

## 7.0.3 Release Notes

Prepared - 3/26/12 12:57 PM

Release Notes					
Issue #	Category	Found In Release	Module	Title	Release Note
241965	Feature Enhancement	N/A	API & CLI	Support for Perl version 5.12.3	The CLI now supports, and requires Perl version 5.12.3. This can be downloaded from the ExtraView support site.
242880	Feature Enhancement	N/A	Add & Edit	New ability to save a copy of outgoing ad hoc email message to a field in the issue	Previously the outgoing email was saved as an attachment. There is now the ability to define a log area type field as the storage place for the outgoing email. This works for text emails. HTML mails can only be saved as attachments.
246909	Feature Enhancement	N/A	Add & Edit	Introduce an overall permission key for notification, to be able to turn the notification section on and off	There are new permission keys named PR_ADD_PROBLEM.NOTIFICATION and PR_RESOLUTION.NOTIFICATION. If you do not have any permission to these keys, the notification section does not appear on the add and edit screens. You need WRITE permission to enable the notification sections on the screens.
147944	Feature Enhancement	N/A	Administration	Email for notification of maximum concurrent users are in the system.	There is a new security permission key named LICENSE_USAGE_WARNING. This is used to provide the administrator with a warning when the number of concurrent licenses in use approach the total number available. The default is when 90% of licenses are in use, except when there are less than 10 licenses in the system, when no warning is issued.
249203	Feature Enhancement	N/A	Administration	psChange default value and category for application default LICENSE_USAGE_WARNING	There is a new security permission key named LICENSE_USAGE_WARNING. This is used to provide the administrator with a warning when the number of concurrent licenses in use approach the total number available. The default is when 90% of licenses are in use, except when there are less than 10 licenses in the system, when no warning is issued.
244930	Feature Enhancement	N/A	Attachments	ATTACHMENT fields are in different order on detailed report than on add/edit layouts	The order of the fields displayed on an attachment within an edit screen has been altered to match the order of fields displayed on a detailed report.
248182	Feature Enhancement	N/A	Attachments	Enable document and image fields to be stored on external file system along with attachments	This enhancements allows document and image fields to be stored on the file system, according to the existing setting named ATTACHMENT_REPOSITORY_OPT.
245024	Feature Enhancement	N/A	BatchMail	Enhanced Batchmail now retries processing when message sending fails	Most failures of this type are caused by the mail server not being available for some reason or another, either for a short period or long period of time. Rather than just mark the notification as bad when ExtraView cannot reach the mail server, it now attempts to retry sending.
248879	Feature Enhancement	N/A	Business Rules	Rules enhancements	There are a number of enhancements to how rules work with repeating rows, specifically aimed at providing a method to manipulate individual rows. First, when an onchange directive fires, you can execute rules on just the repeating row being added. Secondly, you can target any field on any row to contain the result of a rule execution.

Release Notes						
Issue #	Category	Found In Release	Module	Title	Release Note	
246375	Feature Enhancement	N/A	EV Mail	New ability to capture the originator's email address from EVMail when the originator is not a registered user in the system	If an email is processed by EVMail and we fail to find a valid user who has an email address or alternate email address that matches the incoming message FROM address, we will place the FROM address in a field designated in the EVMail configuration. If we do find a matching user, we will not populate the new field, we will continue to simply set the Originator field to the identified user account.	
246377	Feature Enhancement	N/A	General code issues	SCREEN_NAME has been added to the reserved word list	A customer created a user defined field with this name and found it conflicted with some internal functionality. SCREEN_NAME has been added to the list of reserved words so that it cannot be used as a field name.	
249348	Feature Enhancement	N/A	General code issues	Ability to lockdown the optional edit button on log area fields when a read only attribute is used	There is a button that is infrequently placed on log area fields, allowing the user to edit a previously entered comment. This has been enhanced, so that the button does not appear if the field has read permission only, or there is a "read only if" layout cell attribute controlling the log area field to which it applies.	
248372	Feature Enhancement	N/A	Notification	New option to save outgoing custom emails as attachments or within a field in the issue	When creating or updating a custom email template the administrator can now elect for the outgoing email to be saved back into the database, either as an attachment, or as the contents of a new entry in a log area field.	
242840	Feature Enhancement	N/A	Relationships	Ability to add search for records, and make selection from the results and add these records to the current issue or to a Related Issue Display	<p>This is a major new feature, which allows for the following configuration:</p> <ul style="list-style-type: none"> <li>- Creation of a search layout that can be embedded within an add or an edit screen</li> <li>- When viewing the results, the user can make a selection of either a single record, or multiple records</li> <li>- If configured to allow the selection of a single record, there is the ability to move field values from the selected result into the current issue</li> <li>- If configured to allow the selection of many records from the results, there is the ability to relate all the selected records as children to the current issue</li> </ul>	
245451	Feature Enhancement	N/A	Relationships	New functionality with layout cell attribute HEIGHT within related issue displays	If you set a layout cell attribute of HEIGHT on a related issue display, this will now act as the maximum height of the related issue display, before a scroll bar is introduced. This makes for a more scaleable application when you have many, many related issues within a display, but do not want to have a lengthy add or edit screen.	
245676	Feature Enhancement	N/A	Search / Report	Rework the GUI for Query and Report screens	The user interface for the Query Screen and the Report Screen has been reworked to make it clearer for available options. The select lists for the reports has been replaced with radio button options on the Query Screen, and with individual links with icons on the Report Screen	
246119	Product Bug	7.0.2	Add & Edit	The general HTML template had an incorrect URL path to javascript files	In virtually all cases, the JavaScript files were not referenced from this template, but the problem was fixed as a "just-in-case" issue.	

