

DOCUMENT

Release Notes ConSol*CM Version 6.10.4

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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 6.10.4.0 (08.01.2016)

Version 6.10.4.0 includes

- 6.10.3 version 6.10.3.0,
- 6.10.2 versions up to 6.10.2.1,
- 6.10.1 version 6.10.1.0,
- 6.10.0 version 6.10.0.0,
- 6.9 versions up to 6.9.4.6, and
- 6.8 versions up to 6.8.5.8.

1.1 Update and installation instructions

1.1.1 Security update

This release is a security update to provide countermeasures against potential deserialization attacks which can be put forward against the Apache Commons Collections library and others. Please see section 1.3.3 for additional information.

1.1.2 Database update duration (#629131)

Caution! Performing the update to this release includes dropping unused columns of the tables `cmas_ticket_log` and `cmas_unit_log`. Please be aware that this may cause the update to take significantly longer than expected, if these tables are large. Duration will depend on the database engine and table size. Make sure there is enough available space for internal storage mechanisms like undo-/redo-/archive-logs for Oracle, for example. When in doubt please contact your ConSol*CM representative about further details and potential alternatives existing for custom projects.

No further instructions available.











































1.2 New Features

1.2.1 Ticket search result preview remodeling (#628287)

ConSol*CM features in this release a significant change in displaying the preview for the individual results in the ticket detail search results. This preview is no longer displayed in the style of an overlay window but rather the result row is expanded to show the preview within the table row. This new preview allows to access and preview attachments as well. Additionally the list and the preview can be navigated with the keyboard, too. The old preview display can be restored by disabling this new preview style. This kind of preview also is available for the ticket relation table of a resource.

The ticket search result will be shown as previously initially.




Search results (10)

		Engineer	Main Customer	Name	Subject
		Meier, Friedrich		Cécile Krämer-Müller	 100241 Problematic special Characters like Ä öü ß or ~, \ etc.
		Meier, Friedrich		Dieter Mors	 SUP-107 Problem with big attachments
		Meier, Friedrich		Sophia Kernhauser	 SUP-112 Outgoing Mail: Subject+Body Encoding in UTF-8
		Meier, Friedrich		Karl Oppermann	 SUP-114 Write customer right
		Meier, Friedrich		Sophia Kernhauser	 SUP-117 Incoming Mail: Unsupported encoding 'unicode-1-1-utf-7'
		Meier, Friedrich		Dieter Mors	 SUP-127 TicketSearch - searching by operation date is broken
		Meier, Friedrich		Maria Miller	 SUP-128 AT:Problem with layout in views with ComboBox
		Meier, Friedrich		Peter Diermau	 SUP-13 History entry is not created while one unassigns ticket from engineer and does not assign a new one.
		Meier, Friedrich		Manfred Jaeger	 SUP-51 Incoming Mail: Handle mime type message/delivery-status
		Meier, Friedrich		Gunther Kalthe	 SUP-53 Incoming mail creates tickets with missing JCR cm:description




















Export Table ▼


When moving the mouse pointer over a result row, the preview icon will be displayed for the highlighted row on the left side. Clicking into the row (except for the direct links in it) will open the preview. The preview shows the content of the latest comment or e-mail entry for the ticket including the type and the time of the entry as well as the recipient for e-mail messages on the first line.

Search results (10)

		Engineer	Main Customer	Name
		Meier, Friedrich		Cécile Krämer-Müller
		Meier, Friedrich		Dieter Mors
		Meier, Friedrich		Sophia Kernhauser

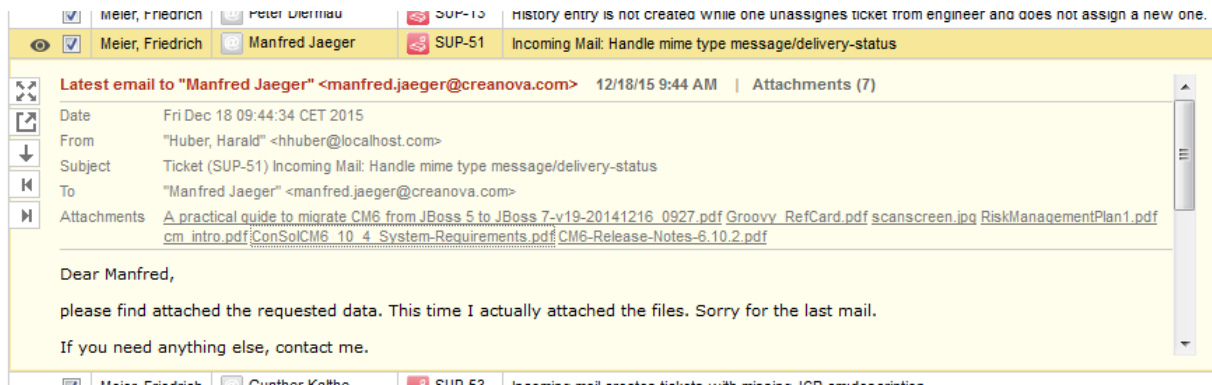
Search results (10)

		Engineer	Main Customer	Name	Subject
		Meier, Friedrich		Cécile Krämer-Müller	 100241 Problematic special Characters like Ä öü ß or ~, \ etc.
		Latest comment 12/18/15 10:06 AM Please ensure that the usage and display of this type of special characters works as expected! Thanks			
		Meier, Friedrich		Dieter Mors	 SUP-107 Problem with big attachments
		Meier, Friedrich		Sophia Kernhauser	 SUP-112 Outgoing Mail: Subject+Body Encoding in UTF-8
		Meier, Friedrich		Karl Oppermann	 SUP-114 Write customer right

The preview of e-mail messages also shows a symbol () on the first line to expand the header and the number of attachments, if the message contains any. These are message attachments, not ticket attachments!



After clicking the symbol and expanding the header additional e-mail header information are shown and the attachment files are listed by their file names as links. Clicking these file links allows to download and open the file, provided the system has an adequate application installed.



There is an internal preview for PDF and image files within the result table row. It is possible to cycle through the attachments which can be previewed by the lowest two symbol buttons on the left side. The one marked red below switches to the next attachment which can be previewed, the one marked blue shows the previous attachment. If the last attachment has been reached the next item shown will be the e-mail content.

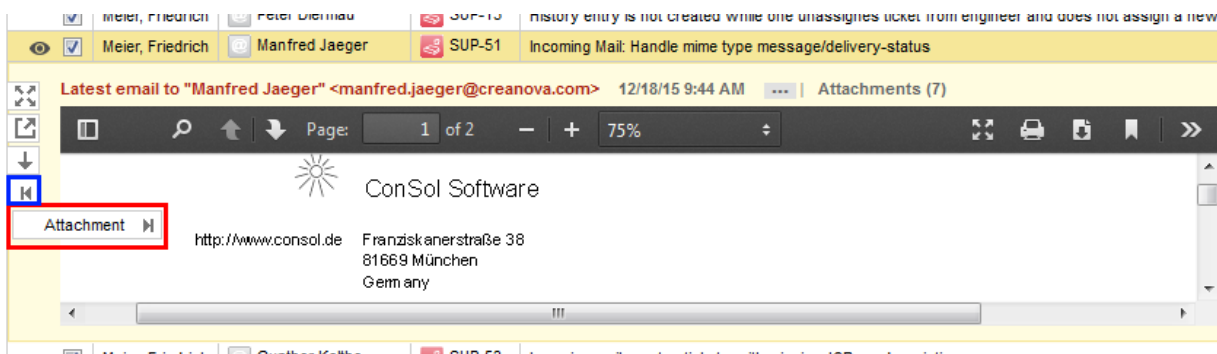
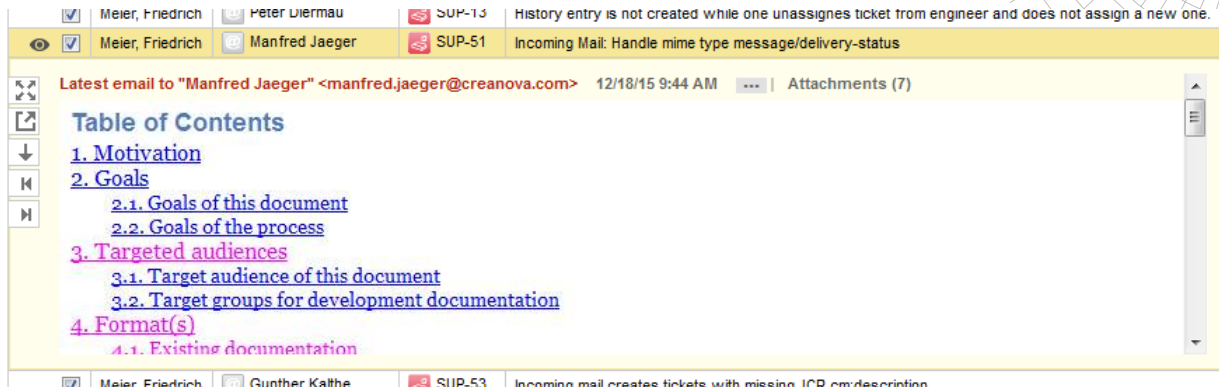


Image files like scans from fax machines can be previewed as well. The supported image file types are JPEG, GIF, BMP and PNG images.



The symbols for navigating the attachments will only be shown if there are attachments to be previewed besides the message content. The other symbols on the left side are always shown when the preview is open. The function of these is from top to bottom:

- Expand the preview to show the whole comment/message/image. This is not possible for the PDF preview.
- Jump to the previewed ticket. This opens the ticket in a new browser tab.
- Preview the next ticket in the result list.

