GroupLink®
everything HelpDesk® v12.0.21 Release Notes
Public Release October 2026

everything HelpDesk® v12.0.21 is the latest and greatest version of *e*HD®. This release was engineered to deliver small bug fixes and enhancements that are aimed at solidifying the application's functionality.

At GroupLink we value our users' voice and feedback, so if you have any suggestions or product enhancement requests, please create a ticket at http://support.grouplink.net.

**Warning: For security and compliance reasons, eHD customers are strongly advised to use modern authentication in connecting with mail servers, and to discontinue use of basic authentication. Major mail service providers, such as Microsoft have deprecated basic authentication. Microsoft recommends use of Graph API, and recommends discontinuing use of SMTP relay. While some GroupLink product versions may still operate with these outdated mail connections, it cannot offer support of mail functions on mail servers using anonymous connections, basic authentication, or other protocols which have been deprecated by mail server manufacturers.*

*** **Tomcat versions:** This version of eHD has been developed to work with Apache Tomcat 9. Most previous eHD versions have worked with Tomcat 7, which has already reached its end-of-life (EOL). eHD v12.0.19 and beyond will no longer be compatible with Tomcat 7, as Tomcat 9 is the supported platform going forward.*

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eHD 12.0.21 Improvements
- Made reindexing more reliable when using Quick Search in a regular browser.
- Added clear error messages when Mass Update fails due to missing permissions.

eHD 12.0.21 Enhancements
- Added a Last Login column to exported user lists.
- Added a confirmation window before deleting a permission model.

eHD 12.0.21 Bug Fixes.
- Resolved an issue that prevented email notifications from being sent by the Self Service Portal.

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- Removed unnecessary “Permission scheme entry is null” messages from application logs.

GroupLink® *everything* HelpDesk® v12.0.20 Release Notes, Public Release 14 July 2026

eHD 12.0.20 Improvements

- Improved eHD application loading performance.
- Updated Ticket Form labels to use message properties.

eHD 12.0.20 Enhancements

- Updated delete confirmation dialogs for Vendors, Software Licenses, Asset Types, Statuses, and Field Groups.
- Added support for custom survey links and category-based surveys.
- eHD now supports Docker-based deployments

eHD 12.0.20 Bug Fixes.

- "New Filter" input field now clears automatically when clicked.
- My Ticket tabs no longer fail to display tickets in Oracle database environments.

GroupLink® *everything* HelpDesk® v12.0.19 Release Notes, Public Release 30 January 2026

eHD 12.0.19 Improvements

- Added functionality to prevent uploading of large attachments on emails.
- Improve the loading of asset lists.

eHD 12.0.19 Enhancements

- Quick ticket search now searches on contacts as well
- updated annual administrative features

eHD 12.0.19 Bug Fixes.

- no longer shows incorrect tickets or quantities when using ticket # or date as filter.
- sending of certain notifications is corrected
- corrected an email to ticket feature
- resolves “error 500” when adding a ticket comment

GroupLink® *everything* HelpDesk® v12.0.18 Release Notes, Public Release 24 October 2025

eHD 12.0.18 Improvements

- Back-end preparations for upcoming migration to new framework
- Improvements in existing Java-based framework to simplify development of stand-alone, production-grade Spring application (towards an extension or opinionated view of the Spring Framework).
- Further preparations for simplification and Rapid Development Framework: to make it easier and faster to build Spring applications.
- Preparations to minimize configuration, provide sensible defaults, and offer "starter" dependencies that bundle common libraries and configurations for specific use cases.
- Additional structures toward the upcoming Microservice-Oriented Framework

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eHD 12.0.18 Enhancements
- Added a new functionality: EMAILNOTIFICATION records that are 90 days old and above will be deleted.

eHD 12.0.18 Bug Fixes.
- Fix on the error: grouping by technician causes an error 500 when creating a report.
- Fix on the error: "Plain text must not be null" when a notification is sent without a text content.
- Fix on the error: Asset audit log does not reflect the changes when importing a CSV containing an existing Asset.
- Fix on the error: Error encountered when testing Outgoing Email using Gmail API.

