



Release Notes Mediatrix-Contex

Version 2.5

Latest published software release 2.5.28



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1 Planned fixes of version 2.5.29

Exact release date TBD

1.1 Bugfixes

Component/s	Key	Summary	Details	Support Case ID

2 Release Notes of version 2.5.28

Released 08.09.2016

2.1 Bugfixes

Component/s	Key	Summary	Details	Support Case ID
Mail Inbox List	MEDMAINT-268	Deleting more than one question at a time fails		5.487.197

3 Release Notes of version 2.5.27

Released 22.08.2016

3.1 Bugfixes

Component/s	Summary	Details	Support Case ID
Email Demon	Mails sent to invalid email ids are not re-queued		5464682
Project Browser	Sorting of the subprojects does not work	When Sub-projects are created in Lower case and Upper case, then, they are not sorted properly in Mediatrix.	5450812

Forward	"License expired or invalid"- Exception on Forwarding Emails		5.450.784
Mail Inbox List	Forwarding comment gets 'overwritten' in monitored mail	<p>PreConditions:</p> <ul style="list-style-type: none"> • One Project and two sub projects should be created • Two Agents Monitored and supervisor (for both subprojects) <p>Steps to Reproduce:</p> <ol style="list-style-type: none"> 1. Login to RESPONSE and Forward an email into another subproject, that is being monitored. Write a comment to that forwarding mail 2. Open that forwarded mail and answers that email 3. The supervisor sees that mail in the monitored mails and opens it. He forwards that mail into another subproject (Without comments). 4. Note forward with Right Click on question 5. Now the forwarding comment that was actually written by the first user is now written by the supervisor. 6. Check if comment dialog appears <p>Expected Comments message dialog should not be displayed.</p>	5.457.758

4 Release Notes of version 2.5.26

Released 11.08.2016

4.1 Bugfixes

Component/s	Summary	Details	Support Case ID
Project Browser	Sorting of the subprojects does not work	When Sub-projects are created in Lower case and Upper case, then, they are not sorted properly in Mediatrix.	5450812 5396906
New Email	Mails sent to invalid email ids are not re-queued	In case of invalid email id mails they should be re-queued back to sub project.	5464682
Auto-Reply, Forward	Relay function broken if you have auto replies active	<p>Preconditions:</p> <p>External Forward Should be set Project>>subproject>>External Forward >> (Reply to = "No" and Ignore CC checked)</p> <p>Forwarded Cases are resolved Externally >>Project >>Subproject tab</p> <p>Steps:</p> <p>Login to MX</p> <p>Send mail to configured account:- mail should be forwarded to external id and closed</p> <p>Go to external email client check From address: Customer address</p> <p>Now configure auto reply</p> <p>Send Mail and Go to external emailclient check From address: Subproject address</p> <p>Expected: Customer address should only appear for both the scenario</p>	5467906
E-Cat, Question View	Incoming Question through E-Cat, which were once completed should have Status as	If we complete the Mail and customer again replies to the same email then its status should be "External Classification" not "NEW" if the mail was classified by E-Cat.	5422002

	"External Classification"		
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5 Release Notes of version 2.5.25

Released 24.06.2016

5.1 Bugfixes

Component/s	Key	Summary	Details	Support Case ID
New Email	MX-6764	New Customer will not be created by sending a new mail and CC	New Customer was not created in response when we send new mail having an existing customer id present in CC field.	5.409.750
Operator Mode, Question View	MX-6859	Sometimes Operator Modus could not prefetch / show followup questions, even if more questions were available		5.415.166
Mail Inbox List, Question View	MX-6883	List Element converts text to wingdings font if created by outlook	Underlined content view was not displayed properly when import a question using pop3 eml server.	5.438.757
E-Cat	MX-6892	Improve Import from External Categorizer		
Auto-Reply	MX-6767	Max Autoreply count does not work correct	When sending one mail into mediatrix over 10 accounts in parallel, the first time at a day, the system is sending more than one auto-reply.	