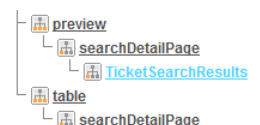


The whole preview functionality can also be navigated with the **arrow keys** on the keyboard:

- The up and down arrow keys preview the previous or next tickets, respectively. The down arrow key will open the preview for the first ticket in the result, if the preview is not opened yet.
- The right arrow keys will work like the down arrow keys and switch to the next result as long as there is no attachment which can be previewed.
- The left arrow key will close the preview, if there is no message attachment for which the preview is available.
- As soon as there are attachments available for preview the left and right arrow keys are used for cycling through the attachments. The right arrow key switches to the next attachment, the right arrow key to the previous one. The message content itself is the first element in this preview list so it is displayed when going to the previous element from the first attachment and when going to the next element coming from the last attachment.

The preview behavior can be influenced by two page customizations: the attribute *enabled* allows to turn the preview on or off, with "true" turning it on and "false" turning it off. When turned off the old style ticket preview will be shown. The attribute *previewHeight* defines the maximum height the preview will take when not expanded. If the preview requires less space it will not take the full defined height.

Attribute name	Description	Value
enabled	Enable/Disable inline preview feature.	true (boolean) (+) (-)
previewHeight	Height in pixels.	400 (int) (+) (-)



Both values have to be set on the detail search page for the type *preview* in the scope */searchDetailPage/TicketSearchResults*. They also are available on the resource page for the same *preview* type and the scope */resource/ticketRelationsSection/ResourceTicketRelationSearchResults*.






















In a custom project it is possible to extend this kind of preview, add it for customers, or add new actions to the symbols on the left side. If this requirement exists for your CM installation please contact ConSol for details.

1.2.2 Search result bulk handling extension (#628285)

This new feature extends the possibilities of bulk handling tickets and other objects on the detail search page. It complements the feature described in the previous section. Each result in the search result table displayed can now be selected individually for processing by the available search actions for the tickets, customers, or resources. This way the set of rows affected by the action can be tailored exactly as desired.

This possibility is achieved by showing a checkbox at the beginning of the row for each result row of a detail search. Additionally there is a checkbox in the table header at the same position. Checking or unchecking the checkbox in a result row selects or deselects the result presented in this row for a search action. Checking the checkbox in the table header selects all rows shown currently, independently of the individual checkbox state of the rows. In the same way all rows are deselected when unchecking the checkbox in the table header.

Search results (10)

 <input checked="" type="checkbox"/>	Engineer	Main Customer	Name	Subject
<input checked="" type="checkbox"/>	Meier, Friedrich	 Sophia Kernhauser	 SUP-112	Outgoing Mail: Subject+Body Encoding in UTF-8
<input checked="" type="checkbox"/>	Meier, Friedrich	 Dieter Mors	 SUP-127	TicketSearch - searching by operation date is broke
<input checked="" type="checkbox"/>	Meier, Friedrich	 Sophia Kernhauser	 SUP-117	Incoming Mail: Unsupported encoding 'unicode-1-1-1
<input checked="" type="checkbox"/>	Meier, Friedrich	 Karl Oppermann	 SUP-114	Write customer right
<input checked="" type="checkbox"/>	Meier, Friedrich	 Manfred Jaeger	 SUP-51	Incoming Mail: Handle mime type message/delivery-s
<input checked="" type="checkbox"/>	Meier, Friedrich	 Gunther Kalthe	 SUP-53	Incoming mail creates tickets with missing JCR cmd
<input checked="" type="checkbox"/>	Meier, Friedrich	 Maria Miller	 SUP-128	AT:Problem with layout in views with ComboBox
<input checked="" type="checkbox"/>	Meier, Friedrich	 Peter Diermau	 SUP-13	History entry is not created while one unassignes ti
<input checked="" type="checkbox"/>	Meier, Friedrich	 Dieter Mors	 SUP-107	Problem with big attachments
<input checked="" type="checkbox"/>	Meier, Friedrich	 Cécile Krämer-Müller	 100241	Problematic special Characters like Ä öü ß or ~, \ etc

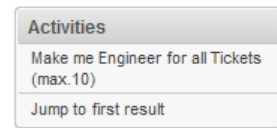
Export Table ▼

If the result set is larger than the table and it takes up several pages only the results shown on the current page are affected just as before. When switching to another result page the new selection status is determined by the checkbox in the table header which will be kept. So if the header checkbox is checked on the original page it will be checked on the following page and all result rows will be selected. If the header checkbox was not checked on the original page, it will not be checked on the new page and no result row will be selected.

Only the results selected are passed to the action executed, so if the action script processes the first result for example it will process the first result selected, not the topmost result in the table. If an action has a condition script limiting it to a certain result set size, the action will not be visible if the selection violates this condition! For this case deselect all results and switch to the next result page, which will then show the action.

There are two conditions which must be met for the checkboxes to be shown:

- The checkbox selection must be enabled in a page customization. By default it is enabled. See below for details about enabling/disabling.
- There must be at least one action available for the result set shown.



In case the intention is to bulk process search results repeatedly based on constant search criteria, this can be achieved by returning a value like the following one from the action execution script:

```
actionScriptResultFactory.getPostAction(PostActionType.SUCCESS, localizedLabelKey).withRefreshContent()
```

The method `withRefreshContent()` does reload the page data based on the status after processing the script.

The selection is enabled by default. It can be disabled by a page customization on the detail search page. It must be set for the type *detailSearch* in the scope *searchDetailPage*. The value “true” is the default and enables the selection, setting the customization to “false” will result in a search result table without the selection checkboxes.

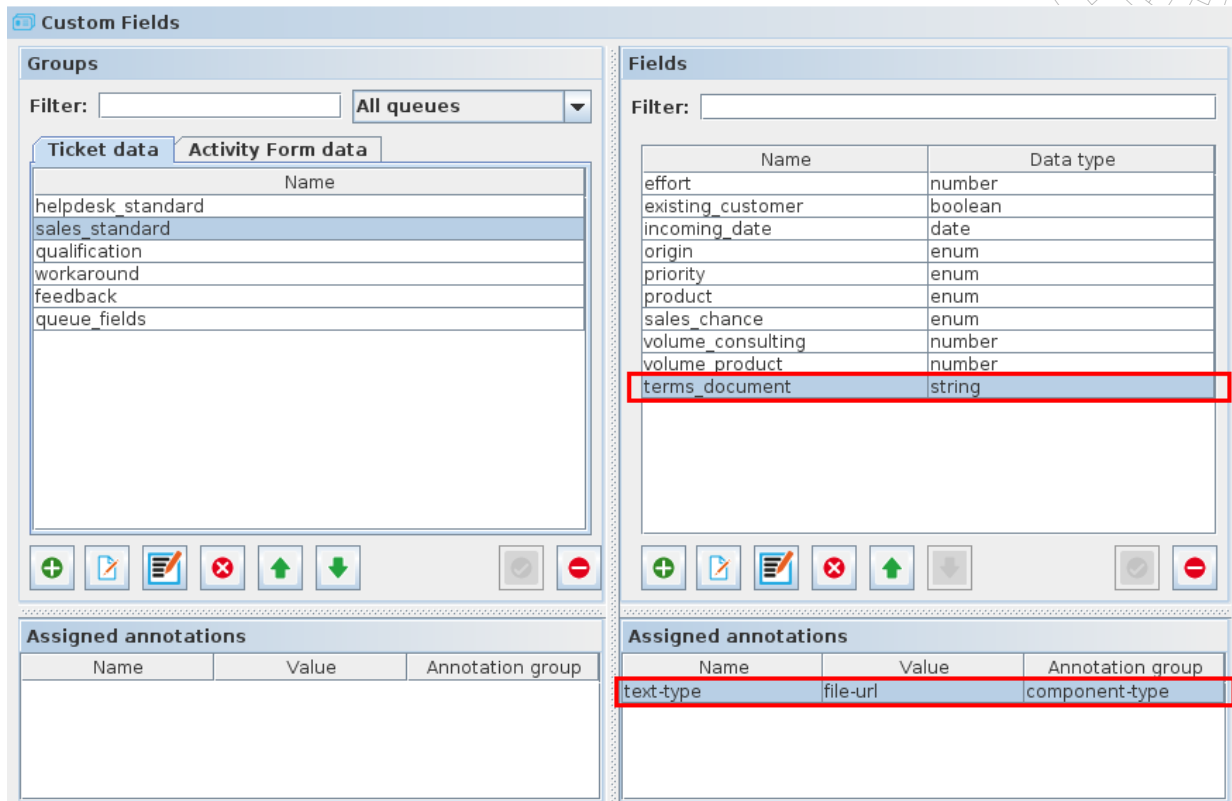


Setting the value will have no effect when selecting only the type, but not the scope. This is in accordance with the general design of the page customizations which usually call for defining a setting on the most specific level where it is reasonable.

1.2.3 Local file access from the Web Client (#628253)

It is now possible to access files in the file system of the client computer from the ConSol*CM Web Client. This functionality is achieved by offering “file:///” URLs with a special type of text field. However, there are clear prerequisites that need to be fulfilled for successful usage of this feature.

The text field needs to have the annotation “text-type” set to the value “file-url”, please compare the screenshot from the Admin-Tool.



