

OMNITRACKER Release Notes

Release Notes of OMNITRACKER 12.2.0
Version: 20-DEC-2021



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Introduction to Release 12.2.0

1 MAIN NEW FEATURES

This version enhances the OMNINTRACKER mainly by features for running applications using Web Gateway 2 (WebGW 2).

Big new features, beside others, are:

- **Time Line View**
The Time Line View was already available for the Classic WebGW and the WPF Client in the past. Existing features have been migrated to WebGW 2 and have been enhanced by means of usability and design.
- **Rule Editor**
The Rule Editor was already available for the Classic WebGW and the WPF Client in the past, and has now been migrated to WebGW 2. Existing features have been migrated to WebGW 2 and have been enhanced by means of usability (Drag & Drop) and design.

Other features new in WebGW 2:

- Send Email Dialog
- Show Reference Fields as DropDown
- Editable Grid
- Add/Remove Column in Main List
- Export to CSV
- Modify Description of Attachments

Please be especially aware of these topics:

- **Support of Mobile WebGW discontinued**
Mobile WebGW which is part of Classic WebGW will no longer be supported.
No new features or change requests for the Mobile WebGW will be implemented.
Also, there will be no fixes for known defects regarding this topic, anymore.
With OT 12.4.0, the Mobile WebGW will be completely removed from the Classic WebGW setup, so this will no longer be available as of OT 12.4.0.
Existing implementations using Mobile WebGW can be replaced using WebGW 2.
WebGW 2 fully covers the feature set of Mobile WebGW since its introduction.
- **"Control height" of Controls in WebGW 2**
"Control height" configured for WebForm controls will be treated as maximum height.
The control will grow to the defined height, depending on the content, before a scrollbar will be added to the control.
- **The appearance background color can be displayed over the whole row.**
\$ot-grid-cell-appearance-setting-background-opacity in the "_Colors.scss" can be set to influence the opacity of the background color.
 - A value of "0" will result in a transparent background of the object and a small full colored section on the left side of the objects (default).
 - A value of "100" will result in a full colored background of the object.
 - A value between "0" and "100" will result in a lightened background of the object and a small full colored section on the left side of the objects (default).

2 NEW SYSTEM REQUIREMENTS

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

- Minimum Server Version: 12.2.0
- Minimum Client Version: 12.2.0

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.
 - 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 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 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).

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

Data Import

Title **Support for SSL for LDAP connections (LDAPS)**
Number OT-035349
Class New Feature

Login/Logout/Authentication

Title **Login profiles now can easier be distributed with the installation.**
Number OT-011316
Class New Feature
For three possible profiles registry keys will be provided in the setup file (msi file).
Before the installation the customer has to modify the setup file (msi file) with the tool Orca.
The modification of the setup file is described in the Install Guide, see chapter "Providing
default profiles for an automated OMNITRACKER Client distribution".

Web Gateway 2 – BPMN

Title **New login URL parameters for BPMN**
Number OT-440371
Class New Feature
Login URL parameters "showPortalPage", "portalPageFilter" and "taskId" are now supported.

Web Gateway 2 – Time Line View

Title **The Timeline View now now available on the main page.**
Number OT-436927
Class New Feature

Web Gateway 2 – Dialogues

Title **"Select Message Template" dialog is now available for WebGW 2.**
Number OT-440133
Class New Feature

Title **"Send email dialog" is now available for WebGW 2.**
Number OT-440127
Class New Feature

Web Gateway 2 – General

Title **Search-engines can now be blocked by a setting in Web.Config.**
Number OT-438223
Class New Feature

Web Gateway 2 – Main Page

Title **CSV Export is now available in WebGW 2**
Number OT-440416
Class New Feature
 It is possible to trigger a CSV Export from the folder specific shortcut bar, similar to the XLS Export.

Web Gateway 2 – Mobile

Title **Progress indicator is now available in object list for mobile devices.**
Number OT-035531
Class New Feature

Web Gateway 2 – Object-Page

Title **Custom CSS now is themable.**
Number OT-441292
Class New Feature
 The name of the selected theme is added to the bodys class attribute.
 If for example the "Dark" theme is selected, then this name can be put in front of your custom css class:

```
.Dark .myClass {  
    color: #eee}
```

Web Gateway 2 – Scripting

Title **Scripts support the property 'OldRequest'**
Number OT-036588
Class New Feature
 For compatibility reasons, the meaning is the same as for 'OldObject'.

