



E CARE 4.5 RELEASE NOTES

RELEASE NOTES, VERSION 4.5.2 DECEMBER 2006

This document contains important information about eCare version 4.5.2. If you have additional questions, consult the eCare documentation and FAQs at the eCare Resource Page:

<http://www.netopia.com/support/software/ecare/>

NEW FEATURES

UPGRADE REPORT

eCare now generates an upgrade report when you upgrade an existing eCare service to eCare 4.5.2 (or later). The upgrade report includes such items as updates, changes, or additions to database tables, changes to certain configuration files, and certain bug fixes.

The report also includes a listing of any changes made during the upgrade to data stored in the eCare database. This report, along with pre-upgrade database backups, allows you to maintain a complete audit trail of all eCare data.

The upgrade report is available in the *Available Operations* area on the Marae Administration page. Click the *View Upgrade Log* link to display the report.

INTERNET EXPLORER VERSION 7 SUPPORT

eCare now detects Internet Explorer version 7 and downloads the correct version of the eCare remote-control component.

NEW CSV-FORMAT TICKET LISTING REPORT

eCare 4.5.2 includes a new Ticket Listing Export report, which exports a CSV file that can be opened in any application that supports CSV files, including versions of Excel older than Excel 2003. The Excel 2003-specific report has been renamed.

In addition, the list of eCare reports on the main eCare Reporting page has been reordered in a more logical sequence.

SAVED EXAMINE SYSTEM REPORTS

The eCare system is now configured, by default, to save data generated by the Examine System service to the session archive. The Support Agent does not specify whether to save the examination results; the results are saved to the session archive automatically. The archived examination results are available to the eCare administrator through the Ticket Archive and Ticket Listing reports for the associated ticket.

Because the data is not simply exported, and is saved as part of the ticket archive, it resides in the database permanently.

If you do not wish to save Examine System reports, open the *Features* page in the eCare Preferences Manager clear the *Enable System to Save Analysis Report* option.

BUG FIXES

- The eCare site administrator can now change the email address to which survey results are sent.
- eCare reports no longer occasionally associate the incorrect Support Agent with eCare sessions.
- The *Elapsed Time* column in the trouble-ticket queue now correctly displays the time elapsed since the trouble ticket was submitted.
- An update in eCare 4.5.2 resolves an occasional proxy-authentication issue.

This version also includes some improvements to logging and other diagnostics.

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