

iSupport® 18.3 Release Notes

This document includes new features, changes, and fixes in iSupport v18.3. The Readme.txt file included with the download has a list of known issues.

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Microsoft Connection Type Added For Email Using MS Graph API

Microsoft 365 has been added as an Email Server Access Protocol option for outbound and inbound email; it utilizes the Microsoft Graph API. (Microsoft plans to discontinue support for EWS For Exchange Online).

The screenshot shows the 'Email' configuration page in iSupport. The breadcrumb trail is 'Desktop / Configuration / Core Settings / Email'. The page title is 'Email'. On the left, there is a sidebar with 'Default Outbound Settings' (selected) and other options: 'Accounts', 'Auto Submit Address Lists', 'Design Templates', 'Mass Mailing Approvals', and 'Unsubscribe Settings'. The main content area is divided into sections: 'Email Notification Reply-to Address' (input: noreply@gwi.com), 'Use Local SMTP Server' (radio buttons: Yes, No), and 'Email Server Access Protocol' (radio buttons: SMTP, Gmail, EWS, Microsoft 365). The 'Microsoft 365' option is highlighted with a red box. Below this, there is a 'Hide Configuration Instructions' link and a detailed list of 12 steps for integrating with Office 365 Exchange Online. The steps include creating an App Registration, adding permissions, and configuring OAuth. At the bottom, there is an 'OAuth Setup Troubleshooting Steps' link and a form for 'Application Name' (iSupportMSGraph), 'Microsoft 365 GCC High Environment' (On/Off), 'Tenant ID', 'Client ID', and 'Client Secret', all with masked input fields. A green 'Connect to Microsoft 365' button is at the bottom right.

Note: If EWS OAuth was configured, when Microsoft discontinues support for EWS For Exchange Online you will need to take manual actions in Microsoft Entra ID (formerly Azure Active Directory) as well as in iSupport in order for the change to the Microsoft Graph API to be accomplished. Even when using the Microsoft 365 connection type in iSupport, you will still be connected using your existing app registration in Microsoft Entra ID. You will need to add the new permissions and an administrator must delegate them. After that is done, you will need to reconnect via iSupport configuration.

Improved Global Search Performance

The performance of the Global Search feature has been significantly improved.

Models Added To Defaults In AI Integration

The default AI model list now includes the latest OpenAI models: gpt-5.4, gpt-5-mini, gpt-5-nano, and o3-pro. All models use the same Chat Completions API that iSupport already supports, and existing installations will receive the updated list.

Support for TLS 1.3

The version of the TLS connection encryption type has been updated to 1.3.

