

Release 3.28

Key		Resolved	Release Notes Subject	Release Notes Content
JTELD EV-6567	block ed URL	07 May 2024	Login - Prevent Reset Password	Resetting the password from the login page can now be prevented with a system parameter " ACD.Login.PasswordReset.Enabled ". This parameter should be 1 or 0. If this parameter is set to 1, the password reset link will be displayed.
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-5819	block ed URL	01 Feb 2023	Report ACD-TAC-001-02 - Problem in output format XLS.	The report ACD-TAC-001-02 has a problem with the layout in XLS format. Each record line is followed by a blank line. This problem has been fixed.
JTELD EV-5808	block ed URL	24 Jan 2023	PostCall - Incorrect calculation of the postcall interval.	This issue affected release 3.29 from October 2022 onwards. The postcall interval was incorrectly calculated when the agent switched to manual postcall status during a running automatic postcall, the manual postcall interval was no longer added to the automatic post call interval. This problem has been fixed.
JTELD EV-5739	block ed URL	04 Jan 2023	New Report ACD-TAC-001-02 - ACD Transaction Codes Report - 02	A new report ACD-TAC-001-02 - ACD Transaction Codes Report - 02 has been introduced. This report changes the way call duration is calculated. The call duration is now the difference between the connection and the end of the call or once the agent transfer the call. The new report has three additional columns: • Agent Call Start: the time at which the call starts ringing. • Agent Call Connect: the time at which the agent answers the call. • Agent Call End: the time at which the call was disconnected or transferred.
JTELN EW-115	block ed URL	29 Sep 2022	Agent Home - No duplicate automatic callbacks are created.	Before an automatic callback is created, it is checked whether the callback has already been created with the same sender number and the same Acd group. This check prevents a duplicate automatic callback from being created.
JTELD EV-5697	block ed URL	23 Sep 2022	Report ACD-S-001 - incorrect title	The title on follow on pages in ACD-S-001 has been corrected.
JTELD EV-5694	block ed URL	22 Sep 2022	MySQL Server - Leak of temporary tables in some stored procedures	A memory leak in an exit handler in some routines has been fixed to drop drop some temporary tables. This helps prevent excessive memory usage in the MySQL server.
JTELD EV-5696	block ed URL	21 Sep 2022	Confluence Text Blocks - no error seen when authorization fails against confluence server	No error was produced when authorization failed against the confluence server REST API. This problem has been fixed.
JTELD EV-5692	block ed URL	15 Sep 2022	ACD Group - Supervisor Warnings - two options should have been visible	The following options were invisible in the ACD Group configuration, because they were anchored to the wrong resource. • Email Supervisor on Overflow • Email Supervisor on Auto Logout This problem has been fixed.
JTELD EV-5666	block ed URL	31 Aug 2022	Portal Contact Matching on suppressed numbers could incorrectly report the wrong contact	The portal contact matching algorithm could incorrectly report the wrong contact when the calling party number was suppressed by the caller. This problem has been fixed.
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-5636	block ed URL	14 Jul 2022	The daemon AcdEvents Cleaner hangs.	The daemon AcdEvents cleaner sometimes hangs when a large number of events is present in the system. This problem has now been fixed.
JTELD EV-5577	block ed URL	05 Jul 2022	Acd Supervisor - Wallboard - tile "Agents Free" counts not registered agents as free.	The problem occurred when the SWYXv2 connector sends NotRegistered Status, in that case the "Agents Free" tile in wallboard count that as a free agent which is not the case. This has been fixed.
JTELD EV-5588	block ed URL	01 Jul 2022	Italy PBX converter bug affecting both incoming and outgoing calls	When Using the Italy PBX converter "Italy PBX - remove outside line prefix 0, remove 00 (international) or 0 (national), other numbers are mobile" in the trunk group, some incoming calls could not be made with a busy result and outbound calls have also an issue so the remote fields containing normally the destination number is unknown. This bug has been fixed.

JTELD EV-5590	block ed URL	15 Jun 2022	CRM Link - now supports other (unknown) protocols	The CRM link now supports unknown protocols, such as myprotocol:... This problem was observed when using links starting with navision:...
CFAIR-31	block ed URL	08 Jun 2022	Starface Connector - the flag IsAcidAgent is now used for automatic Agent import - Automatic creation of PBXUsers also supported	Agents are now only created in the starface connector if the flag "IsAcidAgent" is set to true in the Starface PBX. PBXUsers are now created automatically in jtel whenever a Starface user is created.
CNFO N-1103	block ed URL	07 Jun 2022	ACD-A-012 - Optimized ACD Agent Call Reason Report	The report ACD Agents Call Reason Report - ACD-A-012 - has been optimised to support larger time spans and be generated in a much shorter period of time.
CFAIR-33	block ed URL	27 May 2022	Mini-Client - workstations feature - correction to encoding of user name in URL	The URL parameter encoding of the user name has been corrected. This affects users who may have a UID which contains special characters. Please note, it is not recommended to use special characters in user UIDs.
CKRIE G-177	block ed URL	24 May 2022	Agent Home and Mini Client - Notes field sometimes loses content	Sometimes the notes field would lose its contents when a call was ended or a state change in the agent client was pushed to the browser. This problem has been fixed.
