

OMNITRACKER Release Notes

Release Notes of OMNITRACKER 12.1.100
Version: 17-MAY-2021

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Introduction to Release 12.1.100

1 MAIN NEW FEATURES

This version enhances the OMNINTRACKER Web Gateway 2.0 in terms of Accessibility.

Changes/features implemented in this version are based on WCAG (Web Content Accessibility Guidelines) 2.1 Level AA which covers a wide range of recommendations for making web content more accessible and affect several topics of the overall appearance of OMNINTRACKER Web Gateway 2.0 like

- contrast of text and controls
- support for screen-readers (e.g. JAWS)
- keyboard navigation

2 NEW SYSTEM REQUIREMENTS

For all details regarding system requirements, please refer to <http://www.omnitracker.com/en/resources/system-requirements/>

- Minimum Server Version: 12.1.100
- Minimum Client Version: 12.1.100
- For web browsers a minimum resolution of 1280 x 1024 is recommended.

3 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 "TDefault-Value" 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 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 2016/2019).

3.1 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).
- We highly recommend to deinstall previous versions of WebGW 2.0 before installing the new version of WebGW 2.0.
As long as there is no WebConfig-Editor tool, this is the only way to ensure the web.config-file to be updated so all new features (theming, encryption,...) are available.

3.2 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.

4 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.

OMNITRACKER Release Notes

Release Notes of OMNITRACKER 12.1.0
Version: 31.03.2021

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Introduction to Release 12.1.0

1 MAIN NEW FEATURES

This version enhances the OMNINTRACKER by features for running a self-service portal based on Web Gateway 2.0 (WebGW 2.0), and for integrating Exchange Online email accounts.

Beside visual enhancements like introducing Themes to WebGW 2.0 also features enhancing security when using OMNINTRACKER like new authentication methods and encryption mechanisms have been implemented.

2 NEW SYSTEM REQUIREMENTS

For all details regarding system requirements, please refer to <http://www.omnitracker.com/en/resources/system-requirements/>

- Minimum Server Version: 12.1.0
- Minimum Client Version: 12.1.0
- For web browsers a minimum resolution of 1280 x 1024 is recommended.

3 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.
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3.1 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).
- We highly recommend to deinstall previous versions of WebGW 2.0 before installing the new version of WebGW 2.0.
As long as there is no WebConfig-Editor tool, this is the only way to ensure the web.config-file to be updated so all new features (theming, encryption,...) are available.

3.2 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.

4 New Features

Email Gateway

Title **Email - enable the delegation in exchange (online) usage**
Number OT-436985
Class New Feature
A service user i.e. the delegate with mailbox e-mail and password is used to access the mailbox of another user.
The user must allow the other user as delegate to access the mailbox.

Title **Email - enable the use of secret key in exchange online account**
Number OT-437486
Class New Feature
Allow mailbox access via as a "daemon" registered application using the API secret key
An Azure application registered with application permission and with a secret key is used to access the given mailbox.
The user doesn't set his credentials like user e-mail and password, but the application client id and secret key are needed.
The application must be properly configured in Azure by the Azure administrator to access the mailboxes of the configured users in Azure AD.

Interface Bus – MS Exchange Integration

Title **Interface Bus Gateway now supports authentication method „OAuth 2.0“ for the synchronization with Exchange Online.**
Number OT-438369
Class New Feature

General – OMNITRACKER Server

Title **It is now possible to use "scripted" columns in column-based view layouts.**
Number OT-036725
Class New Feature
The script can be defined in the associated folder and is executed each time, an object list is retrieved from the server containing such a "scripted column".
The result is displayed in the respective column.
This is a temporary information, searching grouping,... is not possible for this column.
The script respects the privileges and base filters of the current session.

Web Gateway – Form Editor (WPF Version)

Title **Fields of type "Image" can now be configured as "Is signature pad" in web form editor.**
Number OT-436988
Class New Feature
By this signatures can be directly added, "drawing" the signature.

Web Gateway – Login/Logout/Licensing

Title	Encrypted TLS sessions are now available between Web Gateway/Web Services and OMNITRACKER server.
Number	OT-025242
Class	New Feature
	New optional keys have been added to the respective Web.Config-files zu enable encrypted sessions:
	<ul style="list-style-type: none">• Web Service - REST: <add key="OT_Encrypted" value = "true"/>• Web Service - SOAP: <add key="OT_Encrypted" value = "true"/>• Web Gateway 2.0: <add key="_Encrypted" value = "true"/>• Classic Web Gateway: <add key="OT_Encrypted" value = "true"/>
	Values are set to "false" by default.

