

Release 3.25

Key	T	Resolved	Release Notes Subject	Release Notes Content
JTELD EV-6460	block ed URL	18 Mar 2024	User master data - capability to prevent user changing their password	A user can edit their password in User Master Data if the following resource is activated: "portal.UserData.User.ChangePassword" (activated by default). If deactivated, the user can no longer change their password. The same applies to editing the PIN using the resource "portal.UserData.User.ChangePIN"
JTELD EV-5631	block ed URL	15 Jul 2022	Security leak - Possibility to read file outside the data directory.	It was possible to read web server files outside the data directory with a very complicated GET request. This security leak was fixed.
JTELD EV-5468	block ed URL	10 Feb 2022	Update Script breaks Import / Export Scheme Creation	Running an update on any system would break the creating import / export schemes function. This problem has been fixed.
CCHAL TEC-209	block ed URL	07 Feb 2022	Acid - Hide inactive users in mappings.	Inactive Users are now hidden in Acid Mappings for both tabs skills to agents and agents to skills.
CTDM-346	block ed URL	17 Dec 2021	Voice mail events could not be created if a quote was present in the email body or subject	If the email body or subject, which is configureable as long text, contains a simple quote, the voicemail event is not created by the server. This problem has been fixed.
CNFO N-958	block ed URL	01 Dec 2021	ACD-A-013 - ACD Statistics Agent Calls-records calls as "error" if the caller hangs up with cause 31 (normal unspecified)	If the caller hangs up before the call is connected to the agent, and cause 31 (normal unspecified) is reported, the report ACD-A-013 - ACD Statistics Agent Calls counts the call as an error. This problem has been fixed and this type of call is conisedered now as "Caller Hangup".
CNFO N-1009	block ed URL	26 Nov 2021	Chat with Whatsapp - Server not available because of logfile growth reaching storage capacity	After 24h of non-activity, the whatsapp session expires. This expiration can trigger a bug in the chatserver and an extreme growth in the logfile to reach the maximum storage capacity of the chat server. This problem has been fixed.
CNFO N-1002	block ed URL	15 Nov 2021	Supervisor Aggregation Groups - inconsistent operation across more than one tenant	Aggregation groups created under ACD - Aggregation Groups. would be displayed in the Supervisor - Inbound Status table and Supervisor Wallboard table for all tenants. This problem has been fixed - each tenant can only see their aggregation groups.
CNFO N-999	block ed URL	11 Nov 2021	The report "ACD Agent Calls Report 2 - itemised agent calls by service number" has incorrect entries when selecting the period option "From/To".	The report "ACD Agent Calls Report 2 - itemised agent calls by service number" under Statistics shows incorrect "From Date" and "To Date" when selecting the period option "From/To". This problem has been fixed.
CNFO N-995	block ed URL	04 Nov 2021	Filter Counter in Agent Home - Agent and Team Views - could be incorrect	The total number of records counter in the filter in Agent Home for the Agent, Team and category views - could be incorrect. This problem has been fixed.
CZVO OVE-129	block ed URL	26 Oct 2021	Rest query advanced - IVR object does not parse response data correctly with UTF8	The Rest query advanced IVR object did not parse response data correctly if this contained UTF8 characters. This problem has been fixed.
CNFO N-988	block ed URL	20 Oct 2021	Click to Hear Voice-Mail set Calling Party Number to Random A-Number	When using the click to hear function, the outbound call would be made on a potentially non associated service number. The trunk selected would be OK, but the signalled A-Party number was sometimes not. This problem has been fixed.
CNFO N-924	block ed URL	19 Oct 2021	FTP list import fails	The FTP daemon could not import a list from the FTP server. This problem has been fixed.
CCAR G-253	block ed URL	15 Oct 2021	Security Groups - The Workflow Application Types and Workflow Objects tabs.	The Workflow Application Types and Workflow Objects tabs used within the security groups were intended to be visible to the reseller and the system administrator, and invisible to the client administrator and the user. This problem has been fixed.
CNFO N-982	block ed URL	13 Oct 2021	Service Numbers - Service Number is displayed instead of Name when adding new service number to user	When adding service numbers to users, the service number was displayed in the Name column instead of the name of the service number. This has been changed so that the assigned name is now displayed.
CNFO N-965	block ed URL	24 Sep 2021	Security Groups - Reports added manually by a reseller displayed directly	When a reseller add a report to a client, it would be shown directly under Statistics Reports before adding the report to the relevant security group or user. This problem has been fixed.

