TeamConnect® Enterprise 6.3.5 Patch 13

Release Notes

TeamConnect® Enterprise 6.3.5 Patch 13 (PTC6350013) resolves the following issue:

Issue: When user timezone differs from application / database, batch display component TZD and TZI dates change after being entered

Tracking Code: SUPPORTPRI-63559
Case Number: N/A
Reported Version: TCE 6.1.1

Description

Some users are observing that dates they enter in batch display component change after they save them. It appears conversion is working one way when entered by a user from BDC in edit mode, and again from BDC in view mode. Screenshots attached of the entire process.

Workaround - None

Pre-Requisites - None

Steps to Reproduce

1. Log into application
2. Create a new record of pre-requisite custom object
3. Save record
4. Navigate to Batch Display Component for pre-requisite embedded object
5. Enter the same date in both TZD and TZI fields (Screenshot 002)
6. Click Add - Observe TZI field date changes (Screenshot 003)
7. Save the record and observe the fields (Screenshot 004)
8. Navigate to database and select the dates with timestamps (Screenshot 005)

Expected Results of Steps

Dates should not visibly change when entered into embedded object batch display component

Actual Results of Steps

When a user's time zone differs from the server, the date that is entered is converted differently than the way it is displayed both in edit mode and view mode. This leads us with TZD and TZI fields having different values than what were originally entered.

Root Cause Analysis

Added Enable sync timezone checkbox

Please refer below instructions to change TimeZone Syncing setting through Database.

After this patch is applied, this setting is not automatically enabled for users. Users can enable this through their User Preferences and selecting the designated checkbox. Optionally, it's possible to enable this on behalf of users by running some database scripts to either create or update the setting key.

i. For Oracle Database

1. First, check to see if any user(s) have already enabled this setting:

```
SELECT U.USERNAME, S.SETTING_KEY, S.SETTING_VALUE
FROM Y_USER U JOIN Y_USER_SETTING S
ON U.PRIMARY_KEY = S.USER_ID
WHERE S.SETTING_KEY = 'IsTimeZoneSyncEnabled';
```

Alternatively, to determine if a specific user has already enabled this setting, replace the entire `<insert username>` highlighted in red with the desired username before running this query:

```
SELECT S.SETTING_KEY, S.SETTING_VALUE
FROM Y_USER_SETTING U JOIN Y_USER_SETTING S
ON U.PRIMARY_KEY = S.USER_ID
WHERE S.SETTING_KEY = 'IsTimeZoneSyncEnabled'
AND S.USER_ID = (SELECT PRIMARY_KEY FROM Y_USER WHERE USERNAME =
'<insert username>');
```

For either query, there are three possible outcomes:

a) SETTING_VALUE = YES. This means that the Time Zone Sync is **enabled** for the user with the corresponding "username."

b) SETTING _VALUE = NO. This means that the Time Zone Sync is **disabled** for the user with the corresponding "username".

c) No record is returned. This is equivalent to having the Time Zone Sync **disabled**.

2. The query to enable the Time Zone Sync depends on the case.

   a) For case (a), the setting key already exists and is properly set to 'YES'. **No further action is needed**.

   b) For case (b), the setting key exists but the value needs to be updated to say 'YES':

```
UPDATE Y_USER_SETTING
SET SETTING_VALUE = 'YES' --replace with 'NO' to disable
WHERE SETTING_KEY = 'IsTimeZoneSyncEnabled'
AND USER_ID = (Select PRIMARY_KEY FROM Y_USER WHERE USERNAME
='<insert username>');
COMMIT;
```

   c) For case (c), he setting key doesn't exist yet, so it must be created where its value can be set to 'YES' during its creation:

```
DECLARE USER_PK NUMBER;
BEGIN SELECT PRIMARY_KEY INTO USER_PK FROM Y_USER WHERE USERNAME =
'<insert username>';
INSERT INTO Y_USER_SETTING (PRIMARY_KEY, USER_ID, VERSION,
SETTING_KEY, SETTING_VALUE, WINDOW_PANE_ID)
SELECT NVL(MAX(PRIMARY_KEY), 0)+1, USER_PK, 1,
'IsTimeZoneSyncEnabled','YES',NULL FROM Y_USER_SETTING;
END;
COMMIT;
```

3. Lastly, after executing SQL statements, the application server must be restarted for changes to reflect in TeamConnect.

