

Version 12.0 Release Notes

Body

Version 12.0 is scheduled to be released to sandbox environments on March 14, 2025, and to production environments on March 15, 2025. The technician user interface changes will be applied to production environments for beta organizations on March 15, and to all other organizations during May 2025. Technician user interface changes will be applied to sandbox environments the day before they are applied to production environments.

A release preview environment is scheduled to be available from February 4 until June 16, 2025.

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Release Preview Environment and Preview Webinars

The release preview environment will be available from February 5th until the release. There will be preview webinars throughout the release preview period, and a Q&A webinar on the Mondays after each organization is converted to the new interface.

- Preview Webinars - Every 2nd Wednesday at 2:00 ET, from February 12 to May 21 - [Register Here](#)
- Launch Q&A Webinars - Monday May 5, May 19 and June 2 at 2:00 ET - [Register Here](#)

These webinars will be recorded and published in the Product Release Videos category.

To learn more about accessing the Release Preview environment, see the article "[How to Access the TeamDynamix Release Preview Environment](#)".

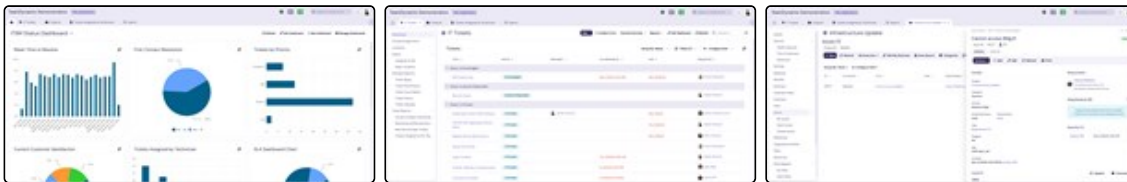
Changes with Day 1 Impact

As the user interface changes related to version 12.0 will not be deployed to all organizations during the 12.0 version deployment on March 15, there will be two different dates where users will see a day 1 impact from version 12.0. For organizations in the beta group, these changes will all happen on March 15.

Change	Event	Notes
Remove Finance Application	12.0 Version Launch	The Finance application will be removed. Time entry reports from the Finance application will be moved to Analysis but will require a new permission which is not automatically granted to users who had the Finance application.
Remove Profile Views	12.0 Version Launch	
Add Dashboards to People API	12.0 Version Launch	The API will be updated as part of the 12.0 version launch, but no Dashboard IDs will be available to use until the New User Interface Launch.
Windows Plan Manager Update	12.0 Version Launch	When version 12.0 launches, any Windows Plan Manager version older than 11.10.1 (either versions compatible with 11.9 and older or version 11.10.0) will prompt the user to uninstall and redownload Windows Plan Manager. If you have upgraded to version 11.10.1, Windows Plan Manager will update automatically for version 12.0. Version 11.10.1 is available to download now. To avoid day 1 impact, download and log in to Windows Plan Manager between now and the 12.0 launch on March 15.
Enable New Technician User Interface	New User Interface Launch	The new user interface will have significant impacts for TDNext users, as described throughout this article.
Desktops converted to the Dashboards system	New User Interface Launch	Existing desktops will be automatically converted, but certain out of the box modules will display differently, and users may want or need to reorganize their dashboards.
Remove To Do lists	New User Interface Launch	
Remove Contacts Application	New User Interface Launch	
Mobile App Update	New User Interface Launch	A new version of the mobile app will be required to fully support the new user interface. After the new user interface is enabled, the prior version of the app will continue to use the Desktops system, which will become out of sync with the new Dashboards system. Any changes made to dashboards will apply in the mobile app after the user updates to the latest version.
Updated URLs	New User Interface Launch	The URLs for some pages will be updated to redirect from /TDNext/ to /TDWorkManagement/. Any existing /TDNext/ URLs will redirect to the appropriate place automatically.
Remove Project-specific Desktops	New User Interface Launch	The project-specific filtered view of a desktop is no longer supported.
Reports Run Automatically	New User Interface Launch	When opening a report, it will run automatically (using the default prompts, if applicable).