CHTP-111	block ed URL	17 May 2022	Callbacks, with option "Close all the open callbacks every successful agent call connection". are closed after successful outbound calls	Setting the option "Close all the open callbacks every successful agent call connection" in Acid Groups - Offline Parameters causes all open callbacks with the same caller to be closed after a successful outgoing call with the caller. This issue has been fixed - the option now only affects incoming calls.
CNFO N-1100	block ed URL	13 May 2022	Queue - call remains in queue if the call requires a skill and only one agent without a skill is available	If there is a call that requires some skills and only one agent is available and he has no skills, the agent will only receive the call once when the skills are ignored by using the checkbox "Ignore skills (all) if no agents with skills available". If the agent does not answer the call, the call remains in the queue until it times out. This problem has been fixed and the call will be distributed to the same agent again.
CMTF H-95	block ed URL	12 May 2022	Reports - Acd One Line Call Details Report can show empty Call Status even if the call is connected.	If the call is only connected after more than 5 attempts, the Acd One Line Call Details Report returns an empty value for the Call Status. This has been extended to 10 attempts.
JTELD EV-5559	block ed URL	02 May 2022	Innovaphone PBX Connector breaks with MySQL 8.0.29	This problem has been fixed by recompiling with the newest MySQL drivers.
CKRIE G-179	block ed URL	02 May 2022	Mini-Client - Inconsistent behaviour of the notes field vs the result comment field	The behaviour of the notes field and the result comment field (when using the dialler) was inconsistent. Now, the notes are copied to the result comment field when the call is ended and the result-code popup appears.
CNFO N-1104	block ed URL	22 Apr 2022	ACD-005 - ACD Inboxes Itemised Details	The report ACD-005 - ACD Inboxes Itemised Details could fail with an error. This problem has been fixed.
CLWV-107	block ed URL	22 Apr 2022	Locations - visibility of agents / team and new resources for full visibility	The resources portal.Acd.AgentHome.CallProcessing.CallTransfer.Agent.AllLocations and portal.Acd.AgentHome.CallProcessing.CallTransfer.Team.AllLocations control whether agents see all other agents in the Agent and Team tabs. If (X) is set, then agents will see all other agents in these tabs (the default behaviour for this new resource). If not set, then the views can now be restricted: 1. If there are no locations mappings for agents, they will see all users 2. If locations are mapped to the agent -> the agent sees only users from all of his locations (i.e. they have a common location).
JTELD EV-5536	block ed URL	21 Apr 2022	Cockpit Variables - Counters not reset on assignment via supervisor or REST	If a cockpit variable was changed via the supervisor or using the REST API, then the counters were not reset. This problem has been fixed.
JTELD EV-5387	block ed URL	20 Apr 2022	Mini Client - TAC ordering is not the same during and after the call.	Unlike the full client, in mini client, the TAC ordering is not the same during the call (TAC Name order) and after the call (Display order). This has been fixed.
CSYM P-154	block ed URL	12 Apr 2022	E-Mail Connectors - Support for UTF8MB4 added	UTF8MB4 characters in the email subject are now converted to UTF8MB3. Duplicates addresses in the To and CC fields are now removed.
CENER GIE-137	block ed URL	06 Apr 2022	MiniClient - warning popup width incorrect	The content of the warning popup for the minimum number of agents overflowed when the window size was too small. This problem has been fixed.
CCAR G-265	block ed URL	06 Apr 2022	Outbound not possible on ISDN Trunk with more than one controller	Outbound was not possible on ISDN Trunks with more than one ISDN controller. This is due to the multiple trunk / trunk group mappings required for the same machine ID. This problem has been fixed.

JTELD EV-5514	block ed URL	25 Mar 2022	Hazelcast upgraded to version 3.12.12	The Hazelcast cluster was upgraded to version 3.12.12
CMTP H-77	block ed URL	25 Mar 2022	Report "ACD-006 - ACD Statistics One Line per Call" contains blank value	The statistic report "ACD-006 - ACD Statistics One Line per Call" does not overwrite empty values and assigns an empty value instead of "unknown" to all unknown calls. This problem has been fixed.
JTELD EV-5488	block ed URL	24 Mar 2022	FTP email no longer created if an email address is not set	The FTP upload daemon no longer creates an email entry for the mail pool if an email address is not sent. This saves a lot of error messages on the server which is processing the outgoing email pool.
CNFO N-1071	block ed URL	21 Mar 2022	FTP/SFTP import enhancement.	The FTP/SFTP import now creates an FTP log under Logging-FTP logs in case of an error during the download from the FTP/SFTP server. The import of the new network IVR list is done after the verification of the existing network IVR list and the file in FTP/SFTP is deleted when the list is imported successfully. An email confirmation in List FTP import is necessary to receive emails and FTP logs
CTDM-331	block ed URL	14 Mar 2022	Mini-Client - incorrect title for the field "Pause / Status Duration"	If the field "status duration" was not shown in the mini client, the field title for Pause duration would incorrectly show "Pause / Status Duration". This problem has been fixed.
CKRIE G-174	block ed URL	11 Mar 2022	Report ACD-A-007 - wrong calculation for agent based on AcStatisticsPartB	The report ACD-A-007 was calculating based on AcStatisticsPartB which is oriented to ACD Groups. This has been changed to StatisticsPartB to correctly reflect the data required.
