

DOCUMENT

Release Notes ConSol*CM Version 6.9.0

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Table of contents

Genera	al update and installation instructions	4
1	Version 6.9.0.0 (10.09.2013)	5
1.1	Update and installation instructions	
1.1.1	New License is needed	
1.1.2	DWH database schema must be modified (#622829)	
1.1.3	Deprecated methods were removed (#622686)	
1.1.4	MySql 5.6 support (622820)	7
1.1.5	Newest MySql driver support (617775)	
1.1.6	MS Active Directory 2012 support (620562)	
1.2	New Features	
1.2.1	MDCM – Multi Dimensional Customer Management	
1.2.2	CM6 Process Designer: Precondition script for Activity Control Forms (#620953)	
1.2.3	Comments and attachments for customer (622426)	
1.3	Changes	
1.3.1	Obsolete annotations were removed	
1.3.2	Possibility to gather mailbox information in the mail processing scripts (621956)	
1.3.3	Fresh CM setup without scenario import no longer creates default customer gr	
1.3.4	CM Admin Tool – customer custom fields can be configured in different AT's view	
1.4	Known Issues:	
1.4.1	E-Mail encryption: Problem during import of certificates (#622697)	
	Tasks (bugfixes, features) which were initially scheduled for current release	
	re are under advanced development (might be fully functional) but did not make it to	
	d:	
	MDCM - Layout enhancements - tabs for customer data (622756)	
	MDCM - Custom fields groups order defined in AT is not taken into account in W	
	0)	
1.4.2.3	Únit and ticket content - deletion thread (622688)	23
1.4.2.4	MDCM - Company required flag (622975)	23
1.4.2.5	MDCM - QuickSearch: Technical contact name is shown instead of the label (622976)23
1.4.2.6	MDCM - "unknown" is shown instead of customer name (622978)	23
1.4.2.7	MDCM - Create Customer (622739)	23
1.4.2.8	MDCM - Tab shows wrong CFG (623034)	23
1.4.2.9	MDCM - Error when trying to create ticket with user without contact create permiss	sion
(62305	2)	24
1.4.2.1	0 MDCM - NPE when customer is not chosen during ticket creation (623109)	24
1.4.2.1	1 MDCM - NPE exception while adding additional customer to ticket (623174)	24
1.4.2.1	5 1 5 ()	
1.4.2.1		
1.4.2.1		
1.4.2.1		
1.4.2.1		
	(623246)	
1.5	Bugs fixed	
2	Version 6.9.0.1 (21.10.2013)	
2.1	Update and installation instructions	26
2.1.1	Database schema update procedure to 6.9 may take a longer time (#623344)	26



2.2	New Features	27
2.2.1	MDCM: Customer model with optional second level (#622975)	27
2.2.2	Background service to remove deleted comments and attachments from the datab	base
(#6226	88)	27
2.3	Changes	28
2.3.1	Ticket filter options on data object pages (#623225)	28
2.3.2	New icons for data objects (#623205)	29
2.3.3	Mandant was renamed to Kundengruppe (#623431)	29
	Bugs fixed	



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
<pre>StringField.getStringValue()</pre>	<pre>StringField.getValue()</pre>
NumberField.getNumberValue()	NumberField.getValue()

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

Removed / changed method	Replacement
ActivityFormFieldsSet.addFieldDefinition(n ew FieldDefinition)	ActivityFormFieldsSet.addElement(new ActivityFormElement(new FieldDefinition()))
ActivityFormFieldsSet.getFields() returns List <fielddefinition></fielddefinition>	ActivityFormFieldsSet.getElements() returns List <activityformelement></activityformelement>
ActivityFormFieldsSet.setFields(List <field Definition>)</field 	<pre>ActivityFormFieldsSet.setElements(List<act ivityformelement="">)</act></pre>
ActivityFormFieldsSet.removeFieldDefinitio n(FieldDefinition)	ActivityFormFieldsSet.removeElement(ActivityFormElement)
<pre>ActivityFormFieldsSet.removeAllFieldDefini tions()</pre>	ActivityFormFieldsSet.removeAllElements()
ActivityFormFieldsSet.getFieldDefinition(i ndex) returns FieldDefinition	ActivityFormFieldsSet.getElement(index) returns ActivityFormElement
ActivityFormFieldsSet.addFieldDefinition(n ew FieldDefinition, index)	ActivityFormFieldsSet.setElements(ordered list of elements)