Login/Logout/Authentication

Title	JWT authentication is now supported
Number	OT-036014
Class	New Feature

WebGateway 2.0 – Dialoges

Title	Filters with parameters now can be used/modified in WebGW 2.0.
Number	OT-436994
Class	New Feature
	The filter parameter dialog is now available.
	Restrictions: References only can be set via dropdown list or quick search (The select object dialog is not yet available). Parameters cannot yet be set for reports using a parameterized filter.
Title	"Message of the Day" is now available in WebGW 2.0.
Number	OT-036592
Class	New Feature
Title	"Modify objects" is now available via "More actions" in folder specific shortcut bar.
Number	OT-036461
Class	New Feature

WebGateway 2.0 – General

Title **"Export to XLS" is now available via "More actions" in folder specific shortcut bar.**
Number OT-036513
Class New Feature

Title **Color and Layout themes are now available. They can be defined and selected independently.**
Number OT-036475
Class New Feature

WebGateway 2.0 – Grid Control

Title **Relative date format can be enabled within view layouts via context menu.**
Number OT-437005
Class New Feature

Title **WebGW 2.0 now supports the relative date time format in list/tree views.**
Number OT-437003
Class New Feature

Title **Aggregation is now supported for main page and for reference lists.**
Number OT-436814
Class New Feature

Title **Header Search is now supported for OMNITRACKER main page.**
Number OT-036490
Class New Feature

Title **Columns of view layouts can now be added and removed via context menu.**
Number OT-034851
Class New Feature

WebGateway 2.0 – Login Page

Title **Basic Authentication is now available in WebGW 2.0.**
Number OT-036517
Class New Feature

Title **Remote authentication now is available in WebGW 2.0.**
Number OT-036516
Class New Feature

WebGateway 2.0 – Main Page

Title **Menu containing shortcut bar and/or folder tree can now be pinned by end users.**
Number OT-436891
Class New Feature

Title **Task list is now supported for web guest users in WebGW 2.0.**
Number OT-033895
Class New Feature
BPMN tasks are currently not supported.

WebGateway 2.0 – Navigation (Shortcutbar / FolderTree...)

Title **A shortcut to open the folder tree has been added (Shift + Alt + f).**
Number OT-035466
Class New Feature

WebGateway 2.0 – Object-Page

Title **Width of form section navigation can now be changed via drag & drop on desktop computers.**
Number OT-036673
Class New Feature

Title **Links are now supported in tooltips for controls on web forms in WebGW 2.0.**
Number OT-036509
Class New Feature

Title **Avatar of user is now also displayed in fields of type "Memo - time stamped".**
Number OT-035126
Class New Feature

WebGateway 2.0 – Search Form

Title **Search for min/max values is now supported in search forms of WebGW 2.0.**
Number OT-034919
Class New Feature

WebGateway 2.0 – Scripting

Title **A new scripting method to display notifications in WebGW 2.0 is now available.**
Number OT-036660
Class New Feature

Syntax:

Dim message 'as string

Dim title 'as string

Dim type 'as integer

Dim duration ' as integer

Dim store 'as integer

ShowNotification message [, title] [, type] [, duration] [, store]

message: the message body which is displayed to the user

title (optional): the title of the notification

type (optional): the message icon type. (0: information, 1: warning, 2: error)

duration (optional): time in ms the notification remains visible. 0 means there is no time limit

store (optional): specifies if the notification should be handled as a system wide notification which can be read in all clients

WebGateway 2.0 – Calendar

Title **Calendar view is now available in WebGW 2.0.**
Number OT-036670
Class New Feature

5 Changed Features

Email Gateway

Title **Sending email in HTML format is now supported for Exchange Online.**
Number OT-437285
Class Change Request

Title **Processing of Delivery Status Notifications and Message Disposition Notification is now supported for Exchange Online.**
Number OT-437286
Class Change Request

Folder Administration – Escalations

Title **The re-evaluation of escalation times after object modification now completely ignores base filters, if configured.**
Number OT-437222
Class Change Request
If escalation times have to be recalculated after object changes, base filters on referenced objects were considered during the evaluation of escalation rules.
The result of the re-evaluation therefore depended, for example, on who made the change.
From now on, a new compatibility option can be set, so that base filters are no longer considered.
After database migration, the old behavior is still active (for compatibility reasons).