6 Release Notes of version 2.5.24

Release 19.05.2016

6.1 Bugfixes

Component/s	Key	Summary	Details	Support Case ID
Cancel, Operator Mode	MX-6799	Question gets reloaded after Cancel in Operatormode	When any operation is cancelled from customer history panel, question gets reloaded	
Reports	MX-6712	Ping delay and session close because of generating an Report		5.389.292
Attachement	MX-6752	Email an inline attachment was removed	When an email with attachment (of type .xml) was received in mediatrix, attachment was not shown.	5.391.421

7 Release Notes of version 2.5.23

Released 04.05.2016

7.1 Bugfixes

Component/s	Key	Summary	Details	Support Case ID
Complete, Database, Operator Mode	MX-6751	Working time not correct if question is completed via customer history (OP-Mode)	Working time in database was not updated if question is completed via customer history (OP-Mode)	5.147.835
Validation Station	MX-6793	Consecutively processed Documents in Mailinbox- and		

		Operator-Mode caused a memory leak in Mediatrix Client		
Mail Inbox List, Service Exception, Splitpane	MX-6622	Unable to launch client when mail-inbox pane is detached from the frame and closed		5.369.428
Accounts, Database, Mail Inbox List	MX-6717	Unable to process certain Mails in Mediatrix	Few mails are not processed in mediatrix via pop3 eml server. Entries remains in emailscheduling table.	5.389.580

8 Release Notes of version 2.5.22

Released 25.04.2016

8.1 Bugfixes

Component/s	Key	Summary	Details	Support Case ID
Subproject Basic	MX-6718	Subsubprojects were not properly shown in the Mailinbox view	Subsubprojects were not properly shown in the Mailinbox view	5.391.457
Forward, Reports	MX-6745	Forwarding with triangle will not be counted as handling time in mitarbeiterpause	If user forwards the question using the arrow button it was not counted as 'handling time' in Report Agent Status	5.302.314
Auto-Reply	MX-6689	Database Issue: kunde.autoreplycount was not reset next day	kunde.autoreplycount was not reset next day, when email daemon service was not restarted.	5.265.200

Report Statistics	MX-6726	Report: Incorrect data for "First-time accepted items" column in Subproject-Transits report	Incorrect data for "First-time accepted items" column in Subproject-Transits report	5.387.922
Text Modules	MX-6742	Textobject Suggestion not Working from Textobject Button	Suggested text module list was not displayed if agent clicks on text module button present on Question toolbar	
Mail Inbox List, Service Exception	MX-6701	IMAPS fetchs only one Mail per run and throws error	<p>ITyX Emailedemon service (IMAP) fetched only email per iteration, when accessing an Exchange Server with Hexamail Antispam installed.</p> <p>NOTE: CONFIGURATION FILE CHANGE NEEDED</p> <p>The new release brings updated 3rd party jars. One of these jars is referenced in the configuration file conf/service/ityxcommon.inc.conf.</p> <p>Entry: wrapper.java.classpath.4=../..../libs/common/mail-1.5.0-b01.jar</p> <p>Change it to: wrapper.java.classpath.4=../..../libs/common/javax.mail-1.5.5.jar</p>	

9 Release Notes of version 2.5.21

Released 08.04.2016

9.1 Bugfixes

Component/s	Key	Summary	Details	Support Case ID
Text Module	MX-6296	Searching text modules with AND or OR did not work	Searching text module using the content of text module body and applying AND or	5.303.311

			OR did work as expected	
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10 Release Notes of version 2.5.20

Released 22.03.2016

10.1 Bugfixes

Component/s	Key	Summary	Details	Support Case ID
Agent Basic, Requeue	MX-6643	last action or workingtime in "mitarbeiterpause" gets doubled	Entries in column (bearbeitungsdauer) was getting doubled.	5.369.327

11 Release Notes of version 2.5.19

Released 08.03.2016

11.1 Improvements

Component/s	Key	Summary	Details	Support Case ID
Login	MX-6616	KRB5: Make Acquiring of Service-Ticket more robust to case-sensitiveness		