GroupLink® *everything* HelpDesk® v12.0.17 Release Notes, Public Release 29 June 2025

eHD 12.0.17 Enhancements
- SSP option added for public URL
- Expanded options for Mass Update
- Added certain requested timestamp information

eHD 12.0.17 Bug Fixes.
- Corrected comments display error
- Addressed API error on certain functions
- Fixed custom field deletion anomality
- Corrected isolated issue regarding filter on custom fields
- Addressed sporadic cases of text ommissions

eHD 12.0.17 Improvements
- Updated pop-up model of certain links
- Added MS SQL for data tables

GroupLink® *everything* HelpDesk® v12.0.16 Release Notes, Public Release 21 February 2025

eHD 12.0.16 Enhancements
- Address duplicate entries in Filter/Search - Custom Fields
- Search KB from the login screen
- New ticket - bold font
- Filter by contact email
- Parent/Child Tickets
- Make unwanted statuses "Inactive"

eHD 12.0.16 Bug Fixes.
- Searching by Contact or Contact Email
- Azure SSO setup addressed

eHD 12.0.16 Improvements
- SQL SERVER consistencies - syntax near 'LIMIT
- Assets - vendors field

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GroupLink® *everything* HelpDesk® v12.0.15 Release Notes, Public Release 24 October 2024

eHD 12.0.15 Enhancements

- Rework of ticket filter result
- Update of error handling for broader inclusion (filters, data tables)
- LDAP comparison method updated
- Addressed certain platform vulnerabilities detected in audits
- Management of Special Characters on Custom Fields

eHD 12.0.15 Bug Fixes

- Addressed null handling of Initializer
- Repair certain instances of attaching assets
- LDAP comparison method updated
- Addressed error when “Watcher” is removed

GroupLink® *everything* HelpDesk® v12.0.14 Release Notes, Public Release 23 April 2024

eHD 12.0.14 Enhancements

-Update to jQuery version 3.7.1
-Option to include a captcha on SSP form
-Foundation steps laid for the following:
    -upcoming adaptation of Spring Boot framework
    -inclusion of automatic upgrades for Java version
    -inclusion of automatic upgrades for MySQL version
    -inclusion of automatic upgrades for Tomcat version

eHD 12.0.14 Bug Fixes

-Required custom field issue with drop-down

GroupLink® *everything* HelpDesk® v12.0.13 Release Notes, Public Release 6 February 2024

eHD 12.0.13 Enhancements

-Added Resolution field to Mass Update

eHD 12.0.13 Bug Fixes

-All reports now sending via automated reports and the scheduler
-Duplicate status when tomcat service is started has been resolved
-All ticket filter results now sent with automated reports, with concise name
-New Knowledgebase articles can be added
-Work time permission added to permission model
-Mail issues with Microsoft 365 have been resolved

GroupLink® *everything* HelpDesk® v12.0.12 Release Notes,

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Public Release 6 December 2023

eHD 12.0.12 Enhancements

-Include Azure SSO
-Added Resolution to Reports
-API Request for users and assets
-Added yes/no field to indicate if an SLA was met or not
-Added average response time to SLA
-Speed improvement when using filters

eHD 12.0.12 Bug Fixes

-accommodated ADFS Security Related Issues
-Resolved duplicate emails when using Email to Ticket
-Updated filter so system won't crash when running a large filter
-Custom fields will not display on a search if preceding options are not selected

GroupLink® *everything* HelpDesk® v12.0.11 Release Notes, Public Release 18 August 2023

eHD 12.0.11 Enhancements

-Export User list via pdf or excel
-Added Headings to the Self-Service Portal
-Automatic account creation when using the Self-Service Portal
-Custom fields are now available when creating a Self-Service Portal link
-Ability to drag and drop attachments in the note field in a ticket
-iOS and Android app has been updated with latest APIs
-Category and Category Option added to Mass Update feature
-Create account using Self Service Portal

eHD 12.0.11 Bug Fixes

-Technicians can add Knowledgebase articles
-Suggested KB articles can be viewed while entering a ticket
-Contact Search within a ticket has been updated to stay when leaving the field
-Security Issue with API fixed
-Inactive users will not appear in the Contact list
-Custom fields in the mobile app
-SAML error during migration fixed
-SSO now suppresses new account notification

