

**Introduction
to
Release
11.6.0****MAIN NEW FEATURES:**

This version enhances the OMNITRACKER by features for running a self-service portal based on Web Gateway 2.0 (WebGW 2.0), which has been introduced with OT 11.4.0.

The main new features for this OMNITRACKER version are:

- New web authentication method "JSON Web Token"
- SAML 2.0 authentication is now also possible for web guests

NEW SYSTEM REQUIREMENTS

For all details regarding system requirements, please refer to http://www.omnitracker.com/EN/Seiten/System_Requirements.aspx

- Minimum Server Version: 11.6.0
- Minimum Client Version: 11.6.0
- For web browsers a minimum resolution of 1280 x 1024 is recommended.

OMNITRACKER Roadmap 2017 – 2021

Planned Versions – Web Gateway 2.0 – [Step-by-step](#)

V11.4.0

Step 1

Detachment Mobile Client

- **Small**
 - Message Box
 - Message Of The Day
 - Notifications
 - Select Object
 - Select Folder
 - Set Password
- **Medium**
 - Folder Tree
 - Main Toolbar
 - Panes Control
 - Shortcut Bar
- **Big**
 - Login Screen
 - Main Page
 - Object Form
 - Search Form
 - Grid Control

V11.5.0

Step 2

Self Service Portal + Store

- **Small**
 - About Dialog
 - Add Column
- **Medium**
 - **Image Field Type**
 - Scripting
 - Selection Tree
 - Unattached Object List
 - **User Avatar**
 - XSLT-Interpretation
- **Big**
 - **Bread Crumb Bar**
 - **Tile View**

V12.x.0

Step 3

Feature Parity Classic Web

- **Small**
 - Appearance Settings
 - Attachment Actions
 - Modify Object
 - Schedule Dialog
 - Shortcut Bar Editor
 - Select Message Template
 - Select Task
 - Send Email
 - Task List
 - View Definition
- **Medium**
 - Header Search
 - Rule Editor
 - **Signature Pad**
- **Big**
 - BPMN-Viewer
 - Calendar View
 - Process Portal
 - Timeline View

V13.x.0

Step 4

WPF Enduser Migration path

- **Small**
 - **Hierarchical Shortcuts**
- **Big**
 - **Offering migration path from WPF-Client to Web Client ***
 - **Graph View**
 - **Telephony API**

V14.x.0

Step 5

Continuous Improvement Process

- **Big**
 - **Chatbot**
 - **Favorites (Watchlist)**
 - **Chat**
 - **Dashboards**
 - **Global Search**
 - **Kanban Board**
 - **Object Preview**

UPGRADE PROCEDURE:

Please note:

- If Oracle Database is used as backend for the OMNITRACKER server and if the "Multi Server Architecture" (MSA) feature is not used, the Oracle user must be granted execute permission for the "dbms_lock" package using the command:
GRANT EXECUTE ON SYS.dbms_lock to OT
 - Replace "OT" by the name of the Oracle user that is used by OMNITRACKER server.
 - If MSA is used, this permission has already been granted when setting up MSA; in that case, no change is required.
- Converting an OMNITRACKER database from a version earlier than OMNITRACKER V10.0 is going to take about 1-2 minutes per GB database size.
- Converting an OMNITRACKER database from a version earlier than OMNITRACKER V10.5.200 is going to take additional time to create new indices in the UserField tables.
- Direct conversion between 32-bit and 64-bit versions and vice versa is not supported. You have to uninstall the existing OMNITRACKER version beforehand.
- In the Web Gateway configuration, there is a new property "64-bit support". If both the Automation Interface installed on the web server and the IIS application pool of the Web Gateway are running in 64-bit mode this property must be unchecked to maintain a 32-bit version of the Web Gateway.
- Please be informed that you can improve our support if our support is informed about the current OMNITRACKER version you use. This can be reached by setting the flag "Yes, regularly inform OMNINET about the used OMNITRACKER version" in the "OMNITRACKER - InstallShield Wizard".
- The default value of a Boolean field created by scripting is initially set to "true". By additional scripting code it is possible to change the value to "false". To do this after the new field is saved use the method "TDefaultValue" of the "OtFieldDefinition" and set it to "false". Afterwards you have to save the "OtFieldDefinition" again.
- Please be informed that the conversion by OMNITRACKER does only OMNITRACKER specific transformations. This means that additional transformations based on the file type of the database cannot be done by the OMNITRACKER version conversion. In special if before as database an *.mdb file of the Office 97 version is used, OMNITRACKER cannot convert it to the mdb version of a current Office version (Microsoft Office 2013/2016/2019). If you want to convert OMNITRACKER version as well as the used Access version, please convert the mdb database beforehand to the correct mdb version (Microsoft Access 2013/2016/2019). How to do this can be verified for example in <http://allenbrown.com/ser-48.html>.