CSCHE P-82	block ed URL	14 Sep 2021	Trunk Groups - VOIP - Number Translator - Add prefix "sip:+", then E.164 number and postfix "@<ip>[:<port>]" - anonymous number signalling problem	When using the number translator VOIP - Number Translator - Add prefix "sip:+", then E.164 number and postfix "@<ip>[:<port>]" - anonymous numbers were incorrectly sent as "+". This problem has been fixed.
CNFO N-950	block ed URL	14 Sep 2021	Report ACD-005 - ACD Inboxes Itemised Details - execution problem	The execution of this report could sometimes fail with an error message. This problem has been fixed.
CNFO N-861	block ed URL	09 Sep 2021	Tarif Waves - deleting could sometimes fail	Deleting a Tarif wave entry could fail due to a foreign-key dependency. This problem has been fixed.
CNFO N-921	block ed URL	07 Sep 2021	E-Mail Log error	It was not possible to access the E-Mail Log view in certain circumstances due to an error on the webserver. This problem has been fixed.
CTEL2 4-49	block ed URL	06 Sep 2021	MiniClient with .EXE - No reconnect to webserver after webserver is restarted	The miniclient does not reconnect with the webserver when it is restarted. Instead, the same screen "freezes" and the agent does not know that a disconnect with the webserver has happened in the background. This has been fixed, the mini client now automatically reconnects to the web server.
CNFO N-922	block ed URL	06 Sep 2021	Acd Group Rules - weekdays lost after activating or deactivating the rule	When setting a rule inside Acd group, the weekdays would be lost after activating or deactivating the concerned rule. This problem has been fixed.
CTEL2 4-44	block ed URL	28 Aug 2021	Save User Master Data - LDAP Authentication User Field overwritten	When saving the user master data as a user, it would cause the LDAP authentication user field to be overwritten. This problem has been fixed.
CMKL-83	block ed URL	27 Aug 2021	Monitoring Innovaphone PBX Connector with Windows Task Scheduler	Scripts are provided provided to monitor the status of the Innovaphone PBX Connector on two telephony servers. These scripts start and stop the connector as required only on one of the servers (to prevent "double" monitoring events). The scripts are provided in the innovaphone installation directory: JTELInnovaphonePBXTaskMonitor_acd-tel1.cmd, JTELInnovaphonePBXTaskMonitor_acd-tel2.cmd. Note: These scripts can only be used on redundant systems.
CTEL2 4-34	block ed URL	19 Aug 2021	IVR Signalling Parameter (ACD objects) - now supports variables	The signalling parameter in the ACD objects in the IVR now supports variables. Previously, it was only possible to use a fixed value (usually a telephone number in E.164 format). Note: in releases 3.25 and 3.26 this will result in an error being shown in the GUI. It however does not affect the functionality. From release 3.27 the error message in the GUI is removed (open and close the objects in question to remove the error).
CTEL2 4-31	block ed URL	18 Aug 2021	Transfer Synonym - TransferAcdSynonymsID always empty in JTELStats.StatisticsPartB	The field TransferAcdSynonymsID was NULL in the table JTELStats.StatisticsPartB when a transfer to a Synonym was made. This problem has been fixed.
CTEL2 4-25	block ed URL	16 Aug 2021	ACD Call Transfer - Outbound Signalling Parameter in P-Asserted / P-Preferred Identity	The Signalling parameter used to override the A-Party number on call transfer to external destinations now supports overriding the P-Asserted-Identity and P-Preferred-Identity parameters.
CTEL2 4-21	block ed URL	05 Aug 2021	IVR Start Object - causes GOSUB to lose parameters	The Start object was initiating the service number parameters every time it was called. This may cause problems when a GOSUB was used in the routing application and an (existing) service number parameter was assigned to before the GOSUB - the parameter may be overwritten by the GOSUB call. Now, the service number parameters are only initialised the first time the Start object is called during a routing application / call.
CSCHE P-95	block ed URL	28 Jul 2021	Agent Home - Categories display not updated	User Categories and their contents (the agent list) were displayed incorrectly in agent home - newly created or deleted categories were not immediately visible. This problem has been fixed. In addition, the categories are now displayed in alphabetical order.