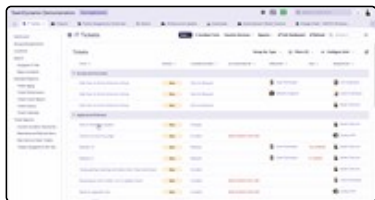
New Technician User Interface

The TeamDynamix technician user interface has a new look and feel, improved navigation with reduced pop-ups, and an improved dashboards system. The changes to the user interface apply to all areas of TDNext, excluding certain applications that launch from the technician user interface: Web Plan Manager, Card Wall, Backlog Manager, Asset/CI Relationship Viewer, and Workflow History Viewer.



Side Panel View

Item Detail pages and certain other actions in TeamDynamix will open in the Side Panel view. This panel slides out from the right side of the screen and allows the user to work with the item while the page they were on remains open behind the panel. Each application/tab within TeamDynamix has an independent side panel, allowing multiple to be opened at once.



Within the Side Panel, users can navigate to any of the pages that are linked from the opened item. After navigating, the Back to Start button will take the user back to the page that was first opened, and the arrow buttons will allow navigating through the pages that had been opened in the side panel.



Pages in the Side Panel can be promoted to a TeamDynamix tab using the



icon or to a browser tab using the



icon.

TeamDynamix Tab View

The TeamDynamix Tab view is used as the default view for all TeamDynamix applications and for more complex Detail Pages such as Project and Project Request details. It also can be used for any Side Panel view that is promoted to a TeamDynamix Tab.



The set of TeamDynamix tabs is saved so that when a user logs in their tabs are automatically opened. Each tab has an independent side panel so you can move between tabs without losing your place.

Left Side Panel Navigation

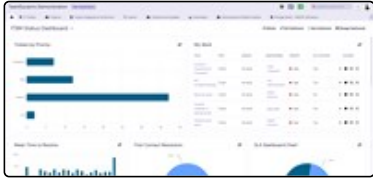
The left side panel has been reorganized and enhanced, with the following changes:

- Tickets application
 - Users can choose which out of the box or custom searches to include in the left navigator.
 - The "Tickets" header which opened the Ticket Search page is now labeled "Search".
 - The Groups page has been rewritten to provide more useful group information and to provide a direct way to access the group and user assignment pages.
 - The Locations page has been added to the left navigator.
- Projects Application
 - Projects no longer open with the project application and project detail page left navigation visible at the same time.
 - The list of the user's projects has been moved above the reports section of the navigator.
 - The list of the user's projects no longer expands when a project is selected. The project related pages that could be accessed from this navigator are now accessed from the related page within the project detail page.
 - The full list of the user's projects can be seen by clicking the Projects header in the navigator. This page allows customizing which projects will show in the left navigator.

- The Project Detail page left navigation sorts all items alphabetically, with Details, General, and Settings pages pinned to the top.
- Portfolio Planning
 - Users can customize which saved searches appear in the left navigator.

TeamDynamix Dashboards

The Desktops system in TeamDynamix has been rewritten and renamed as Dashboards. Existing Desktops are automatically converted to the new Dashboards system, with the existing widgets.



New Dashboard Editor and Dashboard Layouts

The updated Dashboards system uses a new dashboard editor which supports full customization of the dashboard layout.



Dynamic Dashboard Widgets

Many of the out of the box dashboard widgets have been rewritten as Dynamic Widgets. These widgets allow filtering, sorting, grouping and customizing columns directly from the user's dashboard. Dynamic widgets with built in filtering such as Assets Nearing Replacement will enforce that filtering in addition to any configured by the user.



Additionally, new dynamic widgets have been created that allow a view of items that did not have a previous out of the box widget:

- Assets
- Configuration Items
- Project Requests
- Portfolios
- Programs
- Tickets
- Ticket Tasks



API Changes

API Support for Dashboards

The API endpoints for working with users have been updated to support the new Dashboards system. The legacy Desktops system and the new Dashboards system use a different identifier to choose a user's desktop/dashboard.

Endpoints that work with users and previously accepted a DesktopID property will now accept both a DesktopID and DashboardID property. These will behave as follows:

Fields set in API call	Behavior
DashboardID only	The specified Dashboard will be applied to the user(s).
DesktopID only	The system will use the provided DesktopID to look up the ID for the dashboard it was converted to, and apply that dashboard. This conversion will fail for any dashboard created after the new user interface is enabled for your organization as the corresponding DesktopID will not exist.
DesktopID and DashboardID	The system will ignore the DesktopID and behave as if DashboardID only had been provided.

This means that for organizations that are automating applying desktops, there will be no Day 1 change to their automations, but any newly created dashboards can only be applied after updating the automation to use the DashboardID.

