D O C U M E N T

Release Notes ConSol*CM
Version 6.9.2

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General update and installation instructions

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

- Distribution installation
  The distribution is installed into the application server. For an update every local configuration, like the data source configuration, has to be saved before and reconfigured afterwards.
  This type of update ensures that really every change between the versions is installed.
  This type of update is recommended for updates of the major or minor version, e.g. for an update from 6.6.3 to 6.7.5.

- EAR / WAR Update
  For this type of update of the ConSol*CM, the EAR (cm6.ear, cmrf.ear) and WAR (cm-track.war) files of the new version have to be installed into the application server. Additionally every installation related changes described in the chapters 'Update and installation instructions' have to be applied manually. The changes have to be applied for every version between your original CM version and the new CM version, e.g. for an update from 6.6.3 to 6.6.7 the instructions of the versions 6.6.5, 6.6.6 and 6.6.7 have to be checked.
  This type of update is only recommended for updates within a minor version.

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

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

1   Version 6.9.2.0 (10.01.2014)

Version 6.9.2.0 includes 6.8 versions up to 6.8.5.6 and 6.7 versions up to 6.7.13

1.1   Update and installation instructions

1.1.1   CMRF Log4j configuration was changed (#624105)

Changes were applied to the default Log4j configuration, which is part of the standalone CM6/RF distribution packages:

```
@@ -12,18 +12,20 @@
    | on web site: http://logging.apache.org/log4j/docs/documentation.html
  -->

-<log4j:configuration debug="false">
+<log4j:configuration xmlns:log4j="http://jakarta.apache.org/log4j/"
debug="false">

   <!-- ================================ -->
   <!-- Preserve messages in a local file -->
   <!-- ================================ -->

   <!-- File appender for the server log -->
-  <appender name="FILE" class="org.jboss.logging.appender.FileAppender">
-    <errorHandler class="org.jboss.logging.util.OnlyOnceErrorHandler"/>
+  <appender name="FILE" class="org.apache.log4j.RollingFileAppender">
+    <errorHandler class="org.apache.log4j.helpers.OnlyOnceErrorHandler"/>
     <param name="File" value="${jboss.server.log.dir}/server.log"/>
     <param name="Append" value="true"/>
     <param name="Threshold" value="INFO"/>
+    <param name="MaxFileSize" value="300MB"/>
+    <param name="MaxBackupIndex" value="6"/>
     <layout class="org.apache.log4j.PatternLayout">
       <param name="ConversionPattern" value="%d{ISO8601} %-5.5p [%-30.30c]
%m\n"/>
     </layout>
@@ -34,6 +36,7 @@
     <errorHandler class="org.apache.log4j.helpers.OnlyOnceErrorHandler"/>
     <param name="File" value="${jboss.server.log.dir}/cmrf.log"/>
     <param name="Append" value="true"/>
+    <param name="Threshold" value="INFO"/>
     <param name="MaxFileSize" value="300MB"/>
     <param name="MaxBackupIndex" value="6"/>
     <layout class="org.apache.log4j.PatternLayout">
@@ -42,55 +45,65 @@
   </appender>

   <!-- Appender for SQL statements only -->
-  <appender name="SQL_FILE" class="org.jboss.logging.appender.FileAppender">
-    <errorHandler class="org.jboss.logging.util.OnlyOnceErrorHandler"/>
+  <appender name="SQL_FILE" class="org.apache.log4j.RollingFileAppender">
+    <errorHandler class="org.apache.log4j.helpers.OnlyOnceErrorHandler"/>
     <param name="File" value="${jboss.server.log.dir}/sql.log"/>
     <param name="Append" value="true"/>
+    <param name="MaxFileSize" value="300MB"/>
+    <param name="MaxBackupIndex" value="6"/>
```

```
      <layout class="org.apache.log4j.PatternLayout">
        <param name="ConversionPattern" value="%d{ISO8601} %-5.5p [%-30.30c]
%m\n"/>
      </layout>
    </appender>

-   <appender name="ERROR_FILE"
class="org.jboss.logging.appender.FileAppender">
-     <errorHandler class="org.jboss.logging.util.OnlyOnceErrorHandler"/>
+   <appender name="ERROR_FILE" class="org.apache.log4j.RollingFileAppender">
+     <errorHandler class="org.apache.log4j.helpers.OnlyOnceErrorHandler"/>
      <param name="File" value="${jboss.server.log.dir}/errors.log"/>
      <param name="Append" value="true"/>
      <param name="Threshold" value="ERROR"/>
+     <param name="MaxFileSize" value="300MB"/>
+     <param name="MaxBackupIndex" value="6"/>
      <layout class="org.apache.log4j.PatternLayout">
        <param name="ConversionPattern" value="%d{ISO8601} %-5.5p [%-30.30c]
%m\n"/>
      </layout>
    </appender>

-   <appender name="SUPPORT_LIBS_ERROR_FILE"
class="org.jboss.logging.appender.FileAppender">
-     <errorHandler class="org.jboss.logging.util.OnlyOnceErrorHandler"/>
+   <appender name="SUPPORT_LIBS_ERROR_FILE"
class="org.apache.log4j.RollingFileAppender">
+     <errorHandler class="org.apache.log4j.helpers.OnlyOnceErrorHandler"/>
      <param name="File"
value="${jboss.server.log.dir}/support_libs_errors.log"/>
      <param name="Append" value="true"/>
      <param name="Threshold" value="ERROR"/>
+     <param name="MaxFileSize" value="300MB"/>
+     <param name="MaxBackupIndex" value="6"/>
      <layout class="org.apache.log4j.PatternLayout">
        <param name="ConversionPattern" value="%d{ISO8601} %-5.5p [%-30.30c]
%m\n"/>
      </layout>
    </appender>

-   <appender name="APPCTX_FILE"
class="org.jboss.logging.appender.FileAppender">
-     <errorHandler class="org.jboss.logging.util.OnlyOnceErrorHandler"/>
+   <appender name="APPCTX_FILE" class="org.apache.log4j.RollingFileAppender">
+     <errorHandler class="org.apache.log4j.helpers.OnlyOnceErrorHandler"/>
      <param name="File" value="${jboss.server.log.dir}/ctx.log"/>
      <param name="Append" value="true"/>
+     <param name="MaxFileSize" value="300MB"/>
+     <param name="MaxBackupIndex" value="6"/>
      <layout class="org.apache.log4j.PatternLayout">
        <param name="ConversionPattern" value="%d{ISO8601} %-5.5p [%-30.30c]
%m\n"/>
      </layout>
    </appender>

-   <appender name="TX_FILE" class="org.jboss.logging.appender.FileAppender">
```

```
-     <errorHandler class="org.jboss.logging.util.OnlyOnceErrorHandler"/>
+   <appender name="TX_FILE" class="org.apache.log4j.RollingFileAppender">
+     <errorHandler class="org.apache.log4j.helpers.OnlyOnceErrorHandler"/>
      <param name="File" value="${jboss.server.log.dir}/tx.log"/>
      <param name="Append" value="true"/>
+     <param name="MaxFileSize" value="300MB"/>
+     <param name="MaxBackupIndex" value="6"/>
      <layout class="org.apache.log4j.PatternLayout">
        <param name="ConversionPattern" value="%d{ISO8601} %-5.5p [%-30.30c]
%m\n"/>
      </layout>
   </appender>

   <appender name="SOCKET" class="org.apache.log4j.net.SocketHubAppender">
-     <errorHandler class="org.jboss.logging.util.OnlyOnceErrorHandler"/>
+     <errorHandler class="org.apache.log4j.helpers.OnlyOnceErrorHandler"/>
      <param name="Port" value="@log4j.socket.appender.port@"/>
   </appender>

@@ -99,7 +112,7 @@
   <!-- ============================== -->

   <appender name="CONSOLE" class="org.apache.log4j.ConsoleAppender">
-     <errorHandler class="org.jboss.logging.util.OnlyOnceErrorHandler"/>
+     <errorHandler class="org.apache.log4j.helpers.OnlyOnceErrorHandler"/>
      <param name="Target" value="System.out"/>
      <param name="Threshold" value="INFO"/>
```
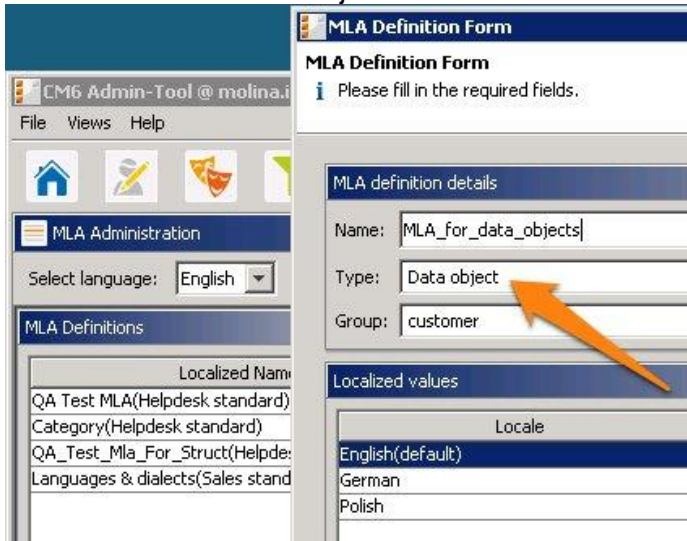
1.2 New Features

