

ConSol Software GmbH

Release Notes ConSol CM 6.12.1

Author: Technical documentation team

Phone: Phone: +49 (0)89-458-41-100

Mail: tecdoc-l@consol.de

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1. General update instructions

There are two ways for updating **ConSol CM** from an old version:

- **Distribution installation**

The distribution is installed on the application server. You need to back up the configuration files, as for example `cm6.xml`, before performing the update. Then you need to apply your settings to the new configuration files.

This type of update ensures that every change between the versions is installed. It is recommended for updates of the major or minor version, e.g. for an update from 6.12.0 to 6.12.1.

- **EAR / WAR update**

The EAR (`cm6.ear`, `cmrf.ear`) and WAR (`cm-track.war`) files of the new version are installed on the application server. The configuration files, as for example `cm6.xml`, are not changed during the update process. Therefore, you have to manually apply any changes made to the configuration files between the old and the new versions.

This type of update is only recommended for updates within a minor version, e.g. from 6.11.2.0 to 6.11.2.5.



Please check the *System Requirements* of the new version to ensure that your operating system, application server and database version are still supported.

1.1 Required scene changes

Some changes to your **ConSol CM** scene might be required. Please check the *Update and installation instructions* sections of all **ConSol CM** versions between the old version and the new version. For example, for an update from 6.11.2.0 to 6.11.2.5, the instructions of the versions 6.11.2.1, 6.11.2.2, 6.11.2.3, 6.11.2.4 and 6.11.2.5 have to be checked. In addition, you need to check the instructions of older **ConSol CM** versions which were merged between both versions. The merged versions are stated on the introduction page of each version.

For your convenience, the changes which might require adaptations to your scene are listed in [Breaking changes and mandatory actions](#).

2. Breaking changes and mandatory actions

The following table lists the breaking changes which need to be checked before performing an update.

Version	Change	Affected area
6.12.1.3	No automatic line break when using includes in templates (#644151)	Templates
6.12.1.3	Behavior when deleting list items via REST API changed (#644033)	REST API
6.12.1.3	Export of page customization attributes modified (#643199)	Import/Export
6.12.1.2	Third party libraries for CM/Track V2 updated (#642673)	CM/Track
6.12.1.2	Ticket URL changed (#642572)	Import/Export
6.12.1.1	Support for CM/Track with embedded Tomcat dropped (#642875)	System requirements
6.12.1.1	Supported Tomcat version changed (#642778)	System requirements
6.12.1.1	Notifications API changed (#642692)	Scripting
6.12.1.1	PDFBox updated (#632554)	Scripting
6.12.1.1	Third party libraries for CM/Track V2 updated (#642504)	CM/Track
6.12.1.1	jackson-databind library updated (#642462)	Scripting
6.12.1.0	Support for WebLogic phased out (#642451)	System requirements
6.12.1.0	Support for Windows Server 2008 phased out (#642299)	System requirements
6.12.1.0	Support for Firefox changed (#642228)	System requirements
6.12.1.0	jQuery updated (#642077)	Scripting
6.12.1.0	New text editor in the Web Client (#634544)	Page customization
6.12.1.0	Trigger behavior changed when several attachments are added (#632885)	Scripting
6.12.0.0	Support for Oracle 10g dropped (#641334)	System requirements
6.12.0.0	Guava library updated (#634494)	Scripting
6.12.0.0	Support for multicast dropped (#634234)	Cluster

Version	Change	Affected area
6.12.0.0	Deprecated methods removed from TicketPayload (#633196)	Scripting
6.12.0.0	Unused methods removed from UnitCriteria (#631800)	Scripting
6.12.0.0	JMS removed (#631352)	Update
6.12.0.0	Support for Internet Explorer 9 and 10 dropped (#630877, #641333)	System requirements
6.12.0.0	Support for Microsoft SQL Server 2008 dropped (#630861)	System requirements
6.11.2.8	Update events streamlined (#641603, #641631)	Scripting
6.11.2.8	Third party libraries updated (#642058, #642191)	Scripting
6.11.2.5	Apache POI library updated (#641435)	Scripting
6.11.2.3	Default value of csrf.domain.allow.none changed (#634912)	REST API, CM/Track
6.11.2.2	Firefox support changed (#634493)	System requirements
6.11.2.2	Support for Java 7 dropped (#634157)	System requirements
6.11.2.2	Support for CM/Track V1 phased out (#634144)	CM/Track
6.11.2.2	Line breaks in messages added (#633969)	Templates
6.11.2.2	Unique constraint for permissions added (#633968)	Update
6.11.2.2	Changes to the responses returned by the REST API (#633959)	REST API, CM/Track
6.11.2.2	WebLogic support changed (#633958, #634363)	System requirements
6.11.2.2	Cross-Site Request Forgery prevention mechanism introduced for the ConSol CM REST API (#633811)	REST API, CM/Track
6.11.2.2	DWH task creation optimized (#631804)	DWH
6.11.2.2	Support for JBoss EAP 6.2 dropped (#630861)	System requirements
6.11.2.0	Support of JDK 6 dropped (#633096)	System requirements
6.11.1.16	DWH adapted to support dates until 01.01.2100 (#641871)	DWH
6.11.1.7	Contact anonymization for GDPR (#633502)	DWH
6.11.1.7	Content of pContext variable after queue change (#633441)	Scripting

Version	Change	Affected area
6.11.1.7	Content of pContext variable in actions changed (#633475)	Scripting
6.11.1.6	Contact deletion for GDPR (#633392)	DWH
6.11.1.6	Support for secure SMTP introduced (#633298)	DWH
6.11.1.1	Support for HTTP status / error codes for the Webhook (#632695)	Scripting
6.11.1.0	REST API returning FAQ tickets streamlined (#630997)	REST API

3. Version 6.12.1.0 (03.02.2020)

Version 6.12.1.0 includes all **ConSol CM** changes and additions of

- 6.12.0 versions up to 6.12.0.3
- 6.11 versions up to 6.11.2.8
- 6.10 versions up to 6.10.8.0
- 6.9 versions up to 6.9.4.7
- 6.8 versions up to 6.8.5.8

Newer versions and the respective changes are not included in this **ConSol CM** version.



Please check the [Breaking changes and mandatory actions](#).

3.1 Update and installation instructions

Please read all information on update and installation of **ConSol CM** specific for version 6.12.1.0 in this section before performing a system update or installation. Please consult the general product documentation on update and installation procedures as well as earlier version Release Notes, if applicable.

3.1.1 System upgrade from 6.12.0 and earlier versions

This section informs about specific steps when upgrading **ConSol CM** from 6.12.0 or earlier versions to version 6.12.1.0.


This **ConSol CM** release needs specific planning for an update from earlier releases.

3.1.2 Support for Firefox changed (#642228)

Starting with ConSol CM version 6.12.1.0, the support for Firefox as a browser has been changed. Support for Firefox 68.2.0 ESR has been added and support for Firefox 60 ESR has been dropped.


3.1.3 Support for Windows Server 2019 added (#642298)

The support for Windows Server 2019 as an operating system has been added starting with **ConSol CM** version 6.12.1.0.

 You can find detailed information about the supported operating systems in the *System Requirements*.


3.1.4 Support for Windows Server 2008 phased out (#642299)

The support for Windows Server 2008 as an operating system has been phased out starting with **ConSol CM** version 6.12.1.0. The operating systems has to be updated to one of the supported Windows Server versions (2012, 2016 and 2019).

 You can find detailed information about the supported operating systems in the *System Requirements*.

3.1.5 Support for WebLogic phased out (#642451)

The support for WebLogic as an application server has been phased out starting with **ConSol CM** version 6.12.1.0.

 You can find detailed information about the supported operating systems in the *System Requirements*.

3.1.6 REST API client modification requirements

The following REST API enhancements may require to adjust clients accessing **ConSol CM** by using the REST API. The changes might offer a potential for client optimization.

- [Scope added as a search criterion to the REST API \(#634318\)](#)

3.1.7 Script modification requirements

This release features some interface changes in API methods. Some methods were added or changed.

Please be aware that scripts using the respective methods may need adjustments! The affected methods are listed in the following sections of this document:

- [New text editor in the Web Client \(#634544\)](#)
- [Server-side generation of DOCX and PDF documents \(#641622, #641955\)](#)
- [Trigger behavior changed when several attachments are added \(#632885\)](#)
- [Method to revoke a notification added \(#641969\)](#)
- [jQuery updated \(#642077\)](#)

3.1.8 Configuration modification requirements

The changes in this release require several system properties and configuration files to be reviewed and possibly adjusted. Please see the following sections for details:

- [New text editor in the Web Client \(#634544\)](#)
- [Email processing for POP3 changed \(#631801\)](#)
- [Log level of index status messages changed \(#633689\)](#)
- [Option to show stacktraces in the Web Client added \(#641990\)](#)
- [Default value of email header parsing property changed \(#641996\)](#)

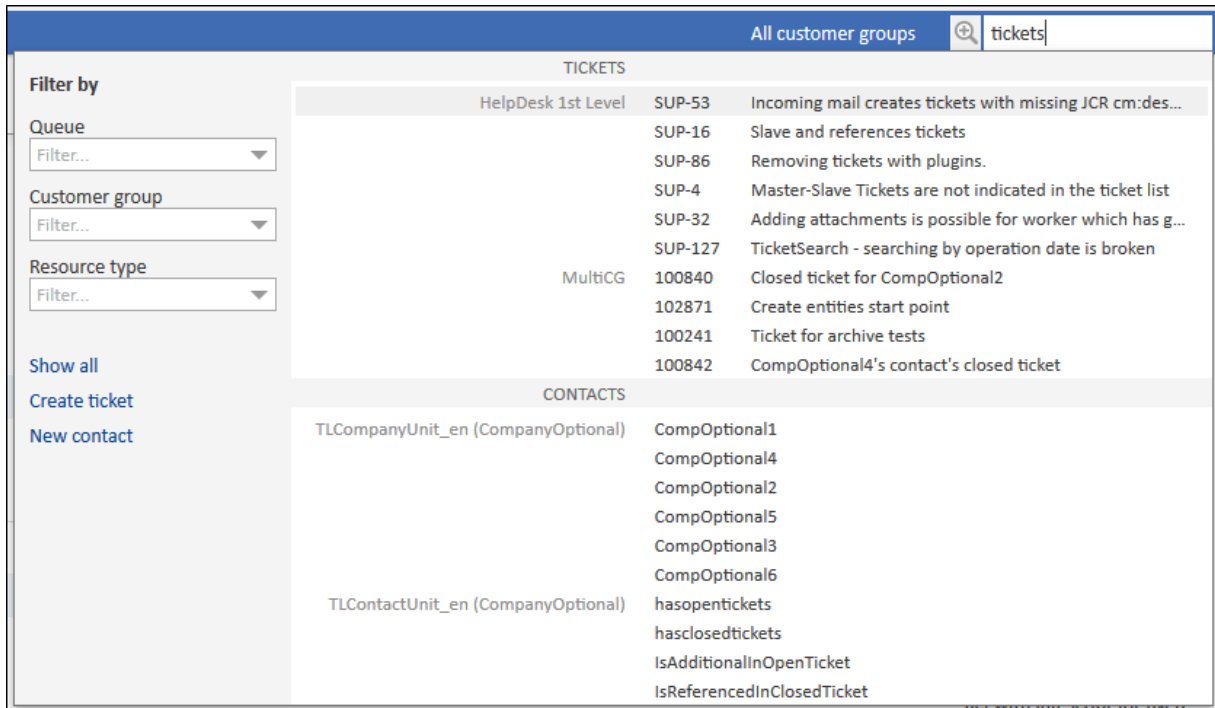
No further instructions available.

3.2 New features

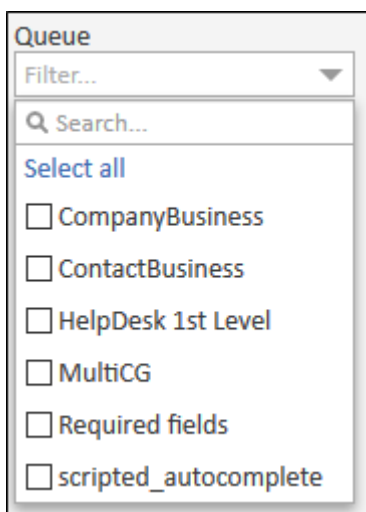
The features newly introduced in this **ConSol CM** version 6.12.1.0 are described in detail in this section.

3.2.1 Filters for the Quick Search (#632869)

The Quick Search in the **Web Client** has been enhanced with filters by queue, customer group and resource type. The filters are displayed on the left side of the Quick Search panel.



The results of the Quick Search are limited to the objects which match the selected values in the filters. If you select several filters, results for each filter are displayed, i.e. the filters are combined with OR. Within each filter, multiselect is possible. In addition, the user can type into the *Search* field to perform an autocomplete search to locate the desired value.



i Selecting all values in a filter is equivalent to selecting none of the values from a filter, i.e. the results are not filtered.