Web Gateway 2 – Views

Title **The appearance background color can be displayed over the whole row.**
Number OT-438847
Class New Feature
 Variable
 `$ot-grid-cell-appearance-setting-background-opacity`
 in the “_Colors.scss” can be set to influence the opacity of the background color.
 • A value of “0” will result in a transparent background of the object and a small full colored section on the left side of the objects (default).
 • A value of “100” will result in a full colored background of the object.
 • A value between “0” and “100” will result in a lightened background of the object and a small full colored section on the left side of the objects (default).

5 Changed Features

Action Lists

Title **Action Lists: New feature "Deferred Actions"**
Number OT-437961
Class Change Request
The last actions in the following "after" action lists can be marked as "Deferred":

- after creation
- after modification
- after copy
- after state transition

If an action is defined as "deferred", the action is not executed within the current database transaction anymore.
Instead, the action is executed after the original transaction has been committed.
Each deferred action is executed at least in one separate transaction and the order of the actions is preserved.

Administration

Title **Accessibility: Icons displayed in the grid now have an aria label.**
Number OT-035270
Class Change Request
The comment of the icon (if one was defined) is used as aria label (affects appearance settings icons).

Automation Interface

Title **It is now possible to mark / unmark objects for a given set of users or guests.**
Number OT-028050
Class Change Request

Copy Database Tool (WPF Version 11.2 - ...)

Title **The "Copy Database" tool now runs multithreaded for SQL Server and ORACLE source/destination databases.**
Number OT-020532
Class Change Request

Email Gateway

Title **Update: MailBee component has been updated to version 9.4.0.261.**
Number OT-036139
Class Change Request

Filter / Rule Execution (Server)

Title **Rule Editor: Allow to check for an SSP license**
Number OT-437061
Class Change Request

Data-Base Wrapper

<p>Title Number Class</p>	<p>The size of primary key columns can be increased to 64 bit for special tables. OT-031843 New Feature The size of the primary key columns ("id" columns) for the following tables can be optionally increased to 64-bit, if necessary:</p> <ul style="list-style-type: none"> • History • EscalationTime • EscalationHistory <p>This conversion is necessary if the highest number in these tables will reach the maximum 32-bit value (2147483647) in the near future. If the database supports it, the conversion can be started in "online" mode, i.e. the conversion is executed in the background. The database remains "online" and OMNITRACKER can be used in the usual way during the conversion. The conversion is only possible for Oracle and SQL Server as backend database system. For SQL Server, only the "Enterprise" edition of SQL Server is able to execute the conversion in "online" mode.</p> <p>Estimated conversion duration:</p> <ul style="list-style-type: none"> • SQL Server: The conversion may take several hours depending on the number of records in the table. As a rough estimate, one can assume approx. 2-3 minutes per 1 million data records. Note that the disk speed is significant for the conversion, i.e. a faster/slower disk will result in faster/slower conversion speed. • Oracle: The conversion normally does not depend on the number of records in the table, because only the database schema needs to be updated. As a rough estimate, one can assume approx. 1-10 seconds for the conversion. <p>Effects on performance during conversion: When using SQL Server, the conversion will put a lot of load on the storage/file system on the database server. As a result, it may happen that the performance of some I/O based queries and workloads will be affected by the conversion.</p>
<p>Title Number Class</p>	<p>The assignment of serial numbers now optionally can use intermediate numbers if necessary. OT-437318 Change Request A detailed description for this feature can be found in the "Troubleshooting" section of the OMNITRACKER Administrator Help.</p>
<p>Title Number Class</p>	<p>The error messages (error code ORA 01406) concerning the maximum length of 30 for table names no longer occur (ORACLE). OT-036066 Change Request</p>

Folder Administration – Forms

Title **"Create Object" with "Select Subfolder" now only displays folders with Create Permission.**
 Number OT-440148
 Class Change Request
 In forms the "Create Object" functionality with "Select Subfolder" now displays only folders for which the user has "Create" Permission. If this results in only one folder, the dialog is skipped and the folder is automatically used.

