

ChangeLog 3.x



Upgrading configuration files

This history points the configurations files which were changed between releases. Once the sources installed (see [Installation prior 3.30](#)) and the previous configuration recovered (see [04 Upgrading](#)), if one or several files of the changed files have been edited locally, changes should be carefully inspected and added before upgrading the database (ant upgrade).

Changes in version 3.30

Changed the build tool from Apache Ant to Apache Maven 2

Esup-helpdesk is decomposed in several maven modules.

There is an agregagor pom in the project root which aggregate all modules and all modules share the same parent.

- helpdesk-batch contains batch classes
- helpdesk-core contains all classes and part of Spring configuration
- helpdesk-web-jsf-servlet contains src/main/webapp and part of Spring configuration

Changes in version 3.29.11



Changes in configuration files

- `/properties/config.properties` ([diff 3.28 -> 3.29](#))
- `/properties/dao/hibernate/mapping/User.hbm.xml` ([diff 3.28 -> 3.29](#))
- `/properties/urlGeneration/urlGeneration.xml` ([diff 3.28 -> 3.29](#))
- `/properties/domain/reporting.xml` ([diff 3.28 -> 3.29](#))

Please check properties `app.servletUrl` and `app.uPortalUrl` before deploying this new release.

New features

- Added the possibility for users to skip ticket expiration alerts (3.29.0 by Pascal Aubry, requested by Frederic Boivent).
- Show postponed tickets when selecting opened tickets on the manager control panel (Pascal Aubry, requested by Frederic Boivent).
- Added visibility images to reports and alerts (3.29.1 by Pascal Aubry, requested by Fabien Wald).
- Enabled the Enter key on the search form (3.29.1 by Pascal Aubry, requested by Fabrice Jaunet).
- Added `logout.jsp` for global Single Sign Out (3.29.8 by Odile Germès).
- Added property `sessionTimeout` (3.29.8 by Pascal Aubry).
- Added transparency to login images (3.29.9 by Pascal Aubry).

Enhancements

- Show the category of tickets without deploying the properties (3.29.2 by Pascal Aubry, requested by Roger Negaret)
- Added `FontFormat` in FCK toolbars (3.29.2 by Pascal Aubry, requested by Fabrice Jaunet)
- Added method `isDepartmentManager()` to the web service (3.29.6 by Vincent Bonamy)
- Customized monitoring emails (3.29.10 by Pascal Aubry, requested by François Albert)

Bug fixes

- fixed method `HttpUtils.getUserAgent()` in batch context (3.29.0 by Pascal Aubry, pointed out by Odile Germès)
- fixed the names of categories when creating tickets (3.29.3 by Pascal Aubry)
- fixed double invitations on ticket creation (3.29.4 by Vincent Bonamy)
- restored LDAP uid search (3.29.5 by Pascal Aubry, pointed out by Fabien Wald)
- fixed redirector (3.29.11 by Pascal Aubry, pointed out by Fabien Wald)

Changes in version 3.28.8



Changes in configuration files

- [/properties/dao/hibernate/mapping/User.hbm.xml \(diff 3.27 -> 3.28\)](#)
- [/properties/dao/hibernate/mapping/Config.hbm.xml \(diff 3.27 -> 3.28\)](#)

After having upgraded to 3.28, please check that the recommended indices are present in your database (indices are automatically created when running **ant init-data**, but not when running **ant upgrade** due to a [Hibernate bug](#)). If not run the following SQL commands:

```
ALTER TABLE h_acti ADD INDEX i_acti_date (date);
ALTER TABLE h_aler ADD INDEX i_aler_email (email);
ALTER TABLE h_arch_tick ADD INDEX i_arch_tick_tick_id (tick_id);
ALTER TABLE h_arch_tick ADD INDEX i_arch_tick_effescope (effescope);
ALTER TABLE h_arch_tick ADD INDEX i_arch_tick_creation_date (creation_date);
ALTER TABLE h_arch_tick ADD INDEX i_arch_tick_arch_date (arch_date);
ALTER TABLE h_cate ADD INDEX i_cate_order (depa_id, pare_id, orde);
ALTER TABLE h_cate_memb ADD INDEX i_cate_memb_order (cate_id, orde);
ALTER TABLE h_depa ADD INDEX i_depa_order (orde);
ALTER TABLE h_depa_manage ADD INDEX i_depa_manage_order (depa_id, orde);
ALTER TABLE h_depa_select_conf ADD INDEX i_depa_select_conf_date (date);
ALTER TABLE h_faq2 ADD INDEX i_faq2_effescope (effescope);
ALTER TABLE h_faq2 ADD INDEX i_faq2_order (depa_id, pare_id, orde);
ALTER TABLE h_faq_link ADD INDEX i_faq_link_order (depa_id, cate_id, faq, orde);
ALTER TABLE h_icon ADD INDEX i_icon_name (name);
ALTER TABLE h_tick ADD INDEX i_tick_stat (stat);
ALTER TABLE h_tick ADD INDEX i_tick_effescope (effescope);
ALTER TABLE h_tick ADD INDEX i_tick_creation_date (creation_date);
ALTER TABLE h_tick ADD INDEX i_tick_last_acti_date (last_acti_date);
```

New features

- Added condition external-db to the visibility rules (3.28.3 by Lukas Slansky).
- Added experimental task delete-all-tickets (3.28.4 by Pascal Aubry, requested by Laurent Vallar).
- BasicUserInfoProviderImpl now prints the user agent (3.38.7 by Pascal Aubry, requested by Fabien Wald).

Bug fixes

- Fixed the deletion of departments (3.28.0 by Pascal Aubry).
- Fixed NPE for guests (3.28.2 by Lukas Slansky).
- Fixed unexisting sequences in the upgrade procedure (3.28.3 by Lukas Slansky).
- Fixed the LDAP test interface (3.28.3 by Lukas Slansky).
- Fixed deprecated tags in the visibility rules (3.28.3 by Pascal Aubry, pointed out by Samuel Duhaupas).
- Fixed the possibility for users to view archived tickets (3.28.5 by Pascal Aubry, pointed out by Marc Bousse).
- Fixed libraries download path (3.28.5 by Pascal Aubry, pointed out by Philippe Leclerc).
- Users could not view their own actions when settings the visibility to managers only (3.28.6 by Pascal Aubry, pointed out by Serge Aumont).
- Fixed ticket monitoring checkbox (3.28.8 by Pascal Aubry, pointed out by Serge Aumont).

Enhancements

- Now cache the department visibility rules results (3.28.0 by Pascal Aubry, requested by Raymond Bourges).
- Reduced the number of database requests when building tree-based pages (3.28.0 by Raymond Bourges).
- Added indices to some critical tables (3.28.0 by pascal Aubry).
- Added the possibility to sign outgoing emails (3.28.3 by Lukas Slansky).

