

DOCUMENT

Release Notes ConSol CM Version 6.10.2

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General update and installation instructions

For an update of ConSol* CM from one version to another two possible ways exist:

- **Distribution installation**
The distribution is installed into the application server. For an update every local configuration, like the data source configuration, has to be saved before and reconfigured afterwards.
This type of update ensures that really every change between the versions is installed. This type of update is recommended for updates of the major or minor version, e.g. for an update from 6.6.3 to 6.7.5.
- **EAR / WAR Update**
For this type of update of the ConSol* CM, the EAR (cm6.ear, cmrf.ear) and WAR (cm-track.war) files of the new version have to be installed into the application server. Additionally every installation related changes described in the chapters 'Update and installation instructions' have to be applied manually. The changes have to be applied for every version between your original CM version and the new CM version, e.g. for an update from 6.6.3 to 6.6.7 the instructions of the versions 6.6.5, 6.6.6 and 6.6.7 have to be checked.
This type of update is only recommended for updates within a minor version.

Additionally for every type of update, the 'Update and installations instructions' chapter has to be checked for further important notes.

If available, the solution specific Release Notes have to be checked too.

1 Version 6.10.2.0 (08.07.2015)

Version 6.10.2.0 includes 6.10.1 version 6.10.1.0, 6.10.0 version 6.10.0.0, 6.9.4 versions up to 6.9.4.3, 6.9.3 versions up to 6.9.3.9, 6.9.2 versions up to 6.9.2.11, 6.8 versions up to 6.8.5.8 and 6.7 versions up to 6.7.13

1.1 Update and installation instructions

No further instructions available.

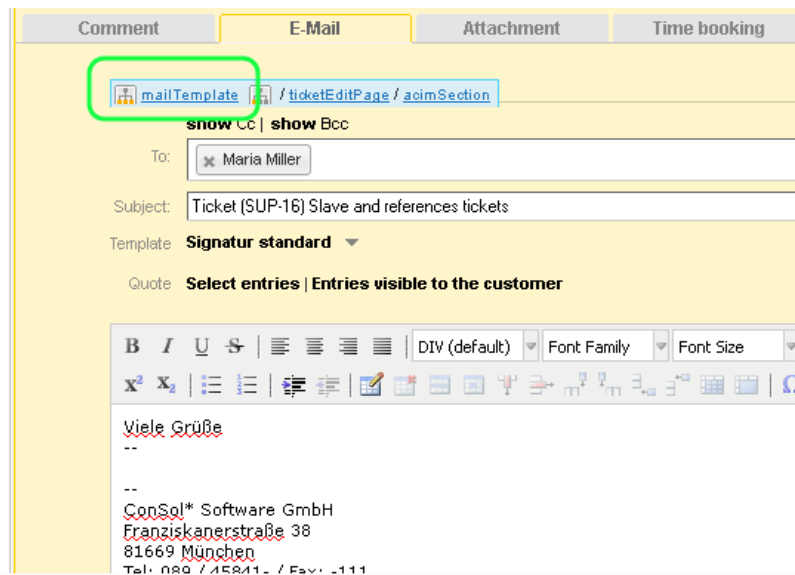
1.2 New Features

1.2.1 Flexible addition and management of all contacts from a ticket to e-mails (#627764)

Several extensions and improvements to the available functionality when adding all contacts from a ticket to an e-mail are introduced with this release. Previously it only was possible to decide via web customization (*mailToSelection*), if the main contact or all contacts should be added to the “To:” field of an e-mail by default. Now it is possible to use the “Cc:” and “Bcc:” fields for main and additional contacts as well. Furthermore an e-mail can be sent with an empty “To:” field as long as there is a valid address either in the “Cc:” or “Bcc:” field. Thus, the “To:” field is not mandatory anymore.