Custom Fields

Groups

Filter: All queues

Ticket data Activity Form data

Name
helpdesk_standard
sales_standard
qualification
workaround
feedback
queue_fields

Fields

Filter:

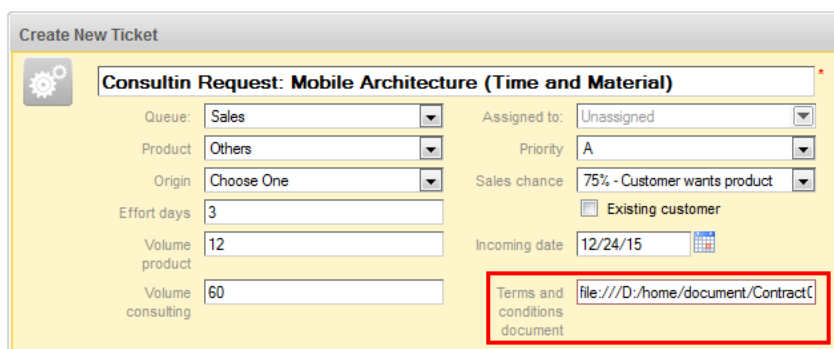
Name	Data type
effort	number
existing_customer	boolean
incoming_date	date
origin	enum
priority	enum
product	enum
sales_chance	enum
volume_consulting	number
volume_product	number
terms_document	string

Assigned annotations

Name	Value	Annotation group
text-type	file-url	component-type

The browser used to access the web client and the file needs to be configured properly to open this kind of URLs. Modern browsers are generally configured **not to open** "file://" URLs for security reasons! Please see below for instructions on how to enable this functionality for Firefox. Users of Internet Explorer can save the file from the context menu.

A properly formed "file://" URL can then be entered in this text field when editing it in the Web Client.



Create New Ticket

Consultin Request: Mobile Architecture (Time and Material)

Queue: Sales Assigned to: Unassigned

Product: Others Priority: A

Origin: Choose One Sales chance: 75% - Customer wants product

Effort days: 3 Existing customer: ☐

Volume product: 12 Incoming date: 12/24/15

Volume consulting: 60

Terms and conditions document: file:///D:/home/document/ContractC

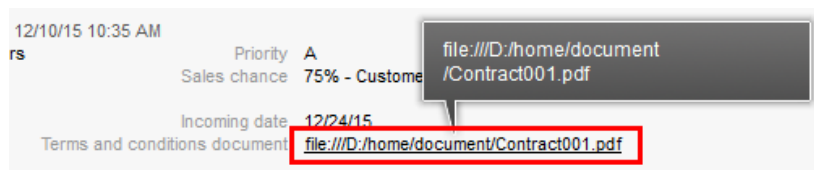
The URL is correctly formed when:

- It starts with “file:” followed by regular slashes,
- three slashes “///” for files on the same computer as the browser (alternatively “//localhost/”),
- or two slashes followed by the server name followed by another slash for files on file servers accessible from the computer running the browser,
- followed by the full path to the file ending with the file name.
- The path on Windows systems are also written with forward slashes instead of backslashes.
- The drive letter of a local path on Windows systems is noted as usual, for example “C:”.
- Paths with spaces and special characters like “{, }, ^, #, ?” need to be percent encoded (“%20” for a space for example) for Windows systems.

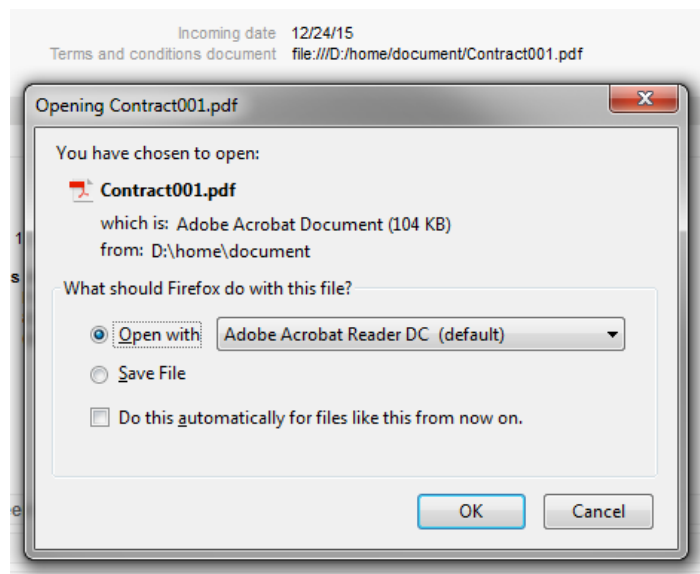
Example URLs:

- file://file-server/path/to/my/file.ext
- file:///linux/local/file.pdf
- file:///C:/Users/myuser/localfile.doc

A field value with a valid URL will be shown as a link with a tooltip when viewed.



Clicking the link will prompt the user for the download of the file when using a properly configured Firefox browser. This will only work for files. It is not possible to open a folder in the file manager this way.



Enabling file:// URLs in a Firefox browser

Add the following lines to either the configuration file “prefs.js” or to “user.js” in the user profile (on a Windows system usually in a folder like “C:\Users\<USERNAME>\AppData\Roaming\Mozilla\Firefox\Profiles\uvubg4fj.default”):

```
user_pref("capability.policy.localfilelinks.checkloaduri.enabled",  
"allAccess");  
user_pref("capability.policy.localfilelinks.sites", "http://cm-  
server.domain.com:8080");  
user_pref("capability.policy.policynames", "localfilelinks");
```

Alternatively a Firefox browser add-on like “Local Filesystem Links” can be installed for better access to the referenced files and folders.

1.2.4 Support for Java 8 for client tools (#628584, #628583, #628577)

In this CM version Java 8 support has been added for the Admin Tool and Process Designer as well as for the client applet CM.Doc. These client components can be used with a current Java plugin version installed for the browser on the client. Java version 1.8.0 Update 66 has successfully been tested with each.

Java 8 support for the Imagepaste applet will be provided in an upcoming release.

In a future release general Java 8 support on the server side of CM will be implemented together with support for the corresponding application server versions.

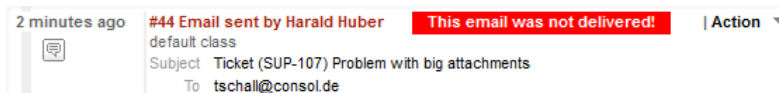
1.3 Changes

1.3.1 Performance Improvements

- **Improvement for cases with many short REST user sessions (#628557):** When using the REST API in some cases it happens that many short-lived user sessions are created. This special case could show slow performance for the REST users affected. Therefore some minor changes have been implemented to improve the performance in this specific case. Please see section 1.3.9 as well for some user session related changes in logging and return codes of the REST API.

1.3.2 Layout Improvements

- **Menu visibility problem in resource relation section of the ticket and customer pages solved (#628472):** In the resource relation section of ticket and contact the triangle menu for a resource was defined to be rendered in the box drawn. Therefore, opening the menu caused the box to show scrollbars and most of the menu was covered in many cases, if the medium detail view was selected. This layout issue has been changed so that the menu will now extend over the box border and no scrollbars will be displayed.
- **Visibility improvement for the message that an e-mail could not be sent (#628086):** The error/information message that an email could not be sent has been made much more prominent in the history, so that such an undesired case can be found and identified much more easily. It is now displayed as white text on a red background to be quickly spotted, please compare the screenshot!



1.3.3 Security improvement: Deserialization attack countermeasures (#628576)

A very serious vulnerability has been recently (2nd half of 2015) discovered in the Apache Commons Collections library version 3.2.1 (please see for further details: <https://issues.apache.org/jira/browse/COLLECTIONS-580>) and others. The Commons Collections is a standard library which is used in numerous applications worldwide. It is also used in ConSol*CM where the communication between Admin-Tool and CM server as well as between the Process Designer and the CM server can be affected.

Objects of a specific library class might be used to build serializable collections which can execute arbitrary code when deserialized on the server side. Since this problem affects deserialization of data sent to the server it provides an attack vector in the earliest stage of processing.

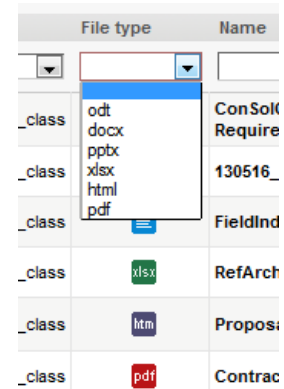
A Java agent has been provided as immediate measure for all releases of ConSol*CM. This release and all subsequent ones now feature the adequate application code changes as product-immanent countermeasures to protect against this type of attack.

1.3.4 Search actions hidden in grid view (#628512)

In earlier releases which featured search actions those activities were visible in the grid view. However, these were not useful there. Besides that the actions were dysfunctional in the grid view causing an exception. In order to provide useful interaction with a functional interface these search actions are now hidden in the grid view.

1.3.5 Attachment file type name display improved in filter (#627466)

The list of file types displayed for the filter in the attachments table showed a technical name of the MIME type recently. Such a kind of entry rarely is helpful for the user who mostly is not familiar with MIME types. This undesirable presentation had been addressed earlier, but it still was present in the latest releases. The list entries have now been changed to show the file type extension rather than the MIME type technical name.



1.3.6 Annotation “order-in-result” functionality restoration (#613647)

Preconfiguration of the result tables has been remodeled/restored. The usage of the annotation “order-in-result” for custom fields did not influence the column display. The functionality of this annotation has been changed so that it now meets the expectations.




In the latest CM versions the information from the annotation was not used at all. Instead all custom fields were shown in alphabetical order in the result tables. This has been changed to the following behavior:

- In case **no field** has the annotation set, just the basic fields are shown: the defined template, and for tickets the fields engineer, name, subject, and main customer which are not custom fields.
- When fields have the **annotation set**, these fields are shown in a result table. The field order is determined by the integer value of the annotation in ascending order. This presentation is used as long as there is no user-defined change.
- Users can change the table columns and their order by **drag and drop**. These changes are saved automatically and will be used again after the next login.

