

# OMNITRACKER Release Notes

Release Notes of OMNITRACKER 12.2.200  
Version: 31-MAR-2022

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## 1 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).

## 1.1 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).

## 1.2 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.

## 2 Changed Features

### Automation Interface

Title	<b>New OtAut-methods for (de-)activating IBSyncProfiles have been added.</b>
Number	OT-442502
Class	Change Request <ul style="list-style-type: none"><li>• IBSyncProfileActivate method of OtRequestFolder object</li><li>• IBSyncProfileDeactivate method of OtRequestFolder object</li></ul>

### Web Gateway 2 – Rule Editor

Title	<b>Currently used filter is now preselected when opening the filter editor.</b>
Number	OT-441827
Class	Change Request

### 3 Fixed Defects

#### Email Gateway

Title **Fixed an issue where message templates of all folders were available in SendEmail dialogue.**  
Number OT-441823  
Class Defect

Title **Fixed a memory leak in combination with ExchangeOnline and emails with large attachments.**  
Number OT-442021  
Class Defect

#### General – OMNITRACKER Server

Title **Fixed an issue where scripted columns could stop the OtServer when accessing "WebGuestLoginObject".**  
Number OT-442529  
Class Defect

#### WebGateway 2 – BPMN

Title **Fixed an issue where "Show Process Portal" was displayed even though BPMN was not licensed.**  
Number OT-442341  
Class Defect

#### Web Gateway 2 – Dialogues

Title **Fixed an issue where images defined in message templates were not contained in SendEmail dialogue.**  
Number OT-441879  
Class Defect

Title **Fixed an issue where the html part of a message template was ignored when replying to an email.**  
Number OT-441880  
Class Defect

Title **Fixed an issue where configured outgoing email account was ignored by SendEmail dialogue.**  
Number OT-441882  
Class Defect

## **WebGateway 2 – General**

Title            **Fixed a "Status 500" issue when clicking "Apply" and "OK" quickly after each other within object form.**

Number        OT-442057

Class         Defect

Title            **Fixed an issue where "Logging" configuration of message templates was ignored.**

Number        OT-442235

Class         Defect

Title            **Fixed an issue where configuration "Hide Portal Page" was not applied correctly.**

Number        OT-442328

Class         Defect

Title            **Fixed an issue where "OpenObject" configured for TileView did not work while bread crumb bar was active.**

Number        OT-442526

Class         Defect

## **WebGateway 2 – Navigation (Shortcutbar / FolderTree...)**

Title            **Fixed an issue where "Open new object" did not work when triggered from shortcut bar.**

Number        OT-442075

Class         Defect

## **WebGateway 2 – Object Page**

Title            **Fixed an issue where script buttons where not triggered by first click after changing fields of type text.**

Number        OT-440678

Class         Defect

## 4 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" dialogue 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 12.2.100  
Version: 31-JAN-2022

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## 1 MAIN NEW FEATURES

- **Multi-Provider-Authentication**

This version of OMNITRACKER introduces the new feature “Multi-Provider-Authentication”. Administrators can now define in detail which authentication methods (“Username & Password”, “Windows”, “SAML”, “JWT”) shall be available in specific situations for which users, by defining flexible rules.

In addition, multiple SAML and JWT authentication profiles can now be configured and used. For internal users, the list of possible authentication methods is configured as a global list. For each authentication method, a rule can be defined for each user account folder that specifies the set of users that can authenticate using that method.

The most important goal for this design approach was to enable a user to authenticate with multiple, different modes.

For more information please have a look at the release notes for OT-440334 available in this document.

- **New Login Dialogs**

In order to support Multi-Provider-Authentication within the OMNITRACKER login dialogs, the login dialogs for our WPF client and WEB clients (Classic WebGW and WebGW 2) have been redesigned.

When accessing the login dialog, the available login methods are evaluated and provided to the user. These methods may differ depending on selected connection profile (WPF) or login-URL (WEB), and the configured options.