When the engineer clicks inside the “To:”/“Cc:”/“Bcc:” fields a dropdown list opens showing the contacts of this ticket only. The choice to “add all ticket contacts” is on the fixed position at the bottom of the list. As soon as the engineer starts typing the dropdown shows matches from *all* contacts (not only from the ticket contacts). 10 results are shown directly on the screen. A few more are listed below and can be accessed by using the scrollbar. Since the ticket contacts are most interesting to the user we show these matches on top of the list. The option to add all ticket contacts (if available) is shown at the last position similar to the links at the bottom of the Quick & Easy search.

The number of characters needed to start the search is by default one character. It can be changed to any number of characters by customization:



mailEncryptionAvailable	Makes mail encryption option available.	<input type="checkbox"/> false (boolean) (+) (-)
maxElementLength	The max length of single element. If variable's value is set to 0 elements will not be trimmed.	<input type="text" value="0"/> (java.lang.Integer) (+) (-)
minMailInputLength	Minimum input length that triggers email suggestion dropdown.	<input type="text" value="1"/> (int) (+) (-)

1.2.2 Accessing customers and resources after performing a workflow activity (#627765)

Previously it only was possible to access (another) ticket after finishing the execution of a workflow activity on a ticket. This has been extended so that now customers and resources can be a target as well, so that after execution of the activity the client automatically jumps to an object of these types. The *postActivityExecutionHandler* has been extended.

Sample code of the *postActivityExecutionHandler* script:

```
switch(activity.name){
  case 'defaultScope/Goto ticket':
    return ticketService.getByName("SUP-11")
  case 'defaultScope/Goto_contact':
    return unitService.getId(123)
  case 'defaultScope/Goto company':
    return unitService.getId(456)
  case 'defaultScope/Goto_resource':
    return resourceService.getId(890)
}
```

1.2.3 Automatic activity execution initiated from accessing an entity after performing an action (#627766)

It is now possible to open an Activity Control Form (ACF) automatically when accessing a ticket when an action finishes executing. For this the *PostActionType.GOTO_TICKET* has been expanded.

This means that an activity of a customer or resource redirects the web client to a ticket after executing, but also initiates a workflow activity for the ticket. This workflow activity opens an ACF and after the submission of the data entries the workflow activity gets executed.

The code below is an example of an action which switches to a ticket and opens an ACF. Additionally it checks custom field values.

```
import com.consol.cmas.core.server.service.action.PostActionType
import com.consol.cmas.common.service.activityControlFormService

def executionContext = activityFormDefinitionService.getExecutionContext(ticket,
"defaultScope/process/Qualify workaround")
if (!executionContext) {
  return actionScriptResultFactory.getPostAction(PostActionType.FAILURE, "action.fail.wrong.activity")
}

// Modify entities from the execution context - not the original ones
// - since the user may still press cancel.
executionContext.ticket.add("workaround:duration", 5);
executionContext.MyCompany.set("MyCompany:city", "test");

return actionScriptResultFactory.getPostAction(PostActionType.GOTO_TICKET, ticket, executionContext);
```

The precondition script may look like below:

```
def ticket = tickets[0];
return activityFormDefinitionService.isAvailable(ticket, "defaultScope/process/Qualify_workaround");
```

Please note that the implementation class for the bean `activityFormDefintionService` is `ActivityControlFormService`. Please refer to the class documentation for details. Usage in scripts is generally done by the bean name.

The object `executionContext` holds:

- `executionContext.ticket`: a ticket copy as an ACF should not modify the original ticket unless user presses “OK”,
- `executionContext.MyCompany` (and other units referenced from the main contact):
 - all units are also copies as an ACF should not modify the original units unless user presses “OK”,
 - the units are named after the unit definition, so there is no `executionContext.company` but only `executionContext.MyCompany`,
 - the units are available only, if user has read permission for them,
- `executionContext.activityControlForm`.