11.2 Bugfixes

Component/s	Key	Summary	Details	Support Case ID
Agent Information, Requeue	MX-6639	'Cancel personal follow-up requeue' is shown in minutes after saved	In Cancel personal follow-up - if user entered days or hours then after saving the values changed to minutes and	

			appeared in minutes field.	
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12 Release Notes of version 2.5.18

Released 22.02.2016

12.1 Bugfixes

Component/s	Key	Summary	Details	Support Case ID
Agent Basic, Profile	MX-6546	Agent: Keywords were missing from the profile after assigning them to agent.	Keywords were removed from profile when we apply and assign them to same agent.	5.349.935
E-Cat	MX-6568	[Mediatrix-eCat] Customer Replys will get through eCat		5.329.455

13 Release Notes of version 2.5.17

Released 08.02.2016

13.1 Improvement

Component/s	Key	Summary	Details
	MX-6539	User Login can be case sensitiv for Oracle	New property login.check.caseinsensitive is added. If this property is set to true (i.e. 1) the loginname will be checked caseinsensitive if the current DB is Oracle. This is the same behaviour as in MSSQL and mysql. If this property is set, it is also not allowed to have the same login name twice if they are only identical using a case-insensitive-comparison.

14 Release Notes of version 2.5.16

Released 27.01.2016

14.1 Bugfixes

Component/s	Key	Summary	Details
Report Scheduled	MX-6278	Scheduled Report of Mail-inbox activity shows wrong output for weekly execution interval	If we use Administration->Report->Create to generate a scheduled report for Mail-inbox activity and select weekly execution interval, today's records are included in yesterday's date which is incorrect behavior. A workaround is to generate the report for the same with Statistics->Report->Report Generator
Report Scheduled	MX-6351	Next execution time of Scheduled Report jumped too far forward after clearing the cache	Next execution time of a scheduled report for monthly execution interval jumps too far forward after execution for the first time and after clearing the Mediatrix cache.
Report Statistics	MX-6386	Report: Subproject Transit Does not count proper Data	Count for Accepted emails and Handling Time were not proper for Subproject Transit report

15 Release Notes of version 2.5.15

Released 29.12.2015

15.1 Bugfixes

Component/s	Key	Summary	Details
Operator Mode	MX-6089	Routing Model "Unescalated" was not working for operator mode	Agent working in operator mode with routing model "Unescalated" is able to fetch all mails including escalated mails.
Reports	MX-6353	Forwarding with arrow button and suspend work make the handling time negative	If user forwards the question using the arrow button and then suspends the work, the handling time in report Agent Status will display a negative value.
Reports	MX-6352	Forwarding with arrow button was not getting counted in handling time	If user forwards the question using the arrow button it was not counted as 'handling time' in Report Agent Status
Email Demon	MX-6433	Email Demon caused database connection leak in some environments	
Contex	CON-1323	Fetching Emails via Email Import Scheduler Job failed sometimes (wrong MIME type detection)	

16 Release Notes of version 2.5.14

Released 16.12.2015

16.1 Bugfixes

Component/s	Key	Summary	Details
iCat	CON-1292	Mediatrix could not add training data if no categorizer model was available	

16.2 Improvement

Component/s	Key	Summary	Details
MX-Tags	MX-6274	Backward compatibility for MX-Tags	From 2.5 version, German MX-tags names that refer to an email address has been changed. Mapping needs to be implemented so that Text modules with older name should also work.

17 Release Notes of version 2.5.13

Released 02.12.2015

17.1 Bugfixes

Component/s	Key	Summary	Details
Scheduler	CON-1270	Illegal character caused exception in Email Scheduler Job	
ICat	CON-1264	Autotrain configuration of Categorizer caused deadlock on database	

18 Release Notes of version 2.5.12

Not published

19 Release Notes of version 2.5.11

Released 01.12.2015

19.1 Bugfixes

Component/s	Key	Summary	Details
Operator Mode	MX-6317	Logging of working time caused SQL exception in Appserver log	

20 Release Notes of version 2.5.10

Released 27.11.2015

20.1 Bugfixes

Component/s	Key	Summary	Details
Designer	CON-1212	Selected Process lost focus when auto refresh is set under Process List in Designer	
	MX-6231	Autoreply Configuration Causes ArrayIndexOutOfBoundsException	If in project administration any value greater than 6 for max autoreplys is configured, an exception ArrayIndexOutOfBoundsException occurs and no autoreply is sent.

