TeamConnect® Enterprise 6.3.6 Patch 2

Release Notes

TeamConnect® Enterprise 6.3.6 Patch 2 (PTC6360002) includes all of the fixes in TCE 6.3.6 Patch 1 and resolves the following issue:

Issue: ‘View Scheduled Actions Folder’ button not navigating to the Scheduled Actions folder
Tracking Code: SUPPORTPRI-64735
Case Number: 2022-0615-947622
Reported Version: TCE 6.3.6

Workaround
Log out and log back into Teamconnect, go to the 'Scheduled Actions' tool and the issue does not occur.

Pre-Requisites
A few documents are uploaded on the system including some .css documents.

Steps to Reproduce
1. Go to Documents -> Custom search
2. Custom Search on Documents to get some results (example - file type as 'Cascading Style Sheet')
3. It will give you results for your documents.
4. Navigate to Tools -> Scheduled Actions
5. Click on the ‘View Scheduled Actions Folder’ button.

Expected Results of Steps
It should take you to the 'Scheduled Actions' folder.

Actual Results of Steps
It is taking the user to the Document 'custom search' page.

Root Cause Analysis
ListDataType attribute was not set in request context before being redirected, causing the destination controller to throw an error. This attribute is now properly set so the URL navigates correctly.

Issue: REST API pulls DMS passwords in JSON payload
Tracking Code: SUPPORTPRI-64821
Case Number: 2022-0427-922484
Reported Version: TCE 6.2.1

Workaround
None

Pre-Requisites
Must have a DMS like iManage V2 Integration

Steps to Reproduce
1. Perform a GET using a tool like Postman or simply put it in the URL.

2. The JSON payload will include a plain text password for the integration. However, when you enter the password into the DMS setup, it's hidden.

Expected Results of Steps
The plain text password should be hidden.

Actual Results of Steps
The plain text password is displayed.

Root Cause Analysis
The DMS Location attribute on enterprise objects was using a generic serializer, causing all fields to be serialized into JSON. There is now a DMS Location serializer that filters out sensitive and unneeded fields from the resulting JSON.

Issue: Unable to GET record data for custom object - webservices
Tracking Code: SUPPORTPRI-64823
Case Number: 2022-0222-895018
Reported Version: TCE 6.2.1

Workaround
None

Pre-Requisites
1. A custom object
2. Records in a custom object
3. A user with full permissions and security rights to view the record in TeamConnect

Steps to Reproduce
The client is trying to extract record data using a 'GET' and the fastest way to test is to put a basic webservice call directly into the browser url.

In an example, the client logged in as himself (he has full permission and security rights and demonstrated that he can view the records in the application). He attempted a GET via a URL. He was not able to get the data and there were errors in the logs.

However, the client can access records from all other objects using this method and can even get a list of the records by entering a different call.

The issue occurs with existing records but also with new records. It is not clear if the volume of custom fields is the issue or if there is a data or configuration issue with the object that is causing a 'GET' failure. The client also has an old imanage integration, but the imanage rule was off and new records were still affected.

Expected Results of Steps
They should get a json output of the record data.

Actual Results of Steps
They get Errors:
Error 500--Internal Server Error
From RFC 2068 Hypertext Transfer Protocol -- HTTP/1.1:
10.5.1 500 Internal Server Error
The server encountered an unexpected condition which prevented it from fulfilling the request.

This appears in the logs:

[ERROR] [AbstractFaultChainInitiatorObserver] AbstractFaultChainInitiatorObserver.onMessage - Error occurred during error handling, give up!
org.apache.cxf.interceptor.Fault

Root Cause Analysis
There was no serializer to handle secured collections on an enterprise entity, like there was for secured fields. This caused a permissions error to be thrown while serializing the collection to JSON. Now both secured collections and fields are properly filtered from the JSON response.

Issue: Bad records in Y_RECORD_CHANGE stop all indexing until table truncated
Tracking Code: SUPPORTPRI-64639
Case Number: 2022-0418-918497
Reported Version: TCE 6.3.3

Workaround
Truncate Y_RECORD_CHANGE table and restart. This is a costly workaround since it takes 2 days to submit an urgent CCF and leaves the client without Elasticsearch/Global Search in the meantime.