Other changes

- Added LDAP redundancy (3.28.1 by Pascal Aubry, requested by Mathieu Larchet).

Changes in version 3.27.3



Changes in configuration files

- [/properties/dao/hibernate/mapping/User.hbm.xml \(diff 3.26 -> 3.27\)](#)
- [/properties/domain/domain.xml \(diff 3.26 -> 3.27\)](#)

New features

- Added date filtering to the search interface (3.27.0 by Pascal Aubry, requested by Laurent Amsaleg).
- **Added the possibility to authenticate the users against an external data source** (3.27.0 by Pascal Aubry, requested by Vincent Mathieu, details [here](#)).
- When moving tickets, they are by default left free by the application if the original manager is not a member of the target category (3.27.1 by Pascal Aubry, requested by Monique Thomas).

Bug fixes

- Too many monitoring emails were sent (3.27.0 by Pascal Aubry, pointed out by Philippe Lecler).
- Fixed department deletion (3.27.0 by Pascal Aubry, pointed out by William Gill Cooper).
- Fixed NPE in ticket monitoring (3.27.1 by Lukas Slansky).
- Fixed the ant target recover-config (3.27.2 by Pascal Aubry).
- Fixed UserNotFoundException in IMAP feeding (3.27.3 by Pascal Aubry).

Enhancements

- Restored the V2 navigation through tickets on ticketView.jsp (3.27.0 by Pascal Aubry, requested by Bertrand Decouty).
- Added the possibility to add a ticket from ticketView.jsp (3.27.0 by Pascal Aubry, requested by Bertrand Decouty).

Changes in version 3.26.5



Changes in configuration files

- `/properties/dao/hibernate/mapping/User.hbm.xml` (diff 3.25 -> 3.26)
- `/properties/dao/dao.xml` (diff 3.25 -> 3.26)

The ant task **sent-reports** is now obsolete, use **send-ticket-reports** instead.

Administrators should call the ant task **send-faq-reports** on a daily basis for managers and administrator to get the FAQ updates reports.

New features

- **Added FAQ reports** (3.26.0 by Pascal Aubry).
- Added the selection of recently invited users when inviting users (3.26.4 by Pascal Aubry, requested by Chritophe Guilloux).
- Added the selection of recent target categories when moving a ticket (3.26.5 by Pascal Aubry, requested by François Albert).

Bug fixes

- Fixed hypertext links in canned responses (3.26.0 by Pascal Aubry, pointed out by Rodolphe Marsolier).
- Do not try to create existing application users when reading IMAP folders (3.26.1 by Pascal Aubry, pointed out by Guillaume Colson).
- Fixed the Sibboleth authentication (3.26.5 by Lukas Slansky).

Enhancements

- Added options to FCK editor (3.26.0 by Pascal Aubry).
- Improved Google Chrome compatibility (3.26.3 by Pascal Aubry, requested by Rodolphe Marsolier).
- Added token (SIGNATURE) in canned responses (3.26.4 by Pascal Aubry).

Other change

- Do not show the departments in the FAQ tree in view mode (3.26.3 by Pascal Aubry, requested by Odile Germes).

Changes in version 3.25.2



Changes in configuration files

- `/properties/dao/hibernate/mapping/User.hbm.xml` (diff 3.24 -> 3.25)

Bug fixes

- Application users could not connect or change their password (3.25.0 by Pascal Aubry).
- Fixed the invitation of several managers (3.25.2 by Pascal Aubry, pointed out by Pascal Gentil).

Enhancements

- Use independent filters for the user and the manager control panels (3.25.0 by Pascal Aubry, requested by Fabrice Jaunet).
- Improved the control panel interface (3.25.0 by Pascal Aubry).
- On the manager control panel, filtering on a category also shows the tickets of the sub-categories (3.25.1 by Pascal Aubry, requested by Davy Pech).

Changes in version 3.24.3



Changes in configuration files

- `/properties/config.properties` (diff 3.23 -> 3.24)
- `/properties/domain/domain.xml` (diff 3.23 -> 3.24)
- `/properties/domain/dao.xml` (diff 3.23 -> 3.24)
- `/properties/domain/auth.xml` (3.24)
- `/properties/domain/userInfo.xml` (diff 3.23 -> 3.24)
- `/properties/urlGeneration/urlGeneration.xml` (diff 3.23 -> 3.24)
- `/properties/domain/computerUrl.xml` (diff 3.23 -> 3.24)
- `/properties/web/controllers.xml` (diff 3.23 -> 3.24)

Several changes have to be applied to `/properties/config.properties`:

- New: `auth.useCas`, `auth.useShibboleth`, `auth.application`, `auth.portal.attributes`, `app.servletUrl`, `app.uportalUrl`, `smtp.interceptAll`
- Now optional: `urlGeneration.*`, `computerUrl.casServiceUrl`
- Obsolete: `useLdap`, `smtp.interceptBean`

New feature

- **Added Shibboleth support** (3.24.0 by Pascal Aubry, requested by Yannick Monclin and Lukas Slansky).

Bug fixes

- Fixed the length of archived actions (3.24.0 by Lukas Slansky).
- Removed Postgres errors for MySql users (3.24.0 by Pascal Aubry, pointed out by Mathieu Molin  ris).
- Actions were sometimes missing in email alerts (3.24.0 by Pascal Aubry, pointed out by Laetitia Casimir).
- The original user id was not correctly set when changing the tickets owner (3.24.0 by Pascal Aubry, pointed out by Odile Germ  s).
- Fixed NPE in `TicketController.getMonitoringUsersNumber()` (3.24.1 by Pascal Aubry, pointed out by C  cile Leconte).
- Fixed syntax error in `custom-fckconfig.js` (3.24.2 by Pascal Aubry, pointed out by Samuel Dhuapapas).
- Fixed visibility condition uid-like (3.24.3 by Pascal Aubry, pointed out by Mich  le Gu  zou).
- Category members could be added twice (3.24.4 by Pascal Aubry).

Other changes

- Added properties `auth.useCas`, `auth.useShibboleth` and `auth.application` (resp. default to true, false and true) to allow any authentication method to be used, removed property `useLdap` (3.24.0 by Pascal Aubry).
- Made property `urlGeneration.bean` optional thanks to properties files `defaults-portlet.properties` and `defaults-servlet.properties` (3.24.0 by Pascal Aubry).
- Added property `auth.portal.attributes` to allow the portal to pass additional attributes thanks to JSR-168 preferences (3.24.0 by Pascal Aubry).
- Added properties `app.servletUrl` and `app.uportalUrl`, made properties `urlGeneration.*` and `computerUrl.casServiceUrl` optional (3.24.0 by Pascal Aubry).
- Added smileys to FCK editor (3.24.0 by Pascal Aubry, requested by Odile Germ  s).