Full-Text Search

Title **Update: dtSearch component has been updated to version 7.97.8684.**
 Number OT-436862
 Class Change Request

General – Complete System

Title **Added additional keyboard shortcuts in the new admin client when editing objects.**
 Number OT-034572
 Class Change Request

- [Ctrl]+[N] to add a new object if the left list provides a "+" button
- [Ctrl]+[S] to save the object currently being edited (matches "Apply" button)
- [Esc] to close the editor without saving (matches "Cancel" button)

Title **WPF – Support *.svg as Image File Type**
 Number OT-437749
 Class Change Request
 Added support of *.svg files on WPF as icons on buttons (WPF Forms).

Login/Logout/Authentication

Title **It is now possible to activate detailed logging for SAML and JWT authentication methods.**
 Number OT-438356
 Class Change Request
 Setting the following configuration parameters (integer) to "1" will create detailed logs on the server when using the SAML or JWT authentication method.

- For SAML:
SAML\LogSAMLActivityDetails
- For JWT:
JWT\LogJWTActivityDetails

OtRemote (Networking and Multithreading Support)

Title **File system details regarding attachments have been removed from client-side error messages.**
 Number OT-440090
 Class Change Request

Licensing – General

Title Enhancement of OT-License mechanism for integrating BI Express
Number OT-437672
Class Change Request

These parts from BI Express are now covered by OT License Key.

- BI Express Licensed
- BI Express License Only
- BI Express License Type: Standard or Trial
- BI Express Product Feature: BI MODELLING, OT VIEW, BI EXPRESS PLAYER
- BI Express Expiration Date, used for BI Express License Type Trial
- BI Express Hardware Key: BIOS UUID of the machine, where BI Express is installed

Changes of handling in OT Automation License OtLicense Members and Methods:
 The OtSession member OtLicense is extended with the new member of BI Express.
 The following members have been added to the OtLicense Class:

- BIExpress = BI Express Licensed
- BIExpressLicenseOnly
- BIExpressLicenseType: returns an integer: 0 = Standard or 1 = Trial
- BIExpressLicenseTypeString: returns a string: “Standard” or “Trial”
- BIExpressProductFeature: returns an integer: 0 = BI MODELLING or 1 = OT VIEW or 2 = BI EXPRESS PLAYER
- BIExpressProductFeatureString: returns a string: “BI MODELLING”, “OMNI-TRACKER VIEW” or “BI EXPRESS PLAYER”
- BIExpressExpirationDate: returns a Date, if BI Express License Type is set to Trial
- BIExpressHWKey: BIOS UUID

Rich Edit Control – General

Title Fixed "Uri string too long" error preventing the display of rich text content.
Number OT-440090
Class Change Request

When a time stamped memo section contained an image with an invalid content it was possible that the loading stopped with a "Uri string too long" error, which in turn prevented the whole memo field content from being displayed.
 Now the memo content is shown with a placeholder for the invalid image.

Setup

Title With an upgrade of OMNITRACKER Web Gateway 2 the Application Pool “OTAppPool v2.0” will not be overwritten.
Number OT-439101
Class Change Request

The application pool is part of the Internet Information Services.

Behavior with an upgrade:
 If the application pool already exists on the target system, the installation does not overwrite any of its settings; during uninstallation, the application pool is left on the target system.

Behavior with an installation:
 If the application pool does not exist on the target system, the installation creates it; during uninstallation, the application pool is uninstalled.

Shortcut Bar – Common

Title **Shortcut Links with "Change to Folder" can now open a list in a new pane.**
 Number OT-033678
 Class Change Request
 Shortcut links of type "Change to Folder" can now open new panes, if configured.

Views – General

Title **Standard column width for image fields in list/tree views has been adapted.**
 Number OT-035666
 Class Change Request
 Shortcut links of type "Change to Folder" can now open new panes, if configured.

Title **GetInitialView(context As Integer) now also regards default views inherited from the parent folder(s).**
 Number OT-028372
 Class Change Request

Web Service REST Provider

Title **OtWS REST Endpoint: Service Account added**
 Number OT-438596
 Class Change Request

A new special service user was introduced with the name "\$WSRESTProvider\$".
 The service user is used by the IIS web service provider REST for administrative purposes. The service user connects establishes a connection from IIS web service REST provider to the configured OT Server and retrieves the list of the configured endpoint mappings (REST) from OT Server.
 The service user password used in IIS web service REST provider to get the list of endpoint mappings is set in the web.config in the section appSettings in the pair by this:
 <add key="OT_ServicePassword" value="wsrestprovider" />

The service user name is not visible.
 The password for this service user must be set, it is not allowed to configure an empty password.

