DOCUMENT

# Release Notes ConSol*CM
**Version 6.9.0**

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ConSol Consulting & Solutions

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## General update and installation instructions

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

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

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

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

# 1 Version 6.9.0.0 (10.09.2013)

Version 6.9.0.0 includes 6.8 versions up to 6.8.5.4 and 6.7 versions up to 6.7.13

**Please note that this is an internal release, containing many open issues. It is only for internal use and must not be given or shown to customers.**

## 1.1 Update and installation instructions

### 1.1.1 New License is needed

To use the ConSol*CM 6.9.0.0 a valid license for version 6.9 or higher is needed. Please check the license in the Admin Tool (*General configuration*, tab *Licence*).

### 1.1.2 DWH database schema must be modified (#622829)

Due to changes in 6.9.0.0 it is necessary to modify the database schema of the DWH database. Update scripts have been provided which can be executed via JMX bean on the server where CMRF is deployed. Please request those update scripts by contacting the ConSol*CM Support Team.

Upgrade steps depends on dwh mode which is currently used on client installation.

- For DWH Admin mode:

  Please execute the update script after cm6 upgrade to version 6.9.0.0 **but before** next start of dwh transfer/update.
  Script can be executed directly on cmrf database or via jmx-console.

- For DWH Live mode:

  1. Stop live mode.
  2. Before start of the cm6 upgrade please check the following things:
  - if there are no messages in jms queues like transfer, live, log, control
  - if there are no messages in buffered tables like int_live_buffer, int_transfer_buffer, cmas_dwh_ser_sync_object
  to be sure if cmrf has finished all his job.
  3. Make cm6 upgrade.
  4. Execute the update script. Script can be executed directly on cmrf database or via jmx-console.
  5. Switch to live mode.

The execution of the update scripts can be done via JMX console:

1. Open the JMX console (*http://<host>:<port>/jmx-console*).
2. In the left frame *Object Name Filter* select *consol.cmrf*.
3. On the right side select *name=cmrf.sqlUpdater,topic=cmrf.update,type=update*.

Please follow the instructions on this page.

### 1.1.3 Deprecated methods were removed (#622686)

Methods that were declared as deprecated in the releases 6.7 or in older releases were removed for 6.9.0.0.

**IMPORTANT**: Before updating to 6.9 you must ensure that you are not using such deprecated methods in your scripts (Workflow scripts, CM6 Admin Tool scripts). Otherwise these scripts will stop working after the update to 6.9.

This is the list of removed or changed methods:

### AbstractField (removed custom value accessor for each custom field type)

| Removed / changed method | Replacement |
|---|---|
| StringField.getStringValue() | StringField.getValue() |
| NumberField.getNumberValue() | NumberField.getValue() |
| … | … |

### ActivityFormFieldsSet (removed accessors with plain FieldDefinition, use ActivityFormElement instead)

| Removed / changed method | Replacement |
|---|---|
| ActivityFormFieldsSet.addFieldDefinition(new FieldDefinition) | ActivityFormFieldsSet.addElement(new ActivityFormElement(new FieldDefinition())) |
| ActivityFormFieldsSet.getFields() returns List<FieldDefinition> | ActivityFormFieldsSet.getElements() returns List<ActivityFormElement> |
| ActivityFormFieldsSet.setFields(List<FieldDefinition>) | ActivityFormFieldsSet.setElements(List<ActivityFormElement>) |
| ActivityFormFieldsSet.removeFieldDefinition(FieldDefinition) | ActivityFormFieldsSet.removeElement(ActivityFormElement) |
| ActivityFormFieldsSet.removeAllFieldDefinitions() | ActivityFormFieldsSet.removeAllElements() |
| ActivityFormFieldsSet.getFieldDefinition(index) returns FieldDefinition | ActivityFormFieldsSet.getElement(index) returns ActivityFormElement |
| ActivityFormFieldsSet.addFieldDefinition(new FieldDefinition, index) | ActivityFormFieldsSet.setElements(ordered list of elements) |

### ContentFile (added size parameter to input stream methods)

| Removed / changed method | Replacement |
|---|---|
| new ContentFile(filename, inputstream) | new ContentFile(filename, inputstream, streamsize) |
| ContentFile.setInputStream(inputstream) | ContentFile.setInputStream(inputstream, streamsize) |

### ContentResource (same changes as in ContentFile)

| Removed / changed method | Replacement |
|---|---|
| new ContentResource(filename, inputstream) | new ContentResource(filename, inputstream, streamsize) |
| ContentResource.setInputStream(inputstream) | ContentResource.setInputStream(inputstream, streamsize) |

### FieldLogEntry (removed modification accessors)

| Removed / changed method | Replacement |
|---|---|
| FieldLogEntry.setModification(Modification) | FieldLogEntry.setValue(value) + FieldLogEntry.setPreviousValue(value) |
| FieldLogEntry.getModification() | FieldLogEntry.getValue() + FieldLogEntry.getPreviousValue() |

### `Ticket` (removed renamed custom fields accessors + other changes)

| Removed / changed method | Replacement |
|---|---|
| `Ticket.getField(), Ticket.setFieldValue(), Ticket.removeField()` | Previously mixing `groupName` and `fieldName` parameters worked, now only the order `groupName, fieldName` is accepted |
| `Ticket.setField(AbstractField)` | `Ticket.addField(AbstractField)` |
| `Ticket.addOrUpdateField(AbstractField)` | `Ticket.setFieldValue(pGroupName, pFieldName, Object pValue)` |
| `Ticket.getEnumValue` | `EnumValue enumValue = getFieldValue(String pGroupName, String pFieldName)`<br>`String enumName = enumValue.getName();` |
| `Ticket.setEnumValue(fieldName, groupName, enumName)` | `EnumValue enumValue = enumService.getEnumValue(enumGroupName, enumValueName);`<br>`Ticket.setFieldValue(pGroupName, pFieldName, enumValue);`<br><br>`For workflow usage:`<br>`Ticket.setFieldValue(pGroupName, pFieldName, getEnumValueByName(enumGroupName, enumValueName));` |

### `TimerTrigger` (removed `setDuedate` method)

| Removed / changed method | Replacement |
|---|---|
| `TimerTrigger.setDuedate` | `TimerTrigger.setDueTime` |

### `Unit` (removed renamed custom fields accessors)

| Removed / changed method | Replacement |
|---|---|
| `Unit.getFieldsSet()` | `Unit.getFields()` |
| `Unit.setFieldsMap(Map)` | `Unit.addFields(Set)` |
| `Unit.setField(AbstractField)` | `Unit.addField(AbstractField)` |

### 1.1.4 MySql 5.6 support (622820)

CM6 is now compatible with MySql 5.6.13.

Unfortunately there might be an issue when using it with Weblogic application server. It can be fixed by changing default configuration of the MySql DB:

Please set:

```
query_cache_type = OFF
query_cache_size = 0
```

in /etc/mysql/my.cnf or execute the following commands:

```
SET GLOBAL query_cache_type = OFF;
SET GLOBAL query_cache_size = 0;
```

Please also refer to internal link for details.

### 1.1.5 Newest MySql driver support (617775)

The newest MySql driver, that is: 5.1.25, has been checked and approved for usage.

### 1.1.6 MS Active Directory 2012 support (620562)

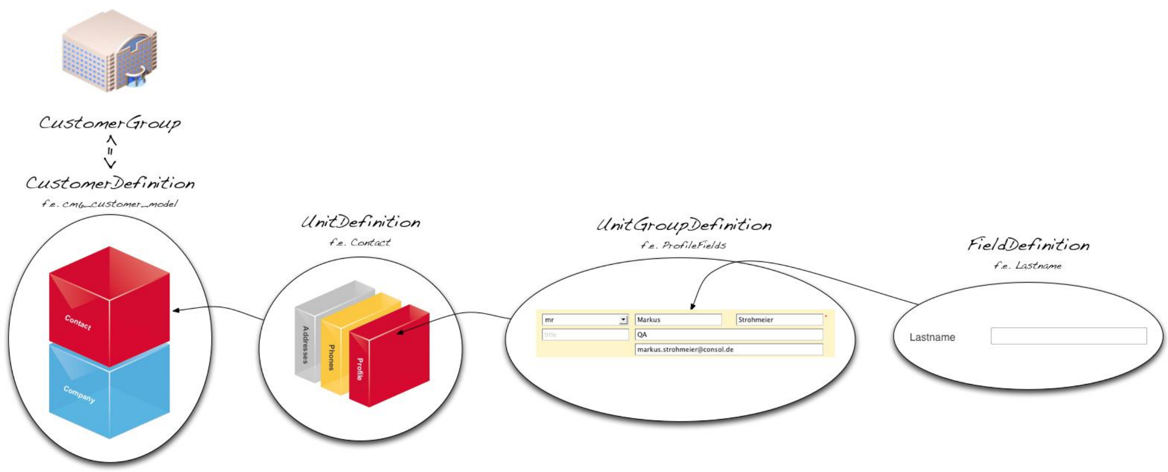
Our SSO functionality has been checked and confirmed to work against MS Active Directory 2012.

