



RELEASE NOTES

Help Desk Manager

Version 12.7.4

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SolarWinds MSP is the global leader in remote monitoring and management software for managed service providers and IT departments. SolarWinds MSP's award-winning MSP N-central platform and complementary toolsets, backed by best-in-class business and technical services, are proven to reduce IT support costs, improve network performance and increase productivity through the proactive monitoring, management and optimization of IP-enabled devices and IT infrastructure. SolarWinds MSP is 100% channel-friendly and maintains operations in North America, the U.K., the Netherlands and Australia.

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Help Desk Manager 12.7.4 Release Notes

Release date: February 16, 2021

These release notes describe the new features, improvements, and fixed issues in Help Desk Manager 12.7.4. They also provide information about upgrades and describe workarounds for known issues.

New features and improvements

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Help Desk Manager 12.7.4 offers new features and improvements compared to previous releases.

New digital code-signing certificate

Help Desk Manager 12.7.4 is signed with a new digital code-signing certificate.

OAuth 2.0 integration with Google Gmail

You can now create an incoming mail account in Help Desk Manager and link the account with your Gmail account using Google Console as a credential provider. After you complete and test the configuration, Help Desk Manager can access the Gmail account using Open Authentication (OAuth) 2.0, retrieve the incoming email, and generate a new ticket using the data in the email.

Password-protected tech and administrator accounts

All tech and administrator accounts now require a password to edit and save the account information. If you enter an incorrect password after five attempts, Help Desk Manager times out for 30 seconds before you can re-enter your password. This feature prevents unauthorized access to these accounts.

HSTS support

HTTP Strict Transport Security (HSTS) is a web policy that forces a secure HTTPS connection with Transport Layer Security (TLS) between a supported web browser and the Help Desk Manager server. After you enable the web policy by importing a signed certificate from a trusted Certificate Authority (CA), unauthorized users cannot access data shared between the server and your clients, techs, and administrators.


HSTS is an Internet Engineering Task Force (IETF) standards track protocol and is specified in RFC 6797.

Enhanced Client user interface


When you click History in the Client user interface and then click a ticket, the Ticket Details section displays a new interface for improved usability. This section includes three drop-down menus: Ticket Notes, Request Details, and Custom Fields.

The Ticket Notes menu includes a larger text box, redesigned user interface components, and a prompt to save your notes.

TICKET NOTES


Client Name  1 11/30/20 4:21 PM
See the attached file.


Note Attachments

File.txt 

Client Name 11/25/20 5:55 AM
See the note on Ticket 2.

Type your comment here

No file selected yet.  **Unsaved changes**

File2.docx 



The Request Details menu includes similar user interface component updates.


REQUEST DETAILS


Request type
Email/Outlook

Location
Sample Location

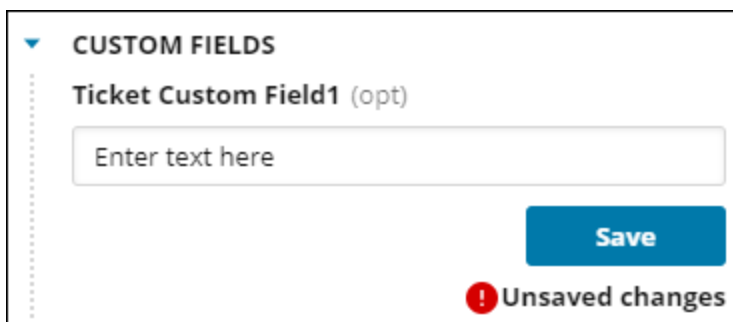
Attached files

File3.docx  

ReadMe.txt 

 **Unsaved changes**

The new Custom Fields menu allows you to enter a message that displays in the ticket custom field. This menu also includes a prompt to save your changes.



▼ CUSTOM FIELDS

Ticket Custom Field1 (opt)

Enter text here

Save

! Unsaved changes

Internal improvements

This release fixed a few cross-site scripting vulnerabilities. This release also includes additional updates that improve the product stability and functionality.

Changes to system requirements

This release adds support for Open Java Development Kit (OpenJDK) 15.

New customer installation

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See the Help Desk Manager Installation and Upgrade Guide for details about installing Help Desk Manager.

SQL Server database collation requirements

If you plan to use a Microsoft SQL Server database for your deployment, verify that the server collation in your database is set to case insensitive before you run the installer. If it is set to case sensitive, create a new case insensitive database using SQL Server Management Studio.

See [Prepare the Help Desk Manager database](#) in the Help Desk Manager Administrator Guide for details.

How to upgrade

If you are upgrading from a previous version, see the Help Desk Manager Installation and Upgrade Guide.

Install the MySQL JDBC driver

Beginning with Help Desk Manager 12.7.1, Oracle Java is replaced with the Open Java Development Kit (OpenJDK). This update modifies the directory structure where the MySQL JDBC driver is installed. To prevent errors after the upgrade, install the driver on your host server in the new location to prevent errors in the application after the upgrade.

