Release Notes
Version 12.3.0
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Introducing N-able Help Desk Manager v12.3.0

Welcome to N-able Technologies Help Desk Manager (HDM) v12.3.0. HDM brings the power and functionality of SolarWinds® Web Help Desk® to N-able customers, putting automatic ticketing, auto asset discovery, IT asset management, knowledge base—and more—at your fingertips.

HDM v12.3.0 can be fully integrated with N-able's N-central 10.0 for automatic ticket creation, customer synchronization, and asset management.

Note: For detailed instructions about configuring N-central - Help Desk Manager integration, see the N-central online help at Administration > PSA Integration > Help Desk Manager.

HDM v 12.3.0 provides new functionality and improves on the previous HDM version. These release notes describe the new features and performance improvements.

New Features and Improvements

HDM v12.3.0 includes the following new features and improvements:

- **Parent/Child Ticket Relationships.** HDM can now link multiple service requests to one parent ticket to address a repeated issue or task (such as on-boarding a new employee or tracking your IT projects). Additionally, you can pass user data, attachments, and custom fields between parent and child tickets to share data to relevant tasks.
- **Automated Ticketing Processes.** HDM now includes improved task capabilities. Using tasks, you can now link a new ticket automatically to an existing ticket that triggers an action rule.

Minimum Hardware Requirements

- CPU: Dual core 2.0GHz
- Hard drive space: 20GB
- Memory: 3GB, adding 1GB for every 10 additional technicians
- Application ports: 8081 (or alternate browser port), 1433 for SQL

Minimum Software Requirements

**Microsoft® Windows® Operating Systems**

- Windows Server® 2003 32-bit
- Windows Server 2008 32- and 64-bit
- Windows Server 2008 R2 64-bit
- Windows Server 2012 64-bit
- Windows Server 2012 R2 64-bit (released on October 18, 2013)
- Windows 7.0 64-bit (for trial evaluation only)
- Windows 8.1 64-bit (for trial evaluation only)

**Linux Operating Systems**
- CentOS™ 6.5 32- and 64-bit
- Red Hat® Enterprise Linux® (RHEL) 6.5 64-bit
- Fedora™ 20 32- and 64-bit
- Fedora 21 64-bit

**Browsers**
- Google® Chrome® – Latest 3 versions
- Mozilla® Firefox® – 30 through 32
- Microsoft Internet Explorer® (IE) - 9 through 11

**Note:** Chrome v32 and Mozilla v32 are the latest versions of those browsers tested with 12.3.0. Because Google and Mozilla release new versions of their browsers so often, testing HDM on the very latest browser is not always possible. However, it is likely that v12.3.0 works with Chrome and Firefox releases newer than those tested by product development.

**Lightweight Directory Access Protocol (LDAP)**
- Microsoft Active Directory® 2003
- Microsoft Active Directory 2008
- Microsoft Active Directory 2012 RC2
- Open Directory 4
- OpenLDAP® 2.4
- OpenLDAP 2.4.40

**Databases**
- PostgreSQL 9.2
- PostgreSQL 9.3.2
- PostgreSQL 9.4
- MySQL 5.6
- MySQL 5.7.4
- Microsoft SQL Server® 2008
- Microsoft SQL Server 2012
- Microsoft SQL Server 2014

**Mail Servers**
- Microsoft Exchange 2010 through 2013 SP1
- POP3
- IMAP
- SMTP

**Open Issues**

The BBCode ticket link is inoperative in emails.
A Warning dialog box does not appear in a separate window when multiple users simultaneously edit a ticket.

**Fixed Issues**

A ticket number is now included in a client email when a tech creates a quick ticket.
An issue with cache was resolved.
Custom fields now appear when you create a task.
A Java error no longer appears when you create an asset report.
An inactive technician can now perform a ticket search.
A Java error no longer appears when you generate a PDF ticket report.
The targeted FAQ now appears when you click **Link FAQ** in the Ticket Details tab.
HDM now redirects to the HTTPS port when configured properly in the `whd.conf` configuration file.
The custom CSS templates now operate as designed.
You can now customize the Upload button text in the Ticket Details tab.
You no longer receive an error when changing the asset type and model of an existing asset under certain conditions after upgrading to v12.3.0.
HDM now supports Apache® Tomcat® 7.0.9.59, which provides enhanced security.
The Attachments icon in a new or existing ticket now displays correctly.
The client now receives an email when a user or third-party tool sends an API Post request containing specific email recipients.
You can now apply a license on a second cluster node.
A Java error no longer appears when you create a new ticket and click **Save & Email** under certain conditions.
A log in issue using SAML 2.0 is resolved, which appeared under certain conditions after a v12.3.0 upgrade.
FAQs with unexpected characters are now returned in search results.
Search queries that include AND/OR operators now provide search results.
Editing a note and clicking **Link FAQ** in the Search window no longer results in duplicate search inputs.
The Link FAQ pop-up now sets the category automatically.
The Export All option now operates as designed for large data sets and no longer exports items in random order.
The FAQ option in the user interface is now available when you switch from Client to Tech in Demo Mode.
You no longer receive an error when adding and moving ticket request types under certain conditions.
Chinese characters no longer appear as has marks (#) in the generated reports.
The FAQ Category setting is now set correctly when linking a ticket with a multi-level request type to an FAQ.
Latvia currency now appears in Euro units when you select this country as a business zone.
The calendar now appears when you click the Date Selector and schedule a date in a Quick Note.
All technician names now appear in alphabetical order after you modify a ticket setting.
Incorrect statements no longer appear in ticket history when you include a comma in the Display Name Template field in the Client Options screen.
A Java error no longer appears when you save a ticket containing new custom fields.
The Force HTTPS setting logic in the General Options screen now operates as designed.
FAQ links are no longer broken when you add quotation marks to FAQ text.
FAQ external links are now correct when you modify the DEFAULT_PORT setting in the whd.conf configuration file.

Version History

HDM Release Notes v12.2.0
HDM Release Notes v12.1.0
Customer Support

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Feedback

SolarWinds N-able (formerly known as N-able Technologies) is a market driven organization that places importance on customer, partner and alliance feedback. All feedback is welcome at the following email address: n-able-feedback@solarwinds.com.

About SolarWinds N-able

SolarWinds N-able is the global leader in remote monitoring and management software for managed service providers and IT departments. SolarWinds N-able’s award-winning N-central platform and complementary toolsets, backed by best-in-class business and technical services, are proven to reduce IT support costs, improve network performance and increase productivity through the proactive monitoring, management and optimization of IP-enabled devices and IT infrastructure. SolarWinds N-able is 100% channel-friendly and maintains operations in North America, the U.K., the Netherlands and Australia.