1.2.1 MLA for customer data (#624061)

In former versions custom fields of type MLA could be used for ticket data. Now with 6.9.2.0 it is also possible to use MLAs for data objects.
When creating an MLA a new menu *Type* was added where one can select whether to use this MLA for tickets or data objects:
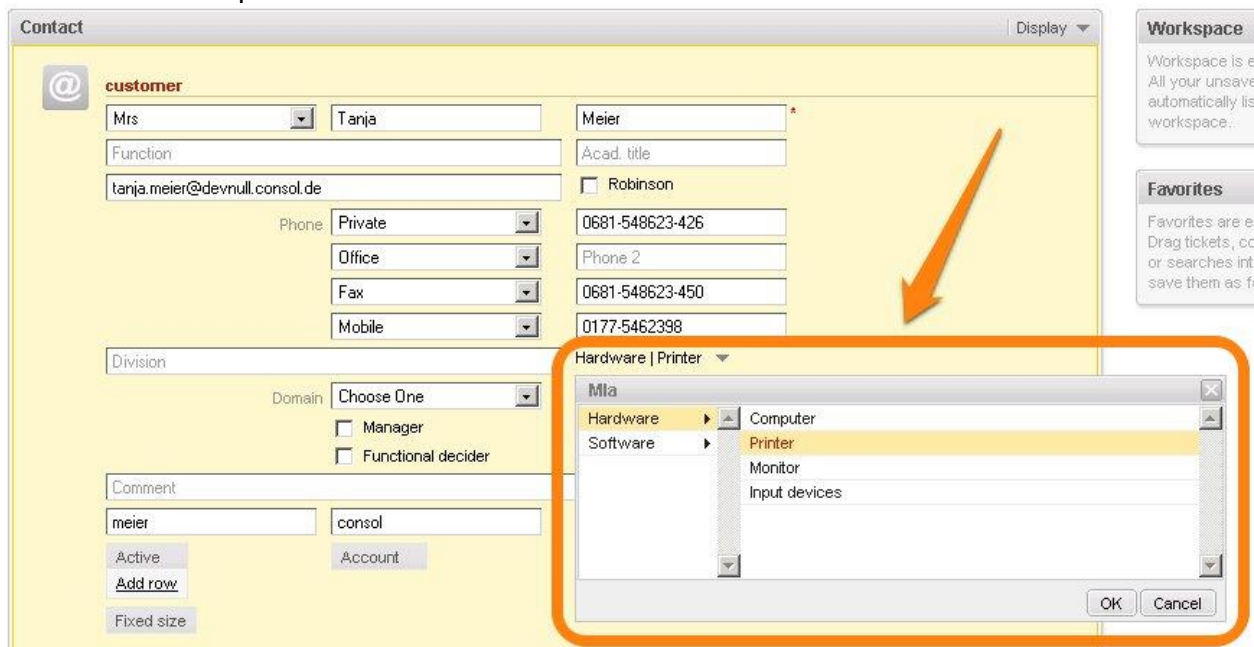
The MLA is then available in the CM6 Web Client forms to create or edit data objects like i.e. customers or companies:

1.2.2   Classes of text for attachments (#623766)

Since 6.9.2.0 classes of text can now also be made available for attachments.
In the CM6 Admin Tool a class of text can be assigned to attachments by checking a new checkbox *Attachment*:
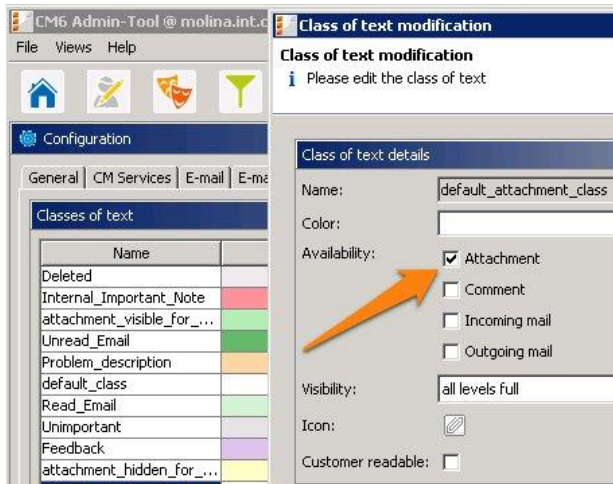
It works in the same way as for other ticket entries like *Comment*, *Incoming mail* or *Outgoing mail*. One can assign background colors and define the visibility levels, choose a different icon and define whether the attachment can be seen by customers when viewing the ticket with CM/Track.
The following screenshot shows how this is visualized in the CM6 Web Client. Please also note the new column *Class* in the section *Attachments* in order to filter attachments according to their classes:
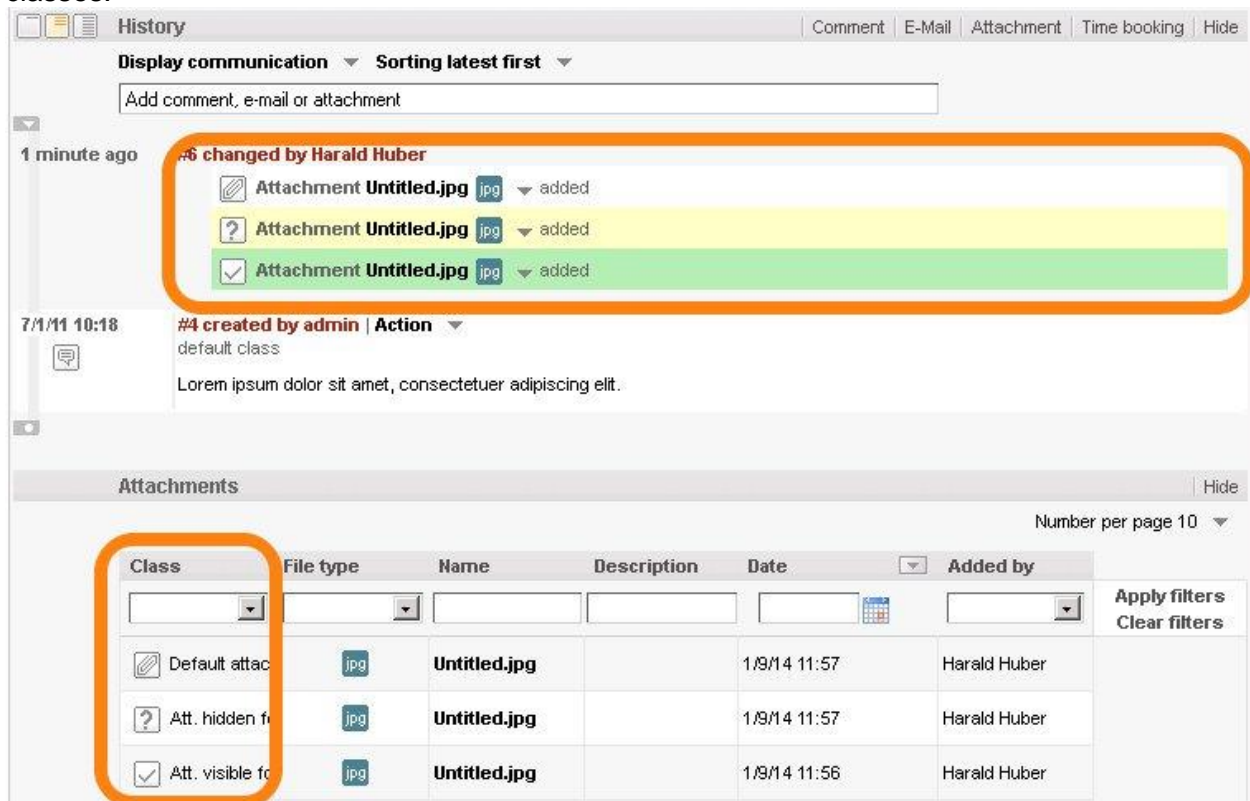
1.2.3 Supported Firefox Version (#623324)

With the release 6.9.2.0 no longer the version 17 of the Firefox Extended Support Release (ESR) is supported by CM6, but the current ESR release 24.

1.2.4 REST API: Sorting by scope when getting ticket lists (#623592)

It is now possible to sort the list of tickets by scope:

```
curl -u fischer:consol "http://localhost:8888/restapi/tickets.xml?case=my&order=scope.index"
```

1.2.5 REST API: Information about Track User for engineer (#623934)

Now the information is available if an engineer is a Track User:

```
curl -u Huber:consol http://localhost:8888/restapi/engineers/Huber

<?xml version="1.0" encoding="utf-8" standalone="yes"?>
<engineer uri="http://localhost:8888/restapi/engineers/Huber?v=0"
name="Huber">
  <email>hhuber@localhost.com</email>
  <firstName>Harald</firstName>
  <lastName>Huber</lastName>
  <portalUser>false</portalUser>
</engineer>
```

1.2.6 REST API: Customer data model templates (#623919)

Since version 6.9.2.0 the element *<mark>* contains the data object description generated from the REST template:

```
curl -u Huber:consol http://localhost:8888/restapi/units/7094


<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<unit uri="http://localhost:8888/restapi/units/7094" id="7094">
  <mark>Lampen Meier GmbH</mark>
  <active>true</active>
  <customerGroup
uri="http://localhost:8888/restapi/customergroups/CustomerGroup?v=c-
P1MTQSpiZx-v-wfV2Yag%3D%3D" />
  <groups>
    <group name="company">
      <definition
uri="http://localhost:8888/restapi/definitions/groups/company?v=j0j0ELOBySyLgo
YbwOqzBg%3D%3D" />
      <fields>
        <field class="SHORT_STRING" name="name1" group="company">
          <name>Company</name>
          <uuid>544996a6-a5f8-42e4-a085-b0985bc10acf</uuid>
          <value xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xs="http://www.w3.org/2001/XMLSchema" xsi:type="xs:string">Lampen Meier
GmbH</value>
        </field>
      </fields>
    </group>
  </groups>
  <model uri="http://localhost:8888/restapi/definitions/model/company?v=c-
```

```
P1MTQSpiZx-v-wfV2Yag%3D%3D" />
</unit>
```

1.3   Changes

1.3.1   Performance improvements

- Data object history is no longer fetched if the history section is disabled on the data object page (#623812)

1.3.2   Layout improvements

- Data object relations section now has a better layout (#623709)
- Better design of the tabs on the Detail-Search page and custom field groups (#623704)