## 1.2 New Features

### 1.2.1 MDCM – Multi Dimensional Customer Management

The feature makes possible to have several different customer models (eg. contacts having different sets of custom fields) coexisting in one CM6 installation.

Idea of the new MDCM structure:

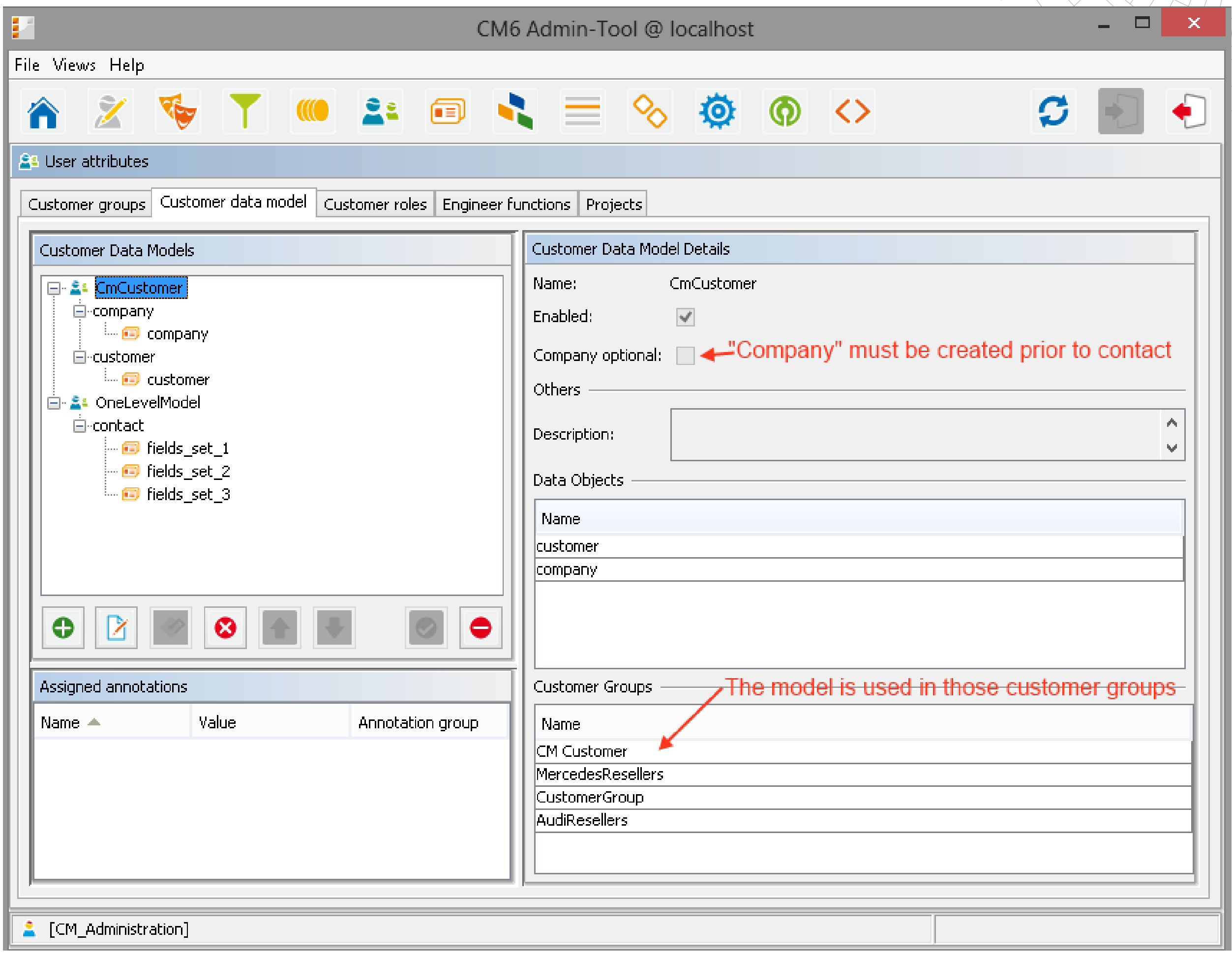



Each customer group now contain a customer definition (same customer definition might be used in many customer groups) which may have one or two levels (e.g. company and contact) and each level (called unit definition) contains many unit group definitions – sets of custom fields.

To achieve the goal some general modifications to the CM had to be done:

1) Administration (see ticket 621984 for detailed specification):

User Attributes view and the Customer Data Model tab is now used to configure the customer definitions instead of the Custom Fields Administration view. Example:

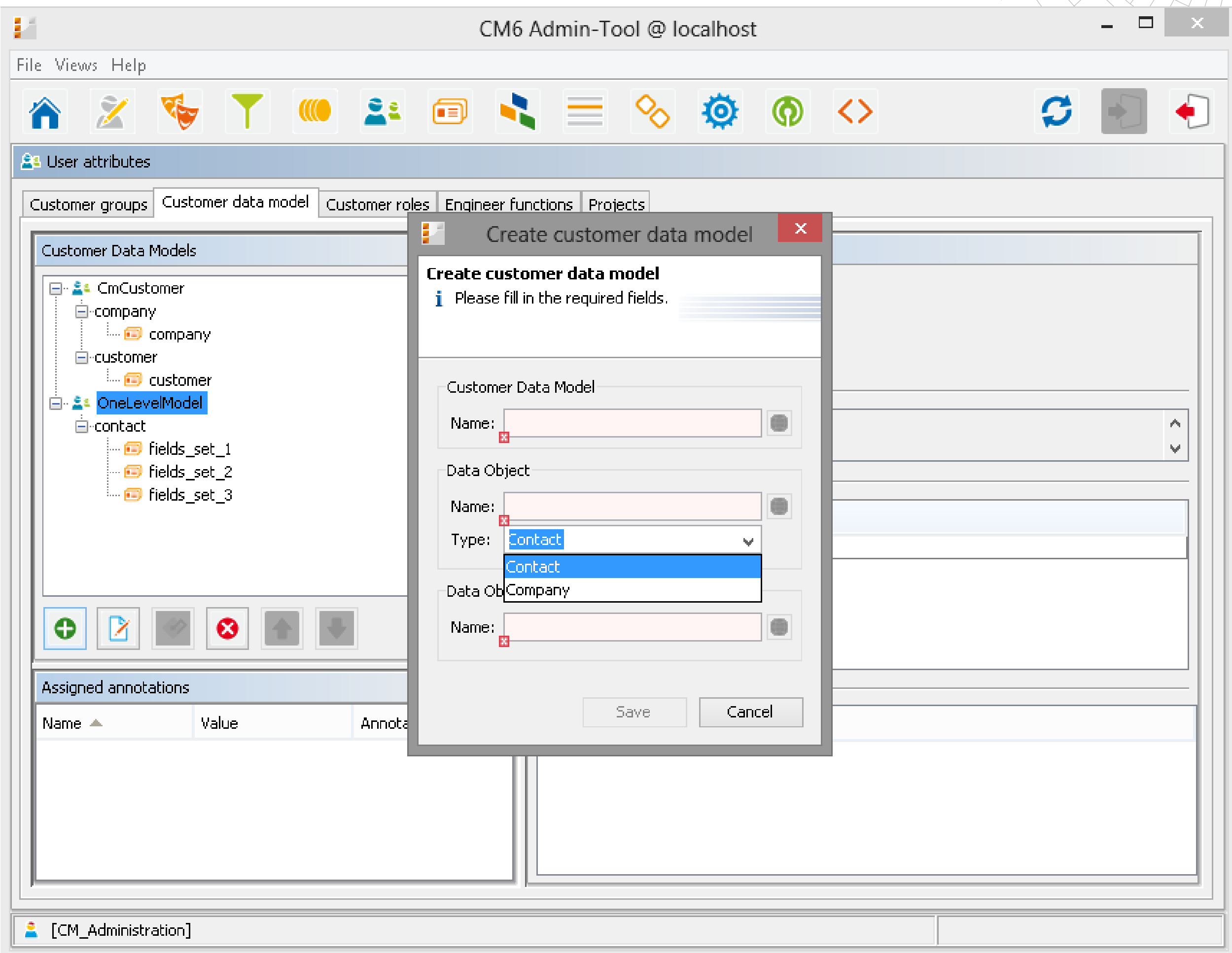



In the above picture it can be seen that there are two customer models defined in the system. One having two levels: “company” and “customer”, each having one group of custom fields having the same name. The other having only one level “contact” which in turn contains three groups of fields. To use “customer” level of the first model one needs to create company object for it – this is indicated by the unchecked “Company optional” option. The view also shows which customer groups are using selected model.