21 Release Notes of version 2.5.9

Released 20.11.2015

21.1 Bugfixes

Component/s	Key	Summary	Details
Nachbearbeitung station	CON-1242	Scaling of the document was not same for all the documents in Mediatrix Validation Mail	
Nachbearbeitung station	CON-1259	Magnifying glass functionality was not working properly when used 'Ctrl+h'	

Designer	CON-1227	Leading/Trailing whitespaces around barcode values were getting trimmed under OCR state in Designer	
Validation Station	MX-6153	Server SQL Exception when using check lists on MSSQL	

22 Release Notes of version 2.5.8

Released 12.11.2015

22.1 Bugfixes

Component/s	Key	Summary	Details
E-Cat	MX-6236	Deadlock on database stopped complete system	When the Emaildaemon is fetching, distributing and importing emails from the e-cat, it can happen that a deadlock on database stops the whole system.

23 Release Notes of version 2.5.7

Released 10.11.2015

23.1 Bugfixes

Component/s	Key	Summary	Details
Database	MX-6205	Wrong calculation was done in the table <i>Mitarbeiterpause</i> for "Bearbeitungsdauer" value	Wrong calculation was done in the table <i>Mitarbeiterpause</i> for "Bearbeitungsdauer" value
Forward	MX-6216	After forwarding the Handling End-Time was not to be updated	The date in <i>frage.bearbeitungsende</i> was not to be updated but stays the same since it was forwarded.
Requeue	MX-6218	Editing of profiles should have changed the requeue flag from operator to the subproject	

24 Release Notes of verion 2.5.6

Released 04.11.2015

24.1 Bugfixes

Component/s	Key	Summary	Details
Auto-Reply	MX-6167	Body from Autoreply was deleted after click on OK	Body content of Auto Reply were not displayed after save operation
Forward	MX-6109	Question text did not appear in mediatrix when mail was forwarded as information	When we forward the mail for information, question text was not there in the mail outbox.
New Email	MX-6098	New Mail body content were not appearing in 'Out'	If user send any new mail with content in body then that mail was sent successfully to the customer and the content appeared properly on customer side, but in Mediatrix in Out, when user opened the mail then content of new mail did not appear.
Report Statistics, Reports	MX-6081	Idle Time was not calculated properly in Reports	Idle time was not calculated properly for reports (Project History, Mailbox Activity and Subproject Activity). Idle time was more than handling or login time for question when forwarded to sub-project or completed.
Forward	MX-6058	Forwarded case to the other project should not be locked	The original case in first project should have been closed and a new case with questions should have been in the second project, but the case was locked and it will never be unlocked in first project.
Reports	MX-6007	Reports: Report Project History did not work as expected.	Report 'Project History' in report scheduler did not work correctly if execution interval was more than 1 day.
Report Statistics	MX-5925	Report 'Agent Activity'	Irrespective of operation performed on mail the Forwarded mails were

		counted forwarded mails as cancelled	counted as Cancelled in Agent Activity report
Reports	MX-5909	Selecting periods for Scheduled Reports was not OK	When a scheduled report with execution interval "quarterly" was created or edited, the selected quarter (first, second, etc.) was not saved properly when saving/editing the report.
Answer Editor, Mail Inbox List, Project Basic, Question View, Rules	MX-6017	Missing bar in scroll bar	The bar in scrollbar were sometimes missing. User could still control them and even move around when you clicked on them but they were just not visible. This issue was observed only with Java Version 1.8.0_60

