



Customer Engagement

EngageOne® Compose

Version EngageOne® Server 4.4 Service Pack 9 R1

Release Notes

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Changes in this release

EngageOne Server version 4.4 service pack 9 R1 includes upgrades and fixes to reported issues.

OpenAM upgrade

This release includes upgrades to OpenAM as follows:

- OpenAM is upgraded to release level 13.5.2
- The OpenAM policy agent is upgraded to release level 3.5.1

Compatibility

Interactive Editor (Desktop Application)

The earlier Interactive Editor (Desktop Application) versions e.g. 6.6.8 are not supported with this version of EngageOne Server. Attempting to use an earlier version will result in a failed Editor launch. You must use the matching EngageOne Interactive Editor (Desktop Application) 6.6.9 version supplied with this release.

The compatible 6.6.9 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.

Compatibility of Designer 6.6 Service Pack 9 published resources with in-market versions of Vault

Changes to the published resource format from Designer 6.6 Service Pack 9 require an updated set of RMFUTIL libraries to be applied to EngageOne Vault 6.x/7.x versions for compatibility with Designer 6.6 Service Pack 9 published resources.

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.

Advance withdrawal notices

Withdrawn EngageOne Server support

The following list represents some of the products versions reaching end of support in 2019. If you have any questions regarding support of a product version, please contact your Account Manager. If you need technical support, visit the [Pitney Bowes Software](#) website.

These key dates will help you make informed decisions about when to update, upgrade or make changes to your software.

Version History	Date of Availability	Support End Date
Version 4.3 (incl. all 4.3.x)	June 30, 2016	December 31, 2019
Version 4.2 (incl. all 4.2.x)	November 13, 2015	December 31, 2019
Version 4.1 (incl. all 4.1.x)	August 17, 2015	December 31, 2019
Version 4.0 (incl. all 4.0.x)	June 12, 2015	December 31, 2019
Version 3.1 (incl. all 3.1.x)	June 24, 2013	December 31, 2019
Version 3.0 (incl. all 3.0.x)	March 30, 2012	December 31, 2019

Service packs are part of the process of keeping EngageOne Server 4.4 up to date. Service packs combine the latest updates and fixes into one download. A service pack can include security and performance improvements as well as support for new features. Please email: pbs_fulfillment@pb.com who will provide you with links to download the latest software releases.

Fixed issues in this release

Key	Summary
CES-59703	<p>Multiple issues were discovered and resolved with this issue; these mainly related to Forge Rock components. In a clustered installation, each restart of any node always triggered a rapid growth of sessions visible in OpenAM statistics. As a result, the security bundle became unresponsive, and submission of delivery or work items was not possible. A full system restart was the only way to resolve this issue.</p> <p>Resolution: This issue is resolved by OpenAM upgrades as follows:</p> <ul style="list-style-type: none"> • OpenAM is now at version 13.5.2. • The OpenAM policy agent is now at version 3.5.1.
CES-62178	<p>It was impossible to remove unwanted content from the <code>active-drive\temp</code> folder when executing the purge process in concurrency mode.</p> <p>Resolution: Purging takes place on the <code>active-drive\temp</code> folder irrespective of whether the purge process is in concurrency mode or not. Each execution of the purge process removes all disk resources older than the number of days (relative to the current date) provided as a process parameter.</p>
CES-62205	<p>Attached documents were not visible when using the email delivery channel to users of the iOS (iPhone) mail application.</p> <p>Resolution: The code has been revised to eliminate this issue.</p>
CES-62206	<p>The order of XML report file elements is not saved where a delivery channel's definition contains an XML report file with elements.</p> <p>Resolution: The source code responsible for retrieving and ordering elements list items has been updated to resolve this issue.</p>
CES-62738	<p>It was possible to remove Active Content resources referenced by active work items.</p> <p>Resolution: The system now registers information about all Active Content necessary to successfully compose and deliver documents. Removal of Active Content with active workitems is now disallowed.</p>
CES-62784	<p>The following issues were discovered in NA-Batch when processing in double composition mode:</p>

Key	Summary
	<ul style="list-style-type: none">• Processing performance was adversely affected.• NA-Batch was aborting on a random basis. Error reporting indicated that multiple workers were attempting to access the same disk resource. <p>Resolution: The code was updated to resolve the reported issue.</p>

Known issues and limitations in this release

Bypass Output Channel Processing

When working with Bypass Output Channel 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.

Other known issues/limitations

Key	Summary
CES-60689	There is inconsistency in the size of the description field for assets between the template Designer (256 chars) and EngageOne Server Administration user interface (200 chars).
CES-59230	<p>The following buttons are grayed out after canceling out of a Save as Template operation:</p> <ul style="list-style-type: none"> • Save for Later • Save as Template • Next/Submit <p>Workaround: Refresh the page and launch Interactive Editor again.</p>
CES-13306	Exporting more than three delivery options at one time can result in an error. Increasing the timeout setting of the Load Balancer will often resolve this issue. Selecting a maximum of three delivery items at a time does not produce this error.
CES-59210	<p>Navigation buttons (Home, Projects, Templates, etc.) on the Home page do not work in the following scenario:</p> <ol style="list-style-type: none"> 1. Go to Templates, select a template and proceed to Edit Communication page 2. Launch Interactive Editor clicking Edit Communication page 3. Change language in EO Compose, at this point the Interactive Editor is terminated 4. Launch Interactive Editor again 5. Click Cancel and then Discard in Unsaved Changes pop-up 6. Click any of the navigation buttons (Home, Projects, Templates, etc.) and then discard your changes in the Unsaved Changes pop-up <p>Workaround: The navigation buttons will work as normal after refreshing the page.</p>

Key	Summary
CES-59045	<p>The Save for Later option is not available after adding an attachment and/or note when Interactive Editor has not been launched.</p> <p>Workaround: Clicking the Edit Communication button invokes the Interactive editor and enables the Save for Later function. Note that the attachment/note can be added without clicking the Edit Communication button.</p>
CES-58491	The JAWS screen reader may read the application title twice when tabbing between prompt dialogs with the EngageOne® Compose Interactive Editor.
CES-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.
CES-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.
CES-5985	Uploading large amounts of active content can fail when using Flash player 14 or later. Organizing the active content into folders with 100 or less items will result in optimal performance.
CES-28916	<p>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.</p> <p>This is due to the way the lowercase "i" and uppercase "I" are handled in the Turkish language.</p>
CES-5445	EngageOne 4.x using output variables with a dot in the name results in an error when running batch.

EngageOne Designer considerations

NOTE: 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.

Retirement of DOC1 Support Net

www.doc1supportnet.com is now closed, with content available [EngageOne Compose Technical Support website](#).

The most recent versions of the documents are available and older versions of the documents will be available soon. If you require versions of older documents which you cannot locate on this site please make your request via our Support team, refer to the link below.

This new support site has been designed to improve usability while still providing the resources you have come to expect from Pitney Bowes. When you access the new support site, select the product(s) you are interested in, and the content available will include access to the following information:

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- **Additional Resources** including videos, training, the Software Support and Maintenance Handbook, information on webinars and how to contact Support.

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