

Telia ACE 21 Release Notes ACE Agent

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

Version 21.0.0.10 Date 2021-04-09

Compatible version of other components:

ACE Application Server 21.0.0 or newer
ACE Database 21.0.0 or newer
ACE Main Server 21.0.0 or newer
CallGuide OCS Adapter 8.4.3.3 or newer
ACE OCS Adapter 12.0.0 or newer
CallGuide Presence Adapter 11.0.0 or newer
ACE Presence Adapter G2 21.0.0 or newer
ACE Configuration Utility 21.0.0 or newer
ServiceProvider Cisco UCM TSP for Cisco UCM 8.5 Windows 7 (32-bit)
ServiceProvider Cisco UCM TSP for Cisco UCM 8.6-10.0 Windows 7/8 (32, 64 bit versions)
ServiceProvider Cisco UCM TSP for Cisco UCM 10.5 Windows 7/8/8.1 (32, 64 bit versions)
For supported switches with Server based CTI, see release Notes for ACE Main Server

Midas.dll 17.0.4723.55752
Des3Intercept.dll 4.0.6.0
UtilComp.dll 7.1.0.1
ACEOidcClient.dll 21.0.0.1
ScreenPop.exe 12.0.0

Windows 8.1/10 (depending on service provider used)

New functionality:

- 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.

Bugs corrected in this version:

#19713 Stop time for activities are not correctly set.
#19715 Quicktext selector not shown in correct position when typing "#" in Unifinder message text box.
#19723 Status bar sometimes displays a higher total number of search hits than the actual number of items in the search result.

Limitations:

Installing ACE Agent on a computer where CallGuide Agent is installed will not automatically remove CallGuide Agent. Instead, the two programs will exist side-by-side on the computer until CallGuide Agent is uninstalled.
#3891 Performance when searching in Information Guide decreases dramatically if the no. of allowed combinations of search values for finding a certain record is large. Example: A guide uses all five keys. A record in the guide is categorized with 5 values per key. This produces $5*5*5*5*5 = 3125$ possible search combinations for matching the record. If the same generous definition of matching combinations is applied to all records in the guide the performance when searching will degrade.
#8175 ActiveX is not registered automatically when ACE Agent is started. A temporary work around is that registration is made by the installation program
#9329 If the system parameter timeoutRequestToServer is set to a value larger than 10 s, Active X clients may not work properly after a timeout has occurred
#10621 Command prompt login not available when using login to an UC system.
#11927 Minimize button is not visible in chat window under Windows 7. A work around to minimize the window is to double click the window title bar
#11955 Virtual DPI scaling for MS Windows is not implemented, i.e. use of scaling to 125% or 150% in MS Windows does not change size of ACE Agent

When entering a comment together with an activity (attendant message)/future activity when ACE is integrated with an UC system, the comment might be truncated depending on what UC system is used. In ACE 512 characters are allowed, but most UC systems have a lower limit. For further details see the ACE Agent user manual

When OR-search is performed in Marvin keyword is never included in search, independent of if keyword column is visible or not. Searching on keyword can be performed with AND-search.

Refresh of status cannot be made for more than 50 persons at a time to CMG (to reduce delays in system)

Completion of email addresses cannot be performed in mail support functions towards CMG

When performing a search in CMG from Unifinder, email address, list of keywords and attendant message comment are not shown until a row for a person in the search result is selected.

When handling emails where another agent, using ACE Interact, have started to write an answer, this answer won't be accessible in ACE Agent.

Related documents:

ACE Installed components

Installation manual ACE clients

Online Help <https://docs.ace.teliacompany.com>