This call runs a prefill script:

```
public ActivityControlFormExecutionContext getExecutionContext(Ticket pTicket, String pActivityName)
```

This call allows to choose if we want to run a prefill script:

```
public ActivityControlFormExecutionContext getExecutionContext(Ticket pTicket, String pActivityName,  
boolean pExecutePrefillScript)
```

1.2.4 New annotations to prohibit transmission of field/group history information to the data warehouse (#626886)

Two new annotations have been added to specifically control the transmission of history data of custom fields or field groups to the data warehouse. While the previously existing annotations *no-history-field* for custom fields and *no-history* for field groups defines that the field or group will not be historized at all, these new annotations make sure that the history data are created but not transmitted to the data warehouse. This way it is possible that unnecessary history data are not transmitted at all and the size of the data warehouse is kept smaller. The new annotations to achieve this behavior are *dwh-no-history-field* for single fields and *dwh-no-history* for field groups. These annotations are available for ticket, data object and resource fields and groups.

For keeping old system configurations valid, all fields and groups annotated with *no-history-field* and *no-history* get assigned correspondingly: *dwh-no-history-field* and *dwh-no-history* annotations during update from previous CM versions.

1.2.5 Extension for loggers of script execution (#626785)

A possibility to log script execution time has been added. It works as follows:

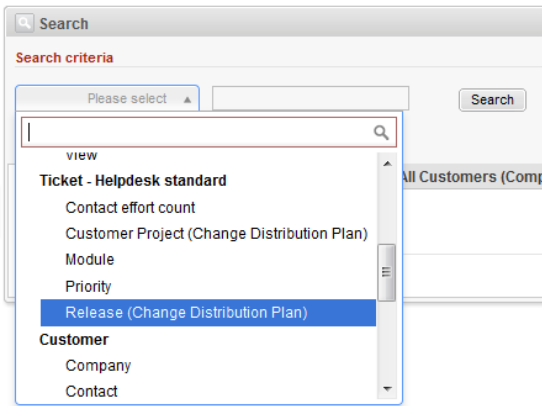
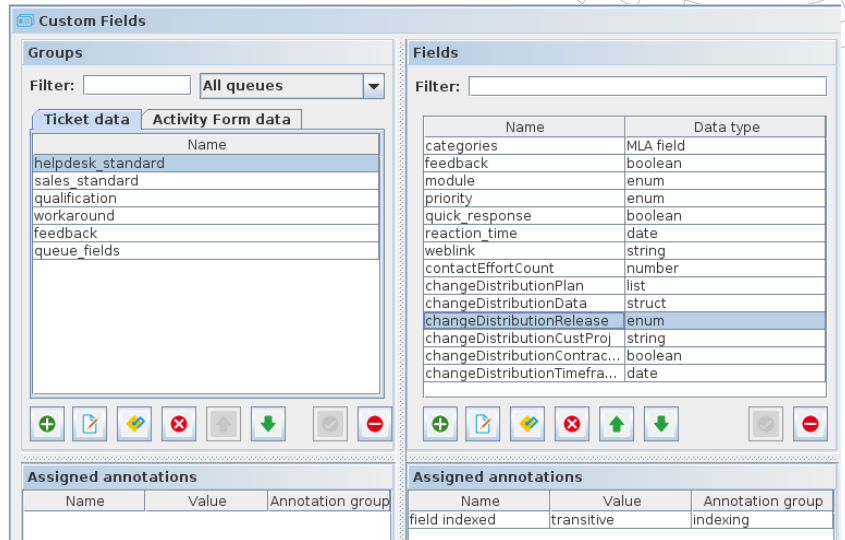
- - execution time is logged for all scripts on DEBUG level (server.log)
- - logging of long (by default longer than 10seconds) script execution time is done on WARN level (server.log)
- - logging of script execution time when transaction-timeout or any other exception occurred is done on ERROR level (server.log)

The threshold of “long” action is configurable by property: (module cmas-core-server) script.logging.threshold.seconds