Before upgrading:

- Make sure to back up your OMNITRACKER database and the attachments directory.
- When also other infrastructure changes are done at the same time make sure that all needed changes are done (e.g. if changing Microsoft Access version make sure databases based on *.mdb file are converted to new Access version).

After upgrading:

- When starting the OMNITRACKER server for the first time after upgrading, do not stop the server again until the "Welcome to OMNITRACKER" message appears in the status panel. Otherwise, your database might become corrupted.
- OMNITRACKER can be used as soon as "Welcome to OMNITRACKER" appears in the "OMNITRACKER Service Control Panel" window.
- If you are using Oracle as your database server, you must recreate the database statistics after updating to the latest OMNITRACKER version.

WHEN INSTALLING THE WEB GATEWAY, PLEASE NOTE:

- If you are upgrading from Web Gateway version 10.6.x or older, you should uninstall your Web Gateway first before installing the new version. Please make sure to back up your configuration files. See update guide from version 10.7.0 for more details.

KNOWN ISSUES:

- Please be advised that Edge Browser does not support Windows Authentication in local sites, in URLs of kind "http://localhost" or "http://machinename".
- It is highly recommended to only handle memo fields of the same subtype in a script. Some methods and properties differ between memo fields of subtype "Formatted Text (old)" and "Formatted Text". Avoid interactions between both subtypes in order to prevent any problems this may cause. If interactions are necessary, decide for a consistent subtype.
- On computers on which .NET Framework 4.6.0 or 4.6.1 is installed, the Windows end user client ("WPF client") might crash when using dropdown lists or combo boxes. This happens only in very rare cases. This is a known problem in .NET 4.6.0/4.6.1; Microsoft has announced to fix this in .NET Framework 4.6.2. .NET framework 4.6.2 was released in August 2016.
- When using .NET Framework 4.7.x an error message like "The file '/OTWG/Login.aspx' has not been pre-compiled, and cannot be requested." might sporadically appear. This is based on a known bug within .NET Framework 4.7.x.
Details for this can be found here:
<https://techcommunity.microsoft.com/t5/iis-support-blog/the-file-has-not-been-pre-compiled-error-and-solution/ba-p/945340>
- Using named rules as filter in autocalculations with a type different from script does not work. Please create the filter by adding each filter condition.
- Possible client crash using administrator client in 64-bit mode and "Editable Tree view" or "Export schema" dialog depending on the set "AllocationPreference" of the local machine.
- When using a Multi-Server Architecture, it is discouraged to use MAPI as the protocol in both incoming and outgoing email accounts at the same time. Otherwise, it might occur that in rare situations, incoming emails are not processed for some time.

