

TotalAgility

5.5.1.0

Release Notes



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1. Welcome

This document details the issues that have been resolved in TotalAgility version 5.5.1.0.

2. APIs

2.1 Auditing Resource Modifications

Previously when a resource was added or updated, nothing was recorded in the audit log to indicate that a change had been made. This has been addressed, but only when adding or updating resources (and only in the latest versions of those APIs). There will be no audit entries recorded when a resource is deleted, imported or created by an Active Directory synchronisation.

2.2 GetGroupResourceInfo5

The GetGroupResourceInfo5 API is incorrectly returning the RESOURCE_ID as one of the Resource Extension fields. This has been corrected.

2.3 GetAvailableResourcesWithSkillLevelForActivities

The ResourceManager API to get the resources available to perform activities that are awaiting allocation is incorrectly returning the logged on resource as a loaned resource. This has been corrected.

2.4 GetProcesses

When The PlatformManager API GetProcesses is called passing to it a ProcessOwnerId and the value True for the UseProcessOwnerId flag, category access for the process owner was checked rather than for the logged on resource. This was incorrect and has been resolved to ensure that category access for the logged on resource is always applied.

2.5 AddUserResource7

When creating a new resource and Resource Extensions are enabled, the user was unable to leave the resource id field blank. This was an issue as if the resource id was not specified (i.e. was to be created by TotalAgility) the call would fail. This has now been resolved.

2.6 GetAvailableResourcesWithSkillLevelForActivities

If multiple activities are passed to this method when Process Level skill is on, it will wrongly return the resource that meets the criteria of the last activity supplied to the API call, even if that resource can't perform any of the other activities specified. This has been corrected to ensure that only resources who can perform all the activities are returned.

2.7 GetSkinsSummaryByTemplate

The API GetSkinsSummaryByTemplate has been exposed in ProcessDefnManager. Please refer to the API documentation for more details on this API.

2.8 UpdateLiveActivityDueDate

The API UpdateLiveActivityDueDate intermittently reports a SQL Function Sequence error. This is caused by incorrect SQL in a sub method and has now been rectified.

2.9 UpdateJobFinishTime

When the EngineManager method UpdateJobFinishTime is called against a skin, it incorrectly uses the SLAs in the template rather than those defined in the skin itself. This has been resolved.

2.10 UpdateActivityPriority

When there are multiple activities pending for the same job a call to UpdateActivityPriority could fail reporting an “Invalid Nodeid or Embedded ProcessCount”. This is because the API was wrongly only checking the first activity pending on the job and would report the error if that wasn't the activity whose priority was to be updated. This has been resolved.

2.11 GetExtendedActivitiesUsingSearchCriteria7

With a skinned activity pending where the pending activity is in an embedded process but shares the same node id as an activity in the parent then a call to GetExtendedActivitiesUsingSearchCriteria7 returns the activity name from the parent rather than the embedded process. This has been resolved.

3. Builder

3.1 Event Mappings Lost

When a table control is mapped to an input of type class array and to an output of type class array in a .NET action, the first mapping to the input is lost on re-opening the action mapping screen. This was due to a bug in processing the parameter mappings when populating the screen when it is opened and has been resolved.

3.2 Issue in Active Directory Synchronisation

If the Active Directory contains Us with the same name under different parent OUs, then TotalAgility will create the first OU as a category and will import resources under that OU into that category. However for the second OU, it will not create it (as a category of that name already exists) but will import the resources into the Default Category. While the resources under the second OU are successfully created within TotalAgility, when they attempt to logon they get a “Category not found” error. This is caused by the fact that their Category is being set correctly (to Default Category), but their Working Category is not. This has been resolved.

3.3 Job Ending After Restart is Deleted

A job that is restarted after the last manual activity, i.e. it goes straight to the end node (or possibly via a decision to the end node) is deleted from the system rather than archived upon completion. The restart job was failing to check whether a completed job should be archived or deleted. This has been resolved such that if the job is marked as archive rather than delete, then it will be archived upon completion.

