Numara FootPrints 9.0.3 Changelog
January 26, 2009

Address Book

The following issues have been fixed:

- The logo in the Address Book always pointed to the Numara Software URL.
- Address book fields were missing from a number of features in FootPrints release 9.0

Authentication

The following issue has been fixed:

- After entering an invalid User ID, the user was returned to the FootPrints Login page with no indication of error.

Calendar

The following issues have been fixed:

- Date-time fields that set from an Issue and linked to calendar(s) did not follow default Reminder Time.
- Calendar did not display dates beyond the end of 2008 when in 'week' display mode.

Change Management

The following issues have been fixed:

- Change Management HTML email ballots did not work if the Address Book was disabled.
- In Change Management notification emails, the checkbox field variables displayed 'on/off' instead of user-specified values.

Configuration Management

The following issues have been fixed:

- Clicking on the CI details link yielded an invalid script parameter error.
- CMDB automation definition with CI search criteria was not working.
- CMDB was not working with PostgresSQL.
- Adding Statuses to CI Types did not work properly.

Customer Self-service

The following issues have been fixed:

- A Global Issue window opened every time a customer voted on a solution.
- If the default homepage was the Service Catalog, the Global Issues pop-up was not present when logging into Customer Self-service.
- When a customer edited an issue and clicked "View Complete Description", the "Session no longer active" error was displayed.

Customer Service Portal

The following issue has been fixed:

- The "Please Wait..." floating splash screen was not disappearing after submitting a request and returning to the Service Catalog homepage.

Database

The following issue has been fixed:

- Archiving using the ON date clause did not work

The following enhancements were made:

- Improved FootPrints behavior when it was is unable to connect to the database or had the wrong database username/password.

Dependencies

The following issue has been fixed:

- Pop-up dependencies were not limiting dependent field choices.

Documentation

The following issue has been fixed:

- Links on the SQL Field Mapper and CMDB SQL Import pages pointed to the wrong help topics.

Dynamic Field Mapper

The following issues have been fixed:

- If an auto-lookup found no matches, FootPrints would get hung up with the an Issue was submitted by customers.
- A 203 error would occur on an external lookup if the primary and secondary sort fields were set to the same value.

Email

The following issues have been fixed:

- A Perl syntax error occurred when attempting to edit text or HTML mail templates in the Project Administration→Mail Preferences" page.
- When updating Dynamically Linked tickets, appropriate mail notifications were not being sent out.
- Emails with a null character in the subject line were not handled properly.
- An equals signs was being added to the end of each line for Issues created/edited through incoming mail.
- Incoming email sometimes gave a "subConvertEncoding: Unknown encoding..." error.

Escalation

The following issues have been fixed:

- An equals sign in a field value being used by an Escalation field edit would get truncated.
- An Escalation that moved an issue to another project sometimes created two new issues instead of one.
- No escalation popup was shown if the agent was in a non-default project.

The following enhancements have been added:

- Improvements were made to the performance of Escalations in general, especially in projects with dozens of escalations.

Field Automation

The following issues have been fixed:

- The AutoField rule could not be saved when the Assignees field was used as a result or as one of the decision fields.
- Address book field values were not loaded into AutoField result/decision fields.
- If a result field had more values than any of the decision fields, the maximum size of the select boxes were as big as the maximum decision field and not the result field.
- AutoField doesn't show rules when it contains about 2000 rules.

Fields

The following issues have been fixed:

- The Date/Time Field displayed an error when entering valid Start and End times on the same date using drop-downs.
- Field permissions were not generating an error at save for customers.

File Attachments

The following issues have been fixed:

- File attachments were not handled properly when the filename began with a blank space.
- File attachments were not handled properly when the filename contained a question mark.

Homepages

The following issue has been fixed:

- The issue number was not sorted in descending order when it was set as the secondary sort field on the agent template.

Install/Upgrade

The following issues have been fixed:

- Unix upgrades failed to add a FIELDHISTORY(mrID) index, which might have affected the speed of homepages, searches, and reports.
- There were install errors on Solaris caused by the tar command's handling of long path names.
- Updated the DBI and DBD modules for Postgres version.

The following enhancements have been added:

- Project Administrators will be invited periodically to participate in a survey to give feedback on FootPrints.