This modified behavior has been implemented for all result tables including the contacts table on the company page, the tickets table on the customer pages, the resource table on the resource type page, and all the relations tables for customer-customer relations, resource-customer relations, and resource-ticket relations.

A ticket search result with no annotation “order-in-result” on any field now looks like this:

Search results (2)

		Engineer	Main Customer	Name	Subject
			 Charles Darwin	 100240	Consultin Request: Mobile Architecture (Time and Material)
			 James Doolittle	 100239	Consulting Request Time and Material: Mobile Architecture

Export Table ▼

After adding the annotation for the fields “Priority” and “Sales chance” with values of 10 and 20, respectively, the result shows this column pattern:

Search results (2)

⚙️	Engineer	Main Customer	Name	Subject	Priority	Sales chance
<input checked="" type="checkbox"/>		@ Charles Darvin	100240	Consultin Request: Mobile Architecture (Time and Material)	A	75% - Customer wants product
<input checked="" type="checkbox"/>		@ James Doolittle	100239	Consulting Request Time and Material: Mobile Architecture	A	75% - Customer wants product

Export Table ▼

Each user can adjust the column display individually as desired by using the control to change the visible columns. The order of visible columns can be modified by drag and drop. Such an individual column layout will be used again after subsequent logins of the user, too. An example may look like this:

Search results (2)

⚙️	Engineer	Priority	Main Customer	Name	Volume consulting	Volume product	Subject
<input checked="" type="checkbox"/>		A	@ Charles Darvin	100240	60	12	Consultin Request: Mobile Architecture (Time and Mate
<input checked="" type="checkbox"/>		A	@ James Doolittle	100239	55	10	Consulting Request Time and Material: Mobile Architec

Export Table ▼







Another example of a table without the annotation set is a resource listing for a specific resource type. Only the standard template is used for the individual resources as can be seen on the left. This can be extended in the default presentation by using the annotation “order-in-result” like shown on the right side.

 Resource
 Sears Tower (Willis Tower) (Chicago)
 Taipeh 101 (Taipei)
 Odeonsplatz (München)
 Empire State Building (New York City)
 Transamerica Building (San Francisco)

 Resource	Company Floor Levels	Total Seats
 Sears Tower (Willis Tower) (Chicago)	36-37	48
 Taipeh 101 (Taipei)	86	12
 Odeonsplatz (München)	0-3	164
 Empire State Building (New York City)	26-31	450
 Transamerica Building (San Francisco)	8-9	63

Export Table 

However, user-defined column layouts are possible here as well. These will also be used permanently on this page then. The following screenshot shows an example:

	Resource	ZIP Code	Company Floor Levels	Total Seats
	 Sears Tower (Willis Tower) (Chicago)	IL 60606	36-37	48
	 Taipeh 101 (Taipei)	Xinyi Dist.	86	12
	 Odeonsplatz (München)	80333	0-3	164
	 Empire State Building (New York City)	NY 10118	26-31	450
	 Transamerica Building (San Francisco)	CA 94111	8-9	63
				Export Table

1.3.7 Event trigger firing for all ways of adding a comment (#628474)

Previously when adding a comment from a script it depended on the method used if an event trigger fired and thus executed. This caused confusion regularly so that this behavior has been unified and the trigger now fires for all methods.

Caution! This change implies changed script behavior in the application. Previously the method `workflowApi.addTicketTextHtml` did not cause the trigger to fire. Now it does, just like the method `workflowApi.addTicketText` which did this previously as well. Please be aware that scripts may behave differently now!

1.3.8 New Workflow API convenience methods for ticket relations (#625748)

The Workflow API has been extended by three new methods to get information about the ticket relations of the current ticket in the workflow context. These methods are:

- **getMasterTicket**
`Ticket getMasterTicket()`
Returns the master ticket of the context ticket or null if not found.
- **getSlaveTickets**
`List<Ticket> getSlaveTickets()`
Returns all slave tickets of context ticket or empty result.
- **getReferencedTickets**
`List<Ticket> getReferencedTickets()`
Returns all referenced tickets related to context ticket or empty result.

1.3.9 REST API exception handling improvements (#628561, 626561)

The HTTP return codes from the REST API upon requests were misleading in some cases. The code 500 "Internal Server Error" was returned for requests where this was not appropriate. This could potentially cause unwanted behavior in external third-party applications communicating with ConSol*CM via the REST API. The return codes have been changed for the following cases:

- Authentication error (like wrong credentials, trying to get access or log out without being logged in) depending the request:
 - 200 "OK",
 - 401 "Unauthorized", or
 - 403 "Forbidden".
- Violation against server-side validation (like sending an incorrect date format when setting/changing a date field):
 - 400 "Bad Request".

The authentication errors are now logged on the server side as a warning (log level WARN). Errors which were logged with the level designator SEVERE previously have now been changed to one of the commonly used levels INFO, WARN or ERROR, depending on the cause. Only the ones changed to ERROR still log a stack trace.

1.3.10 Failing LDAP logins no longer cause a stacktrace in the logs (#628191)

Trying to log in to CM via LDAP with invalid credentials previously caused an error in the logs with the stacktrace being logged as well. Since this is a common and minor problem which can be expected in regular operation, this kind of logging is unwanted.

Therefore the logging has been adapted and LDAP login attempts with invalid credentials are logged now in the following way together with the username entered:

- Supplying an invalid username yields a warning informing "user not found".
- Providing a wrong password logs an INFO message "Failed login (password incorrect)".

1.4 Bugs fixed

Number	Description
626887	Mail method findContactsByEmail() dysfunctional for customer definition and custom field group with different names The method <i>findContactsByEmail()</i> from the class <i>mailSupportService</i> returned no results, if the customer definition and the relevant custom field group of the field used for the contact e-mail address lookup had different names. This highly undesirable limitation has been removed and now the lookup returns matches for different customer definition and custom field group names as well.
627223	Annotation "visibility configuration" partly dysfunctional The application did not behave as expected when setting the annotation "visibility configuration" to the value "on every level". History entries did not show on the lowest detail display level, despite the expectation to do so. This unwanted behavior was corrected and the entries show up now.
627434	Date search operator "is" included results for the following day When searching for a date in the detail search and using the operator "is" the search returned matches not only for the day entered, but for the next day as well. This wrong selection has been fixed so that the result set now contains only matches with the date entered.
627521	Unit custom field labels disappeared after changing the main customer After changing the main customer of a ticket, the labels of the custom fields for the customer disappeared, if they were defined as fields with text type "label". After a subsequent ticket reload the labels were visible again. This error has been corrected and the labels will not vanish, if they are defined as label fields.
628010	Description of search action not displayed as tooltip The description of a search action entered in the Admin-Tool was not displayed as a tooltip for the search action in the Web Client. This issue has been addressed and the description will now show in a tooltip. However, when changing the description it must be done in the Localizations dialog to take effect.
628173	Import with deleting existing data fails, if a task is scheduled An import with the "Delete existing data" option set failed in case there was still a task scheduled to executed. This problem has been solved and the import will now succeed, even if there are still tasks scheduled.
628179	Red asterisk marking the required subject field displayed on the following line The red asterisk marking the ticket subject field as required for ticket creation was displayed on the next line, if the screen space got too narrow. This layout issue has been adjusted and the asterisk will now be next to the subject even on narrow displays.
628187	Defective handling of Dependent ENUMs in the detail search Dependent ENUMs in the detail search could not be used as expected in the latest releases. The second level values did not change accordingly, if the first level value was changed. This switch could be expected, however. Selecting a second level value then resulted in ending the engineer's session and an exception. This error has been fixed and the offered values as well selecting them now works as expected for dependent ENUMs. This has also been implemented on the resource type page.
628224	Custom Icon for Text Classes could not be assigned In the Admin-Tool it was not possible to upload and assign a custom icon for a text class in the most recent releases. Initially the text class did show the new icon in the Admin-Tool, but after a data reload this was reset to the original icon. This deficit was removed and now it is possible to use custom icons for text classes again.
628275	Ticket with specific subject update caused error In very specific cases when a placeholder was used for rendering, a ticket subject change in the history had the effect that the ticket could not be displayed. The engineer then got redirected to the overview page and an exception was logged. This problem was corrected and such a ticket can now be displayed regularly.

628317	ENUM value cannot be removed, if the ENUM is used in an MLA Immediately after creating a new ENUM value in the Admin-Tool it was not possible to delete this value again, if the ENUM was used in an MLA. However, there is no reason an ENUM value should not be deleted as long as it is not a parent node in an MLA. This issue has been corrected and now such an ENUM value can be deleted.
628395	Error when transferring a resource relation to a contact which already has this relation In case a contact should be deleted and its resource relation (of multiplicity m:n) should be transferred to another contact, an error was displayed and an exception was logged, if the target contact already had this relation with the resource in question. This error has been fixed and the transfer will succeed now maintaining the existing resource relation for the target contact.
628451	Default localization value removal for ACF prohibited It was prohibited to remove the value for the description of an ACF's default localization in the Admin-Tool. However, it is a perfectly valid requirement to have no description there, so this prohibition was erroneous. This unexpected behavior has been changed and now the description value can be set to an empty value.
628484	CSV export with "Status" column deficit When trying to export a ticket search result with the column "Status" displayed, only the first result row was exported up to the "Status" column. The following data were not contained in the CSV export file as expected. This issue has been corrected and now the export file has all the result lines present completely.
628532	Cleared ACF customer data fields unchanged Customer data fields which were used in an ACF did not get cleared in the system, when in the ACF the content for the respective field had been removed. This deficit has been addressed and now the data removed in the ACF also get removed from the customer data in the system.
628538	Detail search for an ENUM value in a STRUCT caused an exception Performing a detail search for a value of an ENUM field which was part of a STRUCT/List caused an exception. This happened when the list, struct and field all were correctly annotated with "field indexed:transitive" and the value was actually present in a ticket. This error has been fixed and now such an ENUM value can be found without problem.
628660	Admin-Tool scene import faulty handling of resource relation property "is Editable" The scene import in the Admin-Tool handled the property "isEditable" for resource relations wrong. The property which is shown with the opposite value in the Admin-Tool under the label "Only configurable via workflow" got the value from the property "isReportable" shown as "Reportable". This error has been corrected and the import now assigns the correct value to the property.