3.4 Fatal Error Configuring DAS node

When configuring a DAS activity, if tables, views, or stored procedures cannot be accessed due to security restrictions, the DAS node would close and in turn it corrupted memory and caused the Builder to crash. This has been resolved to handle the fact that at times access to tables, views or stored procedures might be restricted.

3.5 Issue Restarting Within a Sub Process

Occasionally after restarting within a sub process in the map viewer (Live Session or Workspace) an error would be reported when attempting to drill into the sub process from the map viewer. This has been resolved.

3.6 Unable to Drill into Inactive Sub Process

When viewing the progress of a job in Live Session or Workspace, the user was unable to drill into sub processes if the sub process was no longer in an active state. This was incorrect as it prevents the viewing of job history on completed sub processes (for example) and therefore this restriction has been removed.

3.7 Fatal Error Configuring Data Node

When configuring a Data Node within the Builder while also having Forms open in the Builder for editing, the Builder would hang and report a fatal error. This was due to the DAS configuration wrongly processing Form variables in the open forms, even when editing a Data Node in a map. This has been corrected.

3.8 Confirmation Message Causes Error on Page

A mandatory Textbox with a confirmation message was showing an error on the page at runtime when the button was clicked. This has now been resolved.

3.9 Date Form Variable is Passing Todays Date

When updating resource extensions passing a form variable of type date, the date is always set to today's date rather than the date supplied. This was caused by an incorrect conversion issue and has now been resolved.

3.10 Validation Error Handling Issue – IE8

In Internet Explorer 8, a mandatory field on a tab that doesn't have focus is not flagged if the error handling is set to popup. On Internet Explorer 9, the user is informed that there is a mandatory field on a different tab that requires input. This has been updated to work correctly on IE8 also.

3.11 Table Selection Issue

When a page loads, by default the first row of a table was internally selected. This meant that any same page actions that are taking values from the table will inadvertently take values from the first row, even though no row has actually been selected. This has been corrected to ensure that on page load, no row is automatically selected.

3.12 Additional Mappings for a TakePendingActivity are Lost after Regeneration

Any additional mappings configured on a generated TakePendingActivity call are lost when the form is regenerated. This was because sub member info was not being generated correctly. This has been addressed so that the mappings are now being preserved.

3.13 Select Row event clears table contents

If a table has one column populated with dynamic data and an on select row event configured, then selecting a row caused the data in the table to be cleared. This has been resolved.

3.14 Dropdown Default Selection

Setting the default selection for a dropdown to a blank space is causing it to display " " at runtime. This has been resolved.

3.15 Variable Prefixing

In TotalAgility 5.5 variable prefixing is disabled by default as it was deemed no longer necessary. Although if an older process map that used variable prefixing was imported, this setting would still apply to that map. The problem arose where this map used a work queue definition and the user wanted to create new maps in 5.5 with the same workqueue definition. This would create variables that were not prefixed and therefore would not appear in the workqueue. The decision to disable this property has therefore been reversed and now in 5.5.1.0, the property is enabled, but defaulted to false.

4. Engine

4.1 Issue Passing Dynamic Complex Variables to Sub Processes

At runtime, when a dynamic complex variable is passed to a sub process, the value is not being populated into the sub process as expected. This has been resolved.

4.2 Activity Triggers Not Firing

Occasionally activity triggers would fail to fire. This was due to the MTS object getting corrupted and has now been resolved.

4.3 Skinned Activity Takes Wrong Properties After a SubJob

When a SubJob completes in a skin, the evaluation code wrongly gets the properties of the next activity in the template rather than the next activity of the skin. This has been resolved.

4.4 Wrong Skill Level Used for Embedded Processes of a Skin

When evaluating the embedded process of a skin, the skill level for the template parent process is used rather than the skill level of the skin parent process. This could lead to a condition where the resource who should do the activity is not seen to have the appropriate skill to perform the embedded activity. This has been resolved.

