precisely

EngageOne Server

Version 4.4 Service Pack 11

Release Notes

EngageOne Server is part of Precisely EngageOne Compose; this release contains fixes to certain reported issues and new features. Software and associated documentation is provided as a download.

For the protection of our customers, Precisely does not disclose, discuss or confirm security issues. Keeping your software up to date is one of the most important things you can do to maintain your environment's security. Precisely strongly encourages customers to stay current by upgrading to the latest release for EngageOne Server.

Contents:

Release content

Software and associated documentation is provided as a download. The products supplied to you from the downloaded release media will depend on the licenses you hold and you will only be able to install products for which you have a valid license keycode. If you believe that you have not received the correct material or keycodes please contact your product supplier.

Changes in this release

Mobile delivery - integration with EngageOne Communicate

From this release, you can import templates from EngageOne Communicate which will typically be processed using the NA-Batch feature to generate responsive HTML email content for onward delivery via EngageOne Deliver. Refer to the EngageOne Administration, EngageOne Compose/Communicate - Integrated features, and the EngageOne Compose/Communicate Integration guides for detailed information on configuring and using this feature.

EngageOne Key map Generator language support

Support for the following languages is withdrawn:

- Chinese (Simplified)
- Japanese
- Korean
- Portuguese (Brazilian)
- Russian (Cyrillic)

Asset Promotion import/export folder assignments

In this release, two new `deploy.properties` settings are implemented to define the import and export folders used for the Asset Promotion feature as follows:

- `asset.promotion.import.root.directory`

  default value: `{Active Drive directory}/promotion/import`

- `asset.promotion.export.root.directory`

  default value: `{Active Drive directory}/promotion/export`

The default values shown above are automatically in force when any of these properties have not been defined.

Points to note:

- The designated folders must exist and be shared.
- You cannot perform Asset Promotion import/export outside the designated/default folders.
- Only sub-folders of the designated/default folder settings are editable in the Asset Promotion page in EngageOne Compose.

Please note that these are late-breaking changes; this information does not appear in this release's documentation set.

Installation requirement

From this release the EngageOne Server install requires that the deploy.properties setting `security.valid.goto.resources` is configured. This property must contain at least one valid URL, which is used for OpenAM redirects. Note that in clustered environment, you can add multiple commas separated valid URLs, eg.

```
{http|https|http*}://{page_name|*}.domain_name:{port_number|*}/{
subpage_path|*}
```

Examples:

```
http*://*.engageone.com:*/*
http*://*.engageone.net:*/*,http*://*.eo.local:*/*
https://eo.com:*/*
```

Log collection feature

Log files are essential to resolve customer issues; however, collecting proper logs can be difficult. This release sees the implementation of the Log Collector tool, which collects log files from every bundle of a particular EO Compose node; when all files are collected, the Log Collector zips them into a single file, this file is copied to `active-drive\logCollector`. Refer to the EngageOne Installation Guide for detailed information.

Default transientSession property is not specified in the SOAP request

In this release, a new deploy.properties setting, `security.soap.transient.session.default` is implemented, allowing you to specify whether a transient session is enabled by default for SOAP requests. Refer to the Integrating with EngageOne SOAP chapter in the EngageOne Programmer's Reference guide for detailed information on configuring this setting.

AWS global authentication

In this release, a new deploy.properties setting, `cloud.api.authenticate.url` is implemented to cater for AWS's global authentication model, and must always be set to: `https://api.us-east-1.engageone.co`.

Refer to the Cloud integration section in the EngageOne Server Configuration Checklist documentation for detailed information.

Default batch log location

To simplify log gathering, from this release log files are stored in a single location for all bundles.

The default batch log location has changed from:

```
batch\bin
```

to:

```
batch\logs
```

A new setting is now included in the batch config-settings.xml file that allows you to restore the default log location as it was before to this release. Refer to the EngageOne Administration Guide for detailed information.

Interactive Editor Application - new parameters

- **Pulse**

  This parameter sets the interval (in seconds) after which a connection sustain signal is sent to the Relay-Service by the Interactive Editor Application. Use this parameter when the connection between the Interactive Editor Application and Relay-Service is broken; the loss of connection can happen after an extended period of inactivity in the Editor application. This scenario is observed where communication is managed by load balancers. Invoke this setting using the `interactive.editor.pulse` deploy.properties. In a custom integration setting, set the pulse parameter used during editor load.

- **Enable**

  This parameter allows optional features to be enabled in the editor. A **Save** button is included in the user interface of the Interactive Editor Application when enable is set to save.

Refer to Interactive/ActiveX Editor Integration Guide for detailed information on the Pulse and Save parameters described above.

Solr

From this release Apache Solr is no longer integrated in the product.

Security updates and bug fixes

Security findings in EngageOne Server have been remediated.

Compatibility

Keymap Generator configuration settings

The Keymap Generator installation program is included with the Designer release distribution, when upgrading, please note the following:

`KeymapGenConfig.cfg` contains configuration settings for the Keymap Generator. In this release, this file's location has been changed from `%localappdata%\PBBI` to `%localappdata%\EngageOne Compose`. If you wish to preserve your previous settings, make a copy of your pre-SP11 KeymapGenConfig.cfg, perform the SP11 upgrade and overwrite the existing configuration file in `%localappdata%\EngageOne Compose` with your copy.

EngageOne Compose Interactive Editor (Desktop Application)

When upgrading from SP10 to SP11, you must ensure all installed Interactive Editor software is upgraded to the SP11 version. SP10 and earlier versions of the Interactive Editor are not compatible with the SP11 version of the software.

> **Note:** that failure to upgrade will result in either the Interactive Editor failing to launch or launching with a connection error notification.

The compatible 6.6.11 Interactive Editor (Desktop Application) is available to install from the ***Download installer*** link on the default Interactive application ***Edit Communication*** page and is also available to install from the release media.