CNFO N-1069	block ed URL	07 Mar 2022	IVR - Connect component shows an error when using "Variable \$destination" in the destination field.	The connect component validator no longer shows an error when using the "Variable \$destination" option in the destination field.
CNFO N-1078	block ed URL	02 Mar 2022	ACD-G-005 - Additional debug data removed from column offered calls	Some additional debugging data was incorrectly present in the report ACD-G-005 in the offered calls column. This problem has been fixed.
CENER GIE-111	block ed URL	02 Mar 2022	Mini Client - comment field cleaned when comments are saved in ACD events	The comment field is now cleaned when the comment is saved, so the next time a comment is added, the agent starts with an empty field.
JTELD EV-5491	block ed URL	01 Mar 2022	ACD-G-002 - End period column values corrected	In ACD-G-002 the end period values were incorrectly calculated. This problem has been fixed.
CMTP H-41	block ed URL	24 Feb 2022	ACD Supervisor - Current Calls - New columns	The following columns are now available in the Current Calls table in the ACD Supervisor: The Service Number and Name Skill 1 - the name and value of the first skill associated with the call or empty if no skill is associated Skill 2 - the name and value of the second skill associated with the call or empty if no skill is associated Skill 3 - the name and value of the second skill associated with the call or empty if no skill is associated UserData - The current user data associated with the call Additional Info - The current additional info field associated with the call
CNFO N-1063	block ed URL	22 Feb 2022	IVR Object ACD Group Information does not deliver any results	The IVR Object ACD Group Information did not deliver any results in release 3.28. This problem has been fixed.
JTELD EV-5478	block ed URL	21 Feb 2022	ACD-G-002 and other reports - Granularity function corrected	In ACD-G-002 and some other reports, the granularity could be incorrect for 1, 5 and 15 minute periods. This problem has been fixed.
CENER GIE-131	block ed URL	18 Feb 2022	MiniClient - long line in comment of acd event does not wrap	Long lines in the comments of acd events would not wrap in the mini client. This caused a horizontal scrollbar to appear, if the whole comment was to be read, the scrollbar had to be used. This problem has been fixed, so that the content wraps and more than one line is used.
CSTYR IA-171	block ed URL	17 Feb 2022	The supervisor view shows user profiles associated with agents no longer configured in the user profile	Steps to reproduce: - Add an agent to a User Profile - Activate this user profile on the user account - this is shown in the supervisor - Delete the user from the user profile - The user profile is still shown in the supervisor view. This problem has been fixed.
CKRIE G-178	block ed URL	16 Feb 2022	Ac Groups - When "Result Code on Inbound Dialler Contact Match (no TAC)" is set, TACS could not be set even when no Dialler Contact was found	When making an outbound call, with "Result Code on Inbound Dialler Contact Match (no TAC)" set in the Ac Groups offline parameters, the TAC popup was not shown even when the outbound number was not a Dialler Contact. This problem has been fixed.

CTEL2 4-110	block ed URL	15 Feb 2022	MiniClient EXE - Hotkey configuration problem	A problem in the mini-client EXE could cause several configured hotkey to be incorrectly processed. The example scripts for the shortcuts have been updated to support all views not only the miniclient views.
CNFO N-1033	block ed URL	15 Feb 2022	FTP List Import - Import limit provided	Importing a list from an FTP/SFTP server to a Network IVR list in the portal or importing a CSV list in the portal has been extended to provide a limit for the number of imported rows. The limits are defined as sysadmin under parameters: Portal.NetworkIVRLists.Daemon.Upload.Limit This parameter defines the limit for the number of lines imported by an FTP import job. Portal.NetworkIVRLists.Portal.Upload.Limit This parameter defines the limit for the number of lines imported via the portal with a CSV file. If the limit is exceeded, no data is imported. Setting this parameter to 0 means "no limit" in both cases. After importing via FTP, a detailed email containing the name of the FTP job, the file name and the number of imported rows or the limit, if this would be exceeded, is provided. The same detail is provided via a popup window in the portal when importing CSV files.
CKRIE G-176	block ed URL	15 Feb 2022	Transaction code - Cursor focus after call termination.	The cursor automatically jumps to the filter box within the transaction code pop-up rather than being within the notes text area on call termination. This problem has been fixed.
JTELD EV- 5457	block ed URL	14 Feb 2022	Update - default Agent Status names overwritten	During an update, the system default agent status names would be overriten. This behaviour has been changed so the names are no longer overwritten.
JTELD EV- 5351	block ed URL	14 Feb 2022	Outbound Call fails with no error message when invalid user specific caller number is used	When using an invalid user specific caller number in an outbound call, no error is displayed and the call does not proceed. This problem has been fixed to display an error message.
CMTP H-54	block ed URL	14 Feb 2022	ACD-A-015 - Report would not execute	ACD-A-015 has been fixed. It would not run in some conditions to a "divide by zero" error.
JTELD EV- 5487	block ed URL	10 Feb 2022	Chat Event - Agent receive a chat event during a call if distribute during call is not set.	If an agent has an agent status where Distribute during call equals false, it could receive a new chat event during a call. This problem has been 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.