4.5 RPC Error on Oracle

When completing an activity and supplying a very large string to an output variable of type string, an RPC error may be reported stating "string literal too long". This was due to a memory corruption in the code that calls the Oracle driver. This has been addressed.

4.6 Wrong Skill Used for Activity within an Embedded Process in a Skin

Manual activities coming directly after an automatic activity in a sub or embedded job of a skin would use the wrong skill level. This has been addressed.

4.7 Potential SQL Deadlock Avoided

The Monitoring Service was taking too many locks when raising a Job Duration Overrun Exception which could potentially have caused a database deadlock in the system. This has been addressed.

4.8 Error recovering subjob

A synchronous subjob within a non-synchronous parent process was not automatically recovered in the case of a restart after a system failure. Instead an error was reported stating "Recovery of automatic activities failed. Error Code : 80045447. Error Desc : An unexpected activity type was encountered while processing the activity." This has now been resolved.

4.9 ProcessWork attempts to recover activities awaiting preconditions

When ProcessWork is restarted after a system failure, it was attempting to recover activities that were in an awaiting precondition state. This was incorrect and could potentially result in a lot of unnecessary processing on restart of ProcessWork. This has been corrected.

4.10 Database Error Moving Job to Historical Database when Resource Name Contains an Apostrophe

When the resource assigned to a manual activity contains an apostrophe in their name, the resource is able to take and complete the manual activity, but a database error is reported when the completed job is moved to the historical database tables. This was caused by incorrect formatting of the resource name during the move and has now been resolved.

4.11 Active Dates for a Skin Applied Incorrectly

When multiple skins have the same rule but different active dates, this could result in a job being created on the template instead of a valid skin. This condition would occur when a skin matching the rule was deemed to be outside its active period. When this happened other skins weren't evaluated and instead a job was created on the template. This has been resolved.

4.12 RPC and COM Surrogate Errors

Occasionally when completing jobs in Live Session, RPC or COM Surrogate errors were reported when the jobs attempted to move to the historical database tables. These errors materialised when the job called the PerformChecking or PerformSampling methods of ProcessDefnManager or when the Job Owner was changed through Live Session. This was caused by memory corruption in the JobManager code and has since been resolved.

4.13 Job Evaluation Error

Job evaluation fails when a checklist variable is passed into a subjob. This was due to type checking and has now been resolved.

5. Integration

5.1 Issue Generating Documents with Multiple Tables

When generating a document that has a merge field in multiple tables and the second table has a row with headings, the generated document fails to insert values into the second table. This has been resolved.

5.2 Merge Fields in Textboxes Now Supported

Previously the Document Generation node would fail to populate merge fields that resided within a preformatted Textbox within the Word template. Functionality to support this has now been added to the Document Generation node.

5.3 Save Conflict Caused by Concurrent SharePoint Add Item

When SharePoint Add Item activities are performed concurrently a Save Conflict error is reported and the job suspends. This happened because the SharePoint items are updated asynchronously

and when multiple items are updated concurrently a race condition can occur resulting in a conflict of updates. This has been resolved.

5.4 Email Activity Not Disposing Connections

In TotalAgility 5.5, the Email activity is causing the SMTP Server to report "Too many messages for this session". This was caused by an update to the SmptClient in .NET 4.0 meaning that it now has to be explicitly disposed. This has now been resolved.

5.5 Enhancement : Support for Basic Authentication in CMIS

TotalAgility supports encoded authentication when connecting via CMIS. However some CMIS vendors only accept credentials in plain text and authentication therefore fails if we supply the credentials encoded. TotalAgility has been updated to allow the user to specify if they want to send credentials encoded or in plain text.

5.6 Enhancement : Document Level Metadata

TotalAgility integration through CMIS for metadata is at the repository level. This has now been extended to also support metadata at the document level.

