ITyX AI PLATFORM - RESPONSE

Release Notes 2.6

Latest published software release 2.6.14

Inhaltsverzeichnis

1 Executing the Bugfix Update

1.1 Step 1 – Stop service

Stop all ITyX services on all applicable servers. Please note that you need Administrator privileges to start and stop services. The services can be stopped with a script found under the following path:

› <ROOT>\bin\service\stop_all_services

1.2 Step 2 – Replace libraries

RESPONSE – AI PLATFORM is deployed as a tar file (ityx-response-2.6.x.tar) containing the necessary folder structure for both products. The last digit "x" represents the bugfix version number. For an update of your system with a new bugfix version replace all files in these folders with new released versions:

› <ROOT>\libs\classes
› <ROOT>\libs\common
› <ROOT>\libs\mediatrix

1.3 Step 3 – Starting the Application

During startup all services automatically detect if a database update is required. The services can be started with a script in the following path:

› <ROOT>\bin\service\start_all_services

If a database update is required, services will automatically be stopped. The logfiles of the services will contain messages to indicate thatupdate scripts must be run.

› For AI PLATFORM services (Management server, License Service, Contex Server, Scheduler, ITag Trainer service, ICat Assembler) the log files will contain this message:
  ERROR FlywayUpdate:98 - Database validation failed!
› For RESPONSE services (Webapp server, Email Demon, Escalation Demon, PTME) the log files will contain this message:
  Reason: Migration is not done! Please start migration first.

2 Release Notes of Version 2.6.15

Released TBD

2.1 Bugfixes RESPONSE

Component/s	Summary	Details	Support Case ID

3 Release Notes of Version 2.6.14

Released 05.09.2016

3.1 Bugfixes RESPONSE

Component/s	Summary	Details	Support Case ID
Template	Templates with embedded images arrive different from what they are created in Response		5478744, 5480237, 5477752
Text Modules	Inserting a textobject via the action code does not apply the attachment	When you insert a text object via the action code inside a list it will not insert the attachment.	5488087
Escalation	Time Zone: Mail were getting escalated on holidays	New mails, which are received on holiday still escalate. Normally it should escalate on the next day which is not a holiday within the normal working hours.	5480984
MX-Tags	MX tag [Question_Message] shows message text twice		5480979

4 Release Notes of Version 2.6.13

Not published

5 Release Notes of Version 2.6.12

Released 26.08.2016

5.1 Bugfixes RESPONSE

Component/s	Summary	Details	Support Case ID
Core 2.6, Login	Progress Bar in Splashscreen not visible during login for windows authentication		5.478.729
Core 2.6, Text Modules	Multi-line action codes do not work		5.480.203
Core 2.6, Mail Inbox List	Mail Inbox: File check for attachments should be added		5.327.587
Core 2.6, Customer	Customer only with e-mail filled out gets deleted by merge	**Steps to reproduce:** 1. Open customer administration, create a new customer with only email field filled (which must not exist in database) and click on create. 2. Click on OK to create the customer. 3. Click Merge. **Expected behaviour:** A dialogue should open where you select the second customer to merge. **Actual behaviour:** A dialogue appears, which says, the customer is no longer available. When you click OK, the customer gets marked as deleted in the database	5.481.055

Core 2.6, Mail Inbox List	HTML text object changes formatting of quoted mail	**Steps to reproduce:** 1. Add the attached text object to your text objects. 2. Open a mail in the inbox and add the text object **Expected result:** Text object should not format the quoted text **Actual result:** Quoted text is changed by text object	5.480.087
Core 2.6, HTML View, New Email, Send, Text Modules	Text Module Content Not Proper when "Send HTML allowed" Unchecked		5.440.181
Core 2.6, Forward	"License expired or invalid"-Exception on Forwarding Emails		5.450.784
Core 2.6	Scheduled Report: Report Completed Questions - In Mail only "null"-Values are shown	If Report "Completed Questions" are generated as Scheduled Reports, the mail-receiver can only see "null"-values in his mail If you watch the pdf-attachment of that mail, you find "normal" values	5.463.922