Translation

EngageOne is available in:

• German
• French (Canada)
• French (Europe)
• Spanish

EngageOne Compose and Administration documentation is also available in these languages for this release together with the associated on-line help.

> **Note:** Administration help is English only.

Documentation

Documentation is included in the EngageOne Server release distribution in the 'docs' folder.

The following manuals are available with EngageOne 4.4:

EngageOne Programmer's Reference Guide (English)

Provides information about integrating with EngageOne via web services.

EngageOne 4.4 Installation Guide (English)

Defines the process to install the 4.4 EngageOne components into an environment.

EngageOne 4.4 Administration Guide (English and other languages)

Contains detailed information about running and administering the EngageOne environment.

EngageOne Compose User's Guide (English and other languages)

Contains detailed information about the Interactive web application, design review and approval, and workflow features.

EngageOne Interactive Guide (English and other languages)

Contains information about the EngageOne Interactive web application only. The guide is intended for front office users and is a subset of the EngageOne Compose User's Guide.

Interactive/ActiveX Editor Intergration Guide (English only)

Contains detailed information on integrating the EngageOne Compose Interactive and ActiveX editors into your core business systems.

Support

If you require any assistance, please contact our Support team - **Technical Support/Client Service Contacts** .

4.4 Product lifecycle

Release Version		Level of Support
EngageOne Server 4.4 SP11	GA	Investigate, Troubleshoot issues, Provide workarounds, Regular patches, Vulnerability updates
EngageOne Server 4.4 SP10	GA - 1	Investigate, Troubleshoot issues, Provide workarounds, Regular patches for critical (Severity 1 issues).
EngageOne Server 4.4 SP9	GA - 2	Phone & Best Effort Support. Will provide workarounds for non-critical issues
EngageOne Server 4.4 SP8	GA - 3	Phone, Knowledge Base & Best Effort Support only
EngageOne Server 4.4 SP7	GA – 4 and below	Phone, Knowledge Base & Best Effort only

Withdrawn support

From EngageOne Server 4.4 Service Pack 11 Solr is no longer included in the product.

Fixed issues in this release

Key	Summary
CES1-71389	Unable to receive any event from a deliverDocument (SOAP) request. **Resolution:** Added **Event Monitor/Deliver Document** SOAP requests for the Express Immediate implementation.
CES1-71239	In some cases, an active content update results in corrupted content properties XML files containing information about all the resources associated with each template. When this occurs, the composition process fails, as incorrect data is provided or required resources are missing. **Resolution:** The mechanism responsible for creating content properties XML files has been re-engineered. Additionally, a completely new validation mechanism has been introduced. Checks to establish that the entries describing active contents associated with each template contain all the information necessary to create output documents.
CES1-71208	The `currentOperator` parameter was ignored when specified in a `createWorkItem` request. This is because the user who created the item was being used as the `assignee` rather than the `currentOperator` user. **Resolution:** The code has been revised to eliminate this issue. The `currentOperator` parameter is being used as the assignee to provide the expected behavior.
CES1-71170	In previous versions, the spell checker was not easily disabled. **Resolution:** A new `spell.checker.enabled` property has been added to `deploy.properties`: This setting is optional, the default value `true` which enables the spell checker.
CES1-71104	An error message is raised when viewing the **Resources** on the **Delivery Management** tab. **Resolution:** An unwanted HTTP request in the **Resources** tab has been removed.
CES1-71081	An internet connection was required to run the **Asset Promotion Command** tool. **Resolution:** An internet connection is no longer be necessary when running **Asset Promotion Command** tool.
CES1-70938	The **Assigned To** filter present on **Communications** list page does not work for users having differing display and user names.

Key	Summary
	Resolution: The implementation of search mechanism has been modified to ensure the correct results are always returned.
CES1-70551	The Purge process aborts when attempting to remove work items. The information captured in log was not informative enough to allow for effective troubleshooting. It was therefore difficult to identify the reasons causing the database error and preventing successful execution of purge process.
	Resolution: The database error handling mechanism has been re-engineered to provide more descriptive error information. The purge process log now contains detailed database error information that can occur when attempting to remove work items.
CES1-70458	A `Lookup table file not found` message was encountered when attempting to find a lookup table. This was observed when an NA-batch job was executed against an EngageOne Deliver delivery channel. The job ran to completion without reporting any errors. However, the output file and all the data that should have been populated from the lookup table was missing.
	Resolution: In the scenario described above, details of all lookup tables are now passed to the Generate (Doc1Gen) processes responsible for both initial and final composition stages. Outputs created for all types of delivery channels should always match.
CES1-70356	Delivery channels that did not meet the inclusion condition were incorrectly set to DELIVERED by default.
	Resolution: Delivery channels that do not meet the inclusion condition are now marked CANCELED by default.
CES1-70327	Default values of OpenAM's maximum session number and notification pool size parameters were too small and not fully compliant with recommendations for production environments.
	Resolution: Values of both parameters set during the configuration process have been increased to match customer's requirements. All the latest recommendations present in OpenAM documentation have been adhered to. Additionally, both the maximum session number and notification pool size can be explicitly set in deploy.properties file. Consequently, there is no risk of losing these values if there is a need to either re-configure or re-install the security bundle.
CES1-70180	When a corrupted HIP file is provided in `createWorkItem` SOAP request it is accepted which leads to error during document composition.
	Resolution: HIP files are now validated in the `createWorkItem` SOAP request.