JTELD EV- 5463	block ed URL	10 Feb 2022	Outbound call error - No outbound trunk group found	An outbound call was unsuccessful in some cases because no outboud trunk group was found, even if the client had an outboud trunk group configured. This problem has been fixed.
CUELV ER-33	block ed URL	08 Feb 2022	Mini Client - Footer CSS layout issue	If the Portal window was minimized when using the mini client application, the icons and the buttons would disappear. This problem has been fixed.
JTELD EV- 5443	block ed URL	07 Feb 2022	IVR Object Email: Receiver variable triggers warning without influencing functionality	When a variable is used for the recipient in the email IVR object, a warning is issued without affecting the functionality of the object. 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 the tab "Skills of agents" and "Agents of skills".
CMTP H-39	block ed URL	04 Feb 2022	Acid - Skill values in service number config are null.	If the skill values (skill.value1, skill.value2 and skill.value3) in the service number configuration were null (not configured), problems would ensue when routing the calls. The problem was also not visible when editing the settings, unless they are "re-saved", as the drop down does not provide an empty value. This problem would only be a real issue for automatically provisioned service numbers - for manually configured service numbers this behaviour is not possible to reproduce. This problem has been fixed.
CMTP H-36	block ed URL	03 Feb 2022	Acid Groups view in portal - add filter by Acid Groups Type	In the ACD Groups table, filtering by the type of the ACD Group was not previously implemented. The groups can now be filtered by type using the values: 0 for Standalone Groups 1 for Configuration Groups 2 for Agent Groups
CMTP H-37	block ed URL	01 Feb 2022	Performance Improvement - Editing ACD Groups when a large number of Service Numbers is configured	When a large number of Service Numbers are configured in a client account (at least 1000), the performance when editing ACD groups would be affected. This has been optimised.

JTELD EV-5426	block ed URL	28 Jan 2022	ACD Voice mail events - clicking on download button opens a new browser tab if file not available	In ACD voicemail events, if a download of a file which was not available was attempted, a new browser tab would without downloading anything. Now, the download button is only provided if a file is available.
CMTF H-35	block ed URL	27 Jan 2022	STARFACE Connector - Changes and Features	The following new parameters are provided: *Portal.WebServices.Starface.IgnoreUserDeletes* If the system parameter Portal.WebServices.Starface.IgnoreUserDeletes is set to 1, user deletions are not propagated to the jtel system. Users can be deactivated or deleted as required by the jtel administrator. *Portal.WebServices.Starface.IgnoreUserSecurity* If the system parameter Portal.WebServices.Starface.IgnoreUserSecurity is set to 1, changes to the admin flag of the user in the starface do not change the security group settings of the user in the jtel system. *Portal.WebServices.Starface.UserPasswordSetUID* If the system parameter Portal.WebServices.Starface.UserPasswordSetUID is set to 1, when a user is created during the sync with the STARFACE, the password will be set to the UID synchronised from the STARFACE. If unset (0) a random password is set which must be changed manually by the jtel administrator. Also, the UID is now compared and if the UID already exists in jtel system, then the foreign system ID is updated and used for future updates from the STARFACE.
CSCHE P-94	block ed URL	20 Jan 2022	Post Call Interval not refreshed in Teams Client	When embedded in teams, the Post Call Interval was not refreshed in agent home. This problem is caused due to the electron browser in the teams client not always executing the javascript when the tab in teams is changed. The behaviour has been changed so the client is pushed new data if it does not request a refresh of the data itself by the time the refresh interval has expired twice.
JTELD EV-5411	block ed URL	19 Jan 2022	Users - Users Categories always editable	Under Users, all categories could be edited even if the portal.UserData.Categories.Settings.U resource was not set. This issue has been fixed.
JTELD EV-5418	block ed URL	18 Jan 2022	Voice mail events sending by E-Mail - missing attachment	For voicemail events, the voicemail recording was not attached when a user forwarded the event to an external mail address. This problem has been fixed.
CENER GIE-114	block ed URL	17 Jan 2022	Mini Client - ACD Events - comment column too wide	In the Mini-Client, if the comment text on an acd event was very long, no line break would occur and a horizontal scrollbar would appear. This problem has been fixed - the comment column now wraps the text.
JTELD EV-5422	block ed URL	10 Jan 2022	E-Mail Exchange Connector - Service Installation Problems	Due to the deprecation of some installation parameters by Microsoft, the Exchange Connector could not be installed as a service. The connector has been updated to mitigate this problem.
JTELD EV-5421	block ed URL	10 Jan 2022	Chat Window - Chat Layout issues when minimizing the portal window	Minimizing a portal window which contains a chat session could cause layout problems and the chat to disappear. This problem has been fixed.
JTELD EV-5417	block ed URL	10 Jan 2022	E-Mail IMAP Connector - Service Installation Problems	Due to the deprecation of some installation parameters by Microsoft, the IMAP Connector could not be installed as a service. The connector has been updated to mitigate this problem.
JTELD EV-5419	block ed URL	07 Jan 2022	Agent Home - Tab "Team" and "Agents"	The sorting of agents in these views has been enhanced by including a case insensitive secondary sort on the Agent Name.