6 Release Notes of Version 2.6.11

Released 5.8.2016

6.1 Bugfixes RESPONSE

Component/s	Summary	Details	Support Case ID
Text Modules	Warning message displayed when Text Module with "mx content tag" used	Warning message is displayed when clicked on Send button or resolve Mx Tags button after inserting Text Module with [mx:content a=""]	5476558
New Email, Phone	When user logs out of ERMS retaining		

| Contact | Phone Contact and New Mail windows open | | |

7 Release Notes of Version 2.6.10

Released 02.08.2016

7.1 Bugfixes RESPONSE

Component/s	Summary	Details	Support Case ID
Text Modules	Formatted comments in text objects are shown as markers	Action code "comment" was not displayed properly when formatting is used. Instead "#Marker#" text appeared on the pop up window of Action codes while adding Text Modules	5470172
Phone Contact	Mediatrix was minimized after closing phone contact popup window	The new behavior after the fix is now: Closing or minimize the phone contact popup window does not affect Mediatrix main window	5459315
Project Basic	Auto Quote: Automatic Citation was inserted in answer body of Outlook control character	Automatic citation of Outlook characters were added in the answer body when we enable "Auto Quote" at project level. This happens only when we send mail from Outlook and not Thunderbird.	5409943
Forward	Unable to view image while forwarding case.	When forwarding a case with attached image or HTML content, Image was not visible	5447294
Report	Report "Capacity Planning" cannot be opened		5461587
Complete, Keyword	Completion without saving after allocation of keywords		5461582
Login	Login fields at homepage not appeared grey if Windows authentication is	If agent tried to login as "Windows authentication" then fields appeared as Grey (non-editable), that is correct. But if agent tried to login with deactivate user (login will not be	5466262

	selected	allow as user is deactivated) after that if agent select "Windows authentication" then fields are not appearing grey.	
HTML View	Line Breaks, Umlauts and Chinese characters not rendered properly in AutoQuote when mail sent from GMail/Outlook	Line Breaks, Umlauts and Chinese characters were not rendered properly in AutoQuote when mail sent from Gmail and Outlook and Send HTML was checked at project level	5461386 5409943
New Email	New Mail: Sender name is not displayed when new email is send to customer	Sender name not present while mail is send using "new email" button.	
MX-Tag	MX-Tag "Question_Date" was sent in default language when mail sent without resolving	There is a MX-Tag "Question_Date" which says, on which date a Mail has arrived. If you use this MX-Tag in your answer the date-format may be sent wrong to the receiver: **Steps to reproduce:** 1. Set the below date format in mediatrix properties: `dateFormat=d'.' MMMM yyyy, HH:mm` 2. Create a textobject that includes an MX-Tag "Question_Date" 3. Disable setting "Automatically qoute question" in your subproject-Administration 4. Login with French (or another foreign) locale 5. Open a question and write an answer using the MX_Tag "Question_Date" 6. Also add the textobject, that you created before (that includes "Question_Date") **Expected result:** The date should be displayed in the language that you are logged in with (e.g. french). (as it does, when you resolve the MX-Tag and then send the mail) **Actual result:** the language that you are logged in with, will be ignored and the date-format will be shown in "user language"	

8 Release Notes of Version 2.6.9

Released 20.07.2016

8.1 Bugfixes RESPONSE

Component/s	Summary	Details	Support Case ID
Forward, Phone Contact	Automatic creation of email address in phone contacts	**Steps to reproduce:** 1. Create phone ticket 2. Enter first and last name, ExID (customer must not exist yet) 3. Forward phone ticket to random subproject **Expected:** If no email address was entered, the email field remains empty. **Actual:** First and last name are entered automatically into the email-field.	5461389
Customer, Phone Contact	Customer Search in Phone Contact searches only for Case-ID	**Description:** If "Case-ID:" is selected as Search field for phone contacts in project administration, search for customer names while creating phone contacts is not possible. **Steps to reproduce:** 1. Create a new customer. 2. Open project administration. 3. In tab "Phone contact", select "Case-ID:" in Dropdown-menu "Search field (data field)". 4. Create new phone contact. 5. Search for the created customer by name or email address. **Expected result:** Searching for an existing customer while creating a phone contact shows the correct customer or a list with customers that match the search string. **Actual result:** Searching for customers does not provide any results.	5438614
Save	MX asking to save	Steps to reproduce:	5461381