1.5 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.
621143	Wrong queue name displayed in ticket history The name of the queue a ticket was formerly assigned to is for some cases replaced by the current queue name rendering such a queue change entry useless.
622836	Admin-Tool role list cut off at the bottom The list of roles in the Admin Tool could be cut off at the bottom, if the list is quite long or the window has been resized. The obstructed last entries usually can be accessed when the window is sufficiently enlarged (scheduled for version 6.11).
623171	Exception opening a ticket from the workspace after queue change It causes an exception and an empty browser screen when trying to open a ticket from the workspace, if the referenced ticket in the meantime has been moved to another queue for which the engineer has no access (scheduled for version 6.11).
623767	Workflow activity dysfunctional after switching to a newly created contact A workflow activity cannot be executed immediately after changing the contact which was just created in this step. After a page refresh the activity is available again (scheduled for version 6.11).
625571	Removed ticket attachments can be added to e-mails causing an exception on sending A ticket attachment which was removed is still offered for an e-mail when a second attachment has been added in the meantime. When trying to send the e-mail after attaching this one an exception occurs.
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, scheduled for version 6.11).
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).
626847	Struct fields in unit groups cut off on the right side When displaying structs with many fields inside a unit's group field tab the fields on the right get cut off at the right edge of the tab. A necessary horizontal scrollbar is not made available (scheduled for version 6.11).
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, scheduled for version 6.11)
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).
627286	Issues with inline images in pasted text Pasting (inline) images together with HTML text can still cause the images not being displayed, if the image link cannot be resolved later on a different computer. In this special case images are not included but linked and depending on the client computers specific network accessibility the link address may in some cases not be accessible from this machine. In a future release improved handling of this kind of image pasting will be implemented.
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.

628060 JBoss cluster cache issues

On a JBoss cluster exceptions can occur when only one node is active and queues are deleted then. It also could cause cache exceptions when creating custom fields on one cluster. These issues will be fixed in the context of the platform updates for release 6.11.0.0.

2 Version 6.10.4.1 (12.02.2016)

Version 6.10.4.1 includes

- 6.10.3 version 6.10.3.0,
- 6.10.2 versions up to 6.10.2.1,
- 6.10.1 version 6.10.1.0,
- 6.10.0 version 6.10.0.0,
- 6.9 versions up to 6.9.4.6, and
- 6.8 versions up to 6.8.5.8.

2.1 Update and installation instructions

No further instructions available.

2.2 New Features

2.2.1 CM.Track V2 initial release (#627679)

ConSol*CM features in this release the new generation of the CM.Track portal client. This new generation focuses on extensibility and customizability. Therefore it introduces a specific server component. This new CM.Track V2 can be deployed in a Java web container (currently supported: JBoss 7.3.0 and Apache Tomcat 8.0.32) as well as standalone only requiring a Java runtime.

The current release is primarily intended for use in new installations which are customized to meet specific customer needs. A standard distribution is available on demand, however, this will be generally available as a drop-in replacement for existing CM.Track generation 1 standard installations only in one of the upcoming releases. Note that for successful deployment to an application server a JavaVersion 1.7.0 update 72 or newer is required and the environment variable `CM_REST_URL` has to be set to the CM server REST API address, for example on a Linux system with

```
export CM_REST_URL=http://cm6server.mycompany.com/restapi.
```

Please contact your ConSol* representative, if you plan on deploying CM.Track V2 in the near future.

2.3 Changes

2.3.1 Layout Improvements

- **Labeling presentation inconsistencies eliminated (#628170):** The view and edit pages for resources and company showed various inconsistencies regarding the labels for fields and field groups. This included variation of text color between gray and black as well as occasionally showing or hiding field and group labels, respectively. These inconsistencies have been removed and label presentation is coherent in these cases now.
- **Wording improvements for resource deletion (#627807):** The phrasing of labels and messages when deleting resources in the web client has been improved to be better intelligible. The information conveyed to the user should be clearer now.

2.3.2 MIME type "x-png" added for attachments (#628735)

The MIME type "x-png" for PNG image file attachments has been added. Files of this type will be processed correctly now. They are visibly recognized and will not be rejected any more.

2.4 Bugs fixed

Number	Description
627464	Automatic Time Booking wrongly records activities longer than one hour Activities to be recorded by the automatic time booking feature, when enabled, were saved with a wrong duration, if they took more than one hour. The recorded duration always was less than one hour even though there was a longer interval between start and end time. This wrong calculation has been fixed and now the correct intervals are calculated and recorded for all activities.
628154	Issues with suggestions when using "*" as search wildcard When using "*" as wildcard for search while creating a customer there were problems connected to the suggestions made. Usage of just "*" in the city field triggered suggestions for persons which are unwanted. In consequence, when only using ordinary letters subsequently, the suggestions for cities were misplaced and detached from the input field. Usage of solely the asterisk wildcard character in the e-mail field yielded suggestions as desired. However, selecting one of the suggested persons could result in displaying the validation message that the entry for the e-mail address is not valid. These issues have been resolved and usage of the "*" wildcard characters in these cases now works as expected.
628355	Changing search result page size lead to a wrong set of results available to search actions The page size of the result on the detail search page can be changed in the Web Client. This change, however, did lead to a change in the result set available to search actions which did not match the result set displayed anymore. Thus, a search action executed after changing the result page size did apply to unwanted result rows not shown. This mismatch in the available result set for search action has been corrected and now the action applies to the expected set of result rows.
628518	Empty display of the main customer for a resource-ticket relation On the resource detail page in the table for resource-ticket relations the table cell for the ticket main customer was faultily displayed empty. This empty display has been changed so that now the ticket main customer is shown as expected.
628673	Images from incoming e-mails not included in outgoing e-mails Outgoing e-mails from a ticket that included previously incoming mails did not include the images from these incoming mails. This deficit occurred independently of the way the outgoing e-mail was assembled. Creating the mail by quoting incoming e-mails in the Web Client and composing the mail by a script were both affected. This deficit has been removed and now the outgoing e-mails contain the images from included incoming e-mails.
628677	Internet Explorer selection problem with large auto-complete ENUM fields When using Internet Explorer and using an auto-complete ENUM field with many values, it was not possible to select an entry by double-clicking after scrolling down with the mouse wheel. This defective behavior has been corrected so that now the lower entries of such an auto-complete ENUM list can be selected by double-clicking in Internet Explorer, too.
628696	Admin-Tool login error Attempting to login to Admin-Tool caused an exception in the latest release when using an account different than "admin" lacking sufficient privileges. This unwanted error has been fixed and a dialog with an adequate message is shown now.
628751	Attachments added in CM.Track were not visible in CM.Track later In case an attachment had been added in CM.Track it was not visible in CM.Track later even though it should have been according to the configuration. This unwanted behavior has been corrected and an attachment made via CM.Track now is visible there, if the configuration setting defines it.

628772	<p>Workflow triggers occasionally missing for tickets</p> <p>For some tickets workflow triggers were unexpectedly absent. This unwanted status occurred, if the ticket had temporarily left and re-entered the workflow scope of the triggers in question. These steps first removed the trigger association with the ticket, but did not restore it afterwards. This unwanted behavior has been corrected so that the trigger association will not go permanently missing under these circumstances.</p>
628807	<p>Kettle ETL resource plugins security error when trying to edit steps</p> <p>When trying to edit a Kettle (Pentaho Data Integration) ETL transformation step for CM resources an exception occurred. The error was connected with previous security enhancements which were not completely traced in the resource plugins. This error has been fixed so that the resource ETL transformation steps can be edited without problem now.</p>
628835	<p>Browser authentication dialog shown after completing password change in CM.Track</p> <p>After completing all steps to change the user password in CM.Track the user was not redirected to the login page but to a wrong secured page. Therefore the browser's authentication dialog was shown asking for credentials to access the secured page. This undesired behavior has been changed and now the user is redirected to the login page to login with the new password.</p>
628853	<p>Workflow API function to add additional contact to a ticket without role information dysfunctional</p> <p>The Workflow API includes the function "addAdditionalContact" to add an additional contact to a ticket. Using this function without supplying role information did not work, however, even though it should have been working according to the specification. This functional deficit has been settled and now supplying "null" as a role value will add the contact without role.</p>

2.5 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.
621143	Wrong queue name displayed in ticket history The name of the queue a ticket was formerly assigned to is for some cases replaced by the current queue name rendering such a queue change entry useless.
622836	Admin-Tool role list cut off at the bottom The list of roles in the Admin Tool could be cut off at the bottom, if the list is quite long or the window has been resized. The obstructed last entries usually can be accessed when the window is sufficiently enlarged (scheduled for version 6.11).
623171	Exception opening a ticket from the workspace after queue change It causes an exception and an empty browser screen when trying to open a ticket from the workspace, if the referenced ticket in the meantime has been moved to another queue for which the engineer has no access (scheduled for version 6.11).
623767	Workflow activity dysfunctional after switching to a newly created contact A workflow activity cannot be executed immediately after changing the contact which was just created in this step. After a page refresh the activity is available again (scheduled for version 6.11).
625571	Removed ticket attachments can be added to e-mails causing an exception on sending A ticket attachment which was removed is still offered for an e-mail when a second attachment has been added in the meantime. When trying to send the e-mail after attaching this one an exception occurs.
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, scheduled for version 6.11).
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).
626847	Struct fields in unit groups cut off on the right side When displaying structs with many fields inside a unit's group field tab the fields on the right get cut off at the right edge of the tab. A necessary horizontal scrollbar is not made available (scheduled for version 6.11).
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, scheduled for version 6.11).
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).
627286	Issues with inline images in pasted text Pasting (inline) images together with HTML text can still cause the images not being displayed, if the image link cannot be resolved later on a different computer. In this special case images are not included but linked and depending on the client computers specific network accessibility the link address may in some cases not be accessible from this machine. In a future release improved handling of this kind of image pasting will be implemented.
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.