JTELD EV-5402	block ed URL	05 Jan 2022	Wildfly Webserver Package Updated	A new wildfly package is available. See https://wiki.jtel.de/display/JPW/Update+wildfly+Server for the installation procedure. This updates the used libraries to a later version.
JTELN EW-59	block ed URL	03 Jan 2022	Cockpit Variables - now can be changed by supervisor in supervisor view	Cockpit Variables can now can be changed by supervisors in supervisor view. The visibility of the cockpit variables is defined by the "visible in cockpit" flag. Read only variables cannot be changed. For non read-only values, a slider is shown below the cockpit variable, which can be used to change the value between it's minimum and maximum values. The colour of the tile, when the variable is at it's minimum and maximum value can be specified. The system then tries to "average" the colour of the tile between the two values supplied depending on the actual value. If no colour values are supplied, the tile is grey.
CENER GIE-124	block ed URL	02 Jan 2022	VOIP outgoing converters - IP address instead of "anonymous" visible in SIP signalling in some PBXs	When making an outbound call the IP address of the telephony server could be visible in some PBXs instead of "anonymous" for suppressed calling party numbers when using the VoIP converter variants. The converters now use "anonymous@..." as the SIP calling party number to prevent this.
CTAIF UN-124	block ed URL	28 Dec 2021	Dialler Contacts - editing from within the dialler campaign	The editing of dialler contacts has been improved when they are edited from within the dialler campaign. For example, if a follow up agent is set and a result code is used, which is not agent bound, the agent will not be saved by the workflow. Notes are now provided next to each field explaining when the contents can be set, and when the dialler workflow may delete the contents immediately because of the workflow in the dialler.
JTELD EV-5413	block ed URL	21 Dec 2021	log4j2 - Update to Version 2.17.x	To mitigate CVE-2021-45105, CVE-2021-45046 and CVE-2021-44228, log4j2 has been updated to 2.17.x in all jtel services

JTELD EV-5405	blocked URL	17 Dec 2021	Chat Server - additional parameters added to chat configuration to allow the application of CSS	The overrideCSS parameter can be used to add css to the chat window DOM. For example: <pre> JTEL.initChat({ Hash: hash, BaseWSURI: baseWSURI, pdata: { name: 'mustername', email: 'muster@muster.com', id: '2345' }, chat: { dialog: { width: '400px', height: '600px' }, button: { borderRadius: "5px", img: "images/chat_open.svg", imgClose: "images/close.svg", bottom: "16px", right: "16px", size: "48px", visible: true }, overrideCSS: 'https://myserver.com/chatServer/overrides.css' }, }); </pre>
CTDM-346	blocked 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.
JTELD EV-5397	blocked URL	14 Dec 2021	Save IVR GOTO Object with Empty Language	When saving an IVR GOTO Object with an empty language, the behaviour was correct - i.e. the language was not overwritten and the execution was correct, however when next editing the application, when the object was opened and closed again, the empty setting was overwritten by the currently set language in the portal. This problem has been fixed.
CLWV-99	blocked URL	14 Dec 2021	Teams integration - downloading files from the jtel application in Microsoft Teams fails	Downloading files from the web portal normally results in opening a new tab in the browser before proceeding. However, this procedure may lead to some issues whenever the user attempts to download files from the jtel application in microsoft teams. This has been fixed and downloaded files will appear now in the same tab/application. The change was made in the following places: - CSV file export - Waves - Voice mails - Routing applications - Fax documents - Call recordings - Conferences - Skins - Acd mappings - Dialler contacts - TTS Exception Lexica
CENER GIE-112	blocked URL	14 Dec 2021	ACD Event History - updated when sending the event as an email	The ACD event history is now updated when the event is sent as an email to an email address.
JTELD EV-5404	blocked URL	13 Dec 2021	FTP Upload of Call Recordings - problem when no filename is specified	When no file name was specified for the FTP call recordings upload, then the upload would fail. This problem has been fixed. Please note, it is a better idea to specify a file name anyway, as the uploaded file will reference the internal ID of the recording on the jtel system otherwise, which contains no information on the recording, involved customer or agent and acd group anyway.
CHAUS GRUN D-85	blocked URL	13 Dec 2021	Filter Function - Agent Home and Mini-Client Agent Views	In the agent tabs in agent home and in the mini client (including category displays), the filter function caused indeterminate lists of agents to be displayed. This problem affected release 3.27 and above only, and has been fixed.
JTELD EV-5403	blocked URL	12 Dec 2021	log4j2 - unnecessary dependency to log4j2 removed from platform UDP listener	An unnecessary dependency to log4j2 was removed from the platform UDP listener. Although this jar file was never loaded (so the platform UDP listener was never affected by the zero day issue), it caused security scan software to react as the file was present in the deployment directory.
CTDM-344	blocked URL	07 Dec 2021	AcdEvents - Distribution - Optimization	A more selective index is now used when ACD events are distributed. This increases performance on systems with a large number of events (tens of thousands of events).
CTDM-342	blocked URL	07 Dec 2021	Deletion Problem when ACD Events were kept for less time than call statistics	ACD events were not finally deleted if they were kept for less time than the call statistics. Only when the call statistics retention time elapsed, would the event finally be completely deleted. This problem has been fixed.