	without changes made	1. Open a question. 2. Click button "Save". 3. Click on "Cancel" or "Homepage". **Expected:** If no changes have been made, no popup that asks to save should appear. **Actual:** Popup that asks to save appears (only if mail has been saved manually before).	
Customer	Move case to empty/new customer shows old email-address	**Steps to reproduce:** 1. Move case to a new customer or to one with an empty dataset. Customer has no email address. **Expected:** After moving, TO email adress must be empty **Actual:** After moving, the old email-address is shown in case until it is reloaded.	5461581
Preview, Questions	CTRL+POS1 and CTRL+END are not working in Preview mode of Mail Inbox		5446931
Filter, GUI	Symbols conflicting as per legends	Go to Project Settings - Filter - Action tab - in Status drop down list, icon of "New" doesn't matches with Legends. In legends the icon shows as Unread mail, and in filter it uses as New.	5446629
Agent Permissions, Profile	In Profile, reports rights were missing after migration of 2.4 to 2.6		5.449.515

9 Release Notes of Version 2.6.8

Released 14.07.2016

9.1 Bugfixes RESPONSE

Component/s	Summary	Details	Support Case ID
Cancel, Customer	Question was not locked if "Move case to customer" is aborted	Question gets released if "Move case to customer" is aborted	5.449.939
Attachement	Able to delete attachment through the use Del Key without Delete Attachment Rights	Agent was able to delete attachment without permission.	5.450.842
Project Basic	Project should be created/Saved without SMTP user name and Password	Project should be created/Saved without SMTP user name and Password	5.430.909, 5450748
Cutomer, Customer History	Email history gets added in Customer history pane while clicking arrow option	Email history gets added in Customer history pane while clicking arrow option	5.446.717
Project Basic	Auto Quote: Automatic Citation was inserted in answer body of Outlook control character	Automatic citation of Outlook characters were added in the answer body when we enable "Auto Quote" at project level.	

10 Release Notes of Version 2.6.7

Released 29.06.2016

10.1 Bugfixes RESPONSE

Component/s	Summary	Details	Support Case ID
New Email, Text Modules	New Mail- Line Breaks were removed after addition of Text Module	Pre-conditions: 1. Send HTML Allowed check box is uncheck while creating a project. 2. Add two sub projects. At the time of sending a New mail if we add a text module in which we have multi-line breaks, the line breaks of the text module gets removed, also if we change the sub project from the sub project combo box the text module get converted in to single paragraph.	5.440.181, 5446549, 5449989
Answer Editor	Quoting does not properly work for multipart/mixed mails	Quoting does not properly work for multipart/mixed mails	5.407.889, 5446549
Customer, Customer History	Changing Customer with new customer does not reflect on answers	Changing Customer with new customer doesn't reflect on mails	5.445.715
Answer Editor, Mx-Tags	Insert date in answer ignores parameter "dateFormat="	Insert date in answer ignores parameter "dateFormat="	5.446.674
Agent Permissions, Project Basic, Subproject Basic	Exception occurred at the time of saving/edit keywords and auto reply.	Non Admin agent was unable to save changes made in keyword and auto reply	5.444.664
Mail Inbox List	Automatic refresh of mailinbox mode takes too long	Automatic refresh of mail inbox mode was not set even after change in property file.	5.429.942

Change Password	Change password at next login can not be undone	Change password once set can not be undone until password changed.	5.447.386

11 Release Notes of Version 2.6.6

Released 03.06.2016

11.1 Bugfixes RESPONSE

Component/s	Summary	Details	Support Case ID
	Subproject Administration - Channels tab - Button caption did not display Umlauts		5.255.935
Text Modules	Text module: Exception occurred at the time of creating Categories and Subcategory	EOF exception occurred at the time of creating categories/sub categories	5.409.821
Subproject Basic	Subproject takes 'Reply Address' for replying the Question	Subproject takes 'Reply Address' for replying the Question	5.406.779
New Email	While sending mails to Invalid Email address Mediatrix doesn't show any warning message.	When any email is sent to invalid mail-address, then warning message should be displayed on GUI.	5.409.697
Answer Editor, Text Modules	Chinese Text module Text not inserted accurately		
Project Basis	Prompting for SMTP username and Password after editing project details in MX version 2.6.5	STMP user name dialog appeared at the time of project edit	5.430.909
Agent Permissions	Export question and answer as PDF is possible without rights.	Agent was able to export question and answer without export question/answer permission	5.410.894