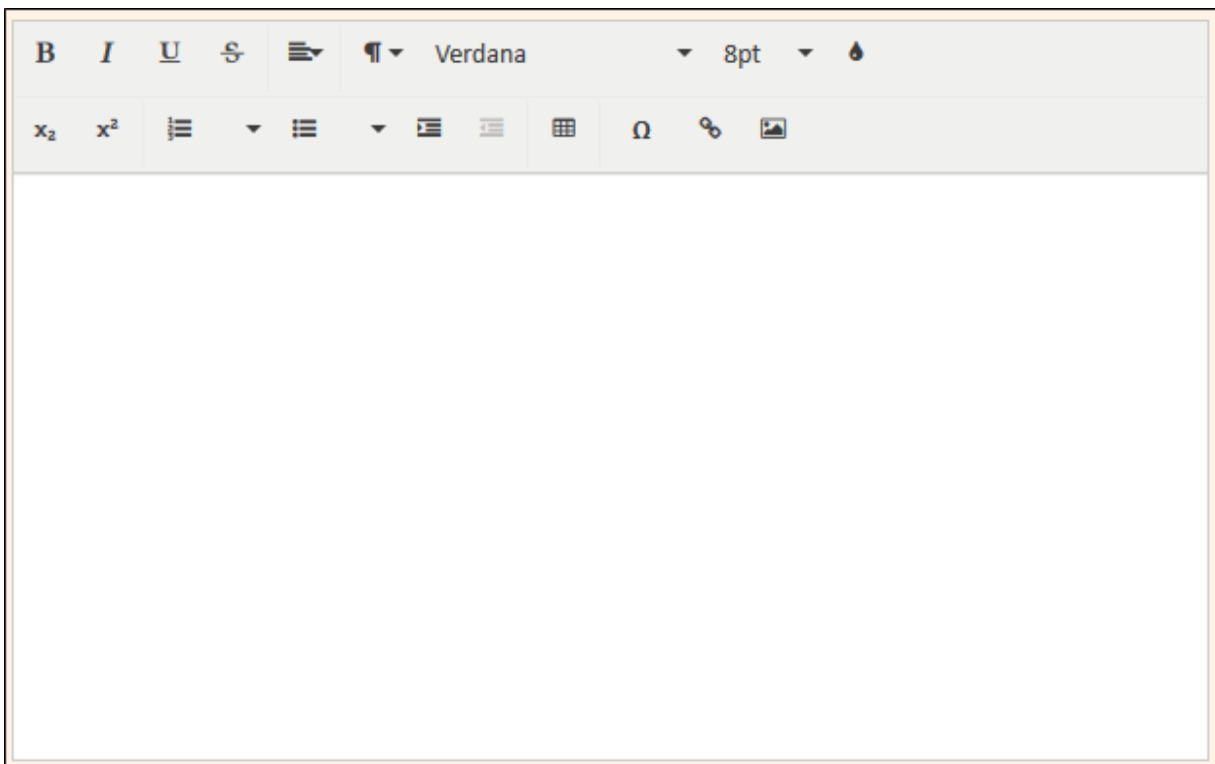
The links *Show all*, *Create ticket* and *New contact* are now displayed below the filters instead of below the Quick Search results.

i The filters are only displayed if there is more than one option to select. The filter settings are stored in the user's preferences.

The attribute *filtersEnabled* has been added to the scope *globalSearchField* of the page customization. The default value of this attribute is "true" meaning that the filters are displayed. You can set the attribute to "false" to hide the filters.

3.2.2 New text editor in the **Web Client** (#634544)

The text editor in the **Web Client** has been enhanced. The user interface has been improved in terms of visual presentation and usability. The new editor is used for creating and editing comments, writing emails and creating and editing text templates.



The system property `cmweb-server-adapter.tinymce.enabled` has been introduced to switch between the old and the new editor. By default, it is set to "false", meaning that the new editor is used. You can set the property to "true" to switch back to the old editor.

The behavior of placeholders when using text templates for writing comments or emails has been changed in both editors. It is not possible anymore to type within the placeholder text in brackets. When moving the cursor to the placeholder, it is selected, so the user can remove it if desired.

The page customization attributes of the type `cmRichTextEditor` have been adapted to support the new editor.

The following attributes apply to both editors:

- font (sets the font style)
- fontSizeValue (sets the default font size)

The following attributes are only relevant for the old editor:

- editorFeatures (replaced by the setting `toolbarButtons` in the `configuration` attribute of the new editor)
- editorFonts (replaced by the setting `fontFamily` in the `configuration` attribute of the new editor)
- fontSizeValues (replaced by the setting `fontSize` in the `configuration` attribute of the new editor)

The following attribute was added for the new editor:


- configuration (configuration of the editor in JSON format, see <https://www.froala.com/wysiwyg-editor/v2.0/docs/options> for all the options)


The following table provides a mapping of the values of the attribute `editorFeatures` of the old editor to values in the attribute `configuration`, item `toolbarButtons` of the new editor:


TinyMCE	Froala	Comment
SUB_SUP	subscript, superscript	
INDENTS	indent, outdent	
LISTS	formatOL, formatUL	
TABLES	insertTable	
INSERT	insertImage, insertTable, insertLink	
INSERT_EMOTICON	emoticons	currently not supported in Froala
INSERT_CHAR	specialCharacters	
INSERT_IMAGE	insertImage	
INSERT_LINK	insertLink	

A task script to map existing page customizations for TinyMCE to Froala is available. Please consider the following with regards to this script:

- The script does not overwrite existing page customizations for Froala. If you entered some page customizations for Froala manually before executing the script, the script will not make any changes and you need to add the remaining page customizations manually.
- The script only considers page customizations which are entered in the **Web Client**. If the page customizations are provided by script, this script needs to be adjusted for Froala manually.
- After executing the script, the **ConSol CM** server needs to be restarted for the changes to become active.

 Please ask you **ConSol CM** consultant or the **ConSol CM** support to obtain a copy of the script.

 It is not possible to copy & paste images from rich text fields.

 Templates are always inserted in the beginning of the editor.

3.2.2.1 Example configuration provided via script

You can provide the page customizations via script instead of entering them in the page customization of the **Web Client**. The following code example shows a page customization configuration for Froala:

```
...
[configuration : '{"toolbarButtons":
  ["bold","italic","underline","strikeThrough","|","align","|","paragraphFormat",
  "fontFamily","fontSize","color","-",
  "subscript","superscript","|","|","|"],"fontFamily":{"courier":"Courier
  Font","arial":"Arial Font","verdana":"Verdana Font","tahoma":"Tahoma font"},
  "fontSize":["8","10","12"]}', font: "arial", fontSizeValue:"10pt"
]
...

```

3.2.3 Server-side generation of DOCX and PDF documents (#641622, #641955)

Documents in the formats **docx** and **pdf** can now be generated using scripts. The documents can be based on **CM/Doc** templates or be created from scratch as XHTML. Therefore it is possible to create workflow activities, or customer or resource actions which generate documents and attach them to the desired entity. The use of task scripts is also possible.

The class **ContentFileTemplateService** has been added to the **ConSol CM** API for this purpose. It provides the following methods:

- **generateWordDocumentByTemplate** to generate a DOCX document from a **CM/Doc** template
- **generateWordDocumentFromXHTML** to generate a DOCX document from XHTML input
- **generatePDFDocumentFromXHTML** to generate a PDF document from XHTML input
- **generatePDFDocumentFromWord** to generate a PDF document from a DOCX document

3.2.3.1 Scripting example

The following example shows a workflow script which attaches four documents to the current ticket. The file extension is added automatically, so you only need to provide a file name. If you create a document from a template, the name of the template is used as a file name.

```
Ticket ticket = workflowApi.ticket;
String html =
    "<html><header></header><body><h1>H1Text</h1><p>Text</p></body></html>";
ContentFile docxContentFile;
ContentFile pdfContentFile;

// generating docx from office template (template with testDocx name must be
// prepared before)
String templateName = "testDocxFromTemplate";
docxContentFile = contentFileTemplateService.generateWordDocumentByTemplate
    (templateName, ticket);
addContentFileAsAttachmentEntry(ticket, docxContentFile);

// generating pdf from docx
pdfContentFile = contentFileTemplateService.generatePDFDocumentFromWord
    (docxContentFile);
addContentFileAsAttachmentEntry(ticket, pdfContentFile);

// generating docx from XHTML
String fileName = "testDocxFromXhtml";
docxContentFile = contentFileTemplateService.generateWordDocumentFromXHTML
    (fileName, html);
addContentFileAsAttachmentEntry(ticket, docxContentFile);

// generating pdf from XHTML
fileName = "testPdfFromXhtml";
pdfContentFile = contentFileTemplateService.generatePDFDocumentFromXHTML
    (fileName, html);
addContentFileAsAttachmentEntry(ticket, pdfContentFile);

def addContentFileAsAttachmentEntry(Ticket pTicket, ContentFile pContentFile) {
    AttachmentEntry attachmentEntry = new AttachmentEntry();
    attachmentEntry.setFile(pContentFile);
    attachmentEntry.setDescription(pContentFile.getName());
    attachmentEntry.setMimeType(pContentFile.getMimeType());
    ticketContentService.createContentEntry(pTicket, attachmentEntry);
}
```


3.3 Changes

This section illustrates all relevant software product changes for version 6.12.1.0 of **ConSol CM**.

3.3.1 Usability improvements

No tooltip for activities without a description (#625229)

Activities for which no description is configured, do not have a tooltip in the **Web Client** anymore. Previously, the tooltip *No description* was shown in this case. This applies to both workflow activities, whose description is configured in the **Process Designer**, and to customer, resource and search actions, whose the description is configured in the **Admin Tool**.




Resizing of table columns enabled (#633418)

The columns of tables which contain tickets, customers or resources can now be resized. This allows the user to adapt the table display to its content.

Search results (31)				
Engineer	Main contact	Name	Subject	
<input checked="" type="checkbox"/> Huber, Harald	@ Arnold Gerber-Meier	SUP-90	AT: Reordering of Attribute Values	
<input checked="" type="checkbox"/> Huber, Harald	@ Dieter Macher	SUP-124	X-Cm: Exception during status change which moves a ticket into a new queue	
<input checked="" type="checkbox"/> Huber, Harald	@ Dietrich Habermann	SUP-72	Out of synchronization messages on single AdminTool instance	
<input checked="" type="checkbox"/> Meier, Friedrich	@ Sophia Kernhauser	SUP-117	Incoming Mail: Unsupported encoding 'unicode-1-1-utf-7'	
<input checked="" type="checkbox"/> Meier, Friedrich	@ Manfred Jaeger	SUP-51	Incoming Mail: Handle mime type message/delivery-status	
<input checked="" type="checkbox"/> Huber, Harald	@ Maria Miller	SUP-58	Exception during import data	
<input checked="" type="checkbox"/> Meier, Friedrich	@ Gunther Kalthé	SUP-53	Incoming mail creates tickets with missing JCR cm:description	
<input checked="" type="checkbox"/> Huber, Harald	@ Peter Diermau	SUP-91	AT: NPE when copying roles	
<input checked="" type="checkbox"/> Meier, Friedrich	@ Dieter Mors	SUP-107	Problem with big attachments	
<input checked="" type="checkbox"/> Meier, Friedrich	@ Dietrich Habermann	SUP-41	Admin-Tool: Broken layout	

Ticket name added to the Recently visited widget (#633743)

The Recently visited widget, which can be displayed on the **Web Client** dashboard, now shows the name of the ticket.

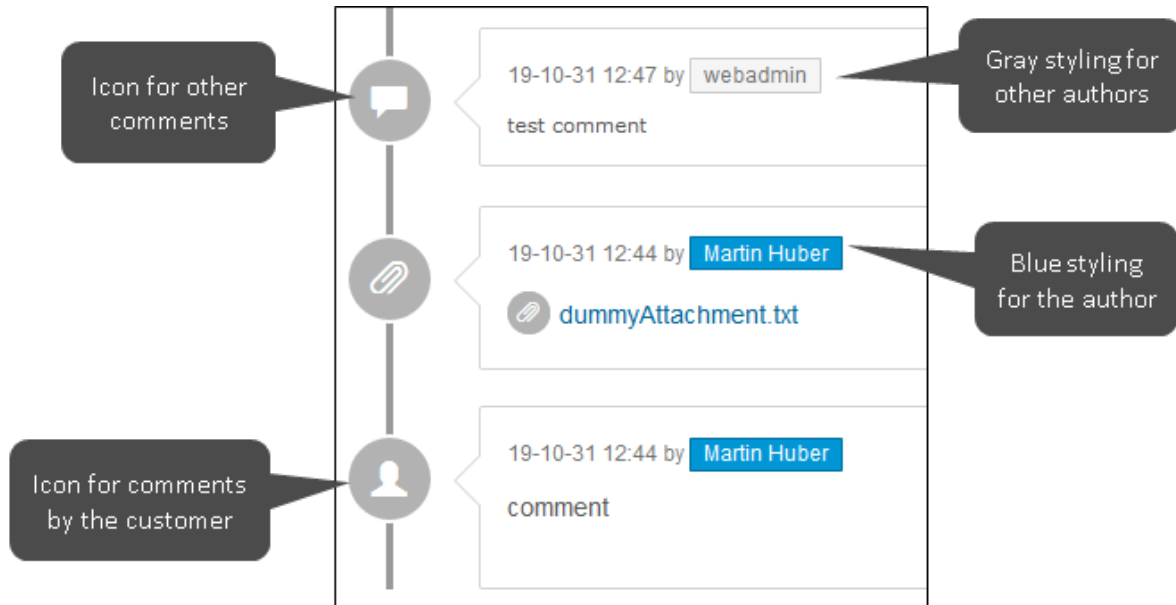
Recently visited	show all
 SUP-58 - Exception during import data	
 349 - Please buy me a new workstation!	
 100646 - Testing the time machine	

Ticket name

Display of the customer's comments enhanced (#633876)

In **CM/Track V2**, the comments which were added by the currently logged in customer are now visually distinguished by a new icon. In addition, the authors of the comments and attachments are now displayed in little boxes, which have a blue color if the author is the current user and a gray color if the entry was added by another user.