CNFO N-708	blocked URL	03 Dec 2021	REST Query advanced - encoding of special characters	When using the REST Query advanced in IVR routing application, some logs containing special characters would be incorrectly recorded containing junk characters. This problem has been fixed.
CNFO N-958	blocked 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 considered now as "Caller Hangup".
CENER GIE-110	blocked URL	01 Dec 2021	ACD Groups - hidden ACD Groups were still visible in call processing	Using the option ACD Groups - Master Data - Hide Group from Call Processing, the group would still be visible in: Callback popup - ACD Groups dropdown list. Call popup - ACD Groups dropdown list. ACD Events - Send to group dropdown list. This has been fixed - these dropdown lists do not show ACD Groups configured as "hidden".
CENER GIE-109	blocked URL	30 Nov 2021	Users - inactive users are visible when sending callbacks and editing ACD events or dialler contacts	Even after deactivating users, they were still visible in: Callback popup - User selection dropdown list. ACD Events - Send to agent dropdown list. Dialler Contacts - Dialler data - both Reserved by Agent and Follow Up Agent dropdown lists. This has been fixed and these dropdown lists show only contain active users.
CCOM CAVE-118	blocked URL	30 Nov 2021	Reports ACD-A-012 ACD Agents Call Reason Report and ACD-G-008 ACD Group Call Reason Report layout improved	The layout of the reports ACD-A-012 ACD Agents Call Reason Report and ACD-G-008 ACD Group Call Reason Report have been improved to support longer transaction code names.
CNFO N-1009	blocked 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.
CTEL2 4-92	blocked URL	24 Nov 2021	Acid Supervisor - Incorrect values for Acid Group Aggregation in Realtime Statistics Table	In the Supervisor - Tabs Inbound Status and Inbound Realtime: the Realtime Statistics Table contained incorrect values in some columns for the Acid Group Aggregation rows. The values were: Empty for: Agent Calls (•) and Calls Total Zero for: Availability Today, In Service Today, Calls Per Hour, Postcall Per Hour and PostCall Duration Ø This problem has been fixed.
CTEL2 4-91	blocked URL	23 Nov 2021	FTP export / upload throws errors when the file name contains special characters.	During FTP export, errors occur if the file name contains special characters. This problem has been fixed. The fix requires that the following system parameters are changed: Portal.Daemon.FTP.EventSpool.Upload.Command --> Change to: c:\cygwin\bin\lftp.exe -f \$input_file Portal.Daemon.FTP.EventSpool.Upload.Command.InputFile --> New parameter: debug; set ftp:use-feat off; set net:reconnect-interval-base 5; set net:max-retries 2; set net:timeout 10s; set xfer:timeout 10s; set dns:fatal-timeout 5s; open -u "\$username", "\$password" "\$server"; cd "\$remote_path" && put "\$local_file" -o "\$remote_file" && exit
CNFO N-1012	blocked URL	23 Nov 2021	Chat - Export Chat Report to CRM Server via REST - handling of HTTP codes now allows code 201	The HTTP code 201 is now considered as a success when a PDF chat transcript is uploaded to the CRM server via REST.
CNFO N-1010	blocked URL	23 Nov 2021	Chat and Whatsapp - Upload directory was not correctly created	The upload directory was not created correctly the first time data was uploaded to a new client using chat or whatsapp. This problem has been fixed.
JTELD EV-5386	blocked URL	18 Nov 2021	IVR - variable \$caller_priority is not assigned globally when set in routing application.	The global variable \$caller_priority was not assigned correctly when set in a routing application, for example from the ACD object. This problem has been fixed.
JTELD EV-5339	blocked URL	17 Nov 2021	Skill Adjustment - Configuration page in "Agent Status" does not Update with the new information when switching to another Agent status.	When switching from one Status to another one in "Acid Agent Status", The Content of the Tab "Skill Adjustment" will not be updated automatically, and the old skill adjustment(s) were shown. This has been fixed.

JTELD EV-5338	blocked URL	17 Nov 2021	AcSupervisor - Group Details - Active Agents - agent skill display with fixed skill adjustment incorrect	When a fixed adjustment was made to an agent skill due to a status change associated with a particular ACD group, the changed skill value was not displayed in the ACD Supervisor - Group Details - Active Agents page. This problem has been fixed.
CHAUS GRUN D-81	blocked URL	17 Nov 2021	MySQL - Saving some data does not work as of release 8.0.28	MySQL 8.0.28 (and probably above) return boolean FALSE values as BIGINT values which causes problems trying to save some data with MySQL 8.x. This problem has been fixed.
CTRU MA-34	blocked URL	16 Nov 2021	Post Call Counter Update in Mini-Client	The post call counter display in the mini client would not decrease correctly. The end of post call was, however, always correct. This problem has been fixed.
CTRU MA-33	blocked URL	16 Nov 2021	Waiting Time Display in Mini Client	The waiting time display in the mini client was not always correct and would not update after the first value was shown. This problem has been fixed.
JTELD EV-5359	blocked URL	15 Nov 2021	Chat / Whatsapp connector unnecessarily create contacts in the database.	The logic behind creating Contacts in AcEvents was not fit for Chat and Whatsapp events, it was creating contacts all the time since the condition behind the check "if the contact exists" was wrong. This issue has been fixed.