Database, Question View	Exception on AppServer with full text search of questions	Exception on AppServer with full text search of questions	5.409.896
	Action code {cursorposition:} used in text module doesn't work	Action code {cursorposition:} used in text module doesn't work	5.427.934
Search	Caching problem when searching for questions with multiple users	Caching problem when searching for questions with multiple users	5.288.079
	Button save is always active	Save button is Active, even when attachment is not selected	5.373.126

12 Release Note of Version 2.6.5

Released 12.05.2016

12.1 Bugfixes RESPONSE

Component/s	Summary	Details	Support Case ID
Text Modules	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	
HTML-View	Change of HTML-Attachments destroyed the view of the attachment	Change of HTML-Attachments destroyed the view of the attachment	5.272.782
Accounts, Database, Mail Inbox List	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
Subproject basis	Subsubprojects were not properly shown in the Mailinbox view	Subsubprojects were not properly shown in the Mailinbox view	5.391.457
Service Exception	java.lang.IllegalStateException: The request object has been recycled and is no longer associated with this facade		5.409.713

HTML-View	Unicode UTF-8:Mandarin and Umlauts character does not appeared properly in Quoted Text	Unicode UTF-8:Mandarin and Umlauts character does not appeared properly in Quoted Text	5.409.943
Mediatrix	Replacing of old mediatrix logo in the browser view		5.355.343
Mail Inbox List	Read access to a locked question by other agent is not possible.	Agent not able to read the question, locked by another agent.	5.407.051
Mail Inbox List, Service Exception	IMAPS fetchs only one Mail per run and throws error	ITyX Emaildemon service (IMAP) fetched only email per iteration, when accessing an Exchange Server with Hexamail Antispam installed **NOTE: CONFIGURATION FILE CHANGE NEEDED** The new release brings updated 3rd party jars. One of these jars is referenced in the configuration file conf/service/ityxcommon.inc.conf. Entry: wrapper.java.classpath.4=../../../libs/common/mail-1.5.0-b01.jar Change it to: wrapper.java.classpath.4=../../../libs/common/javax.mail-1.5.5.jar	

13 Release Notes of Version 2.6.4

Released 05.04.2016

13.1 Bugfixes RESPONSE

Component/s	Summary	Details	Support Case ID
Reports	NPE appeared while viewing the report	After editing the subproject name, NullPointer Exception appeared when user opened the report type "Project Table capacity"	5.372.867
Answer Editor, Send	Mediatrix doesn't display quoted text in answers correctly	Text of question were not displayed correctly in answer editor when auto quote is enabled at project level or when click on quote question	5.371.400
Spellchecker	Not able to edit the text changed through spellchecker	If user have a passage which have multiple spelling mistakes and user changed the text with the spellchecker suggestion window. After adding that suggested text, user not able to edit the suggested text.	
Reports	Exception occurred during report creation through Report Generator for "Single Report"	Report was not generated and NPE Exception occurred on console. when generating "Single Report" from report generator.	5.377.015
Text Modules	Hyper Links Not working for Text module	Hyper Links were Not working for Text module	5.383.745
Reports	ClassNotFoundError Exception occurred during report creation through Report Generator for "Log Book"	Report was not generated and NPE Exception occurred on console. when generating "Single Report" from report generator.	5.377.015

Forward	Exception when forwarding from subproject	Exception when forwarding mail from Sub-project. The exception is occurring for some particular mails which are sent to with visually different character sets, belonging to different languages in the subject line and the email body. Sample mail (data_fixed.eml) is attached with this ticket.	5.385.237
Customer	Customer Name with "$" sign was not saved	Customer Name with "$" sign was not saved and blank window appeared.	5.361.548

14 Release Notes of Version 2.6.3

Release 18.03.2016

14.1 Bugfixes RESPONSE

Component/s	Summary	Details	Support Case ID
Project Basic, Service Exception, Subproject Basic	Project Edit and Subproject Edit throws exception	Project Edit and Subproject Edit throws "java.sql.SQLException: ViewFilter name already exist" Exception.	5.383.875

15 Release Notes of Version 2.6.2

Released 14.03.2016

For this bugfix release a database update for AI PLATFORM is required. Please run this script after step 1 and step 2 of the update process described in chapter **Fehler! Verweisquelle konnte nicht gefunden werden.**.