Changes in version 3.23.2



Changes in configuration files

- `/properties/config.properties` (diff 3.22 -> 3.23)
- `/properties/applicationContext.xml` (diff 3.22 -> 3.23)
- `/properties/domain/domain.xml` (diff 3.22 -> 3.23)
- `/properties/init/init.xml` (diff 3.22 -> 3.23)
- `/properties/init/feed.xml` (diff 3.22 -> 3.23)
- `/properties/smtp/smtp.xml` (diff 3.22 -> 3.23)
- `/properties/domain/assignment.xml` (diff 3.22 -> 3.23)

Bug fixes

- Fixed property quick-start in build.properties (3.23.0 by Pascal Aubry, pointed out by Claude Le Berre).
- Fixed property `urlGeneration.bean` in `config.properties` (3.23.0 by Pascal Aubry, pointed out by Claude Le Berre).
- Fixed the edition of categories extra monitoring (3.23.0 by pascal Aubry, pointed out by Philippe Lecler).

- Correctly memorize the user filters of the control panel (3.23.0 by pascal Aubry, pointed out by François Dagorn).
- Fixed department deletion (3.23.0 by pascal Aubry, pointed out by Odile Germès).
- Fixed NPE when editing responses (3.23.0 by Pascal Aubry, pointed out by Mathieu Molinérès).
- Added missing AspectJ libs (3.23.1 by Pascal Aubry).
- Fixed caching issues in portlet mode (3.23.2 by Pascal Aubry, pointed out by Monique Thomas and Pierre-Antoine Angelini).

Enhancements

- **Significantly improved response times** by caching most method calls (3.23.0 by Pascal Aubry).
- Users are invited to reopen when adding comments on closed tickets (3.23.0 by Pascal Aubry, requested by Alain Kermarrec).

Other changes

- Added IE8 compatibility (2.23.0 by Pascal Aubry).
- Added property smtp.interceptAll, property smtp.interceptBean is not used anymore (3.23.0 by Pascal Aubry).
- Property feed.spamFilter now defaults to nullSpamFilter instead of null (3.23.0 by Pascal Aubry).

Changes in version 3.22.0



Changes in configuration files

- `/properties/config.properties` (3.22)
- `/properties/domain/domain.xml` (diff 3.21 -> 3.22)
- `/properties/domain/feed.xml` (diff 3.21 -> 3.22)

New features

- **Added experimental Reply-to capabilities** (3.22.0 by Lukas Slansky).
- **Added an online configuration wizard** at <http://www.esup-portail.org/helpdesk-config> (3.22.0 by Pascal Aubry).

Enhancements

- Improved daily reports (3.22.0 by Alexandre Boisseau).
- Added a note to IE7 users to help them for downloads (3.22.0 by Pascal Aubry).

Other change

- Upgraded to log4j 1.2.15 (3.22.0 by Pascal Aubry).

Changes in version 3.21.1

Bug fixes

- Fixed form transitions (3.21.0 by Pascal Aubry, pointed out by Gilian Gambini).
- Attached files could be uploaded several times (3.21.0 by Pascal Aubry).
- Fixed i18n resource bundle keys (3.21.1 by Lukas Slansky).

Enhancements

- Added sequences for Postgres users (3.21.0 by Lukas Slansky).
- Improved daily reports (3.21.0 by Alexandre Boisseau).
- limit the alerts sent depending on the action type and the visibility for the users (3.21.1 by Pascal Aubry).

Other change

- **A single archive is used both for quick-start and non quick-start installations;** most heavy files (JARs, ZIPs...) are now downloaded from the SVN repository to reduce the weight of the distribution files (3.21.0 by Pascal Aubry, requested by Julien Marchal).

Changes in version 3.20.1



Changes in configuration files

- `/properties/config.properties` (diff 3.19 -> 3.20)
- `/properties/domain/domain.xml` (diff 3.19 -> 3.20)
- `/properties/domain/feed.xml` (diff 3.19 -> 3.20)

Security fix

- **Upgraded to Tomahawk 1.1.6 to prevent from Cross Site Scripting** (3.20.0 by Pascal Aubry)

Bug fixes

- Fixed QueryException when deleting departments (3.20.0 by Pascal Aubry, pointed out by Odile Germès).
- Tickets could not be linked to FAQ and other tickets (3.20.0 by Pascal Aubry, pointed out by Julien Pedrono).
- Alerts were sent twice on imap feeding (3.20.0 by Pascal Aubry, pointed out by Lukas Slansky).

Enhancements

- Firefox spell checker activated in FCK Editor (3.20.0 by Alexandre Boisseau).
- Added regexp-based spam detection to email feeding (3.20.0 by Lukas Slansky).

Other changes

- Added property `smtp.bean` (3.20.0 by Pascal Aubry).

Changes in version 3.19.6



Changes in configuration files

- `properties/domain/domain.xml` (diff 3.18 -> 3.19)
- `properties/cache/ehcache.xml` (diff 3.18 -> 3.19)
- `/webapp/media/helpdesk.css` (diff 3.18 -> 3.19)
- `/properties/config.properties` (diff 3.18 -> 3.19)
- `/build.properties` (diff 3.18 -> 3.19, quick-start only)

Do not forget to set the new property `cache.path` in `/properties/config.properties` if you do not want to use the default value (`/tmp/helpdesk/cache`).

Bug fixes

- Attached files were lost by preview (3.19.2 by Pascal Aubry, pointed out by Alexandre Boisseau and Lukas Slansky).
- Fixed the resizing of the statistics charts (3.19.3 by Pascal Aubry, pointed out by Simon Dupuich).
- Ticket owners could not remove invitations (3.19.4 by Pascal Aubry, pointed out by François Albert).
- Fixed deep links to add tickets (3.19.4 by Pascal Aubry, pointed out by Mathieu Molinérís).

Enhancements

- Added CSS styles for priority colors (3.19.0 by Pascal Aubry, requested by Vincent Repain and Simon Dupuich).
- Added properties `minPriority`, `maxPriority`, `origins`, `webOrigin` and `emailOrigin` (3.19.0 by Pascal Aubry).
- When inviting users, added the possibility to select the managers of a department or the members of a category (3.19.0 by Pascal Aubry, requested by Michèle Guézou and Fabrice Jaunet).
- Added properties `memory.xmx` and `memory.maxPermSize` in `build.properties` for quick-start installations (3.19.2 by Pascal Aubry).
- When moving a ticket, the assignment algorithm of the target category can be called (3.19.2 by Pascal Aubry, requested by Alexandre Boisseau).
- Archived tickets can be moved before department deletion (3.19.5 by Pascal Aubry, requested by Odile Germès).