1.3.3   Company as a main customer of a ticket (#623634)

Along with the *Flexible Customer Data Management* (release 6.9.1.0) comes the ability to assign companies as main or additional customers to tickets in the same way as assigning contacts.
By default this ability is now disabled since 6.9.2.0, but one can enable it by checking the following new checkbox when creating or editing a customer data model:
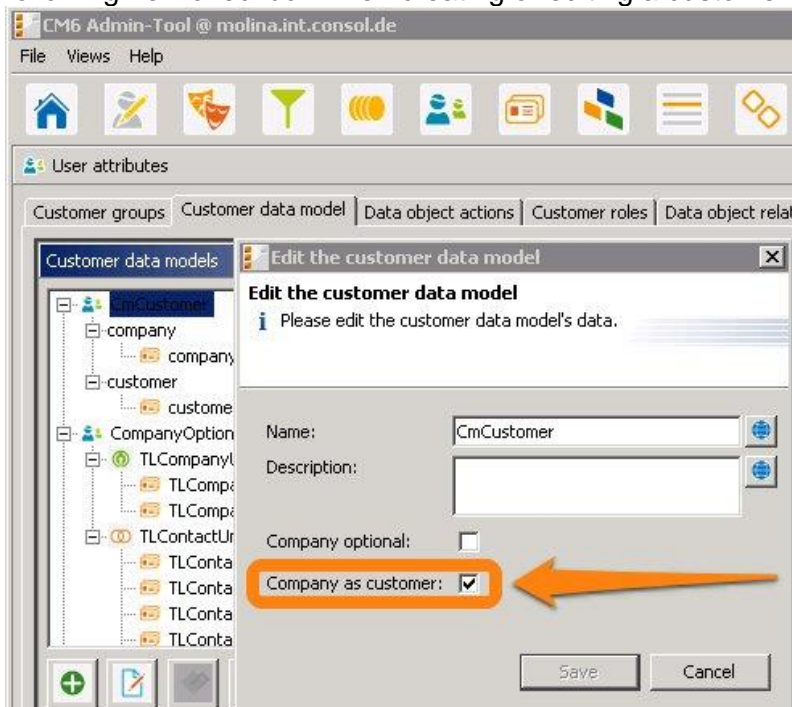
1.3.4   Automatic restart of Workflow Executor Engine (#619707)

A mechanism has been added to detect a hanging of the Workflow Executor Engine. In such a case the engine is restarted automatically and an e-mail is sent to the administrator to inform him about the incident.
By default the engine is restarted after 30 minutes of inactivity. This value can be changed by setting the property *jobExecutor.maxInactivityInterval.minutes* (module *cmas-workflow-engine*; data type: *Integer*).

1.3.5 More logging related to not executing workflow timers (#623998)

In order to better understand why workflow timers were not executed the logging output was extended in the following cases:

- Timers are removed when a ticket leaves some workflow context.
- Timers are removed after execution.
- Timers are removed after the retries limit was reached.
- Timers are removed explicitly using `workflowApi`.

1.4 Bugs fixed

Number	Description
623463	DWH: Detection of crashed server instances was improved
623686	Data object actions: Batch assignment/removal of actions script is not possible
623693	Date dialog partly obscured by customer group tab headers
623711	Data object actions: Name localizations order is random
623331	(CM #159307) Email address disappears after choosing
623578	Customer icon is not changed when switching tabs on contact create page
623663	Customer create page - behavior on Change - Cancel - Edit - Cancel was improved
622745	REST API: Activity Control Form returns wrong uri in xml format
623609	java.lang.ClassCastException on Activity Control Form because of custom fields of type *label*
622425	REST returns wrong tickets for relations
623541	Templates: the markers' path of model containing only one unit definition and server field groups is not shortened
622107	(CM #156987) (Ticket 182884) .vsd (Visio) documents are no longer rejected
623753	Data object field descriptions now have a darker font color
623262	Exception quoting mail
623824	Data object relations: Missing filter after adding/removing column
623828	Proper message is shown when one tries to delete a data object that is used in a relation
623829	Data object relations: Error message about already existing relation does not disappear
623838	Data object relations: the sort order of related units is not instantly changed after clicking desired column's label
623846	(CM #160158) CM6 does not start because *server.session.timeout.TRACK* property was created with the wrong data type
623820	Track user unassigned when assigning company to contact
623797	Detail search criteria - rename Customer to Contact
623852	Tooltip of manual data object action now displays the description of the action
623858	Data object relations: wrong row on table while paging
623853	Data object relations: Error when opening contact page
623874	Data object relations: Input field of page customization property *unitPreviewLayout* is now shown as textarea
623895	Quotation of a communication entry on click does not work
623899	Internet Explorer handles missing images in a different way than Firefox
623915	Contact page: hide/display sections issues
623739	Layout issues on ticket page
623980	DetailSearch: Search for tickets by creation date during the last x days only works for x=1
623991	Annotation *group-visibility* does not work for data object groups
623810	Customer deactivation - ticket transfer: Message that suggests to reload the page is shown (in order to get the up-to-date data after the indexing changes are finished)
623811	List of company contacts not refreshed after (de)activating this company
624008	CM6 Admin Tool: Can't add struct to list again after removing it
623906	CM/Office - MailMerge must be aware of selected UnitDefinition
624011	Customer added to the ticket after hint on enter
624020	Boolean fields appeared to be saved on cancel
624024	Ticket-Create page - contact section: submit button is named only *Create*
624010	Add missing fields to `EngineerVo`
623866	Duplicate classes in classpath
624070	Memory leak at `DefaultWorkflowEventListener.onBeforeTriggerExecution`
624083	Can't edit list in company and customer data

624094	Problem with indexed fields under Firefox
624144	Problem with changing parents for MLA Field Definitions
623655	Customer deactivation: Option to deactivate a contact is inactive when the contact still has open tickets

2 Version 6.9.2.1 (03.02.2014)

Version 6.9.2.1 includes 6.8 versions up to 6.8.5.6 and 6.7 versions up to 6.7.13

2.1 Update and installation instructions

No further instructions available.

2.2 Changes

2.2.1 REST-API Support for Validation Errors (#624234)

The REST-API now returns validation errors to its clients in a qualified way. In case of a field validation error an HTTP status code 400 (Bad Request) is returned with an appropriate validation message. This behaviour has changed from returning a status code 500 (Internal Server Error) in earlier releases.

2.3 Bugs fixed

Number	Description
624196	Labels were missing after canceling editing company information on the client. Issue fixed and labels will show in this case.
623209	Problem resolved with the ticket list which could have shown custom fields (and their values) not available for the queue displayed.
623215	Incoming e-mails with defective header fields could have been lost when the strict address validation was active. This behavior has been changed and the mail is now stored in unparsable folder and can be handled in the CM6 Admin Tool.
623233	Issue with manual e-mail address entry which was impossible for specific configurations has been resolved.

3 Version 6.9.2.2 (13.02.2014)

Version 6.9.2.2 includes 6.8 versions up to 6.8.5.6 and 6.7 versions up to 6.7.13

3.1 Update and installation instructions

No further instructions available.

3.2 Changes

3.2.1 Cancel creating additional contact (#623808)

It was not possible to easily cancel adding or creating a customer or contact while creating a new ticket. This has been changed by adding a "Cancel"-Button in the respective place.

3.2.2 CSS class IDs provided for customer labels "Main" and "Additional" (#624327)

The labels "Main" and "additional" for customers can now be hidden or customized using a new CSS class ".header_panel". This functionality was not available before.