› /bin/install/01_contexDBUpdate

15.1 Bugfixes RESPONSE

Component/s	Summary	Details	Support Case ID
FAQ	Create FAQ did not work	Created FAQ question does not display on GUI and if clicked on cancel button of FAQ question pop-window got exception on Java Console	
Forward, Operator Mode	Question forward to another project kept the user on the same question	For normal agent having forward to project permission question forwarded to another project does not get closed/refreshed, the question is opened in edit mode in the same project.	5.300.561
Customer	User can create the customer with the same email address	Through phone contact window, it is possible to create a new customer with the email address of customer already exists	5.235.321

15.2 Improvements RESPONSE

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

16 Release Notes of Version 2.6.1

Released 12.02.2016

16.1 Bugfixes RESPONSE

Component/s	Summary	Details
Agent Session	Sessions: Agent shut-down functionality is not working	Agent session shut-down functionality is not working
Filter, GUI	Filter: PTME label is missing in 2.6 Version	PTME label is missing in 2.6 Version
GUI, Reports	Statistics Agent :Graph in 2D chart overlapped over text	Statistics Agent :Graph in 2D chart overlapped over text
MX-Tags	Mail Body Text in Preview and Completed Mail Inbox or mail at customer Inbox was different when Mx Tag "[Question_Message]" was used in New Mail	When we add a text module containing "[Question_Message]" Mx Tag in New mail then while Preview we can see only body text but at customer Inbox/Completed mailinbox body text appeared twice along with "[Question_Message]"
Project Basics	Auto Quote:Automatic Citation was inserted in answer body of Outlook control character	Automatic citation of Outlook characters were added in the answer body when we enable "Auto Quote" at project level
Question Log	E-Mail: E-Mail content was completely printed in e-mail demon log.	The complete e-mail content is always printed into the ityxemaildemon.log and not only in debug-mode.
Report Statistics, Reports	Report: Difference in dates for exported results between XLS and CSV / TXT	When server and client's Time zone are (client is 1 day behind) different, and we export the report in .xls file then server report and client report dates do no match. The xls-file will show you the 1 date previous.
Report Statistics	Report:- Completed questions report displays incorrect First Reaction (time)	If we complete a case without opening it, the First reaction (time) is displayed as 1/1/70 in Completed Question report.
Text Modules	Without 'HTML send allowed' muiltiline Text-module merged in a single line	If user unchecked 'HTML send allowed' at project level and then add the text module in answer which have multiline text then multiline text merged into one line.

17 Release Notes of Version 2.6.0

Released 12.01.2016

17.1 Bugfixes RESPONSE

Component/s	Summary	Details
Accounts	Maximum number of messages value could not be set to more than 100	Maximum number of messages in Project->Account configuration had no effect on actual maximum messages fetched per iteration if value is more than 100.
Agent Basic	Wrong data count for "Agent Data" in customer panel.	Data count for "Agent Data" in customer panel was not accurate
Agent Information, Requeue	'Cancel personal follow-up requeue' is shown in minutes after it was saved	In Cancel personal follow-up - if user entered days or hours then after saving the values changed to minutes and appeared in minute's field.
Archive, Mail Inbox List	Migration: Subject appeared as 'non given' after archive cases were restored	If cases were archived in version 2.1, after a migration the Subject of Restored case in Mail-Inbox List appeared as 'Non-Given'. When user opened the question then subject was shown correctly.
Archive, Project Basic	Last archive process time stamp was not shown on GUI	Admin User should have been able to see Last Archive process time stamp on GUI after running the archive scheduler service.
Auto-Reply	Auto-Reply - QuestionID MX-Tag in Subject resolved to blank value	In case of Auto-Reply, the QuestionID MX-Tag in Subject resolved to blank value, which was inconsistent with earlier versions.
Auto-Reply	Auto reply count under project setting was not working	System kept on sending auto reply mails without adhering to the count defined under the project setting.
Cancel, Operator Mode	Cancellation Confirm dialog appeared even when there were no further question to process	In operator mode when there were no further questions to process and if we cancelled, then the system still displayed "Cancel confirm dialog"
Character Encoding, Text Modules	RESPONSE flickered with Mandarin text	Text module panel flickered with the Mandarin text when the screen was minimized to see the scroll bars.
Customer, Subproject Basic	View customer history setting had no effect	"NO Limit" option selected in "View customer history" combo box of subproject setting had no effect