In the following figure shows the ticket history when the customer "Martin Huber" is logged in.



German message when deleting a ticket field group updated (#634390)

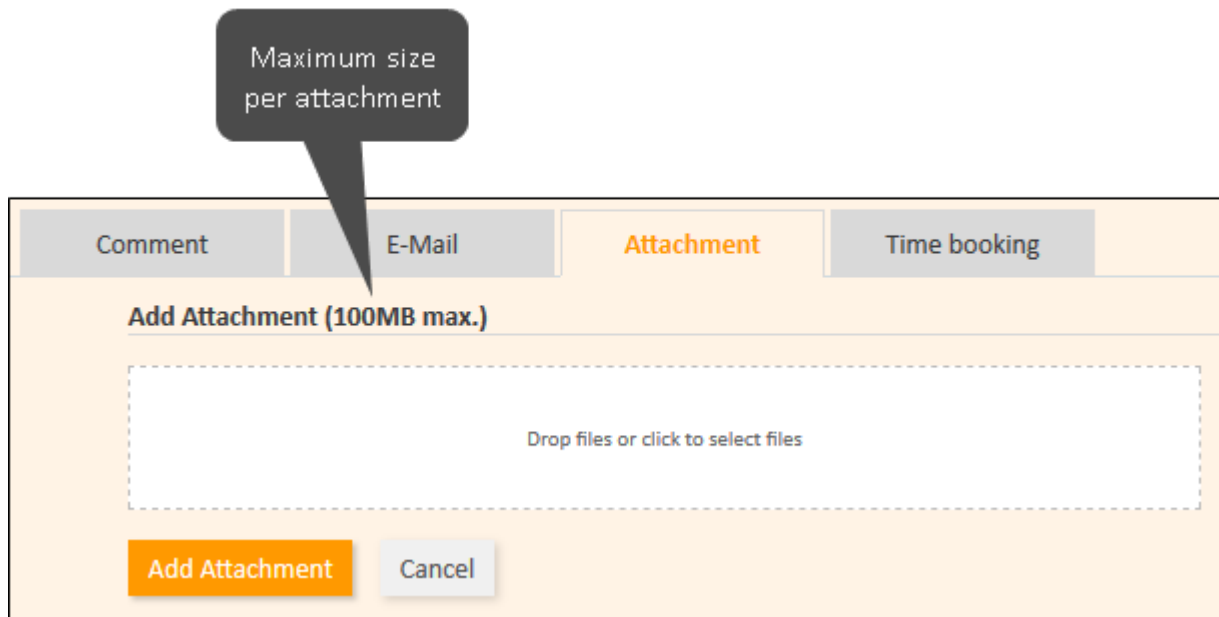
The German error message which is displayed in the **Admin Tool** when trying to delete a ticket field group has been updated. It now says *Die ausgewählten Feldgruppendefinitionen konnten nicht entfernt werden, da Tickets oder Formulare mit Feldern dieser Definitionen vorhanden sind.* if the field group contains at least one field which is used in a ticket or an ACF definition. No change was made to the English message because it was already correct.

Content display of rich text fields improved (#641621)

The content of rich text fields in the edit mode is now wrapped if it exceeds the line. Therefore, the user sees the whole content and no vertical scrollbar appears.

Maximum attachment size displayed (#641624)

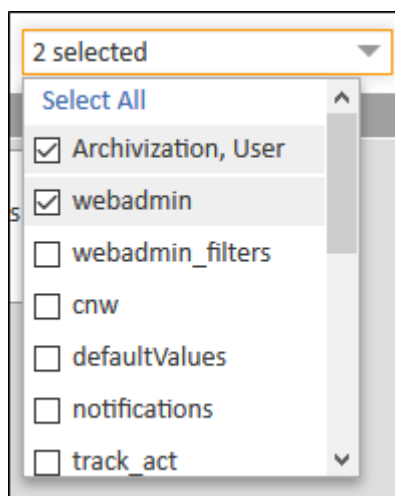
The maximum allowed size of attachments, as defined in the system property `cmas-core-server.attachment.max.size`, is now shown when uploading an attachment in the **Web Client**.



This applies to attachments added to tickets, customers, resources and text templates.






Multiselect drop-down improved (641632)

The multiselect drop-down, which is used for example in the Detailed Search and Quick Search, has been improved. It now includes an option to select all entries and the number of selected entries is displayed.



Styling of folded history entries improved (642173)

If the lazy loading feature is enabled, some history entries are folded. The styling of these entries has been improved by adding icons which indicate the type of history entry (comment, incoming email, outgoing email or attachment). The following figure shows the styling of the four types of history entry:

1 minute ago 	#12 created by admin Action ▾ default class comment
1 minute ago	 #11 changed by Harald Huber
1 minute ago	 #10 created by admin
12/19/19 12:10	 #9 Email received from test <test@consol.pl>
12/19/19 12:03	 #8 Email sent by Harald Huber

German labels improved (#642254)

German GUI texts in several sections of the **Web Client** have been slightly changed for better compliance with the German grammar when different terms for tickets are set in the *Labels* section of the **Admin Tool**.

3.3.2 Email processing for POP3 changed (#631801)

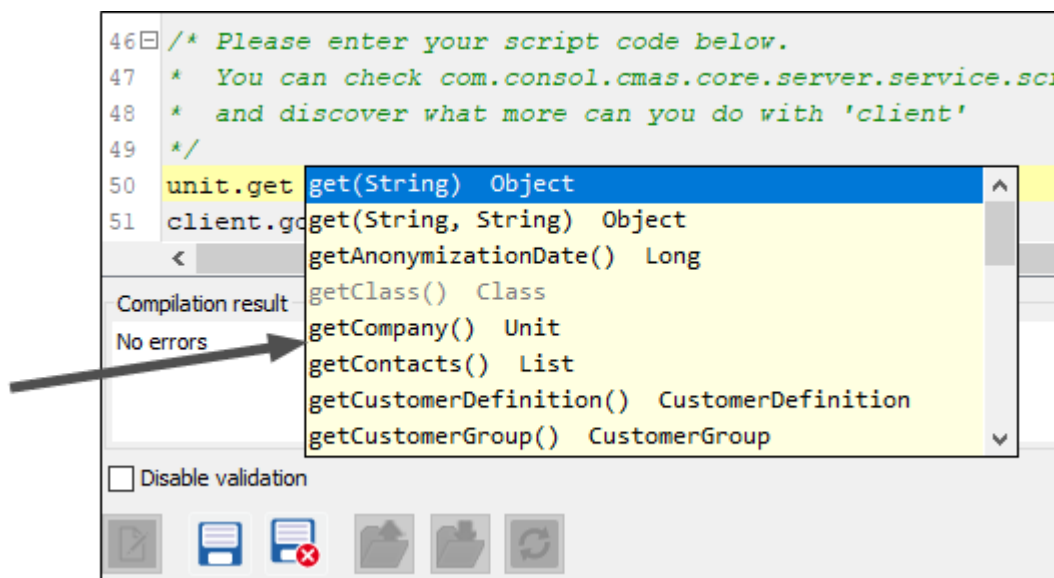
The **ConSol CM** system property `mailbox.default.task.delete.read.messages` in the module `cmas-nimh` is now ignored for POP3 protocols. The emails fetched using POP3 protocol are always deleted after they were processed successfully.

A message with the log level WARN is written to the log files if an attempt of concurrent processing is made.

3.3.3 Enhanced methods added to code completion suggestions (#632623)

The methods provided by the API enhancers are now included in the code suggestions when writing a script in the **Admin Tool**.

The following figure shows an example for `unit` objects. The methods `getCompany()` and `getContacts` are now available.



3.3.4 Trigger behavior changed when several attachments are added (#632885)

The behavior of business event triggers which react on comments, emails and attachments has been changed. Previously, the trigger fired several times when several attachments were added to a ticket in one operation. Now, the trigger fires only once.

It is possible to access the attachments by using the `workflowApi` method `getTicketUpdateEvent().getContentChangeInfo()` and iterating over the returned array.



Please note that existing business event trigger scripts might need to be adapted to handle multiple attachments.

3.3.5 Log level of index status messages changed (#633689)

The log level of messages about changes to the index status has been changed. Now, the log level ERROR is used when the index status changes to RED; the log level WARN is used when the index status changes to YELLOW; and the log level INFO is used when the index status changes to GREEN. Previously, changes to the index status were logged at DEBUG level.

The new logger has been added to the **ConSol CM** configuration files `cm6.xml`, `cm6-cmr-f.xml` and `domain.xml`.

3.3.6 Scope added as a search criterion to the REST API (#634318)

The `/tickets` endpoint of the **ConSol CM** REST API has been enhanced with the possibility to use the scope of the tickets as a search criterion for retrieving tickets. The criterion `scope` has to be used together with the criterion `queue`.

The following example shows the command to retrieve the tickets which are in the scope `ticket_incoming` of the queue `HelpDesk_1st_Level`.

```
curl -X GET -i 'http://localhost:8888/restapi/tickets?queue=HelpDesk_1st_Level&scope=defaultScope/ticket_incoming'
```

3.3.7 Layout configuration for ACFs in **CM/Track V2** (#635177)

It is now possible to configure the layout of ACFs in **CM/Track V2** independently from the layout of the ACFs in the **Web Client**. For this purpose, the *Clients -> Configurations* section of the **Admin Tool** has been enhanced with the new attribute `acf`. The settings for this attribute are added to the `config.json` file. They work in the same way as the settings for the `layout` attribute, i.e. there is one line / array for each row and the names of the fields which should span more than one column are repeated.

The following example shows a configuration for an ACF called *qualify*.

```
"acf" : {
  "qualify": [
    ["impact", "severity"],
    ["categories", "comment_short"],
    ["comment_medium", "comment_medium"]
  ]
}
```

The field `comment_medium` now spans two columns as you can see in the following figure:

i If the field names are not unique because the ACF contains fields of several ticket field groups, you need to use the syntax `groupName.fieldName` to reference the fields in the JSON configuration.

i Fields which are not configured explicitly in the JSON configuration are displayed below the configured fields.

The template with the example configuration in the **Admin Tool** has been updated to show these new settings.

3.3.8 Ticket page redesigned (#635179)

The ticket page in the **Web Client** has been redesigned. When creating a new ticket, the available queues are now displayed in tabs. The user selects the tab of the desired queue to create a ticket in this queue. The queue-independent settings (ticket subject and assigned engineer) are displayed directly below the tabs. The data fields, which depend on the selected queue, are displayed below, separated by a horizontal line.

The screenshot shows the 'Create Ticket' form with three tabs: 'HelpDesk 1st Level', 'HelpDesk 2nd Level', and 'Sales'. The 'HelpDesk 1st Level' tab is selected. Below the tabs, there are several data fields: 'Subject*' with the value 'Computer problem', 'Assigned to' with the value 'Unassigned', 'Priority' with a dropdown menu set to 'Choose One', 'Module' with a dropdown menu set to 'Choose One', and 'Reaction time' with input fields for '0' and ': 0'. There is also a checkbox labeled 'Ask for feedback'. Callout boxes point to the tabs and the data fields.

If the available queues do not fit on the screen, the remaining queues can be selected in the drop-down list after clicking the button next to the tabs.

The screenshot shows the 'Create Ticket' form with three tabs: 'HelpDesk 1st Level', 'HelpDesk 2nd Level', and 'Notifications'. The 'HelpDesk 1st Level' tab is selected. A dropdown menu is open next to the 'Notifications' tab, showing a list of queues: 'HelpDesk 1st Level', 'HelpDesk 2nd Level', 'Notifications', and 'Sales'. A callout box points to the dropdown menu.

By default, the queues are ordered alphabetically. The sort order can be changed using the page customization. For this purpose, the attribute `queuesSortOrder` has been added to type `TicketCreatePanel`. You can enter the technical names of the queues separated by comma to display the queues in this order. The queues which are not configured in this attribute are displayed in the default sorting after the ones which are configured.

i If the logged in user has selected a default queue in the user profile, this queue is always displayed first, independently from the configured sort order.

The menu entry to create a new ticket is only displayed if the user has permissions to create tickets in at least one queue taking into account the selection made in the customer groups selector.

3.3.9 Mention of unused default password removed (#641829)

During startup of the **ConSol CM** server, the default spring boot password, which is not used by the application, was written to the log files of the application server. This log entry has been removed.

3.3.10 Method to revoke a notification added (#641969)

The **ConSol CM** API has been extended with the possibility to revoke a notification which was sent using a script. The method `remove(long pDescriptorId, Set<Long> pExcludedUserIds)` has been added to the class `BroadcasterService` for this purpose. The method needs the descriptor ID as a parameter. Therefore, the ID needs to be saved to a hidden field when sending the notification.

A possible use case for this extension is when notifications are sent automatically to inform a group of users of a necessary action, e.g. a ticket needs to be handled with high priority. As soon as one of the users accepts the tickets, the notification should be revoked for the other users.