1.3 Changes

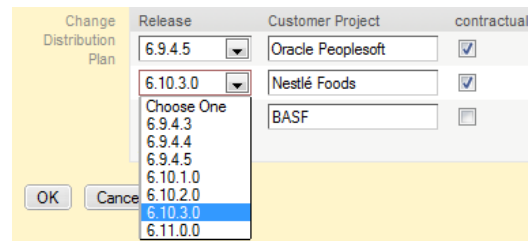
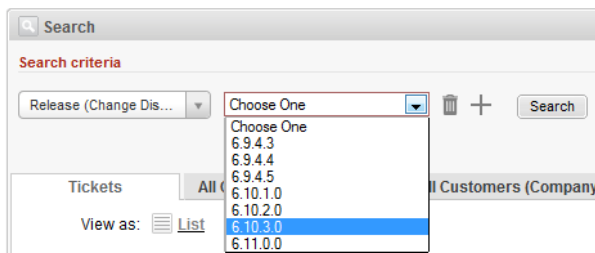
1.3.1 Fields in Lists/Structs available for detail search (#627578)

New in this release is the possibility to make fields which are part of a list or struct available for the detail search. The configuration required is adding the annotation "field indexed" like for other searchable fields. This setting can be seen in the screenshot of the Admin-Tool below for the selected field within a struct.



The annotated field of the struct will then be listed among the available search fields on the detail search page. The field will be listed in the custom field group the struct/list field is part of. The field name is followed by the list field name in parentheses.

The field is then available for search in the same way it is used on the ticket page for editing which is illustrated below.



1.3.2 Resource type technical name change limitation relaxed (#627810)

Previously it was not possible at all to change the technical name of a resource type. This restriction has been relaxed so that the technical name can be changed as long as there are no resource items created for this resource type yet.

1.4 Known Issues

Number	Description
621068	Incoming mail headers with umlauts cause error Umlauts and other special characters in the mail header of an incoming e-mail can cause an error in processing the e-mail.
623145	Import not reassigning engineer function An engineer function that was removed after an export does not get reassigned when importing the scene that still contains it.
623593	Data warehouse change table fields not correctly filled The field for previous values for queue and engineer change tables is not set correctly in the data warehouse.
625035	Import unit definition template problem Updating the unit definition templates during a scene import is not operational.
626094	Undesired LDAP response handling of invalid logins LDAP login attempts with an invalid username log an ERROR and the log only shows the misspelled username in DEBUG mode whereas a warning which always shows the attempted username would be adequate (originally occurred in version 6.9.3.3).
626156	Web Client user session not invalidated correctly When instead of properly logging out the login page is accessed with the back button and a different login is successful, the ticket list uses the older login and session (originally occurred in version 6.9.0.0).
626279, 627770	Customer relation table column issues On the customer page the relations to other contacts and companies cannot be sorted by clicking the column header. The column order cannot be changed as expected, too.
626675	REST response missing unit count The REST API response for unit search using a number range lacks the field "Total number of elements" with the result count (originally occurred in version 6.10.0.0).
626785	Script execution logging missing execution time information Logging of script execution times lacks in logging, but duration and information about long running scripts as well as timeouts should be provided by the logging (originally occurred in version 6.10.0.0).
626903	Deficits in manifest files Fields for CM-Version and Build-Date are missing in the manifest files (originally occurred in version 6.10.0.0).
627117	Misleading relation transfer message Deleting a resource and trying to transfer a relation to a contact which is already related to the target resource yields a misleading error message about illegal circular relations (originally occurred in version 6.10.0.0).
627398	Dysfunctional dependent ENUM radio buttons Radio buttons in dependent ENUMs are not functional.
627434	Creation date ticket search result too large A search for tickets with a specific creation date using the operator "is" will also return results from the next day.
627606	".docm" file in incoming mail rejected In the standard distribution ".docm" (Word documents with macros) files are rejected in incoming mails. As a workaround this can be changed in custom project.
627917	Lazy loading puzzles incoming/outgoing mails depending on ACIM filter The headers of incoming / outgoing emails ACIMs may be incorrect when lazy loading is used and such entries happen to be collapsed.