Customer, GUI, Search	Search Customer Dialog – was unable to add multiple customer email ids	Using Search Customer Dialog it was not possible to add multiple entries for customer email ids and to do that character comma "," was required to separate the entries.
Deployment Configuration	SingleSignOn authentication method did not disable Username and Password fields at Login	If "windows authentication" was used as the default login mechanism, the username and password fields were not greyed out, as they should be. This only happened, if the "windows authentication" was chosen within the combo box.
Forward, MX-Tags	MX tag 'Case ID' was not resolved in forward window	MX tag 'Case ID' was not resolved in forward window
Forward	Forwarding with arrow button and suspending work made the handling time negative	If user forwarded the question using the arrow button and then suspended the work then in agent's status, handling time appeared in negative.
Forward	Duplicate attachments were deleted automatically while forwarding a question	Sent an email to RESPONSE with multiple attachments. Kept 2 attachments identical to each other (same file name, content) and 1 attachment with different file name. When the email was forwarded, the duplicated attachments were deleted and only two out of the three attachments were forwarded.
GUI	Login Failure Window displayed the data in Alphabetical order	Login Failure window displayed the data of agents for which Login had failed. Therefore, when user opened the Login-failure window, data in it appeared in Alphabetical order. User had to click on Date column only then it was sorted with Date.
Mail Inbox List	At first launch, all questions appeared in Mail-Inbox whatever the selected project in browser	When user launched the client, logged in for first time, and opened the Mail-Inbox then, all questions appeared in the Mail-Inbox and in the Browser the selected Subproject appeared. The expected result was that the system should have displayed questions of selected subproject only.
New Email, Send	Problem with wrong parsing of the CC part	At the time of sending mail, name of first customer was assigned to the other customer, when the customer name was manually typed in CC field.
New Email	New Mail: If an email id is a sub-string of existing customer email id then that email was attached to old customer id	While sending a new mail if customer id had a sub-string of existing customer id then separate entry of customer should have been created while sending a new mail

Operator Mode	Suspend Work function not always possible in operator mode	In Operator mode 'suspend work' option gets disabled, if user opens Customer History, edits it and then returns back to the question.
Operator Mode	Prefetch mode: In operator mode, email from another sub-project is loaded instead of the selected sub-project.	In prefetch mode, after completing some questions, email from another subproject gets loaded instead of selected subproject in operator mode.
Phone Contact	Phone Contact: Position of Search results while creating a telephone call differed	Search result window position was outside the visible area of screen for Phone contact maximize window (if you are using single screen monitor)
Phone Contact, Search	Phone Contact: Search Customer window was not required for single customer entry	Pre-conditions: Create a customer with external Id. If we entered the external ID of customer in Phone contact and clicked on enter button, customer search window opened. Then we had to double click on the customer details to set customer details in Phone Contact. Here too there was only one result. Customer details should have been added immediately when we typed customer External Id and pressed enter.
Phone Contact, Text Modules	Phone Contact: Text module added in form/subject field was not visible from mail-inbox mode	When you created a phone ticket and used a form, the subject of the form was not used. You created a ticket with no subject.
Plain Text View	'pre' tag in HTML code was not resolved for delivery format as 'Rich text (HTML) only'	HTML code with 'pre' tags removed the line breaks in Answer Editor for Quoted Question Text
Project Basic	Self-Service tab permissions were not working	Agent should have been able to add/remove Aliases/Synonyms and Stopwords options in self-service tab
Question View	RESPONSE had problems opening Tiny URLs	Some of the tiny url's were not opening from RESPONSE.
Reports	Selection for cumulated doctypes was not visible in Report Generator	When one or more Input doctype were assigned to any agent, report filter for ALL DocTypes was not available.
Reports	Report WeekDay /Time Report did not include channel selection	Results of Weekday/time report did not change when agent changed the channel.
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 a day. The report only displayed backlog column data and for the rest of column it showed 0.

