Release Notes v11.1

ASTUTE AGENT

July 2022

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ℹ️ Introduction

This document describes the upcoming software changes in Astute Agent version 11.1. This document does not cover previous releases.

Astute Agent version 11.1 is a SaaS-only deployment. In this release, System Manager will have limited functionality. If you are a SaaS customer, the required changes will be made during your upgrade.

Most changes to the software are available immediately after you upgrade; however, some changes may require setup or configuration before you can use them.

Users of Internet Explorer (IE) Browser

Important: Microsoft will end support for Internet Explorer (IE) on June 15, 2022. Please visit the [Lifecycle](#) page on Microsoft's website for more information.

Emplifi Inc. supports the latest versions of the Chrome, Edge (including Chromium), and Firefox browsers.

Users of ePowerCenter Earlier than 10.0

Emplifi Inc. no longer provides Development support for ePowerCenter versions earlier than 10.0. Please contact your Customer Success Manager to plan for an upgrade.

Users of PCEmail using CIC 2015 R1 and Earlier

Emplifi Inc. no longer provides support for CIC 2015 R1 and earlier versions for PCEmail users. Please contact your Customer Success Manager to plan for an upgrade.

Help File

The Astute Agent Help provides detailed documentation on how the system works. To display the Help topics provided in your most recent upgrade, click the Help button (or press [Ctrl + F2]) in either the Classic or Standard interface.

Standard Interface

New Features

Added the ability to customize ESP Cards using the Layout Editor

A11-3
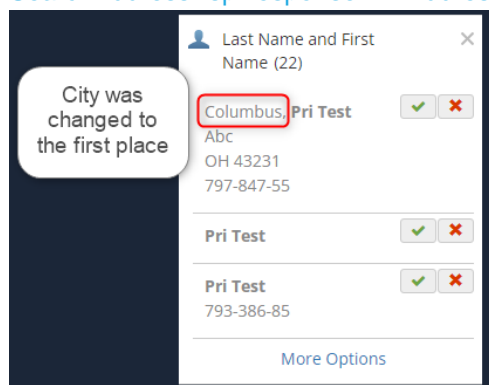
An administrator is now able to edit some of the ESP layouts using the Layout Editor. This will improve the process of customizing the ESP cards. The following layouts can be edited:

ESP Layout	Description
SearchAddressEspResponseH	Address Search Results
CaseCallerEspH	Caller
IssueProductEspH	Product
IssueAddressEspH	Issue Linked Addresses (for example, Store address)
LocatorEspResponseH	Power Locator Results
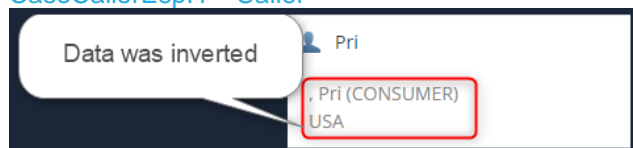
Note: If these layouts were previously customized manually, they may not be editable until manual updates are made.

When an administrator edits these ESP layouts, the agent will view the ESP card information according to the customized layout. Below are some examples of customized ESP cards.

SearchAddressEspResponseH – Address Search

CaseCallerEspH – Caller

Enhanced security for case attachments and utility uploads
A11-477

The security for case attachments and utility uploads is enhanced for performing a virus check on uploaded files. When the file is infected or if an error occurs during the virus scan, the user will receive a system message to inform them of the issue.

Below is an example of a system message the user could receive.

Added release notes and video content to the Agent Help

TW-694 AND TW-705

A new Release Notes menu option is added to the Agent Help banner. This menu will allow you to view Release Notes, Hotfixes, and Updates to Astute Agent beginning with version 11.

Some of the Help topics in Agent now contain instructional videos for Case basics, such as adding items to a Case, as well as an overview of Astute Agent.

Below is a screenshot of the video content that was added to the "Welcome to Astute Agent" topic.
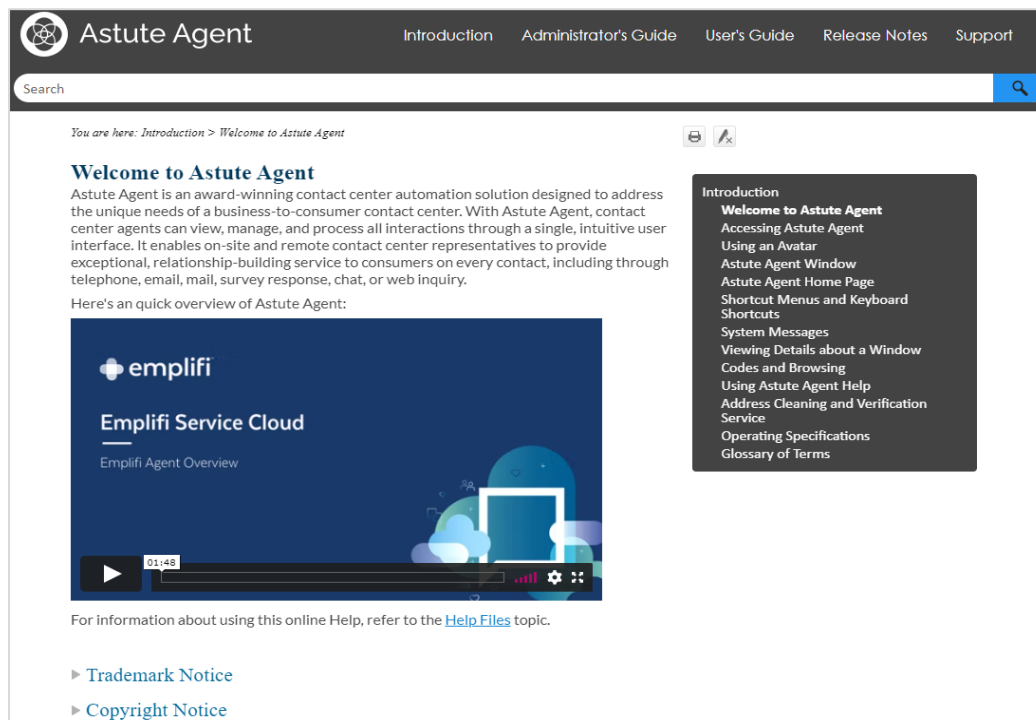
Summary of new features for version 11.1

