Telia ACE 21 Release Notes ACE Admin

[Each change description begins with a #. If the change has a CM-system ID this is shown after the #.]

Version 21.0.1.1 Date 2021-05-21
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Compatible version of other components:
ACE Application Server 21.0.0 or newer
ACE Configuration Utility 21.0.1 or newer
ACE Database 21.0.0 or newer
ACE Main Server 21.0.0 or newer
ACE ServiceNode Tenant 17.0.0 or newer
ACE ServiceNode Tenant G2 21.0.0 or newer
Des3Intercept.dll 4.0.6.0
Midas.dll 17.0.4723.55752
ACEOidcClient.dll 21.0.1.0
libeay32.dll 1.0.2.21
ssleay32.dll 1.0.2.21
Windows 8.1/10

New functionality:
- Support for bypassing proxy per connection, as configured in Configuration Utility 21.0.1 or newer.

Bugs corrected in this version:
#19785 When duplicating a user account, the group and skill settings of the account may not be saved.
#19788 Impossible to add new CTI engines.
#19801 Failed login with single sign-on locks port. Fix is included in ACEOidcClient.dll 21.0.1.0.

Limitations:
See previous version below.

Related documents:
See previous version below.

Version 21.0.0.29 Date 2021-04-09
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Compatible version of other components:
ACE Application Server 21.0.0 or newer
ACE Configuration Utility 21.0.0 or newer
ACE Database 21.0.0 or newer
ACE Main Server 21.0.0 or newer
ACE ServiceNode Tenant 17.0.0 or newer
ACE ServiceNode Tenant G2 21.0.0 or newer
Des3Intercept.dll 4.0.6.0
Midas.dll 17.0.4723.55752
ACEOidcClient.dll 21.0.0.1
libeay32.dll 1.0.2.21
ssleay32.dll 1.0.2.21
Windows 8.1/10

New functionality:
- Support for configurating SIP trunks. Requires elevated access via on-time ticket.
- Support for configurating ring time. Requires elevated access via on-time ticket.
- Support for SSO via OpenId Connect. Note that Configuration Utility 21 must be used and if SSO is to be used in ACE Cloud (multi-tenant), "Company name" must be set in Configuration Utility.
- Support for configuration of the ssoAuthId value per user account. Requires elevated access via on-time ticket.

- User accounts that have been locked via SCIM/MIM synchronization cannot be unlocked in ACE Admin.
- Support for configuration of contact data keys for screen pop in ACE Interact.
- Partial migration to secure REST API for database access, which necessitates use of OpenSSL.

Bugs corrected in this version:
#19658 Possible to configure "Directory" as a searchable field for ACE Interact, which causes problems with CMG.
#19662 Toggling "Use TCM" in UC system settings for Touchpoint Plus causes system crashes.
#19677 Impossible to rename campaign feedback reasons.
#19681 Editing an access number may sometimes clear/remove assignments to the access number.
#19700 Exporting user accounts when e.g. Anyphone Access column is not visible causes error.
#19731 "Inverted control" in switch object is ignored when displaying the open/closed status.
#19733 Sub areas are exported in wrong format from Queues and waiting lists window.
#19735 Combo boxes for selecting auto search in ACE Knowledge are misaligned.

Limitations:
- Installing ACE Admin on a computer where CallGuide Admin is installed will not automatically remove CallGuide Admin. Instead, the two programs will exist side-by-side on the computer until CallGuide Admin is uninstalled.
- In the "Routing" window there can be no more than 2000 routing rows.
- A single address list file can have no more than 50 000 entries.
- Alternative character set is not supported in some configurations:
  - Dialog Flows
  - Schedules
  - Entrances
  - Menu choices

Related documents:
- ACE Installed components
- Installation manual ACE clients
- Online help https://docs.ace.teliacompany.com