CNFO N-834	block ed URL	11 Jul 2021	Call-Transfers to ACD-Groups	A problem in call distribution after a transfer to a different ACD-Group caused calls to be serviced incorrectly. This problem has been fixed.
CZVO OVE-121	block ed URL	08 Jul 2021	Chat - Upload of Files via Drag and Drop fails in web client and mini client	The upload of files to a chat via Drag and Drop would fail when cross domain access was required in both the full web client and mini client. This problem has been fixed.
CZVO OVE-120	block ed URL	06 Jul 2021	MiniClient - opening chat does not work	Opening a chat message in the mini client did not work in release 3.25. This problem has been fixed.

CZVO OVE-117	blocked URL	02 Jul 2021	SalesForce getCallerInformation - Extended Functionality	The SalesForce getCallerInformation object has been extended to include two new parameters to the REST query to the SalesForce instance. The first new parameter queryType allows the user to specify a particular type of query to perform in the SalesForce instance. This could, for example, be used to query for tickets, or other data in the SalesForce instance. The further parameters UserData, UserData2 and UserData3 can be filled with any information required. For example, a ticket number, or a contract number, or customer number - whatever is required. The implementation is backwards compatible - i.e. older Apex classes will still function as before (only considering the three parameters serviceName, serviceNumber and callerNumber). Newer Apex classes which use the new parameters can take advantage of the extended functionality.
CNFO N-902	blocked URL	01 Jul 2021	IVR Test Number - warning if a country code is configured	If only a country code is configured in the test number for an IVR application, a warning message is now displayed. The user can still choose to save this setting, which results in all callers to the number from that country being handled by the test version of the application.
CNFO N-899	blocked URL	28 Jun 2021	Report "ACD Inboxes Itemised Details" - not generated when no selection made	When trying to generate the report "ACD Inboxes Itemised Details" without a selection an error occurred. This problem has now been fixed.
CNBAN K-57	blocked URL	24 Jun 2021	Online Help (WIKI) links for "Service Numbers" (Reseller & Client Level), "Statistics Reports" and "Workstations" updated	The online WIKI links for the screens "Service Numbers" (Reseller & Client Level), "Statistics Reports" and "Workstations" have been corrected.
CTDM-316	blocked URL	23 Jun 2021	IVR - DTMF menu with variable prompt list - problem with very long prompt list.	Using an extremely long prompt list in an IVR DTMF Menu with variable prompt object could cause the object to fail. This problem has been fixed.
JTELD EV-5265	blocked URL	18 Jun 2021	Statistics_AcdAgentReport4 - Column name "Edited" changed to "Total Handling Time"	The title of the column "Edited" has been changed to "Total Handling Time", and the corresponding translation for other languages.
CNBAN K-56	blocked URL	18 Jun 2021	IVR counter statistics error	The IVR counter statistics could cause an error in the web application. This problem has been fixed.
JTELD EV-5238	blocked URL	17 Jun 2021	Dialler Campaigns Results Report - KPIs nTriesBusy and nTriesInvalid corrected	The calculation of the KPIs nTriesBusy and nTriesInvalid were incorrect in the Dialler Campaigns Results Report. This problem has been fixed.
CNFO N-825	blocked URL	09 Jun 2021	Cleaner procedure.	Cleaner procedure corrected for expired AcdEvents.
CTAIF UN-116	blocked URL	08 Jun 2021	Outbound Statistics Report - wrong statistics in outbound completed call and post call duration columns	When setting a Post call interval parameter in dialler calls, statistics of the post call duration is wrong. Also, the total of completed calls is wrong. This problem has been fixed.
JTELD EV-5267	blocked URL	02 Jun 2021	Salesforce - Unexpected redirect by salesforce servers	The getCallerInformation function could fail due to an unexpected redirect by the Salesforce servers. The REST call has been modified to follow the redirect in this case. Adding {{ -L --post302}} to the CURL parameters fixes this on existing installations.
CZVO OVE-112	blocked URL	28 May 2021	IVR Save Additional Info and User Data could fail with special characters causing stuck "TAC" status	The IVR Object "Save additional Info and Userdata" could fail to update the data if special characters were included in the data to be saved. This could cause some users to get stuck in the "TAC" status after receiving a call or an event. This problem has been fixed.
