

**Introduction
to
Release**

9.1.0

CHANGES:

A new data import/export infrastructure called "Interface Bus" is available for OMNITRACKER. This new component allows you to interface with the following systems:

- Microsoft Exchange Server
- Microsoft SharePoint Services
- SAP Solution Manager
- baramundi Management Suite

For some of the above systems, additional OMNITRACKER licenses must be acquired.

NEW SYSTEM REQUIREMENTS:

OMNITRACKER 9.1.0 has the same system requirements as OMNITRACKER 9.0.200.

Oracle 11gR2 now also is supported as database backend.

For all details regarding system requirements, please refer to http://docs.omnitracker.info/ot_reqs/OT_Requirements.pdf

Minimum Client Version: 9.1.0.

UPGRADE PROCEDURE:

Before upgrading:

* Make sure to backup your OMNITRACKER database and the attachments directory.

* Before upgrading from version 8.4.x or older:

- Rename your log files of the current day, because OMNITRACKER version 8.5/9.x log files will be written using another format (namely UTF-8).
- Make sure that you have enough free space on the hard disks for database server transaction log files and database server data files.
The recommended amount of free space per disk is 3x times the current data file size.

While upgrading:

- When migrating the database from OMNITRACKER version 8.4.x or older to the current OMNITRACKER version, all texts in the database are converted to Unicode. This takes about 25 minutes per gigabyte database size. (This applies only to SQL Server and Oracle.
No Unicode conversion is needed under MS Access and IBM DB2 .)

SQL Server users can improve the conversion time slightly (by about 20%) by performing the following measures:

* Change the database recovery model to "Simple" during the migration.

* Create a new SQL Server storage group and add a new hard disk to this storage group. Make this storage group the default storage group.

After upgrading:

- When starting the OMNITRACKER server for the first time after upgrading, do not stop the server again until the "Welcome to OMNITRACKER" message appears in the status panel.

Otherwise, your database might become corrupted.

- After upgrading from version 8.4.x or older, the database files will have up to twice the size as before. You therefore should increase the database server RAM in order to avoid reduced performance; ideally, you should double the available RAM.

If OMNITRACKER server and database server are running on the same machine, please make sure that enough RAM is left for OMNITRACKER (2 GBytes recommended).

- After upgrading from OMNITRACKER version 8.4.x or older, when starting OMNITRACKER 9.1.0 for the first time, extensive database operations will take place in order to remove orphaned appearance settings (server fix 59); during this time, the server is not accessible. This can take up to 10 minutes per gigabyte database size.
- After upgrading from OMNITRACKER version 8.3.x or older, the first startup time will take approximately 20 minutes per gigabyte database size. When upgrading from version 8.0.200 or older, this might take even longer.
- After upgrading from OMNITRACKER version 8.5.0 or older, when starting the OMNITRACKER server for the first time, the attachment directory will be reorganized for performance reasons. This will take some time (approximately 30 minutes per one million attachments).
- OMNITRACKER can be used as soon as "Welcome to OMNITRACKER" appears in the "OMNITRACKER Service Control Panel" window.
- Please also refer to the Release Notes of version 8.0 (and earlier) when you upgrade from version 8.0.x or older.
- If you are using Oracle as database server, you must recreate the database statistics after updating to the latest OMNITRACKER version.

WHEN INSTALLING THE WEB GATEWAY, PLEASE NOTE:

If you are upgrading from Web Gateway version 8.2.x or older, you should uninstall your Web Gateway first before installing the new version. Please make sure to backup your configuration files. See release notes from version 8.3.x for more details.

KNOWN ISSUES:

- OT-13232: Saving XML data from the end-user client has a different format for date/time values and boolean values than previous OMNITRACKER versions. This will be corrected in OMNITRACKER version 9.1.100.

New Features

Title: **OMNITRACKER Interface Bus supports integration with the baramundi Management Suite**

Number: OT-11402

Class: New Feature

Component: Interface Bus - baramundi MS Integration

The OMNITRACKER Interface Bus now includes an option for integrating OMNITRACKER workflows with the baramundi Management Suite.

Title: **Integration with SAP Solution Manager Service Desk**

Number: OT-11401

Class: New Feature

Component: Interface Bus - SAP SolMan Integration

The OMNITRACKER Interface Bus now supports integration of OMNITRACKER workflows with SAP Solution Manager Service Desk.