When there are several Data Object Groups they can be shown in tabs in the WebClient – use the “shown-in-group-section” annotation.

Adding new elements to the models depend on the tree node selected: when the most upper node is selected new model can be added; when lower (middle) node is selected “company” or “contact” data objects can be created; when the lowest node is selected then new Data Object Group (set of custom fields) can be created.

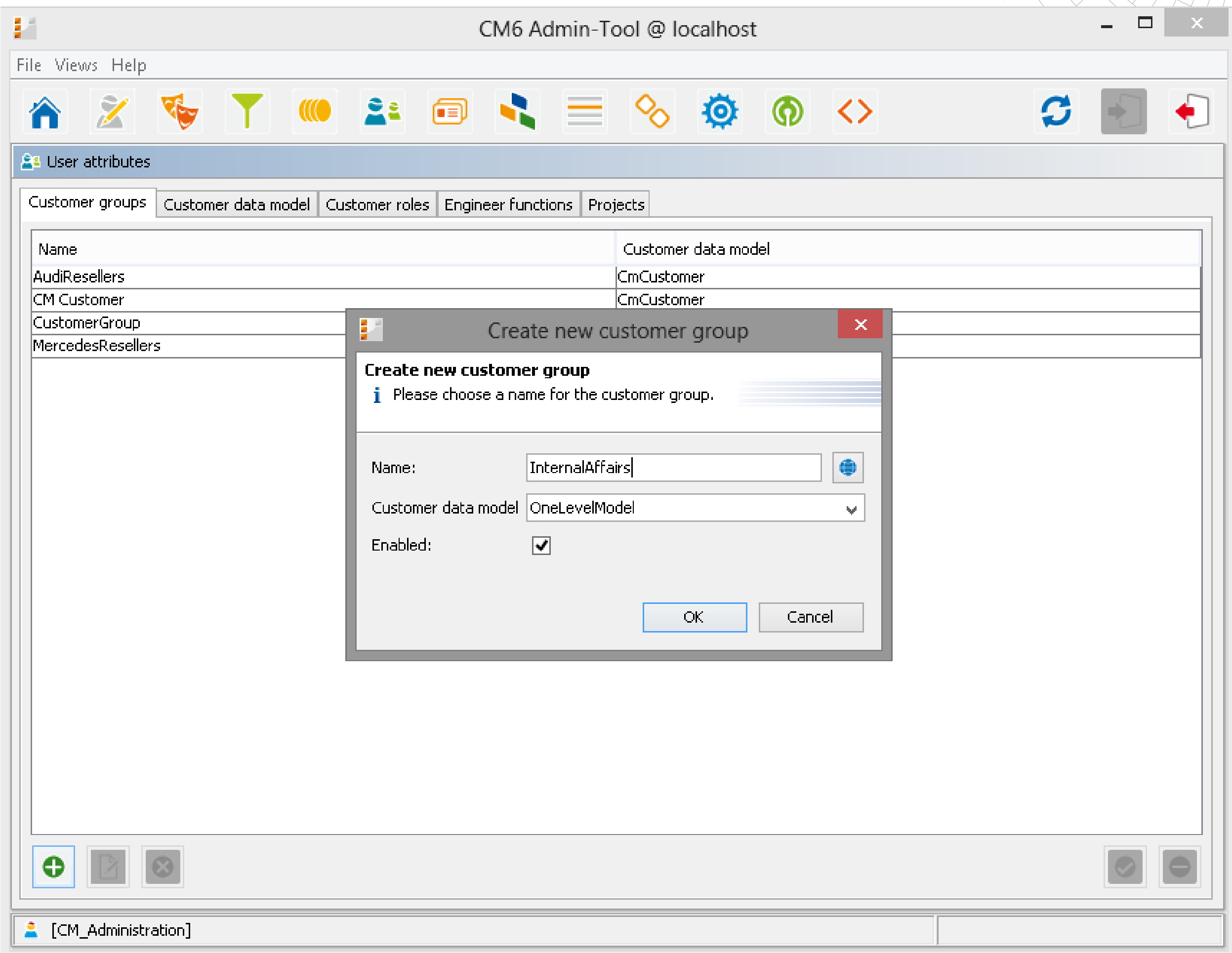
The following image shows the dialog when creating new Customer Model:




Using this window user creates also first Data Object (contact or company level) and first Data Object Group for it. When in the next steps user decides to create second Data Object the reference between those objects is created automatically (contact data reference field for the “contact” Data Object) – formerly this field had to be configured manually to bind the company and contact levels together. Also the reference field is now not shown on the custom fields list.

Another change is that now the annotation “unit is a contact” never used (for other annotation changes see 1.3.1)

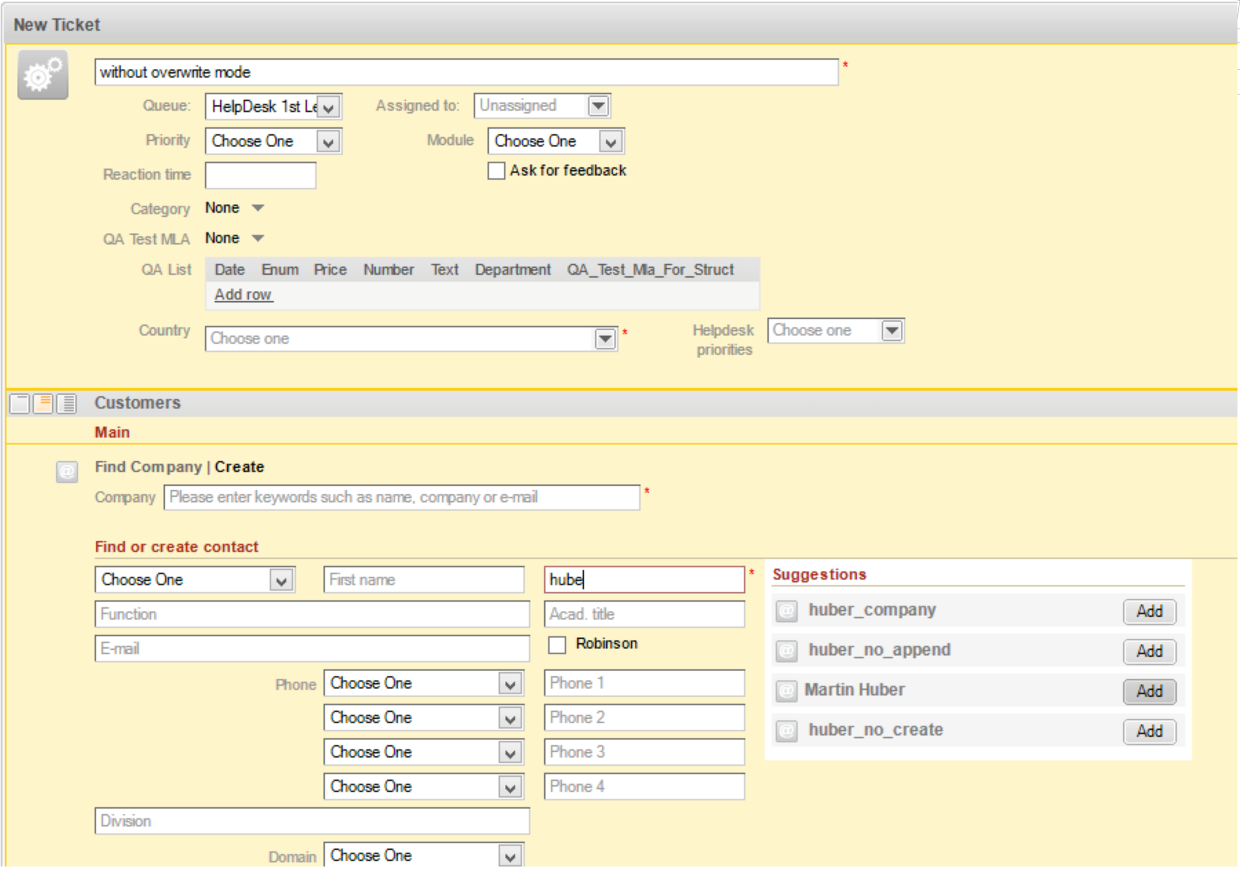
Configured customer model can then be used when creating new Customer Group:



