# NAVERISK

## Naverisk
Technology Management Solutions

# NAVERISK 2022 R4 – release notes

**December 2022**

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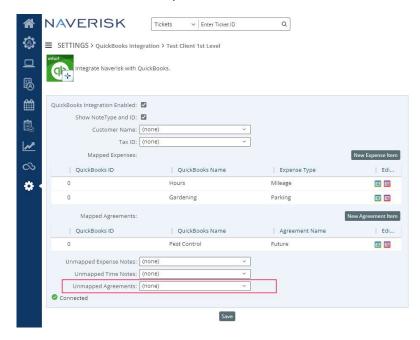
# Welcome to Naverisk 2022 R4

Naverisk is a complete, all-in-one, RMM & Service Desk / PSA platform that helps MSP's and IT professionals to easily monitor and automate IT services and operations.

We value feedback on our roadmap! Our Forum (https://forum.naverisk.com) is the place to share feature requests or usability comments for roadmap consideration.

# New Features
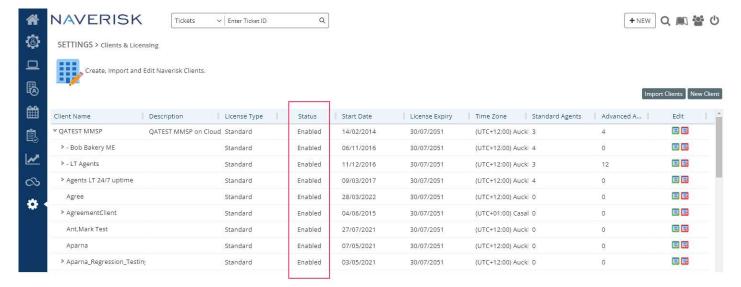
## QuickBooks integration, unmapped agreements

Added the ability to assign a QuickBooks label to all unmapped agreements when creating an invoice in QuickBooks from a Naverisk invoice report.



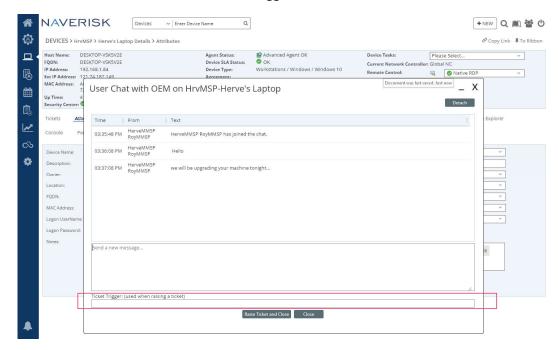## Client & licensing, client statuses

Added a column to the Client & Licensing grid in order to display the status of clients. This makes it easier to search and look through your client list.

# User chat modal, ticket trigger

This will allow the technician to set the trigger of the ticket once raised from the user chat modal.



# Tickets, agreement usage

Added an agreement usage counter so technicians can track how much time has already been spent on Block and Term agreements.



# Group, un-sharing

Shared groups can now be un-shared to quickly remove users' permissions and control platform access.

# Remote control, disabling remote access services

Native RDP will be showing as disabled when the Windows remote access service is switched off to reflect available RC options accurately.

## Software licensing report, dates

The "software licensing" report will now either show the software installed date or first scanned date to show when software were added to a device.

## Email integration, tickets

Naverisk will now automatically close transient email-integration-related tickets when connection is restored to reduce the amount of manual work.

## Client page, tabs opening

Switching from client to client on the client's page will not reset to the default tab making easier to compare client details.

## Site controller, performance

We have reduced the site controller's memory and CPU usage during active agent sessions to increase site controller's overall performance (running more agents for longer).

# Performance, stability & quality improvements

You asked, we listened. On top of all the new features and improvements in 2022 R4, we had a major focus on fixing bugs and improving the general performance of Naverisk.

Based on feedback from our users, we have addressed the following bugs:

- **Fixed**: Removed the possibility of having a blank sender field
- **Fixed**: Search options will reflect Naverisk users' permissions
- **Fixed**: "Click Here" button of email templates will correctly redirect Naverisk users to Naverisk application
- **Fixed**: Removed unnecessary scroll bars in new service and new bundle modals
- **Fixed**: Improved resemblance of documents inserted in a public reply
- **Fixed**: Corrupt data will be excluded to no longer prevent report creation
- **Fixed**: Users reinstalling agents on devices will not need to manually delete keys from the device's registry
- **Fixed**: Users will be redirected to the documents grid after clicking the SAVE button of the document UI
- **Fixed**: Saving new documents will no longer return an error
- **Fixed**: Sorting tickets by due date will now be chronological regardless of time format
- **Fixed**: Client status column of ticket grid will not be displayed without adequate right
- **Fixed**: Sorting devices by statuses will correctly be grouped across all pages
- **Fixed**: Edit and delete button of dashboard will not overlap anymore
- **Fixed**: Removed the unnecessary quotation mark in the RTF version invoice job details title
- **Fixed**: Email integration validation error messages will only show when errors are detected
- **Fixed**: Agreement usage in software licensing report will no longer be rounded up
- **Fixed**: ScreenConnect RC will becomes available after agent restarts
- **Fixed**: Selecting to create an ical reminder in the ticket UI will create a meeting in the recipients' calendar
- **Fixed**: Deleting device roles from sub-client will correctly remove roles from selected Naverisk clients
- **Fixed**: Deleting ticket categories from sub-client will correctly remove categories from selected Naverisk clients
- **Fixed**: Deleting ticket job types from sub-client will correctly remove job types from selected Naverisk clients
- **Fixed**: Deleting ticket sources from sub-client will correctly remove sources from selected Naverisk clients
- **Fixed**: Deleting job statuses from sub-client will correctly remove job statuses from selected Naverisk clients
- **Fixed**: Deleting ticket priorities from sub-client will correctly remove priorities from selected Naverisk clients
- **Fixed**: Deleting expense types from sub-client will correctly remove expense types from selected Naverisk clients
- **Fixed**: Removed unnecessary validation error message when saving a new ticket
- **Fixed**: Selected client's secondary contacts will be displayed correctly in settings page
- **Fixed**: Client name and client id displayed in email notifications will match the variable selected in the email template
- **Fixed**: Emails will be correctly sent to all members of a group set from an automation rule
- **Fixed**: Previous version of documents will be available in the history dropdown field of document UI
- **Fixed**: Buttons of Script Pack modal will now be fully displayed
- **Fixed**: QR code display will correctly display when configuring 2fa authentications
- **Fixed**: Logged-in-user name will be correctly showing in the device details page and device grid
- **Fixed**: Device owner information will be cleared when moving a device from one client to another
- **Fixed**: Memory graph of performance tab will steadily display memory usage