Folder Administration – Scripts

Title **Script names are no longer multilingual.**
Number OT-036559
Class Change Request
It is no longer possible to translate the name of scripts.
When importing old packages that contain scripts, translations of script names in languages other than the server language are ignored.
Name of existing scripts will be set to the name defined for the server language during update.

Web Gateway – Login/Logout/Licensing

Title **Web Guest Logins Definition: It is now possible to leave the "domain" field empty.**
Number OT-036336
Class Change Request
If the domain field is left empty and the option to split the user name in the format "<domainname>\<loginname>" is set, then the search for the web guest identity is only performed on the "Login" field with the pure login name ("loginname").
If there exist two or more identities with the same login name, an error is returned for the login attempt.

General – OMNITRACKER Server

Title **A field containing the display name of web guests can now be configured within Guest Login settings.**
Number OT-036697
Class Change Request

Web Gateway – Views

Title **Filter parameters are now stored for each web guest allowing different filter parameters for different web guests.**
Number OT-036139
Class Change Request

WebGateway 2.0 – General

Title **New parameter "close" for combo scripts which are invoked using JavaScript code.**
Number OT-437046
Class Change Request

To invoke a combo script from an object form, the following functions can be called:

- `invoke_combo_script (script, function, parameters, closeObjectForm)`
- `save_and_invoke_combo_script (script, function, parameters, closeObjectForm)`

The function parameters are the same as on the main page.

The second method stores the current object before the combo script is invoked. Only if saving the object was successful, the combo script is invoked.

The fourth parameter (`closeObjectForm`), which is new, is optional and of type Boolean. This parameter only has an effect in WebGW 2.0.

If the `closeObjectForm` parameter is "TRUE" and one of the following three actions is performed

- `PerformAction.OpenObject`
- `PerformAction.OpenNewObject`
- `PerformAction.ChangeToFolder`

the object form is closed, even if there are unsaved changes (no confirm message displayed).

This parameter is ignored in Classic Web Gateway.

A similar behavior can be achieved by using the "Fullscreen mode" on the displayed object form in Classic WebGW.

Title **"requireSSL" can now be set within web.config-file to enhance security of WebGW 2.0.**
Number OT-032883
Class Change Request

Title **Quick search is now available for fields of type "Reference to object" in WebGW 2.0.**
Number OT-029831
Class Change Request

WebGateway 2.0 – Login Page

Title **Reusing existing sessions**
Number OT-437548
Class Change Request
When logging in while there is an existing session which has not been ended correctly, e.g. because of closing the browser tab, an option to reuse this existing session is provided on login.

Title **SAML 2.0 and JWT authentication are now available in WebGW 2.0.**
Number OT-036013
Class Change Request

WebGateway 2.0 – Main Page

Title **If configured, the visibility of the HOME-tab is now always ensured.**
Number OT-036506
Class Change Request

Title **Search form now supports search for comma separated values, e.g. in search for autonumbers.**
Number OT-025123
Class Change Request

WebGateway 2.0 – Navigation (Shortcutbar / FolderTree...)

Title **The shortcut bar now can be completely hidden via "Hide Shortcut Bar" rule within web configuration.**
Number OT-437749
Class Change Request

WebGateway 2.0 – Object-Page

Title **"Show tabs as sections" is now applied for WebGW 2.0.**
Number OT-437287
Class Change Request

Title **Avatar of user can now be displayed for fields of type "Reference to user" on forms.**
Number OT-036666
Class Change Request

WebGateway 2.0 – Scripting

Title **A new scripting method "OpenDocument" is now available in WebGW 2.0.**
Number OT-036710
Class Change Request

Syntax:
Dim url 'as string

OpenDocument url

This method can be used to open web sites in a new browser tab.
It is available in tile view scripts and on form scripts.
Please note: Opening files from a network file share is not supported/allowed by all browsers.