6. Process Intelligence

6.1 Performance Enhancement

When the PI extraction was recording completed activities for live jobs, it was firstly removing all the previously completed activities recorded for these jobs from PI and adding all activities that are now completed. However, in an environment with a high volume of long running cases, where PI extraction may take place hourly rather than daily, this would have a high impact on the performance of the extraction. Therefore we have changed this process so that it no longer removes these previously recorded activities, but instead only extracts the activities that have been completed since the previous extraction run.

6.2 Date Range Filters Returning Incorrect Results

In the PI reporting feature, date fields used on dynamic filters were not picking up the client locale. Instead they were always supplying the date in US format, which in turn gave unexpected results when filters were applied to the report. This has been resolved.

6.3 Data Incorrect for Completed Jobs

When a job is completed, the '*actual_duration_in_secs*' column is not updated in the database when the PI extraction is run. This was due to a flaw in the stored procedure AWSP_UPDATE_PI_FROM_FINISHED_JOB and has now been resolved.

6.4 Update PI Suspends if Skin Deleted

When a resource has been given skills within a skin and that skin is deleted before a job is ever created on the skin and before a PI extraction is run, then the next run of the PI extraction process will suspend due to a record in the database referring to the resources skill for the deleted skin. This has been updated to ensure the record is removed when the skin is deleted.

6.5 Update PI Suspends if Activity Name is Overwritten on the Skin

If the name of the activity is overwritten in the skin, then PI extraction could suspend on subsequent runs because of a link between the process and the resource skill tables. This has been resolved.

6.6 Cannot Populate Dynamic Filters with Dynamic Variables

When attempting to pass dynamic variables into dynamic filters on a report on a form, the value from the variable was not shown in the filter and the report data was not displayed. This has now been resolved.

6.7 Update PI Job Milestones results in Primary Key Error

The PI job was failing as it was creating duplicate entries when milestones were being updated. This has been resolved.

7. Upgrade

7.1 Unable to Set Non-Working Date

After upgrade to 5.5.0.1 the user is unable to set a specific day to be non-working in the resource calendar using the "Set Non-Working Dates" feature. In this instance the Apply button isn't required as the user is not specifying customised working hours, but on selecting Save it prompts that the changes haven't been applied. This has been resolved.

7.2 Unable to Add Comment to a Day in the Resource Calendar

After upgrade to 5.5.0.2 a comment for a debit/credit is not saved against the day because the "Save" button has not recognised that the "Apply" button was pressed. This has been resolved.

7.3 Unable to Load Platform Manager WS

After upgrade to 5.5.0.5 an error is displayed when attempting to load the Platform Manager Web Service. This has been resolved.

7.4 Document Generation Performance Issue

In order to better maintain the formatting of merge fields for documents a change was made in TotalAgility version 5.3 to improve the regular expression used to identify merge fields. However, this change reduced the performance of the document generation node considerably. This performance has now been improved and the Document Generation now takes less than a second for a fairly complicated document on a moderate spec machine.

7.5 ActivityCompleteAndProgress

After upgrade to 5.5.0.5 or above, the user gets an error if they try to use the FormsHelper method ActivityCompleteAndProgress. This was caused by a supporting class being moved from a common to a core module and has been resolved.

7.6 Object Reference Error Returning NULL to a Calendar from a Stored Procedure

Calling a stored procedure from DAS which returns NULL into a Calendar control is causing an object reference error to be reported in 5.5.0.8. This was caused by an issue introduced into a template file for converting dates and has now been resolved.

7.7 DAS Perform Multiple Updates option lost on upgrade

On upgrade from 5.3.0.6 to a higher hotfix version, the Perform Multiple Updates option in DAS is no longer available. This occurred because a control id was missing from a resource file. This has been resolved in hotfix 11 for TotalAgility version 5.3.

8. Workspace

8.1 Unable to Add Custom Credit to Global Non-Working Day

When attempting to add a custom credit entry to a global non-working day an informational message is displayed to inform the user that the update cannot be applied as it would result in a net working time of greater than 24 hours. This however is incorrect as the starting position for a non-working day should be a working time of 0 hours, therefore the credit should be allowed. This has been resolved by ensuring that the working time defaults to 0 for a non-working day.