25 Release Notes of version 2.5.5

Released 21.10.2015

25.1 Bugfixes

Component/s	Key	Summary	Details
Search	MX-6022	Forward Window: Customer search result was not displayed for search criteria other than Email ID.	Was not able to search customer using Name, First Name, City, Country, etc. from Forward->Customer search dialogue window.
Archive	MX-6003	Archive Restore: Emails having Umlaut in subject or message body were corrupted when they were restored.	Emails with Umlaut in subject and message body were not displayed correctly when Emails were restored in Response/Mailroom 2.5
Forward	MX-6006	Forwarding to subproject was still possible even without permission	When forward question rights were deactivated still user was able to forward the question.
Agent Information, Requeue	MX-5368	"Cancel Personal Follow-up (requeue)" was not Working for agent	Irrespective of time which was set for "cancel personal follow up" for a particular agent. Requeued mail for personal follow up was automatically canceled if not processed for 10 min.

25.2 Improvements

Component/s	Key	Summary	Details
Validation Station	MX-6033	Multiple performance improvements for loading documents in validation station	
Validation Station	CON-974	Scaling of the document viewer should be done default by height	<p>The scaling of the document viewer can be configured with the AI Platform property: <code>de.ityx.documentviewer.fitmode</code></p> <p>Two options for configuration are available: <code>FIT_HEIGHT</code> and <code>FIT_WIDTH</code> (default)</p> <p>The calling can be changed by shortcuts: <code>CRTL+w</code> (width) and <code>CRTL+h</code> (height)</p>

26 Release Notes of version 2.5.4

Released 02.10.2015

26.1 Bugfixes

Component/s	Key	Summary	Details
Report Statistics	MX-5943	Report "Weekday / time" did count auto created questions as incoming	Report "Weekday / time" shows 2 incoming emails for project within the hour of the projects' and subprojects' creation. The correct behavior is to show no entries (since no emails were incoming in this new project).
Mail Inbox List	MX-5995	Mail: Reply mail does not have frageid in report_maileingang table	Incoming mails are written into table "report_maileingang" with frageid (question id), vorgangid (case id), etc. When a reply comes in after answering to a question, this reply is written into the table with the correct vorgangid and the filter " <code>__REPLY_TO_EMAIL__</code> ", but with frageid = '0' and not the correct id

Report Statistics	MX-5982	Column names in report "Project email report" are displayed incorrectly	Column names in report "Project email report" are displayed incorrectly.
Keyword	MX-5983	In Keyword report "Keyword" dropdown shows only the keywords from first project	In the keyword report, only the keywords from first project are seen in the dropdown. If we select the second project, it is observed that keywords from the first project are only seen.
Mail Inbox List	MX-5917	Certain Emails lead to blank Question-View	
Forward	MX-5966	"Forward case to project" does not include attachments	If you have at least two projects and if you forward an Email from Project A to Project B, attachments are not transferred to Project B.
Attachment, Mail Inbox List	MX-5993	Attachment cannot be opened for new Emails after saving	If an agent opens a new Email and saves it, the attachment cannot be opened. On second attempt it does open the attachment.

27 Release Notes of Version 2.5.3

Released 07.09.2015

27.1 Bugfixes

Component/s	Key	Summary	Details
Agent Information	MX-5608	Monitored Time of an Agent was not getting saved	At Agent edit, if user set 'Monitoring time' like for 10 min then after clicking on OK button, Monitoring time was reset to 'none' on UI but in database, monitoring time appeared correctly.
Project Basic	MX-5635	Reading all data of Masters from Contex was affecting the Project Admin performance	-
Text Modules	MX-5847	Insertion of Text Object in Questions was Case Sensitive	Create a Text object like 'HelloWorld' and then type some word of that text object like 'Hel' and then press CTRL+Space then this text object appeared. But if user typed 'hel' then it doesn't appear. This should not have happened, it should have been case insensitive.
GUI, Requeue	MX-5880	Ordering of own-requested questions at homepage was in reverse order	At homepage, under own requested block requested question appeared. Sequence of requested questions was not correct. Latest requested questions appeared first and oldest requested at the bottom. This was not correct, oldest requested should have appeared first so that agent could have seen which would have been the next requeue without using the scrollbar everytime.
Reports	MX-5881	Scheduled Reports were not running after migration	Scheduled Reports were not generated when the customer migrated from 2.1 to 2.5 version.