ContentFile (added size parameter to input stream methods)

Removed / changed method	Replacement
<pre>new ContentFile(filename, inputstream)</pre>	new ContentFile(filename, inputstream, streamsize)
ContentFile.setInputStream(inputstream) ContentFile.setInputStream(inputstream) streamsize)	

ContentResource (same changes as in ContentFile)

Removed / changed method	Replacement	
<pre>new ContentResource(filename, inputstream)</pre>	<pre>new ContentResource(filename, inputstream, streamsize)</pre>	
ContentResource.setInputStream(inputstream)	<pre>ContentResource.setInputStream(inputstream , streamsize)</pre>	

FieldLogEntry (removed modification accessors)

Removed / changed method	Replacement	
FieldLogEntry.setModification(Modification)	FieldLogEntry.setValue(value) FieldLogEntry.setPreviousValue(value)	+
<pre>FieldLogEntry.getModification()</pre>	<pre>FieldLogEntry.getValue() + FieldLogEntry.getPreviousValue()</pre>	



Ticket (removed renamed custom fields accessors + other changes)

Removed / changed method	Replacement
<pre>Ticket.getField(), Ticket.setFieldValue(), Ticket.removeField()</pre>	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	<pre>EnumValue enumValue = getFieldValue(String pGroupName, String pFieldName) String enumName = enumValue.getName();</pre>
Ticket.setEnumValue(fieldName, groupName, enumName)	<pre>EnumValue enumValue = enumService.getEnumValue(enumGroupName, enumValueName); Ticket.setFieldValue(pGroupName, pFieldName, enumValue); For workflow usage: Ticket.setFieldValue(pGroupName, pFieldName, getEnumValueByName(enumGroupName, enumValueName));</pre>

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:

CM6	6 Admin-Tool @ localhost – 🗖 🗙
e Views Help	
🗎 🌋 🦻 🍸 📖 🚉 💷 🕇	
User attributes	unctions Projects
Customer Data Models	Customer Data Model Details
Company Company Customer Customer Customer Customer Customer ContexvelModel ContexvelModel Context Fields_set_1 Fields_set_2 Fields_set_3 ContexvelModel ContexvelModel ContexvelModel ContexvelModel ContexvelModel Fields_set_3 ContexvelModel ContexvelModel ContexvelModel ContexvelModel ContexvelModel Fields_set_3 ContexvelModel ContexvelMode	Name: CmCustomer Enabled: Image: Company optional: Company optional: Image: Company must be created prior to contact Others Image: Company optional: Description: Image: Company optional: Data Objects Image: Customer optional: Name Image: Customer optional: company Image: Company optional:
Assigned annotations	Customer Groups
Name 🔺 Value Annotation group	Name CM Customer MercedesResellers CustomerGroup AudiResellers

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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:

e Views Help			
Image: Source of the set of the s	1	CM6 Admin-Tool @ localhost	- • ×
Ser attributes Customer groups Customer rotes Engineer functions Protect Customer Data Models Image: Create customer data model Image: Create customer data model Image: Concustomer Image: Customer data model Image: Customer data model Image: Customer Image: Customer data model Image: Customer data model Image: Customer Image: Customer data model Image: Customer data model Image: Customer Image: Customer data model Image: Customer data model Image: Customer Image: Customer data model Image: Customer data model Image: Image: Customer Image: Customer data model Image: Customer data model Image: Image: Image: Customer data model Image: Image: Customer data model Image: Image: Customer data model Image: Ima	ile Views Help		
Customer groups Customer data model Customer roles Engineer functions Projects Customer Data Model Customer Cus	🏫 🌋 🦤 🍸 🍬 🏝	🗉 🔩 🚍 🗞 🗔 🏟	S 🔊 🗲
Customer Data Models Customer Customer Customer Customer Customer Customer Customer Customer Customer Signed annotations Name * Value Value Annote Save Cancel	Ser attributes		
Customer Customer Contact Sields_set_2 Sields_set_3 Data Object Name: Type: Contact Data Object Name: Type: Contact Data Object Name: Value Annote Save Cancel	CmCustomer company 500 company		
Prields_set_2 Prields_set_3 Data Object Name: Type: Contact Data Ot Company Name: Save Cancel	Let one customer Let one customer Let one customer Let one customer Let one customer	Name:	
Assigned annotations Name A Value Annote Save Cancel	🙃 fields_set_2	Name:	
Name A Value Annote Save Cancel		Data ObCompany	
Name A Value Annota	Assigned annotations		
	Name 📥 Value Annot	Save Cancel	
[CM_Administration]			
	[CM_0dministration]		