Upgrade your Apache Tomcat software

The software installer includes Apache Tomcat 9.0.37, which provides enhanced security and is required for this release.

When you upgrade your Help Desk Manager software, the upgrade procedure replaces the `<HelpDeskManager>\conf\tomcat_web_template.xml` file with an updated file that includes the Tomcat 9.0.37 settings.

Before you upgrade, back up your current `tomcat_web_template.xml` file to an external directory. When the upgrade is completed, add your personal settings to the updated file from your backup file.

Fixed issues

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Help Desk Manager 12.7.4 fixes the following issues.

CASE NUMBER	DESCRIPTION
00464814	Help Desk Manager connected to a Microsoft SQL Server database no longer generates an error when a tech with administrator privileges is connected to more than 2,100 locations.
00357302 00394421 00419060 00527272 00545110	HSTS is now enabled when you log in to the Help Desk Manager server. This feature forces an HTTPS connection to the server, providing secure access between your web browser and the server.
00582483	You can now connect Help Desk Manager to an SQL database server configured with case sensitive collation running a database with case insensitive collation.
00500413 00524988	The Client and Tech user interfaces now display the correct ticket due dates.
00486229 00545529	Ticket with Arabic characters exported to a PDF now require a supporting font and additional configuration. See Tickets with Arabic characters display hashtags in an exported PDF for instructions.
00546832	The ticket due date no longer displays in the Client interface when this option is disabled in Setup > Tickets > Options.
00570058	LDAP clients imported with a company name but no location can now edit the Location field in their profile.
00614150	Random characters no longer display in request types after an upgrade.

00617532 00622454 00624765 00629807	
00616651 00618039 00627364 00627433	An unexpected error no longer displays after you upgrade Help Desk Manager using SSO with SAML to the next version.
00627670	An unexpected error no longer displays after you define request types for a custom ticket field.
00634011	When you create an FAQ and select a rating, the Vote drop-down menu no longer displays random characters.
00630876	An error no longer displays after you edit the Client Admins permissions.
00565433	When a tech is a member of a tech group configured with 10,000 request types, Help Desk Manager no longer hangs when the tech logs in to the application.
00637355 00640481 00641638 00642992	An error message no longer displays when you edit the asset location in a ticket.
00640532	An incorrect text issue that displays in a client bulk action is resolved.
00614199 00632022 00644614	An error no longer displays when you configure an alert level or condition in a ticket chart widget.
00543716	When you create a new request type at Setup > Tickets > Request Types, the Use as FAQ Category option is now labeled FAQ / SolarWinds Integration.
00628668 00622267 00642588 00648073	WMI connections can now scan computers running Windows 10 version 2004 and 2012.

00654747


Known issues

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00486229, 00545529 | ARABIC CHARACTERS IN AN IMPORTED TSV FILE DISPLAY AS HASHTAGS

Issue: When you export a ticket with Arabic characters to a TSV file and then open the file in Microsoft Excel, the characters display as hashtags.

Work-around:

1. Click Tickets and locate the ticket you want to export.
2. Click the  drop-down menu, select Download TSV, and download the file to your system.
3. Open an Excel spreadsheet.
4. Click the Data tab and then click From Text/CSV.
5. Locate and double-click the TSV file.
The Text Import Wizard displays.
6. Select the Delimited data type.
7. Click the File origin drop-down menu and select:
65001 : Unicode (UTF-8)
8. Complete the wizard.
9. Import the data to the targeted spreadsheet.

00036982, 00060943, 00617340 | TICKET ATTACHMENTS DO NOT DISPLAY IN CHRONOLOGICAL ORDER

Issue: An action rule based on an attachment is not processed correctly.

Work-around:

1. Add an attachment to a ticket.
2. Save the ticket.
3. Save the ticket again to trigger the action rule evaluation.

00247252, 00569857 | GROUP MANAGERS CANNOT OPEN TICKETS ASSIGNED TO TECHS

Issue: Group managers cannot open tickets assigned to techs when the Limit to Assigned Tech Groups checkbox is selected at Setup > Techs > Tech Permissions.

Resolution/Work-around: None.

00403986 | BROKEN TICKET REQUEST DETAIL LINK

Issue: When you hover over a ticket request detail link in the Group Tickets window, the link breaks.

Resolution/Work-around: None.

00403986 | CONFIGURED ACTION RULE DOES NOT TRIGGER AS EXPECTED

Issue: When a tech updates a custom field value, the configured action rule does not trigger as expected.

Resolution/Work-around: None.

Customer Support

SolarWinds MSP website	https://www.solarwindsmsp.com
Technical Support Self-service portal	https://success.solarwindsmsp.com
Phone support	1-855-679-0817 (Toll Free/United States and Canada)
	+800 6225 3000 (International)
	(613) 592-6676, select option 2 for support