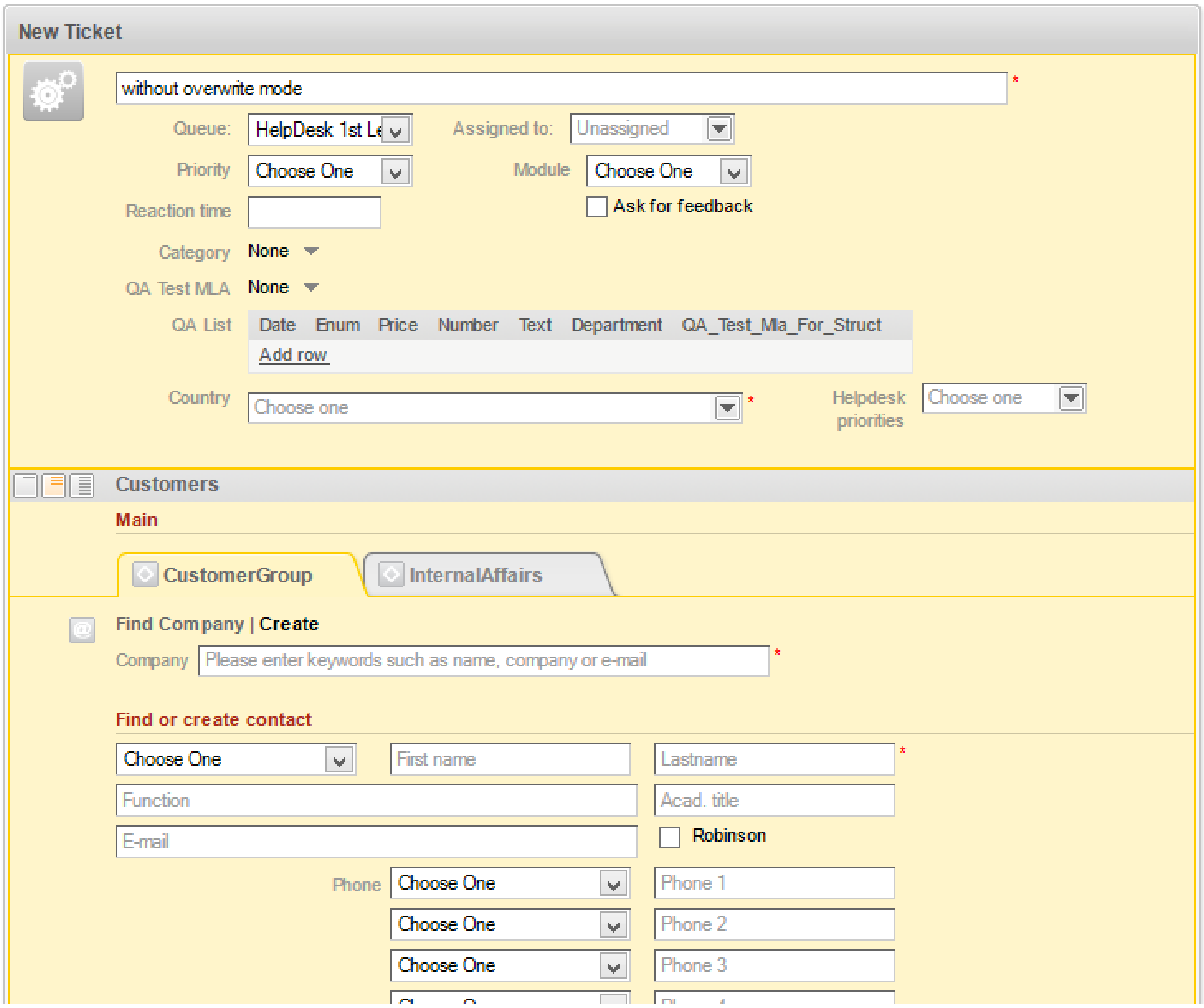

Which then in turn is processed as usual (bound to a queue, made available via role permissions).

2) WebClient changes (see link for detailed specification):

When having access to only one customer group user gets the same UI as in the previous CM versions except that on the Customer or Ticket create pages new mechanism for reducing doublets is used: user gets presented a contact create form and when typing into specific fields search queries are executed presenting possible matches as “Suggestions” – so when customer is found it should be used instead of new one:

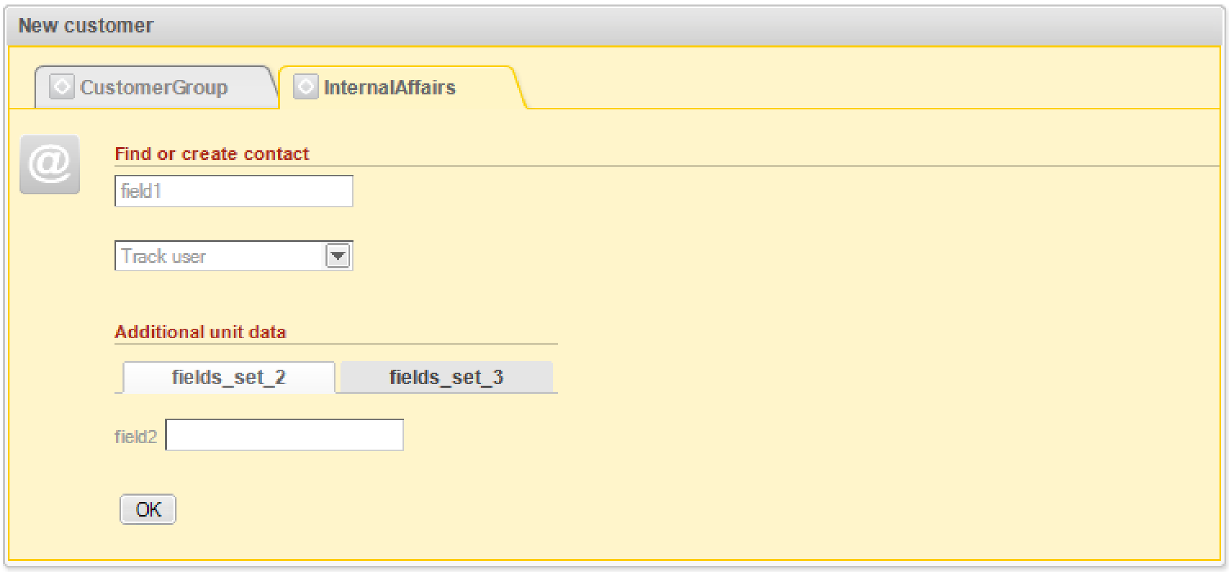



When there are several Customer Groups available there are two ways of handling them: first is to use the already known Customer Group Selector which will reduce the number of available groups to one and allow further operations as if the user had access to only that CG. The second way is to use the new tabs which will show up in all places where contacts are to be used. For example ticket create page:



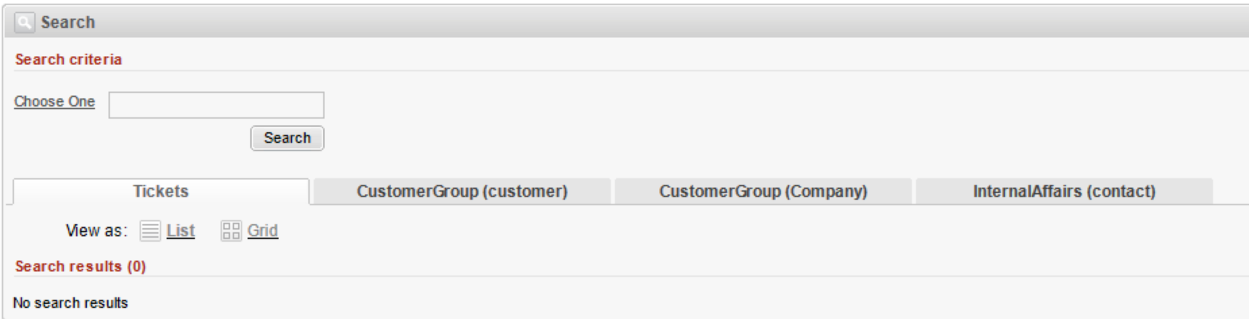

There the user may select from which Customer Group the customer should be chosen (created).

Similarly on the Customer Create page. There also the “Suggestions” mechanism works:




Note the usage of “show-in-group-section” annotation.