GroupLink® *everything* HelpDesk® v12.0.10 Release Notes, Public Release 8 May 2023

eHD 12.0.10 Enhancements

- Implemented SMTP auth in Microsoft Office via OAuth

eHD 12.0.10 Bug Fixes

-Correct status and Priority fields on pdf
-Email to Ticket for GroupWise and On-Prem Exchange
-Fixed ticket link on emails

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GroupLink® *everything* HelpDesk® v12.0.9 Release Notes, Public Release 6 April 2023

eHD 12.0.9 Bug Fixes

-Ability to connect to templates has been restored
-Error 'Cannot get users.json' when switching from search to filters has been fixed
-Date fields on existing and new tickets can be updated
-Attachments are saving and are viewable

eHD 12.0.9 Known Issues

-Notification links with gmail connections
-Mail services connection with GW & on-premise Exchange

GroupLink® *everything* HelpDesk® v12.0.8 Release Notes, Public Release 22 February 2023

eHD 12.0.8 Enhancements

-Self Service Portal headings added
-Ability to search a contact in the contact field on the ticket
-Added a required box to radio and checkboxes field
-Microsoft Graph API setup, added a folder field

eHD 12.0.8 Bug Fixes

-Subject Column Expansion
-Filters will default to Public instead of Private
-Assignment field will now display in pdf format
-500 error resolved when exporting filters from the My Tickets screen
-500 error resolved when copying a ticket

GroupLink® *everything* HelpDesk® v12.0.7 Release Notes, Public Release 19 January 2023

eHD 12.0.7 Enhancements

-Anonymous submission of SSP
-Updated to Tomcat version 9.0.64
-Updated ehd and installer to use and be compatible with the latest version of Java 8
-Ability to add a watcher to a location
-Added a software expiration report to Assets
-**Warning** included: For security and compliance reasons, eHD customers are strongly advised to use modern authentication in connecting with mail servers, and to discontinue use of basic authentication. Major mail service providers, such as Microsoft have deprecated basic authentication. Microsoft recommends use of Graph API, and recommends discontinuing use of SMTP relay. While some GroupLink product versions may still operate with these outdated mail connections, it cannot offer support of mail functions on mail servers using anonymous connections, basic authentication, or other protocols which have been deprecated by mail server manufacturers.
-System Message updated to display across the top and stay open while using ehd
-Ticket search box added for better visibility of the feature

eHD 12.0.7 Bug Fixes

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-Custom Field Radio Buttons will default to no selection
-Custom Fields will now print correct value and not a number
-Ticket can now be modified/updated (change status, add attachment, etc)
-Ticket Template – Contact can be copied to all sub tickets
-Remove saving of password in LDAP
-Attachments can be viewed in the ticket
-Duplicate names in Custom Fields will no longer display a (1) after
-Added username field back to the Mail Settings Protocol setup
-Ticket Filter updates. No blank page on previous window or 'processing' stuck on screen
-Ability to sort columns after a search/filter
-Drop down custom fields are no longer blank, correct value will display
-Updated the dark mode calendar when running a filter
-Filter results are now advancing as expected
-All populated fields will now display when editing a custom field

eHD 12.0.7 Known Issues

-The work-around for Template issues works in v12.0.5, but not in v12.0.7.GroupLink has made this a priority, to quickly identify a work-around or solution for Templates v12.0.7. We expect that by v12.0.8 or v12.0.9.
-With Microsoft's recommended use of mail connectivity using MS Graph API, customers who use on-premise Exchange, don't yet have access to MS Graph API (unless they are running a hybrid model). Hence, older legacy customers will not be able to connect to an on-premise Exchange server as they have done in the past, with the older mail protocols. GroupLink is working with these kinds of on-premise Exchange users to jointly investigate the best go-forward path.