3.3 Bugs fixed

Number	Description
624302	The selection list for the field data object ("Datenobjekt") could not be used since it displayed identical values which could not be distinguished. This has been settled and entries can be identified now.
624368	Scenario import in the Admin Tool failed with an error during import, specifically when using the enhanced duplicate prevention feature. This problem has been resolved and the import succeeds again.

4   Version 6.9.2.3 (20.02.2014)

Version 6.9.2.3 includes 6.8 versions up to 6.8.5.6 and 6.7 versions up to 6.7.13

4.1   Update and installation instructions

No further instructions available.

4.2   Changes

4.2.1   Access the history from the customer in CM/Track and via REST API (#624392)

CM/Track contact (users) could only see information like history associated with customer groups they belonged to. This limitation can now be disabled and these customer contacts can see all information marked as "visible in the portal". The change is global which means that no customer data will be hidden.

This modified global behaviour can be achieved by setting the new property *contact.inherit.permissions.only.to.own.customer.group* (in the *cmas-core-security* module) to the value *false*. Additionally an additional special role in the Admin Tool must be introduced which holds READ permissions for all customer groups. This role has to be assigned to any Track engineer.

The default value is *true*, defining the previous behaviour. The property is backwards compatible with other clients which thus are not required to set this property.

4.3   Bugs fixed

Number	Description
624309	Default values for ticket fields were not set when the creation was initiated by a unit action script. This issue has been fixed and queue default values will be now be set after the unit action script.
624433	Data warehouse transfer failed with integrity constraint violations due to a problem which prohibited MLA fields to be included. The problem has been resolved.

5   Version 6.9.2.4 (06.03.2014)

Version 6.9.2.4 includes 6.8 versions up to 6.8.5.6 and 6.7 versions up to 6.7.13

5.1   Update and installation instructions

No further instructions available.

5.2   Bugs fixed

Number	Description
624311	The decimal separator character in workflow templates did not use the character set by the locale setting. This has been changed so that the locale-specific character is used now.
624338	In the detail search selected search criteria were ignored in cases when the customer group tab was switched. This has been fixed and the search criteria are all used now on all subsequent customer group tabs.
624409	Templates were not shown in a queue as expected when they were assigned to multiple queues. The issue has been resolved and the templates should show for queues as expected.
624475	When using MSSQL Server updating the Data Warehouse from Admin Tool could fail with an SQL exception. The problem has been settled.
624477	In two forms the Cancel-Button was not labeled according to the locale but with "Cancel" for every locale setting. This error was corrected.
624485	There was a problem when creating unit-relations of type "reference" which could subsequently lead to exceptions. The problem was resolved.
624510	Default values for ticket fields were still not set when the creation was initiated by a unit action script. This issue has been fixed and queue default values will be now be set after the unit action script.
624528	Manual activities lists for customer group and contact erroneously kept the same entries. The issue was fixed to that different list entries are possible now.
624558	In several different browsers the ticket view could jump to the top of the page when clicking on the attachment link on the bottom. This undesired behavior has been changed and does not appear any more.
624564	Accessing the ticket creation page could lead to an exception when a high number of custom fields was present. This problem was resolved.

6 Version 6.9.2.5 (20.03.2014)

Version 6.9.2.5 includes 6.8 versions up to 6.8.5.6 and 6.7 versions up to 6.7.13
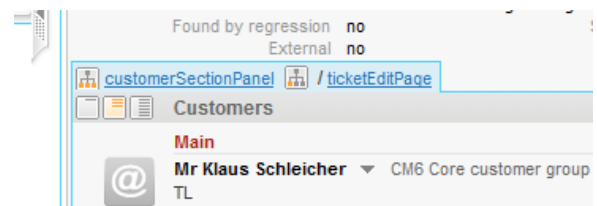
6.1 Update and installation instructions

No further instructions available.

6.2 Changes

6.2.1 Availability of sorting options for additional/multiple contacts (#624326)

The sort order of the contacts for ticket has so far been the order in which the contacts were added. This has been extended to allow for different sorting orders. It can be changed as a page customization.

After displaying a ticket and enabling page customization the link (scope) "/ticketEditPage" after "customerSectionPanel" has to be clicked in order to access the customization options. The button only shows on the left directly above the section when the mouse is positioned over the customer section. The new customization option "additionalCustomersSortStrategy" will be shown as the first one in the list at the bottom of the page. Enter the desired value among the available values:

- COMPANY_OF_MAIN_CUSTOMER: Contacts are sorted by the company description with the company of the main customer first.
- COMPANY: Contacts are sorted by the company description.
- CONTACT: contacts are sorted by the contact description.
- ROLE: contacts are sorted by customer role.

Multiple values can be provided as a comma-separated list. The default sort order (no value) works as before: contacts are sorted as previously in the order of their addition.

The unit descriptions used for the contacts' sorting are taken from template CONTACT_TICKET_PAGE.

6.3 Bugs fixed

Number	Description
624421	The cursor focus did not change to the subject line when creating a new ticket. Instead it was set to the main text editor, which was undesired. This behavior has been changed to the desired way again.
624479	The order of custom field groups could change while exporting and re-importing a scenario with higher numbers of custom fields. This unwanted inconsistency has been cleared and the custom field group order is preserved now on export and re-import.

624540	Very specific XML code as used within CM6 could cause erroneous rendering when pasted in a ticket comment. Its text content appeared on a single line in an unwanted location between the ticket list and the ticket box. This error has been corrected and all XML in a ticket comment will be displayed correctly now.
624609	Internet Explorer version 9 did not show the handle correctly which is used to fade in/out the ticket list which prohibited fading it in again. This problem has been resolved and the ticket list can be accessed again in Internet Explorer 9.
624614	The attachment section was occasionally shown with an unnecessary scrollbar in Internet Explorer version 9, partially hiding the lowest entry. This undesired behavior has been changed and will no longer happen in Internet Explorer 9.
624670	The internal technical name for an ENUM value could be overwritten by a search in the Unit Suggestion Panel. This issue has been fixed and the name value will not be changed any more.
624680	The CMRF data warehouse could issue some errors and warnings regarding the processing of Live mode messages before a transfer or update had completed. This problem has been settled and Live mode messages are not processed until the transfer or update has successfully finished. So no errors and warnings are issued for this case anymore.