Title: **Integration of OMNITRACKER with Windows Sharepoint Services 3.0 - Import/Export**

Number: OT-11400

Class: New Feature

Component: Interface Bus - MS Sharepoint Integration

OMNITRACKER now can import data from Windows SharePoint Services or export data to Windows SharePoint Services via the OMNITRACKER Interface Bus.

MS SharePoint Servers can be selected as target systems when creating OMNITRACKER import and export settings.

Title: **Integration of OMNITRACKER with Microsoft Exchange Server 2007 SP1 or later**

Number: OT-11399

Class: New Feature

Component: Interface Bus - MS Exchange Integration

OMNITRACKER now can import data from MS Exchange Server or export data to MS Exchange Server via the OMNITRACKER Interface Bus.

MS Exchange Server can be selected as a target system when creating OMNITRACKER import and export settings.

Performance Improvements

Title: **End-user client: Text controls, that contain a lot of text with URL highlighting, now initialize faster**

Number: OT-12514

Class: Performance Improvement

Component: Forms - Object Window

Title: **Improved performance when evaluating rules of type "<RefObjectList>.<Property> = <Value>"**

Number: OT-12211

Class: Performance Improvement

Component: Action Lists

Fixed Defects

Title: **Changing data types now no longer can cause inconsistent user field permissions**

Number: OT-11057

Class: Defect

Component: Folder Administration - Permissions

Changing data types now no longer can cause inconsistent permissions.

Please note, that also a new server fix (Fix 64) has been provided, that removes all inconsistent user field permissions, that currently exist in the database.

Title: **When exporting data, the correct file extension is automatically added to the file name, if the user does not specify it**

Number: OT-11657

Class: Defect

Component: Tasks

**Introduction
to
Release
9.0.200**

CHANGES:

- This maintenance release contains only minor changes and bug fixes.

NEW SYSTEM REQUIREMENTS:

OMNITRACKER 9.0.200 has the same system requirements as OMNITRACKER 9.0.100.

For all details regarding system requirements, please refer to
http://docs.omnitracker.info/Deutsch/Informationsmaterial/Lists/Informationsmaterial/Attachments/32/OT_Requirements.pdf

Minimum Client Version: 9.0.200.

UPGRADE PROCEDURE:

Before upgrading:

- * Make sure to backup your OMNITRACKER database and the attachments directory.

- * Before upgrading from version 8.4.x or older:

- Rename your log files of the current day, because OMNITRACKER version 8.5/9.0 log files will be written using another format (namely UTF-8).
- Make sure that you have enough free space on the hard disks for database server transaction log files and database server data files.
The recommended amount of free space per disk is 3x times the current data file size.

While upgrading:

- When migrating the database from OMNITRACKER version 8.4.x or older to the current OMNITRACKER version, all texts in the database are converted to Unicode. This takes about 25 minutes per gigabyte database size.
(This applies only to SQL Server and Oracle.
No Unicode conversion is needed under MS Access and IBM DB2 .)

SQL Server users can improve the conversion time slightly (by about 20%) by performing the following measures:

- * Change the database recovery model to "Simple" during the migration.
- * Create a new SQL Server storage group and add a new hard disk to this storage group. Make this storage group the default storage group.

After upgrading:

- When starting the OMNITRACKER server for the first time after upgrading, do not stop the server again until the "Welcome to OMNITRACKER" message appears in the status panel.
Otherwise, your database might become corrupted.
- After upgrading from version 8.4.x or older, the database files will have up to twice the size as before. You therefore should increase the database server RAM in order to avoid reduced performance; ideally, you should double the available RAM.
If OMNITRACKER server and database server are running on the same machine, please make sure that enough RAM is left for OMNITRACKER (2 GBytes recommended).