Other changes

- Moved some beans from `domain.xml` to `passwordManagement.xml` and `indexing.xml` (3.19.0 by Pascal Aubry).
- Added property `cache.path` that sets the path used to cache objects on the filesystem (3.19.0 by Pascal Aubry).

Changes in version 3.18.1



Changes in configuration files

- [properties/dao/hibernate/mapping/User.hbm.xml \(diff 3.17 -> 3.18\)](#)
- [/webapp/media/function.js \(diff 3.17 -> 3.18\)](#)

Bug fixes

- Fixed the deletion of old history items (3.18.0 by Pascal Aubry).
- Fixed PropertyValueException on ticket creation (3.18.0 by Pascal Aubry, pointed out by Eric Touraille).

Enhancements

- **Added a user preference for the page transitions** (3.18.0 by Pascal Aubry, requested by Jacques-Olivier Houen-Farcy).
- Internationalized the popup blocker message (3.18.1 by Pascal Aubry).

Changes in version 3.17.3



Changes in configuration files

- [properties/dao/dao.xml \(diff 3.16 -> 3.17\)](#)
- [properties/domain/domain.xml \(diff 3.16 -> 3.17\)](#)
- [properties/config.properties \(diff 3.16 -> 3.17\)](#)
- [/webapp/media/function.js \(diff 3.16 -> 3.17\)](#)
- [/webapp/media/commons.css \(diff 3.16 -> 3.17\)](#)

New feature

- **Added the user history** (3.17.0 by Pascal Aubry).

Bug fixes

- Fixed ObjectDeletedException in user history (3.17.1 by Pascal Aubry).
- Restored FCK Enter mode to br (3.17.1 by Pascal Aubry, pointed out by Fabrice Jaunet).
- Managers could not test the department visibility rules (3.17.1 by Pascal Aubry).
- Multiple actions on a single page were crashing portlets (3.17.1 by Pascal Aubry, pointed out by Fabrice Jaunet).
- Fixed Category.inheritFaqLinks (3.17.3 by Pascal Aubry, pointed out by Bénédicte Sapin).
- Fixed the automatic refresh of the control panel when no ticket is found (3.17.3 by Pascal Aubry, pointed out by Lukas Slansky).

Enhancement

- Added a 'please wait...' popup (3.17.1 by Pascal Aubry).

Other change

- Upgraded to Hibernate 3.3.1 (3.17.1 by Pascal Aubry).

Changes in version 3.16.1



Changes in configuration files

- [properties/dao/hibernate/mapping/Config.xml \(diff 3.15 -> 3.16\)](#)
- [properties/dao/hibernate/mapping/User.xml \(diff 3.15 -> 3.16\)](#)
- [properties/misc/application.xml \(diff 3.15 -> 3.16\)](#)

Security fix

- **Remove malicious tags entered with FCK editor to prevent from Cross Site Scripting** (3.16.0 by Pascal Aubry, pointed out by Pierre-Antoine Angelini)
See [ESUP-2009-AVI-001 - esup-helpdesk vulnerability](#)

Bug fix

- Fixed ticketView.jsp (3.16.1 by Pascal Aubry, pointed out by Gilain Gambini).

New features

- When closing (refusing, cancelling, postponing..) a ticket, managers can return to the control panel without showing the ticket history thanks to a new preference (3.16.0 by Pascal Aubry, requested by Alexandre Boisseau).

Changes in version 3.15.2



Changes in configuration files

- **properties/dao/dao.xml** (diff 3.14 -> 3.15)

New features

- Added the **possibility to link categories to FAQ items, presented to the users when creating tickets** (3.15.0 by Pascal Aubry, requested by Michèle Guézou and Alain Kermarrec).
- Invitations created for local users with their emails are automatically updated on the subsequent connection (3.15.1 by Pascal Aubry, requested by Alexandre Boisseau).

Bug fixes

- Fixed issue when several local users share a single email alias (3.15.0 by Alexandre Boisseau).
- Fixed null values in h_cate_inhe_faq_link (3.15.2 by Pascal Aubry, pointed out by Lukas Slansky and Odile Germès).

Enhancements

- Improved batch logging configuration (3.15.2 by Alexandre Boisseau).
- Do not send alerts when changing invitations from emails to local ids (3.15.2 by Pascal Aubry, requested by Claudine Lode).

Changes in version 3.14.8



Changes in configuration files

- **properties/config.properties** (diff 3.13 -> 3.14)
- **properties/dao/hibernate/mapping/dao.xml** (diff 3.13 -> 3.14)
- **properties/web/controllers.xml** (diff 3.13 -> 3.14)
- **properties/jsf/application.xml** (diff 3.13 -> 3.14)
- **webapp/WEB-INF/web.xml** (diff 3.13 -> 3.14)

New features

- Added the **possibility to customize the icon used for each department and category** (3.14.0 by Pascal Aubry, requested by Harold Moyse).
- Added the **czech translation** (3.14.8 by Lukas Slansky).

Enhancements

- Added property defaultLocale (3.14.0 by Pascal Aubry).
- Added property encoding (3.14.2 by Pascal Aubry and Alexandre Boisseau).
- Focus FCK editor when performing ticket actions (3.14.5 by Pascal Aubry, requested by Alexandre Boisseau).
- Use the long labels of the categories when moving tickets (3.14.5 by Pascal Aubry, requested by Michèle Guezou).
- Fixed other misc UI issues (3.14.5 by Pascal Aubry, requested by Alexandre Boisseau).

Bug fixes

- Fixed the owner info in email reports (3.14.0 by Alexandre Boisseau).
- Fixed IE javascript bug when changing the ticket owner (3.14.1 by Pascal Aubry, pointed out by Harold Moyse).
- Added missing icons (3.14.4 by Pascal Aubry, pointed out by Alexandre Boisseau).
- File downloads and ticket printing now work with Safari (3.14.5 by Pascal Aubry, pointed out by Bernard Le Stum).
- Made FCK editor work with Safari (3.14.5 by Pascal Aubry, pointed out by Bernard Le Stum).
- Departments with archived tickets could not be deleted (3.14.5 by Pascal Aubry, pointed out by Michèle Guézou).
- Fixed the mapping of Icon.data from tinyblob to blob (3.14.6 by Pascal Aubry, pointed out by Harold Moyse).
- Fixed the number of items shown on the journal and the control panel (3.14.7 by Pascal Aubry, pointed out by Alexandre Boisseau).

Other change

- Upgraded to FCK Editor 2.6.3 and FCK Faces 1.8 (3.14.5 by Pascal Aubry).