Pre-Requisites
TCE and Elasticsearch configured and connected

Steps to Reproduce
1. Log into application
2. Navigate to global search tool
3. Index one object: contacts
4. Open Y_RECORD_CHANGE table in database
5. Update one contact
6. Immediately refresh the Y_RECORD_CHANGE table
7. To reproduce issue, create a new record and put in a dummy primary key (as per screenshot001)
8. Restart application server
9. If you've done this correctly, the record you created in Y_RECORD_CHANGE will remain there
10. Navigate back into global search tool
11. Attempt to index another object

Expected Results of Steps
1. Y_RECORD_CHANGE should clear out if record cannot be found
2. New objects can be indexed and the index works properly.

Actual Results of Steps
The ‘bad’ record in Y_RECORD_CHANGE breaks indexing. Even if you delete the entire index / clear the UUID and start over, the record remains.

This is a blocker. Actual scenario is occurring naturally in the TC environment so this constantly requires CCFs for SQL / truncating the Y_RECORD_CHANGE table.

Root Cause Analysis
Indexing action was getting hung up on a bad record. Instead, if the Indexing action cannot index a record, it will now increment the attempt to index and move to the next record. Once the attempt to index max is hit (Index attempt max is set in Admin settings), the Indexing action will recognize that the max attempts have been made, skip the record and continue indexing. In both scenarios, the Indexing action is no longer getting hung on a bad record.

Additional research is being done to figure out how a bad record is created; however, this solution will prevent the index from getting stuck.

This fixes in this patch will be merged into the TeamConnect Enterprise 6.3.8 Update and available in all updates after 6.3.8.

The fix for issue SUPPORTPRI-64639 will also be merged into TCE 6.2.9, TCE 6.3.3 Patch 20 and TCE 6.2.8 Patch 6.

Below are the fixes merged from 6.3.6 Patch 1:

Issue: The session timeout confirmation pop-up is not occurring as expected when the page is idle.
Tracking Code: SUPPORTPRI-64309
Case Number: 2022-0425-921015
Reported Version: TCE 6.2.7 Patch 2

Pre-Requisites
Before reproducing this issue on your TeamConnect instance, please set the session timeout value in admin settings as 1 minute and login again after saving the changes.

Steps to Reproduce
1. Login to TeamConnect 6.2.7 patch 2 in incognito tab.
2.Open an invoice which is in the workflow and open a new tab and start the timer to 1 minute.
3. After one minute, check the TeamConnect page it should show the pop-up with a message 'For security reasons, your online session has been timed out. As a precaution, sessions are ended after an extended period of inactivity. Click the OK button and log in again to continue using TeamConnect.'

Expected Results of Steps
It should show the pop-up message notifying the user that the session has timed out.

Actual Results of Steps
1. It is not showing any pop-up and instead it is redirecting to the login page for standard login and for SSO it is redirecting to the home page. Note: We have noticed this behavior appears most consistently on finance pages that are in workflow.
2. Pop-up shows as expected when the invoice is not in workflow.
3. In TCE 6.3.5 even if the user is working, the confirmation pop-up appears randomly.

Root Cause Analysis
The call which was made to get 'OkText' for session timeout popup from i18n library was failing when the tab was inactive. To resolve this issue we have preloaded the OkText even before the session timeout popup is invoked.

Issue: When trying to save a search view in the Finance or Invoice tab with condition “Has no value”, it is changing the condition to “is” automatically.
Tracking Code: SUPPORTPRI-64152
Case Number: 2022-0425-920840
Reported Version: TCE 6.3.5

Workaround
None

Pre-Requisites
Teamconnect 6.3.5 is installed

Steps to Reproduce
1. Login to Teamconnect 6.3.5.
2. Click on the Finance or Invoice tab.
3. Select Custom Search.
4. Select Field as 'Workflow Action' and Operator as 'Has no value'.
5. Click on Search.
6. Select Save search and Save.
7. Click on Modify Search, you can see that the operator for Workflow Action is changed to 'IS'.

Expected Results of Steps
Workflow Action should be saved with 'Has no value'.

Actual Results of Steps
Workflow Action is being saved with 'is'.

Root Cause Analysis
When building the comparator model from the backend, the operator was assumed to be either ONE_OF or EQUALS for the Workflow Action criteria. It now properly switches between all possible operators while building the comparator model.