ii. For MSSQL Database

1. First, check to see if any user(s) have already enabled this setting:

```
SELECT U.USERNAME, S.SETTING_KEY, S.SETTING_VALUE
FROM Y_USER U JOIN Y_USER_SETTING S
ON U.PRIMARY_KEY = S.USER_ID
WHERE S.SETTING_KEY = 'IsTimeZoneSyncEnabled';
```

   Alternatively, to determine if a specific user has already enabled this setting, replace the entire `<insert username>` highlighted in red with the desired username before running this query:

```
SELECT S.SETTING_KEY, S.SETTING_VALUE
FROM Y_USER_SETTING U JOIN Y_USER_SETTING S
ON U.PRIMARY_KEY = S.USER_ID
```

```
WHERE S.SETTING_KEY = 'IsTimeZoneSyncEnabled'
AND S.USER_ID = (SELECT PRIMARY_KEY FROM Y_USER WHERE USERNAME =
'<insert username>');
```

For either query, there are three possible outcomes:

a) SETTING_VALUE = YES. This means that the Time Zone Sync is **enabled** for the user with the corresponding "username."

b) SETTING _VALUE = NO. This means that the Time Zone Sync is **disabled** for the user with the corresponding "username".

c) No record is returned. This is equivalent to having the Time Zone Sync **disabled**.

2. The query to enable the Time Zone Sync depends on the case.

   a) For case (a), the setting key already exists and is properly set to 'YES'. **No further action is needed**.

   b) For case (b), the setting key exists but the value needs to be updated to say 'YES':

```
UPDATE Y_USER_SETTING
SET SETTING_VALUE = 'YES' --replace with 'NO' to disable
WHERE SETTING_KEY = 'IsTimeZoneSyncEnabled'
AND USER_ID = (Select PRIMARY_KEY FROM Y_USER WHERE USERNAME
='<insert username>');
GO
```

   c) For case (c), the setting key doesn't exist yet, so it must be created where its value can be set to 'YES' during its creation:

```
DECLARE @USER_PK INT;
SET @USER_PK = (SELECT PRIMARY_KEY FROM Y_USER WHERE USERNAME =
'<insert username>');
INSERT INTO Y_USER_SETTING (PRIMARY_KEY, USER_ID, VERSION,
SETTING_KEY, SETTING_VALUE, WINDOW_PANE_ID)
SELECT ISNULL(MAX(PRIMARY_KEY), 0)+1, @USER_PK, 1,
'IsTimeZoneSyncEnabled','YES',NULL FROM Y_USER_SETTING;
GO
```

3. Lastly, after executing SQL statements, the application server must be restarted for changes to reflect in TeamConnect.

Issue: Document with Special Character 'č' is having the file name truncated when the file is downloaded
Tracking Code: SUPPORTPRI-64889
Case Number: 2021-0401-762178
Reported Version: TCE 6.2.1

Workaround - None

Pre-Requisites

Was able to reproduce the issue only in the Client's Test & Prod Environment. So you would need Teva's Test Environment Login Credentials.
Any Document [PDF, Text, etc.] that contains the special Character '_' in its name.

Steps to Reproduce

1) Login into Teva's Test Environment.
2) Go to the Documents Tab.
3) Upload the Documents(s) that contains the Special Character '_' in its name.
4) Once uploaded, try to open it by clicking on it.

Expected Results of Steps

Document gets downloaded to the user's system.

Actual Results of Steps

Ends up in 502 Bad Gateway error.

Root Cause Analysis

No encoding for filename

These fixes will be merged into TCE 6.3.8.

KNOWN ISSUES

The following known issues exist in this patch:

Issue: Document with Special Character 'č' is having the file name truncated when the file is checked out
Tracking Code: SUPPORTPRI-65137
Case Number: Found internally

Expected Results of Steps

The Document title should be the same as when it was uploaded, the special characters should be displayed and file format should not change

Actual Results of Steps

The Special characters are displayed as '_' or the document title is truncated and the file format is corrupted sometimes.

Status: Not scheduled for a fix yet

INSTALLATION

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

1. 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_635_Patch13.sql
    - ORACLE_TeamConnect_635_Patch13.sql
4. Restart TeamConnect®.

UPGRADE CONSIDERATION

No significant upgrade considerations for this patch.

LEVEL OF RISK TO UPDATE WITH PATCH

LOW