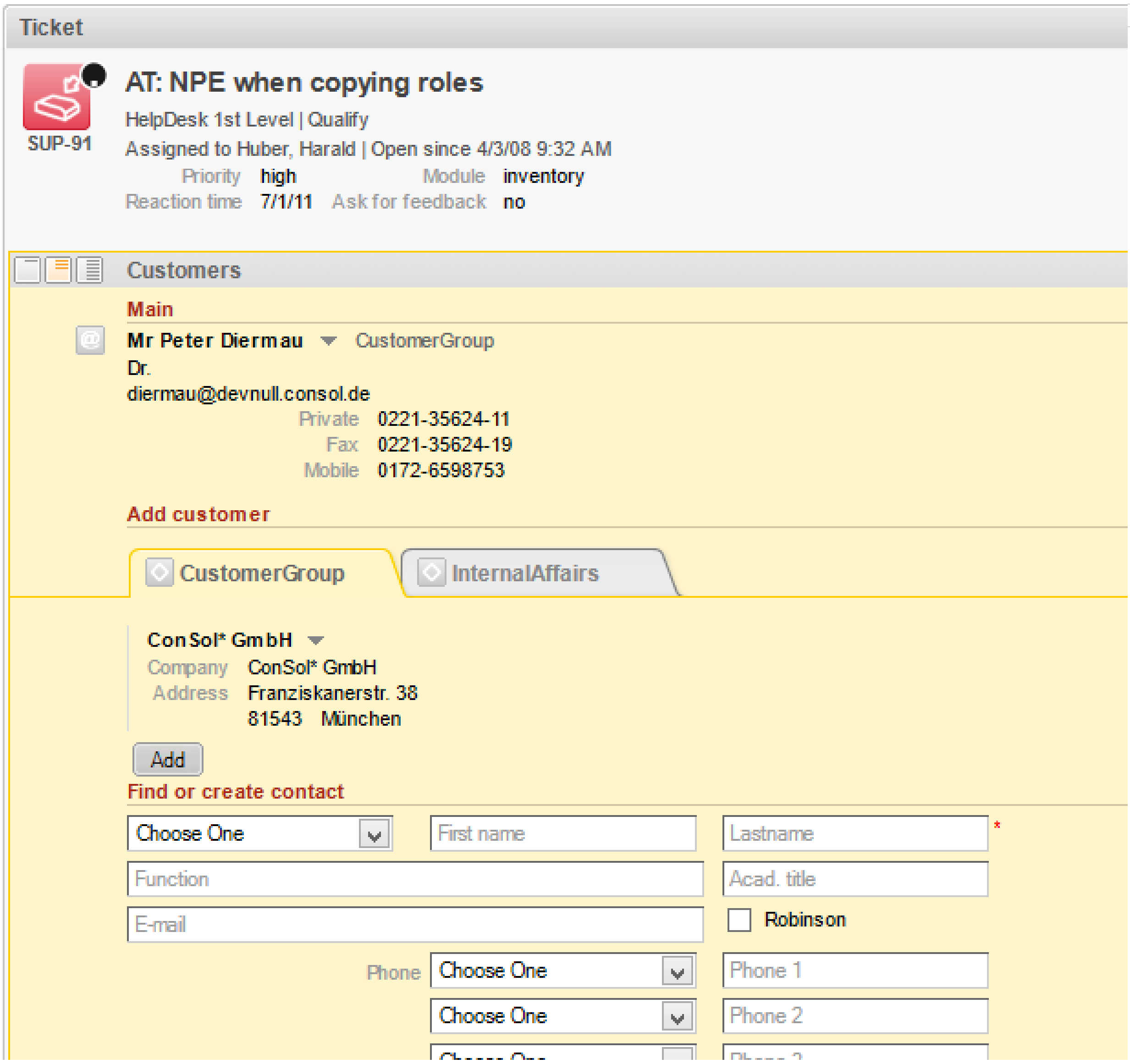
Also there are now tabs for each Data Object on the detail search results page:




Each Data Object have its section on the Q&E search list too:

| | | |
|---|---|---|
| HelpDesk 1st Level | SUP-90 | AT: Reordering of Attribute Values |
| | SUP-99 | Test |
| | SUP-39 | Ticket attribute relation not deleted when ticket c… |
| | SUP-72 | Out of synchronization messages on single Admin… |
| | SUP-64 | CM/Help and CM/API: Priority-Id of ticket doesn't… |
| | SUP-19 | AT: After deploying new workflow, states list is no… |
| | SUP-63 | Exception during Status Change in "IT" queue |
| | SUP-20 | AT: double click on "Save" during new queue crea… |
| | SUP-2 | No permission granted |
| | SUP-40 | Change of Status/Queue results in logout |
| Company (CustomerGroup) | Ingenieurbro Glaser Frankfurt a. M. | |
| | Siebenmaier Gartenbau Oldenburg | |
| | Granulat GmbH Leutenbach | |
| | Atlantis - Commercial Real Estate Nürnberg | |
| | Finanzdienstleistungen Koch Karlsruhe | |
| | Medizintechnik Grabowski München | |
| | Achter Chemie AG Ludwigshafen | |
| | Stern EDV GmbH Bamberg | |
| | Bio-Genomics AG Martinsried | |
| | ConSol* GmbH München | |
| customer (CustomerGroup) | Max Test1 | |

Another change in context of the MDCM is the possibility to add only company as ticket's customer:




All what needs to be done after searching for company is to click the "Add" button. Companies may be the main or additional customers of tickets as well as mixed together with contacts and object from different Customer Groups (available for given ticket).

### 1.2.2 CM6 Process Designer: Precondition script for Activity Control Forms (#620953)

Activity Control Forms now have a second script field: *Precondition script*. This script is used to determine if an Activity Control Form will be displayed or not.

The author of the process can then decide if the form should be shown if its required fields are set or if another condition is fulfilled. By default, if no script is there, it will behave as in former versions.
Please note also that the name of the first script field was changed from *Script* to *Initializing script*.

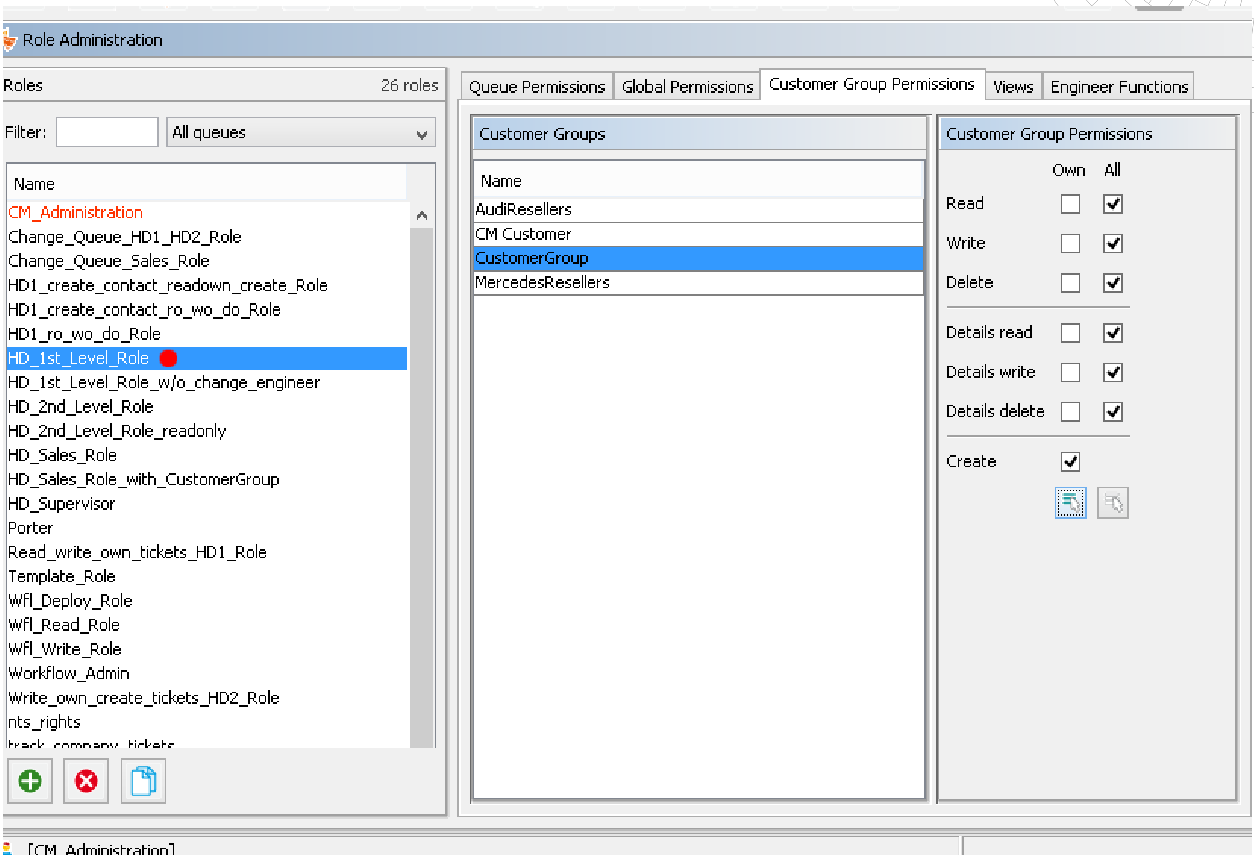
### 1.2.3 Comments and attachments for customer (622426)

New WebClient section “Additional details” has been introduced for customer (contact and company) objects. The section may contain short comments and attachments connected to the customer. Those two kinds of content are presented on separate tabs as shown on the picture below:


The tabs uses similar filtering and sorting component to the one which can be found in the ticket’s attachment section.