7   Version 6.9.2.6 (20.05.2014)

Version 6.9.2.6 includes 6.8 versions up to 6.8.5.6 and 6.7 versions up to 6.7.13
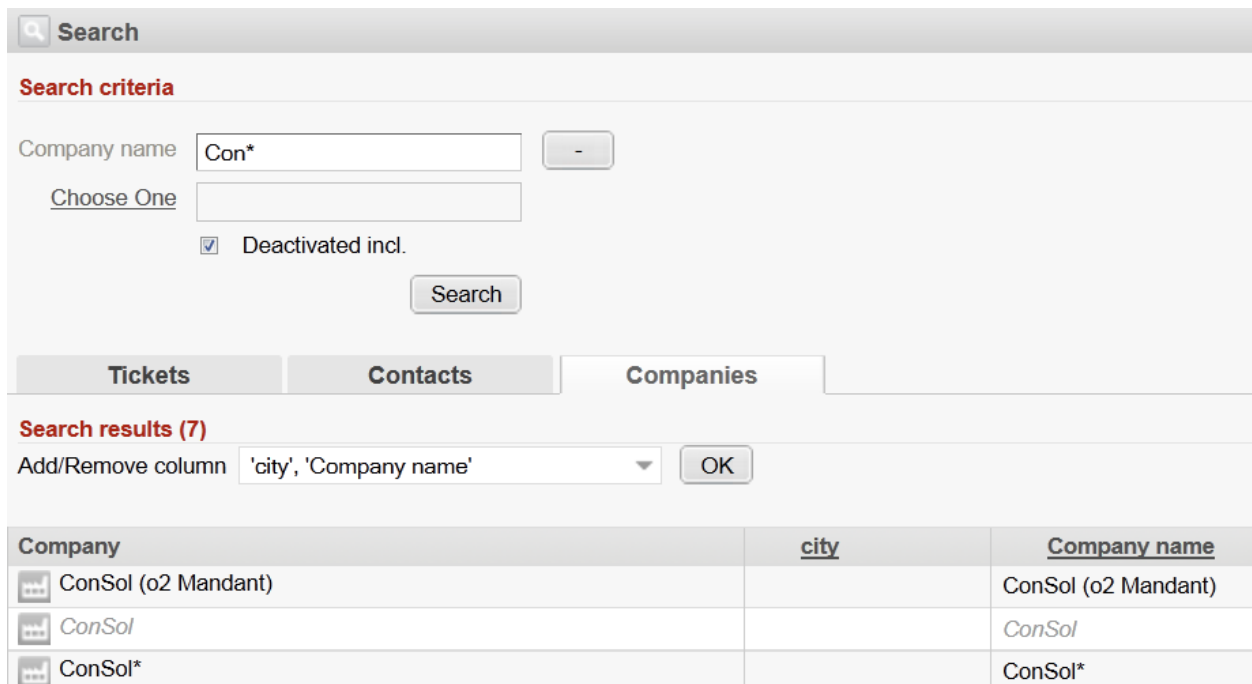
7.1   Update and installation instructions

No further instructions available.

7.2   Changes

7.2.1   Search option to find deactivated customers with a search as well (#624702)

A new option has been added to the extended search. It can be used by checking the checkbox labelled "Deactivated incl." to include deactivated contacts. This option will extend the search results in such a way that deactivated customers will be shown as well. In case the option is not set, i.e. the checkbox is left unchecked, the result list will only show active units.

The result list below shows as second entry a deactivated contact, marked by the italic typeface and a lighter text colour.

7.3   Bugs fixed

Number	Description
624504	A field value set by a unit action script only got refreshed in the Webclient after a page reload and not right after clicking the button triggering the script. The new value was not shown right away. This undesired behavior has been fixed and the field is updated immediately after triggering the script.
624567	The context menu for working with contacts (a little triangle symbol to click) was missing for a contact's company in a two level customer data model when a ticket was closed already. This error was corrected and the menu is always available.
624660	A Hibernate timeout exception occurred when a contact was activated/deactivated too fast after the previous (de)activation. This problem has been resolved and the exception should not appear any more.

8   Version 6.9.2.7 (11.06.2014)

Version 6.9.2.7 includes 6.8 versions up to 6.8.5.6 and 6.7 versions up to 6.7.13

### 8.1   Update and installation instructions

No further instructions available.

8.2   New Features

8.2.1   Sorting of unit roles by an order index defined in the Admin Tool (#625242, 625244, 625245, 625246)

A new customization value has been added to the web customization option "additionalCustomersSortStrategy" in the "customerSectionPanel" (scope "/ticketEditPage") of the ticket display page. The customization attribute itself has been introduced in version 6.9.2.5 and is described above in section 6.2.1 of this document. Please see the screenshots of the web client customization there.

The new value to set for the attribute is ROLE_INDEX. It will cause the contacts of tickets to be ordered/grouped by the customer contact roles. The ordering of the roles is the same as in the Admin Tool on the tab "Customer roles" in the section "User attributes".
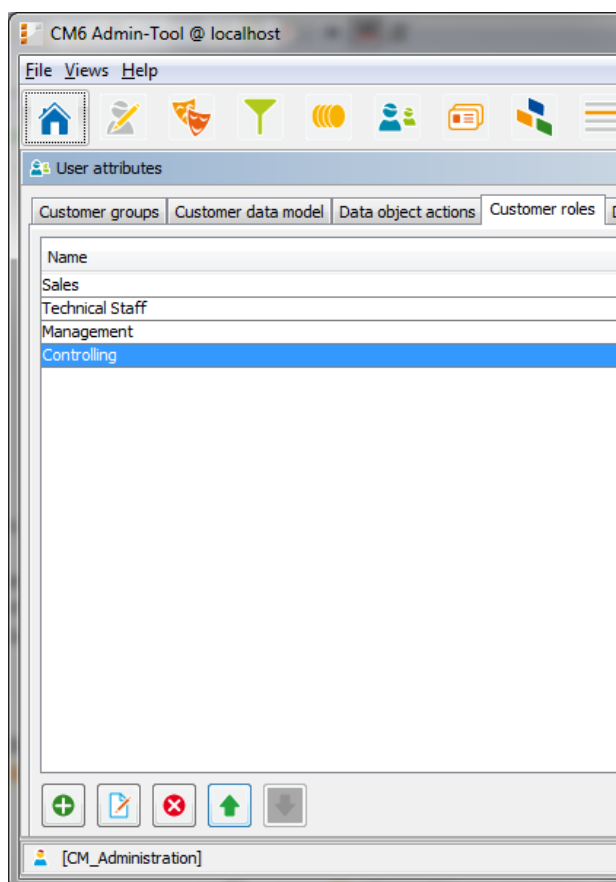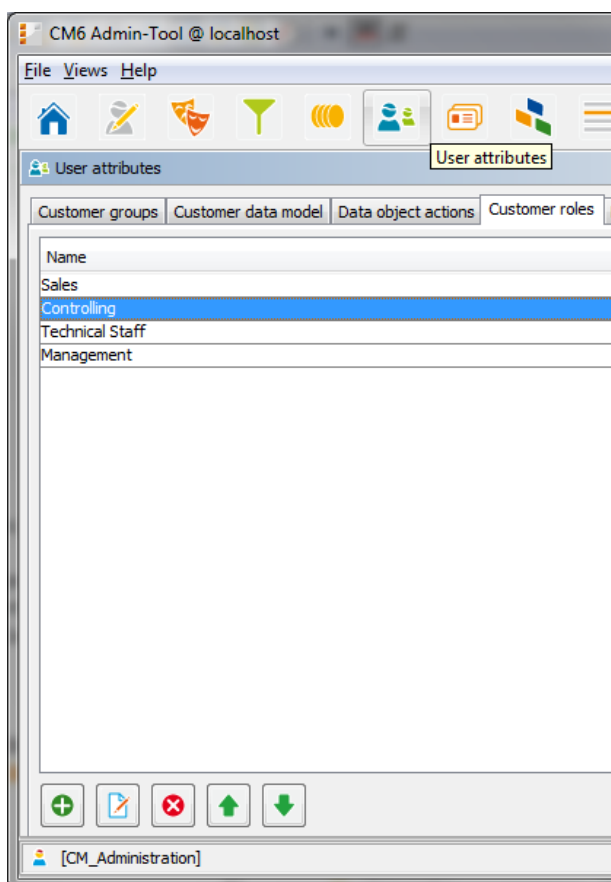
The tab in the Admin Tool has been extended by up and down arrows on the bottom left to change the position of a selected entry. This way the ordering position of each entry in the customer role list can be set as desired. For example in the second screenshot above the entry "Controlling" has been moved to the end of the list. For this reason the down button is disabled in the screenshot.