3.3.10.1 Coding example

The following piece of code can be used in the script which creates the notification. The descriptor ID is saved to the ticket field "id" in the group "notifications":

```
def engId1 = engineerService.getByName("huber").getId();
def engId2 = engineerService.getByName("smith").getId();

def descriptorId = broadcasterService.notificationBuilder().
  withSenderName("admin").
  withMessage("New ticket with high priority").
  withNature("INFO").
  withOrigin("100265").
  withOriginContext("TICKET").
  addRecipientId(engId1).
  addRecipientId(engId2).
  build().
  send();
ticket.set("notifications.id",descriptorId)
```

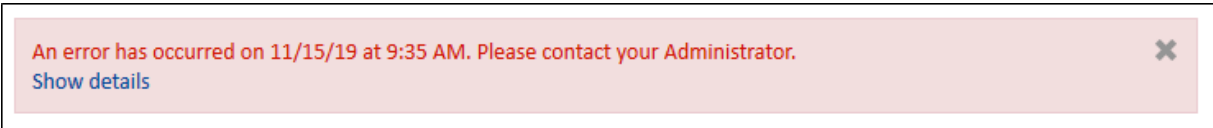
The following piece of code can be used to revoke this notification for all users except for the second one:

```
def notificationId = (Long) ticket.get("notifications.id")
broadcasterService.remove(notificationId, [engId2].toSet());
```

3.3.11 Option to show stacktraces in the Web Client added (#641990)

The red box which shows the message "An error has occurred ..." in the **Web Client** if a user action caused an exception has been enhanced with the possibility to display the related stacktrace.

The system property `show.error.stacktrace` has been added to the module `cmweb-server-adapter` in the **Admin Tool** to define whether stacktraces are shown. The default value of the property is "false" meaning that no stacktraces are displayed in the **Web Client** (previous behavior). Set the property to `true` to show a link to open the stacktrace:



An error has occurred on 11/15/19 at 9:35 AM. Please contact your Administrator.
[Show details](#)

Upon clicking the *Show details* link, the full stacktrace is displayed below:



```

An error has occurred on 11/15/19 at 9:35 AM. Please contact your Administrator.
Hide details
org.apache.wicket.WicketRuntimeException: Method onRequest of interface org.apache.wicket.behavior.IBehaviorList
    at org.apache.wicket.RequestListenerInterface.internalInvoke(RequestListenerInterface.java:268)
    at org.apache.wicket.RequestListenerInterface.invoke(RequestListenerInterface.java:241)
    at org.apache.wicket.core.request.handler.ListenerInterfaceRequestHandler.invokeListener(ListenerInterfaceRequestHandler.java:149)
    at org.apache.wicket.core.request.handler.ListenerInterfaceRequestHandler.respond(ListenerInterfaceRequestHandler.java:179)
    at org.apache.wicket.request.cycle.RequestCycle$HandlerExecutor.respond(RequestCycle.java:862)
    at org.apache.wicket.request.RequestHandlerStack.execute(RequestHandlerStack.java:64)
    at org.apache.wicket.request.cycle.RequestCycle.execute(RequestCycle.java:261)
    at org.apache.wicket.request.cycle.RequestCycle.processRequest(RequestCycle.java:218)
    at org.apache.wicket.request.cycle.RequestCycle.processRequestAndDetach(RequestCycle.java:289)
    at org.apache.wicket.protocol.http.WicketFilter.processRequestCycle(WicketFilter.java:259)
    at org.apache.wicket.protocol.http.WicketFilter.processRequest(WicketFilter.java:201)
    at org.apache.wicket.protocol.http.WicketFilter.doFilter(WicketFilter.java:282)

```

3.3.12 Default value of email header parsing property changed (#641996)

The default value of the system property `mailbox.default.session.mail.mime.address.strict` in the module `cmas-nimh` has been changed to “false” for new **ConSol CM** systems. This means that the parsing of the email headers is less strict. Therefore, more emails with non-RFC-compliant headers will be imported into the system, instead of being stored in the *Backups* section of the **Admin Tool**.

 The property value is not changed when updating an existing **ConSol CM** system.

3.3.13 jQuery updated (#642077)

The following jQuery libraries have been updated:

- **jQuery**: updated from 1.11.1 to 3.4.1
- **jQuery UI**: updated from 1.10.4 to 1.12.1

3.3.14 Health check extended with information about license expiry (#642170)

The information which is retrieved from the health check endpoints `<CM URL>/health/check` and `<CM URL>/health/report` regarding licenses has been extended. The report now includes the number of days until the first license expires (attribute `daysUntilNextExpiry`).

3.4 Bugs fixed

The following defects have been corrected in this **ConSol CM** version.

Number	Description
632156	Errors during deployment of <i>ConSol CM</i> When a request was sent to the ConSol CM server while ConSol CM was still being deployed, error messages due to an uninitialized application context could be written to the log files. This problem has been solved by modifying the deployment procedure. Now, an info message that the context is still initializing is written to the log files in this situation, and an error 503 with the same message is displayed should a browser try to access the ConSol CM server.
642045	Sessions of disabled and deleted users not removed After deleting or disabling a user in the Admin Tool , the active sessions of the user were not removed, so the user could continue working in the Web Client . This problem has been solved and the user is now logged out as soon as he performs any action in the Web Client .
642511	Emails with images arrived empty When sending emails with images using the Web Client , it could happen that the email arrived empty although it was displayed correctly in the ticket history. This problem has been solved and empty emails do not occur anymore.

4. Version 6.12.1.1 (19.03.2020)

Version 6.12.1.1 includes all **ConSol CM** changes and additions of

- 6.12.0 versions up to 6.12.0.4
- 6.11 versions up to 6.11.2.9
- 6.10 versions up to 6.10.8.0
- 6.9 versions up to 6.9.4.7
- 6.8 versions up to 6.8.5.8

Changes with respect to the previous minor release (6.12.1.0):

- Merged version 6.11.2.9
- Merged version 6.12.0.4

Newer versions and the respective changes are not included in this **ConSol CM** version.



Please check the [Breaking changes and mandatory actions](#).

4.1 Update and installation instructions

Please read all information on update and installation of **ConSol CM** specific for version 6.12.1.1 in this section before performing a system update or installation. Please consult the general product documentation on update and installation procedures as well as earlier version Release Notes, if applicable.

4.1.1 System upgrade from 6.12.0 and earlier versions

This section informs about specific steps when upgrading **ConSol CM** from 6.12.0 or earlier versions to version 6.12.1.1.


This **ConSol CM** release needs specific planning for an update from earlier releases. Please check the instructions for release 6.12.1.0 ([System upgrade from 6.12.0 and earlier versions](#)).

4.1.2 Supported **Tomcat** version changed (#642778)

The supported version of **Apache Tomcat** as an application server for **CM/Track V2** has been changed. Support for 8.5.51 has been added and support for older 8.0 versions of **Tomcat** has been dropped.

4.1.3 Support for **CM/Track** with embedded Tomcat dropped (#642875)

The support for the standalone version of **CM/Track** with an embedded **Tomcat** application server has been dropped. **CM/Track** now needs to run on a regular application server.

 You can find detailed information about the supported application servers in the *System Requirements*.

4.1.4 Script modification requirements

This release features some interface changes in API methods. **Please be aware that scripts using the respective methods may need adjustments!** The affected methods are listed in the following sections of this document:

- [PDFBox updated \(#632554\)](#)
- [Notifications API changed \(#642692\)](#)
- [jackson-databind library updated \(#642462\)](#)
- [Third party libraries for CM/Track V2 updated \(#642504\)](#)

4.1.5 Configuration modification requirements

The changes in this release require several system properties and configuration files to be reviewed and possibly adjusted. Please see the following sections for details:

- [TinyMCE as default editor \(#642751\)](#)

No further instructions available.

4.2 Changes

This section illustrates all relevant software product changes for version 6.12.1.1 of **ConSol CM**.

4.2.1 Usability improvements

Activities grayed out while editing an object (#631891)

Activities which are not available because the object which they belong to is being edited are now displayed in gray. This applies to workflow activities while editing a ticket, contact actions while editing a contact and resource actions while editing a resource.

More space for autocomplete suggestions in ACFs in **CM/Track V2** (#642188)

The list of suggestions of autocomplete fields which are used in ACFs in **CM/Track V2** now has more space, so that the suggestions are displayed within the ACF without having a scrollbar.

4.2.2 Behavior of scope activities regarding overlays changed (#632429)

Scope activities now have the same behavior as regular activities with regards to overlays. Overlays with the range *Activity* are now removed if a scope activity is clicked.

4.2.3 PDFBox updated (#632554)

The third party library PDFBox has been updated from version 1.8.7 to version 2.0.18.



There were some changes to the API between the two versions. Please check the scripts which use PDFBox.

4.2.4 New template for email error notifications (#641870)

The content of the notification email which is sent when an email could not be sent can now be adapted. The template `mail-send-failure-template` with the following default content has been added for this purpose:

```
Subject: ConSol CM mail send error notification //hardcoded is ok here, please
change it in MailSendSubscriber
Content:
Hello,
this is an automated notification you are receiving because ConSol CM
encountered an error while sending an email.
The technical error message we encountered is: ${error}
<#if engineer??>
  Affected user: ${engineer}
</#if>
<#if ticket??>
  Affected ticket/case: ${ticket}
</#if>
There are several possible reasons for this situation, in most cases the SMTP
server had problems or target email addresses were mistyped.
```

If the email was sent from web client, a retry can be triggered there. Please see our user manual for more details how to do this:

Deutsch:
https://tecdoc.consol.de/User/Latest/OnlineHelp/DE/Default.htm#TicketTopics/Emails_DE.htm

English:
https://tecdoc.consol.de/User/Latest/OnlineHelp/EN/Default.htm#TicketTopics/Emails_EN.htm

This template is used for example when a manual email sent in the **Web Client** could not be sent due to problems with the email server.

The template is added automatically to the *Templates* section of the **Web Admin Suite / Admin Tool** during the setup or update of **ConSol CM**.

4.2.5 Functionality to close one's other sessions (#642476, #642477)

It can happen that users consume more than one license, for example if they accidentally close their browser while working with the **Web Client**, or if they log in to the **Web Client** in more than one browser.

Users now have the possibility to end their other active sessions. The user profile of the Web Client has been extended with the table *Active sessions*, which is located at the bottom of the page and lists their currently active sessions. The users can close single sessions by clicking the X icon in the row of the respective session, or close all active sessions except for the current one by clicking the *End all other sessions* button below the table.

ACTIVE SESSIONS ^					
List of active sessions					
ID ↕	Start date ↕	Last action date ↕	Session source ↕	Node ID ↕	End session
5cf4a9f5-5a06-4ffe-b4a9-f55a064ffe73	2020-03-04 01:30:07	2020-03-04 01:30:07	WEB_CLIENT	unspecified	✕
dba95cd3-ace8-4c30-a95c-d3ace85c304c	2020-03-04 01:30:31	2020-03-04 01:30:37	WEB_CLIENT	unspecified	Current

More than one license is currently being consumed. End all other sessions

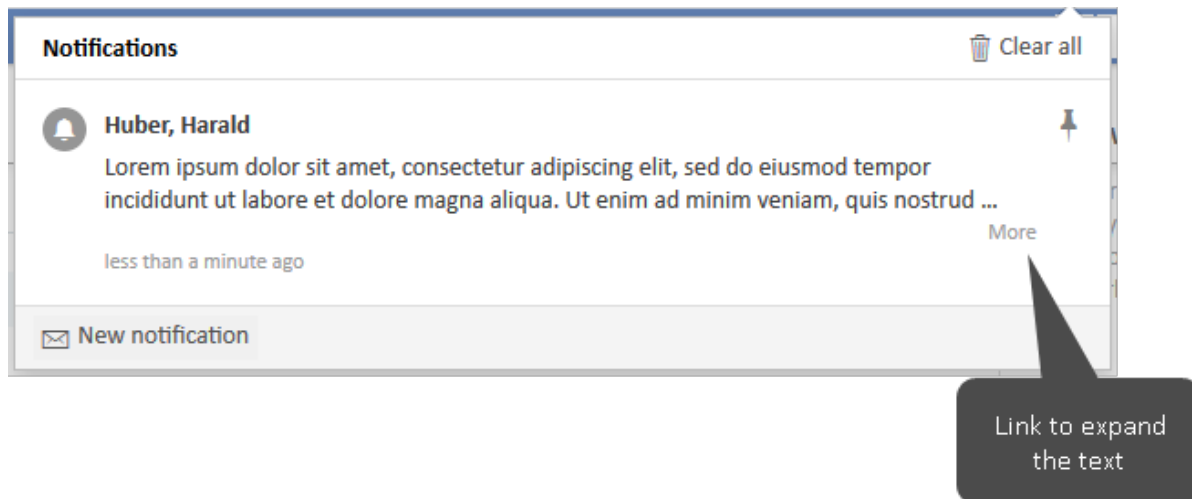
In addition, the green info message, which is displayed in the **Web Client** when a user who already has an active session logs in again, has been extended. It now includes the button *End my other sessions* which allows the user to close his other sessions:

Your account is already logged in with another session, probably in a different browser. [More than one license](#) is currently being consumed. End my other sessions ✕

Alternatively, the user can click the link *More than one license* to open the list of active session in the user profile.

4.2.6 Notification text is now selectable (#642554)

The text of received notifications in the **Web Client** can now be selected using the mouse. This allows the users for example to select notification content for performing a quick search. A link to expand / collapse the notification text has been added to longer notifications in the notifications window.



4.2.7 Notifications API changed (#642692)

The API concerning the notifications feature has been changed. The method `broadcast` of the class `BroadcasterService` has been replaced by the method `broadcastNotification`.