For more information please have a look at the release notes for OT-440340 available in this document.



**Example for redesigned WPF Login Dialog**



Example for redesigned WebGW 2 Login Dialog

## 2 NEW SYSTEM REQUIREMENTS

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

- Minimum Server Version: 12.2.100
- Minimum Client Version: 12.2.100

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 "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

### Login/Logout/Authentication

Title	<b>Flexible configuration of different authentication methods for internal users and web guests</b>
Number	OT-440334
Class	New Feature

It is now possible to define flexible rules that determine who may use which authentication methods. In addition, multiple SAML and JWT authentication profiles can now be configured and used.

For internal users, the list of possible authentication methods is configured as a global list. For each authentication method, a rule can be defined for each user account folder that specifies the set of users that can authenticate using that method.

The most important goal for this design approach was to enable a user to authenticate with multiple, different modes.

For example, it is possible to define rules like this:

- Users of the group X may authenticate themselves using “Windows SSO”, “Password” and SAML (with SAML profile 1 and 2)
- Users of the group Y may authenticate themselves using only “OMNITRACKER Password”
- Users of the group Z may authenticate themselves using only “OMNITRACKER Password” and JWT (with JWT profile 1 and 3)

The same flexible rules can now be configured for web guests, too.

Note:

For existing logins, the login-options will be migrated, and a name will be automatically set. Please check these names within the configurations if they match your requirements.

Breaking changes:

- Special Folder "User Accounts":  
The special field "Authentication" and existing mappings are now obsolete, i.e. the special field "Authentication" now loses its special meaning that it determines the login mode of a user account.
- Packages:
  - Importing old packages (created with a version < OT 12.2.100) containing SAML settings is not supported.
  - Importing old packages (created with a version < OT 12.2.100) containing JWT authentication settings (in the web configuration) is not supported.
  - Importing old packages (created with a version < OT 12.2.100) containing Web Guest Login Definitions is not supported.
- MFC Administrator Client:  
Authentication related settings of web guest definitions are not displayed and cannot be edited anymore using the old Administrator client.
- SAML and JWT profile settings cannot be configured using the old Administrator client anymore.
- Automation Interface – OtUser object:  
The following properties are now "deprecated" and should not be used anymore. Existing scripts containing these properties should be changed to use the underlying "OtRequest" object instead:
  - UseWindowsPassword
  - UseLdapAuthentication



## Login/Logout/Authentication

Title	<b>Redesign of the OMNITRACKER login dialog</b>
Number	OT-440340
Class	New Feature
	The login dialogs (Web + WPF) of the OMNITRACKER have been replaced. The main changes include:
	<ul style="list-style-type: none"><li>• (WPF only) The first step of the login process is the selection of the connection profile from the dropdown under the header. Using the 'More' button to the right of the connection profiles and selecting 'Organize profiles' the user can add, modify and delete those. After selecting the connection profile, the login dialog shows the valid methods to authenticate with the selected OMNITRACKER server as options.</li><li>• The user can now select the preferred option for login, by default "Username and Password" or "Windows". (Other login methods like "SAML 2.0" or "JWT" are also possible.</li><li>• "Windows" will directly trigger the login process using the available windows credentials, while "Username and Password" will display an appropriate dialog.</li><li>• Other options will result in the behavior appropriate for the respective method.</li><li>• For WPF login dialog a "Show password" option has been added.</li></ul>
	<u>Note:</u> If the password was filled in automatically, e.g. by using the "Remember password" feature or the command line argument '/p', it is not possible to reveal the password this way. The "Show password" button will be unavailable until clearing the password completely. This is necessary for preventing password theft.

## 5 Fixed Defects

### Scripting Engine

Title            **"OtSession::ValidateUser" now returns the correct values for active and non-locked users.**  
Number        OT-035911  
Class         Defect  
                In older versions, this method returned the value "1" for active users which were not locked.  
                Now the correct value "3" is returned.