- There is a known issue with very large timeline views and printing on clients running in a virtualized environment accessed through a remote desktop connection that may cause the client to crash on an out of memory condition.
- There is an issue using Pop-Up forms in Classic Web Gateway if the option “Open all Objects in the same pop-up Form” is set to true. There will be an error message when an object within the pop-up form is closed.
- When using Internet Explorer and deleting a section from a time-stamped memo field, it might happen that other changes done in the form are not processed when saving.
- When deleting a section of a time-stamped memo field and directly (without saving in the meantime) adding a new section in the Web client, it might happen that the new text is saved twice.
- When using text size zooming, it could happen that the placement of the controls is not as expected. This depends on how the anchoring options are set.
- If the option "ShowTooltipsOnDisabledControls" is activated for object forms in some special cases in the windows end user client this option is ignored.
- Depending on the used browser, there may be some restrictions in the usability of the Web Gateway. On desktop systems, using the browsers Chrome or Firefox is recommended. There are limitations on desktop systems regarding formatted fields of the new subtype “Formatted Text”:
 - Copy text with images from MS Word: Images will not be copied. Images have to be copied and inserted separately, one by one.
 - Copy text with images from emails: Images will not be copied. Images have to be saved to disk and inserted afterwards.
 - Copy text with images from Web Gateway to other applications: Images will not be copied.
 - Using Formatted Text field in a restriction rule or in a restriction script: This is not recommended.
Opening a dropdown in the rich text toolbar, like "Font Size", will execute a check if a restriction has to be applied.
- Formatted fields of the old subtype “Formatted Text (old)” are not working in the browsers Chrome and Edge.

New Features

Login/Logout/Authentication

Title: New web authentication method "JSON Web Token"

Number: OT-35622

Class: New Feature

Component: Login/Logout/Authentication

The web gateway now allows to login users using "JSON Web Tokens" (JWT).

JWT authentication allows the user to log on using a (signed) JSON Web Token provided in the URL (query string) or the body of the initial HTTP(S) request.

A HTTP(S) request containing such a token is usually generated by an external identity provider (IdP) / token generation service and may be generated in the following two scenarios:

1. The user navigates to the Login page of the OMNITRACKER Web Gateway. This HTTP(S) request does not contain such a token yet.

The Login page is displayed and contains a new button with a configured label. If the user clicks this button, the user's browser will be redirected to the external IdP / token generation service.

After the user has been authenticated successfully by the IdP, the IdP redirects the user back to the OMNITRACKER web gateway. This redirected HTTP(S) request now contains such a JSON web token.

The OMNITRACKER Server will verify the token and use the value of a special claim (field) of the token for user identification.

2. An external portal may directly navigate the user's browser to the OMNITRACKER Web Gateway Login page including such a token.

OMNITRACKER will automatically read this token, verify it and use the value of a special claim (field) of the token for user identification.

The Login page will not be displayed in this scenario.

JWT Authentication can be used for normal logins as well as for guest logins.

If JWT Authentication is active, other authentication methods are also allowed (e.g. Windows Single Sign On, Password, ...).

JWT Authentication is not available for Windows Clients.

Changed Features

Login/Logout/Authentication

Title: **SAML 2.0 authentication is now also possible for web guests**

Number: OT-31830

Class: Change Request

Component: Login/Logout/Authentication

The SAML 2.0 authentication method is now also available for web guests.

In order to activate this method for a web guest definition, choose "SAML 2.0 Authentication" as login method in the Web Guest Definition dialog.

Fixed Defects

Interface Bus - MS Exchange Sync

Title: Fixed error on deleting Exchange elements, if the ID was not set

Number: OT-35605

Class: Defect

Component: Interface Bus - MS Exchange Sync

The error occurred when using the IB Gateway with the Exchange Managed API.

It could happen, that the synchronization thread for an IB Synchronization Profile was interrupted for a user, if the process determined that an item in Exchange / Outlook must be deleted, but the item id was not set.

An item id might be not set because of different root causes, most because some errors happened before in the synchronization process.

Erroneous items are now skipped and the synchronization thread is not broken.

Rich Edit Control - General

Title: Fixed content of style tags appearing in output when converting to plain text

Number: OT-32272

Class: Defect

Component: Rich Edit Control - General

When HTML/Formatted Text was converted to plain text (e.g. when displaying a formatted text field in a list/tree view) the content of style tags could appear as part of the plaintext.

This has been fixed, the content of style tags will no longer be included in the plain text output.

Views - Windows Client

Title: Fixed an issue with grouping by a reference to object fields

Number: OT-31233

Class: Defect

Component: Views - Windows Client

An issue was fixed, where grouping by a reference to object field did not work when a certain base filter was used in the target folder of the referenced object.