4.2.8 TinyMCE as default editor (#642751)

The default value of the system property `cmweb-server-adapter.tinymce.enabled`, which was introduced in [New text editor in the Web Client \(#634544\)](#), is now set to “true” during setup and update, meaning that the old editor is used by default. You can set the property to “false” to switch to the new editor.

4.2.9 jackson-databind library updated (#642462)


The following third party library used in **CM/Archive** and **CM/Track** has been updated:

- `jackson-databind`: update from version 2.9.9.1 to version 2.10.1.

4.2.10 Third party libraries for **CM/Track V2** updated (#642504)

The following third party libraries used in **CM/Track V2** have been updated:

- `gradle`: update from version 3.0.6 to version 4.10.3
- `spring-boot`: update from version 1.2.6 to version 1.5.22
- `springframework`: update from version 4.1.7 to version 4.3.25
- `grails`: update from version 3.0.9 to version 3.3.11
- `groovy`: update from version 2.4.5 to version 2.4.17

 The library updates cause some API changes which affect custom projects of **CM/Track V2**. Custom projects need to be updated.

4.3 Bugs fixed

The following defects have been corrected in this **ConSol CM** version.

Number	Description
633852	<p>Ticket list not refreshed after changing the filtering</p> <p>Sometimes, the ticket list in the Web Client was not refreshed after changing the filtering criterion of the view. This could result in the wrong ticket being displayed in the ticket list. This problem has been solved and the ticket list is refreshed correctly now.</p>
642236	<p>Image in rich text field not saved when another tab is selected</p> <p>When adding an image to a rich text field which is located in one of the tabs of the <i>Details</i> section of a ticket, customer or resource page, the image was not saved if another tab was selected when clicking the <i>Save</i> button. This problem has been solved and the image is also correctly saved if it is not located in the active tab.</p>
642415	<p>Address autocomplete suggestions not closed</p> <p>The drop-down list which displays the suggestions of the address autocomplete feature in the Web Client was not closed after selecting one of the suggestions. The user had to click elsewhere in the Web Client to close the list. This problem has been solved and the list is now closed after selecting a suggestion.</p>
642491	<p>Time of date fields with unsupported date range not set correctly in the DWH</p> <p>The <code>time_id</code> columns of data fields of the type DATE was not set correctly if the date was in an unsupported date range. This problem has been solved and the time ID is now filled correctly.</p>
642540	<p>Generic Quick Search in the Web Client could lead to exceptions</p> <p>When performing a search which returned too many results in the Quick Search in the Web Client, an exception could occur. This problem has been solved and the message <i>Too many search results. Please refine your criteria.</i> is now displayed.</p>
642555	<p>No space between ticket history entries</p> <p>There was no space between the ticket history entries in the Web Client. This problem has been solved and the ticket history entries are now separated by a space and thin gray line.</p>
642664	<p>Error when polling emails while starting ConSol CM</p> <p>When starting ConSol CM while there were some unread emails in one of its mailboxes, an error occurred and the emails were not polled correctly if the startup process took a long time. This problem has been solved and emails are now polled when the startup process is completed.</p>

5. Version 6.12.1.2 (04.06.2020)

Version 6.12.1.2 includes all **ConSol CM** changes and additions of

- 6.12.0 versions up to 6.12.0.5
- 6.11 versions up to 6.11.2.10
- 6.10 versions up to 6.10.8.0
- 6.9 versions up to 6.9.4.7
- 6.8 versions up to 6.8.5.8

Changes with respect to the previous minor release (6.12.1.1):

- Merged versions 6.11.2.10 and 6.12.0.5

Newer versions and the respective changes are not included in this **ConSol CM** version.



Please check the [Breaking changes and mandatory actions](#).

5.1 Update and installation instructions

Please read all information on update and installation of **ConSol CM** specific for version 6.12.1.2 in this section before performing a system update or installation. Please consult the general product documentation on update and installation procedures as well as earlier version Release Notes, if applicable.

5.1.1 System upgrade from 6.12.0 and earlier versions

This section informs about specific steps when upgrading **ConSol CM** from 6.12.0 or earlier versions to version 6.12.1.2.

This **ConSol CM** release needs specific planning for an update from earlier releases. Please check the instructions for release 6.12.1.0 ([System upgrade from 6.12.0 and earlier versions](#)).

5.1.2 Script modification requirements

This release features some interface changes in API methods. **Please be aware that scripts using the respective methods may need adjustments!** The affected methods are listed in the following sections of this document:

- [Multipart and multivalue map requests supported for webhooks \(#642261\)](#)
- [Third party libraries for CM/Track V2 updated \(#642673\)](#)

5.1.3 REST API client modification requirements

The following REST API enhancements may require to adjust clients accessing **ConSol CM** by using the REST API. The changes might offer a potential for client optimization.

- [Description of ticket fields added to the REST API \(#642595\)](#)

5.2 Changes

This section illustrates all relevant software product changes for version 6.12.1.2 of **ConSol CM**.

5.2.1 Usability improvements

Sorting of FAQs in **CM/Track** (#632701)

FAQ entries in **CM/Track** are now sorted according to the creation date of the respective ticket. The newest entries are displayed first.

Opened group on view change (#633828)

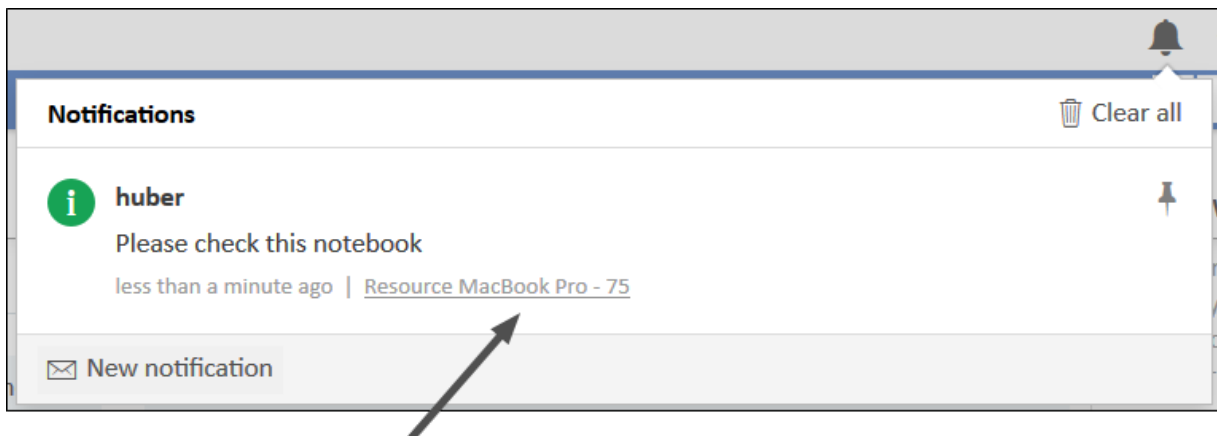
When selecting a view for the ticket list in the **Web Client**, the group which has the same position as the selected group of the previous view is opened for the new view.

Autofocus added to **CM/Track** login page (#634143)

The cursor is now automatically placed in the *User name* field when opening **CM/Track**. This way, the users can type their user names directly without having to click in the field.

Link text for customers and resources in notifications improved (#641337)

The text which is displayed for links to customers and resources in notifications in the **Web Client** has been improved. Now, the display name of the linked customer or resource is displayed instead of its ID:



If the entity was deleted after creating the notification, the entity's ID is displayed.

Extended tab selector improved (#642561)

The selector which is displayed when clicking the burger icon in the detailed search, create ticket or create contact section of the **Web Client**, is now closed automatically when the user clicks elsewhere on the page.

5.2.2 Disabled enum values filtered out from enum selector (#634663)

When the user selects a template which includes an enum parameter in the comment or email editor of the **Web Client**, a selector to choose an enum value is displayed. Disabled enum values are now filtered out from the selectable values, so that the user only sees the active enum values.


```

        println "${it.key} - ${it.value}"
    }
} else {
    println "application/json and other requests"
    println "payload - ${payload}"
    def jsonSlurper = new JsonSlurper()
    def message = jsonSlurper.parseText(payload)
}

//Please enter your script code below
def response = new IntgServiceResponse()
//response.httpStatusCode = 200 //optional
//response.httpHeaders = ['Content-Language':'en', 'Warning':'A general warning
    about ...'] //optional
//response.body = JsonOutput.toJson([status: 'Done']) // optional
return response

```


5.2.4 Ticket URL changed (#642572)

The URL of tickets in the **Web Client** has been changed to use the ticket ID instead of the ticket name. This prevents problems which could occur if the ticket name changed when passing the ticket to another queue due to different prefixes used in different queues.

The new URL follows the following pattern:

```
<server url>/cm-client/ticket/ticket_id/642572
```

Links which use the old pattern with `ticket_name` still work.

 The ticket ID changes when tickets are imported as runtime data. Therefore, links which use the old ticket ID will not work anymore when transferring tickets from one system to another system using the runtime data import functionality.

5.2.5 Description of ticket fields added to the REST API (#642595)

The **ConSol CM** REST API has been extended. It is now possible to retrieve the descriptions of ticket fields using the endpoint `/definitions/groups/{name}`. If a description is available, it is retrieved with the ticket field group definition.

The following example shows the URL to retrieve a group definition:

```
http://localhost:8888/restapi/definitions/groups/helpdesk_standard
```


The output includes the description in the attribute `description` of the respective field:

```
"fields": [{
  "group": "helpdesk_standard",
  "@name": "priority",
  "class": "ENUM",
  "name": "Priority",
  "sortIndex": 0,
  "description": "Select the ticket priority",
  ...
}
```

5.2.6 Third party libraries for *CM/Track V2* updated (#642673)

The following third party libraries used in *CM/Track V2* have been updated:

- **gradle**: update from version 4.10.3 to version 6.2
- **grails**: update from version 3.3.11 to version 4.0.2

 The library updates cause some API changes which affect custom projects of *CM/Track V2*. Custom projects need to be updated.

5.2.7 Password reset templates enhanced (#642735)

The templates which are used for password reset emails have been enhanced. It is now possible to customize the template with data from the requesting engineer or contact. The following parameters are now available:

- **Web Client** (`password-reset-template`): The engineer who requested the password reset is available as `engineer` object.
- **CM/Track** (`track-password-reset-template`): The contact who requested the password reset is available as `unit` object.
- **Web Client** and **CM/Track**: The subject and from address can be set in the template (parameters `Subject:` and `From:`). If no from address is set, the value of `cmas-core-security, password.reset.mail.from` is used (if this property is not set, the administrator email is used).

The following example shows how to personalize the engineer name in the template:

```
Subject: Resetting your password for ConSol CM
From: no-reply@consol.de

Dear ${engineer.firstname} ${engineer.lastname},
Please click the following link to reset your password:
```

5.2.8 Email backups section added to the *Web Admin Suite* (#643057)

The *Web Admin Suite* has been extended with the new section *Email backups* in the group *Email*. It provides the same functionality as the *Email backups* section in the *Admin Tool*. Nevertheless, the usability has been improved by adding more information to the table which contains the emails. For each email, the following information is available:

- Subject of the email
- Sender (from address) of the email

- Mailbox where the email was received
- Backup cause (reason why the email could not be processed regularly)
- Size in MB
- Backup date

The available actions are the same as in the **Admin Tool**, but their names have been changed for better clarity. They are now called:

- Process (*Re-Send (Import)* in **Admin Tool**)
- Download (*Export to file system* in **Admin Tool**)
- Delete

The *Search* field allows to filter the list by subject, sender, mailbox or backup cause.

5.2.9 License section added to the **Web Admin Suite** (#643118)

The **Web Admin Suite** has been extended with the new section *License* in the group *System*. It provides the same functionality as the *License* section in the **Admin Tool**. Nevertheless, the usability has been improved by adding a *Cancel* button below the license editor. It allows to undo any modifications done to the license before saving, for example if the user tried to import a corrupt license file.

5.2.10 Code snippets feature extended (#643150)

The feature which allows to insert code snippets in the *Scripts* section of the **Web Admin Suite** has been extended with new kinds of snippets:

- **Queue**: insert queue
- **System properties**: insert system property
- **Labels**: insert label with or without locale
- **Templates**: insert template with or without locale

5.2.11 Froala as default editor (#643891)

The default value of the system property `cmweb-server-adapter.tinymce.enabled`, which was introduced in [New text editor in the Web Client \(#634544\)](#), is now set to “false” during setup and update, meaning that the new editor is used by default. You can set the property to “true” to switch to the old editor.

5.3 Bugs fixed

The following defects have been corrected in this **ConSol CM** version.