CTDM-313	blocked URL	27 May 2021	Callback from ACD Event in Supervisor using "Preset" Service Number - no record is created in Statistics.	Upon receiving an Acd Event in Supervisor, while no agent was assigned yet, If the supervisor makes a callback using the "Preset" Service Number option, no record is created in Statistics (AcdStatisticsPartB). This problem has been resolved.
CTEL2 4-13	blocked URL	26 May 2021	Email with history from ACD event - error message corrected	A misleading error message was displayed if an email from an ACD event was sent but no SMTP server was configured. This message has been improved.
JTELD EV-5264	blocked URL	25 May 2021	AutomaticallyOpenCRMUrl parameter is extended to define use case.	AutomaticallyOpenCRMUrl parameter is extended to define use case to apply. AutomaticallyOpenCRMUrlUseCases contains the list of use cases. Ex: inbound,dialler,outbound

CTEL2 4-10	block ed URL	25 May 2021	MiniClient URL handler	The mini client supports the registration of an URL handler to handle clicks to web URLs like tel: and callto:, for example. Additional configuration parameters have been added to the mini client configuration file: RegisterURLHandler=[Register Unregister] RegisterURLHandlerProtocol = [additional protocol handler] For example: RegisterURLHandler=Register RegisterURLHandlerProtocol = tel Requires ACDMiniClient3.09 or later (download from cdn.jtel.de).
JTELD EV- 5217	block ed URL	21 May 2021	Reports - new WIKI links and technical ID	The reporting documentation in the WIKI has been extensively improved. Each report has now been given a "technical ID" to make identification of the report for documentation and support purposes simpler. The reports view and report execute views in the portal now provide access to a link to the wiki for the exact report being executed. From there, the technical documentation for each of the KPIs can be accessed. Also, report layout has been improved ensuring a more consistent layout for both PDF and Excel files.
CTAIF UN-114	block ed URL	21 May 2021	Dialler Contacts - External System Link	The external system link of a dialler contact is now always shown to the agent if available. This link also overrides the CRM link on inbound calls if the contact is found in an associated dialler campaign when an inbound call is received. An additional parameter AutomaticallyOpenCRMUrlUseCases has been added to the mini client configuration to define the use cases on which the URL should automatically be opened. This value may be one or any (comma separated) of: inbound,dialler,outbound This feature requires ACDMiniClient3.10 or later (download from cdn.jtel.de).
CSAXO -140	block ed URL	21 May 2021	TAPI PBX Connector - parameter Portal. PBXUsers.Create.Automatically now checked	A check for the parameter 'Portal.PBXUsers.Create.Automatically' has been added to the TAPI PBX connector. If this is switched off, then PBX users are no longer created automatically. Previously, PBX users would always be created no matter what this setting was.
CSAXO -139	block ed URL	21 May 2021	Supervisor All Agents and Active Agents Views - Filters fixed	The filters and sorting for the supervisor all agents and active agents views have been corrected, so that sorting is now possible on all columns.
JTELD EV- 5261	block ed URL	20 May 2021	Chat Server - support for java 11 added	The chat server now supports java 11.
JTELD EV- 5258	block ed URL	19 May 2021	Users Copy - Deactivated for SysAdmin and Reseller Admin	The Users Copy function has been deactivated at the sysadmin and reseller admin level. The function was never designed to be used at these levels, as acd group associations etc. are also copied, which do not exist at the reseller or system levels.
CNFO N-656	block ed URL	17 May 2021	Wallboard - dialler campaigns tiles not displayed when using wallboard URL	The Dialler Campaigns tiles were not displayed in the wallboard when accessed directly via the URL. This problem has been fixed.
CSAXO -136	block ed URL	14 May 2021	Outbound via Click to Dial - No Resources	A problem in the best server candidate selection for making outbound calls has been resolved. This would result in "No Resources" being shown all the time. Note: this problem only applied if it was never possible to make an outbound call. If this message is sometimes seen, then it means the server is out of capacity.
CCAR G-185	block ed URL	10 May 2021	Added validator to the 'Dialer Data' form.	Added validator to the 'Dialer Data' form. The reserved agent depends on contact result.
CHTP- 42	block ed URL	09 May 2021	Exeption in Dialer Contacts View	Badly formatted URLs in the dialler contact would cause an exception in the web client. Incorrectly formed URLs are now converted to valid URLs prefixed by "http://badurl?" followed by the incorrect URL. This allows the problem to be fixed in the data import or REST import.
