



RESOURCE DYNAMICS, INC

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A new year and BIG changes coming to our flagship software product, Total Support HelpDesk.

It's been several years, we are soon completing development to upgrade our software with some major changes, all for the good!

If you have upgraded recently to Total Support HelpDesk, you have already seen our re-branding.

Our new Total Support HelpDesk, coming later this year.

**NEW** SQLite database instead of the MS ACCESS database, we will continue to support full SQL Servers.

**NEW:** Creating upgrade path from HelpDesk4.mdb. If you have a HelpDesk4.mdb, you will be able to upgrade to the newest version without going through multiple upgrades.

**NEW** We will be moving away from the UDL files to connect with the database.

**NEW** Simplified installation. No more client installs. Clients just need to browse to the server and run the HelpDeskStart.exe from the server directory which will copy appropriate files to local machine as needed. No more required server directory. Database server takes on the role of the share.

**NEW** Remote users of HelpDesk would only require a single TCP/IP with port 'x' to be opened on the firewall. Data will be encrypted between client and server.

**NEW** Support HTTP.SYS which will allow running the database server in the cloud much easier as well as support HTTPS encryption (would require the customer to purchase a certificate).

**NEW** Compatibility with Act! WEB clients (not included in initial release)

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