GroupLink® *everything* HelpDesk® v12.0.6 Release Notes, Public Release April 20, 2022

eHD 12.0.6 Enhancements

-System Message will now be stretched across the top upon login

eHD 12.0.6 Bug Fixes

-Columns can be resized on My Tickets screen
-E2T is correctly processing emails
-Ticket template tickets no longer give a 500 error
-Category/Category Option can be deleted
-Location will update when contact is changed
-Asset menu will stay open once it is clicked
-Public filters will display when creating a new tab
-Certificate based Authorization for Security Microsoft Email Configuration
-My Tickets tab can be exported to pdf
-Dark Mode visibility fields updated
-Tickets can be copied without error

GroupLink® *everything* HelpDesk® v12.0.5 Release Notes, Public Release February 11, 2022

eHD 12.0.5 Enhancements

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-Added Watcher to the Ticket Filter
-Note field larger
-API added to show logo correctly
-Added a submission successful screen after submitting a ticket in the Self-Service Portal
-Updated Holidays on the SLA
-Ticket Template – ticket on launch ticket template shows sidebar

eHD 12.0.5 Bug Fixes
-Updated report format for asset filter
-Custom fields value prints actual value and not a number
-Custom field phone number
-404 error when submitting tickets is fixed
-500 error when creating pdf is fixed
-Custom fields now displays correctly on filters
-Custom fields display correctly on filter export

GroupLink® *everything* HelpDesk® v12.0.4 Release Notes, Public Release December 10, 2021

eHD 12.0.4 Bug Fixes
-Ticket search for contact updated and fixed
-LDAP field information icon for username attribute completed
-Estimated Completion Date is localized
-Updating location will also update Assignment
-Help files updated

GroupLink® *everything* HelpDesk® v12.0.3 Release Notes, Public Release October 17, 2021

eHD 12.0.3 Enhancements
-System Message Text will now appear in the upper right corner after login
-Self Service updates to notifications and required fields
-Added a search feature to the Contact Field

eHD 12.0.3 Bug Fixes
-Holidays can now be deleted when added to an SLA
-Ticket search can now be viewed while in dark mode

GroupLink® *everything* HelpDesk® v12.0.2 Release Notes, Public Release September 17, 2021

eHD 12.0.2 Enhancements
-Knowledgebase Tags
-Knowledgebase Articles will now appear when the associated tags are used when entering a ticket

eHD 12.0.2 Bug Fixes

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-Search box back on User Management
-Attachments fixed on Knowledgebase Articles
-Custom fields now appearing on ticket and pdf

GroupLink® *everything* HelpDesk® v12.0.1 Release Notes, Public Release August 2, 2021

eHD 12.0.1 Enhancements

-Upgraded Tomcat to 9.0.45
-Added a Warranty Start and End date field to the Asset tab
-Added an End-of-Life date field to the Asset tab
-Added a Self-Service Portal module
-Added an option to hide inactive groups
-Added a Dark mode and Light mode feature
-Upgraded Oracle compatibility to 19c

eHD 12.0.1 Bug Fixes

-E2T is no longer blank, fields are populated as usual
-Cancel button in Assets tab is no longer saving data, it will cancel any changes
-Searching an asset within a ticket will now display the asset number and the name of the asset
-Admin can create assignments
-Work time can be manually changed
-Apprentice Role can view all group tickets but cannot be assigned a ticket

GroupLink® *everything* HelpDesk® v12.0 Release Notes, Public Release April 10, 2020

eHD 12.0 Enhancements

-New User Interface using Bootstrap
-Added the ability to add multiple attachments to a ticket at one time
-User Management Updates
  -Option to hide Inactive Users
  -Ability to delete multiple users at once
  -Ability to filter by role
-Asset Import – Owner will now import as the username
-SLA Status has been added to the Permission Model

eHD 12.0 Bug Fixes

-Long subject and notes will be truncated
-Updated ticket tables to prevent parent/child loops
-Email to ticket will display as submitted. Carriage returns will stay.
-Asset Ticket Filter will show dates

GroupLink® *everything* HelpDesk® v11.5.6 Release Notes, Public Release August 14, 2020

eHD 11.5.6 Bug Fixes

-Limit access to custom fields
-Able to upgrade with Postgres database
-Survey questions will now save in filters