- After upgrading from OMNITRACKER version 8.4.x or older, when starting OMNITRACKER 9.0.200 for the first time, extensive database operations will take place in order to remove orphaned appearance settings (server fix 59); during this time, the server is not accessible. This can take up to 10 minutes per gigabyte database size.
- After upgrading from OMNITRACKER version 8.3.x or older, the first startup time will take approximately 20 minutes per gigabyte database size. When upgrading from version 8.0.200 or older, this might take even longer.
- After upgrading from OMNITRACKER version 8.5.0 or older, when starting the OMNITRACKER server for the first time, the attachment directory will be reorganized for performance reasons. This will take some time (approximately 30 minutes per one million attachments).
- OMNITRACKER can be used as soon as "Welcome to OMNITRACKER" appears in the "OMNITRACKER Service Control Panel" window.
- Please also refer to the Release Notes of version 8.0 (and earlier) when you upgrade from version 8.0.x or older.
- If you are using Oracle as database server, you must recreate the database statistics after updating to the latest OMNITRACKER version.

WHEN INSTALLING THE WEB GATEWAY, PLEASE NOTE:

If you are upgrading from Web Gateway version 8.2.x or older, you should uninstall your Web Gateway first before installing the new version. Please make sure to backup your configuration files. See release notes from version 8.3.x for more details.

Changed Features

Title: **When exporting formatted text fields, you now can decide whether to export them as plain text or as formatted text**

Number: OT-13075
Class: Change Request
Component: Data Export

Title: **In the calendar views, it now is possible to select multiple appointments**

Number: OT-13005
Class: Change Request
Component: ActiveX Control - Calendar Views

Title: **Docking of tool or document windows now restores the main window, if it was minimized before**

Number: OT-12750
Class: Change Request
Component: Panes Framework

Title: **Improved selection of nodes in the schema comparison dialog**

Number: OT-06087
Class: Change Request
Component: Schema Comparison

Performance Improvements

Title: **Improved performance when modifying users/user groups, views and schema objects in multilingual environments**

Number: OT-13211

Class: Performance Improvement

Component: Internationalization (Multilingual features)

Fixed Defects

Title: **The notification client now no longer needs a concurrent user license if it gets started AFTER the OMNITRACKER client**

Number: OT-11361
Class: Defect
Component: Notification Client

Title: **The OMNITRACKER Windows end-user client now works better with dual displays**

Number: OT-05730
Class: Defect
Component: GUI (Windows) - General

Title: **Floating-point values in the editable tree view now are displayed using the current locale**

Number: OT-13149
Class: Defect
Component: ActiveX Control - Tree Control

Title: **Rules of the type "<refA>.<refB> contains current user or proxy" now are evaluated consistently**

Number: OT-13089
Class: Defect
Component: Folder Administration - Proxies

In previous OMNITRACKER versions, sometimes this rule referred to the proxy settings of the current folder and sometimes to the proxy settings of the referenced folder.

Now, the proxy settings of the current folder are used, if the compatibility flag "Evaluate rules using proxies like in older OMNITRACKER versions" was removed after updating to the new OMNITRACKER version (Administrator Client; Menu "File\Administration\Proxy Rules Compatibility Setting...").

Title: **Users now are also warned, if they try to edit a rich edit field, containing only pictures, in the administrator client**

Number: OT-13087
Class: Defect
Component: Rich Edit Control - General

Title: **Blank lines from formatted text fields now are correctly exported to Crystal Reports**

Number: OT-13074
Class: Defect
Component: Data Export
In former OMNITRACKER 9.x versions, blank lines were ignored.

Title: **Copying object references in the tree view using drag&drop now works correctly**

Number: OT-13009
Class: Defect
Component: ActiveX Control - Timeline View

Title: **The mobile push service now handles deleted objects correctly**

Number: OT-12954
Class: Defect
Component: Mobile Client - Push Service

**Introduction
to
Release
9.0.0/100**

NEW FEATURES:

- The OMNITRACKER Windows client now consists of two parts:
 - * The "End-user client" (with a redesigned, more comfortable user interface) - this client is used to perform "normal-user" tasks.
 - * The "Administrator client" (which corresponds to the Windows client of OMNITRACKER 8.x) - this client is used to perform administrative tasks.

The following new features apply to the end-user client only:

- OMNITRACKER objects now are displayed inside the main window and no longer as pop-up windows. Related objects (e.g. if you open one object referenced by another object) are displayed inside the same part of the window. Using breadcrumb bars, you can navigate between the related windows.

By default, objects whose forms are too large to fit inside the main window, still are displayed as pop-up windows.

The OMNITRACKER administrator can change this behavior, and decide to always display objects inside the main window regardless of their size, or to always display objects as pop-up windows.

- A new "Search Box" allows you to hide the search forms and to perform searches nevertheless.