CCHAL TEC- 189	block ed URL	06 May 2021	bCallerHangup in StatisticsPartB is not the same when agent hangs up the phone via phone and via portal.	bCallerHangup in StatisticsPartB is equal to: 0 when client/customer hangs up the phone -> correct 1 when agent hangs up via the phone -> correct 0 when agent hangs up the phone via hangup button in the web portal -> this was not correct and should have been equal to 1. This problem has now been fixed.

CSTYR IA-142	block ed URL	04 May 2021	Acq Transaction Codes Overview Report - TACs count corrected	The number of TACs was wrong when one entry in StatisticsPartA was
JTELD EV-5248	block ed URL	30 Apr 2021	Teams Presence for PBX Users	The teams connector now imports and updates entries in the PBX users table. Teams availability and teams activity shown in Agent Home > PBX Users and the Mini Client. The teams Presence connector will try to match PBX users by the email address and then by using the phone number. Otherwise a new PBX User is created. When creating PBX Users manually, it is possible to add the email address. Teams Rules Can be added, activated, and deactivated via a new Tab in the Client Master Data settings. These settings apply to all PBX Users in this Client and influence the overall PBX User availability by defining what Teams activities should be regarded as "Busy" and "Available". Example entries could be: • Busy: "Busy,InACall,Presenting" • Available: "Available" All other activities will be mapped to "unavailable". This feature allows users to see the overall availability of PBX users via either the PBX, Teams or both.
CCHAL TEC-190	block ed URL	30 Apr 2021	ACD - "Always record agent" checkbox can not be saved if a default group exists	The ACD - "Always record agent" checkbox can not be saved if a default group exists. This problem has been fixed.
CTAIF UN-105	block ed URL	29 Apr 2021	Undeclared variable in StringFunctions r5 causes error in 8-Server	The variable StringLength was not declared in the .r5 script of the IVR object "StringFunctions - InStr Function" causing an error to be reporting in the telephony server. This had no effect on the operation of the function, but the error message could be irritating. This problem has been fixed.
CCAR G-230	block ed URL	28 Apr 2021	SMTP servers - workaraund for SMTP servers with bad TLS support	The SMTP.exe tool will ignore STARTTLS in the SMTP server response if the first attempt to use TLS is not successful. This mitigates a problem where some SMTP servers do not correctly support TLS by requiring a username and password after the TLS connection is established, but will accept anonymous (unsecure) connections on port 25 without a username and password.
CSTYR IA-143	block ed URL	25 Apr 2021	Cisco CUCM JTAPI Connector - Update to 12.5.1.14900-1	The Cisco CUCM JTAPI connector has been updated to version 12.5.1.14900-1 which is compatible with Cisco CUCM Release 12.5(1)SU2.
CKSB-139	block ed URL	25 Apr 2021	Innovaphone Integration fails with Releases >= 3.23	If the innovaphone integration was active it would fail to display anything with Releases >= 3.23. This problem has been fixed.
CNOR DOA-53	block ed URL	19 Apr 2021	Call Logic Database Error on Call Transfer	An error in the database logic during call transfer could cause some records not to be created. This problem has been fixed.
JTELD EV-5244	block ed URL	18 Apr 2021	WebServer DataCache Performance Error	An error in the datacache for the webserver caused old entries not to be deleted on large systems and also unnecessary records to be retrieved from the database. This problem has been fixed.
JTELD EV-5243	block ed URL	16 Apr 2021	Portal Language Translations - Polish	Agent home, supervisor and other agent / supervisor releated screens in the portal are now available in polish. Configuration screen translations are in english when polish is selected.
JTELD EV-5241	block ed URL	14 Apr 2021	Chat - confirmation of message delivery to agent	The displayed Agent UID is changed to blue when the message is delivered to the agent. This gives chat users an additional level of feedback that the chat message has been received.
CZVO OVE-109	block ed URL	14 Apr 2021	IVR Object - Save Additional Info and User Data	Using commas in the user data field or additional info field causes problems in the display of the data in the portal, and when recording this data to the statistics. The Save Additional Info and User Data object has been modified, to remove all commas from the expression before it is saved.
CZVO OVE-107	block ed URL	13 Apr 2021	Improved Performance GUI editor	The performance of the IVR GUI editor has been improved by reducing the number of DB requests and removing some unnecessary data in the result sets.
