

# Autonomics

## AMELIA's Autonomic IT Management Platform

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### Release Notes 3.13.1 (Document Version 1.0)

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## Document History

| Author                        | Version | Date          | Comments                         | Final Approval? |
|-------------------------------|---------|---------------|----------------------------------|-----------------|
| AMELIA Research & Development | 1.0     | June 19, 2025 | Added tickets for 3.13.1 release | Yes             |

# 1. Release 3.13.1

This section briefly lists changes to AI Ops for this release.

## 1.1 RELEASE HIGHLIGHTS

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### 1.1.1 Rollback to a previous version

Database schema is compatible with 3.13.0. In case of a rollback, Autonomics can be downgraded to 3.13.0 without restoring from a full backup.

## 1.2 BUGS

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- **Resolve Issues with Email Ticket Integration Creating Duplicate and Infinite Loop Tickets.** The issue where email replies to tickets resulted in the creation of new tickets instead of updating the existing ones has been identified, and steps are being taken to resolve it. Additionally, infinite loops caused by these duplicate tickets are being looked into to prevent confusion and management difficulties for ticket owners. This change affects the email ticketing integration system, specifically in the section where ticket updates from email threads are managed. There's no direct impact on the customer-facing UI until the back-end issue is resolved. The purpose of this change is to fix the incorrect behavior of the email integration system where replies to tickets mistakenly create new tickets instead of updating the existing ones. It also addresses the infinite loop issue caused by the creation of duplicate tickets, which leads to confusion and operational inefficiencies. This change affects both back-end systems as it involves fixing the integration logic, and indirectly affects customers, as they experience smoother ticket processing without issues of duplicates or loops in the customer-facing ticket management interface. (AP-31392)
- **Fixed the All Clients selection issue in IPradar clients drop-down menu.** Selecting All Clients from the drop-down menu defaulted to the Autonomics client has been resolved. Now, choosing All Clients correctly selects the intended option. The change occurred in the clients drop-down menu within the application interface, specifically related to the All Clients selection functionality. The purpose of this change was to fix a bug that caused incorrect default selection, ensuring that users can accurately select the All Clients option without it defaulting to a specific client. This change was customer-facing, affecting users interacting with the application's client selection drop-down menu. (AP-31404)

## 1.3 EPIC

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None in this release.

## 1.4 STORY

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- **Migration to Google Gemini 2.0 Models in Vertex AI for Enhanced Performance and Stability.** This ticket facilitated the migration from deprecated Google Vertex AI Gemini 1.5 models to the Gemini 2.0 models, ensuring continuity of services and access to improved performance and features across the platform. It included endpoint replacements, performance testing, and updated documentation. The change primarily affected the backend services rather than the user interface, specifically in the AI model endpoints that interact with Google's Vertex AI platform. The purpose of this change was to prevent service disruption due to the deprecation of Gemini 1.5 models, and to take advantage of the enhanced performance, stability, and advanced features offered by the Gemini 2.0 models. This change affected backend operations and was directly relevant to internal teams responsible for AI model integration, testing, and documentation. End users would indirectly benefit through improved AI output and functionality. (AP-30963)

## 1.5 TASKS

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- **Implement Custom Autonomic Headers in Gmail and Office365 Email Integrations.** Custom autonomic headers have been added to Gmail and Office365 email integrations for better management of incoming emails based on specific email activities. These headers are pre-configured with default settings and are toggleable boolean fields. The change occurred in the email integration settings under the section labeled „Drop Incoming Mail With Header,, where the new boolean toggle fields corresponding to custom autonomic headers have been added. The purpose of this change was to allow users to classify and manage incoming emails automatically using specific custom headers. This feature enhances the ability to process emails based on the source, such as user tasks, mail activities, and other automated email actions, providing greater control and automation within the integration. This change is customer-facing, affecting users who utilize Gmail and Office365 email integrations, providing them with new configuration options within the user interface to manage incoming emails more effectively. (AP-31452)

## 1.6 SUB-TASKS

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None in this release.