Key	Summary
CES1-70141	It was not possible to run NA-Batch to completion if a version tag was provided inside trigger XML file and only the template name was present without its full template path, for example: `name='template"` instead of, `name="\\Templates\MyTemplates\template"`. The issue was affecting only those templates that had been placed inside folders. **Resolution:** The underlying code has been updated. Now, all NA-Batch processes should be successfully executed to completion, irrespective of whether the version tag is present inside trigger XML file. Note that the template's full path is no longer required.
CES1-70108	The composition worker was waiting for an extended period when an issue was encountered during previous document processing. This was because there was only one timeout value present in configuration. **Resolution:** In order to avoid unnecessary processing delays, the error handling mechanism has been modified. When an issue is encountered, the composition worker will only wait for 10 seconds.
CES1-70106	When output variables are defined for CSV input files, an error is reported in the composition logs related to improper XPath format. Resolution: The underlying code concerning XPath handling has been updated to resolve this issue.
CES1-70061	The initial phase of each NA-Batch process, before Generate starts processing input data and creating output documents was slow. **Resolution:** The template retrieval mechanism has been optimized, eliminating parts that are not necessary for NA-Batch processing. Additionally, customers can turn off event monitoring for batch processes. These improvements should shorten the initial stage of each NA-Batch process execution.
CES1-70035	It was permissible to click multiple times on a favorite template on the Compose Home page. This resulted in the creation of multiple additional incomplete communications. **Resolution:** This issue is now fixed by adding an additional modal with information about loading, during this process you are unable to click on the same template again.
CES1-68407	Following a call to the `getXFormsViewAsDocument` function in the SDI implementation an issue parsing documents occurred. **Resolution:** The underlying code responsible for this function call has been revised to eliminate this issue.

Key	Summary
CES1-68318	When using the Internet Explorer 11 browser, a white cross on a black background is displayed instead of a thumbnail image preview under templates. Resolution: Added flag to `bundle.properties` to turn off the `blockContentTypeSniffingEnabled` header which causes problem with the preview on Internet Explorer 11.
CES1-68279	It was not possible to purge old items created before changes to the active-drive structure. The issue was limited to Oracle environments. **Resolution:** Several changes were implemented in stored procedures and Java code, targeting improvements in the purge mechanism responsible for removal of resources related to communications that had been created before the active-drive structure changed. These changes should resolve any issues executing the purge in either MS SQL Server or Oracle environments.
CES1-66775	Redundant HIP files were copied to various places on the active-drive. **Resolution:** The number of template HIP files written on active drive during document generation is reduced. Now the new HIP file is written to active drive only when there is change in the HIP file compared to original HIP file.
CES1-62209	When attempting to create an SMS delivery channel in EngageOne Server for EngageOne Deliver, the reserved/journal or user output variables for the **body** setting/content of the SMS cannot be used. **Resolution:** A mechanism that validates whether the channel contains reserved/journal or user output variables has been added and determines whether double composition is triggered, or if single composition is initiated.
CES1-67158	When variables imported with delivery options did not match any template, the message: ***XPath expression argument can not be null*** was raised in NA-batch logs. **Resolution:** This misleading error message is no longer added to the logs.
CES1-67488	It was possible to set up effective and withdrawn dates for active content in version tab, these values are not applicable to active content. **Resolution:** Effective and Withdrawn dates fields have been removed from **Version** tab on the **Templates** page for active content files, there is now no possibility to set these values.
CES1-69565	Interactive editor - performance is poor when using the **SaveAs** Template option, the list of Folders is slow to present and can result in a timeout. Resolution: Changes on the **Save as template** web page:

Key	Summary
	• The spinning wheel will no longer be displayed if there are no folders in which the user can save the new template.
	To maintain the consistency of the user interface, the tree used to select the destination folder will contain both:
	• allowed folders
	• restricted folders if the user has access rights to any of its children
	You will not be able to save a new template in any of restricted folders.
CES1-69101	EngageOne Interactive was showing all possible Delivery Options rather than just the selected Delivery Options in EngageOne Administration for a specific template.
	Resolution: The code around this area has been modified so that only those Delivery Options associated with the selected template are presented.
CES1-68724	`AddAtachments` requests from the SOAP `AttachmentService` service did not work with base64 encoded attachments.
	Resolution: The service required an attachment file name which was not present previously. The `fileName` attribute has been added to the `attachmentFiles` element to resolve this issue.
CES1-68530	It was not possible to import a template with many schema files, using a template previously exported by EngageOne Server.
	Resolution: Renaming of .xsd files is reflected in schema location paths. This is needed to re-import the template using standard import as well as using the asset promotion import.
CES1-68467	The **Save** button in **Save as a Template** was not synchronizing with the folder list. This allowed for the template to be saved to the wrong destination.
	Resolution: The code around enabling the **Save** button has been modified. The button will not be enabled until the list of folders is fully loaded.
CES1-67046	Following the import of a new version of a template or device, unused entries in `Doc_Resources` and `Doc_Storage_Locations` database tables were observed.
	Resolution: Unused entries are no longer created, all template resources are deleted.
CES1-68074	When using CSV or native format input file, NA-batch changed some characters and resulting output contained incorrect characters.
	Resolution: The code around the NA-batch process has been updated to fix this issue.

Key	Summary
CES1-68008	Part of `deliverDocument` SOAP web service calls fails to report timeout related errors in SOA. There are no signs of any issues in either the `eo-soap-services` or `composition-services` log files. **Resolution:** All the errors and exceptions present in admin-services log files related to expired OpenAM sessions should now be eliminated, as the bug present in the retry mechanism has been fixed. All requests that were previously failing because of the expired OpenAM sessions will be re-tried and should be successfully processed.
CES1-67931	The composition bundle became slow and unpredictable when multiple composition requests containing incorrect input data were submitted. **Resolution:** The mechanism responsible for handling Generate processes has been modified to avoid the situation where processes that resulted in an error can be returned to the pool and later re-used. All such processes are now removed from the pool and new ones are created when necessary.
CES1-67828	None of the parameters provided for the purge process were respected when dealing with content from `<active-drive>\tds\delivery\fastpath` directory. Additionally, finished work items that were not related to the delivery channel specified as a purge process parameter were removed during each purge process execution. **Resolution:** Following recent modifications, the **numDaysRetention** parameter is no longer ignored when purging all the content related to **Express Immediate** delivery channels. There is no possibility to apply all the remaining parameters, as all the disk resources created for **Express Immediate** delivery channels are not represented in database. Filters cannot be applied in the same way when dealing with content related to **Default** delivery channels.
CES1-67669	When EngageOne Compose web services encountered an authentication fault, a HTTP status code 200 was returned. **Resolution:** EngageOne web services now returns a HTTP status code 500 when an authentication fault is encountered.
CES1-67546	During key map import/update, a new database entry was created for each unique **image key/image name** combination present in key map definition. As a result, it was possible to have duplicated image keys present within a single key map (each of them referencing a different image). Consequently, there was a risk of having wrong images present in the output. **Resolution:** The existing key map import and update mechanism has been modified such that a unique **image key/image name** combination is no longer required. New entries are now created for new image keys only. If image key already exists, an association with the new image name is made, replacing the existing value with the new one.