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-Ticket search error 404
-Incomplete ticket templates can be stopped
-Fixed Dashboard error with value is 0
-Custom field update in ticket filters, no more duplicate id's
-Notifications added for mobile app
-Emoji's will now work when in the ticket note

eHD 11.5.6 Enhancements
-Google Mail Integration

GroupLink® *everything* HelpDesk® v11.5.5 Release Notes, Public Release March 19, 2020

eHD 11.5.5 Bug Fixes
- Exporting tickets in landscape mode is now working
- 'Save As' function on filters is now working
- Ticket Templates will continue to run even if one ticket fails
- Dial Widget is now working with correct data on the dashboards
- Surveys will be sent when tied to a category or category option
- In KB articles, all were showing the modified date as the last date the entire system was updated. It will now show the actual date the article was modified.

eHD 11.5.5 Enhancements
- Adding a Watcher to an entire Location is now available
- Changing the order of Custom Fields
- Modern Authentication for email to ticket added
- Added a date range for SLA Business Hours, this prevents having to enter one date at a time
- Added the ability to copy or duplicate a ticket

GroupLink® *everything* HelpDesk® v11.5.4 Release Notes, Public Release October 3, 2019

eHD 11.5.4 Bug Fixes
-Permissions will follow the technician/user
-Removed duplicate Logo from PDF
-Error 500 when deleted a KB article is fixed
-KB article tags can now be added and deleted
-ADFS LazyInitializationException when upgrading has been resolved
-Oracle Issue ORA-00972 has been resolved
-Permissions issue – Contact can view tickets they've entered

eHD 11.5.4 Enhancements
-Suggested Solutions while entering a ticket
-Clone subticket information within parent ticket
-Update to TLS 1.2
-Add a permission to view SLA on Tickets

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Public Release August 22, 2019

eHD 11.5.3 Bug Fixes

-All Managers and Technicians can now see private KB articles
-KB articles that include pictures can be exported to a PDF
-Intermittent 500 error identified and fixed
-Assignment will no longer revert back to Ticket Pool when adding a comment or attachment
-Ticket Filter's running with correct data

eHD 11.5.3 Enhancements

-Google Calendar integration
-Work time is now calculated for each technician a ticket is assigned
-Addition of a URL to the System Welcome Message

GroupLink® *everything* HelpDesk® v11.5.2 Release Notes, Public Release May 1, 2019

eHD 11.5.2 Bug Fixes

-Survey emails will no longer be sent unless they are enabled
-No longer will receive a 500 error when using the quick search with Linux

eHD 11.5.2 Enhancements

-Dashboards updated to html5. No additional configuration necessary.
- GroupLink eHD authentication options now also includes AD FS (Microsoft's Active Directory Federation Services). "AD FS enables you to add industry standard OpenID Connect and OAuth 2.0 based authentication and authorization… and have [eHD] authenticate users directly against AD FS. AD FS also supports the WS-Federation, WS-Trust, and SAML protocols and profiles."

GroupLink® *everything* HelpDesk® v11.5.1 Release Notes, Public Release December 20, 2018

eHD 11.5.1 Bug Fixes

-11.5 compatible with MS SQL and Oracle
-KB article can be canceled at any time during creation
-Surveys can be sent without using a category or category option
-E2T setup will save the Group during email test
-Assets will now populate when searching, space in the location field has been deleted
-Resolution field can be added to a filter without giving a 500 error
-Assigned to me tab will only be created in the default language
-Ticket Audit will now show all information
-Unique custom field names will now be required
-Only the current password will enable login
-An E2T inbox can now be deleted
-Location will be auto selected when there is only one location listed
-Category and Cat Option will now be imported when using a .csv file
-Quick ticket search will no longer give an error
-Large attachments can now be added without error
-All attachments (new and old) can be viewed from the ticket

eHD 11.5.1 Enhancements

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-Upgrade Spring to 4.3.8
-Upgrade Hibernate to 5.2.10
-Overhaul jsps, changed PUT and DELETE to POST
-New Ticket Submission Message