Number	Description
633295	<p>Red asterisk shown for hidden field</p> <p>The red asterisk for mandatory fields was shown in the Web Client even if the field was hidden because it belonged to a dependent enum. This problem has been solved and the red asterisk is not shown for hidden fields anymore.</p>
641578	<p>Wrong cursor behavior in the text editor</p> <p>Some small problems with the cursor behavior in the new text editor have been solved.</p>
642264	<p>Images not shown in CM/Track if a proxy is used</p> <p>Images which are retrieved from the resources folder using a field visualization script were not displayed in CM/Track when CM/Track runs behind a proxy. This problem has been solved and images are now displayed correctly in this situation.</p>
642558	<p>Content from Microsoft Word pasted as an image</p> <p>Pasting content from a Microsoft Word document to the new text editor did not work correctly when the Web Client was opened in the Chrome browser. The content was pasted as an image and some content was cut off. This problem has been solved and a modal window is now displayed which lets the user choose whether he wants to paste the content as text or as an image.</p>
642587	<p>Incorrect page displayed when no licenses were available using SSO</p> <p>When using SSO to log in to the Web Client an error page was displayed if no licenses were available. This problem has been solved and the logout page with the corresponding error message is now displayed.</p>
642592	<p>All ACFs included in the scene export</p> <p>When exporting a scene using the Admin Tool, all ACFs were included in the export file even if the export was limited to a certain queue and the ACFs did not belong to this queue. This problem has been solved and only the ACFs which belong to the selected queue are exported now.</p>
642937	<p>Minor layout problem in MLA selector</p> <p>The X icon to close the MLA selector in the Web Client and the selected value in the MLA selector were shifted slightly to the top. This problem has been solved by adapting the layout.</p>
643124	<p>Field visualizations using jQuery did not work</p> <p>Field visualizations in the Web Client which used jQuery did not work because jQuery was loaded after the field visualization script. This problem has been solved and field visualizations with jQuery now work correctly.</p>

Number	Description
643180	Unnecessary warning displayed when navigating scripts When navigating the scripts in the Web Admin Suite , a warning about unsaved changes was displayed for some scripts although no changes were made. This problem has been solved and no unnecessary warnings are displayed anymore.
643240	Layout problem in the forms editor on small screens The forms editor in the Web Client was not displayed correctly on small screens. The components selector was displayed above the form although there was some space available on the right. This problem has been solved and the form is now displayed next to the component selector.
643654	Error due to locked task If a task was stuck in the locked state, an error was displayed in the Admin Tool and the task was not visible in the Tasks section. This problem has been solved and such tasks are now displayed in the Tasks section, so that it is possible to cancel them.
643894	Up and down arrows did not work When typing in the <i>Add comment, email or attachment</i> field of a ticket in the Web Client , it was not possible to use the up or down arrow to navigate the text. This problem has been solved and the arrows now work as expected.

6. Version 6.12.1.3 (24.07.2020)

Version 6.12.1.3 includes all **ConSol CM** changes and additions of

- 6.12.0 versions up to 6.12.0.5
- 6.11 versions up to 6.11.2.10
- 6.10 versions up to 6.10.8.0
- 6.9 versions up to 6.9.4.7
- 6.8 versions up to 6.8.5.8

Changes with respect to the previous minor release (6.12.1.2):

- None

Newer versions and the respective changes are not included in this **ConSol CM** version.



Please check the [Breaking changes and mandatory actions](#).

6.1 Update and installation instructions

Please read all information on update and installation of **ConSol CM** specific for version 6.12.1.3 in this section before performing a system update or installation. Please consult the general product documentation on update and installation procedures as well as earlier version Release Notes, if applicable.

6.1.1 System upgrade from 6.12.0 and earlier versions

This section informs about specific steps when upgrading **ConSol CM** from 6.12.0 or earlier versions to version 6.12.1.3.

This **ConSol CM** release needs specific planning for an update from earlier releases. Please check the instructions for release 6.12.1.0 ([System upgrade from 6.12.0 and earlier versions](#)).

6.1.2 REST API client modification requirements

The following REST API enhancements may require to adjust clients accessing **ConSol CM** by using the REST API. The changes might offer a potential for client optimization.

- [Behavior when deleting list items via REST API changed \(#644033\)](#)

No further instructions available.

6.2 Changes

This section illustrates all relevant software product changes for version 6.12.1.3 of **ConSol CM**.

6.2.1 Usability improvements

Suffix when cloning entities (#643164)

When cloning an entity in the **Web Admin Suite**, the name of the new entity is now prefilled with the name of the original entity plus the suffix `_copy` on the *Clone* screen. This applies to all entities which can be cloned.

Busy indicator when creating an object (#643186)

When creating an object in a modal window in the **Web Admin Suite**, a busy indicator is displayed upon clicking the create button, in order to show that the operation is in progress and prevent the user from clicking anywhere.

Filter for system properties in the code snippets search (#643871)

The filter options in the search field of the *Code snippets* window of the **Web Admin Suite** have been extended with the option *property*: which allows to display system properties only.

Email backups section improved (#643893)

Several usability improvements were made in the *Email backups* section of the **Web Admin Suite**:

- Search for several words
- Context menu entries for all actions
- Delete and process actions available as bulk actions

German message for errors in web form improved (#644037)

The German text of the message which is displayed if there is a problem with any of the entries which a user makes in a web form of **CM/Forms** has been improved. It now says *Einige Eingaben fehlen oder sind ungültig. Bitte überprüfen Sie diese.*

Select all checkbox hidden if there a no table entries (#644119)

The checkbox to select all rows, which is present on several pages of the **Web Admin Suite**, is now displayed only if entries are shown in the table.

Menu structure of the **Web Admin Suite** improved (#644404)

The menu structure of the **Web Admin Suite** has been improved by adding additional top level groups. The *Scripts* and *Templates* pages now belong to the new group *Business logic*. The *License* and *Tasks* pages can be found under *Operation*. The *System* group, which now includes only *Labels* and *System properties*, has been renamed to *System settings*.

6.2.2 Export of page customization attributes modified (#643199)

Previously, page customization attributes which are set to their default values were never exported when creating a scene export. This behavior has been modified for those attributes which were set

explicitly, i.e. by entering the default value and clicking the *Update* button in the **Web Client**. All manually modified attributes are now included in the scene export, independently of whether they are default values or not.

Attributes which were never touched or attributes which were reset to their default values using the *Delete* button are not included in the scene export (previous behavior).

6.2.3 Labels section added to the **Web Admin Suite** (#643491)

The **Web Admin Suite** has been extended with the new section *Labels* in the group *System settings*. It provides the same functionality as the *Labels* section in the **Admin Tool**. Nevertheless, the usability has been improved by adding a search functionality, and a filter to distinguish between system labels and labels added by the customer. In addition, it is now possible to duplicate an existing label.

6.2.4 Behavior when deleting list items via REST API changed (#644033)

When removing all items from a list via REST API, for example in an ACF in **CM/Track**, the list itself is not removed anymore. Now, the REST response contains an empty list [], so that the behavior is consistent with the **Web Client**. Previously, the list was set to `null` when all its items were removed via REST API or **CM/Track**.



This change affects custom implementations which use the REST API and rely on empty lists being `null`. Please check any custom REST clients and customized **CM/Track** projects.

6.2.5 End session functionality changed (#644074)

The feature to end ones other sessions (see [Functionality to close one's other sessions \(#642476, #642477\)](#)) has been slightly modified. Clicking the *End my other sessions* button only closes other **Web Client** sessions now. Sessions started for other **ConSol CM** components are not affected.

The wording in the *Active sessions* section of the user profile in the **Web Client** has been modified: The button has been renamed to *End my other Web Client sessions* and the description to *More than one Web Client license is currently being consumed*.

Sessions in other components are still listed in the *Active sessions* table and they can be closed by clicking the X icon in the respective row.

6.2.6 Tasks section added to the **Web Admin Suite** (#644077)

The **Web Admin Suite** has been extended with the new section *Tasks* in the group *Operation*. It provides the same functionality as the *Tasks* section in the **Admin Tool**.


6.2.7 Process to start a task modified (#643459, #644094)

The system property `start.groovy.task.enabled` from the module `cmas-app-admin-tool` is now ignored for the **Web Admin Suite**. Therefore, task execution is always possible, independently from the property's value.

Instead, a confirmation dialog with a description of the risks of task execution is displayed. The user has to confirm the warning to execute the task. The confirmation dialog includes the checkbox *Do not show this warning again in this session*, which the user can select to avoid further warnings in his current session.

6.2.8 No automatic line break when using includes in templates (#644151)

When using an include in a letter template in the **Web Client**, no line breaks are added anymore. Previously, a line break was added automatically after the include.

 This change affects existing templates which were created with the Froala editor (new editor) and use includes and might rely on the automatically added line break after the include. Please check your templates and add line breaks if needed.

6.2.9 docx4j library updated (#644256)

The docx4j library used for generating Microsoft Office documents has been updated from version 8.1.3 to version 8.2.0.

6.2.10 Export section added to the **Web Admin Suite** (#644292)

The **Web Admin Suite** has been extended with the new section *Export* in the group *Staging*. It provides the export functionality of the *Import / Export* section in the **Admin Tool**.

The export settings are made directly on the main export screen. The names of some of the options have been adapted to the current wording and the options are now sorted according to the position of their menu items in the **Web Admin Suite**. The options referring to items configured in the **Web Client** are located at the end of the list.

After clicking the *Export data* button, the user can save the export to the desired location using the standard save functionality of the browser.

6.3 Bugs fixed

The following defects have been corrected in this **ConSol CM** version.

Number	Description
632668	<p>HTML tags displayed in ticket history</p> <p>When editing a comment which was created by copying the text of a ticket field via script, the comment was displayed with HTML tags in the ticket history of the Web Client upon saving. This problem has been solved and editing such comments does not cause tags anymore.</p>
642619	<p>Removal of attachments not blocked while the editor is open</p> <p>In the Web Client, it was possible to remove an attachment from a ticket while the email / comment editor was open. This could cause unsaved text in the editor to be lost. This problem has been solved and it is not possible anymore to remove an attachment while the editor is open.</p>
643165	<p>Missing space right to asterisk in <i>Additional engineers</i> section</p> <p>The asterisk displayed next to the <i>Engineer</i> selector of the <i>Additional engineers</i> section of tickets in the Web Client did not have enough space to the right so that the engineer function selector overlapped it. This problem has been solved by adding some space right to the asterisk.</p>
643230	<p>Missing warning about unsaved changes when duplicating a script or template</p> <p>When making changes to a script or template in the Web Admin Suite and trying to duplicate a script or template without saving first, no warning about the unsaved changes was displayed and the changes were lost. This problem has been solved and a warning is now displayed when trying to duplicate a script or template when there are unsaved changes.</p>
643305	<p>Assign permissions not applied after changing ticket queue if default values script is used</p> <p>If the ticket queue is changed during ticket creation, a default values script is assigned to the first queue and the user does not have assign permissions in the first queue, the field to assign the ticket is grayed out after changing the queue although the user has assign permissions on the second queue. This problem has been solved and the default values script does not affect the assign permission anymore.</p>
643433	<p>Search input removed after updating a system property</p> <p>The text entered in the <i>Search</i> field of the system properties page in the Web Admin Suite was removed after updating a system property. This problem has been solved and the text is not removed anymore, so that the list of system properties is still filtered after clicking the <i>Update property</i> button.</p>

Number	Description
643474	<p>Incorrect image used when replying to an email</p> <p>When using the <i>Reply</i> function in the ticket history of the Web Client to reply to an email which contains several images and removing some of the images, it could happen that the reply contained the wrong images. This problem has been solved and the reply now contains the correct image.</p>
643476	<p>Emails with long message ID could not be imported</p> <p>Some emails with long message IDs could not be imported into ConSol CM. This problem has been solved and such email are imported correctly now.</p>
643711	<p>Blank space above the ticket list on small screens</p> <p>On small screens, a blank space was displayed above the ticket list in the Web Client causing the header of the lowest ticket list group to disappear from view. This problem has been solved and the ticket list is displayed correctly now.</p>
643754	<p>Precondition scripts on reopen activities not exported</p> <p>When exporting a scene containing workflows with the Admin Tool, precondition scripts which were attached to reopen activities were not exported. This problem has been solved and all precondition scripts are exported now.</p>
644050	<p>Wrong position of placeholder in rich text field</p> <p>The placeholder <i>Type something</i> which is displayed in empty rich text fields in the Web Client was misaligned, so that it was mostly hidden behind the editor toolbar until it received the focus. This problem has been solved and the placeholder is now fully visible before the field receives the focus.</p>
644105	<p>Error when executing a task script which created dynamic subtasks</p> <p>An error occurred when executing a task script which creates dynamic subtasks. This problem has been solved and such scripts can now be executed.</p>
644158	<p>Visibility configuration not exported correctly</p> <p>When exporting a scene containing configuration only, the visibility configuration for non-communication ticket history entries was not exported. This caused errors when viewing all entries of the ticket history in the Web Client after importing such a scene and creating a ticket. This problem has been solved and the complete visibility configuration is now exported when creating a scene containing all configuration or queue-related data.</p>
644227	<p>Exception during concurrent modification in CM/Track</p> <p>When a user executed an activity in CM/Track which modified a ticket which was being edited in the Web Client at the same time, an exception could occur if the diff tracking feature was used. This problem has been solved and diff tracking does not cause exceptions anymore.</p>

Number	Description
644322	Special characters lost when attaching file using <i>CM/Track</i> When attaching a file whose name contains special characters using <i>CM/Track</i> , the special characters were corrupted and the file name was not displayed correctly in the <i>Web Client</i> . This problem has been solved and special characters are now supported in file names when adding attachments using <i>CM/Track</i> .
644368	Touching time field in <i>CM/Track</i> triggers field validation Touching a date field annotated as <i>time-only</i> in <i>CM/Track</i> , e.g. by clicking into the field, triggered the field validation, so that the field was marked as incorrect even though no value was set. This problem has been solved and the validation is now only triggered if the user enters a value.
644381	No context menu for first template in the list The first template in the list of templates in the <i>Templates</i> section of the <i>Web Admin Suite</i> did not have a context menu. This problem has been solved and the context menu can now be opened for all templates independently from their position in the list.
644388	Empty structs displayed in <i>CM/Track</i> The outlines of empty structs were displayed in <i>CM/Track</i> when the values of the fields were removed via REST API or ACF in <i>CM/Track</i> , or when a row containing only one field was deleted. This problem has been solved and empty structs are not displayed in <i>CM/Track</i> anymore.
644414	Error due to invalid image in template When opening the email editor in the <i>Web Client</i> and the standard email template contained an invalid image, the user was redirected to the overview page and it was not possible to use the email editor. This problem has been solved and invalid images in the standard email template are now ignored, so that it is possible to use the email editor.