New Feature Description	User Impact	Case ID	Project ID
Added the ability to distribute more than one favorite to a user at a time.	Agents	110352	A11-15
When using the Logon Audit Trail feature, fixed the browser IP address reported in the system_login_audit table.	Administrators		A11-106
Enhanced security in Agent so that the user must have permission to run the SQLList call while making an API call outside of the user interface (i.e., POX call to PCAS). **Note:** The calls to SQLList are being deprecated. If you have any external services making calls to PCAS using SQLList, please consult your account team/CSM for alternatives.	Administrators		A11-474
Enhanced security for case attachments and utility uploads to perform a virus check on uploaded files. If the file is infected, a message will display. This enhancement does not apply to PCEmail.	Administrators		A11-477
Added the ability to edit some ESP cards using the Layout Editor.	Administrators	116208	A11-3
Added Release Notes beginning with version 11 and added videos to the Agent Help.	ALL		TW-694; TW-705
Improved logging of middleware exceptions.	Administrators		A11-219

🐛 Bug Fixes

Summary of fixes to software elements for version 11.1

Bug Fix Description	User Impact	Case ID	Project ID
Fixed an issue so that a scheduled Address Redaction Utility favorite will run properly. **Note:** Any previous saved favorites for the Address Redaction Utility may need to be recreated to work.	Administrators	147074	A11-225
Fixed an issue where AIS was not handling an unreadable character. Now any unreadable characters are removed from the message.	Administrators		A11-437
Enforced security permissions for NewsFeed. These can be enabled/disabled with the UserPost security function. (Specifically, the Select, Insert, and Delete permissions.)	Administrators		A11-476
Improved performance of the system when there are large numbers of saved Favorites.	ALL	139397,141222, 141381,145375, 232932, 234038	A11-93
Fixed an issue with the Test button on the Email Configuration page.	Administrators		A11-142
System Manager Only: added the path for the Public folder and added the Public Path to list of paths in System Manager.	Administrators	228993	A11-445; A11-429
System Manager Only: System Setup option now defaults the "Version to Install" to the latest version.	Administrators		A11-179
Fixed the product to block the agent from navigating away from a case while the case is being dismissed. This could cause auto-posting actions to be duplicated.	Agents		A11-504

Bug Fix Description	User Impact	Case ID	Project ID
Fixed an issue with renamed Case Favorites displaying an error when used.	Agents		A11-114
Fixed an issue where some layouts were unable to be viewed in the Layout Editor.	Administrators		A11-149

🔧 Hotfixes Pre-Release Notes v11.1.618

Summary of hotfixes to software elements for version 11.1.618

Hotfix Description	User Impact	Case ID	Project ID
Classic Interface Only: Fixed an issue with Single Sign On (SSO) to work with email and web login in the Classic interface.	ALL		A11-681

🔧 Hotfixes Pre-Release Notes v11.1.617

Summary of hotfixes to software elements for version 11.1.617

Hotfix Description	User Impact	Case ID	Project ID
Fixed an issue with running a SQL Select Report that is saved as a Favorite when Enhanced 'OR' filtering feature is turned on for the system.	Administrators		A11-673
Fixed an issue with Single Sign On (SSO) to work with web_login_name.	ALL		A11-674

🔧 Hotfixes Pre-Release Notes v11.1.609

Summary of hotfixes to software elements for version 11.1.609

Hotfix Description	User Impact	Case ID	Project ID
Fixed an issue where the Case History favorites were not displaying on the Caller card.	Agents		A11-659
Fixed an issue where Suggested Letters set to "No Auto Run" was not returning the suggestions with filters when manually triggered.	Agents		A11-660

🔧 Hotfixes Pre-Release Notes v11.1.604

Summary of hotfixes to software elements for version 11.1.604

Hotfix Description	User Impact	Case ID	Project ID
Fixed an issue when running an updated and saved Action Processor favorite to no longer skip cases.	Administrators	224820; 229261; 232609	A11-412
Fixed an issue with [Ctrl+M] not navigating to a level 6 code.	Administrators	232932	A11-464
Added support for SAML 2.0 for Single Sign On (SSO).	ALL		A11-535
Fixed an issue when the Layout Config Group ID is cleared out in the user interface, it did not default to the Config Group ID.	ALL		A11-619
Fixed an issue where SSO is failing for customers who use email instead of user_code.	ALL		A11-641
Fixed an issue when the password expiration is turned on, the password would show it expired when it had not passed the expiration date.	ALL		A11-642
Fixed an issue where invalid suggestion rules were causing the workbench to generate an error.	ALL		A11-643

Hotfix Description	User Impact	Case ID	Project ID
Fixed an issue where invalid Time Zones set for users were preventing users from operating the system.	ALL		A11-645
Fixed an issue found in the non-production release of 11.1 where the password for users was not masked.	Administrators		A11-646
Fixed an issue when logging in with the web logon ID causing an error.	ALL		A11-647
Fixed the decimal format for Case Queues widget to display numbers correctly.	Agents		A11-648