



RELEASE DATE:

21/06/2023


RELEASE NOTES

Version 8.2.0.0

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Introduction

This document contains notes about the ITarian Platform release for 21 June 2023.

The release schedule will be as follows:

- Platform
 - US Region - Release will start on Wednesday 21st June 2023 at 1AM EDT
 - EU Region - Release will start on Thursday 22nd June 2023 at 6AM BST
- Agents
 - All Regions - Release will start on Thursday 22nd June 2023 at 1AM EDT

The release is expected to take 30 minutes to deploy, during that time the platform will be under maintenance mode, where you may observe minor glitches. If you observe any issues, please feel free to share with us.

ITarian Platform

Portal (PSA)

New Features

- ITA-26 – Ability to add organisations with proper addresses and billing information in new layout.
- ITA-2 – Ability to store user information inside the customer area. Work to make users visible across all ITarian modules to be completed.
- ITA-3 – Ability to link a user to an organisation.
- ITA-4 – Ability to list all users linked to an organisation.
- ITA-1 – Able to mark a user as the primary support contact on-site for an organisation.

Improvements

- Nothing for this release.

Bug-Fixes

- Nothing for this release.

Endpoint Manager (RMM)

Patch Management

- Nothing for this release.

Device Management

New Features

- ITA-512 – Encryption of agent configuration.
- ITA-314 – Ability for Remote Desktop to record screen and save to file locally on technician's computer.

- ITA-312 – Ability to enable thumbnail view on Windows devices, changing refresh times of thumbnail still to come.
- ITA-126 – Ability to clone roles inside Endpoint Manager.
- ITA-121 – Ability for Remote Desktop to blackout screen, keyboard, and mouse on Windows devices.
- ITA-28 – Ability to see and edit the task queue. **[BETA]**

Improvements

- ITA-303 – Improvements to chat so technician / staff start the communication from the portal instead of client starting the process.
- ITA-229 – Improved the blocked access messages to areas (HTTP 403 error) with information screens about the required licenses for access.
- ITA-438 – Ability to enable / disable thumbnails via profile settings.
- ITA-190 – Able to filter the security status area by online/offline.

Bug-Fixes

- ITA-366 – Fixed vulnerability in sqlite.
- ITA-138 – Fixed the clipboard which often fails to copy data when Remote Control client running.
- ITA-158 – Fixed the offline alert monitor so it does not fire inside a maintenance window.

Mobile Device Management (MDM)

New Features

- ITA-363 – Ability to assign Android applications via profile. **[BETA]**

Improvements

- Nothing for this release.

Bug-Fixes

- ITA-364 – Unable to factory reset iOS devices.

Service Desk (SD)

- Nothing for this release.

Total NOC Support (TNS)

- Nothing for this release.

Miscellaneous

- ITA-295 – New design / layout for Customer area of ITarian.