CNFO N-1002	blocked 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.
CTRU MA-32	blocked URL	11 Nov 2021	Teams Rules Toggle in Mini Client	The Teams Rules Toggle button did not work correctly in the mini client. This problem has been fixed.
CSTUT T-349	blocked URL	11 Nov 2021	Agent Status Duration problem - caused by MySQL time difference overflow	If an agent stayed in the same status for more than about a month, the current status duration would not be displayed correctly in the mini client. This was due to an overflow in the TIME type within MySQL. This problem could cause the mini client to no longer function correctly. This problem has been fixed by using a custom function to calculate time differences.
CNFO N-999	blocked 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.
JTELD EV-5255	blocked URL	10 Nov 2021	Agent home - Inactive Users are still visible in Agent, Teams and Categories Tabs and in Ac Supervisor Agents Tabs.	Even after deactivating users, they were still visible in Agent, Teams and Categories Tabs under Agent Home - Call Handling and in Ac Supervisor All and Active Agents tabs. This problem has now been fixed - these tabs only show active users.
CTRU MA-31	blocked URL	08 Nov 2021	Salesforce - send callback requests via REST to Apex Class	The Salesforce integration now supports sending callback requests received by the ACD via REST to an Apex Class. This can be used by Salesforce (for example) to create a Case object in Salesforce which can be attached to the relevant Account or Contact and placed in a work queue. This is configured, by configuring the following ACD group parameter in the ACD group: Parameter: AcEvents.AcdEvents_CallbackCreate.REST Value: AUTH=SalesForce/SalesForce.REST.GetOAUTHToken.r5 EXEC=SalesForce/SalesForce.REST.GenericJsonPost.r5 ENDPOINT=createCallback This causes the ACD event to be placed in a REST queue, which is processed by a new daemon process Portal.Daemon.EventSpool.REST.j5, which must be activated as an 8-Server Daemon process. The actual REST call is documented in the Salesforce Apex REST API description in the WIKI.
JTELD EV-5357	blocked URL	05 Nov 2021	Service Number Parameters - Bug when using "Back" button and editing another service number	When exiting a service number edit page via the back button in the browser, and then editing another service number, the second service number would adopt the first service number parameters. These would then result in the settings being overwritten on save. This problem has been fixed.
JTELD EV-5352	blocked URL	05 Nov 2021	User Defined Number Option - not used for outbound call from outbound call dialogue	The number set when choosing the "User Defined" option to set the caller number for outbound calls was not used. This problem has been fixed.
JTELD EV-5316	blocked URL	05 Nov 2021	New IVR Icons	New more modern flat icons have been incorporated in the IVR. Care has been taken to ensure that these resemble the old icons as closely as possible.

JTELD EV-5354	block ed URL	04 Nov 2021	Subscribed reports: Send button should always be displayed, even if subscription is deactivated	Sending the report manually was not possible if the subscription was deactivated. It is now possible, to send a report, no matter what the status of the subscription is.
JTELD EV-5349	block ed URL	04 Nov 2021	AcdGroups - Setting "Resend Unseen Media Events" - rendered in incorrect group type and layout problems	When editing agent and configuration groups, the setting "Resend Unseen Media Events After :(" under Offline Parameters: - was laid out badly when editing an Agent Group, this problem has been fixed - the setting is not required in Configuration Groups, the setting has been removed
JTELD EV-5293	block ed URL	04 Nov 2021	Teams Rules - If active without setting rules, the call is not distributed	When Teams Rules were activated by an agent when no rules were defined, calls would not be distributed to the agent. This problem has been fixed.
JTELD EV-4787	block ed URL	04 Nov 2021	AcdGroups - problem copying transaction codes when copying an AcdGroup	When copying an AcdGroup without checking the box " Copy Transaction Codes ", the settings of transaction code under Offline Parameters were still copied. 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.
JTELD EV-5377	block ed URL	03 Nov 2021	Trunk Selection - bad trunk selection when trunk is configured on sysadmin level for a client which does not include all telephony machines	A bad trunk selection was made when a trunk was configured at sysadmin level for a client, which did not include all available telephony machines. This problem has been fixed. Please note, that the probability of this scenario being configured in a live deployment is extremely low, as this type of asymmetric configuration does not make sense.
CTAIF UN-128	block ed URL	01 Nov 2021	New Fields in Dialler Contact - dtLastInboundCall, dtLastOutboundClickToDialCall, dtLastDiallerCampaignsResultCodesID	The following new fields have been added to a dialler contact dtLastInboundCall: This contains the timestamp for the last inbound call made from the contact. It is detected on ACD groups associated with a master campaign associated with the sub campaign in which the dialler contact is saved. dtLastOutboundClickToDialCall This contains the timestamp for the last outbound click to dial attempt made to this contact, for example from a voice mail or callback request. dtLastDiallerCampaignsResultCodesID This contains a timestamp, for the last time the result code field was set, no matter how (user interaction, update via REST, dialler call etc.).
