative role is edited, all of the support representatives who are directly associated with the role or who are in any of the groups that are associated to the role are now updated.
- The Incident Save dialog no longer displays the prompt with work time settings from the Problem Management Feature Basics screen.
- An error no longer occurs when you attempt to open a closed incident that was created via email and had the Sanitize HTML function create it with empty HTML tags in its description field.
- In mySupport Portal configuration, the input area in a newly added row or column no longer collapses when the last component is dragged out of it and dropped into a different row or column.
- For work items that have a customer information section (such as incident, change, and opportunity), a value longer than the length available now displays correctly.
- Links to configuration pages returned via search on the Desktop Configuration menu now function correctly.
- The Desktop login screen no longer flickers when loading the unlock code, password reset fields, and reset button.
- You can now change mySupport portal options to an option set that has required unset options and then save the portal without error.
- Company merge now merges service contracts linked with the company/companies not selected to be the master.
- An error no longer occurs when saving a Customer Profile record if Related Companies is disabled in Global Settings and No Company is set.
- AD/LDAP data source integration no longer processes only the first line of a mapped address that has multiple values, and Address Line 2 and Line 3 sync properly.
- Category-related custom fields now appear when a mySupport category search is used to set a category that has associated custom fields.
- Code has been added to increase performance when copying/pasting and dragging/dropping images into a Rad Editor field.
- An error no longer occurs when an AD/LDAP entry for a synchronized customer has no value in the AD/LDAP attribute mapped to the new custom field and a full sync runs or another field is edited on the entry, causing the record to be updated.
- When an admin clicks the Sync button in the AD/LDAP Data Source Integration screen to force a sync and an error is encountered (such as in the root path or authentication/permissions), the flag to run the sync is now cleared and the agent no longer restarts the sync.
- iSupport's Bomgar integration now functions correctly with the use of OAuth (open authorization).
- A root service request with multiple lower level nodes now displays correctly when initiated from a Service Catalog Section dashboard component.
- The Attachment field now displays correctly in the Incident screen after an incident is closed.
- The Ad Hoc Approval icon no longer appears in the toolbar of a work item when an approval cycle is initiated by rule on a new work item created via direct entry.

- An error no longer occurs if you subscribe to a news feed after iSupport v15.1.0.2 but have not subscribed prior to that version.
- mySupport feeds now load properly if the user has previously saved a filter.
- The RSS Feed Desktop component no longer displays an error.
- The Audit History field now correctly lists the mySupport Access setting as enabled on a new Customer Profile record created from an anonymous mySupport chat.
- The installer screen for feedback contact input now allows entry of a customer's email domain.
- When configuring a custom field based rule condition or action, label-only custom fields no longer appear for selection.
- Email containing inline images that are referenced using "a" tags containing "cid" are now handled properly.