

2024 Release 02

Track-It! 20.24

Review the Track-It! 2024 Release 02 enhancements for features that will benefit your organization and to understand changes that might impact your users.

Version	Fixed issues	Updates and enhancements
20.24.02	Known and corrected issues	2024 Release 02 Enhancements

Related topics

[Release notes](#)

[Installing](#)

[Upgrading](#)

To understand the differences between the current release and Track-It! 11.4, see [Track-It! 11.4 vs. Track-It! 20xx](#).

Downloading and installing the product update

Downloading from EPD	Downloading the installation files
Upgrade installation	Upgrading

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Configure Secure LDAP (LDAPS) for Pass-Through Authentication Login

Track-It! administrators can configure Secure LDAP to manage access in Track-It!, to ensure that the authentication processes are more secure and protected against potential vulnerabilities. By using this feature, Track-It! Administrators can prioritize data protection and can focus on implementing solutions that enhance security and also maintain usability for technicians and requestors.

For more information, see [Enabling Microsoft Windows Integrated Authentication for Track-It!](#).

Windows Authentication
Enable or disable the Windows Authentication settings, configure Pass-Through Authentication settings for Track-It! Service Desk and Self Service.
Note: Please ensure that the 'Use Windows Authentication' option is enabled for Technicians and Requestors to login with their Windows account.

Help Desk
 Enable Windows Authentication

Self Service
 Enable Windows Authentication

Pass-Through Authentication
 Use Secure LDAP

Notification Templates
Manage templates that can be used to automatically populate email notification details.

Search by Template Name All

Template Name	Module	Default	Inactive
New hire onboarding - welcome	Ticket		Inactive
Test Notification Template 2	Assignment		
Test Notification Template 1	Ticket	<input checked="" type="checkbox"/>	

Create and manage email notification templates

Create notification templates with predefined formats tailored to specific notification types. You can simplify the drafting process by maintaining uniformity in the information presented. The functionalities such as, creating, copying, editing, and deleting templates provides flexibility for a system administrator to efficiently manage notification templates, promoting effective communication practices within the organization

For more information, see [Creating and managing notification templates](#).

Set a technician's unavailability information

The System Administrator can update a technician's unavailability from the Technician's section under Application Settings. For more information, see [To set a technician's unavailability](#).

Send email notifications by using templates

Use pre-defined templates to quickly and efficiently draft emails. These templates help system administrators to maintain the consistency and completeness of data in notification emails, saving time and effort as compared to manual drafting.

For more information, see [To perform additional actions on a record](#).

Log out a technician

The System Administrator can log out any technician from the Technician's section under Application Settings. For more information, see [To log out a technician](#).

Last Name	First Name	Login ID	Phone	Email Address	Windows Aut...	Named License	Inactive
...	✓	✓	
...	✓	✓	
...	✓	✓	

What else changed in this release:

Update	Product behavior in versions earlier than 2024 Release 02	Product behavior in version 2024 Release 02
Updates to pass through authentication	Pass through authentication was not available for requestors when they log in to Track-It!.	A requestor can access the Track-It! application using pass through authentication.
Updates to the Administration section of reports	NA	Added the following two new reports: <ul style="list-style-type: none"> • Currently Logged In Technicians • Technicians Login History
Updates Asset Synchronization schedule	Update Asset Synchronization schedule in an daily basis.	You can schedule asset synchronization on a daily and hourly basis.
Updates to filtering records		You can filter the grid views by using the is in and is not in conditions. You can specify multiple values to filter the workspace data by using these conditions. For more information, see To filter records .
Updates to upgrade paths supported	The following upgrade paths are supported for Track-It! 2024 Release 01: <ul style="list-style-type: none"> • 2023 Release 02 • 2023 Release 01 • 2022 Release 01 	The following upgrade paths are supported for Track-It! 2024 Release 02: <ul style="list-style-type: none"> • 2024 Release 01 • 2023 Release 02 • 2023 Release 01 For more information, see Upgrading from Track-It! 20.xx .

Update	Product behavior in versions earlier than 2024 Release 02	Product behavior in version 2024 Release 02
Updates to business rule events		<p>Use the Cancel All Failed option to cancel all the failed business rule events across all pages.</p> <p>For more information, see Tracking Business Rules and SLA events.</p>

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URL: <https://docs.bmc.com/docs/x/Fnw-VQ>

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