After setting the web customization attribute to the new value ROLE_INDEX and configuring the order of customer roles as desired in the Admin Tool, the contacts are displayed in groups by their customer role. On the right an example using the role order of the second screenshot above can be seen.
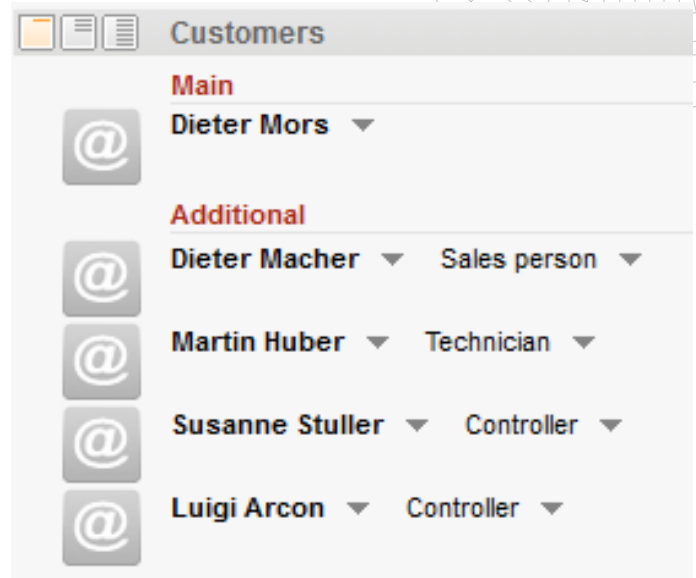
Multiple customers with the same role will be presented in the order they have been added to the ticket. This can be changed, if multiple sorting order values are provided as a comma-separated list as mentioned in section 6.2.1. All additional contacts which are grouped together by sharing the same customer role in the way described above can be sorted by their name setting CONTACT as second value: ROLE_INDEX, CONTACT. This can be extended to even more sorting levels with the use of further valid values.
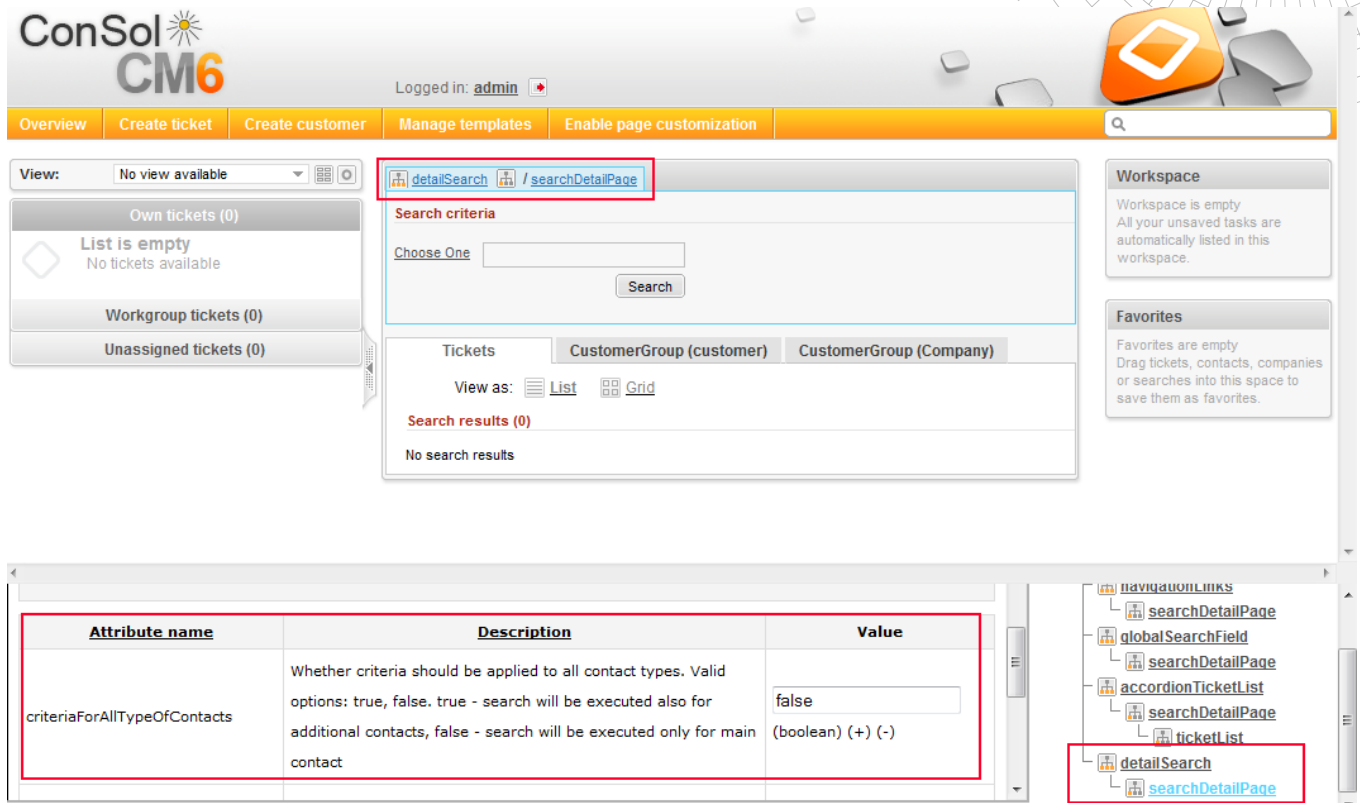
8.3   Changes

8.3.1   Web Customization for searching all contact roles (#625163)

The search previously only returned results when a match for the search term was found in the main contact of a ticket. This release adds a web customization option to extend the search for matches to all contacts. This option will yield all contacts of a ticket which have a match with the search term instead of only those cases with the match in the main contact.