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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:

Ľ	CM6 Admin-Tool @ localhost	- • ×
File Views Help		
	🛚 🛋 🗏 🔿 🧔 🕥 🔇	5 🛐 🗧
😫 User attributes		
Customer groups Customer data model Custom	er roles Engineer functions Projects	
	Customer data model CmCustomer Create new customer group reate new customer group i Please choose a name for the customer group. Jame: InternalAffairs Customer data model OneLevelModel Customer data model OK Cancel	
CM_Administration]		

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

2) WebClient changes (see <u>link</u> 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:

New Tick	et					
O	without overwr	ite mode			*	
	Queue:	HelpDesk 1st Le	 Assigned to: Unassigned to: 	gned 💌		
	Priority	Choose One	Module Choo	se One 🗸		
	Reaction time		As	k for feedback		
	Category	None 💌				
	QA Test MLA	None 💌				
	QA List		Price Number Text Departm	nent QA_Test_Mla_For_Struct		
		Add row				
	Country	Choose one		* Helpdesk		
				priorities		
	Customers					
	Main					
e	Find Company	v Create				
			such as name, company or e-ma	*		
	Find or create	contact				
	Choose One	~	First name	hube	Suggestions	
	Function			Acad. title	huber_company	Add
	E-mail			Robinson	huber_no_append	Add
		Phone	Choose One	Phone 1	Martin Huber	Add
			Choose One	Phone 2	huber_no_create	Add
			Choose One	Phone 3		
			Choose One	Phone 4		
	Division					
		Domain	Choose One			
		Loor Hall	•			

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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:

				t			
New Tick	et						
T	without overwrit	te mode	*	+			
	Queue:	HelpDesk 1st L Assigned to: Unassigned					
	Priority	Choose One 🔽 Module Choose One 🔽					
	Reaction time	Ask for feedback					
	Category	None 🔻					
	QA Test MLA	None 🔻					
	QA List	Date Enum Price Number Text Department QA_Test_Mla_For_Struct					
		Add row					
	Country	Choose one Helpdesk Choose priorities	e one				
	Customers						
	Main						
	Custome	erGroup					
	Find Company	/ Create					
		se enter keywords such as name, company or e-mail *					
	Find or create						
	Choose One	First name Lastname					
	Function	Acad. title					
	E-mail	Robinson					
		Phone Choose One Phone 1					
		Choose One Phone 2					
		Choose One Phone 3					

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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:

New customer	
CustomerGroup InternalAffairs	
Find or create contact field1	
Track user	
Additional unit data	
fields_set_2 fields_set_3	
field2	
OK	

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Note the usage of "show-in-group-section" annotation.