Changes in version 3.13.6



Changes in configuration files

- **properties/config.properties** (diff 3.12 -> 3.13)
- **properties/domain/domain.xml** (diff 3.12 -> 3.13)
- **properties/domain/userInfo.xml** (diff 3.12 -> 3.13)
- **properties/domain/departmentManagerConfiguration.xml** (diff 3.12 -> 3.13)
- **properties/dao/hibernate/mapping/User.hbm.xml** (diff 3.12 -> 3.13)
- **properties/dao/hibernate/mapping/DepartmentManager.hbm.xml** (diff 3.12 -> 3.13)
- **properties/dao/dao.xml** (diff 3.12 -> 3.13)
- **properties/domain/email.css** (diff 3.12 -> 3.13)
- **webapp/media/helpdesk.css** (diff 3.12 -> 3.13)

New features

- **Added extra monitoring to categories** (Pascal Aubry, requested by Philippe Lecler).
- When local users log in the application changes the owner of the tickets they have created with their email (Pascal Aubry, requested by Alexandre Boisseau).
- **Added permanently invited users** for departments (Pascal Aubry, requested by Michèle Guézou).

Bug fixes

- Alerts were stored in the database even when emails could not be sent (Pascal Aubry).
- Fixed unclosed database connections when using JNDI (Pascal Aubry, pointed out by Philippe Lecler).
- Fixed infinite loop in imap feeder (Pascal Aubry, pointed out by Sandrine Twardy).
- Alerts were not sent for tickets created with the web service (Pascal Aubry).
- Added missing file /properties/domain/categoryConfiguration.xml (Pascal Aubry, pointed out by Odile Germès).
- Removed undesired image in welcome.jsp when no FAQ is available (Pascal Aubry, pointed out by Brice Quillierie).
- Fixed ClassCastException in phase listener (Pascal Aubry, pointed out by Jérôme Truffot).
- The visibility and origin set by the users at ticket creation were not taken into account (Pascal Aubry, pointed out by Eric Touraille).
- The page size of the journal was not taken into account (Pascal Aubry, pointed out by Alexandre Boisseau).
- Fixed the LDAP filter used for the email recognition in IMAP feeding (Alexandre Boisseau).
- It is now possible to move a category to a department that is not enabled (Pascal Aubry, pointed out by Michèle Guézou).
- It was impossible to move tickets to disabled departments (Pascal Aubry, pointed out by Michèle Guézou).
- Fixed NPE while indexing tickets connected to FAQ entries (Pascal Aubry).
- Fixed UnsupportedEncodingException when uploading a configuration of the visibility rules (Pascal Aubry, pointed out by Odile Germès).

Enhancements

- Added CSS styles to differentiate the users' role in ticket histories (Pascal Aubry, requested by Brice Quillierie).
- The way users are printed on the web interface and email reports is now configurable (Pascal Aubry, requested by Brice Quillierie).
- Added i18n key WINDOW.TITLE for the main window title in quick-start or servlet deployments (Pascal Aubry, requested by Philippe Lecler).
- Managers can group their daily reports into a single email (Pascal Aubry, requested by Philippe Lecler).
- Added a default control panel refresh delay (property controlPanel.defaultRefreshDelay) for the new users (Pascal Aubry, requested by Philippe Lecler).
- Added properties departmentManagerConfigurator.report[Type|Time1|Time2|Weekend] to automatically configure new managers (Pascal Aubry, requested by Philippe Lecler).
- Sort the tickets by idle time in reports (Pascal Aubry, requested by Philippe Lecler).
- Added buttons to the department visibility UI to add conditions and rules (Pascal Aubry, requested by Alexandre Boisseau).
- Hide the FAQ menu to non managers when no FAQ is available (Pascal Aubry, requested by Alexandre Boisseau).
- Added properties userInfo.showXxx to easily customize the default UserInfoProvider implementation (Pascal Aubry, requested by Alexandre Boisseau).
- Added user information on the owner to ticket prints and email reports (Pascal Aubry, requested by Alexandre Boisseau).
- When feeding the helpdesk from an IMAP account, search the LDAP directory to look for local users with the emails' From: header (Pascal Aubry, requested by Alexandre Boisseau).
- Added a category configurator to the initial inheritance of the members (Pascal Aubry, requested by Alexandre Boisseau).
- When adding a sub-category, propose to prevent users from adding tickets in the parent category (Pascal Aubry, requested by Michèle Guézou).
- Added the memory status to exception reports (Alexandre Boisseau).
- Fixed misc. UI issues (Alexandre Boisseau).

Other change

- Added library commons-el (Pascal Aubry, requested by Alexandre Boisseau).

Changes in version 3.12.5



Changes in configuration files

- `/webapp/WEB-INF/web.xml` (diff 3.11 -> 3.12)
- `properties/dao/hibernate/mapping/User.hbm.xml` (diff 3.11 -> 3.12)
- `properties/config-example.properties` (diff 3.11 -> 3.12)

New feature

- **Added automatic refresh to the control panel** (Pascal Aubry, requested by Stéphane Ayello and Katy Santerre).

Bug fixes

- Fixed the workflow of account creation for external users (Pascal Aubry, pointed out by Odile Germès).
- Correctly handle post-redirect-get pattern by showing JSF messages after redirecting (Pascal Aubry).
- A ticket could not be moved from a category to a sub-category (Pascal Aubry, pointed out by Pierre-Antoine Angelini).
- Fixed refresh issue when redirecting a category (Pascal Aubry, pointed out by Alexandre Boisseau).
- Check the length of messages (Pascal Aubry, pointed out by Pascal Lohou).
- Fixed the bean declarations of email feeding (Pascal Aubry, pointed out by Sandrine Twardy).
- Fixed `StackOverflowError` on the control panel (Pascal Aubry).
- Fixed invalid deep linking parameter `ticketTakeAndRequestInformation` (Pascal Aubry).
- Could not move a category to a department with no category (Pascal Aubry, pointed out by Alexandre Boisseau).
- Fixed search queries containing backslashes (Pascal Aubry, pointed out by Loic Perdoux).
- Fixed `log4j.properties` (Pascal Aubry, pointed out by Odile Germès).
- Fixed sorting issues on the control panel (Pascal Aubry, pointed out by Anthony Bourguignon).

Enhancements

- Improved database management to prevent from unclosed database sessions (Pascal Aubry and Raymond Bourges).
- Now use the PRG (Post-Redirect-Get) pattern at each request (Pascal Aubry).
- Improved a few page titles (Pascal Aubry, requested by Alexandre Boisseau).
- Improved the handling of SQL exceptions (pascal Aubry).
- Improved Hibernate session handling (pascal Aubry, pointed out by Odile Germès).

