

Release Contents Report

Release Contents Report by Product, Release

Lucid Help Desk Release Contents

Fixed in Release: - 8.01.0008 (08/06/2010)

Incident	Reported	Description
863	09/30/2007	When adding a new product, the message 'Invalid Project Start Date' appears when clicking on 'NEW'. Message should not appear until 'SAVE' is pushed.
1126	06/03/2010	Add a 'Requested By' report to show 'Incidents Reported by'
1130	06/07/2010	Add an option to HelpDesk menu to send an update message for the incident currently being displayed. This option should only be available if the 'Email Auto Send' option is not enabled
1146	07/16/2010	Error in rptTicketsByUserActivity report: ambiguous 'FirstName' file specified.
1153	08/06/2010	When adding or modifying an Incident, remove terminated employees and inactive users from appropriate pull-down menus.
1156	08/06/2010	When updating Incident Status, the current date is used rather than the specified 'Status Date'

Fixed in Release: - 8.01.0007 (11/27/2009)

Incident	Reported	Description
1055	10/27/2009	Reports show company logo with an opaque background: Change background to transparent.
1072	11/23/2009	Report 'Open Incidents by Product' in error: Not all open incidents for the selected product are displayed; Not displaying records for correct product.

Fixed in Release: - 8.01.0006 (07/07/2009)

Incident	Reported	Description
1045	07/01/2009	When attempting to print reports, the message 'nothing to report' always appears
1047	07/07/2009	Incident reports say 'nothing to report' Duplicate of Incident #1045

Fixed in Release: - 8.01.0004 (02/14/2009)

Incident	Reported	Description
1009	02/14/2009	frmPassword: When attempting to change a user password, ERR 94 may occur if the user name is missing
1010	02/14/2009	frmUsers: Unable to add new Users

Fixed in Release: - 8.01.0003 (02/14/2009)

Incident	Reported	Description
867	10/25/2007	Release Maintenance Screen: Search does not allow for the use of wildcards.
1007	02/14/2009	Incident form: When adding a new incident, the incident resolution should be disabled until the current status is set to complete.
1008	02/14/2009	frmProducts: Set 'Is Active' as default for a new product entry.

Fixed in Release: - 8.01.0002 (01/14/2009)

Incident	Reported	Description
980	01/10/2009	When viewing or printing a single problem report, no records are found to report

Fixed in Release: - 8.01.0000 (12/14/2008)

Incident	Reported	Description
797	11/28/2006	Rainbow Sentinel Key does not work on Windows XP
804	04/09/2007	Report Releases and Release Dates for each product (Release Summary Report)
806	04/11/2007	Replace logo with one with a transparent background on all reports (i.e. Release Contents Report)

Fixed in Release: - 8.00.0000 (03/24/2006)

Incident	Reported	Description
360	08/13/2002	Clear fields if a problem is re-opened: Resolution Date; Reason Code; Fix Release
691	07/08/2004	Optionally allow user to enter an entry date for a problem when opened and a status date when a new status is added.
788	03/13/2006	When making changes to the 'Product Active' field on the 'Product Maintenance' screen, the SAVE button is not enabled.
789	03/20/2006	Search for Incidents does not start at the beginning of the file.

Fixed in Release: - 7.01.0012 (08/09/2003)

Incident	Reported	Description
578	06/09/2003	Change Report Printing option to ask for a file name/location to save reports printed in PDF format. This change should become effective for all reports produced using the PDF Format button.
581	06/18/2003	"Stop Statement Encountered" and program termination when a Product is searched for and not found.

Fixed in Release: - 7.01.0011 (05/26/2003)

Incident	Reported	Description
550	05/16/2003	After adding a new Incident, form goes to first record, rather than to the record just entered.

Fixed in Release: - 7.01.0003 (03/09/2003)

Incident	Reported	Description
442	02/28/2003	Contact Information screen contains fields that are always enabled.
449	03/09/2003	Error 32002 when attempting to send an email update to recipient.

Fixed in Release: - 7.01.0002 (02/25/2003)

Incident	Reported	Description
431	02/25/2003	Assignee Activity Report: Data not produced for last selected date
432	02/25/2003	Fix Release is not formatted properly on Assignee Activity Report.

Fixed in Release: - 7.01.0001 (02/21/2003)

Incident	Reported	Description
296	12/08/2001	Once a project is selected for viewing, each time a record is saved, the question to select a project re-appears. The message should not appear unless the View Open for Project... menu item is selected.
389	02/15/2003	Add web site information to help menus in application
390	02/15/2003	Add 'Record n of nn' to display each time the record selector is used.
392	02/16/2003	Modify Reports to print all projects when all projects are views, or specific project when a specific project is being viewed.

Fixed in Release: - 7.01.0000 (02/14/2003)

Incident	Reported	Description
346	03/26/2002	Add a flag to Project Table & Project form to set a project to inactive. Load Product selection combo box with active projects only.
347	03/26/2002	Add 'Release Report' to list of available reports on 'Releases' form.
348	03/26/2002	Format 'Fixed Release' on Releases form so that a proper release report can be produced. E.g.: entering release 7.0.5 for HelpDesk will not report problems fixed in 7.00.0005 of HelpDesk.
349	04/12/2002	When adding employees, the field 'Email Address' is not cleared between record adds. Field is not enabled/disabled.
351	04/12/2002	When adding users, the email address specified in the Employee Screen/Table is not pre-loaded into the User's email address field. The email address field is not enabled or disabled (Form Fields Disabled?)
352	04/12/2002	When adding Users, the 'Full Name' combo box is not cleared between entries.
353	04/12/2002	Hide History Log Grid if there are no entries
358	08/13/2002	Add code to enable 'tab', 'enter' on 'Select Active Project' combo box
359	08/13/2002	Add to VIEW menu: 'View ALL for Project...'

Incident	Reported	Description
337	03/14/2002	Duplicate History Log error message when adding Ticket after import of 'Project.mdb' files.