Key	Summary
CES1-67532	When a static content attachment file was missing, or if the path to this file is incorrect, only a warning message was issued in log file. **Resolution:** The code around this in this area has been modified to fail document delivery in this scenario.
CES1-66801	An error occurs when a template or delivery option is imported into two communities. When the template or delivery option is deleted in any one of the communities, the template/delivery option in the other community failed when generating documents. This was due to the sharing of a single code page across communities. **Resolution:** Code pages are now kept separately for each community. Deleting a code page will not affect its presence in other communities.
CES1-66627	A performance degradation was observed in NA-Batch processing following an upgrading from 3.1.2 to 4.4 SP9. **Resolution:** The splitting mechanism was introduced in SP9 to improve Na-Batch performance. However, in some scenarios, this was causing a drop in performance. Implemented a flag in config-settings.xml responsible for turning ON/OFF splitting mechanism in NA-Batch. Previously, if the delivery option contained more than one delivery channel, the composition mode was set once for all delivery channels. As a result, it was always the slowest mode for all the channels, even if only one channel required that mode. The splitting mechanism resolves delivery channels separately. For example, if there are three delivery channels in the delivery options, two can be processed in single composition mode and the other in double composition. Each channel is therefore processed separately.
CES1-66416	The procedure for active-drive re-location was missing some key steps, its description was outdated and not clear. **Resolution:** The content for active-drive migration procedure has been updated, this is to eliminate the risk that delivery items may no longer be accessible after the active-drive is moved to a different location. The Administration Guide has also been modified to reflect the most recent procedures for active-drive migration.
CES1-66381	All errors from Vault have the same message: ***Vault API exception***. **Resolution:** Error messages from Vault are now more descriptive.
CES1-66263	On certain operating systems that do not support ANSI VT100 control codes, inconsistent characters were displayed on the screen. **Resolution:** The control codes have been removed. In some cases, fragments of messages have been highlighted by using asterisks, arrows, etc.

Key	Summary
CES1-65937	In the case when a batch work item processing fails instead of properly handling the error, processing of the entire batch is stopped.
	Resolution: A certain Data Access Object(DAO) service was not injected into the error handler. This is now fixed by injecting missed DAO service into the error handler.
CES1-64744	It was not possible to import a template with many schema files, using a template previously exported by EngageOne Server.
	Resolution: Renaming of .xsd files is reflected in schema location paths, which are in .xsd files. This is needed to re-import the template using standard import as well as using assets promotion import.
CES1-62886	Poor performance was experienced due to access control filtering implemented in a stored procedure responsible for returning templates.
	Resolution: The stored procedure responsible for template's details retrieval has been re-engineered to eliminate the performance bottleneck.
CES1-66264	Certain steps of the streamline upgrade process require you to run the program pointed to by the ***install.sql.cli*** configuration parameter. If the path contains a space, the program is launched with an error.
	Resolution: The method of running such programs has been modified. Refer to the EngageOne Server Installation Guide for details.
CES1-67522	The EngageOne Server installation provides the option to backup configuration settings, however the backup is initiated after the settings was overwritten during ***install*** step.
	Resolution: The code has been revised to eliminate this issue and now a backup is created before new files are copied to installation path.
CES1-66593	EngageOne Interactive Editor (ActiveX and Application) - Switching **Modify Prompt** prompt language between Default and an undefined prompt language selects an incorrect prompt and help language.
	Resolution: Selecting an explicitly undefined Modify Prompt prompt language now selects the correct default prompt and help language.
CES1-66026	EngageOne Interactive Editor Application/EngageOne Designer - A prompt loop with unmapped data aliases results in Interactive Editor Application aborting with error dialog **DataCapture** and message `Encountered an improper argument`. After closing the error dialog, the editor would close.
	Resolution: Designer publication data mapping has now been updated to take into account the data fields associated with prompt loops. Publications using data fields in the prompt loops will need to be remapped if the data map associated with the publication changes.

Key	Summary
CES1-69525	EngageOne Interactive Editor (ActiveX and Application) - The **Save** operation took a significant length of time and increased in proportion to the number of active contents objects used in the template. **Resolution:** The Interactive Editor has been updated to be more efficient when writing out active content files in the Save operation. The following Interactive Editor logs have been updated to include additional **compression** logging information in the **SAVE CONTENTS Extended** section. : ***ActiveX Editor*** - `%temp%\Low\IPE Cache\sessions\datetime\events.log` ***Desktop Editor Application*** - `%temp%\IEA Cache\sessions\datetime\session.log` **Workaround:** Reduce the number of active contents used within other active contents and the level at which active content objects are nested.
CES1-70630	EngageOne Interactive Editor (ActiveX and Application) - Poor performance of Interactive Editor Application and ActiveX Editor when executing logic for templates that contain extensive use of nested Active Content. **Resolution:** Updated editor to improve efficiency of logic execution for templates that contain extensive use of nested active content.
CES1-70954	EngageOne Interactive Editor Application - After saving a template, the **modified** are states not cleared. This means that the web application is not notified of any subsequent modifications to the template via the **KeepAlive** event. The Precisely interactive web application always closes the session after saving, so this problem has gone unnoticed. **Resolution:** The Interactive Editor Application has been updated to clear the modified state after saving the template. Two other issues have also been resolved whilst fixing this issue: 1. On receiving the save request via the **execute** route, the editor would display **Loading template...** in the status bar and would persist after the save was complete. No message is displayed now, note that the save is invoked from the web page so the feedback is displayed here. 2. If the save action caused the spell checker to run and the template contained spelling mistakes, the editor was left in a state where it would no longer evaluate itself after prompting. The result being that if the template was saved when incomplete, it would remain incomplete after subsequently completing all prompts, unless forced to execute by pressing F5. * Notes about the **KeepAlive** event sent by the editor:

Key	Summary
	This event contains the **is complete** and **is modified** information and is sent by the editor every **keepAlive** seconds (specified by the URL parameter), with the following exceptions: - When the template is first modified, the event is sent within one second of the modification to editable text, or within one second of tabbing from the modified prompt to the next one. - The editor stops sending the event after **keepAlive** seconds of user inactivity (no mouse or keyboard input to the editor). The events are resumed when user activity resumes.
CES1-70531	The following EngageOne Server Express Batch `<Advanced>` OPS commands were not working via the doc1gen server interface for Generate Dynamic (Job switch) server mode : ``` Logfile=filename ReportMemoryUsage=Yes ``` **Resolution:** These commands are now working with the following caveats: • Only one log file can be used for all jobs in a single run. • If a different log file is specified for each job in a single run, all jobs will be logged to the first log file specified. • The `ReportMemoryUsage` option does not produce meaningful results when used in MMGX mode. Note that this is the mode used for EngageOne Server.
CES1-70914	EngageOne Interactive Editor (ActiveX and Application) - The sequence of prompts may be incorrect for interactive templates that contain multiple editable text prompts when some of the editable text prompts originate from Active Content (or Public documents) that were copied and pasted in the Designer navigator tree or created using the **Save As** operation. **Resolution:** The Interactive Editor has been updated to correctly handle editable text prompts, as described above. EngageOne Designer has been updated to create unique IDs for paragraph items when active content, documents or publications are copied and pasted in the Designer navigator tree so that the paragraphs in the new object have different IDs from the paragraphs in the original object. **Workaround:** In Designer versions prior to the fix: 1. Open active content objects that contain editable text and are used in Interactive Editor templates.

Key	Summary
	2. From the logic map, replace the editable container items with a new copy of the item using copy and paste.
	3. The original editable container item should be deleted.
	4. Public documents that contain editable text should also be updated.
	5. Re-publish Interactive Editor templates that use the updated active content and public documents.
CES1-71020	The web application is not notified that the template has been modified when updating certain prompts in the Interactive Editor.
	Resolution: The Interactive Editor was not updating the `modified` status of the template when changing the selection of active content group prompts. Therefore no notification was being sent in this case. The `modified` status of the template is now updated when changing the selection of active content group prompts.
CES1-70474	EngageOne Interactive Editor (ActiveX and Application) - When the initial prompt is shown for an active content group that is not `Optional`, the drop down list has the first item selected. The correct behavior is that no item should be selected. The problem also affects mandatory DataFields and Interactive Variables that have the **Drop Down List** selection type and no default value.
	Resolution: The Interactive Editor Application and ActiveX Editor have been updated so that there is no item selected in the drop down list when the prompt is initially shown for a non-optional active content group.
	This update also corrects the behavior for mandatory data fields and interactive variables that use the drop-down list selection and have no default value.
CES1-70437	When composing EngageOne Server Vault channel output, in certain circumstances Windows Server 2019 Windows Defender Advanced Threat Protection (ATP) scanning caused the failure of the merge HIP process.
	Resolution: the process was re-factored to reduce file input/output particularly when writing to the output file. Customers should expect to see an increase in performance of the mrgdhip.exe program with the reduction in network based input/output.
	Support for optional MrgDHIP environment variable overrides on Windows and Linux(64) hosts has been added, as follows:
	`MRGDHIP_IN_MEMORY_MODE=YES | TRUE | FALSE` ; Composes all Input HIP in memory prior to writing single combined Vault resource HIP to specified Vault channel download directory. This default value is `TRUE`.
	`MRGDHIP_TEMP_FILE_EXTENSION=filetype` ; Composes Vault Channel input device HIPs intermediate tempfiles with a known filetype (such as .hip) in %temp% prior to copying a single combined tempfile to specified Vault channel download directory. Note that the option default is autogenerated tempfile filetypes. This option

Key	Summary
	is actioned only if `MRGDHIP_IN_MEMORY_MODE=FALSE` and is available on <u>Windows only</u>.
	`MRGDHIP_VERBOSE_LOGGING=YES	TRUE`; enables additional MrgDHIP Diagnostic messages reporting intermediate steps. Note that option default is `FALSE`, and is available on Windows and Linux.
CES1-70415	In the Interactive Editor, a template containing keyed active content may fail to save in some environments.
	Resolution: The issue described above has been resolved and a new diagnostic error message has been added to Interactive Editor log.
CES1-71186	EngageOne Interactive Editor (ActiveX and Application)/EngageOne Designer - Publications and templates that perform a large amount of string processing or call active content many times with string parameters perform slower than expected in the Interactive Editors and Designer.
	Resolution: Assignment of string data in the Interactive Editors and Designer during logic execution gives a moderate performance improvement in this area.
	Recommendation for Optimal Performance:
	During the creation of template logic in Designer, use in-built operators instead of active content when an in-built operator provides the required functionality.
	The performance of the in-built operators is more efficient than coding the same with Active Content. In-build string operators: `=, <>, Is Set, Is Not Set, Is One Of, Contains`.
	In this specific issue, the `Is One Of` string operator can be used in the template Designer Logic to check if a specific string value is present in a string list. Although not applicable to this issue, the `Contains` string operator can be used to check the inverse, i.e. if a string list contains a specific string value.
CES1-71246	EngageOne Interactive Editor Application- An internal error message dialog is displayed to the user when the Interactive Editor Application loads a template, informing the user that a file could not be found. After acknowledging the error the editor application sometimes loses its connection to the server.
	When downloading files from the server the editor creates an Internet Explorer cache entry for them and stores them in the cache. The next time the file is needed it checks the cache first and, if found, copies them from there instead of re-downloading them. In certain circumstances, the cache has been corrupted and the wrong file, a speller XML file retrieved. The Interactive Editor Application attempts to load this as an active content file and fails.
	Resolution: Two software changes have been made; one to try and lessen the chances of cache corruption, the other to double-check a cache hit is valid, as follows:

Key	Summary
	• Change the naming convention of the cached files, making it easier to see what the files are in the cache and make it less likely for an instance of cache corruption to cause the wrong file to be retrieved.
	• Check the file size of a retrieved cache file with the expected size stored in the cache information record.
	The error dialog is no longer displayed and subsequent disconnection of the Interactive Editor Application from the server does not occur.
CES1-66865	EngageOne Server starts Generate server mode with a port number it requests. However on active systems this port can be in use by the time the process starts up at which point the requests cannot be serviced and no output requests processed.
	Resolution: Passing a port number either with `socket:0` or `localhost:0` to Generate when starting up in server mode will allow it to open a port allocated by the system. Generate message GEN0864I is output during startup to report the port that it bound on. This ensures that the port will be available to service requests.
	```GEN0864I Socket allocated:'xxxxx'```
	Where xxxx is the automatically allocated port number.
CES1-66714	EngageOne Interactive Editor (ActiveX and Application)/EngageOne Designer - Changing character length Label and Value in the Designer **Modify Prompt** drop-down shows truncated Prompt string.
	Resolution: The truncated prompts occurred where the length of text to display was different to the drop-down value associated with it. The Interactive Editor string in drop-down list is no longer truncated when the character length is updated in the **Modify Prompt** dialog.
CES1-66240	EngageOne Interactive Editor (ActiveX and Application) - Selection of a date in a Prompt loop prompt is ignored and nothing is added to the prompt loop selection list.
	Resolution: Prompt loop with a date type source field is now prompted for correctly in the Interactive Editor.
CES1-66898	EngageOne Interactive Editor (ActiveX and Application) - Templates that have editable text and that contain items placed under a paragraph in the Designer Logic Map will give incorrect output from Generate after being submitted, where those items will be missing. Most **Presentation Objects** (such as Images, Address Blocks, Textboxes) can be placed under a paragraph and would be affected, as would other items such as **Output Comment**.
	Resolution: The Interactive Application/ActiveX editors have been updated to correctly process templates containing editable text and paragraph image, adress block, text box objects, when it is submitted in EngageOne Interactive web client.

Key	Summary
	Workaround: In Designer, move the logic map items that are under a Paragraph so that they are outside the Paragraph. Presentation objects re-located in this way will be **fixed** positioned.
CES1-70906	EngageOne Interactive Editor (ActiveX and Application) - The interactive editor was not recognizing invalid HIP files when downloading publishable active content from the server, resulting in spurious errors later on when evaluating the document logic.
	Resolution: The interactive editor now recognizes invalid HIP files and logs an error to the Editor `session.log` when an invalid active content file is downloaded.
	The "internal error occurred when trying to access Active Content" pop-up will appear in this situation, with the design name of the active content shown instead of the original internal GUID filename as in previous versions.
	This name corresponds with the entry in `session.log` which will provide more information, including the URL of the file that was downloaded.
CES1-67184	File partition number setting was not working as expected.
	Resolution: The code has been revised to eliminate this issue and now records are split according to the file partition number setting.
CES1-69202	A blank screen is displayed in Internet Explorer lower than version 11, or with compatibility mode set to under 10 in EngageOne Server Admin.
	Resolution: A browser alert is presented with associated information when using Internet Explorer less than version 11.
	Woraround: Use Internet Explorer 11 with the highest compatibility mode or another modern web browser.
CES1-70861	There was no possibility to import active and message content to a different folder, except for their original folders.
	Resolution: The `forceMove` element was added to the `importActiveContent` and `importMessageContent` SOAP requests. If it is set to `true` and if active or message content exists in the system, active content and message content will be moved to the destination folder before import.
CES1-70366	A significant performance drop and high CPU load on all security nodes was observed after the environment had been upgraded to the EngageOne Server 4.4 SP10.
	Resolution: A new `deploy.properties` setting, `security.soap.transient.session.default` has been introduced, allowing you to specify whether a transient session is enabled by default for SOAP requests.
	For further details, refer to the ***EngageOne Server Administration Guide, Managing your EngageOne environment/"Tuning the system for performance/SOAP API*** section.

Key	Summary
CES1-65050	Composition aborts with `No device metrics were found for font` when running Batch composition on multiple documents containing Rotated Images. **Resolution:** Generate Server Mode Batch execution (Append Recompose) has been corrected to handle multiple documents with rotated images.
CES1-66560	The EngageOne Interactive Editor Application version 6.6.8+ Installation aborts on Windows 7 environments reporting Operating System not supported. **Resolution:** Microsoft Windows 7 Operating system ended extended support on 31st Dec 2019. Interactive Editor (Desktop Application) installation will intentionally abort on Windows 7. EngageOne Interactive documentation: • EngageOne Interactive Users Guide • EngageOne Compose Users Guide • EngageOne Interactive/ActiveX Integration Guide • EngageOne Server Software and Hardware Requirements Guide have been updated to document the supported Interactive Editor Windows O/S levels as follows: EngageOne Interactive Editor - Desktop App and ActiveX EngageOne Interactive Editor is supported on the following 64 Bit Operating Systems only: • Windows 8.1 - With current Windows updates. • Windows 10 - With current Windows updates.
CES1-66688	EngageOne Interactive Editor (ActiveX and Application) - Selecting a blank choice in an Interactive Variable prompt/Modify prompt drop-down shows previous value. **Resolution:** Selecting a blank choice in an Variable prompt/Modify prompt drop-down now shows a blank value.
CES1-70037	Unable to save Interactive Data field when Choice list default is not set / blank as per previous EngageOne Designer 6.6.x releases. **Resolution:** The Interactive Data Editor and Interactive Variable Field validation allows blank default Choice list entry again. Refer to the Designer User's Guide for detailed information on the Interactive Data Editor.

Known issues and limitations in this release

Express Batch Processing

When working with Express Batch Processing enabled templates, the delivery options used will create output for unique devices specified in the associated delivery channels. This means that a single output will be created where there are multiple output devices with identical properties specified across delivery channels for a delivery option.

Static Content Attachment File Path

File system paths must be absolute paths and can be any valid file path on a shared drive. It is recommended to use active-drive for this purpose.

Security bundle installation under Redhat 7 and 8

The installation of EngageOne Server's security bundle may take longer than expected which installed under Rehat 7 and 8. It has been established that this is an issue realted to OpenAM on these versions of Redhat.

Other known issues/limitations

Key	Summary
CES1-64388	The client browser and active directory must be on separate machines for EngageOne Compose to work correctly in single sign-on mode.
CES1-65459	The EngageOne Server security internal log was consuming an excessive amount of storage. This is a known issue which may affect all clustered installations of EngageOne versions 4.4.x of the software. For detailed information on resolving this issue, refer to this **EngageOne Knowledge Communities** item.
CES1-58491	The JAWS screen reader may read the application title twice when tabbing between prompt dialogs with the EngageOne Compose Interactive Editor.
CES1-65538	In a prompt loop dialog, the JAWS screen reader may, in certain circumstances, not announce when an option is deleted from the previous selection list.
CES1-48879	If a user's distinguishedName attribute in LDAP is changed, users or groups will no longer be assigned to communities, roles, etc. This is not an issue where you modify distinguishedName of users or groups which are not directly assigned to roles or communities within EngageOne.
CES1-29439	Create New Template in Projects does not validate trailing spaces, which can result in duplicate template names or inconsistent template names between Designer and EngageOne.

Key	Summary
CES1-28916	Using the TURKISH_CI_AS collation while creating a database on Microsoft SQL Server can cause field name issues for some fields, and can result in errors during execution of the installation script, which creates the database objects. This is due to the way the lowercase "i" and uppercase "I" are handled in the Turkish language.
CES1-5445	EngageOne 4.x using output variables with a dot in the name results in an error when running batch.
CES1-39127	Attachments are supported only with AFP, PS, PCL, and PDF devices. Attachments used with eHTML device through the Email channel will not work. **Recommendation:** use EngageOne Deliver.
CES1-64388	If you want to configure EngageOne Compose with Single Sign On, the client browser and Active Directory must be on separate machines. If they are on the same machines, you may encounter SSO issues.

Changes in behavior

From EngageOne Service Pack 10

The name for Interactive Variable elements in the XML schema when published from Designer to EngageOne has changed. The format of the name is now:

```
FLD_InteractiveVariableName[_N]
```

where:

- `InteractiveVariableName` is the name of the Interactive Variable
- `[_N]` represents a suffix added by publish if the name needs to be made unique, e.g. "_1".

Note that the previous format was:

```
InteractiveVariableName_540C75A258BD4C2AA961FBF0B36A63DD
```

where:

- `InteractiveVariableName` was the name of the Interactive variable
- `540C75A258BD4C2AA961FBF0B36A63DD` representing an arbitrary internal GUID

If you have output variables defined using an Interactive Variable and have republished your template, the output variables will need to be updated with the new name in the EngageOne Administration web application.

EngageOne Designer considerations

This release of EngageOne Server is packaged with the matching service pack version of EngageOne Generate and ActiveX editor.

EngageOne Server 4.4 recommends EngageOne Designer 6.6 or later to enable publishing templates that support interactive cross-browser (web page form fill) mode. EngageOne Designer versions 6.6 and greater can be used for publishing in cross-browser mode. Otherwise, templates can continue to be published from EngageOne Designer versions 6.x prior to 6.6, and continue to use the EngageOne Compose ActiveX or Interactive mode of editing in EngageOne Interactive.

Templates published from Designer 5.x are not compatible with EngageOne Server 4.x.

Copyright

without limitation the rights to use, copy, modify, merge, publish, distribute, and/or sell copies of the Software, and to permit persons to whom the Software is furnished to do so, provided that the above copyright notice(s) and this permission notice appear in all copies of the Software and that both the above copyright notice(s) and this permission notice appear in supporting documentation.

Matra 0.8.2b (**http://matra.sourceforge.net/**) The contents of this documentation are subject to the Mozilla Public License Version 1.1 (the "License"); you may not use this documentation except in compliance with the License. You may obtain a copy of the License at **http://www.mozilla.org/MPL/**. Software distributed under the License is distributed on an "AS IS" basis, WITHOUT WARRANTY OF ANY KIND, either express or implied. See the License for the specific language governing rights and limitations under the License. Otherwise all product names are trademarks or registered trademarks of their respective holders.

This product contains Sycamore, version number 0.5.0, which is licensed under the MIT license. The license can be downloaded from **https://github.com/ryexley/sycamore/blob/master/dist/requester.js**. The source code for this software is available from **https://github.com/ryexley/sycamore**.

This product contains Underscore, version number 1.13.1, which is licensed under the MIT license. The license can be downloaded from **https://github.com/jashkenas/underscore/blob/master/LICENSE**. The source code for this software is available from **http://underscorejs.org/**.

This product contains Flowable, version number 6.4.2, which is licensed under the Apache license. The license can be downloaded from **https://github.com/flowable/flowable-engine/blob/master/LICENSE**. The source code for this software is available from **https://github.com/flowable/flowable-engine**.

This product contains Bootstrap, version number 3.4.1, which is licensed under the MIT license. The license can be downloaded from **http://getbootstrap.com/getting-started/#license-faqs**. The source code for this software is available from **http://getbootstrap.com/getting-started/#download.**.

This product contains Commons-Configuration, version number 1.10, which is licensed under the Apache license. The license can be downloaded from **http://www.apache.org/licenses/**. The source code for this software is available from **http://commons.apache.org/proper/commons-configuration/**.

This product contains jQuery, version number 3.5.1, which is licensed under the MIT license. The license can be downloaded from **https://jquery.org/license/**. The source code for this software is available from **http://jquery.com/download/**.

This product contains Knockout-AMD-Helpers, version number 0.7.4, which is licensed under the MIT license. The license can be downloaded from **https://github.com/rniemeyer/knockout-amd-helpers/blob/master/LICENSE**. The source code for this software is available from **https://github.com/rniemeyer/knockout-amd-helpers**.

This product contains Knockout, version number 3.5.1, which is licensed under the MIT license. The license can be downloaded from **https://github.com/knockout/knockout/blob/master/LICENSE**. The source code for this software is available from **http://knockoutjs.com/downloads/**.

This product contains bootstrap-datetimepicker, version number 4.17.49, which is licensed under the MIT license. The license can be downloaded from **https://github.com/myactionreplay/bootstrap-datetimepicker/blob/master/LICENSE**. The source code for this software is available from **https://github.com/myactionreplay/bootstrap-datetimepicker**.