You can define standard search fields in each folder which are searched when using the search box without specifying a field name.

- Search operators in search forms. E.g., you can use ">1000" to search for all values greater than 1000.
- Rearrangeable User Interface. You can position folder tree, shortcut bar, object lists and objects anywhere on your desktop.
- Support for formatted text in Windows and Web clients ("rich edit" controls). The formatted text may contain embedded images.

Formatted text can be used in Memo fields (except time-stamped memo fields) and can be displayed and edited in Windows and Web clients.

Formatted text also can be exported to Crystal Reports. Please note, however, that Crystal Reports only has limited support for formatted text.

- Support for Windows 7.
- Support for Internet Explorer 8.0.

CAVEATS:

- If ActiveX controls are used in OMNITRACKER Forms (search forms, global forms, object forms), please make sure that the region of the ActiveX control is not clipped, i.e. the size of the ActiveX control must be adapted that the whole control can be displayed within the form. Otherwise the clipping will not work. This is a limitation by design (Microsoft Windows and Windows Presentation Foundation).

- Due to limitations in the .NET framework, you no longer can pass COM objects to a global client-side script (i.e. client-side scripts invoked from an external application using the `OtClient.OtClientAut` object). Only the primitive data types Boolean, Byte, Integer, Currency, Long, Single, Double, Date(Time), String and Array-of-Variant are supported. Furthermore the object `Scripting.Dictionary` is supported if the keys and values in the dictionary are one of the above types. Other COM objects are not supported.
- OMNITRACKER 9.0 performs more extensive consistency checks for object forms than OMNITRACKER 8.5 or earlier:
If a form is opened that contains a request list control that is configured to apply a view that no longer exists in the system, the following warning message is now issued if the current user is a folder administrator or superuser:

*The named view "<View Name>" was not found in folder "<Folder Name>".
Using last stored view settings instead.*

In order to solve this problem, please open the form in the form editor, open the "ActiveX Properties" of the request list control and choose another view in the "Layout" options.

- In previous OMNITRACKER versions, you could assign certain control properties in scripts by dropping the "=" sign, e.g. instead of

```
control.PropertyName = Value
```

you could write

```
control.PropertyName Value
```

This was an undocumented behavior and is no longer supported in OMNITRACKER version 9.0 and later.

The following control properties were affected:

Graph Control:

- AllowAction
- NodeDistance
- DefaultNodeColor
- DefaultEdgeColor
- DefaultNodeHeight
- DefaultNodeWidth
- DefaultTextStyle

Map Control:

- AllowUserInteraction
- NavigationBarEnabled
- AllowSelectionSingle
- AllowSelectionCircle
- AllowSelectionRectangle
- AllowSelectionFreeform
- AllowSelectionAir

NEW SYSTEM REQUIREMENTS:

- .NET Framework 3.5 with SP1 must be installed on all PCs on which the Windows client shall be installed.
- It is not recommended to use the Windows client with Citrix or Remote Desktop (Terminal Servers) if the connection between Citrix Client or Remote Desktop Client

and the Citrix Server or Terminal Server is slow or has a high latency.
At least LAN speeds are required for this configuration.
With slower networks, the performance of the Windows client will suffer.

- The Windows client consumes more main memory than in previous OMNITRACKER versions. (Approx. 80-100 MBytes).
- When using Windows Terminal Servers, Windows Server 2008 should be preferred over Windows Server 2003, for performance reasons.
- For creating or modifying report layouts, Crystal Reports XI no longer is supported. Use Crystal Reports 2008 instead.
Reports created with older versions still can be displayed.
- Version 3.5.7 of Firefox contains a bug that prevents you from inserting images to formatted text fields.

PLEASE NOTE:

The executable "OtClient.exe" now is the administrator client; the end-user client is called "OMNINET.OMNITRACKER.Client.exe". In case you have any scripts or links that refer to "OtClient.exe", you should redirect them to "OMNINET.OMNITRACKER.Client.exe".

New Features

Title: **New rule for restriction filters that checks, whether a reference object is member of a reference list**

Number: OT-10777
Class: New Feature
Component: Filter

Title: **New functionality for faster searching**

Number: OT-10949
Class: New Feature
Component: Filter

The WPF-based client and the Web client now offer a "search box" for faster searching. In this search box, you can enter search expressions, and you no longer need search forms for simple search requests.