Requeue, Validation Station	Color did not appear for requeued Documents in validation station	If you requeue a document to an 'Agent' or for 'personal follow-up' then you can see that document was requeued successfully and appeared in reserved for column and in logs also but the colour of requeued document was not appearing. It still appeared grey in colour.
Requeue	Log Entry of "Description" was not proper when question requeued for personal follow up or requeued to Agent.	Description was not proper for log entry when question was requeued for personal follow up or subproject
Search	Search window in RESPONSE did not always show answers to questions	An answer within a search window was only shown after it had been opened in the customer history
Subproject Basic	Pipe Character and number were appearing with subprojects names	If user wants the order of the subprojects in some specific order then Pipe character was used. Without this Pipe character |, subprojects always appeared in alphabetical order but if Pipe character was used then they got displayed in specified order. Subprojects which were getting sorted but pipe character were also appearing everywhere like in forward window, search panel,etc.
Multi Case, Subproject External Forward	Multi-Case mail to a Subproject which had 'External Forward' was not forwarded	If I forwarded or filtered a Mail into a subproject, that had an entry in "External Forward" then this mail was forwarded to external forward email address and completed. This is correct. But if you created a Multi-Case Mail into that subproject, then this forwarding would not work. The Mail would stay in that subproject, but it would not be forwarded.
Search	Search with Return did not work at subject field	In external window, Search with RETURN did not work at subject field.
Task	Specified Minutes were not saved	If I created a task with hours and minutes like 15:35 then the task was saved correctly. But specified minutes were not appearing at the homepage even after saving.
Text Modules	Resolution of Action code Text module having multiple font and size was incorrect	Resolution of action code text module having multiple fonts in the Question/Answer body was incorrect.
Text Modules	Searching text modules with AND or OR did not work	Searching text module using the content of text module body and applying AND or OR did work as expected.

Text Modules	Text Module Action Code List/Hidden List was not parsed correctly for = sign	Equal to sign as = if used in list or hiddenlist action codes then resolution was not ok.
Validation Station	No symbol was popping up indicating that the agent had a follow up for validation Extraction Document	Personal Followup symbol was not appearing for Validation Extraction Document.

17.2 Improvements RESPONSE

Component/s	Summary	Details
Address Book	Columns in Address Book window are sortable	When Address book entries are stored at project level with fields like 'Name', 'First name', 'Company' & 'Email' then these can be added for New Email or Answer to a Question with click on 'Address book' Icon. Entries available for Address book are displayed in Address book and are sortable in all columns.
Archive	Archive Demon Logs are cleaned	Improvement for Archive Demon - Unwanted logs should not be displayed
Checklist	Checklist: Export and Import operation message should be displayed	While exporting or importing a checklist a proper message should be displayed saying whether the import or export operation is successful or not.
Customer, Search	Customer edit search criteria does not get reset	Search criteria is not reset when we try to search customer using his email, name, first name, note etc. for the second time.
Database	Automatic Migration of Database-scheme and Contained Data	During startup, services will always automatically check if a database change is required. If DB change is required, services will automatically be stopped. Service log will contain a message that informs the admin that Update script must be run. Prior to doing so, the administrator is responsible for creating a full backup.
Escalation	Escalation statement is changed to improve performance	
GUI	New product name and logo	The product name Mediatrix is changed to RESPONSE. In addition new logos are used for the product.