Issues

The following issues have been fixed:

- Ticket page errors out with 'Invalid argument to GetTimeStamp' error when time tracking is not automatic.

- Field headers were not appearing on Create or Edit page when the field was hidden even though the option selected was to "ALWAYS" display the header
- There was an error in the display of the edit lock message on the details page of an issue when a non-English language was used or when the 24-hour clock preference was set for time on the system.
- Date fields for the Address Book on the international version of SQL Server were not displayed correctly.

Javascript

The following issue has been fixed:

- When pasting content from MS Outlook or MS Word into the description editor, formatting code would be saved into the description.

Knowledge Base

The following issue has been fixed:

- Default external Knowledge Base searches were updated.

Language

The following issue has been fixed:

- There was a bad issue history entry that read "Changed status to UnfixStatus"

Migration/Conversion

The following issues have been fixed:

- mrXMLDump.pl / mrXMLConversion.pl was dumping to \footprints\db\ and not CMMASTER
- mrXMLConversion.pl (mrXMLDump.pl) was not dumping the mrTIMESTAMP field of the MASTERx_KBVOTE table.
- CMDB_MAIN and CMDB_PROJECT were not included in mrXMLDump.pl and mrXMLLoad.pl.

The following enhancements have been added:

- XML Conversion now gives the option of removing old data before importing CMDB data.

Miscellaneous

The following issues have been fixed:

- The files directory to backup html\tmp was removed.
- Spell-checker did not work on Windows.

Mobile

The following issue has been fixed:

- Javascript errors occurred due to SLA Pending Statuses and Automatic Spellcheck when submitting issues from a BlackBerry.

Performance

The following issue has been fixed:

- Project totals on the homepage may cause slowness if large numbers are involved.

The following enhancements have been added:

- Improved performance of certain queries under MySQL.

Quick Issues

The following issue has been fixed:

- Quick Issue template names entered with leading or trailing spaces could not be edited/deleted.

Reporting

The following issues have been fixed:

- Reports using the Date and Date Closed relative options produced a JavaScript validation error.
- Received vs Closed Metrics report grouped by an Address Book field generated a 203 Error.
- Search and Report pages were inaccessible in Oracle when a project used CMDB.
- Metric charts were showing 0 counts when showing the count from a survey field.
- The My Active Requests report was not working.
- Chart titles were truncated on custom survey reports.
- A historical snapshot report filtered by priorities/assignees would return all issues.
- In AutoRun reports,.bmp and .png logo files were not displayed correctly.
- Issues closed by an escalation were appearing under the "Customers" bar in "Closed By" Metric reports.
- Address Book fields were not available in the custom report "sort by" section.

Searching

The following issues have been fixed:

- The matching issue count would change if paging through results of an advanced search involving "Date Closed" criteria.
- A single number in the top frame search that contained a leading 0 would return the wrong issue.
- Saving an advanced search with an existing name returned a "The session is no longer active" message.

Security

The following issues have been fixed:

- Miscellaneous security fixes were added, including fixes for XSS and SQL injection vulnerabilities.
- Additional code was created to control the display of database error details.

The following enhancements have been added:

- Encryption modules are now included by default, enabling secure connections for various features.

Service Catalog

The following issues have been fixed:

- Service Catalog template administration is not accessible unless Configuration Management is linked to a FootPrints project.
- The featured services list in the Service Catalog could not be sorted.
- The Service Catalog administration window with icon picker would not scroll all the way down.

FootPrints Sync

The following issue has been fixed:

- European customer running SQL Server were receiving an Error 203 when using FootPrints Sync.

System Administration

The following issues have been fixed:

- There was a CGI error when trying to configure Password Reset with no certificate added.
- Administrators could not locate Auto-added customers on the User Management page.
- System Administrators could delete themselves on the User Management page.
- Archives failed after the initial archive when the archive project was selected.

Teams

The following issue has been fixed:

- Escalation email notification was not being sent to all team members when the team leader was already receiving email.

User Permissions

The following issue has been fixed:

- An error occurred when creating a user as an agent in one project and as a customer in another project if the primary project was the one in which the user was a customer.

User Preferences

The following issue has been fixed:

- Users' project files were not removed even though the rest of the user record had been removed.
- The agent preference templates showed blanks instead of field names in the sorting section.