Other change

- Configuration file `log4j.properties` is now deployed to `/WEB-INF/classes`, using properties `log.*` (Pascal Aubry, requested by Mathieu Larchet and Julien Marchal).

Changes in version 3.11.2



Changes in configuration files

- `/properties/dao/dao.xml` (diff 3.10 -> 3.11)

New feature

- **Added canned responses** (Pascal Aubry, requested by Alain Kermarrec).

Bug fixes

- Fixed refresh issues on the control panel when bookmarking or marking a ticket as read (Pascal Aubry, pointed out by Alexandre Boisseau).
- Fixed `PropertyNotFoundException` when adding departments and categories (Pascal Aubry).
- Fixed refresh issue on the control panel (Pascal Aubry, pointed out by Linda Ruault).
- Fixed refresh issues on the paginators (Pascal Aubry, pointed out by Stéphane Ayello).
- Ticket monitoring emails were sent to inherit category members (Pascal Aubry, pointed out by Mathieu Cron).
- Fixed cyclical and random assignment algorithms (Pascal Aubry).

Enhancement

- Added attribute `ignoreCase` to tags `<uid-like>`, `<portal-attribute>` and `<ldap-attribute-***>` of the department visibility rules (Pascal Aubry, requested by Odile Germès).

Changes in version 3.10.5



Changes in configuration files

- `/properties/dao/dao.xml` (diff 3.9 -> 3.10)
- `/properties/web/controllers.xml` (diff 3.9 -> 3.10)
- `/properties/dao/hibernate/hibernate-jndi.cfg.xml` (diff 3.9 -> 3.10)

Property `departmentSelector.configPath` and files `/properties/domain/xmlDepartmentSelection*` are now obsolete.

If you were using visibility rules, once upgraded to 3.10:

- login with an administrator account
- go to the "Department visibility" menu
- upload your previous configuration (`/properties/domain/xmlDepartmentSelection.xml`)
- save to the database



It is highly recommended to test the upload of your old configuration on a copy of your database.

New feature

- The rules for the visibility of the departments are now edited through the web interface, needing to restart the application at each change (Pascal Aubry, requested by Odile Germès).

Bug fixes

- Fixed refresh issues on the control panel (Pascal Aubry, pointed out by Sébastien Bilbeau).
- Fixed the order of the user-defined conditions of the department visibility rules (Pascal Aubry).
- Fixed `NullPointerException` on the spent time statistics (Pascal Aubry, pointed out by Gilian Gambini).
- Fixed `DepartmentNotFoundException` when reopening tickets of which the manager has been removed (Pascal Aubry, pointed out by Gilian Gambini).
- Fixed `IllegalArgumentException` when indenting XML with JDK 1.5 (Pascal Aubry, pointed out by Gilian Gambini).
- Fixed `ParseException` when searching for brackets (Pascal Aubry, pointed out by Jean-François Radenac).
- Fixed `DepartmentManagerNotFoundException` in target expire-tickets (Alexandre Boisseau, pointed out by Gilian Gambini).
- Fixed `PropertyNotFoundException` in `departmentSelection.jsp` when using tag `<portal-group-member>` (Pascal Aubry, pointed out by Brigitte Wallaert).

Enhancements

- Improved the department visibility rules UI (Pascal Aubry).
- Added task expire-tickets-no-email (Pascal Aubry, requested by Gilian Gambini).

Changes in version 3.9.1



Changes in configuration files

- `/properties/dao/hibernate/mapping/User.hbm.xml` (diff 3.8 -> 3.9)

Property `departmentSelection.bean` is now obsolete.

Bug fixes

- Fixed `NullPointerException` when acting on a ticket of which the creation department has been removed (Pascal Aubry, pointed out by Julien Marchal).
- Fixed departments ordering issues (Pascal Aubry, pointed out by Gilian Gambini).
- Could not invite external users when they were not already recorded in the database (Pascal Aubry, pointed out by Raymond Bourges).

New features

- Added the possibility for users to monitor bookmarked tickets (Pascal Aubry, requested by Gwenaëlle Bouteille).
- Added the possibility to bookmark tickets from the control panel (Pascal Aubry, requested by Gwenaëlle Bouteille).
- Added LDAP-based conditions for the XML department selection (Pascal Aubry).
- Added property `controlPanel.subjectMaxLength` (Pascal Aubry, requested by Martine James).
- Added the possibility for managers and administrators to test the visibility of departments through the web interface (Pascal Aubry).

Enhancements

- Invited users now receive only one email (Pascal Aubry, requested by Monique Thomas).
- Ticket monitoring and invitation emails now have different subjects (Pascal Aubry, requested by Monique Thomas).
- Added direct ticket access from ticketView.jsp and archivedTicketView.jsp (Pascal Aubry, requested by Monique Thomas).
- Added a link to the control panel and the bookmarks in daily reports (Pascal Aubry, requested by Gwenaelle Bouteille).
- Improved the LDAP search (Pascal Aubry, requested by Monique Thomas).
- Fixed deep links error messages (Pascal Aubry).
- Improved the spent time UI (Pascal Aubry, requested by François Albert).

Changes in version 3.8.3



Changes in configuration files

- `/properties/config.properties` (diff 3.7 -> 3.8)
- `/properties/dao/dao.xml` (diff 3.7 -> 3.8)

Changes in `/properties/config.properties`:

- Properties `hibernate.connection.url`, `hibernate.connection.username` and `hibernate.connection.password` are not used any more and should be renamed `hibernate.connection.jdbc.url`, `hibernate.connection.jdbc.username` and `hibernate.connection.jdbc.password`, for instance:

```
hibernate.connection.jdbc.url=jdbc:mysql://localhost/helpdesk
hibernate.connection.jdbc.username=admin
hibernate.connection.jdbc.password=secret
```

* To rely on a connection pool (defined at Tomcat level for instance), use (replace `jdbc/esup-helpdesk` by the name of your own data source):

```
hibernate.useJndi=true
hibernate.connection.jndi.datasource=jdbc/esup-helpdesk
```

* To use JDBC even from web requests, use:

```
hibernate.useJndi=false
```

Changes in `/build.properties`:

- Property `cas.url` is not used anymore (already set in `/properties/config.properties`).

New features

- Added the possibility to hide categories to external users (Pascal Aubry, requested by Brigitte Walleart).
- **Added the possibility to use JDBC for batch commands and JNDI for web requests** (Pascal Aubry, requested by Odile Germès).
- Added attribute 'for' to the action tags of the XML department selection (Pascal Aubry).