Release Notes					
Issue #	Category	Found In Release	Module	Title	Release Note
246641	Product Bug	7.0	Add & Edit	Client unable to open Word/Excel/Powerpoint documents when document uploaded via document type field and receive ExtraView session expiry	<p>There are several parts to this.</p> <ul style="list-style-type: none"> <li>- First, the issue only happens with SSL enabled</li> <li>- Secondly, the issue only happens when attempting to download Microsoft Office documents</li> <li>- Third, some users experience an ExtraView session expiry after attempting to download an Office document.</li> </ul> <p>The short story is that Microsoft have made extremely undesirable changes to their platform, something their own knowledge base items acknowledge. We have worked around this problem as best we can, and there should no longer be any session expiry's following the attempt to view an Office document. Users will still see a Microsoft security box asking for authentication with a user name and password. Simply cancel this request, and the Office document should be seen.</p>
246834	Product Bug	7.0.2	Add & Edit	previously saved value is cleared out automatically on next update	When a user field was configured in popup mode, and placed on an add or edit screen, the user could make an invalid entry in the field and then, before leaving the field, could attempt to update the record. The update would proceed, without warning the user of the invalid value in the user field. The incorrect value was not stored in the database, but there was no feedback that there was an invalid value. This has been fixed.
244543	Product Bug	6.6.2	BatchMail	BatchMail skipped the processing of some email files	This problem was traced to the operating system not always providing accurate information regarding NFS drives. We have provided a new FORCE_DIRECTORY_RELOAD option in the configuration file to ensure that ExtraView re-reads the directory tree each time it processes an email.
245975	Product Bug	6.6.2	BatchMail	Improved email address parsing when the email address is entered by user	It was possible for email addresses entered into the CC Email address input control to be so badly formatted, that ExtraView would not understand the address, and stop sending of email on that update altogether. This has been solved through better parsing of the email address entered by the user.
238601	Product Bug	6.5.1.7	Business Rules	"No Parent value available" error was seen when object rule was configured with PARENT parameter	<p>The following error message was occasionally generated when an object directive rules was configured with the PARENT parameter:</p> <p>'No Parent value available for LISTFIELD1 [TEXTFIELD1]. A value for PARENT1 is required as a parent for the Allowed Value relationship.'</p> <p>The object directive was defined as:</p> <pre>&lt;== object object1 ==&gt; AREA='Test Area', LINK=LISTFIELD1, TITLE=TEXTFIELD1, PARENT=PARENT1</pre> <p>The parent field was mistakenly checked for a value on screens where the object1 directive did not apply. The problem was fixed.</p>

Release Notes						
Issue #	Category	Found In Release	Module	Title	Release Note	
248169	Product Bug	7.0.2	Business Rules	Business Rules issue with repeating row fields - wrong records updated on the screen when rule triggers	This occurred when there was a currency or date field on a row, and there was a null value within the row on a different field. The null value caused the remaining values to be migrated to the previous row. This has been fixed.	
244936	Product Bug	6.6.2	EV Mail	Incoming email through EVMail that are responses to existing tickets did not contain the user's reply, but contained miscellaneous characters instead	This was as a result of Microsoft Office's obnoxious habit of placing additional information in its text. When this text is pasted into a browser or mailed to ExtraView, there are a bunch of extraneous, unneeded characters. ExtraView now attempts to delete these characters, even though it means it does not faithfully retain the entire contents of the information sent to ExtraView.	
245943	Product Bug	7.0.2	EV Mail	EMail delimiter was a problem when it was not the only characters on a line within an incoming email	If the character string that was defined by the setting EVMail_DELIMITER_TEXT were not the only characters on a line within an incoming email, EVMail would discard the rest of the line. The discarded characters were sometimes important. This has been fixed.	
248218	Product Bug	6.6.4	EV Mail	Attachments to incoming email processed by EVMail were not added to the issue if they contained illegal characters	When EVMail processed incoming email and there were attachments that contained improper characters, such as slash, back-slash and commas, the attachment was discarded. This behavior has been changed to change the bad characters to underscores so the attachment to the mail can be processed.	
248331	Product Bug	7.0.2	EV Mail	EMail temporary files were written to the wrong directory on the server	These temporary files were written to the application server file system, as opposed to the appropriate temp directory. This resulted in these files not being cleaned up. This has been fixed.	
245967	Product Bug	7.0	Escalation	Escalation rules did not use the selected business calendar accurately	The interpretation of "offset hours" for an escalation rule is now "business hours", not "wall-clock hours". Previously, it was wall-clock hours. Thus, for an offset of -24 hours, the previous computation would subtract one day from the current time. Now, for an 8-hour day, a nominal three days is subtracted from the current time (more if weekends or holidays creep in) for a -24 hour offset.	
245690	Product Bug	6.6.3	File Import (GUI)	Import List Values was able to create duplicate list values in a field	This was a bug and was fixed.	
243933	Product Bug	6.6.5	General code issues	Exception = java.io.NotSerializableException: oracle.jdbc.driver.T4CConnection was observed in the application log	The traceback from the application log showed where the problem occurred and it was fixed. The customer was not aware of any failure.	
244947	Product Bug	7.0.2	General code issues	New color theme	There is a new color theme, providing a light-brown tan colored user experience.	
248152	Product Bug	6.6.3	General code issues	AJAX timeout when editing an issue after adding a new value to a list within the edit screen	This only happened when there were a large number of rules on the site. After adding the list entry via the * New * entry in a list, the rules were being re-compiled. The user was able to continue, and could make another Ajax call to the server before the rules finished compiling. As it turns out, there is no need to recompile rules after adding a new list value in this way, as the rules could not possibly refer to this new value, so ExtraView no longer recompiles rules after the add * New * action.	