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

Search				
Search criteria				
Choose One	Search			
Tickets		CustomerGroup (customer)	CustomerGroup (Company)	InternalAffairs (contact)
View as: List	Grid			
Search results (0)				
No search results				

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

HelpDesk 1 st 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.		
	Siebenma	ier Gartenbau Oldenburg	
	Granulat (GmbH Leutenbach	
	Atlantis -	Commercial Real Estate Nürnberg	
	Finanzdier	nstleistungen Koch Karlsruhe	
	Medizintechnik Grabowski München		
	Achter Chemie AG Ludwigshafen		
	Stern EDV GmbH Bamberg		
	Bio-Genor	mics AG Martinsried	
	ConSol* G	mbH München	
customer (CustomerGroup)	Max Test1	1	



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

Ticket				
SUP-91	AT: NPE when copying r HelpDesk 1st Level Qualify Assigned to Huber, Harald Open s Priority high I Reaction time 7/1/11 Ask for fee	since 4/3/08 9:32 AM /lodule inventory		
	Customers			
_	Main			
e	Mr Peter Diermau Custome Dr.	rGroup		
	diermau@devnull.consol.de			
	Private 0221- Fax 0221-			
	Mobile 0172-			
	Add customer			
	CustomerGroup	InternalAffairs		
	Con Sol* Gm bH ▼ Company ConSol* GmbH Address Franziskanerstr. 38 81543 München Add Find or create contact			
	Choose One	First name	Lastname	*
	Function		Acad. title	
	E-mail		Robinson	
	Phone	Choose One	Phone 1	
		Choose One	Phone 2	
		Channe One	Dharan 2	

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:

-	ients	Attachments	
Add comment			
			Number per page
Date	Engineer	Comment	v
	×		
		Comment number one	
9/10/13 15:48	Huber, Harald		

9/10/13 15:48 - 15:50 changed by Harald Huber

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



toles 26 rd	oles	Queue Permissions Global Permissions C	Eustomer Group Permis	sions Views	Engineer Functions
Filter: All queues	•	Customer Groups		Customer Gro	up Permissions
Name	וור	Name			Own All
CM_Administration	<u>, </u>	AudiResellers		Read	
Change_Queue_HD1_HD2_Role		CM Customer		Write	
Change Queue Sales Role		CustomerGroup		wrice	
HD1_create_contact_readown_create_Role		MercedesResellers		Delete	✓
HD1_create_contact_ro_wo_do_Role					
HD1_ro_wo_do_Role				Details read	
HD_1st_Level_Role 😑					
HD_1st_Level_Role_w/o_change_engineer				Details write	
HD_2nd_Level_Role				Details delete	
HD_2nd_Level_Role_readonly					
HD_Sales_Role				Create	✓
HD_Sales_Role_with_CustomerGroup					
HD_Supervisor					P
Porter					
Read_write_own_tickets_HD1_Role					
Template_Role					
Wfl_Deploy_Role					
Wfl_Read_Role					
Wfl_Write_Role					
Workflow_Admin					
Write_own_create_tickets_HD2_Role nts rights					
nts_rights					

[CM Administration]

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))
```



```
* Oparam 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:

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:

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

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 "showcontact-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		Edit Data Object	×
Edit Data Obj i Please edit	ject the Data Object's data.		
Name:	company		•
Description:			۲
Туре:	Company		~
Icon:			```
Templates:	Туре	Name	
	Default		
	Dragged		
	E-mail		
	Quick Search		
	Data Object search result		
	Ticket search result		
	Ticket page		
	Ticket list		
	Ticket relation		
	Workspace and Favorites		
	History	company-standard-template	
	Suggestion		
		Save	Cancel



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 <code>CMAS_CNT_ENTRY</code> 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:

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

SQLServer 2008:

<code>CMAS_CNT_ENTRY: ~5</code> 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:

● ○ ○ Edit the customer data model

Edit the customer data model

i Please edit the customer data model's data.

Name:	CmCustomer
Description:	•
Company optional:	
	Save

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 *cmascore-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.

Edit Data Object

i Please edit the Data Object's data.

Name:	company	
Description:		
Type:	Company	
Icon:		
Templates	Тур 🧐 🕥 🖍 🛇 🖇 🖂 👘 Na	al
	Defa 🔜 @ 🔷 🔜 🔩 🚳 👘 se	а
	Rest 🔛 🚱 💿 🛷 🧝 📇 👘 se	а
	Dra(🌐 💼	
	E-man	
	Quick Search	
	Data Object search result	
	Ticket search result	
	Ticket page	

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

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