The service user password can be set in the dialog for setting the Web Service REST Endpoint Mappings (see Administration Start Page → Settings → Components & Database → Web service provider endpoint mapping (REST) settings → "Service Account" field Password

A new client type was introduced with this service user: "OtWSRESTProvider".
 This client type is not displayed in the OT Server monitoring and doesn't consume any kind of licenses.
 The authentication options anonymous or basic authentication use as until now for each connected user a license of client type "OtAut"

Web Gateway – General

Title **The send email dialog now respects recipient restrictions defined in the message template.**
 Number OT-029902
 Class Change Request

Web Gateway – Form Editor (WPF Version)

Title **Visibility and enabled rules for sections and tabs support reference list fields in the web form editor.**
Number OT-028546
Class Change Request

Web Gateway 2 – Dialogues

Title **The password fields in the user settings now have a "show password" option.**
Number OT-035581
Class Change Request

Web Gateway 2 – General

Title **Web Gateway Customer specific JavaScript File**
Number OT-438584
Class Change Request
The customer specific JavaScript configuration option is now usable in WebGW 2.

Title **jQuery is no longer contained/used by the application.**
Number OT-437976
Class Change Request

Title **Web Gateway 2 now uses the native browser scrollbars due to some UI specific problems of the ngx scrollbar.**
Number OT-036469
Class Change Request

Title **Editable grid is now available in Main View.**
Number OT-033011
Class Change Request

Title **Web Gateway Main Page Company Logo Scaling**
Number OT-036146
Class Change Request
The company logo is now scaled to the height available, the width of the logo follows the height (ratio stays the same).

Web Gateway 2 – Grid Control

Title **Copy text data from the object list to clipboard is now supported for the Main View.**
Number OT-438573
Class Change Request

Web Gateway 2 – Login Page

Title **A hint has been added to the login screen, if unsecure http protocol is used.**
Number OT-440032
Class Change Request

Web Gateway 2 – Main-Page

Title **Show 'Anonymous' is now displayed for anonymous guests, instead of the user name of the internal user.**
Number OT-439403
Class Change Request

Web Gateway 2 – Object-Page

Title **JavaScript/Combo-Script can now be used in HTML Wrappers.**
Number OT-439058
Class Change Request

Title **Date-Picker for mobile view is now available.**
Number OT-026916
Class Change Request

Web Gateway 2 – Rule Editor

Title **Filter editor is now available for WebGW 2.**
Number OT-440927
Class Change Request

Web Gateway 2 – Search-Form

Title **Reference-fields displayed as DropDown in search forms are now sorted in alphabetical order.**
Number OT-026394
Class Change Request

WPF Admin Client – General

Title **Refreshed design for the administration part of the OMNITRACKER Client.**
Number OT-438301
Class Change Request
For the administration part of the OMNITRACKER Client a lighter and more modern design has been provided that improves the overall user experience of the tool

6 Fixed Defects

BPMN Modeler + Engine

Title **Form elements in a global user task now have an order in the new admin client.**
 Number OT-438422
 Class Defect

Data Export

Title **Removed non-selectable fields from field selection dialog of database view definition.**
 Number OT-437584
 Class Defect

Documentation

Title **Support of Mobile WebGW discontinued**
 Number OT-441394
 Class Defect
 Mobile WebGW which is part of Classic WebGW will no longer be supported.
 No new features or change requests for the Mobile WebGW will be implemented.
 Also, there will be no fixes for known defects regarding this topic, anymore.

With OT 12.4.0, the Mobile WebGW will be completely removed from the Classic WebGW setup, so this will no longer be available as of OT 12.4.0.

Existing implementations using Mobile WebGW can be replaced using WebGW 2. WebGW 2 fully covers the feature set of Mobile WebGW since its introduction.

Forms – Object Window – Windows Client

Title **It is now possible to set the content of an "Image" field of the ActiveRequest and to update the new content in forms.**
 Number OT-438325
 Class Defect

General – Complete System

Title **Fixed memory leak when creating and closing sessions by script.**
 Number OT-439162
 Class Defect
 In previous versions creating sessions (OtApplication.MakeSession(..)) by script and closing them again (OtSession.Logoff) did not free all the memory that has been used by them. This problem has been fixed.