Number	Description
627608	Resource-ticket relation remove/undo error Removing several ticket relations from a resource on the resource detail page or removing, undoing the remove and removing a ticket relation again could lead to an exception.
627660	View mode customer label field display problem Label fields for customers are shown in edit, but not in view mode despite the correct configuration when they are not in a group section (while group sections are present).
627661	View mode resource label field display problem Label fields for resources are shown in edit, but not in view mode despite the correct configuration.
627664	Unwanted entry field watermark behavior in Internet Explorer 9 and 10 The behavior of watermarks in entry field when using Internet Explorer 9 and 10 can be unexpected. The watermark text may not disappear when starting to enter text.
627691	Failed task restarting A failed Task Execution Framework task is started again immediately even though the on-error-method only reschedules it.
627717	Umlaut value issue in ENUM suggestions Values beginning with an (upper case) umlaut are not displayed in the suggestions of an ENUM field when searching for the (lower case) umlaut.
627768	Table export interfering with relation remove undo Removing a relation to another customer on the customer page, then exporting the table and trying to undo the removal afterwards causes an exception.
627809	Company edit link cannot be disabled The page customization to disable the menu link to edit a company has no effect in the latest release, so the functionality can generally be accessed and it cannot be prohibited to access it.

1.5 Bugs fixed

Number	Description
621887	Import failing, if imported MLA is smaller A scene import fails, if it contains an MLA which has fewer nodes than the same MLA existing in the system. The import should skip the MLA, log a warning and succeed.
625763	Exception while displaying a ticket: "Comparison method violates its general contract!" The error was appearing sometimes (Java 7 issue) during ticket display or "Show all" search results display.
627682	Company field data entered in an Activity Control Form (ACF) were not saved When using company fields from a two-level customer data model in an Activity Control Form (ACF) the data entered when filling and submitting this ACF were not saved. This problem has been solved and the data are being saved now.
627684	Escalation date dialog had broken layout
627720	Boolean field label shown in group tab for empty field The field label for a boolean field has been displayed in a group tab even if the boolean field itself was empty. This undesired behavior has been corrected and the label does not show in this case anymore.
627736	Inconsistent display behavior after changing editor default font sizes Comments or e-mail messages created after the configuration for the available/default font sizes had been changed were displayed inconsistently. Under some conditions the new settings were used for display while under different circumstances the old settings were used. This has been corrected and now newly created comments/e-mails always will display with the changed settings.
627739	Updated data in groups on customer page only shown after page refresh It was necessary to get the customer page refreshed in order to see the changes made after editing data in groups/on a tab. This unwanted behavior has been fixed and now the changes are visible without a page refresh.
627799	Update failure when using later MySQL installations Updates of MySQL installations made with version 6.9.3.6 or newer to version 6.10.1.0 failed due to multiple creation of indices. Other database engines were not affected, but suffered the same underlying defect. The defect and the update failure have been corrected in general so that updates are succeeding for all database engines again.
627808	Exception when deleting a resource When deleting a resource an exception could occur which caused the user to be logged out. This unwanted behavior has been addressed and now such an exception and the subsequent logout do not occur anymore.
627836	Label for refresh function of the Exchange calendar component not localized The label "Refresh" of the function in the section header of the Exchange calendar integration component had not been localized so that is read "Refresh" for all languages. This mistake has been corrected and it is properly localized now.
627617	Fixed database inconsistencies between updated and fresh installations

2 Version 6.10.2.1 (15.07.2015)

2.1 Update and installation instructions

No further instructions available.

2.2 Bugs fixed

Number	Description
627917	Lazy loading puzzles incoming/outgoing mails depending on ACIM filter
627924	ScriptExecutionService throws Exception
627933	Engineer sessions over REST get closed after some seconds
627957	TooGenericSearchCriteriaException not handled correctly on detail search page