GUI	Show concrete versions of JARs in the information-dialog	In the About dialog a new panel is added that lists all libraries that are currently used by the system.
Login	Kerberos-Login: Service principal can be defined Full Qualified.	
New Email	Unable to add multiple recipients in New Mail	While creating or replying to the questions it is possible to add multiple recipients using search customer window.
Project Basic	Notification of messages that could not be processed	Some emails may not be presented to the agent because of a processing error (e.g. corrupt email header). The following functionalities are added: - Automatically notify admin users upon next login. In addition to the already existing option to send email notifications to admin users (Dependency on correctly configured notification email address configuration) - A new panel in project administration is added that displays all messages that cannot be processed. Admin can then either export or delete such messages
Question View	Interpret the f=f content-type option in content-type.	In e-mails with Chinese letters, more line breaks are created and then written in the original mail. This affects displaying and printing the mail.
Report Statistics, Reports	Escalation Report: Change in label for column name	Improvement in label change from "Esc:Level 0 " to "Non Escalated Mails" for Escalation Report
Rules	Project Rule: Misspelling of customer in BR-Editor (clientCustomerViewRule)	Spelling of customer inside postCustomerStore and postKeywordDelete and other method needs correction.
Search	Service-Center mails not appearing in Agent Log	In Search >> Agent Log it is now possible to display Service Center mails in search result
Subproject Basic	Remove checkbox 'Use sender Address from subproject'	Whenever user replies, the Reply Address and Sender Address should be taken from that subproject.

17.3 Improvements AI PLATFORM

Component/s	Summary	Details
AI PLATFORM	New product name and logo	The product name Contex is changed to AI PLATFORM. In addition, new logo is used for the product.
AI PLATFORM	Adding a timestamp in the message "successfully compiled" when compiling any java state across the system	In all Java modules: designer java state, mcat java filter, extag all java related tags, contitions, evaluations we have the Compile button to compile the code. Currently when you compile the javacode, we get "successfully compiled". I timestamp is added to this message.
Designer	Process Order UI: Remove option 'Change: Execute-> Resume'	The option to change Process Order type from 'EXECUTE' to 'RESUME' is no longer used and is removed from UI
Designer	New Script State added	Similiar to JavaState a ScriptState is implemented that executes configured code in a BeanShell interpreter.
Designer	DocPool Write State is improved	The DocPool Write state is improved with the following features: - Option to create new documents in pool - Option to create a new container for every document in the actual document - Option to pass session variables to subsequent processes
Designer	Extraction States use bean shell for selecting the tasks	In the configuration panel of the Extraction States (Visual Categorizer, Extraction, ITag) the task/namespace can be specified in bean shell syntax
Information Extraction	Confidence Filter → Per Line filtering function added	A new Confidence Filter with mode 'Max per Line' is implemented. This mode filters the tag matches in every line.
Information Extraction	Filter → New First Match Filter added	If you have a set of tag matches for a given tag. Only the first match in the stream will be the result.
Information Extraction	Grouping Tag improved	The Grouping tag is improved to fulfill the following requirements: - a grouping result may not contains all defined tags, tags can be defined as mandatory for the grouping - a set of new grouping

		evaluations/relations can be defined for the grouping - all existing relations can also be used as group evaluations
Installation	ActiveMQ started embedded	Active MQ is removed as a separate service in our deployment. ActiveMQ will be started embedded with Management Server. If during startup of Management Server it is detected that ActiveMQ is already started, it will not be started embedded.
Installation	Improved Database Update Process	During startup, services will always automatically check if a database change is required. If DB change is required, services will automatically be stopped. Service log will contain a message that informs the admin that Update script must be run. Prior to doing so, the administrator is responsible for creating a full backup.
OCR	Abbyy 11 Connector (32bit and 64bit)	New Abbyy 11 (32bit and 64bit) connector is available for languages German, English, French, Spanish, Dutch and Turkish
Rulebased Categorizer	New ITag Filter added	A ITag filter analog to Extag filter is implemented
Rulebased Categorizer	New Tagmatch action added	This action will add a TagMatch with a configurable name and value to the document.
Rulebased Categorizer	Add new filter for tag matches	Under the tab Filter, a new filter type called "Tag Filter" is added. This filter searches for tag matches for the given name.
Rulebased Categorizer	Tag Matches are generated for the results of the Extag/ITag filter	If an Extag/ITag filter is used in Rulebased Categorizer, the extraction results are added as notes to the document.