

OneStream Help Desk (HDK) Release Notes

Release PV440 SV101

The theme of this release is incremental improvements including Email notification when Assigned Owner is changed, a new ticket status of *Waiting for Information*, and requiring Ticket Information to be completed for ticket creation.

Release Date: 07/09/2019

Deployment

- This release supports an overinstall for versions above PV370.

New

- When a ticket's Assigned Owner is changed, an Email is automatically sent to the new Assigned Owner to inform them they have responsibility for the ticket. (9851)
- Added status of *Waiting for Information* to ticket status list. (9852)

Changed

- Tickets cannot be created if Issue description is empty. (9849)
- Tickets cannot be created if *Category* is not specified. The default selection will be set to *None*. (11540)

Fixed

- Ability for non-administrators to download attachments. (10121)

Known Issues

- None

Release PV440 SV100

The theme of this release is incremental improvements including Email notification to ticket creator when ticket is closed, clearing closed date information when Closed ticket is Opened or Assigned, added slider to Ticket Editor—Update screen to help show Save button and supporting documents now open in associated viewing application when Download is selected.

Release Date: 10/18/2018

Deployment

- This release supports an overinstall for versions above PV370.
- There are no database table changes.

New

- When a ticket status is changed to Closed and Global Option *Enable Email Notifications* is Enabled, Help Desk will send an Email to the user that created the ticket to inform them the ticket has been closed. (7448)

Changed

- Tickets that are moved from a Closed Status to Assigned or Open Status will clear the previous closed date information. (7463)
- Added scroll bar to the right side of the Ticket Editor – Update window to allow scrolling down to show the Save button. (7877)
- Supporting Documents will now open in the associated viewing application when Download is selected instead of opening a separate download dialog. (8676)

Fixed

- None

Known Issues

- None

Release PV430 SV101

Release Date: 07/03/2018

Deployment

- This release supports an overinstall for versions above PV370. There are no database table changes.

New

- None

Changed

- None

Fixed

- Help Desk close ticket requires attachment work around. (7594)
- Help Desk ticket open date changes when ticket is updated. (7596)

Known Issues

- None

Release PV430 SV100

Release Date: 06/11/2018

Deployment

- This release supports an overinstall for versions above PV370. There are no database table changes.

New

- Added the ability to add attachments to Help Desk Tickets in the enhanced Task Editor. (3673)
- Added the ability to assign Help Desk Tickets to user defined categories for enhanced reporting and audit tracking. (3675) (4848)

Changed

- Improved Help Desk Interface to align it with the latest OneStream XF Marketplace application standards for a consistent end user experience. (5636)
- Enhanced Dashboard for summary reporting with a new drillable chart and pivot table with status lights in a separate tab. (5637)

Fixed

- Analyze tickets by priority groupings corrected. (5187)

Known Issues

- The enhanced Task Editor-Edit functionality will allow users to edit tickets that have been closed by ticket owners/administrators. This will reset the status of the ticket to Open which will require the owners/administrators to set the status to Assigned or Closed according to their defined business process.

Release PV410 SV100

Release Date: 04/14/2017

Deployment

- This release supports an overinstall for versions above PV370. There are no database table changes.

Changed

- Updated all images and colors to new OneStream standard.

Known Issues

- No known issues

Release PV370 SV100

Release Date: 02/05/2016

Changed

- Initial Release Notes.

Known Issues

- No known issues

Contacting Support

OneStream Support can be contacted at any time by first registering at our support site at <http://support.onestreamsoftware.com> or by emailing support@onestreamsoftware.com.