628060	JBoss cluster cache issues On a JBoss cluster exceptions can occur when only one node is active and queues are deleted then. It also could cause cache exceptions when creating custom fields on one cluster. These issues will be fixed in the context of the platform updates for release 6.11.0.0.
628869	Error when re-importing data without deleting existing data (update mode) In case a scene is re-imported after deleting contacts as well as their tickets and resources an exception occurs (scheduled for version 6.10.5).

3 Version 6.10.4.2 (26.02.2016)

Version 6.10.4.2 includes

- 6.10.3 version 6.10.3.0,
- 6.10.2 versions up to 6.10.2.1,
- 6.10.1 version 6.10.1.0,
- 6.10.0 version 6.10.0.0,
- 6.9 versions up to 6.9.4.6, and
- 6.8 versions up to 6.8.5.8.

3.1 Update and installation instructions

No further instructions available.

3.2 Changes

3.2.1 Layout Improvements

- **Consistent wording for the customer in the menu of the customer ticket section (#628736):** The menu entries for the customer operations in the customer section of the ticket named the customer as "contact" in English and correspondingly in German even though the section headers etc. use the term "customer". This labeling has been made consistent, so that now the term "customer" (or its German counterpart, respectively) is generally being used, even for the menu items.
- **Increased spacing between resource custom field group tabs and buttons (#628931):** The spacing between the tab area and the buttons has been increased when editing resource custom field groups. This detail yields a visually more pleasant appearance of the groups section when editing data of resources.
- **Consistent font presentation for resource history (#628951):** The font size of the resource history was not consistent with the one of the ticket and customer history sections. Additionally some text elements appeared to be misaligned vertically. They were slightly shifted down from the main text line. Size and alignment of the resource history entries have been made consistent with the other history sections.

3.2.2 CM.Track V2 Improvements

- **Ticket history entry order fully chronologically sorted (#628950):** The order of the ticket history entries in CM.Track V2 was not fully chronological for some entries. This unexpected ordering has been remedied so that the expected chronological order is provided now.
- **Browser favicon and application title display (#628954):** The application favicon and title displayed in the browser tab have been made consistent with the ConSol corporate identity and product naming for the standard distribution builds.
- **Dummy links without target removed (#628975):** The links on the bottom of the CM.Track V2 application page intended as examples have been removed. They were labeled "About us", "Legal Notice", "FAQs" and "Privacy Statement". However, in the standard distribution builds there is no target URL provided for any of these. The intention behind the links is solely for use in custom builds of CM.Track V2, so they have been removed from the standard distribution builds.

3.3 Bugs fixed

Number	Description
628364	Search action list showed wrong entries The list of search actions in the web client occasionally showed actions of another type which were not applicable for a search result. The inappropriate action listed could have been a resource action, for example, while the correct search action was not present. The wrong action specifically showed when the number of results was larger than the (default) paging size shown. It happened as a consequence of unwanted interactions between default values for actions and the page size limiting the number of search results displayed on the page. This wrong display has been corrected and now the appropriate actions are shown.
628525	CSV export files exhibited wrong display for special characters like umlauts CSV files exported from tables like a ticket search result in the web client showed wrong representations for special characters when imported into a spreadsheet application. The spreadsheet program display problem was caused by a minor encoding issue of the CSV files exported from CM. This encoding issue has been resolved and the export files should be displayed correctly in a spreadsheet application now.

3.4 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.
621143	Wrong queue name displayed in ticket history The name of the queue a ticket was formerly assigned to is for some cases replaced by the current queue name rendering such a queue change entry useless.
622836	Admin-Tool role list cut off at the bottom The list of roles in the Admin Tool could be cut off at the bottom, if the list is quite long or the window has been resized. The obstructed last entries usually can be accessed when the window is sufficiently enlarged (scheduled for version 6.11).
623171	Exception opening a ticket from the workspace after queue change It causes an exception and an empty browser screen when trying to open a ticket from the workspace, if the referenced ticket in the meantime has been moved to another queue for which the engineer has no access (scheduled for version 6.11).
623767	Workflow activity dysfunctional after switching to a newly created contact A workflow activity cannot be executed immediately after changing the contact which was just created in this step. After a page refresh the activity is available again (scheduled for version 6.11).
625571	Removed ticket attachments can be added to e-mails causing an exception on sending A ticket attachment which was removed is still offered for an e-mail when a second attachment has been added in the meantime. When trying to send the e-mail after attaching this one an exception occurs.
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, scheduled for version 6.11).
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626847	Struct fields in unit groups cut off on the right side When displaying structs with many fields inside a unit's group field tab the fields on the right get cut off at the right edge of the tab. A necessary horizontal scrollbar is not made available (scheduled for version 6.11).
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, scheduled for version 6.11).
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).
627286	Issues with inline images in pasted text Pasting (inline) images together with HTML text can still cause the images not being displayed, if the image link cannot be resolved later on a different computer. In this special case images are not included but linked and depending on the client computers specific network accessibility the link address may in some cases not be accessible from this machine. In a future release improved handling of this kind of image pasting will be implemented.
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.

628060	JBoss cluster cache issues On a JBoss cluster exceptions can occur when only one node is active and queues are deleted then. It also could cause cache exceptions when creating custom fields on one cluster. These issues will be fixed in the context of the platform updates for release 6.11.0.0.
628869	Error when re-importing data without deleting existing data (update mode) In case a scene is re-imported after deleting contacts as well as their tickets and resources an exception occurs (scheduled for version 6.10.5).

4 Version 6.10.4.3 (15.03.2016)

Version 6.10.4.3 includes

- 6.10.3 version 6.10.3.0,
- 6.10.2 versions up to 6.10.2.1,
- 6.10.1 version 6.10.1.0,
- 6.10.0 version 6.10.0.0,
- 6.9 versions up to 6.9.4.6, and
- 6.8 versions up to 6.8.5.8.

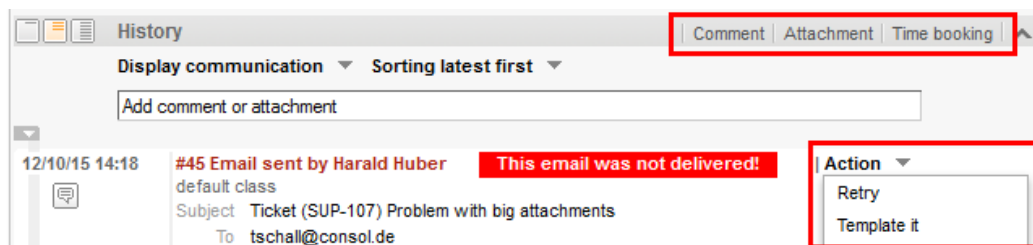
4.1 Update and installation instructions

No further instructions available.

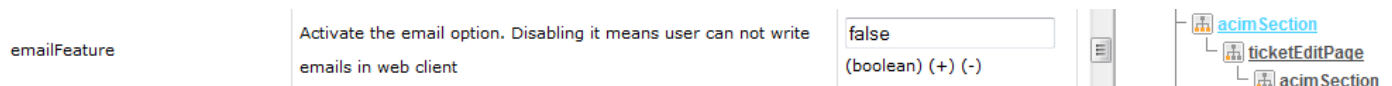
4.2 New Features

4.2.1 Page customization to disable e-Mail functionality (#627762)

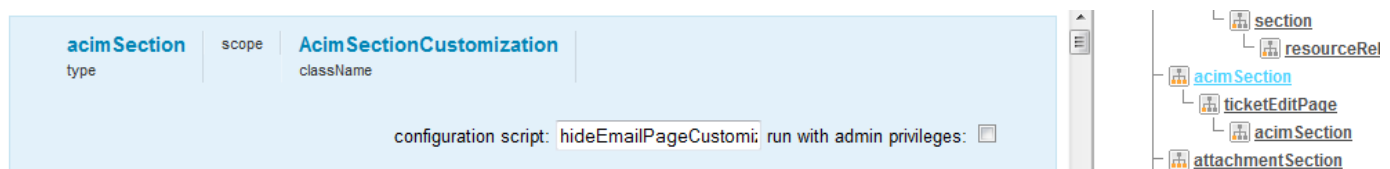
This CM release features a new page customization which can be used to disable the e-Mail capability. This setting allows to disable e-Mail functionality in the web client completely. The edit form to compose a new e-Mail will not be accessible at all then. The form's tab will be hidden when creating a history entry. Additionally the links and menu entries to access e-Mail composition will not be shown any more as it can be seen in the screenshot below. Menu entries like "Forward", "Reply", or "Reply All" will not be present. In case there would be no other entry left in the context menu the whole menu will be unavailable (the corresponding triangle will not be visible).