The relevant new attribute can be found when accessing the web customization on the detail search page selecting the element "detailSearch" of the page, compare the small red rectangles in the screenshot below. The new attribute "criteriaForAllTypeOfContacts" will show first place in the attribute list on the bottom. It is marked by the large red rectangle in the screenshot.

The attribute will accept the values "true" and "false". The default setting is "false" which represents the previous behavior: Only the main contact of a ticket will be searched for the supplied criteria. The alternative value "true" means that all contacts of a ticket will be searched for the criteria entered in the form.

8.3.2 Unchecked checkboxes in contact search will be ignored (#625181)

Checkboxes used to represent boolean values had previously been used in contact searches resulting in unwanted behavior. When unchecked the value FALSE has been searched instead of not using this field value in the search at all. This has been changed and the field will be used in the contact search only if the checkbox is checked, searching for the value TRUE. If the checkbox is left unchecked the field will be ignored for the search and all its potential values can show up in the result set.

8.3.3 Index notifications stopped working on a JBoss cluster (#625235)

The index notifications from a slave node occasionally stopped being processed after some uptime on a JBoss cluster. A new way to inform the index about updates has been implemented to be able to avoid this problem. Three new configuration properties have been introduced to enable and configure this database notification method. All new properties are part of the module *cmas-core-index-common.* The parameters are:

- *database.notification.enabled*: Indicates whether the database notification channel should be used instead of JMS. The default setting is FALSE.
- *database.notification.redelivery.delay.seconds*: Indicates how much time the database notification channel should wait before redelivering failed messages. The default setting is 60.
- *database.notification.redelivery.max.attempts*: Indicates how many times the database notification channel should redeliver failing messages before giving up (the message is not deleted from database, it is just not redelivered anymore). The default setting is 60.

The default setting for the index notification mechanism still is JMS, so these parameters have to be explicitly set to switch to the new notification mechanism.

8.4 Bugs fixed

Number	Description
625146	Occasionally a unique constraint was violated during import of configuration data which caused an exception. This problem has been solved so that the constraint violation and the subsequent exception will not happen anymore.
625260	Unit custom field groups which were newly created and exported were not imported correctly so that they were missing after import. This unwanted behavior has been fixed and the unit custom field groups will show up after import now.

9 Version 6.9.2.8 (31.07.2014)

Version 6.9.2.8 includes 6.8 versions up to 6.8.5.6 and 6.7 versions up to 6.7.13

9.1 Update and installation instructions

No further instructions available.

9.2 Bugs fixed

Number	Description
625396	Committing administrative index tasks could cause an Oracle error ORA-01795 when the value list exceeded 1000 items for a specific database query. This problem has been resolved and such an error message should not appear any more.

10 Version 6.9.2.9 (28.08.2014)

Version 6.9.2.9 includes 6.8 versions up to 6.8.5.6 and 6.7 versions up to 6.7.13

10.1 Update and installation instructions

No further instructions available.

10.2 Changes

10.2.1 Search performance improvements (#625818, #624091 #625746)

The performance of the ticket search has been improved significantly by avoiding specific intensive load operations connected with caching earlier required for some requests.

10.3 Bugs fixed

Number	Description
625703	Displaying units with high numbers of history entries had a very low performance and thus caused unnecessary waiting times. This problem has been corrected so that the display performance of these units should be significantly improved.
625809	When, after editing company main data in the web client, the changes were saved, all the labels were not displayed any more. After a page reload the labels were visible again. This highly undesired behavior was fixed so that all labels are directly shown in the first place again.

11   Version 6.9.2.10 (24.09.2014)

Version 6.9.2.10 includes 6.8 versions up to 6.8.5.6 and 6.7 versions up to 6.7.13

11.1   Update and installation instructions

No further instructions available.

11.2   Bugs fixed

Number	Description
626010	The web client tried to read localized entries from the database for languages which were not supported by the current configuration when this language was set as browser default. A potentially significant performance impact could have been the result when trying to retrieve many localized values. This problem has been resolved and a browser default language not configured in the system should not have negative performance impact anymore.

12   Version 6.9.2.11 (09.12.2014)

Version 6.9.2.11 includes 6.8 versions up to 6.8.5.8 and 6.7 versions up to 6.7.13

12.1   Update and installation instructions

No further instructions available.

12.2   Changes

12.2.1   Code-signing certificates updated (#626538)

The keystore files have been updated. These files contain the code signing certificates for the Java applets for image pasting and CM/Office as well as for the Web Start applications Admin-Tool and Process Designer. Expired certificates cause an error message when starting the tools, depending on the Java version on the client machine. The new certificates expire in January 2016.

12.3   Bugs fixed

Number	Description
626011	The application tried to read localization values from the database which were not entered. In circumstances with many values which could be potentially localized this could have a significant performance impact. This issue has been fixed and non-existent localized values are not queried in the database repeatedly anymore.
626377	An error occurring during the data warehouse live mode could have caused the deletion of packages for the transfer queue. This problem was corrected and errors should not cause package deletion anymore.

13 Version 6.9.2.12 (16.12.2014)

Version 6.9.2.12 includes 6.8 versions up to 6.8.5.8 and 6.7 versions up to 6.7.13

13.1 Update and installation instructions

No further instructions available.

13.2 Bugs fixed

Number	Description
626578	After a recent update, URL links in templates were filtered out while rendering the template. This error impedes e-mail based approval processes for example. This undesired change in rendering templates has been reverted and URL links can be used in the rendered text again.

14 Version 6.9.2.13 (12.11.2015)

Version 6.9.2.13 includes 6.8 versions up to 6.8.5.8 and 6.7 versions up to 6.7.13

14.1 Update and installation instructions

No further instructions available.

14.2 Changes

14.2.1 Code-signing certificates updated (#628422)

The keystore files have been updated. These files contain the code signing certificates for the Java applets for image pasting and CM.Office as well as for the Web Start applications Admin-Tool and Process Designer. Expired certificates cause an error message when starting the tools, depending on the Java version on the client machine. The new certificates expire in March 2017.

15   Version 6.9.2.14 (16.08.2017)

Version 6.9.2.14 includes 6.8 versions up to 6.8.5.8 and 6.7 versions up to 6.7.13

15.1   Update and installation instructions

No further instructions available.

15.2   Changes

15.2.1   REST API customer access to object restriction enforcement (#631956)

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

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

The new restricted unit object data access policy applied by the property value "true" will activate an additional check for requested customer data. The requested information will then only by returned, if either
- the requested item is the company for the customer logged in or
- the requested item is another contact of the company for the customer logged in.

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

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

15.2.2   Code-signing certificates updated (#631957)

The keystore files have been updated. These files contain the code signing certificates for the Java applets for image pasting and CM.Doc as well as for the Web Start applications Admin-Tool and Process Designer. Expired certificates cause an error message when starting the tools, depending on the Java version on the client machine. The new certificates expire in October 2019.