Rich Edit Control – Windows Client

Title **Fixed "Insert Hyperlink" dialog adding "http://" to the URL when there was already a scheme**
 Number OT-033527
 Class Defect

Interface Bus - Common Components – Sync

Title **IB Gateway Sync retrieved Exchange elements that do not match the external filter were not handled correct**

Number OT-438377

Class Defect

In some rare cases it happens that the retrieved Exchange elements that do not match the external filter anymore are not handled correct. There are some foreach loops and list find method over different list that contain the information about SyncInfo and Exchange elements that are not handled correct.

The effect is that in rare cases elements from Exchange are synchronized to OT objects even if the elements do not fit the Exchange filter.

Message Templates

Title **Message Templates with "Send plain text only" and HTML are now displayed correctly.**

Number OT-027540

Class Defect

A message template which is set to "Send plain text only" but contains HTML does no longer show the Base64 encoded HTML part as plain text, but instead correctly extracts the plain text from the HTML.

Scheduler

Title **The scheduler service now continues to execute tasks even if the connection to the OMNITRACKER server was disrupted.**

Number OT-029819

Class Defect

Web Gateway – Form Editor (WPF Version)

Title **Database fix tool to find web forms where multiple OnChange scripts are defined for one field is now available.**

Number OT-035911

Class Defect

Title **Web form editor does no longer allow different OnChange scripts for a field tie.**

Number OT-033643

Class Defect

The WPF web form editor did allow controls with a field tie to have an OnChange script that may be different from an OnChange script on another control with the same field tie.

This has been fixed, so all controls with the same field tie now show and use the same OnChange script.

Web Service SOAP Provider

Title **Web Service session handling more sessions created than allowed**
Number OT-437402
Class Defect
 Under certain conditions, such as many calls in a very short time, more sessions were created than allowed in the configuration.
 The management of the list with the session information has been revised, the number of sessions created no longer exceeds the number of configured sessions in the .config file.

Web Gateway 2 – Object-Page

Title **"Control height" of Controls in WebGW 2**
Number OT-438804
Class Defect
 "Control height" configured for WebForm controls will be treated as maximum height.
 The control will grow to the defined height, depending on the content, before a scrollbar will be added to the control.

Title **Fields of type reference to list of referenced objects now are displayed empty if there was no selection within the parent field.**
Number OT-438797
Class Defect

Title **The quick-search control now handles the focus correctly if TAB is pressed**
Number OT-441413
Class Defect
 Pressing TAB should invoke the search and leave the control if exactly one match was found.
 In the previous version the focus was not removed from the quick-search control and pressing TAB a second time did invoked the search again

Title **The associated ref to user field now is correctly updated after changing the workflow state**
Number OT-440799
Class Defect

Title **"GetSelectedObjects" now returns the object of the underlying grid row if an inline script button has been clicked**
Number OT-437202
Class Defect

Web Gateway 2 – Main-Page

Title **Objects now can be created even if user only has read-only privilege.**
Number OT-438844
Class Defect

Web Gateway 2 – General

Title **After log in the correct language is applied now.**
Number OT-440706
Class Defect

Title **Automation Interface: A method to switch sessions from SSP license to Non SSP License is now available.**
Number OT-440706
Class Defect

Web Gateway 2 – Scripting

Title **The combo-script parameter "ActiveRequestId" now is available in WebGW 2.**
Number OT-438299
Class Defect
If a save_and_invoke_combo_script call was made, ScriptParameters.UserData("ActiveRequestId") can be called to get the object id in the combo-script.

WPF Admin Client – General

Title **It is now possible to define rule terms like "<ReferenceList> contains <Object>" in the new admin client.**
Number OT-439202
Class Defect
If a save_and_invoke_combo_script call was made, ScriptParameters.UserData("ActiveRequestId") can be called to get the object id in the combo-script.

Title **BPMN: Diagram editor now opens new admin client to edit global tasks.**
Number OT-438205
Class Defect

Title **Admin Client: BPMN Translation dictionaries have been improved.**
Number OT-437727
Class Defect

Title **Export Definitions: Image fields from reference to object fields are no longer selectable.**
Number OT-439579
Class Defect

7 KNOWN ISSUES

- 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.