CTRU MA-28	block ed URL	31 Oct 2021	Telserver with multiple NICs - sometimes not possible to control calls	On a telserver with multiple NICs it is sometimes not possible to control calls from the web client because the IP address to use resolves to the external IP address instead of the internal IP address. This problem has been mitigated, by scanning all resolved addresses for the machine. The listener will now use the first internal IP address it finds during this process as the event source address.
CSTUT T-347	block ed URL	29 Oct 2021	Agent Home - Pause Duration not refreshed regularly	In agent home - the current Pause Duration was not refreshed regularly. This problem has been fixed.
CZVO OVE-128	block ed URL	27 Oct 2021	Save Additional Info and User Data - problem if comma or semicolon present in information	The save additional info and user data object could cause problems parsing the additional information field, if commas or semicolons were present in the data. Semicolons and commas are now replaced with spaces. This could cause a follow on problem when the data was passed to the cluster, causing calls not to be signalled in agent home. Both problems have been solved.
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.
CNOR DOA-66	block ed URL	26 Oct 2021	Report IVR-001 - IVR Statistics Report - Incorrect counters	The total number of IVR Statistics Markers or the total number of inbound calls was displayed, when the input list of IVR Statistics Markers or the input list of service numbers was empty. Now 0 is displayed instead.
CHTP-101	block ed URL	22 Oct 2021	Updates - default agent status overwritten	The default agent status is overwritten after an update (Name, Colours, Abbreviations). This problem has been fixed - now status values are never overwritten.

JTELD EV-5329	blocked URL	21 Oct 2021	Teams Presence Connector - Write Status from other PBX Connectors to Teams	The Teams presence connector can now write the status of other PBX connectors to teams. Currently supported are: - Innovaphone Presence Connector - NFON Presence Connector The synchronisation with teams is done depending on the telephone number in active directory. For this reason, it is best if the PBX connector reports fully qualified E.164 numbers. However, this is not always possible, and setting the monitoring prefix may be necessary in the PBX connector. Once matched, state changes reported by the PBX presence connector will be written to Microsoft Teams. Please note that: - The status will be persisted for 1 hour (maximum) or until the next status change - Status set in Teams by a user manually always take precedence over the status reported by any other application. Therefore if a user sets himself to available (even if actually busy) then they will be shown as free.
CNFO N-988	blocked 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.
JTELD EV-5367	blocked URL	19 Oct 2021	ChatServer - now defaults to IPv4 for network communication	The chatserver now binds to IPv4 by default. This caused problems in some hybrid networks where both protocols were active.
JTELD EV-5366	blocked URL	19 Oct 2021	Extended Email Client - Stack overflow in webserver possible	An internal bug could cause a stack overflow in the webserver when using the extended email client if a reply was opened several times. This problem has been fixed.
JTELD EV-5365	blocked URL	17 Oct 2021	Confluence Templates for SMS	Confluence templates are now available for SMS messages. The relevant template can be loaded using a drop down list in the SMS send dialog. The source of the templates (confluence tags) is defined in the client master data.
CCAR G-253	blocked 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.
JTELD EV-5363	blocked URL	13 Oct 2021	Transaction Code Set - Announcement Playing now displayed in agent home	When an announcement is associated with a transaction code, and this is played during an active call, this status is now displayed to the agent in agent home and the mini client.
JTELD EV-5362	blocked URL	13 Oct 2021	Contacts - search is not always performed correctly for events and incoming calls	When an incoming call is made, the search for a contact was only performed on the first telephone number field. This has been extended to include all telephone numbers. For ACD Events, a possible problem has been fixed when an ACD Event is created which could result in no contact being created.
CTDM-247	blocked URL	13 Oct 2021	Statistics and Service Number for Voicemail and Callbacks Missing - Configuration and Agent Group Issue	When a voicemail or callback event was received in an agent / configuration group scenario, the callback from the voice mail or callback event would not record statistics correctly. Also, the service number selection would cause error messages to appear in the telephony server even though the call was correctly setup. This problem has been fixed.
JTELD EV-5356	blocked URL	12 Oct 2021	Dialler Contacts - some fields not updated when saving the contact	Dialler Contacts - some fields could not be cleared when saving the contact. The fields affected were: Fax Number, E-Mail and Website.
CTEL2 4-75	blocked URL	07 Oct 2021	Call Transfer - Bug in Logic when a call is held and a transfer is made to a number that does not exist	A bug was found when transferring a call to an external number which is not valid/does not exist when a call was on hold. The configured announcements from the Acd Group were not played. This problem has been fixed.
JTELD EV-5345	blocked URL	23 Sep 2021	Manual Dialler - contacts with follow up agent not reserved and refresh display problem	When contacts are reserved in the manual dialler, not all contacts are always reserved. Contacts which have a follow up agent are not reserved. The view of the dialler contacts is not refreshed after editing from the dialler. These problems have been fixed.
CHTP-68	blocked URL	22 Sep 2021	Active telephone number can be used for internal call signalling	New options have been added to the user configuration (User Data and User Master Data): - Agent Internal Calls with Active Tel Number - PBX Users Internal Calls with Active Tel Number - Number Internal Calls with Active Tel Number When set, calls initiated from the web client to agents, PBX users and telephone numbers - but not including call transfers- will be signalled with the active telephone number and not the service number.
CSCHE P-82	blocked 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	blocked 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.
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