

TeamConnect® Enterprise

6.3.4 Patch 12

Release Notes

TeamConnect® Enterprise 6.3.4 Patch 12 (PTC6340012) resolves the following issues:

Issue: TeamConnect > Cache Corruption > Matter Assignees disappearing, then when they reappear, no Primary Assignee is selected.

Tracking Code: SUPPORTPRI-65517

Case Number: 2021-0525-785062

Reported Version: TCE 6.3.5

Workaround

None.

Pre-Requisites

None

Steps to Reproduce

Note: We've been unable to reproduce this issue on demand. We only ever discover it after the fact.

1. Client upgraded to TCE 6.3.5 and cache corruption issue continues.
2. Matter Assignees disappear on the matter.

Here's what usually happens:

1. Someone happens to notice that the Assignees listed on a particular matter have disappeared.
2. Attempts to fix this by clicking "Edit", adding back the Assignees, then clicking "Save" results in an error message and the matter is not saved.
3. Clicking "Cancel & View" will cause the page to refresh, and then the Assignees reappear. However, none of them are marked as the "Primary".
4. The user must click "Edit" again and manually indicate which Assignee is the primary.

Expected Results of Steps

Assignees should not disappear on matters.

Actual Results of Steps

Assignees randomly disappear on matters.

Root Cause Analysis

Due to building objects with queries that are not thread safe.

Issue: TeamConnect mass edit displays the document size field as editable.

Tracking Code: SUPPORTPRI-69491

Case Number: 2023-0928-8002649

Reported Version: TCE 6.3.4

Workaround

Yes.

Pre-Requisites

TCE 6.3.4

Steps to Reproduce

1. Under Documents Tab Custom Search for one File.
2. Click on Mass Edit.
3. Click on Knowledge Management or another tab.
4. Error is displayed and the user cannot log out unless they click on the Cancel Button.

Expected Results of Steps

To be able to use the mass edit button.

Actual Results of Steps

After clicking on the mass edit button, the file size field becomes editable which causes an error on TeamConnect that drives to close and reopen the application to continue working.

Root Cause Analysis

Document size field is considered as editable.

Issue: Global Search > Unwanted Matter, User ID, Document info appearing in logs when set to ERROR.

Tracking Code: SUPPORTPRI-69495

Case Number: 2023-1102-8041582

Reported Version: TCE 6.3.4

Workaround

None.

Pre-Requisites

- An instance of TCE 6.3.4.
- Test Matters Created.
- Test documents uploaded.
- Loggers set up.

Steps to Reproduce

1. Perform a Global Search (copy the url from browser).
2. Close all browser windows without logging out.
3. Open a new browser window.
4. Past the copied url.
5. Enter user and password.
6. Click on Recover Session.
7. Open Logs.

Expected Results of Steps

Logs won't contain Matter info, User ID info.

Actual Results of Steps

Logs contain Matter info, User ID's, and other information.

Root Cause Analysis

Displaying serialized object data when restoring a session even if logging is set to error.

Issue: Error Messages do not reproduce the spoken message even when JAWS is active.

Tracking Code: SUPPORTPRI-69760

Case Number: 2023-0925-7997735

Reported Version: TCE 6.3.4

Workaround

None.

Pre-Requisites

- Have JAWS active

Steps to Reproduce

1. Install Patch 11 and Login to TeamConnect.
2. Navigate to the Formal Matters.
3. Navigate through the form and create multiple errors (invalid format, missing information, etc.).
4. Click Search or Submit

Expected Results of Steps

The error message or Alerts should be spelled when JAWS is active.

Actual Results of Steps

The error message that appears on the screen doesn't receive focus when JAWS is active.

Root Cause Analysis

None.

The fixes in this patch will be merged into TCE 7.2.

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_634_Patch12.sql
 - ORACLE_TeamConnect_634_Patch12.sql
4. Restart TeamConnect®.

UPGRADE CONSIDERATION

No significant upgrade considerations for this patch.

LEVEL OF RISK TO UPDATE WITH PATCH

LOW