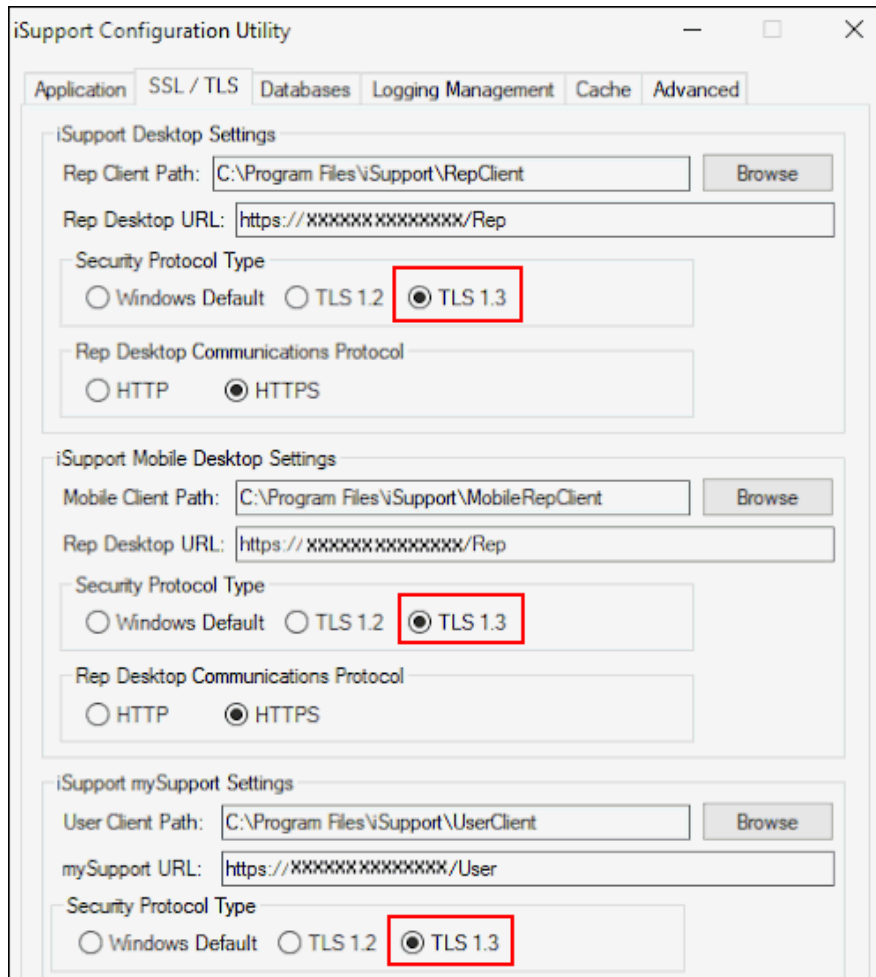
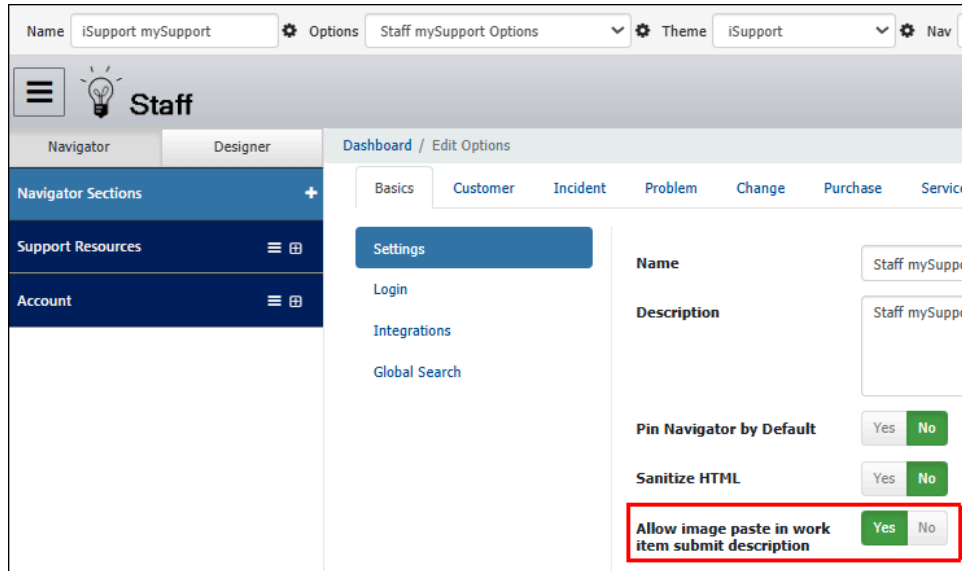


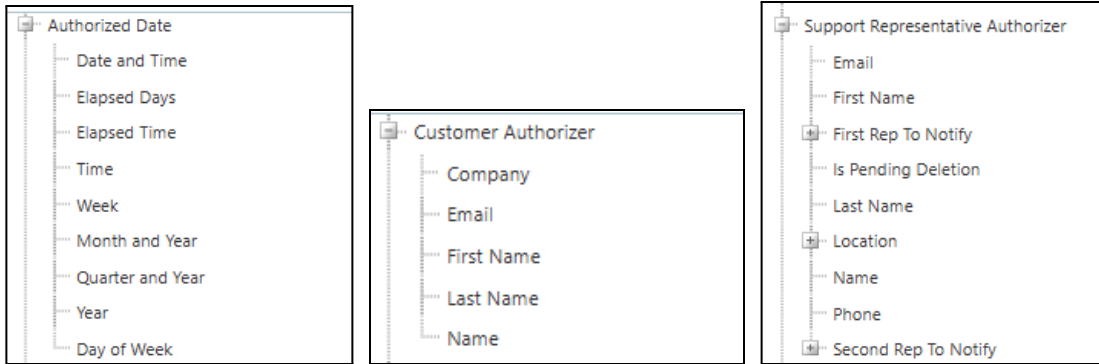
Image Paste Control For mySupport Work Item Descriptions

An Allow Image Paste In Work Item Submit Description field has been added to the Basics | Settings tab in the mySupport Options screen to enable or prevent customers from pasting images into the Description field when submitting work items.



Authorize Fields Added To Incident Datasource

Authorized Date, Customer Authorizer, and Support Representative Authorizer fields have been added to the Incident datasource in the View and Report Designers. These fields are used for the final approver for an incident that has gone through one or more approval cycles.



Support Representative Profile Field Size Increased

The size of Support Representative Profile fields has increased to 65, the maximum size supported for mapping to Active Directory.

OAuth Secret Expiration Date Recorded For Maintenance Notifications

For Microsoft Graph, the expiration date for the OAuth secret is now recorded for warning notifications. iSupport administrators will receive an email 30 days prior to the secret expiration date, and again seven days prior to the secret expiration date in iSupport.