Furthermore, the Automation Interface has been expanded to support these search expressions. They allow you to write simple filters using text strings. For example,

```
filter.SetSearchExpression("Name:Smith Priority:<>High")
```

is equivalent to the following code:

```
filter.UserFields("Name") = "Smith"  
filter.UserFields("Priority") = "High"  
filter.NegateField("Priority") = True
```

Title: **Memo fields with formatted text**

Number: OT-05576
Class: New Feature
Component: Folder Administration - Fields

You now can format the text contained in memo fields, e.g. by using different font types or text colors. You also can embed images and hyperlinks into your text.

Changed Features

Title: **The web client now prevents the user from using links as images in formatted text fields**

Number: OT-12501
Class: Change Request
Component: Rich Edit Control - Web

Title: **Pictures that are inserted into the Rich Edit Control are now no longer enlarged by a small factor**

Number: OT-12412
Class: Change Request
Component: Rich Edit Control - General

Title: **The OK button in Appearance Settings editor now stays enabled after Apply is pressed**

Number: OT-12418
Class: Change Request
Component: Appearance Settings

Title: **Images now are correctly displayed in referenced formatted text fields in the Web Gateway**

Number: OT-12490
Class: Change Request
Component: Web Gateway - Object Page

Title: **The Email Gateway now no longer wraps plain text lines after 76 characters in sent emails, if 'Quoted Printable' is used**

Number: OT-12170
Class: Change Request
Component: Email Gateway

Title: **The read-only workflow editor now shows the description of states and state transitions in tooltips**

Number: OT-12146
Class: Change Request
Component: Workflow Editor

Title: **Empty and non-empty mandatory fields now are displayed in two different ways**

Number: OT-12007
Class: Change Request
Component: Forms - Object Window
This applies only to the end-user client, not to the administrator-client.

Title: **Superuser-specific menus now are hidden, if the current user is not a superuser**

Number: OT-11979
Class: Change Request
Component: General - OMNITRACKER Client

The following menus (resp. menu items) are hidden in the end-user client, if the current user is not a superuser:

* "File | Administration"

* "File | Packages"

* "File | Send Email To User..."

* "File | Send Notification Message To User..."

* some menu items in the "Telephony" menu

Title: **OMNITRACKER setup programs now are digitally signed**

Changed Features

Number: OT-11793
Class: Change Request
Component: Setup

Title: **You now can switch on MAPI logging in the Email Options dialog**

Number: OT-11517
Class: Change Request
Component: Email Gateway

Title: **The cross reference tool now no longer requires a license**

Number: OT-11476
Class: Change Request
Component: Cross Reference Tool

In previous OMNITRACKER versions, a "development environment" license was necessary to use the cross reference tool.

Title: **OMNITRACKER now is compatible with Crystal Reports 2008 Service Pack 2**

Number: OT-11439
Class: Change Request
Component: Reports - Framework

Title: **Operators inside search forms**

Number: OT-11261
Class: Change Request
Component: Forms - Search Forms

Inside search forms, you now can use operators.

For example, placing

>100

in a numeric field will create a search request, that returns all objects, where the value in that field is greater than 100.

Please note, that this feature is available in the end-user client, but not in the administrator client.

Title: **Enhanced user interface for rule editor**

Number: OT-11145
Class: Change Request
Component: Rule Editor

Complex filters and rules now can be entered much more easier.

Title: **Timeline view has 3 new zoom levels for 12, 6 and 3 hour view**

Number: OT-09591
Class: Change Request
Component: ActiveX Control - Timeline View

Performance Improvements

Title: **New flag "Recalculate when object has been moved" for autocalculations to avoid unnecessary recalculations**

Number: OT-11999

Class: Performance Improvement

Component: Autocalculations

A new flag "Recalculate when object has been moved" is now available for autocalculations.

If an object is moved to a folder A from a folder B, the following autocalculations in folder A are recalculated:

- All autocalculations which are new in folder A, i.e. which do not exist in folder B
- All autocalculations which also exist in folder B and for which the flag "Recalculate when object has been moved" is set

Please note:

After database migration to OMNITRACKER Version 9.0, the default value of the flag is "TRUE". For performance reasons, however, it is recommended to clear the flag, because in many applications the recalculation is not necessary.

