

## Version 2.0

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Announcement



With this version, Windows XP and Vista will no longer be supported. Sorry for the inconvenience. Please refer to the [Microsoft End of support](#) for the operating systems specified above.



## Admin

### New

- First release

## Client

### New

- Now any files can be attached in the "Create Support Case" dialog
- New delivery type: Jira
- Providing a configuration via HTTP/S
- ServiceNow: Jakarta version support
- Support for variables of the type "String" with the notation "{%String.xxxxx%}"
- Support of obfuscated content of the configuration file
- Support for a failover configuration file
- Support of an alternative SMTP server port

### Modified

- Support of old (not HTML) "Create Support Case" dialog removed
- English translation optimized
- High-resolution screen support
- Variables of type "Input" within the automatically determined values are no longer supported
- Multiple connections of the same type possible
- Cached configuration file is only updated after successful loading

### Fixed

- Screenshots were not created correctly on high-resolution screens
- ServiceNow: Error when evaluating the content to be transmitted
- A missing "alternativeSenderAddress" element in the configuration file could cause the application to crash
- Possible errors with SMTP delivery fixed
- The configuration file was not evaluated again when opening the "Create Support Case" dialog
- Sequence of system information and formular data was not taken into account in the default template.
- Collected values of the type "Static" were possibly not read out correctly
- When comparing texts with umlauts, wrong results could occur
- Texts were not loaded in the HTML view under certain circumstances
- If Internet Explorer was not installed when opening the Service Portal in a new window, no window was displayed
- The start parameter "FixTray" did not work correctly under Windows 10
- Variables as display names for input fields were not resolved correctly



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- A missing password element of a ServiceNow connection in the configuration file could cause the application to crash