Bug fixes

- Fixed `UnsupportedOperationException` in spent time statistics (pascal Aubry).
- Fixed `PropertyValueException` on ticket creation (Pascal Aubry).
- Fixed `DepartmentManagerNotFoundException` on ticket monitoring (Pascal Aubry, pointed out by Fabrice Jaunet).
- Managers could not free postponed tickets (Pascal Aubry).
- Fixed `ArchivedTicketNotFoundException` on ticket direct access (Pascal Aubry, pointed out by Colette Tanguy).
- Fixed `WebFlowException` on ticket closure (Pascal Aubry).
- Fixed `PropertyValueException` when creating a ticket from the welcome page (Pascal Aubry, pointed out by Baptiste Poirriez).
- Added the MySQL connector at Tomcat level to quick-start distribution file (Pascal Aubry).
- Fixed the display of spent times (Pascal Aubry).
- Fixed `ConfigException` when using tag `<add-by-filter>` for the department selection (Pascal Aubry, pointed out by Gilian Gambini).
- Fixed `NullPointerException` on `search.jsp` (Pascal Aubry, pointed out by Sébastien Breteaux).
- Fixed `NullPointerException` on `giveInformation.jsp` (Pascal Aubry, pointed out by Loïc Perdoux).
- Fixed ant target start when `debug=true` (Pascal Aubry, pointed out by Yann Cézard).
- Fixed `NameNotFoundException` when upgrading with JNDI (Pascal Aubry).

Enhancements

- Improved the manager preferences UI (Pascal Aubry, requested by Katy Santerre).
- Improved the control panel (Pascal Aubry, requested by Martine James and Mathieu Cron).
- Improved the ticket actions UI (Pascal Aubry, requested by François Dagorn).

- Always show the bookmarks menu entry (Pascal Aubry, requested by Martine James).
- Improved ticket actions UI by animating the main button (Pascal Aubry, requested by Michèle Guézou).
- Improved the search UI (Pascal Aubry, requested by Luc Oger).
- Added a quick-link to emails to take in charge and request information for a ticket in a single step (Pascal Aubry).
- Added error messages when quick-links lead to unauthorized actions (Pascal Aubry).

Other change

- Added property `exceptionHandling.doNotSendExceptionReportsToDevelopers` (Pascal Aubry, requested by Gilain Gambini).

Changes in version 3.7.0



Changes in configuration files

- `/properties/dao/hibernate/mapping/Category.hbm.xml` ([diff 3.6 -> 3.7](#))
- `/properties/dao/hibernate/mapping/Department.hbm.xml` ([diff 3.6 -> 3.7](#))

New feature

- Added spent time statistics (Pascal Aubry, requested by Michèle Guézou).

Bug fixes

- Fixed `IllegalArgumentException` on `departmentView.jsp` (pascal Aubry).
- Fixed ticket refresh issues (Pascal Aubry, pointed out by Claudine Lode).
- Fixed paginator javascript 'Stack overflow at line 0' on IE7 (Pascal Aubry, pointed out by Gilian Gambini, Brigitte Walleart and Katy Santerre).
- Fixed `BatchUpdateException` due to empty user display names (Pascal Aubry, pointed out by Jaques De Poulpiquet and Pierre-Antoine Angelini).

Enhancements

- fixed ticket number parsing on the control panel (Pascal Aubry).
- Catch properly empty index exceptions (Pascal Aubry).

Changes in version 3.6.2



Changes in configuration files

- `/properties/dao/hibernate/mapping/Category.hbm.xml` ([diff 3.5 -> 3.6](#))

New feature

- Added the possibility to prevent users from adding tickets in some categories (Pascal Aubry, requested by Katy Santerre and Stéphane Ayello).

Bug fixes

- Could not download archived attached files (Pascal Aubry, pointed out by Marie Claire Brailly).
- Fixed the reordering of categories (Pascal Aubry).
- Fixed the manual ticket postponement (Pascal Aubry, pointed out by Mathieu Cron).
- Fixed `DepartmentManagerNotFoundException` when sending alerts (Pascal Aubry, pointed out by Dominique Erelie).
- Preserve attached files when archiving tickets (Pascal Aubry).
- Fixed bad ticket status when freeing on closure (Pascal Aubry, pointed out by Fabrice Jaunet).
- Administrators not managing any department could not see the statistics (Pascal Aubry, pointed out by Thierry Bedouin).
- Fixed the download of archived files (Pascal Aubry).
- Fixed bad hypertext link on `departments.jsp` (Pascal Aubry, pointed out by Odile Germès).
- Fixed the department selection on the control panel user interface (Pascal Aubry, pointed out by Martine James).
- Users could not close their own tickets in departments where filling the spent time is required for managers (Pascal Aubry, pointed out by Martine James).

Enhancements

- Improved the categories interface (Pascal Aubry).
- Improved monitoring emails (Pascal Aubry).
- Improved exception handling (Pascal Aubry).
- Managers can now see user information even when not manager of the department of the current ticket (Pascal Aubry, requested by Martine James).
- Added Lambda Probe support to quick-start installations (Pascal Aubry).

Changes in version 3.5.7



Changes in configuration files

- [/properties/dao/hibernate/mapping/User.hbm.xml](#) (diff 3.4 -> 3.5)
- [/properties/dao/hibernate/mapping/Ticket.hbm.xml](#) (diff 3.4 -> 3.5)
- [/properties/config.properties](#) (diff 3.4 -> 3.5)

New features

- **Added a ticket printer** (Pascal Aubry, requested by Sylvain De Féo).
- Managers can take in charge tickets and request information in a single operation (Pascal Aubry).
- **Added quick-sort buttons to the control panel** (Pascal Aubry, requested by Martine James).

Bug fixes

- Managers could request information on tickets even when not allowed (Pascal Aubry, pointed out by Claude Bourasseau).
- Could not connect tickets to FAQs and other tickets (Pascal Aubry).
- Categories could not be deleted (Pascal Aubry, pointed out by Fabrice Jammes).
- Fixed inappropriate manager selection on the control panel (Pascal Aubry).
- Fixed the MyExtensions filter mapping in portlet mode (Pascal Aubry, pointed out by Fabrice Jammes and Gilian Gambini).
- Fixed inappropriate category selection on the control panel (Pascal Aubry, pointed out by Rodolphe Marsolier).
- Bean deepLinkingRedirector was not serializable (Pascal Aubry).
- Fixed BatchUpdateException in the upgrade process (Pascal Aubry, pointed out by Doriane Dusart).
- Removed web.xml from the automatically recovered configuration files, leading to a FacesException for statistics charts (Pascal Aubry).
- Fixed PropertyValueException when attaching files on ticket creation (Pascal Aubry).
- Fixed PropertyValueException on ticket creation (Pascal Aubry, pointed out by Gilian Gambini).
- Fixed timezone issues on JSP pages (Pascal Aubry, pointed out by Hervé Orain).
- Fixed BatchUpdateException on department deletion (Pascal Aubry, pointed out by Gilian Gambini).