CNOR DOA-50	block ed URL	13 Apr 2021	Agent Status Abbreviations - added to update script	Software updates previously would overwrite the agent status abbreviations configured at the system administrator level. This problem has been fixed.
JTELD EV-5242	block ed URL	12 Apr 2021	Platform UDP listener / hazelcast cluster now supports Java 12	The platform UDP listener / hazelcast cluster can now be installed on java 12.

CCAR G-228	block ed URL	12 Apr 2021	Dialler Contacts Import via Import / Export Scheme broken in MySQL 8.x	The default order for GROUP_CONCAT() has changed in
JTELD EV-5233	block ed URL	09 Apr 2021	System Settings menu goes off screen when vertical resolution is limited	The system settings menu would appear but be "off screen" at the bottom on screens with limited resolution. Now, if the browser reports a low resolution at login, the system settings menu is moved up to the top to enable the maximum number of rows to be displayed. Note - this will not fix the problem on all devices / screens - it is best to work as an administrator with a screen of a "reasonable" resolution. Please also note: using the "zoom" factor of the browser helps you access menu items on a small screen.
JTELD EV-5228	block ed URL	09 Apr 2021	Limitations for Service Number names relaxed	The limitations for Service Number names have been relaxed. Parenthesis is now allowed.
CNFO N-847	block ed URL	09 Apr 2021	Chat - Network errors can cause loss of messages	In the chat connector, network errors could cause messages to be lost. This problem has been fixed, when the network connection is re-established within a reasonable time limit.
CNFO N-782	block ed URL	09 Apr 2021	Phone Numbers could disappear after being set in the MiniClient when Free-Seating is configured.	Strange behaviour could ensue when trying to enter a phone number in the MiniClient if Free-Seating was configured: After selecting the country code, it could disappear. Similar behavior would happen when editing Users > Communication and trying to add a new telephone number: after selecting country code, the code would move to the phoneNumber field. This problem has been fixed.
CNFO N-776	block ed URL	09 Apr 2021	Report subscriptions - new feature: send immediately	A new feature has been added to report subscriptions. It is now possible to use the "Send" link to create and send the subscription immediately.
CHTP-29	block ed URL	09 Apr 2021	Agent - Automatic Greeting played by system	It is now possible to configure an automatic greeting file which is played by the system when an agent receives an inbound call. The file to be played is configured under User-Data - "User Greeting Prompt", and can be activated there. Further, the agent has the possibility to activate or deactivate playing the automatic greeting. In the full client, this can be done by clicking on the icon to the right of the top of the "post call" indicator. In the mini-client, this is done by clicking on the automatic call greeting icon at the bottom (in the middle of the row of icons).
JTELD EV-5239	block ed URL	07 Apr 2021	Dialler REST API - allow update of contact with appointment date	The dialler REST API now allows updating or importing contacts with an appointment date and optionally a follow up user. This is achieved by passing the following two parameters with the DiallerContact JSON data structure: "FollowUpUsersUID":"admin", "FollowUpDateTime":"2021-05-01T09:00:00" The Users UID is matched in the system. If no match is found (or this field is not specified), then the appointment will be made for no specific user. Otherwise the appointment is made for the specific (found) user.
CHTP-35	block ed URL	07 Apr 2021	jtel Cloud TTS now supports using a proxy server	The jtel Cloud TTS now supports using a proxy server. The settings are applied to the following system wide parameters: Portal.ProxyServer.Server Portal.ProxyServer.Port Portal.ProxyServer.UserName Portal.ProxyServer.Password
CNOR DOA-52	block ed URL	31 Mar 2021	IVR - Object Connect Variable - Validator correction	The validation in the IVR object Connect Variable has been corrected. The object would work correctly if variables with \$ were used, however in the GUI the object would be coloured red with a validation error.
JTELD EV-5231	block ed URL	23 Mar 2021	Enhanced hazelcast cluster error handling	The hazelcast cluster error handling has been enhanced when some nodes crashed. This situation could occur when a network outage (for longer than a few seconds) or a VM crash on several VMs occurred. The hazelcast instance on the newly re-started server could cyclically log the following message: Exception: java.util.concurrent.ExecutionException: java.lang.IllegalArgumentException: sequence:2 is too large. The current tailSequence is:-1. If this occurred, the only remedy was to restart the server again. The error handling has been improved, to retry the cluster initialisation in this case.