The page customization to achieve this behavior is available on the ticket page. The type *acimSection* on the top level without a scope has now an attribute *emailFeature* which is set to "true" by default. Setting it to the value "false" disables e-Mail functionality as described. Please note that due to the known issue #628427 (described in the Known Issues section below) it may be additionally necessary to set the value for the attribute in the scope */ticketEditPage/acimSection*. This should be resolved with the CM release 6.10.5.0.



The setting of this page customization can be changed by a script as needed. This method provides a way to implement availability of e-Mail functionality based on the user role, for example. To achieve this kind of selective availability it is just necessary to add a suitable admin script and reference it as the configuration script in the page customization header. As it can be seen in the screenshot, such a script usually does not need to run with admin privileges.



The referenced script below disables the e-Mail functionality for users having either of the roles "CM_Administration" or "Workflow_Admin". Please note that the users may have other roles than these as well, but they still will be excluded from sending e-Mails when using this script!

```
// Get the engineer roles
roles = engineerRoleRelationService.getRolesForEngineer(engineerService.getCurrent())

// Set customization attribute default value
emailavailable = [emailFeature:'true']

// Find roles for non-default value
for (role in roles) {
    switch(role.name) {
        case ['CM_Administration', 'Workflow Admin']:
            emailavailable = [emailFeature:'false']
            break
    }
}
return emailavailable
```

4.2.2 New URL parameter for customer group pre-selection (#628901)

A new URL parameter has been added to the Web Client in order to access the correct customer group when creating a new customer. With this parameter an external tool like CM.Phone can open the customer creation page by URL with the adequate customer group already selected.

Accessing a URL of the following structure will yield the desired result:

<http://cmserver.com:8080/cm-client/customer?customergroup=consumer>.

So the new customer can be created in a customer group already identified by the external tool.

Please note that this resets the Customer Group Selector in the Main Menu to "All Customer Groups", if there was a different choice selected before!

An error message will be presented to the user, if the customer group does not exist or the user does not have sufficient privileges for the create operation.

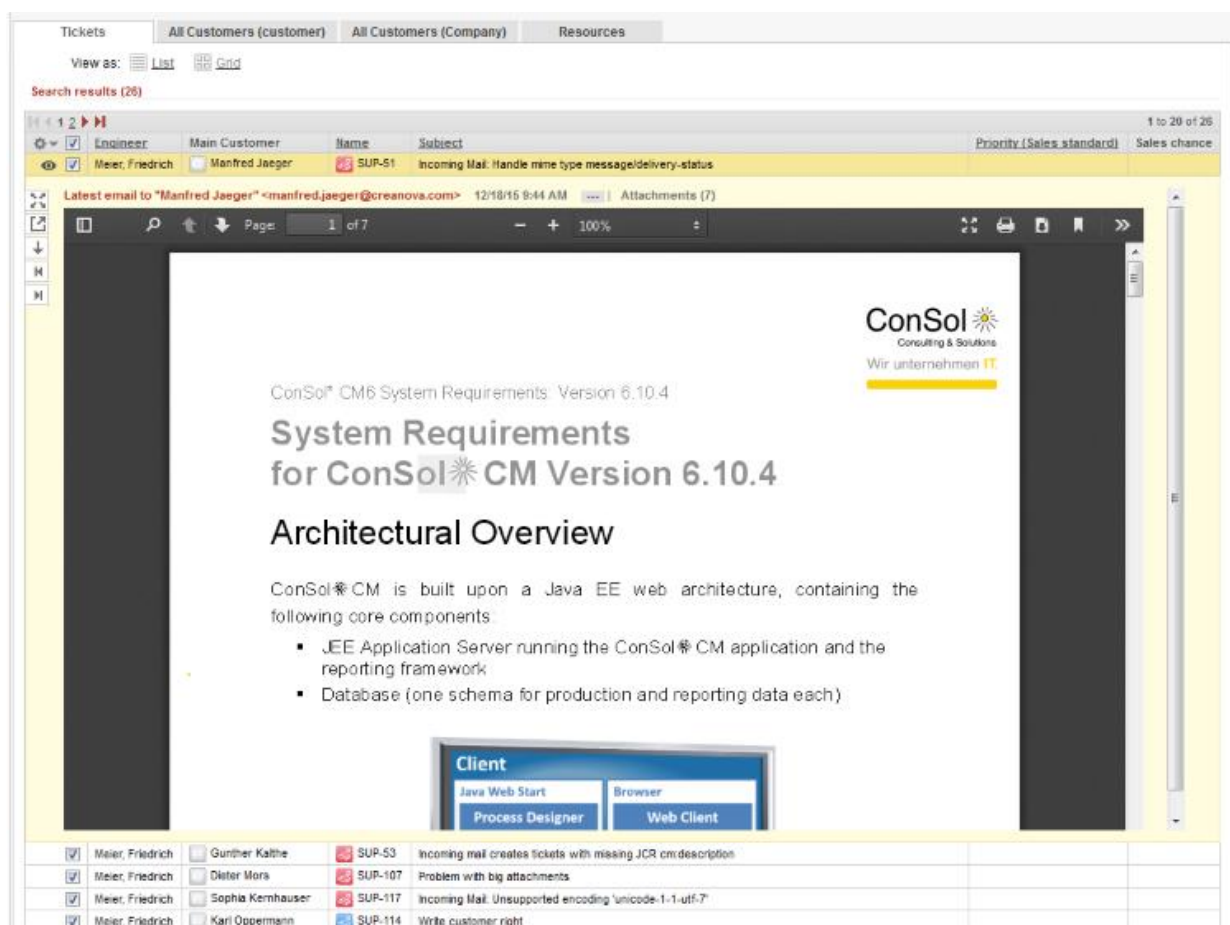
4.3 Changes

4.3.1 Layout Improvements

- **MLA buttons outside of the box (#628934):** The buttons for the actions to close the MLA were displayed partly outside of the bounding box for the MLA, if a horizontal scrollbar was shown. This was the case easily, if the labels featured longer texts. This layout issue has been resolved and the buttons are generally shown inside the box for an MLA.
- **More user-friendly texts for resource relation error messages (#628618):** Error messages are shown in the web client when violating against the multiplicity constraints while adding resource relations. The phrasing of these messages has been changed to be more user-friendly and better comprehensible, so that the user better understands the problem.

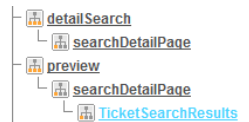
4.3.2 PDF preview size limitation changed (#628960)

The height of the new PDF preview for the e-mail attachment of tickets in the ticket search result list previously was limited to a comparatively small height. The preview height has been changed to always use the maximum height allowed by the page customization attribute *previewHeight*. This way the space used and thus the usefulness of the PDF preview has been greatly improved, compare the following screenshot.



The setting for the maximum height used is defined in the attribute *previewHeight* for the type *preview* in the scope */search/DetailPage/TicketSearchResults*. The example value for this page customization shown in the screenshot increases the height to 600 pixels.

Attribute name	Description	Value
enabled	Enable/Disable inline preview feature.	<input type="text" value="true"/> (boolean) (+) (-)
previewHeight	Height in pixels.	<input type="text" value="600"/> (int) (+) (-)



4.3.3 TRACE level data warehouse logging extended (#628937)

Logging of the data warehouse operations has been extended when set to TRACE level. A new log entry will now be written to the log file "server.log" when the log level is set accordingly. This entry documents that a live package is to be deleted after processing it on the CM server side. The CMRF server processing of the live package is not covered by this logging extension.

4.3.4 CM.Track V2 Improvements

- **CM.Track V2 HTTPS support (#628983):** Complete support of the use of the secured HTTPS protocol for transmission in using CM.Track V2 on a client has been validated. HTTPS usage is fully supported. In principle it is a matter of configuring the web container for HTTPS use. Please see the corresponding web container product documentation on how to achieve this protocol use.
- **Ticket list filter criteria caching in session (#628967):** The ticket list of CM.Track V2 now keeps the filter criteria in memory after opening a ticket for example. When returning to the ticket list the filter criteria are the same as defined before. However, this setting will not be persisted after a logout, so that the ticket list filter criteria are factually reset to defaults on the next login.
- **Grey scope name background for scopes without defined color (#628993):** The background for the scope name of a ticket has been changed from white to grey, if the scope has no explicit color definition. Previously the background was white rendering the name illegible.
- **Native Chrome browser date picker disabled (#628979):** When using a Chrome based browser (not officially supported) a browser specific native date picker widget was shown for date fields instead of the CM date picker. This has been changed to use the CM control on such as well.

