

Requestor 5.8.3

Improvements

- Time tracking
 - Added options to configure "Access to other operators' track time records" and "Edit Permission".
 - Public track time record: It is now possible to make track time records visible to the requester in the ticket detail.
 - Extended Time tracking filters, added "Category" column to exports, and introduced track time record duplication.
- Email replies to notifications generated from internal comments will now return as email messages flagged as internal communication, invisible to end users. (INC-003419)
- Support for searching in form fields of the "Multiline Text" type. (REQ-008530)
- Added display of custom attributes from Microsoft Entra ID (Azure AD) on the user card. (INC-003434)
- Added "Operator" (last name, first name) and "Requester" (last name, first name) fields to custom reports. (REQ-007681)

Fixes

- Fixed the "Operator (last name, first name)" column, which caused an error in the ticket list. (INC-003446)
- SMTP error handling: In cases of SMTP failure (e.g., service unavailability), there was no retry for subsequent sending attempts. (INC-003437)
- Missing form when submitting a ticket from a template. (INC-003423)
- Fixed an error during plaintext message synchronization from RQ to Jira. (INC-003413)
- Fixed loading text from the first message into the dialog for creating a new ticket in Jira. (REQ-008204)

System modifications

- Since version 5.7.2, the application does not enforce TLS 1.2 for client connections, but adopts the system settings as recommended by Microsoft. For proper operation, you need to have these settings made in the Windows Server operating system where the application runs. If you do not have the ability to make this setting, please contact us.