CCHAL TEC-185	block ed URL	23 Mar 2021	Silent Monitoring could fail in some cases with multiple telephony servers	Silent Monitoring could fail in some cases with multiple telephony servers. Now, the destination host is read from the actual call from the database, which fixes this problem.
CNFO N-846	block ed URL	22 Mar 2021	IVR editor session failure	The automatic session reload behaviour has been changed in the IVR editor. This could cause problems editing the application on some (usually slow) internet connections.
JTELD EV-5230	block ed URL	19 Mar 2021	ACD Agent Report 2 - KPI AutologoffAll corrected	The KIP AutologoffAll has been corrected in ACD Agent Report 2. It now counts only logouts of the agent according to the "total" counter (LogoutActionCode = 6). Previously it would also count LogoutActionCodes 7, 8 and 9 too (7 = Auto logout (daemon daily autologout), 8 = Auto logout (busy calls exceeded), 9 = Auto logout (no answer calls exceeded)).

CNOR DOA-37	blocked URL	12 Mar 2021	PBX Connector Names - new option for TAPI Connector to not overwrite names	The TAPI PBX connector previously overwrite all reported PBX extension names. However, some TAPI connectors report non useful names to the system (e.g. Extension 300 or SIP 300 for example). A new feature has been added which prevents the names being overwritten. Extensions are created once when first seen, but the name will no longer be modified. This allows for changes to be made using the portal, in particular for a more useful name to be entered. This feature is activated in the TAPI connector configuration, by setting the following flag in the configuration file jtelTAPIMonitorService.exe.config: <pre><add key="keepPBXUserName" value="true" /></pre> The default value is false.
JTELD EV-5220	blocked URL	10 Mar 2021	Chat Connector - algorithm for random cookie generation enhanced	The algorithm used in the chat connector for random cookie generation has been enhanced, to provide additional security.
CNFO N-802	blocked URL	08 Mar 2021	VoiceMail - play by phone could fail in installations with multiple 8-Servers	In installations with multiple telephone servers, the feature 'voice mail - play by phone' could fail, if an additional server with 0 telephone lines was being used purely as an application (daemon) server. This problem has been fixed.
CMRC OMP-24	blocked URL	08 Mar 2021	Trunk Groups - Alcatel Incoming Number Translation Correction	The incoming number translator "Alcatel" has been corrected for anonymous caller numbers.
JTELD EV-5222	blocked URL	04 Mar 2021	Supervisor 500 Exception with ACD Group Numbers and Dialler Campaigns	If the ACD groups associated with dialler sub-campaigns were configured with a group number, and more than one different group was associated with the campaign by having two master campaigns with different ACD groups configured, then the supervisor would fail with an http 500 error. This problem has been fixed.
CNFO N-739	blocked URL	03 Mar 2021	All Prompt uploads via the "new" popup window fail	All uploads of prompt via the "new" prompt popup window failed. A further problem was when changing a language, the Input file name would disappear. This was fixed for all prompt uploads via the popup.
CNFO N-718	blocked URL	02 Mar 2021	Dialler Campaign does not disappear from supervisor view (wallboard and dialler) after deleting.	Data Cache mechanism for dialler campaigns was simply storing all records forever, even deleted ones. So in supervisor view (wallboard and dialler), deleted dialler campaigns was not disappearing. This is fixed and another cache mechanism is used for dialler campaigns so it updates even the deleted ones.
JTELD EV-5205	blocked URL	26 Feb 2021	Portal Optimisations - Caching of Texts and User Settings	The portal web application now caches texts, parameters and user settings. This speeds up the login process in particular (up to 5 times faster), but all areas of the portal profit from this speed optimisation.
CNFO N-762	blocked URL	26 Feb 2021	Outbound Statistics Report - Total Calls Completed	Total Calls Completed was giving wrong statistics with a dialler, and the same statistics as Total Calls in normal outbound. This was fixed and now: - Outbound Completed Call means that the call was connected and CONNRES equal to 1 (Successful outbound call to destination).
CNFO N-824	blocked URL	21 Feb 2021	Group Parameters read in IVR Applications	Group parameters were not read again when a call was routed through a secondary ACD Group object in the IVR. This has been fixed.
CSYM P-128	blocked URL	19 Feb 2021	Queue Distribution Algorithm Optimisation	The queue distribution algorithm has been optimised. This particularly affects queues with > 120 waiting callers, the speed of the calculation can be reduced by a factor of 2 to 10 in some cases.