Enhancements

- Improved downloads (Pascal Aubry).
- Added to possibility to mark tickets as read from the control panel without opening the tickets (Pascal Aubry, requested by Odile Germès).
- Added to possibility to mark all the tickets of the control panel as read (Pascal Aubry).
- Do not show postponed tickets with opened tickets on the control panel (Pascal Aubry, requested by Frédéric Boivent).
- Added ticket status statistics (Pascal Aubry).
- Added to possibility to attach several files at the same time (Pascal Aubry, requested by Martine James).
- Improved the readability of the ticket monitoring emails (Pascal Aubry, requested by Martine James).

Other changes

- Set the expiration-cache of portlet.xml to -1 (Pascal Aubry, recommended by Céline Bissler).
- Added property [timezone](#) (Pascal Aubry).

Changes in version 3.4.0



Changes in configuration files

- [/properties/tags/tags.xml](#) (diff 3.3 -> 3.4)
- [/properties/dao/hibernate/mapping/Ticket.hbm.xml](#) (diff 3.3 -> 3.4)
- [/webapp/WEB-INF/web.xml](#) (diff 3.3 -> 3.4)
- La tâche **compute-statistics** est désormais obsolète et son appel peut être supprimé.

New features

- **Added a manager filter to the control panel** (Pascal Aubry, requested by Fabrice Jaunet).
- **Added statistics on the ticket creators, the reaction times and the resolution times** (Pascal Aubry).
- Added the possibility to attach files at each ticket action (Pascal Aubry, requested by Françoise Caillibot).

Enhancement

- Added the possibility to add many invited users at the same time (Pascal Aubry, requested by Vincent Repain).

Other change

- Improved exception views (Pascal Aubry).

Changes in version 3.3.2



Changes in configuration files

- **/properties/applicationContext.xml** ([diff 3.2 -> 3.3](#))
- **/properties/domain/archiving.xml** ([diff 3.2 -> 3.3](#))
- **/properties/domain/expiration.xml** ([diff 3.2 -> 3.3](#))
- **/properties/domain/statistics.xml** ([diff 3.2 -> 3.3](#))
- Les exploitants sous Windows devront définir la propriété **lock.path** dans le fichier **/properties/config.properties** ([diff 3.2 -> 3.3](#)). Les utilisateurs sous Unix pourront également redéfinir cette propriété (par défaut **/tmp**).

New features

- **Added manager utilities** (Pascal Aubry).
- **Added daily reports** (Pascal Aubry, requested by Raymond Bourges).

Bug fixes

- Added missing links to tickets in the daily reports (Pascal Aubry).
- Added missing file **/properties/domain/email.css** (Pascal Aubry).
- Fixed NPE in target compute-statistics (Pascal Aubry).
- Creation departments had not been computed correctly by the v3 upgrade process (Pascal Aubry).
- Escape HTML special chars in emails (Pascal Aubry).

Enhancements

- statistics charts are now available in portlets (Pascal Aubry).
- Added locks for targets recall-tickets, expire-tickets, archive-ticket and compute-statistics (Pascal Aubry).
- Improved the statistics interface (Pascal Aubry).
- Added CSS styles to emails (Pascal Aubry).

Changes in version 3.2.5



Changes in configuration files

- **/properties/dao/dao.xml** ([diff 3.1 -> 3.2](#))

New feature

- **Added user bookmarks** (Pascal Aubry).

Bug fixes

- Fixed exception on department deletion (Pascal Aubry, pointed out by Gilian Gambini).
- Some tickets could not be shown (Pascal Aubry, pointed out by Monique Thomas).
- Removed unnecessary emails (Pascal Aubry, pointed out by Monique Thomas).
- The privileges of department managers could not be edited (Pascal Aubry, pointed out by Monique Thomas).
- Bookmarks could not be deleted (Pascal Aubry, pointed out by Monique Thomas).
- Managers could not set the spent time on the 'take and close' action (Pascal Aubry, pointed out by Michèle Guézou).
- Removed concurrent changes of tickets (Pascal Aubry).

Enhancements

- Added ticket creations statistics (Pascal Aubry).
- User can remove their own invitations (Pascal Aubry).
- Department managers and category members can be reordered by display name or id (Pascal Aubry, requested by Monique Thomas).
- On ticket assignment, managers can be sorted by display name, id or declaration order (Pascal Aubry, requested by Sylvain De Féo).
- Departments and categories can be reordered by display name or id (Pascal Aubry).
- Show bookmarks on the control panel (Pascal Aubry).
- Expand the menu when entering a hidden entry (Pascal Aubry).
- Added the possibility to connect a ticket (to a FAQ or another ticket) on the 'take and close' action (Pascal Aubry, requested by Monique Thomas).

- Repeated the navigation links of the control panel at the page bottom (Pascal Aubry, requested by Vincent Repain).

Other change

- Replaced all GIF images by PNG (Pascal Aubry).

Changes in version 3.1.0



Changes in configuration files

- `/properties/dao/dao.xml` ([diff 3.0 -> 3.1](#))

New features

- Added experimental statistics (Pascal Aubry).
- **Added a direct access to tickets from the control panel** (Pascal Aubry).
- Managers can show the tickets of the categories they belong to on the control panel (Pascal Aubry, requested by Mathieu Cron).

Bug fixes

- Invited users could not add comments (Pascal Aubry, pointed out by Colette Tanguy).
- Ticket owners could not approve/refuse closure (Pascal Aubry, pointed out by Vincent Repain).
- External users could not authenticate (Pascal Aubry).

Other changes

- recovered the v2 invitations (Pascal Aubry, requested by Vincent Repain).

Changes in version 3.0.6

New feature

- **Added spam filters** (Pascal Aubry, requested by Brigitte Wallaert).

Bug fixes

- Fixed bad ticket extraction on the user interface (Pascal Aubry)
- `NoSuchMethodException` when approving ticket closure (Pascal Aubry, pointed out by Gilian Gambini).
- Fixed null locale when retrieving user info (Pascal Aubry).
- Fixed CAS authentication bug (Pascal Aubry).

Enhancement

- added an icon to toggle simple/advanced menu (Pascal Aubry).

Misc changes

- Added configuration files `/properties/domain/departmentConfiguration.xml` and `/properties/domain/departmentManagerConfiguration.xml` (Pascal Aubry).
- Added package `services.feed` and moved `package services.imapFeeding` to `services.feed.imap` (Pascal Aubry).

Changes in version 3.0.0



Upgrading from 2.3 to 3.0

See: [Migrating from 2.x to 3.x \(in French\)](#)

See also: [Version 3 enhancements \(in French\)](#) (in French)