This product contains Knockout-DelegatedEvents, version number 0.6.1, which is licensed under the MIT license. The license can be downloaded from **https://github.com/rniemeyer/knockout-delegatedEvents#license**. The source code for this software is available from **https://github.com/rniemeyer/knockout-delegatedEvents**.

This product contains Moment.js, version 2.29.1, which is licensed under the MIT license. The license can be downloaded from **https://github.com/moment/moment/blob/develop/LICENSE**. The source code for this software is available from **http://momentjs.com/**.

This product contains Quartz-Scheduler, version number 2.3.2, which is licensed under the Apache license. The license can be downloaded from **http://quartz-scheduler.org/**. The source code for this software is available from **http://quartz-scheduler.org**.

This product contains RequireJS Text, version number 2.0.15, which is licensed under the BSD and MIT licenses. The license can be downloaded from **https://github.com/requirejs/text/blob/master/LICENSE**. The source code for this software is available from **https://github.com/requirejs/text**.

This product contains RequireJS, version number 2.3.6, which is licensed under the BSD and MIT licenses. The license can be downloaded from **https://github.com/jrburke/requirejs/blob/master/LICENSE**. The source code for this software is available from **http://requirejs.org/docs/download.html**.

This product contains Apache ActiveMQ, version number 5.15.9 , which is licensed under the Apache license, version number 2.0. The license can be downloaded from **http://www.apache.org/licenses/**.The source code for this software is available from **http://activemq.apache.org**

This product contains Apache NMS version 1.7.2, which is licensed under the Apache license, version number 2.0. The license can be downloaded from **http://www.apache.org/licenses/**.The source code for this software is available from: **http://activemq.apache.org/nms**

This product contains Apache Commons DBCP2, version number 2.6.0, which is licensed under the Apache license, version number 2.0. The license can be downloaded from **http://www.apache.org/licenses/**.The source code for this software is available from **https://commons.apache.org/proper/commons-dbcp/**.

This product contains OWASP Encoder, version number 1.2.2, which is licensed under the BSD license. The license can be downloaded from **https://opensource.org/licenses/BSD-3-Clause**. The source code for this software is available from **https://www.owasp.org/index.php/OWASP_Java_Encoder_Project**.

This product contains Narayan, version number 5.2.13.Final, which is licensed under the LGPL license, version number 2.1. The license can be downloaded from

http://www.gnu.org/licenses/old-licenses/lgpl-2.1.txt. The source code for this software is available from http://narayana.io/.

This product contains Logback, version number 1.2.3, which is licensed under the EPL and LGPL licenses, version numbers 1.0 and 2.1. The license can be downloaded from http://logback.qos.ch/license.html. The source code for this software is available from http://logback.qos.ch/.

This product contains JBoss Weld, version number 3.1.0.Final, which is licensed under the Apache license, version number 2.0. The license can be downloaded from http://www.apache.org/licenses/LICENSE-2.0.The source code for this software is available from http://weld.cdi-spec.org.

This product contains Hibernate, version number 5.4.25.Final, which is licensed under the Apache and LGPL license, version numbers 2.0 and 2.1. The license can be downloaded from http://hibernate.org/community/license/. The source code for this software is available from http://hibernate.org/orm/.

This product contains Apache Tomcat, version number 9.0.43, which is licensed under the Apache license, version number 2.0. The license can be downloaded from http://www.apache.org/licenses/LICENSE-2.0. The source code for this software is available from http://tomcat.apache.org/.

This product contains Apache Procrun, version number 1.1.0, which is licensed under the Apache license, version number 2.0. The license can be downloaded from http://www.apache.org/licenses/.The source code for this software is available from http://commons.apache.org/proper/commons-daemon/procrun.html.

This product contains FasterXML Jackson, version number 2.9.8, which is licensed under the Apache license, version number 2.0. The license can be downloaded from http://www.apache.org/licenses/. The source code for this software is available from https://github.com/FasterXML/jackson.

This product contains Log4net. The license for log4net can be downloaded from https://www.apache.org/licenses/LICENSE-2.0. The source code for this software is available from https://logging.apache.org/log4net/download_log4net.cgi.

Support

Click **here** for full EngageOne Compose documentation and access to your peers and subject matter experts on the Knowledge community.

precisely

1700 District Ave Ste 300
Burlington MA 01803-5231
USA

www.precisely.com