4.4 Bugs fixed

Number	Description
628850	Database table truncation after failed CM startup due to missing database connection Three database tables were emptied, if the CM server had been started again after a failed start with a missing database connection. Even if the database connection was only temporarily unavailable for the previous startup, during the following startup with available database all content was removed from the tables <code>cmas_configuration</code> , <code>cmas_setup_module_version</code> , and <code>cmas_update_db_log</code> . In consequence, the CM server started in setup mode despite being fully operational earlier. This serious fault has been corrected so that this table truncation will not happen and CM will start up normally even after a failed startup without database connectivity..
628851	Workflow overlay only removed on second manual activity after a decision node The workflow overlay introduced by some activity had been removed only by the second manual activity, if a decision node was between the activity setting the overlay and the first manual activity following. The overlay should have been removed by the next manual activity just like in other cases. This unwanted behavior has been fixed so that now the first manual activity removes an overlay after it has been introduced.
629001	Workflow overlay not removed after trigger execution The workflow overlay introduced by some activity had not been removed by the execution of an event trigger. However, it should be removed by it. This undesired behavior has been changed so that the event trigger execution now removes the overlay as expected.
629055	Exception on adding index tasks In the latest release an <code>IllegalStateException</code> appeared in the log files each time a new index task was added. This was due to a faulty initialization order. The error has been corrected and the warnings with the exception do not appear any longer.

4.5 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 (will be obsolete with version 6.11).
621143	Wrong queue name displayed in ticket history The name of the queue a ticket was formerly assigned to is for some cases replaced by the current queue name rendering such a queue change entry useless.
622836	Admin-Tool role list cut off at the bottom The list of roles in the Admin Tool could be cut off at the bottom, if the list is quite long or the window has been resized. The obstructed last entries usually can be accessed when the window is sufficiently enlarged (scheduled for version 6.11).
623171	Exception opening a ticket from the workspace after queue change It causes an exception and an empty browser screen when trying to open a ticket from the workspace, if the referenced ticket in the meantime has been moved to another queue for which the engineer has no access (scheduled for version 6.11).
623767	Workflow activity dysfunctional after switching to a newly created contact A workflow activity cannot be executed immediately after changing the contact which was just created in this step. After a page refresh the activity is available again (scheduled for version 6.11).
625571	Removed ticket attachments can be added to e-mails causing an exception on sending A ticket attachment which was removed is still offered for an e-mail when a second attachment has been added in the meantime. When trying to send the e-mail after attaching this one an exception occurs.
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, scheduled for version 6.11).
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).
626847	Struct fields in unit groups cut off on the right side When displaying structs with many fields inside a unit's group field tab the fields on the right get cut off at the right edge of the tab. A necessary horizontal scrollbar is not made available (scheduled for version 6.11).
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, scheduled for version 6.11).
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).
627286	Issues with inline images in pasted text Pasting (inline) images together with HTML text can still cause the images not being displayed, if the image link cannot be resolved later on a different computer. In this special case images are not included but linked and depending on the client computers specific network accessibility the link address may in some cases not be accessible from this machine. In a future release improved handling of this kind of image pasting will be implemented.
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.

628060	JBoss cluster cache issues On a JBoss cluster exceptions can occur when only one node is active and queues are deleted then. It also could cause cache exceptions when creating custom fields on one cluster. These issues will be fixed in the context of the platform updates for release 6.11.0.0.
628427	Page customization store scope handling The internal store for using the page customization information occasionally has some issues regarding the selected scope and application of the settings. Sometimes it happens that a setting is not applied when set on the correct scope level, but it may work on another scope level, if chosen alternatively or additionally (scheduled for version 6.10.5).
628869	Error when re-importing data without deleting existing data (update mode) In case a scene is re-imported after deleting contacts as well as their tickets and resources an exception occurs (scheduled for version 6.10.5).

5 Version 6.10.4.4 (04.05.2016)

Version 6.10.4.4 includes

- 6.10.3 version 6.10.3.0,
- 6.10.2 versions up to 6.10.2.1,
- 6.10.1 version 6.10.1.0,
- 6.10.0 version 6.10.0.0,
- 6.9 versions up to 6.9.4.6, and
- 6.8 versions up to 6.8.5.8.

5.1 Update and installation instructions

No further instructions available.

5.2 Changes

5.2.1 Functionality to transfer tickets linked to permission to deactivate contact (#629259)

The functionality to transfer tickets and resources from one customer to another was linked to the role privilege to delete customers since CM version 6.9.4.1. Before this release usage of the function was unrestricted. Although the transfer often is processed in order to subsequently delete a customer, it also may be necessary to transfer the data when only deactivating a customer. Therefore, the functionality has been made available additionally for roles with the permission to deactivate a contact. So now it is possible to transfer the data, if the engineer has role with either the privilege to deactivate or with the privilege to delete a contact from the customer group in question. Please note that the function will also be offered when a customer has no tickets but only resource relations, but such a transfer may not succeed due to other restrictions.

5.3 Bugs fixed

Number	Description
629300	History entries not displaying "Action" menu: Initially collapsed history entries did not show the "Action" menu when lazy loading was configured. Even after expanding the entry the menu was not displayed for example effectively prohibiting answering an email from such an entry. This problem has been corrected and the menu is available now.
629381	Exception when transferring only open tickets: A NullPointerException occurred when transferring tickets for a contact with the checkbox option "Transfer only open tickets" activated while all tickets of the contact were closed. This issue has been resolved and now the checkbox will be disabled in case the contact has no open tickets.

5.4 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 (will be obsolete with version 6.11).
621143	Wrong queue name displayed in ticket history The name of the queue a ticket was formerly assigned to is for some cases replaced by the current queue name rendering such a queue change entry useless.
622836	Admin-Tool role list cut off at the bottom The list of roles in the Admin Tool could be cut off at the bottom, if the list is quite long or the window has been resized. The obstructed last entries usually can be accessed when the window is sufficiently enlarged (resolved in version 6.11).
623171	Exception opening a ticket from the workspace after queue change It causes an exception and an empty browser screen when trying to open a ticket from the workspace, if the referenced ticket in the meantime has been moved to another queue for which the engineer has no access (scheduled for version 6.11).
623767	Workflow activity dysfunctional after switching to a newly created contact A workflow activity cannot be executed immediately after changing the contact which was just created in this step. After a page refresh the activity is available again (resolved in version 6.11).
625571	Removed ticket attachments can be added to e-mails causing an exception on sending A ticket attachment which was removed is still offered for an e-mail when a second attachment has been added in the meantime. When trying to send the e-mail after attaching this one an exception occurs (resolved in version 6.10.5.0).
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 (scheduled for version 6.11).
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.
626847	Struct fields in unit groups cut off on the right side When displaying structs with many fields inside a unit's group field tab the fields on the right get cut off at the right edge of the tab. A necessary horizontal scrollbar is not made available (scheduled for version 6.11).
626903	Deficits in manifest files Fields for CM-Version and Build-Date are missing in the manifest files (scheduled for version 6.11).
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).
627286	Issues with inline images in pasted text Pasting (inline) images together with HTML text can still cause the images not being displayed, if the image link cannot be resolved later on a different computer. In this special case images are not included but linked and depending on the client computers specific network accessibility the link address may in some cases not be accessible from this machine. In a future release improved handling of this kind of image pasting will be implemented.
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.

628060	JBoss cluster cache issues On a JBoss cluster exceptions can occur when only one node is active and queues are deleted then. It also could cause cache exceptions when creating custom fields on one cluster. These issues will be fixed in the context of the platform updates for release 6.11.0.0.
628427	Page customization store scope handling The internal store for using the page customization information occasionally has some issues regarding the selected scope and application of the settings. Sometimes it happens that a setting is not applied when set on the correct scope level, but it may work on another scope level, if chosen alternatively or additionally (resolved in version 6.10.5).
628869	Error when re-importing data without deleting existing data (update mode) In case a scene is re-imported after deleting contacts as well as their tickets and resources an exception occurs (resolved in version 6.10.5).

6 Version 6.10.4.5 (03.08.2017)

Version 6.10.4.5 includes

- 6.10.3 version 6.10.3.0,
- 6.10.2 versions up to 6.10.2.1,
- 6.10.1 version 6.10.1.0,
- 6.10.0 version 6.10.0.0,
- 6.9 versions up to 6.9.4.6, and
- 6.8 versions up to 6.8.5.8.

6.1 Update and installation instructions

This release does not feature an updated CM.Track V2 version. Please continue using the unchanged 6.10.4.4 version.

No further instructions available.

6.2 Changes

6.2.1 REST API customer access to object restriction enforcement (#631899)

The REST API when used with valid customer credentials did allow accessing the data of other unrelated objects, if a REST request with a manipulated structure and a valid ID was crafted manually and issued. This access is undesired for most use cases. Usage of REST calls with engineer credentials will generally apply the desired access restrictions.

A new system property has been added which controls REST customer data access with customer credentials. It can be found in the module `cm-as-restapi-core` and is called `security.restrict.unit.access.to.own.data`. It will be introduced automatically by the update with its value defaulting to “true”.

The new restricted unit object data access policy applied by the property value “true” will activate an additional check for requested customer data. The requested information will then only be returned, if either

- the requested item is the company for the customer logged in or
- the requested item is another contact of the company for the customer logged in.

Requests for other unit object data will get a response status `403 FORBIDDEN` in return. This policy is enforced for all requests for customer data, no matter if they are requested by ID or by search criteria.

Setting the property value to “false” will allow the less restricted data access as previously for backwards compatibility.

6.3 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 (will be obsolete with version 6.11).
621143	Wrong queue name displayed in ticket history The name of the queue a ticket was formerly assigned to is for some cases replaced by the current queue name rendering such a queue change entry useless.
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628427	Page customization store scope handling The internal store for using the page customization information occasionally has some issues regarding the selected scope and application of the settings. Sometimes it happens that a setting is not applied when set on the correct scope level, but it may work on another scope level, if chosen alternatively or additionally (resolved in version 6.10.5).
628869	Error when re-importing data without deleting existing data (update mode) In case a scene is re-imported after deleting contacts as well as their tickets and resources an exception occurs (resolved in version 6.10.5).