It may be necessary, however, if the result of the autocalculation depends on the folder of the actual object. In this case, you should not clear the flag.

Title: **Improved performance when moving an object into a subfolder of the current folder**

Number: OT-11700

Class: Performance Improvement

Component: Object Creation, Modification and Deletion

Title: **Determining the count of unread notification messages now is faster than in previous OMNITRACKER versions**

Number: OT-11688

Class: Performance Improvement

Component: Notifications in OtClient

Title: **Improved performance of Windows client when changing folders**

Number: OT-10647

Class: Performance Improvement

Component: Views - General

Title: **Field definitions now are cached by the Automation Interface**

Number: OT-12016

Class: Performance Improvement

Component: Automation Interface

Improved the performance of client-side scripts by caching the field definition information.

Fixed Defects

Title: **Killing a client while a long-running server action is in process now no longer can cause "zombie sessions"**

Number: OT-11858

Class: Defect

Component: Server Setup Panel (OtSvcCtl)

In previous OMNITRACKER versions, killing a session while a long-running server action was in process caused a server-side session to remain active indefinitely and consumed a license.

Title: **Fixed a memory leak, that occurred when getting the type details of a reference list field via Automation Interface**

Number: OT-12479

Class: Defect

Component: Automation Interface

Title: **Fixed problem in data export module**

Number: OT-10556

Class: Defect

Component: Object List

In previous OMNITRACKER versions, sometimes the error message "Invalid argument encountered" was displayed when exporting data.

Title: **Better readability for long address lists in email messages**

Number: OT-03453

Class: Defect

Component: Message Templates

In previous OMNITRACKER versions, long email addresses were hard to read. In the new end-user client, long email addresses (resp. long recipients lists) can be read much better.

Title: **The string "ins*" now also is accepted as a full-text search string**

Number: OT-12477

Class: Defect

Component: Full-Text Search

Title: **The error message "The SSL option for this email account will be disabled..." no longer is displayed, if SSL is not used**

Number: OT-12431

Class: Defect

Component: Email Gateway

In previous OMNITRACKER versions, this wrong error message was displayed when editing an email account without using SSL.

Title: **Improved performance of the timeline view, if there is a large number of resources**

Number: OT-12394

Class: Defect

Component: ActiveX Control - Timeline View

Title: **Single-sign-on now also is supported, if web server and OMNITRACKER server are on different machines**

Number: OT-12171

Class: Defect

Component: OtRemote (Networking and Multithreading Support)

In previous OMNITRACKER versions, you would see the following error message when trying to log on using Windows Authentication via the web client:

"User NT AUTHORITY\ANONYMOUS LOGON" has no permission to access OMNITRACKER"

Fixed Defects

Title: **The client now no longer can crash, if objects with empty identifying fields are imported**

Number: OT-11845
Class: Defect
Component: Data Import

Title: **Object forms now are closed automatically, if the object is moved to a folder, where the user has no read privilege**

Number: OT-11835
Class: Defect
Component: Folder Administration - Privileges
Please note, that this correction has been provided for the new end-user client, but not for the administrator client.

Title: **Setup for SCM integration now installs a correct version of Interop.OtAut.dll**

Number: OT-11824
Class: Defect
Component: Setup
Previous versions of the setup program installed an outdated version of Interop.OtAut.dll .

Title: **The object name of all permission descriptions now is displayed correctly in the translations dialog**

Number: OT-11633
Class: Defect
Component: Internationalization (Multilingual features)

Title: **Double-clicking a "reference-to-user" resource in the timeline view now no longer opens a different object**

Number: OT-11567
Class: Defect
Component: ActiveX Control - Timeline View

Title: **The OMNITRACKER server now no longer crashes, if the hard disk partition with the log file runs out of space**

Number: OT-10871
Class: Defect
Component: Logging (OtServer)

Title: **The "New" button in the "Select Object" window now is disabled, if the user has no "Object - Create" permission**

Number: OT-06994
Class: Defect
Component: Object List
In previous OMNITRACKER versions, the "New" button sometimes was enabled, even if the user had no "Object - Create" permission.
This has been fixed in the new end-user client.

Title: **Moving objects with "Schedule" fields now works correctly**

Number: OT-06438
Class: Defect
Component: Object Copying And Cloning