Access to the data can be restricted by system administrator using the new permissions introduced for customer groups:

*Details read*
*Details write*
*Details delete*




For manipulating the content from workflow scripts new methods has been added to the workflow api:

```
/**
 * Creates new unit comment
 * @param pUnit Target unit
 * @param pComment Comment text
 * @return Newly created comment entry
 */
UnitCommentEntry addUnitComment(Unit pUnit, String pComment);

/**
 * Deactivates comment for given unit
 * @param pEntry entry to deactivate
 */
void deleteUnitComment(UnitCommentEntry pEntry);


/**
 * Returns all comments created for given unit
 * @param pUnit Target unit
 * @return List of comments entries
 */
List<UnitCommentEntry> getUnitComments(Unit pUnit);


/**
 * Creates new unit attachment. Data input stream should be set using
pAttachment.setInputStream(stream,size)
 * Description fields should be set using:
 *
 * pEntry.setDescription(new UnitAttachmentEntry.Description(filename, mimetype,
description))
```

```
     *
     * @param pAttachment Attachment entry, description fields (mimeType, filename) and
inputstream must be set
     * @return Newly created comment entry
     */
    UnitAttachmentEntry addUnitAttachment(UnitAttachmentEntry pAttachment);

    /**
     * Deactivates attachment entry of given unit
     * @param pAttachment Attachment to deactivate
     */
    void deleteUnitAttachment(UnitAttachmentEntry pAttachment);


    /**
     * Returns all attachments of given unit
     * @param pUnit Target unit
     * @return Attachments entries list
     */
    List<UnitAttachmentEntry> getUnitAttachments(Unit pUnit);
```

For manipulating the content from rest api new methods are implemented:

Get comments:

```
curl -u Huber:consol http://localhost:8888/restapi/units/123/comments
```

Will return:



```
<?xml version="1.0" encoding="utf-8" standalone="yes"?>
<comments>
  <comment id="213-123-12-12" creationDate="02-03-2013">
    <text>something</text>
    <active>true</active>
    <engineer uri="http://localhost:8888/restapi/engineers/Huber?v=0" />
 </comment>
 <comment id="231-123-aaf-123" creationDate="03-03-2013">
   <text>something important</text>
   <active>true</active>
   <engineer name="Huber" firstname="Helard" lastname="Huber" email="hhuber@devnull.consol.de" />
 </comment>
</comments>
```



The RestAPI has to check whether engineer still exists in the system. If not the engineer tag does not generate uri argument. Instead all required information is retrieved from HistoryData object and placed in the tag arguments.

Add comment:

```
curl -u Huber:consol -X PUT -d "text=123" http://localhost:8888/restapi/units/123/comments
```

Delete comment:

```
curl -u Huber:consol -X DELETE http://localhost:8888/restapi/units/123/comments?text=123
```

Get attachments:

```
curl -u Huber:consol http://localhost:8888/restapi/units/123/attachments
```

Will return:


```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<attachments>
  <attachment id="aa46dd51-e53e-11e2-a2d0-d3e5339f95aa" creationDate="2013-02-02">
    <description>This is description</description>
    <active>true</active>
    <enginner uri="http://localhost:8888/restapi/engineers/Huber?v=0" name="Huber">
    <file   uri="http://localhost:8888/restapi/units/123/attachments/file/aa46dd52-e53e-11e2-a2d0-
d3e5339f95aa/mypicture.jpg">
      <mimetype>image/jpeg</mimetype>
      <name>mypicture.jpg</name>
      <size>123123</size>
    </file>
  </attachment>
</attachments>
```


Get the attachment file:

```
curl -u Huber:consol http://localhost:8888/restapi/units/123/attachments/file/aa46dd52-e53e-11e2-
a2d0-d3e5339f95aa/mypicture.jpg
```

Delete attachment:

```
curl -u Huber:consol -X DELETE http://localhost:8888/restapi/units/123/attachment/aeec-123-123-
123-123
```

Add attachment:

```
curl -u Huber:consol -X POST -F "file=@/home/huber/Desktop/file.png" -F "description=the
description" http://localhost:8888/restapi/units/123/attachment
```

## 1.3 Changes

### 1.3.1 Obsolete annotations were removed

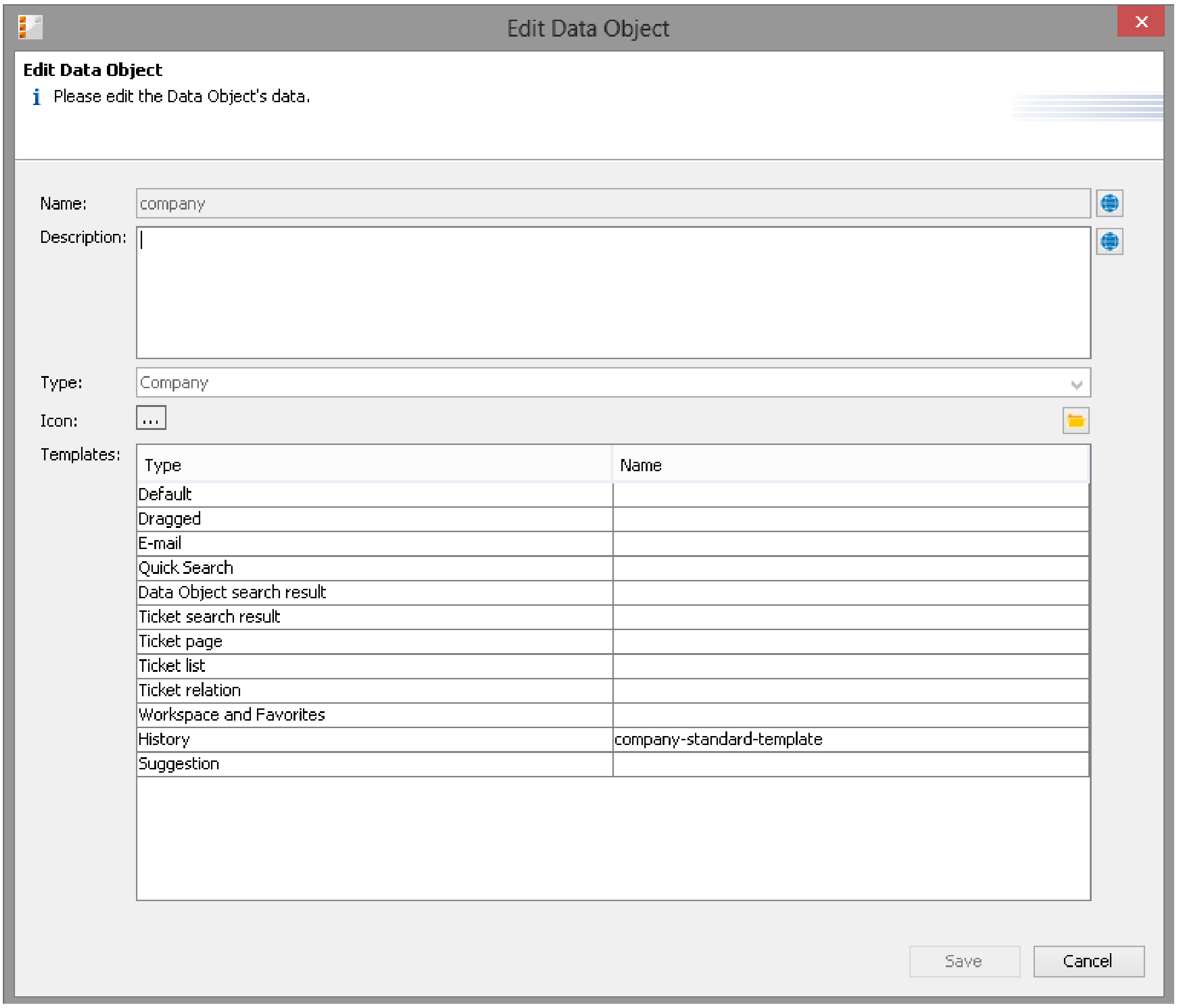
Due to the MDCM changes (see 1.2. New features) annotations: “unit is a contact” and “show-contact-in-ticket-list” become obsolete. They are automatically removed during update or import of older scenarios.

The first annotation is now not needed since currently units of type “contact” are explicitly defined in dedicated AdminTool’s view.

Showing/hiding contacts on the ticket list can now be configured using the Web-client customization feature. Responsible option:

“accordionTicketList -> mainCustomerDescriptionVisible”

Also customer templates are now configured in a different way: related annotations were removed. Instead the templates can be chosen at the customer data object administration view:



### 1.3.2 Possibility to gather mailbox information in the mail processing scripts (621956)

The mailbox information can be fetched by calling:

String mailboxInfo = MailContextServiceImpl.extractMailIncomingMailboxURI(msg)

The information will contain something like this:

*imaps://mailboxUser@imap.mailserver.com:993*

(password omitted).

### 1.3.3 Fresh CM setup without scenario import no longer creates default customer group (622970)

Due to MDCM changes the existence of Customer Group without Customer Data Model assigned is incorrect. Therefore creation of default Customer Group during setup has been disabled.