7. Version 6.12.1.4 (27.08.2020)

Version 6.12.1.4 includes all **ConSol CM** changes and additions of

- 6.12.0 versions up to 6.12.0.5
- 6.11 versions up to 6.11.2.10
- 6.10 versions up to 6.10.8.0
- 6.9 versions up to 6.9.4.7
- 6.8 versions up to 6.8.5.8

Changes with respect to the previous minor release (6.12.1.3):

- None

Newer versions and the respective changes are not included in this **ConSol CM** version.



Please check the [Breaking changes and mandatory actions](#).

7.1 Update and installation instructions

Please read all information on update and installation of **ConSol CM** specific for version 6.12.1.4 in this section before performing a system update or installation. Please consult the general product documentation on update and installation procedures as well as earlier version Release Notes, if applicable.

7.1.1 System upgrade from 6.12.0 and earlier versions

This section informs about specific steps when upgrading **ConSol CM** from 6.12.0 or earlier versions to version 6.12.1.4.

This **ConSol CM** release needs specific planning for an update from earlier releases. Please check the instructions for release 6.12.1.0 ([System upgrade from 6.12.0 and earlier versions](#)).

No further instructions available.

7.2 Changes

This section illustrates all relevant software product changes for version 6.12.1.4 of **ConSol CM**.

7.2.1 Notification handling adapted (#644305)

Web Client notifications can be displayed in the Windows system notification area if you allow this in your browser. The handling of these notifications has been adapted to avoid problems which could occur when a lot of new notifications are present when a user logs in to the Web Client. Instead of displaying one Windows system notification for each Web Client notification, only one Windows notification, which states the number of new notifications, is now displayed.

7.3 Bugs fixed

The following defects have been corrected in this **ConSol CM** version.

Number	Description
643354	Error when deleting engineer as non-global administrator Administrators who did not have global administration permissions, but only configuration or user administration permissions were not able to delete engineers who were assigned as main or additional engineers to tickets. This problem has been solved and all types of administrators are now allowed to delete engineers who are assigned to tickets.
644470	Session timeout did not work in the <i>Web Admin Suite</i> Session timeout did not work correctly in the Web Admin Suite and sessions never timed out. This problem has been solved and session timeout now occurs after the configured interval of inactivity.
644551	Line breaks in templates removed It could happen that line breaks in existing Web Client templates were not present when using the templates in emails or comments. This problem has been solved and all line breaks are correctly displayed now.

8. Version 6.12.1.5 (01.10.2020)

Version 6.12.1.5 includes all **ConSol CM** changes and additions of

- 6.12.0 versions up to 6.12.0.5
- 6.11 versions up to 6.11.2.10
- 6.10 versions up to 6.10.8.0
- 6.9 versions up to 6.9.4.7
- 6.8 versions up to 6.8.5.8

Changes with respect to the previous minor release (6.12.1.4):

- None

Newer versions and the respective changes are not included in this **ConSol CM** version.



Please check the [Breaking changes and mandatory actions](#).

8.1 Update and installation instructions

Please read all information on update and installation of **ConSol CM** specific for version 6.12.1.5 in this section before performing a system update or installation. Please consult the general product documentation on update and installation procedures as well as earlier version Release Notes, if applicable.

8.1.1 System upgrade from 6.12.0 and earlier versions

This section informs about specific steps when upgrading **ConSol CM** from 6.12.0 or earlier versions to version 6.12.1.5.

This **ConSol CM** release needs specific planning for an update from earlier releases. Please check the instructions for release 6.12.1.0 ([System upgrade from 6.12.0 and earlier versions](#)).

No further instructions available.

8.2 Changes

This section illustrates all relevant software product changes for version 6.12.1.5 of **ConSol CM**.

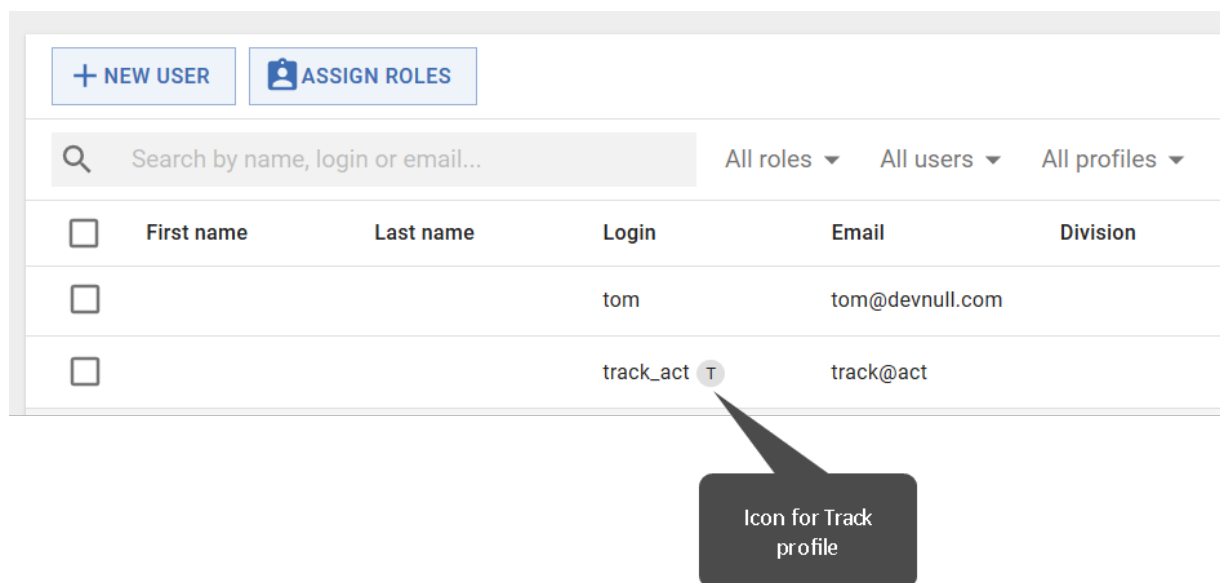
8.2.1 Usability improvements

Search works with several search terms (#635277)

The search bar which is displayed on several pages of the **Web Admin Suite** now works when entering more than one word, e.g. a user name consisting of first and last name. An AND relation is used, so that only results which match both terms are displayed.

Track users indicated by special icon (#635606)

Track user profiles are now indicated by a T icon in the *Users* section of the **Web Admin Suite**.



The screenshot shows the 'Users' section of the Web Admin Suite. At the top, there are two buttons: '+ NEW USER' and 'ASSIGN ROLES'. Below these is a search bar with the placeholder text 'Search by name, login or email...'. To the right of the search bar are three dropdown menus: 'All roles', 'All users', and 'All profiles'. Below the search bar is a table with the following columns: 'First name', 'Last name', 'Login', 'Email', and 'Division'. The table contains three rows. The first row has checkboxes in the first two columns and the values 'tom' and 'tom@devnull.com' in the last two columns. The second row has checkboxes in the first two columns and the values 'track_act' and 'track@act' in the last two columns. A small 'T' icon is placed next to the 'track_act' login value. A callout box points to this 'T' icon with the text 'Icon for Track profile'.

<input type="checkbox"/>	First name	Last name	Login	Email	Division
<input type="checkbox"/>			tom	tom@devnull.com	
<input type="checkbox"/>			track_act T	track@act	

Assign users button improved (#641404)

The button to assign a role to users in the *Roles* section of the **Web Admin Suite** suite has been improved. Instead of a small icon next to the *Search* field, a standard button is now displayed in the header. In addition, a Minus is now used for the *Unassign user from this role* action in the table to better convey the icon's meaning.

Opens the modal window to assign user to roles

ASSIGN USERS Users with role HD_Tst_Level_Role

Search...

First name	Last name	Login	Email
		config_admin_HDrole	bla@bla
Oscar	Fischer	fischer	fischer@devnull.consol.de
Harald	Huber	Huber	hhuber@devnull.consol.de
Harald	Huber2	Huber2	hhuber2@devnull.consol.de

Removes the role from the user

Method to create a new module adapted (#642328)

The way to create a new module for a system property in the *System properties* section of the **Web Admin Suite** has been slightly changed. Instead of only typing the name of the new module, the user now has to select the *Create <module name>* option displayed in the autocomplete list. The user is therefore aware that he creates a new module.

New property

custom-module

Create "custom-module"

Option to create a module in the autocomplete suggestions

Handling of unsaved changes when executing task scripts improved (#644476)

When executing a task script from the *Scripts* section of the **Web Admin Suite**, there was no warning about unsaved changes to the script and the last saved version of the script was used for task execution. Now, a warning is displayed and the user needs to discard or save the changes in order to execute the script as task.

Layout of the *Create label* window improved (#644673)

The layout of the window to create a new label in the *Labels* section of the **Web Admin Suite** has been improved by adding margin above the *Localizations* headline.

Mechanism to ensure one works on the latest script version improved (#644751)

An additional safeguard to ensure that one works on the latest version of a script in the *Scripts* section of the **Web Admin Suite** has been added. Now, it is not possible to save a script if the same user made changes to the script in another tab. An error message which indicates that the user needs to save his changes outside the application, e.g. in a text editor, and reload the script, is displayed.

Field group name displayed for view filter properties (#644825)

The name of the field group which the field used as fixed or user-specific property for a view in the *Views* section of the **Web Admin Suite** belongs to is now displayed in parenthesis after the field name. Therefore, it is now possible to distinguish between fields with the same name in different field groups.

Context menu added to system properties page (#644496)

The *System properties* page of the **Web Admin Suite** now features a context menu which contains entries to edit, duplicate and delete a system property.

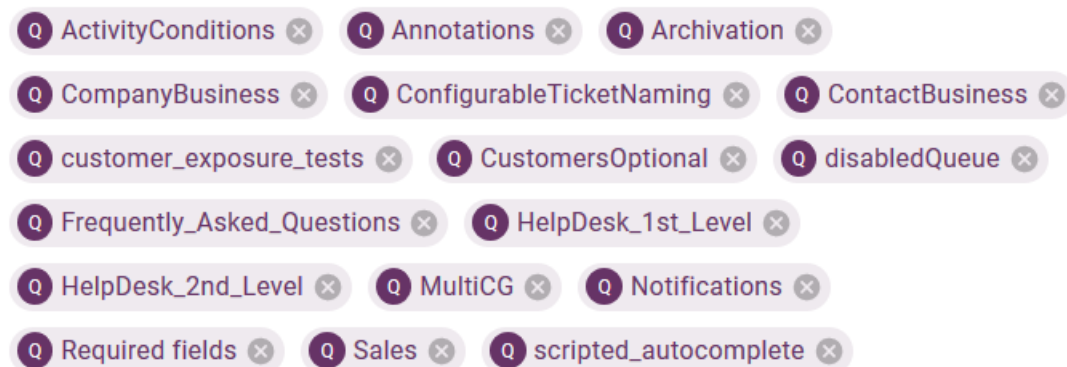
Option to select all queues added to the queue selector (#644917)

The *Export* page of the **Web Admin Suite** has been enhanced by adding the checkbox *All queues* above the queue selector in the *Queue-based data* section. The user can select this checkbox to add all queues for export. Deselecting the checkbox removes the queues. The user can also manually remove one or more queues from the selection. In this case the checkbox is deselected to indicate that not all queues are selected.

Queue-based data

All queues

Queues to export *



8.2.2 Clearing of user-specific view filter properties (#642695)

When a user-specific filter property is removed from a view in the **Web Admin Suite** or **Admin Tool**, the values which the users have set for this property are now cleared if the same field is not used in another view assigned to one of the users' roles.

Therefore, fields which are not used as user-specific filter properties in any of the user's views are not displayed in the user profile of the **Web Client** anymore. They are also removed from the corresponding **Admin Tool** section, where they were grayed out before.

8.2.3 Index section added to the *Web Admin Suite* (#644139)

The *Index* section has been added to the *Web Admin Suite*. It is located in the *Operation* menu and provides the same functionality as the *Index* section in the *Admin Tool*.

The terminology has been improved for better clarity. The following wording is now used for the different index operations:

- *Rebuild index* (previously *Synchronize index*)
- *Rebuild index by period* (previously *Recover index*)
- *Execute retry tasks* (previously *Repair index*)
- *Apply administrative changes* (previously *Commit administrative changes*)

The checkbox *No automatic commit of administrative changes* has been renamed to *Administrative changes are applied to the index automatically*. This means that its functionality is reversed, i.e. if the checkbox is selected in the *Admin Tool* it is not selected in the *Web Admin Suite* and vice-versa.

Tooltips have been added to provide details about the different index operations.



If you select / deselect the checkbox *Apply administrative changes* in the *Web Admin Suite*, you need to restart the *Admin Tool* to see the change in the *Admin Tool*.

8.2.4 Import section added to the *Web Admin Suite* (#644293)

The *Import* section has been added to the *Web Admin Suite*. It is located in the *Staging* menu and provides the same functionality as the *Import* and *Workflow deployment* sections of the *Import / Export* screen in the *Admin Tool*.

