

Component	Description	Corrected in ↓	Affected releases	Defect ID
Technician - Solutions (KB)	<b>Symptom:</b> On a laptop screen, expanding the topic in the solution workspace repositions the tree view (moves upwards).	2024 Release 02	2024 Release 01 2023 Release 02 2023 Release 01 2022 Release 01 2021 Release 02 2021 Release 01 2020 Release 03 2020 Release 02 2020 Release 01 2019 Release 03 2019 Release 02 2019 Release 01 2018 Release 03	DRZOZ-16275
Ticket notifications	<b>Symptom:</b> The German word for received is <b>empfangen</b> , and appears incorrectly as <b>emfagen</b> with a missing p in the notification.	2024 Release 02	2024 Release 01	DRZOZ-34281
HelpDesk - Workspace	<b>Symptom:</b> The grid view takes a long time to load post upgrading to Track-It! 20.23.02 version.	2024 Release 02	2024 Release 01 2023 Release 02 2023 Release 01 2022 Release 01 2021 Release 02	DRZOZ-34938
Email	<b>Symptom:</b> A warning header appears in the email body and you are unable to update the ticket in the email.	2024 Release 02	2024 Release 01 2023 Release 02	DRZOZ-35011
Templates	<b>Symptom:</b> When you create a template with the < and > characters causes an error, and any added fields disappear when you edit the template.	2024 Release 02	2024 Release 01	DRZOZ-35064
Configuration - Schedulers	<b>Symptom:</b> Scheduled jobs do not display the names or details of the ticket schedules, making it difficult to identify which job is now running. <b>Scope:</b> This occurs when a new column titled Schedule ID has been added to the Ticket/Report Schedulers grid to display the schedule's sequence.	2024 Release 02	2024 Release 01 2023 Release 02	DRZOZ-34282
Web Services API	<b>Symptom:</b> The error (10000) record was not saved ...appears while updating a ticket through the web API. <b>Scope:</b> This issue occurs only for tickets created through SLA, where SLA is enabled for the assigned group.	2024 Release 02	2024 Release 01 2023 Release 02	DRZOZ-34962
Migration Tool - Assets	<b>Symptom:</b> The asset Dept and Location fields are migrated as blank when you run the migration tool. <b>Scope:</b> Implement changes to remove the Dept and Location fields from the target query to prevent column ambiguity.	2024 Release 02	2024 Release 01	DRZOZ-34960
Configuration - Active Directory	<b>Symptom:</b> Unable to delete or deactivate users that have been removed from Active Directory using the Directory Importer and the test connection in the DI settings displays a warning message. <b>Scope:</b> When the error insufficient access permission occurs from the DirSyncRequestControl which is included in the Search Request.	2024 Release 02	2024 Release 01	DRZOZ-34856

Asset Management - BCM	<p><b>Symptom:</b> FAM information is cleared after conducting an audit on the device from Track-It!</p> <p><b>Scope:</b> When the BCM API fails to fetch financial information for a device when using the deviceId filter along with the V_CMDB_FAM view in the request.</p>	2024 Release 02	2024 Release 01	DRZOZ-34833
Self Service - HelpDesk	<p><b>Symptom:</b> The auto-completion function works incorrectly for the look-up field and inconsistent data appears for the look-up field, in the Self-Service Portal.</p> <p><b>Scope:</b> Occurs due to incorrect auto select event method.</p>	2024 Release 02	2024 Release 01	DRZOZ-34715
Configuration - Business Rules	<p><b>Symptom:</b> The Outlook messages are not attached to tickets when processed through Email Monitor, when IMAP protocols are used.</p>	2024 Release 02	2023 Release 02 2023 Release 01	DRZOZ-34432
Web Services API	<p><b>Symptom:</b>Inconsistencies in the JSON schemas returned for the same resource due to poorly designed API's.</p>	2024 Release 02	2024 Release 01	DRZOZ-34502
Install / Update	<p><b>Symptom:</b> Upgrade fails with the following error: -2147217900 XML parsing: line 1, character 6538, illegal xml character - 1</p> <p><b>Scope:</b> Occurs due to an issue in the 2024.01 upgrade script that involves non-ASCII characters in custom links.</p>	2024 Release 02	2024 Release 01	DRZOZ-34514
Reports	<p><b>Symptom:</b> The master-detail report does not display detail records beyond 1000.</p> <p><b>Scope:</b> Due to the hardcoding top 1000 clauses in the code for detail band.</p> <p><b>Workaround:</b> Remove the hardcoded top 1000 clause from the code.</p>	2024 Release 02	2023 Release 02 2023 Release 01	DRZOZ-33732