

KronoDesk® 2.1 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:

- **Organization Management**
 - Ability to group external users that belong to one customer organization- [RQ:1724]
 - Ability to see all of the tickets in this organization group- [RQ:1872]
- Improve the Administration main menu- [RQ:1917]
- Support for Electronic/Digital Signatures of Transitions- [RQ:2101]
- Support for Digital Signatures- [RQ:2119]
- Rewriting the graphs in KronoDesk in C3/D3- [RQ:2122]
- Ability to export the history grid to CSV- [RQ:2141]

Enhancement & Resolved Issues

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

- Add option to disable user creation.- [IN:2052]
- Approveal of new user - [IN:2334]
- Changing of Opener and Private custom properties- [IN:2343]
- When you save a graph as a JPG, BMP or PNG, the result has no labels or key. - [IN:2596]
- Ticket detail page, Add New Incident dialog: add the ability to move and resize the window- [IN:2963]
- Add CAPTCHAs to prevent automation of forms- [IN:3049]
- No Email Verification after Registration- [IN:3059]
- Deleting user forgot a Foreign Link- [IN:3201]
- Admin Edit User & New User, and User's Profile pages are identical - Combine them.- [IN:3698]
- Article tag cloud should only show top 25 tags- [IN:3844]
- Add history refresh button to ticket detail page- [IN:3866]
- Weird dialog box when you try to assign ticket via. context menu- [IN:3931]
- The ticket URLs are showing double slashes on the ticket details page nav bar- [IN:3938]
- Replying to a forum thread: confusing behavior if you select subscribe when you are already subscribed- [IN:3939]
- Ticket details - move scrollbar to the right edge of the page- [IN:3956]
- On Gallifrey (freshly installed system), there are no avatars included with the sample users- [IN:3964]
- On certain pages, it's really really difficult to select from dropdown lists- [IN:3967]
- Save & Revert Buttons on Forum FAQ- [IN:3969]
- Forum Guidelines Save button missing on MS Edge and Chrome (Firefox OK)- [IN:3973]
- Bug when someone deletes a custom property.- [IN:3997]
- Ticket list: if you have rearranged the columns, the pop-up for showing and hiding columns is very confusing- [IN:3998]
- Help desk ticket tool tips: time is off by 4 hours.- [IN:4002]
- Add incident to Spira Popup does not display properly on Safari on MD screens- [IN:4007]

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- Administration -> Knowledge Base settings: various problems trying to set up categories- [IN:4016]
- XSS Bug on User Profile if thread/reply has javascript encoded- [IN:4049]
- Ticket details: Make error message visible, even if you have scrolled down.- [IN:4076]
- Ticket detail page: in Chrome, there's no pop-up to warn you of unsaved changes- [IN:4077]
- Tooltips prevent some dropdowns from being selected- [IN:4082]
- External Home Page Help Desk description does not change based on KB/forum turned on or not- [IN:4091]
- Draft KB article is found by searching- [IN:4095]
- KB and Forum appear in navbar, when turned off in admin, and user not logged in- [IN:4097]
- Help Desk custom properties: sometimes, the Edit Definition button does not work- [IN:4103]
- Stored XSS Vulnerability on Account Login name- [IN:4138]
- Regarding Critical Stored XSS Vulnerability at Inflectra Support- [IN:4144]
- We have a Stored XSS issue on the Admin - User List Page- [IN:4185]
- Invalid License page not stylized- [IN:4221]
- Installation issue: online help is formatted incorrectly.- [IN:4227]
- Admin manual is missing the new user security options- [IN:4231]
- Upgrade from 2.0 to 2.1: organization roles are labeled incorrectly- [IN:4235]
- Verifying account: email address is filled in correctly at first, but goes blank if other invalid data is entered...- [IN:4236]
- Organization list page: # users column is always blank- [IN:4239]

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