### 1.3.4 CM Admin Tool – customer custom fields can be configured in different AT's view.

Due to MDCM changes the Custom Fields Administration view no longer contains customer related configuration tab. The functionality is now implemented in the User Attributes view, on the Customer Data Model tab – see 1.2.1 for details.

## 1.4 Known Issues:

### 1.4.1 E-Mail encryption: Problem during import of certificates (#622697)

We are unable to fix that problem. It occurs only for a packaged EAR under the Jboss because of a bug in the VFS. It is described here: https://issues.jboss.org/browse/JBAS-7882. It was not fixed and probably will be not as there is no source code for the JCE - part of Java which is responsible for security providers
At least a workaround exists: expand the CM6 ear structure in the server deploy directory. It is only necessary when encrypted e-mails functionality must be used.
On any problems under Weblogic please use Jrockit JVM (with JCE Unlimited Strength Policy Files installed).

### 1.4.2 Tasks (bugfixes, features) which were initially scheduled for current release and therefore are under advanced development (might be fully functional) but did not make it to be finalized:

#### 1.4.2.1 MDCM - Layout enhancements - tabs for customer data (622756)

The feature is under development – will be finished in 6.9.0.1

#### 1.4.2.2 MDCM - Custom fields groups order defined in AT is not taken into account in WEB (623180)

The feature is under development – will be finished in 6.9.0.1

#### 1.4.2.3 Unit and ticket content - deletion thread (622688)

It should be possible to really delete content now only marked as “deleted”. This feature will allow that.

The feature is under development – will be finished in 6.9.0.1

#### 1.4.2.4 MDCM - Company required flag (622975)

This feature will allow creating contacts without company. It is under development – will be done for 6.9.0.1

#### 1.4.2.5 MDCM - QuickSearch: Technical contact name is shown instead of the label (622976)

The bugfix is under development – will be finished in 6.9.0.1

#### 1.4.2.6 MDCM - "unknown" is shown instead of customer name (622978)

The bugfix is under development – will be finished in 6.9.0.1

#### 1.4.2.7 MDCM - Create Customer (622739)

The functionality might be unstable – will be finished in 6.9.0.1

#### 1.4.2.8 MDCM - Tab shows wrong CFG (623034)

The bugfix is under development – will be finished in 6.9.0.1

#### 1.4.2.9 MDCM - Error when trying to create ticket with user without contact create permission (623052)

The bugfix is under development – will be finished in 6.9.0.1

#### 1.4.2.10 MDCM - NPE when customer is not chosen during ticket creation (623109)

The bugfix is under development – will be finished in 6.9.0.1

#### 1.4.2.11 MDCM - NPE exception while adding additional customer to ticket (623174)

The bugfix is under development – will be finished in 6.9.0.1

#### 1.4.2.12 MDMC - Create customer: missing company labels (623184)

The bugfix is under development – will be finished in 6.9.0.1

#### 1.4.2.13 MDCM ETL - exporting contacts from new model seems not working (623230)

The bugfix is under development – will be finished in 6.9.0.1

#### 1.4.2.14 MDCM - Icons for Unit Definitions (623205)

The feature is under development – will be finished in 6.9.0.1

#### 1.4.2.15 MDCM - MDCM Searches on unit page (623225)

The feature is under development – will be finished in 6.9.0.1

#### 1.4.2.16 MDCM - Detail-search displays more mandants in comparison to mandant-read access (623246)

The bugfix is under development – will be finished in 6.9.0.1

## 1.5 Bugs fixed

| Number | Description |
|---|---|
| **622306** | (CM #157417) `mlaService.getAssignedMla(ticket, mlaFieldName)` cannot differ identical CustomField names from different CustomField groups |
| **622429** | (CM #157731) Deleting an Enum value no longer causes an NPE when it is used as a static criterion |
| **621348** | Logging of incoming mails is now written to mail.log instead of server.log |
| **622496** | CM6 Admin Tool: Exception when mapping Enum values no longer occurs |
| **622678** | CM6 Admin Tool: Enum works now for bigger number of tickets |
| **622650** | DWH – problems with Live mode solved |
| **622401** | WebClient in IE9 – random issue with showing css code instead of login page solved |
| **622338** | ClientAbortException no longer results in "Header already written exception" |
| **611957** | Search in the attachment sections (of tickets and units) should be case insensitive |

# 2 Version 6.9.0.1 (21.10.2013)

Version 6.9.0.1 includes 6.8 versions up to 6.8.5.5 and 6.7 versions up to 6.7.13

**Please note that this is an internal release, containing many open issues. It is only for internal use and must not be given or shown to customers.**

## 2.1 Update and installation instructions

### 2.1.1 Database schema update procedure to 6.9 may take a longer time (#623344)

Because of database schema changes the procedure when updating to 6.9 may take a longer time. The duration depends on the number of rows of the table `CMAS_CNT_ENTRY` and the size of the ticket history entries that are stored within this table.
The following are update times measured for test installations that use different databases:

Oracle 11g:
`CMAS_CNT_ENTRY`: ~5.4 million rows with ~1 TB of content data (entries with pictures)
Update time: ~45 min

SQLServer 2008:
`CMAS_CNT_ENTRY`: ~5 million rows with text entries of small size (~10 characters)
Update time: 7 min 30 s

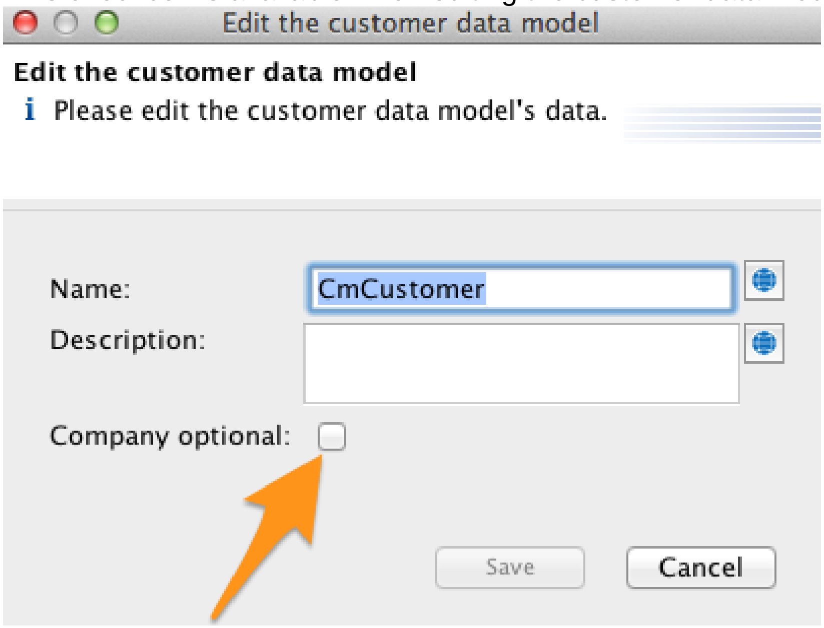
MySQL 5.6:
`CMAS_CNT_ENTRY`: ~2.7 million rows with text entries of medium size (~4000 characters)
Update time: 5 h 15 min

`CMAS_CNT_ENTRY`: ~1 million rows with text entries of small size (~10 characters)
Update time: 7 min

## 2.2 New Features

### 2.2.1 MDCM: Customer model with optional second level (#622975)

It is possible to define customer models that consist of two levels (i.e. *Contact* and *Company*). By default this second level is mandatory for such models.
With 6.9.0.1 now a checkbox was added that makes it possible to define that the second level is optional so such a customer model may contain customers that consist only of a contact and customers that are contacts assigned to companies.
This checkbox is available when editing the customer data model:




### 2.2.2 Background service to remove deleted comments and attachments from the database (#622688)

Until now if one deleted an attachment of a ticket, or comments or attachments of a data object, it still remained in the database. It was only marked as deleted.
With 6.9.0.1 a background service was added that removes such entries from the database that are marked as deleted.
The name of the service is *unused content remover* and it can be stopped and started in the CM6 Admin Tool in the same way as other services there. It is also possible to completely disable this service by setting the property *unused.content.remover.enabled* (module *cmas-core-server*) to *false*.
The service is started automatically for single server environments and for cluster environments only if it is configured on which cluster node this service should run. This is configured by the property *unused.content.remover.cluster.node.id* (module *cmas-core-server*).
It can be configured how often it runs in the background (property *unused.content.remover.polling.minutes*; default is every 15 minutes) and how for how long content is kept in the database until it is removed (property *unused.content.remover.ttl.minutes*; default time span is 24 hours).
The service can also be invoked via JMX. When using JBoss as application server you can access the bean in the following way:

1. Open the JMX console (http://<host>:<port>/jmx-console).

2. In the left frame *Object Name Filter* select *consol.cmas*.
3. On the right side select *name=unusedContentRemover, topic=global,type=config*
4. Invoke the operation *removeUnusedContent* (parameter is for how many minutes the content to be removed was already marked as deleted).