There are two buttons:

- **Select file** (import functionality of the *Admin Tool*).
Select a scene file which should be imported.
- **Transfer cases** (workflow deployment functionality of the *Admin Tool*).
Select queues for which the tickets should be transferred. You can choose whether the tickets should keep their positions in the process or start the process again.

The import settings are now displayed in the section *Extended import settings*, which is collapsed by default because these settings should not be changed during normal system operation. This helps to avoid unintended loss of data which can occur if the user selects the *Delete all existing data* option.

After starting the import, a modal window is displayed. It shows the import progress and the corresponding log messages. The window can only be closed when the import has finished.

Data transfer is in progress. Application is inoperable

0%

Starting import...

CLOSE AND REFRESH

The results of the import are displayed in the new *Import results* panel.

IMPORT RESULTS

Data import successful: scene version: 6.12.1.5, server version: 6.12.1.5
[WARNING] Imported resource relation with transfer key 'e216a7db-73d2-11e5-acdd-ad7306243ea7' violates cardinality constraint 'SOURCE_TARGET_EXISTS'.
[WARNING] Imported resource relation with transfer key 'be1dbba5-7c22-11e5-8afe-2d6d72b5ad39' violates cardinality constraint 'SOURCE_TARGET_EXISTS'.
[WARNING] Imported resource relation with transfer key '8c7b9b6d-73d4-11e5-acdd-ad7306243ea7' violates cardinality constraint 'SOURCE_TARGET_EXISTS'.
[WARNING] Imported resource relation with transfer key 'e2183ef8-7c22-11e5-8afe-2d6d72b5ad39' violates cardinality constraint 'SOURCE_TARGET_EXISTS'.
[WARNING] Imported resource relation with transfer key '901f4eda-73d4-11e5-acdd-ad7306243ea7' violates cardinality constraint 'SOURCE_TARGET_EXISTS'.

8.2.5 Client configurations section added to the *Web Admin Suite* (#644439)

The *Client configurations* section has been added to the **Web Admin Suite**. It is located in the *System settings* menu and provides the same functionality as the *Clients -> Configurations* section in the **Admin Tool**.

Several usability improvements have been made:

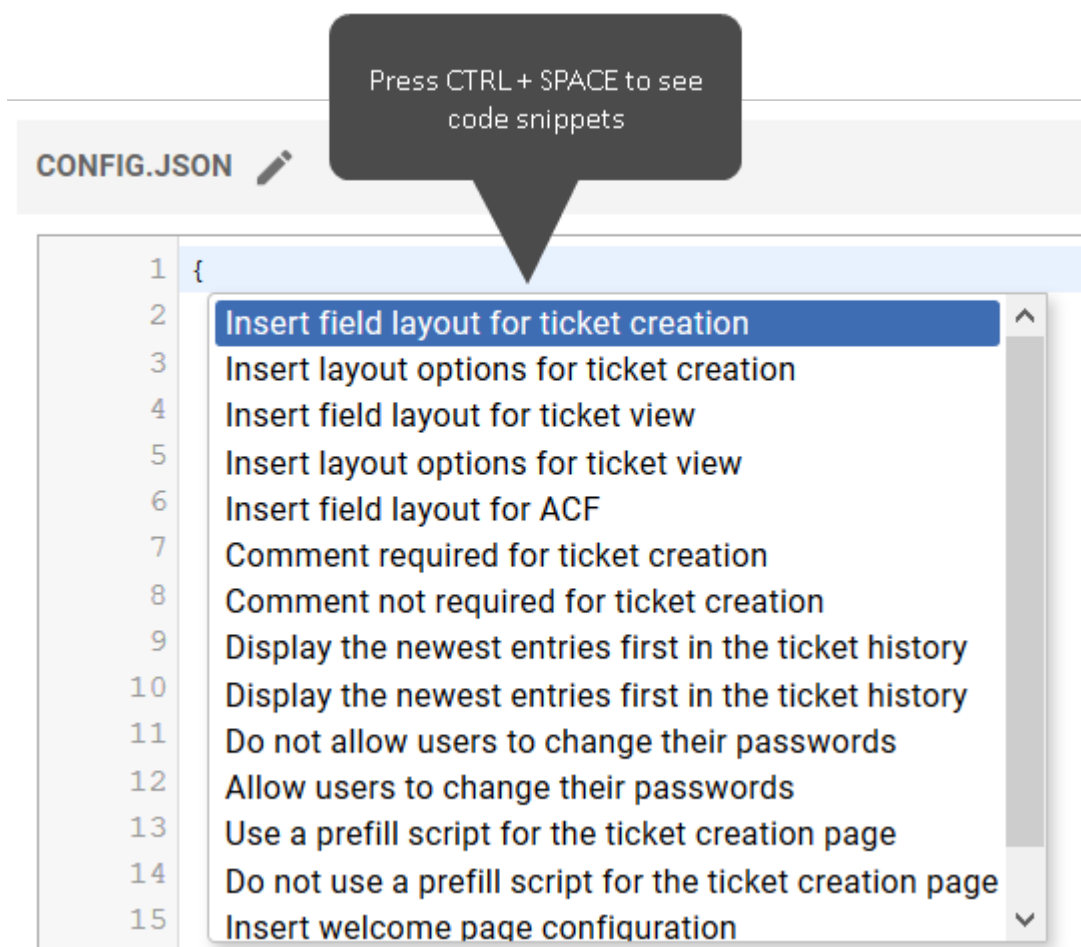
- Syntax validation for JSON has been added to the script editors.

```

46     "updateDate": true,
47     "author": true,
48     "color": "#488ca1"
49     },
50     "commentRequired": true;
51
52 }
53

```

- Code snippets to insert JSON attributes. The user presses CTRL + SPACE to display a list of available configuration options. He can select an option to insert the corresponding attribute and value.



- When adding a new file, it is now possible to select a file from the template.
- The name of a file can now be edited.

8.2.6 Image handling in templates improved (#644568, #644639, #644754)

The handling of images in text templates in the **Web Client** has been improved. The option to add an image by URL has been removed because it could cause problems with the image availability. In addition, images which are deleted from the template are now properly removed from the database as

well.

Editing a template with images cannot cause source attributes and an invalid file ID to be saved to the database anymore.

Existing templates are modified during the update to ensure that all images are present in the required format and with the correct mime type. Orphaned images, which do not belong to any template, are removed during the update.

8.2.7 Third-party libraries updated (#644975)

Several third-party libraries have been updated:

- **dom4j**: updated from 2.1.1 to 2.1.3
- **jolokia**: updated from 1.2.3 to 1.6.2
- **avro**: updated from 1.9.1 to 1.10.0
- **moment.js**: updated from 2.9.0 to 2.29.0

8.3 Bugs fixed

The following defects have been corrected in this **ConSol CM** version.

Number	Description
641308	<p>Focus on wrong tab when duplicating a Track user profile</p> <p>When duplicating a Track user profile in the <i>Users</i> section of the Web Admin Suite, the <i>User profile</i> tab was opened on the <i>Clone user</i> screen. This problem has been solved and the <i>Portal profile</i> tab is now opened when duplicating a Track user profile.</p>
642311	<p>Not possible to delete property with invalid character</p> <p>It was not possible to delete a system property in the <i>System properties</i> section of the Web Admin Suite if the property's name or module contained invalid characters. This problem has been solved and it is now possible to delete such a property.</p>
642449	<p>Problems with special characters in entity names</p> <p>Several minor problems related to the use of special characters in entity names in the Web Admin Suite have been solved.</p>
644318	<p>Incorrect behavior of search bar when removing characters quickly</p> <p>When pressing the backspace on the keyboard quickly while entering a search term in the search bar, which is displayed above the tables in the Web Admin Suite, letters appeared or vanished suddenly. This problem has been solved and the search bar now behaves correctly when removing characters quickly.</p>
644764	<p>Not possible to access view which contains deleted queue</p> <p>In the Web Admin Suite, a white screen was displayed when the user tried to access a view which contained a reference to a deleted queue in the <i>Views</i> section. This problem has been solved and the queue selector is now empty when editing such a view. In the view details, the text <i>Invalid queue filter</i> is displayed in the <i>Queues</i> section.</p>
644796	<p>Sending emails with Internet Explorer 11 not possible</p> <p>It was not possible to send emails using the <i>Reply all</i> feature in the email editor of the Web Client when using Internet Explorer 11 as a browser and Froala as an editor. This problem has been solved and emails can now be sent with Internet Explorer 11.</p>
644797	<p>Reopen activities not deployed correctly</p> <p>Reopen activities were not exported correctly during workflow deployment. If the reopen activity was followed by an automatic activity, it could happen that the automatic activity was not executed automatically. This problem has been solved and reopen activities are now deployed correctly.</p>
644881	<p>Workflow deployment could trigger concurrent editing warning</p> <p>Deploying a workflow using the Process Designer could trigger a concurrent editing warning in the <i>Scripts</i> section of the Web Admin Suite. This problem has been solved and concurrent editing warnings in the <i>Scripts</i> section of the Web Admin Suite are not triggered by workflow deployments anymore.</p>

Number	Description
644904	Number of hierarchical lists not updated correctly When removing a hierarchical list in the <i>Web Admin Suite</i> , the counter in the footer of the page was not updated correctly. This problem has been solved and the counter is now updated when removing a hierarchical list.
644942	Company with many contacts could not be opened On <i>ConSol CM</i> system which use a <i>Microsoft SQL Server</i> database, it was not possible to open a company which had more than 2100 contacts due to database limitations. This problem has been solved and such a company can be opened now.

9. Version 6.12.1.6 (14.01.2021)

Version 6.12.1.6 includes all **ConSol CM** changes and additions of

- 6.12.0 versions up to 6.12.0.5
- 6.11 versions up to 6.11.2.10
- 6.10 versions up to 6.10.8.0
- 6.9 versions up to 6.9.4.7
- 6.8 versions up to 6.8.5.8

Changes with respect to the previous minor release (6.12.1.5):

- None

Newer versions and the respective changes are not included in this **ConSol CM** version.



Please check the [Breaking changes and mandatory actions](#).

9.1 Update and installation instructions

Please read all information on update and installation of **ConSol CM** specific for version 6.12.1.6 in this section before performing a system update or installation. Please consult the general product documentation on update and installation procedures as well as earlier version Release Notes, if applicable.

9.1.1 System upgrade from 6.12.0 and earlier versions

This section informs about specific steps when upgrading **ConSol CM** from 6.12.0 or earlier versions to version 6.12.1.6.

This **ConSol CM** release needs specific planning for an update from earlier releases. Please check the instructions for release 6.12.1.0 ([System upgrade from 6.12.0 and earlier versions](#)).

No further instructions available.

9.2 Bugs fixed

The following defects have been corrected in this **ConSol CM** version.

Number	Description
645957	Problem with template parameters String and enum parameters in text templates in the Web Client did not work correctly. If the same parameter was used several times in a template, only the first occurrence was replaced by the entry / selection made by the user. In addition, it was not possible to delete a parameter using the backspace key. These problems have been solved and string and enum parameters now work as expected.
645959	Redirection loop after session timeout It could happen that a logout due to a session timeout in the Web Client caused a redirection loop which rendered the browser tab unusable. This problem has been solved and such a loop does not occur anymore.

10. Version 6.12.1.7 (25.11.2021)

Version 6.12.1.7 includes all **ConSol CM** changes and additions of

- 6.12.0 versions up to 6.12.0.5
- 6.11 versions up to 6.11.2.10
- 6.10 versions up to 6.10.8.0
- 6.9 versions up to 6.9.4.7
- 6.8 versions up to 6.8.5.8

Changes with respect to the previous minor release (6.12.1.6):

- None


Newer versions and the respective changes are not included in this **ConSol CM** version.



Please check the [Breaking changes and mandatory actions](#).

10.1 Update and installation instructions

Please read all information on update and installation of **ConSol CM** specific for version 6.12.1.7 in this section before performing a system update or installation. Please consult the general product documentation on update and installation procedures as well as earlier version Release Notes, if applicable.

 The only change in this version with respect to the previous version 6.12.1.6 is that the certificate of the Java Web Start applications and Java applets has been renewed, please see [Web applications expiry](#).

10.1.1 System upgrade from 6.12.0 and earlier versions

This section informs about specific steps when upgrading **ConSol CM** from 6.12.0 or earlier versions to version 6.12.1.6.

This **ConSol CM** release needs specific planning for an update from earlier releases. Please check the instructions for release 6.12.1.0 ([System upgrade from 6.12.0 and earlier versions](#)).

No further instructions available.

11. Web applications expiry

ConSol CM includes several **Java Web Start** tools and **Java applets**. These technologies validate the downloaded programs by validating a certificate. This applies to all recent and supported versions of the Java platform at the time of writing. Any certificate for this purpose includes an expiry date after which it will not validate anymore. After this date a program containing this certificate will not be considered valid anymore as well and an update to a version with a newer certificate is required to have the tool operational.

The **ConSol CM** releases covered in this document include Java Web Start tools and Java applets with the following certificate expiry dates:

Release version(s)	Certificate expiry date
6.12.1.0 - 6.12.1.6	08.03.2022
6.12.1.7	05.11.2024

The **Java Web Start** tools and **Java applets** of **ConSol CM** affected by this expiry date are these:

- **Admin Tool**
- **Process Designer**



Please make sure you always have a **ConSol CM** version with a valid certificate installed to guarantee uninterrupted usage of the **Java Web Start** tools and **Java applets**!