Release Notes					
Issue #	Category	Found In Release	Module	Title	Release Note
249458	Product Bug	6.6.1	History	History would not display for a specific issue	This happened on a single customer site. The problem was traced to the issue having more than 1,500 updates. The historic audit trail code never anticipated that a single issue would receive anywhere close to that number of updates, and ran out of memory. The code has been reworked so that the audit trail will now show any number of updates to an issue.
248417	Product Bug	6.6.4	Layout Rendering	Sub layouts did not render correctly in a multi-node installation	This problem was observed on a single occasion within a site running four clustered application servers. The problem was localized to the sharing of map objects within session information. This has been fixed.
248115	Product Bug	6.6	Perforce Integration	EVP4DJ gave error while trying to diff files with a space in their pathname	This was fixed
248366	Product Bug	6.6	Perforce Integration	Integration running diffs on Perforce even though diffs feature turned off	This was fixed.
243721	Product Bug	6.6.3	Relationships	Using Update and Contine within an Edit screen broke a relationship	The relationship group "removal" functionality is now disabled for the RELATIONSHIP_GROUP field. Previously, if the RELATIONSHIP_GROUP field removal functionality would remove a relationship if the values at issue submit did not contain the issue ID's that are related.
247482	Product Bug	6.5.1.5	SalesForce Integration	SaleForce Integration - Salesforce changed their API, which resulted in a problem with ExtraView	SalesForce deprecated a published API call (com.sforce.soap.partner.DescribeGlobalResult.getTypes ) which ExtraView was using in its integration daemon with Salesforce. We have used an alternative call in the API to work around the problem.
241032	Product Bug	6.5.1.6	Search / Report	Invalid calendar date error within a Summary Report	This issue only affected users who were not using the product in the default locale, and not in the default time zone. When they tried to summarize on a date or day field, there would be an error. This has been fixed.
243538	Product Bug	7.0.2	Search / Report	Container report limited output to 500 records	This was an artificial limit which was removed.
243945	Product Bug	6.6.5	Search / Report	Error creating a column report on a multi-node system	If a new field was added to the database and a user on a different node to the application server tried to use this field in a report, the information on the field was not being propogated correctly to all nodes in the system. This resulted in an exception in the report editor. This has been fixed so the caching of the data dictionary information is refreshed on all nodes after adding a new field.
243955	Product Bug	6.5.1.7	Search / Report	Planning report showed date range off by one day when using GMT+1:00 timezone	This problem was in the date calculation. It has been fixed.
246103	Product Bug	6.6.1	Search / Report	Scheduled Reports were spontaneously disabled	This was only a problem on multi-node sites. It has been fixed.
249366	Product Bug	7.0.3	Search / Report	Column report did not display values from repeating rows correctly	There was an error in the database query being generated when setting a filter with a NOT EQUAL operator on a repeating row field. This was fixed.
247020	Product Bug	7.0.2	XML Import and Export	Allowed values failed to import	This was traced to a misspelling in the database constraints. Problem fixed.

Release Notes					
Issue #	Category	Found In Release	Module	Title	Release Note
247026	Product Bug	6.6.3	XML Import and Export	Import / Export issue with very old (version 5.0 or older) databases	Until version 5.0 it was legitimate to have an allowed value relationship with no parent, only a child. This was used to provide behavior that was superceded, in being able to sort values. It was discovered that metadata that still existed with this configuration could not be exported, then imported into a current version of code. This has been fixed.
246267	Product Bug	7.0.2	Zapatec	Auto-complete of popup fields did not work consistently on a single customer's site	This was localized to a bug in Internet Explorer, when LDAP connectivity was enabled. Internet Explorer could not handle the rate of responses when the user keyed in data for the auto-complete fast. A very small time delay has been introduced so that Internet Explorer now handles the data in the proper manner. This problem does not occur with other browsers.
Count: 47 records					