GroupLink® *everything* HelpDesk® v11.5 Release Notes, Public Release May 23, 2018

eHD 11.5 Bug Fixes

-Drill down on Report
-ClickJacking: X-Frame-Options header missing
-Asset Export
-Deleting Attachments
-HTML emails imported via Office 365 imports blank lines
-500 Error with no credentials
-Ticket Template Launch page blank
-Ticket filter options not displayed right after creating ticket filter
-Ticket filter links not working
-Able to see ticket in a Group that a tech doesn't belong to

eHD 11.5 Enhancements

-IOS App*
-Android App*
-Overhauled passwords
-Asset Search now functions like the ticket search
-Default Location for Contact
-Email to Ticket
-Create an assigned to me tab by default
-Scheduled Ticket Filter
-Asset Audit tab
-LDAP Auto Sync
-Connect to multiple LDAPs
-Upgrade Tomcat
-Upgrade Installer
-Expose REST API for natives
-Add SAML SSO Support
-Revamped Knowledgebase

* Once downloaded click on the gear icon in the upper left corner of the app and enter your server URL. For example, GroupLink's support server URL is http://support.grouplink.net/ehelpdesk/api/

GroupLink® *everything* HelpDesk® v11.4 Release Notes, Public Release September 13, 2017

eHD 11.4 Bug Fixes

-403 Error system configuration permission while creating a group.
-Attachment URLs security flaw. Locked down the attachment URL to prevent access to the ticket from those that shouldn't have access.
-Filter issue with Survey. Survey criteria will now display after saving a filter.

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-Chrome issue, new ticket opening a new tab. New tab will no longer open, a window will appear like before. Chrome has also fixed this in their latest version.

eHD 11.4 Enhancements

-Overhaul how we store attachments. Attachments can now be stored in either: Dropbox, MS One Drive, Google Drive, Windows file extension
-Added a new custom field for telephone number and address by using Google autocomplete API key
-Filters: Added an option to see tickets that have not been modified in the last x weeks.
-Upgraded Java to the latest version 1.8_131
-Expose REST API for natives: Updated for future release of Android and iPhone App
-Add serial number to quick asset search

GroupLink® *everything* HelpDesk® v11.3 Release Notes, Public Release January 12, 2017

eHD 11.3 Bug Fixes

-Error 400 when inactivating a group is fixed
-CC and BC notifications will now be sent when using ticket templates
-Error 500 on the Survey is fixed
-Error when editing locations as the Admin is now fixed
-When using IE and the German Language, box appeared when submitting a ticket. Has been updated so box no longer appears when using IE

eHD 11.3 Enhancements

-SLA Pause Status: Added a column under status that will enable certain status types to pause the SLA timer for technicians
-Internal/Technician only comments: Added an option to add comments for only technicians (and above) to see. Comments are hidden from all users.
-Tickets can now be assigned to other groups, when saved assigning technician will no longer see the ticket unless a technician in the new group.
-Added additional date fields in filters; Last Calendar Month, Last Calendar Week.

GroupLink® *everything* HelpDesk® v11.2.2 Release Notes, Public Release October 5, 2016

eHD 11.2.2 Bug Fixes

-Error 404 when viewing an asset within a ticket is fixed
-Public Asset Filter functions as expected
-User Accounts as a Global Permission will now display correctly
-IE compatibility issues

eHD 11.2.2 Enhancements

-GroupWise Collaboration is now assigned per group

GroupLink® *everything* HelpDesk® v11.2.1 Release Notes, Public Release August 18, 2016

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eHD 11.2.1 Bug Fixes

-404 error when opening asset from search results will no longer appear
-XSS vulnerabilities on ticket filter

eHD 11.2.1 Enhancements

-Updated the Knowledgebase Editor, ability to add hyperlinks, inline images and videos.
-KB Articles can be exported
-Ability to add KB articles from the Knowledgebase Tab
-'Convert to Knowledgebase Article' no longer available to User permission
-Search Knowledgebase by number
-Option added to remove Knowledgebase button at login

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