28 Release Notes of version 2.5.2

Released 27.08.2015

28.1 Bugfixes

Component/s	Key	Summary	Details
<u>Customer History</u>	<u>MX-5612</u>	Viewing Questions in the Customer History	With 'viewpermission.ignore=1' the user was able to view the Question from Customer History for which user did not have responsibilities.
<u>Phone Contact, Text Modules</u>	<u>MX-5799</u>	Phone Contact: Text module added in form /subject field was not visible in mailbox mode	If Text Module was added in form the subject field of Phone contact should have been visible in mailbox.
<u>Mail Inbox List</u>	<u>MX-5679</u>	Split-panel in Mail-Inbox could not be moved to the top of the header	It was possible to move the split-panel completely to the top in the near of the headers.
<u>Validation Station</u>	MX-5671	Navigation scroll bar jumped forward in validation station on multi-page document	Having a Multipage document with more pages than could be displayed in the preview of the validation station. When you selected a page at the end of the list the scroll bar jumped forward so that the selected document was not in the focus and you could scroll back to the selected page.

29 Release Notes of version 2.5.1

Released 17.07.2015

29.1 Bugfixes

Component/s	Key	Summary	Details
Answer Editor	MX-5556	Answer Editor: For unidentified question language, the language was set incorrectly	For unidentified question language, while replying incorrect language was set in the answer editor.
Answer Editor, Question View	MX-5580	Project Import NOT OK on 2.5 when export was done from version 2.1	Import of project did not work, as questions from imported subproject could not be opened when export was performed from version 2.1
Contex Tab	MX-5508	Project Contex tab - M_Send with valid Email IDs in CC & BCC fields, did not send the Email	M_Send mode in AI Platform process was not working with BCC and CC Email IDs
Customer	MX-5518	New customers always had German language assigned	When creating a new customer, the customer always had German as the default language. The language of the current application was not used.
Forward	MX-5548	Text inserted into the Answer panel and then forwarded, saved the Answer	With some text in Answer panel, if user forwarded any question then text in answer panel got saved. Although status of Question was correct. Like if user entered any text and then forwarded the question with 'wait for reply', then question appeared with 'external forward ' status, which was correct but entered text was also getting saved.

MX-Tags, New Email	MX-5552	New Mail: Question and Answer MX-Tag should not have been present on right click context menu while sending new mail	When we tried to insert MX-tags inside new mail body after selecting a sub project, on right click context menu under MX-Tags, Questions and Answer MX-tags were displayed. If we did not select the subproject and tried to insert MX-Tags using right click context menu, Question and Answer MX-tags were not displayed.
MX-Tags, Phone Contact	MX-5283	[Case_ID] [Mx]-Tag was blank in Create phone case window.	In Phone Contact for create Phone case window, when we created a case and added "Case_ID" MX-Tag in answer editor, the value for Case_ID was blank even though there was value in "Case_ID" field.
Operator Mode	MX-5463	Cancel operation with Prefetch mode ON caused Exceptions on console	With Prefetch mode set to ON, the Cancel operation in Operator mode caused exception on console.
Phone Contact	MX-5521	Working on other applications was not possible, if phone contact window was opened.	If Phone contact window was opened and we wanted to copy some information from other applications like Microsoft word into phone contact, we were not able to copy, as the phone contact window remained on the top of other applications. The only way was to minimize phone contact window.
Phone Contact	MX-5553	Phone Contact: default language that appeared was incorrect	Default language at Phone contact window was not correct. Every time 'Bulgarian' language appeared.
Report Scheduled	MX-5504	Scheduled Report - Email sent was NOT readable	Administrator can schedule Reports to be sent as Email with different formats as attachment, but content of the Email sent was not proper and user was unable to get the proper information from the Email.