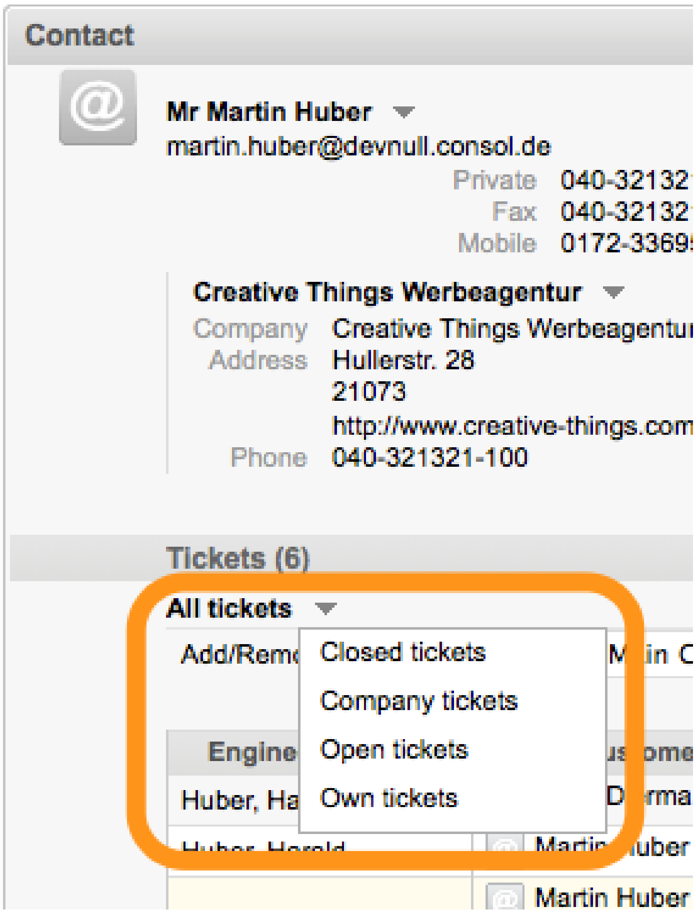
After the update to 6.9 this background service is active. In order not to consume too many resources it will only remove at most 1000 entries during each run.

## 2.3 Changes

### 2.3.1 Ticket filter options on data object pages (#623225)

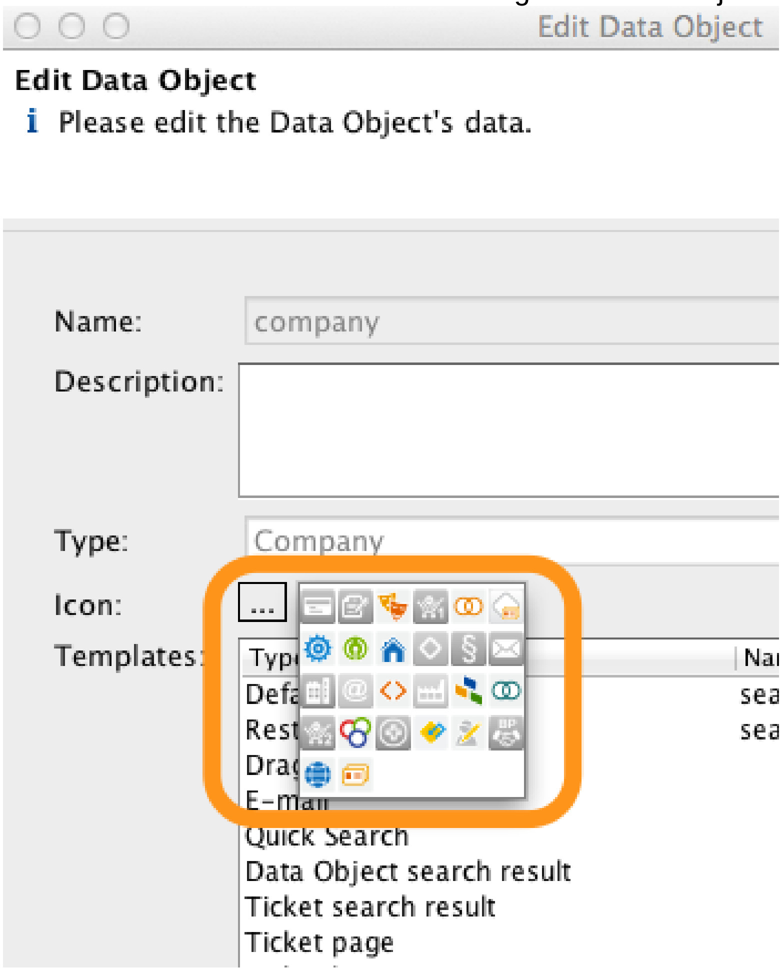
The ticket filter options on data object pages like i.e. *Contact* page or *Company* page now have the following entries:

- *All tickets* (default setting that shows all tickets of the customer where it is assigned either with the main role or as an additional customer)
- *Open tickets*
- *Closed tickets*
- *Own tickets* (tickets where the customer is only assigned with the main role)
- *Company tickets* (all tickets of the contacts of a company plus those tickets that were just assigned to the company (in a two-level model))



### 2.3.2 New icons for data objects (#623205)

New icons were added that can be assigned to data objects like i.e. contacts or companies.




### 2.3.3 *Mandant* was renamed to *Kundengruppe* (#623431)

Please note that the German word *Mandant* was renamed to *Kundengruppe* in order to match its English translation *customer group*.

## 2.4 Bugs fixed

| Number | Description |
|---|---|
| 623246 | Detail-search displays more mandants in comparison to mandant-read access? |
| 623272 | Error when starting cluster node |
| 623280 | UnitSearchPanel broken after customer group change |
| 623245 | [MDCM][AT][KYOCERA] NPE while exporting configuration |
| 623127 | [WEB] Additional customer section: edit form is loaded instead of business card |
| 623238 | [WEB] Ticket detail - contact section: no actions after changing contact |
| 623248 | [TLCM] Missing button to save customer changes |
| 623258 | [MDCM] [WEB] Create customer: unexpected label by one level customer model |
| 623263 | [WEB] IE8/9 - Company page: broken company icon |
| 623284 | [WEB] Ticket transfer: wrong search result |
| 623133 | [WEB] Company page: missing history entries |
| 623135 | [WEB] Detail search: number of ticket per page reset after clicking on search button |
| 623285 | [WEB] Ticket transfer: customer/company creation form and suggestions |
| 623208 | [MDCM][WEB] Company page - contact section: can't add/remove columns |
| 623109 | [Web] NPE when customer is not chosen during ticket creation |
| 623034 | [Web] MDCM: Tab shows wrong CFG |
| 622756 | [MDCM][web] Layout enhancements - tabs |
| 622978 | [Web] MDCM: "unknown" is shown instead of customer name |
| 622976 | [Web] MDCM: QuickSearch: Technical contact name is shown instead of the label |
| 623180 | [MDCM] [WEB] - Custom fields groups order defined in AT is not taken into account in WEB |
| 623052 | Error when trying to create ticket with user without contact create permission |
| 623184 | [MDCM] [WEB] Create customer: missing company labels |
| 623174 | [WEB] NPE exception while adding additional customer to ticket |
| 623230 | MDCM ETL - exporting contacts from new model seems not working |
| 623140 | [WEB] Link to delete contact found when not expected |
| 623326 | Unit comments and attachment section - remarks |
| 623343 | Model name on header |
| 623037 | [MDCM][WEB] Suggestions: suggestions panel does not overlap favorites |
| 622838 | [WEB][MDCM] Create customer: filled data lost after changing customer group |
| 623353 | It is not possible to setup fresh basic system configuration due to missing "contact data reference" field |
| 623126 | [WEB] Unexpected validation message when editing customer |
| 623372 | MDCM: Data Object Groups sort order broken after export/import |
| 623367 | [MDCM] Adding additional unit: Searching/selecting company not possible if company is already assigned as main customer |
| 623352 | [WEB] No suggestions after changing customer group while changing main customer |
| 623347 | Obsolete annotation "unit is a contact" is still present in the CM after fresh setup |
| 623365 | [Web] Show customer in groups - multiple tabs |
| 622705 | DWH Update now works again after a database shutdown |
| 623387 | [Web] Tab shows wrong CFG after queue change |
| 623481 | [Web] Size of default customer model icon |
| 623482 | [Web] Company detail page - no columns for Contacts section |
| 623483 | [WEB] Company search field disappeared for CompanyOptional CG |
| 623559 | [WEB] show-in-group-section=true annotation cause that fields are always visible |
| 623571 | Unable to created ticket for contact from CustomerModel with many UnitFieldGroupDefinition |
| 623574 | NULL Pointer exception when executing Activity with an ACF |