The current DashboardID and historic DesktopID for a Dashboard Template can be looked up in TAdmin > Dashboard Templates > Dashboard Templates in the ID and Legacy ID fields. Legacy ID will be blank for any dashboards created after the new user interface is enabled.

Home Refresh Help
Admin Sign Out

Dashboard Templates
+ New Refresh

Dashboard Templates

HTML Modules

RSS Modules

Dashboard Templates (13)

ID	Name	Users	Created	Modified	Legacy ID	Settings	Delete
423	24749049 retest	0	Fri 2/16/24 11:12 AM		7e25b3f4-b4b1-4579-a82a-7ac04e5a5f85	Edit	Delete
30	B Desktop	1	Mon 1/23/23 5:36 PM		622eea95-5c1e-455c-8f0c-08fc7c1f02fd	Edit	Delete
487	Default1	11	Tue 12/5/06 10:51 AM		9518bc0e-abee-4b38-8ba3-8c91b9bafdef	Edit	Delete
6	DLD	1	Tue 3/5/24 2:37 PM		dfe48724-1174-4c96-af30-012c510d4b0f	Edit	Delete
52	kevin's linked desktop	2	Mon 8/8/22 8:28 AM		634d1cd3-d0c5-47f3-b35d-115a4a19f57a	Edit	Delete

Deprecated Features

The following features have been removed:

- **Finance Application:** The Finance application has been removed. Functionality related to creating and reporting on invoices has been removed from the system. The time entry related reports have been moved to the Analysis application. Users must have the Analysis application and the new View All Time Report Types permission to view or run these reports. This permission has not been automatically assigned to users who had the Finance application.
- **Profile Views:** The number of times a user's profile has been viewed has been removed from the Person Detail page. The corresponding desktop widget has been removed.
- **Contacts Application:** The Contacts application has been removed. The corresponding person records are still available in the system, but contacts are no longer automatically generated for each resource record in a project. The corresponding desktop widget has been removed. The contacts view of an Account/Department record remains.
- **To Do lists:** The personal To Do List feature has been removed.
- **Show Summary on Startup:** The option to show users a summary when they log in has been removed.
- **Desktop Modules:** The following desktop modules have been removed:
 - Contacts
 - Profile Views
 - Popular Questions
- **Project-specific Desktops:** The feature where selecting a project filters the out of the box modules on the Project Application desktop to that specific project is no longer supported.

Database Changes

See this article for documentation related to database changes between version 11.10 and 12.0. This documentation can be used by private cloud customers who are making queries directly against the TeamDynamix database.

Known Issues

The following items have been identified as known issues. When they are addressed, they will be moved to the Additional Changes section below.

ID	Category	Description
26678734	General	An error occurs when moving an issue from a portfolio to a project
205493	Dashboards	Editing widget settings in TAdmin does not show filters if the admin lacks access in TDNext
205489	Dashboards	Drill down from charts with the same slice/bar names will overwrite the drilldown page.
205380	Dashboards	Modal views for the feed on dashboards do not display correctly
204932	Dashboards	Incorrect filter operators show for some ID columns in dashboards
27342606	Accessibility	Project Templates NVDA announcement
194559	Accessibility	Unable to Reorder Survey Questions Via Keyboard

Additional Changes

This section will include any additional changes that are made during the release preview time frame. This section may be updated throughout the release preview period with changes that would normally be included in weekly maintenance releases.