### Schema Import/Export (\*.xoo, \*.xop)

Title            **Import/Export of Web Guest Logins now correctly resolves the LDAP Profile ID.**  
Number        OT-441926  
Class         Defect

### WebGateway 2.0 – BPMN

Title            **Fixed an issue where submitting a user task did not open the following user task directly.**  
Number        OT-441926  
Class         Defect

### Web Gateway 2 – Object-Page

Title            **Web Configuration option "Object form\Displayed references" is now respected.**  
Number        OT-438804  
Class         Defect

Title            **Fixed an issue where controls were erroneously disabled or focus was erroneously changed.**  
Number        OT-441746  
Class         Defect

Title            **Fixed an issue where saving was not triggered correctly while focus was set to RTF control.**  
Number        OT-441784  
Class         Defect

## **WebGateway 2.0 – Main Page**

Title	<b>The URL parameter "folder" now also can be used when breadcrumb bar navigation is enabled.</b>
Number	OT-441854
Class	Defect

## 6 KNOWN ISSUES

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- 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.
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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.
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- 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.
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- 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":

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Opening a dropdown in the rich text toolbar, like "Font Size", will execute a check if a restriction has to be applied.
- 
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# 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.omnitracracker.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:  
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- 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

**Title**                    **The size of primary key columns can be increased to 64 bit for special tables.**  
**Number**                OT-031843  
**Class**                    New Feature

The size of the primary key columns ("id" columns) for the following tables can be optionally increased to 64-bit, if necessary:

- History
- EscalationTime
- EscalationHistory

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.

Estimated conversion duration:

- **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.

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.

**Title**                    **The assignment of serial numbers now optionally can use intermediate numbers if necessary.**  
**Number**                OT-437318  
**Class**                    Change Request

A detailed description for this feature can be found in the "Troubleshooting" section of the OMNITRACKER Administrator Help.

**Title**                    **The error messages (error code ORA 01406) concerning the maximum length of 30 for table names no longer occur (ORACLE).**  
**Number**                OT-036066  
**Class**                    Change Request

## **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	<b>Enhancement of OT-License mechanism for integrating BI Express</b>
Number	OT-437672
Class	Change Request
	<p>These parts from BI Express are now covered by OT License Key.</p> <ul style="list-style-type: none"> <li>• BI Express Licensed</li> <li>• BI Express License Only</li> <li>• BI Express License Type: Standard or Trial</li> <li>• BI Express Product Feature: BI MODELLING, OT VIEW, BI EXPRESS PLAYER</li> <li>• BI Express Expiration Date, used for BI Express License Type Trial</li> <li>• BI Express Hardware Key: BIOS UUID of the machine, where BI Express is installed</li> </ul> <p>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:</p> <ul style="list-style-type: none"> <li>• BIExpress = BI Express Licensed</li> <li>• BIExpressLicenseOnly</li> <li>• BIExpressLicenseType: returns an integer: 0 = Standard or 1 = Trial</li> <li>• BIExpressLicenseTypeString: returns a string: "Standard" or "Trial"</li> <li>• BIExpressProductFeature: returns an integer: 0 = BI MODELLING or 1 = OT VIEW or 2 = BI EXPRESS PLAYER</li> <li>• BIExpressProductFeatureString: returns a string: "BI MODELLING", "OMNI-TRACKER VIEW" or "BI EXPRESS PLAYER"</li> <li>• BIExpressExpirationDate: returns a Date, if BI Express License Type is set to Trial</li> <li>• BIExpressHWKey: BIOS UUID</li> </ul>

## **Rich Edit Control – General**

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

## **Setup**

Title	<b>With an upgrade of OMNITRACKER Web Gateway 2 the Application Pool "OTAppPool v2.0" will not be overwritten.</b>
Number	OT-439101
Class	Change Request
	<p>The application pool is part of the Internet Information Services.</p> <p>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.</p> <p>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.</p>

## 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.