6 Performance Improvements

Action Lists

Title	Transaction Engine - Possibility to change the "Transaction Isolation Level" for folders and actions
Number	OT-026184
Class	Change Request
	<p>It is now possible to change the "Transaction Isolation Level" for each folder action (creation, modification, deletion, copy) and each action which is executed within an object write transaction.</p> <p>The configured level determines the blocking behavior of reading operations within these object writing transactions. The following levels can be configured:</p> <p>Transaction Isolation Level "<u>Read Committed</u>": All read operations which are executed using this isolation level will not use any shared locks on the associated objects, i.e. parallel write operations of the associated objects will not be blocked. For consistency reasons, OMNITRACKER will still use shared locks (i.e. use "Serializable" isolation level) in some contexts during the transaction in order to ensure data consistency.</p> <p>Transaction Isolation Level "<u>Serializable</u>": All read operations which are executed using this isolation level will use shared locks on the associated objects, i.e. parallel write operations of the associated objects will be blocked until the current transaction has been finished. This means that the object version of read objects will not change during the whole transaction.</p> <p>In all previous versions, "Serializable" was always used by default. Application developers only had the option to set the "UseDatabaseLocks" property to "FALSE" for the "OtSearchRequest" and "OtQuery" objects in scripts to switch to the "Read Committed" isolation mode.</p>

Panes Framework

Title	Improved performance of WPF Admin Client when switching panes.
Number	OT-438510
Class	Change Request

7 Fixed Defects

Attachments

Title **Fixed an issue with modifying attachments.**
Number OT-438229
Class Defect
When keeping an attachment open while saving the parent object, modifications to the still opened attachment after that first save operation were not recognized by the object and thus not saved in the next save operation on the object.
This has been fixed.

BPMN Modeler + Engine

Title **Fixed an issue which could occur when deleting active directory users using the default active directory connector.**
Number OT-036145
Class Defect

Email Gateway

Title **The OT Email Gateway with email account via Exchange Online now supports also only TLS 1.2 configuration.**
Number OT-439241
Class Defect

Folder Administration – Field Mappings

Title **Fixed an issue where fields of type "Memo - Time stamped" were not transferred completely by field mappings.**
Number OT-036418
Class Defect

GUI (Windows) – General

Title **Fixed document windows showing an old RichEdit toolbar even if there were no old formatted text fields on the form.**
Number OT-031914
Class Defect

KPIs – Key Performance Indicators

Title **Fixed an issue where "Attach to" property of windows form controls was removed when deleting KPI definitions.**
Number OT-438377
Class Defect

Login/Logout/Authentication

Title **SAML Authentication now is also supported when session encryption is activated between client and server.**
Number OT-438389
Class Defect

Web Gateway – Login/Logout/Licensing

Title **Classic WebGW - Multiple logins using SAML 2.0**
Number OT-438370
Class Defect
Multiple logins within one browser instance are now supported if SAML 2.0 authentication with POST binding is used.

Web Gateway – Select Object Dialog

Title **Fixed an issue regarding header search and normal search, when using OT address book for selecting email recipients.**
Number OT-033174
Class Defect

WebGateway 2.0 – General

Title **Fixed an issue leading to a session timeout on some clients, when the Web Gateway browser tab was put into the background.**
Number OT-438466
Class Defect

Title **Fixed an issue which might cause the w3wp process to crash.**
Number OT-437240
Class Defect

Title **Fixed an issue which reset the last opened tabs when using Classic WebGW and WebGW 2.0 in parallel.**
Number OT-035039
Class Defect

Web Service REST Provider

Title **Fixed an issue which prevented closing sessions of REST Service Provider**
Number OT-036450
Class Defect
It could happen that the connection established with OtAut user/license between the OT Web Service REST Provider and the OT server did not correspond to the information from the web.config.
This had the effect that the user of type OtAut was still logged into server and the user sessions was not terminated as specified in the web.config.

These two values from the web.config are now read regularly

- <! Timeout for calling RemoveAndCloseAllUnusedSessions; default value is 60 >
<add key="OT_RemoveAndCloseAllUnusedSessions_Timeout" value="60" />
- <! possible Timeout_Unit values: msec, sec, min, hour, day; default value is min >
<add key="OT_RemoveAndCloseAllUnusedSessions_Timeout_Unit" value="min" />

The method RemoveAndCloseAllUnusedSessions() is now called correspondingly.

8 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.
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- 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.