8.2 Issue Applying Debits\Credits Across Multiple Selected Dates

When selecting multiple dates and applying a debit or credit to those dates, the mouse over would show the debit or credit repeated multiple times for each of the dates selected. This has been resolved.

8.3 Warning when Apply Not Pressed

When adding custom debits or credits to a resources calendar, the user needs to apply these changes before saving the calendar. Failure to press Apply would result in the changes being lost and not saved in the resource calendar. To highlight this, if the user attempts to press Save and there are changes that have yet to be applied a warning message will be displayed.

8.4 Variables on Suspended Jobs Cannot be Updated

In the Job Viewer, when trying to update a variable on a job that has been Suspended or is in a PendingCompletion state, the Update button is disabled. This restriction has been removed and instead the Update button is only disabled when the job is either in a state of Completed or Terminated.

8.5 Issue Managing Skins

When editing skins in the Workspace, a JavaScript error is reported if the skin template contains a checklist variable that is not defined within the Default Category. This has been resolved.

8.6 Dashboard Error in Client-Server Environment

When viewing Dashboards on a client installed on a web tier using web services to communicate with the server, an error “mainConnectionString has not been Initialised” was seen. This was due to a COM+ component incorrectly calling a static public method which therefore bypassed the remoting and attempted to run the object on the local machine rather than the remote app server. This has been resolved.

8.7 Intermittent Service Error When Saving Skins

Intermittently when saving skins in the workspace the error “Cannot access a disposed object” is reported against a “ServicedComponent”. This was due to an incorrect call to a static method and has been resolved.

8.8 Dashboard Error when accessed via HTTPS

When accessing the Workspace via HTTPS and attempting to view the Dashboards an error is reported as the dashboard fails to load the categories from the server. This was caused by an incorrect endpoint binding in the web.config and has been resolved.

Note: To access the Dashboard in the TotalAgilityWorkspace using SSL you need to replace the web.config in the below location:

<install location>\TotalAgility\InetPub\WWWRoot\SPPWebServices\SPPRuntimeManagerWs

with the one stored in:

<install location>\TotalAgility\InetPub\WWWRoot\SPPWebServices\SPPRuntimeManagerWs\SSL
Config

8.9 Duplicate Entries when Checklist Items added to Checklist in a Skin

When adding additional checklist items from a new template to a checklist variable on an existing skin, if the items have the same name as existing items then at runtime the new items would cause a duplicate entries message to be displayed. This has been resolved.

8.10 Issue Allocating Activities from a Skin

When using the Manual Work Allocation screen to allocate work to a resource, the user was able to allocate an activity within a skin to a resource who did not have the skill to perform the activity in the skin, but who did have the skill to perform the activity within the parent template. This was because the API that returns the list of available resources with the skill to perform the chosen activities (GetAvailableResourcesWithSkillLevelForActivities) was not considering the skill settings for the skin. This has been resolved by providing a new version of the GetAvailableResourcesWithSkillLevelForActivities API.

8.11 SQL Injection Vulnerability on Skill Level Page

A SQL Injection Vulnerability on the Skill Level page in the Workspace has been addressed.

8.12 Debits/Credits are Overwritten

When selecting multiple days to add debits or credits and those days already have debits and credits, the second set of debits/credits overwrite the first. This has been updated to ensure that the second set are appended to the existing debits\credits.

8.13 Checklist Items Not Saved

Upon editing a skin the user has the ability to modify checklist items. If the base template is changed and new items are added the items in the newly selected template items are not saved and the old base template items are displayed. This has been resolved.

8.14 Selecting Table Rows in IE9

On some TotalAgility Workspace pages (e.g. Signed In Users, Case Inbox, etc) the user is permitted to select a row from a table to obtain more information about the individual row item. However in Internet Explorer 9, once the user has selected a row, they are unable to select another row. This was caused by the script files which perform the selection and these have now been updated for IE9.