Issue: Post commit Rule is triggering twice
Tracking Code: SUPPORTPRI-64129
Case Number: 2022-0223-895879
Reported Version: TCE 6.2.7

Workaround
None

Pre-Requisites
Teamconnect 6.2.7 is installed

Steps to Reproduce
1. Create a custom object (C_1), with:
    - An approval route (AR_1) on anything that includes your user, such as your all rights group
    - 3 phases A, B, and C
      - two phase transitions AB and BC
    - 2 approval rules, one that triggers on phase transition AB and one that triggers on phase transition BC, both of which use AR_1 as their approval route
    - 2 post-commit rules, one that triggers on “to phase: “ B and one that triggers on “to phase: “ C, both of which execute any class file which will be identifiable in the logs. For example, you can use the attached DoNothing.class which just prints “Doing nothing” to the rule debug logger
2. Set rule logger to debug (or whatever your class file logs to)
3. Create a record of type C_1
4. Change the phase to B
5. Approve the phase transition
6. Change the phase to C
7. Approve the phase transition
8. Check the logs

Expected Results of Steps
Each post-commit rule executes once

Actual Results of Steps
Both post-commit rules seem to execute twice

Root Cause Analysis
Phase change rules were not getting filtered based on phase transition.

Issue: Error notification sent when Invoice Approval route has missing stops
Tracking Code: SUPPORTPRI-63550
Case Number: 2022-0301-898511
Reported Version: TCE 6.3.3 Patch 8

Workaround
None

Pre-Requisites
1. Have TeamConnect Email Settings configured to send/receive notifications
2. Have an Invoice Approval route with missing stops.
3. On the route, have a group receive email notifications on error.

Steps to Reproduce
1. Have an Invoice Approval route with missing stops
2. Post Invoice
3. Receive error notification that the route has missing stops

Expected Results of Steps
No Error notification is sent if a stop is missing because the Invoice Approval route was set up with missing stops.

Actual Results of Steps
Notification that error occurred on posting of invoice.

Root Cause Analysis
Empty stops that were skipped in a route were being logged as an error, causing error emails to be sent. This action is no longer added to the error log list.

Issue: Changing a Line Item from Fee to Expense or vice versa for manual invoices does not reflect in invoice summary
Tracking Code: SUPPORTPRI-62706
Case Number: 2021-1208-866797
Reported Version: TCE 6.2.7

Workaround
None

Pre-Requisites
1. TCE 6.2.7 is installed
2. An invoice with fee/expense line item.(not posted status)

Steps to Reproduce

1. Create a manual invoice with Fee/ Expense line item.
2. Save the invoice and verify the invoice summary.
3. Now, change the line item from Fee to Expense (or) Expense to Fee
4. Save the invoice and check the invoice summary. It is not updated.

Expected Results of Steps
Changing Line items from Fee to expense or vice versa for manual invoices should reflect in the invoice summary

Actual Results of Steps
Changing Line items from Fee to expense or vice versa for manual invoices is not reflected in the invoice summary.

Root Cause Analysis
Invoice Summary is not being calculated while updating line items

All Patch 1 fixes will be merged into the TeamConnect Enterprise 6.3.7 update and available in all versions after 6.3.7.

INSTALLATION

Important: Stop your TeamConnect® instance before updating any files in the TeamConnect® war file.

1. Update WAR file

Windows GUI:
- Extract patch directory from the .zip file.
- Open the TeamConnect® .war file with 7zip
- Copy patch directory
- Paste into .war root in 7zip, overwrite file conflicts
- Redeploy .war

Windows CMD:
- tar -xf <path_to_patch_zip>
- cd <path_to_extracted_directory>
- jar -uvf <path_to_war> .\
- Redeploy .war

Linux Terminal:
- unzip <path_to_patch_zip> -d <path_to_destination_folder>
- cd <path_to_destination_folder>
- jar -uvf <path_to_war> .\
- Redeploy .war

2. Update database and version information

Use the following steps to update the database and add patch version information to the **About** page of the **Admin Settings**.

1. Stop the TeamConnect® instance if it is currently running.
2. Backup your TeamConnect® database.
3. Run the script, located in **\update**, that is appropriate for your database server:
   - MSSQL_TeamConnect_636_Patch2.sql
   - ORACLE_TeamConnect_636_Patch2.sql
4. Restart TeamConnect®.

UPGRADE CONSIDERATION

No significant upgrade considerations for this patch.

LEVEL OF RISK TO UPDATE WITH PATCH

LOW