ID	Category	Description
27255523	General	Fixed an issue where when opening TeamDynamix in a new browser session, action menu dropdowns did not work until the default page is refreshed.
27214000	General	Fixed an issue where there is no warning for unsaved changes when updating, editing, or moving a Risk
205598	Dashboards	Fixed an issue where settings are missing for the Overdue Tickets Aging Chart
204378	Dashboards	Fixed an issue where Status filters display as text filters for some widgets instead of multiselects
205608	Dashboards	Fixed an issue where auto-refresh is not working for linked dashboards
27367859	General	Fixed an issue where an error occurs when creating a new web service method
205433	Dashboards	Fixed an issue where an error occurs when refreshing after deleting a saved ticket search
205607	Dashboards	Fixed an issue where when opening a dashboard in its own browser tab, the sidebar panel opens at the top of the page and can be scrolled away
27342071	Accessibility	Fixed an issue where in Safari :Ticket Task : completed within hours pill is not clear to user
27342294	Accessibility	Fixed an issue where in Safari Accessibility : skip navigation Tabs is hidden behind General Tab >on User detail page
27343236	Accessibility	Fixed an issue where in Safari : Accessibility - Focus To - skip to navigation is missing throughout Asset/CI app
27343376	Accessibility	Fixed an issue where in Safari- VoiceOver announcements (double sounds)
27343819	Accessibility	Fixed an issue where in Safari: Accessibility > Contracts/Product Models app is missing focus
205602	Dashboards	Fixed an issue where saved settings for some out of the box desktop widgets are not being applied to the equivalent dashboard widget.
27410906	General	Fixed an issue where some asset related lookup pages do not respect the permission to see all applications
27411228	General	Fixed an issue where the report details icon button was missing on report widget
27416454	Dashboards	<p>Fixed an issue where desktop modules that use Bootstrap do not display correctly in the New User Interface.</p> <p>To fix this issue, we have enabled Bootstrap version 5 in these areas, which used Bootstrap 3 in version 11.10. We expect that most things we have seen will work as expected in Bootstrap 5, but if a module uses a feature that has been removed from Bootstrap, it will need to be rewritten. Additionally, some styles have changed between version 11.10 and 12.0. If a module relied on default styles that have changed and the new style does not work for the module, you may need to add inline styles to the module.</p>
27420775	Dashboards	Fixed an issue where formatted Status Comments in dashboard widgets do not display correctly.
27420926	General	Fixed an issue with the Person Lookup for Reports
27425561	General	Fixed an issue where Age has too many decimal places
27425791	General	Fixed an issue where Tab no longer selects first record as expected.
27426020	Dashboards	Fixed an issue where New UI Dashboards do not display some calendar-related widgets

ID	Category	Description
27430735	General	Fixed an issue where the old UI will creep through when Application Access is removed
27432702	General	Fixed an issue where Backlog Manager shows duplicate Resource in drop down
27436319	Accessibility	Fixed an issue where keyboard navigation for charts does not account for non-qwerty layout keyboards
27440949	Dashboards	Fixed an issue where in Safari, users are unable to add widgets or row layouts in the dashboard editor
27462666	General	Fixed an issue where Response Templates are not working as expected.
27472722	General	Fixed an issue where "Run Report" overwrites TDNext window
27506454	General	Fixed an issue where Tabs reload in a different order from what they were
27408042	General	Fixed an issue where the Delegate To dropdown does not display when removing a member of a workspace
27422352	General	Fixed an issue where the report builder page does not display as expected.
27427189	General	Fixed an issue where deleting a report from the report details page in a side panel does not navigate to new page or close side panel
27430046	General	Fixed an issue where Product Type Created Successfully screen side bar doesn't close
27435557	General	Fixed an issue where the wrong confirmation modal displays in Edit Asset page
27438734	General	Fixed an issue where the Notify field cuts off in New User Interface
27459627	General	Fixed an issue where users cannot add hours on Ticket Success page
27468379	General	Fixed an issue where the wrong confirmation dialog appeared when removing a person from a ticket
27469495	General	Fixed an issue where Analysis Report -> Projects Report -> Workspaces would open in side panel
27475924	General	Fixed an issue where the Asset Lookup page's Room field is not styled correctly
27475940	General	Fixed an issue where the header of the Task Detail page is not styled correctly.
27476168	General	Fixed an issue where the Ticket/Asset Update Notify field has incorrect padding/right border
27480959	General	Fixed an issue when deleting a ticket task.
27481041	General	Fixed an issue where ticket Tags do not display correctly
27481108	General	Fixed an issue where Delete All Ticket Tasks does not trigger a refresh
27496205	General	Fixed an issue where an incorrect confirmation dialog shows when deleting a Ticket Task
27512921	General	Fixed style issues on user settings page.
27423114	Accessibility	Fixed navigation issues in the Downloads application

ID	Category	Description
27413348	Dashboards	Fixed an issue where some dashboard templates do not show in Release Preview
27428883	General	Fixed an issue where edit and update Portfolio Issue/Risk pages do not prompt for unsaved changes
27454518	Dashboards	Fixed an issue where Dashboard widgets do not have correct text/link styles

Related Articles

Related Articles (1)

Technician Quick Start: New Work Management Interface

Quick reference for Technician users on some of the changes they'll see in their frequently used areas of Work Management.