Customer Relationship Management

Crm

Release Notes

Version 11.10.0

Aurea

Unlimited Possibility

Notices

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Preface

If you encounter a problem while using an Aurea product or require assistance with downloading the software or upgrading a product release, please open a ticket on Aurea Support Central. Preferably, search the articles on the Aurea Knowledge Base for solutions to your issues before opening a ticket.

Information about the support organization is available on Support Central, as are the Support Guide and Escalation Guide. The product documentation, other product-related information, and setup files are also available on Support Central.

For information about purchasing an upgrade or professional services, contact your account executive. If you do not know who your account executive is, or for other queries, contact us through our website.

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Welcome to Aurea CRM v11.10.0

Aurea CRM is a CRM suite of products from Aurea.

Customer Relationship Management (CRM) is a strategic decision by your enterprise to tailor your business processes to meet the needs of your clients. Aurea CRM is a comprehensive and flexible CRM software solution. It is optimally suited to your enterprise if you require short project durations, sector-specific business processes, and a modern system architecture paired with tried and tested functionality.

Our business solutions cater to the demands of businesses of all sizes, providing services to both small departments and multinational corporations. All marketing, sales and service processes are depicted in the system, helping you provide your clients with a comprehensive CRM experience–from the initial contact with a client to offering optimal support and targeted services.

Aurea CRM can be deployed without any programming knowledge and configured to meet your internal processes. This in turn improves your planning options, accelerates implementation, and helps you recoup your return on investment quickly.

For more information about Aurea CRM, see the product documentation in Aurea Support Central. While planning for an installation or upgrade of Aurea CRM, refer to the system requirements.

For any upgrade or purchase inquiries, please consult your account executive.

Aurea CRM Modules with version 11.10.0

This is the list of CRM modules:

- Web
- Win
- Designer
- Web Offline
- Launcher
- Exchange Connector
- Domino Connector
- Universal Connector
- Interface

- Connect Live
- Phone
- Web Services
- WSC
- Office Add-In
- Templates
- Cockpit

Tested on the following browsers
• Mozilla Firefox 36.0.1 • Google Chrome 41.0.2272.111 • Microsoft Internet Explorer 10/11
Note: While the latest versions of Firefox and Chrome web browsers are supported, Aurea recommends that you use the certified browser versions listed above.

New Configuration in Aurea CRM

There are no new configurations in this release.

New and Enhanced Features in Aurea CRM

This section of the release notes lists the new and enhanced features in Aurea CRM.

Certification for the following new 3rd party components:

- MS Windows Server 2019
- MS Internet Information Services (IIS) version 10.0
- MS Office Professional Plus 2019
- MS Exchange Server 2019
- MS SQL Server SQL Native Client ODBC Driver 13.1
- Oracle 12c release 2 (12.2) client for Microsoft Windows
- IBM Domino Server 10.0.0

What's Fixed: Defects

The following table lists the defects fixed in this release of Aurea CRM.

Issue	Component	Description
CRM-68752	CRM.Web, CRM.Core	An SMTP failure caused by attaching large file leads to system breakdown.
CRM-67277	CRM.Web	Query condition returns the wrong result on adding index to the email field.
CRM-66613	CRM.Web	ACM Integration: System throws I/O error when opening default mailing in Campaign.
CRM-66599	CRM.Web	ACM Integration: Demographics of Target Group are not transferred to Lyris.
CRM-66569	Connectors / Domino	Connector for Domino throws an error `System.ArgumentOutOfRangeException` while syncing e-mails.
CRM-66477	CRM.Web	Message notifications should be shown to the user upon login for assigned or sent queries.
CRM-66196	CRM.Web	The javascript files do not receive the version number argument/postfix when loaded dynamically.
CRM-66113	CRM.Web	QueryResult page shows no queries after an upgrade.
CRM-66076	CRM.Web CRM.Win	Conditional Field Rights for the Currency field in Company records are not working as expected.
CRM-66025	CRM.Web	Flipping Catalog value is recorded as a changed field in Changed Field Notification.
CRM-66017	CRM.Web	Notification change items are not clickable on the Startpage.
CRM-65957	CRM.Web	The first info area in the query is defined by the defined by Query page default action instead of the info area of the submenu item.
CRM-65845	CRM.Win	After update to 11.8 OTC, the LM datamodel table has the field ID_AK missing.
CRM-64676	CRM.Web	ACM integration: Updates resulting in clearing of boolean field values do not propagate correctly.
CRM-64030	CRM.Web CRM.Win	Activating the user login password does not take effect until IIS is reset.

Issue	Component	Description
CRM-63934	CRM.Web	ACM integration: Updates resulting in clearing of catalog field values do not propagate correctly.
CRM-52568	CRM.Win	Copying the time-fields in Workflows shows incorrect time.

Known Issues

Limitations in Aurea CRM Enterprise Edition

There are no known issues in this release.

Limitations in Aurea CRM Standard Edition

There are no known issues in this release.