



ONYX

Release Notes

Version 7.8

February 2017



4325 Alexander Drive, Suite 100 • Alpharetta, GA 30022-3740 • www.aptean.com • info@aptean.com

Copyright © 2017 Aptean. All Rights Reserved. The information provided by Aptean in this document is for informational purposes only, without representation or warranty of any kind, and Aptean shall not be liable for errors or omissions with respect to the information. The only warranties for Aptean products and services are those set forth in the express warranty statements accompanying such products and services, if any, and nothing herein shall be construed as constituting an additional warranty. No part of this document shall be reproduced or transmitted in any form or for any purpose without the express written permission of Aptean. The information contained herein may be changed without prior notice. Some products marketed by Aptean contain proprietary software components of other software vendors. Aptean and other Aptean products and services referenced herein as well as their respective logos are registered trademark or trademarks of Aptean or its affiliated companies.

Contents

About this Release	2
Licensing Information.....	2
New Features	2
Edge Support	2
Enhanced UI Design	2
Onyx Insight	2
Software Development Kit (SDK).....	3
Onyx Scripting.....	3
Navigator Enhancements.....	3
Onyx Mobile Enhancements	3
Onyx Mobile Web	4
Important Notice(s)	4
Technical Documentation.....	4
Fixes Included in this Release	5
Known Issues	7
Contacting Aptean Customer Support.....	7

About this Release

This Release Notes document provides information about the following:

- [Licensing Information](#)
- [New Features](#)
- [Important Notice\(s\)](#)
- [Technical Documentation](#)
- [Fixes Included in this Release](#)
- [Known Issues](#)
- [Contacting Apteon Customer Support](#)

Licensing Information

The number of users in Security Administration must not exceed the number of users allowed by your Onyx license agreement. When the number of concurrent users exceeds the number of Onyx licenses, no additional users can log on until a logged-on user logs off. If you need additional licenses, contact your Onyx Account Manager.

New Features

Onyx 7.8 contains enhancements that enable you to work more efficiently in Onyx. The enhancements made in this release are:

- **Edge Support**

The OEP 7.8 is now supported on Microsoft Edge.

- **Enhanced UI Design**

In Onyx 7.8, the UI design is enhanced to make the user's interaction as simple and efficient as possible.

- **Onyx Insight**

Onyx Insight provides advanced search capability and easy search solutions that are scalable and reliable for different underlying enterprise products. It also enables you to extract live data from the search results and perform configured actions on the results. The search experience is greatly enhanced by the degree to which the response satisfies the user searching for information.

• Software Development Kit (SDK)

The Onyx 7.8 has a new Software Development Kit. The new Onyx SDK is a set of assemblies which facilitates interaction with the core business layer of Onyx (OEAS). The communication can be out of process across the network with core onyx security included. The data layer protocol of the Onyx SDK is Json, using Newtonsoft.net (Json.net); which does the serialization & deserialization of xml which is the core communication protocol in use.

• Onyx Scripting

- Allows users to guide their interactions with customers.
- Allows users to gather, create, update, or disseminate data across OEAS.
- Allows users to call OEAS features to perform tasks, including those that require opening and working with OES Administration Workbench tools.
- The Stand Alone Scripting allows users to access the Scripting application from a web browser or mobile.

• Navigator Enhancements

- Select multiple items from the drop-down list on the Search Criteria pane.
- Advance filter options on the Search Result window.
- Tile view of search results on the Search Result window.
- Update records from detail screens.

• Onyx Mobile Enhancements

- **Enhanced UI Design** - The Onyx Mobile UI design is enhanced to make the user's interaction as simple and efficient as possible.
- **Shortcut Handler** – A new shortcut handler to launch Onyx Mobile from email or messages through URLs to view detail screens or scripts.
- **Prompted Action** – A new Prompted Action to quickly update records on view screen.
- **Bar Code Scanning** – A new bar code scanning to retrieve records and product information on the home screen and incident edit screen.
- **S3 Utility** – A new utility to send emails, send signed emails, and store an attachments from incident screen.
- **Group Do More Actions** – A new feature to group associated child actions under a parent action.
- **Scripting** - Support for Sencha scripting module.
- Supports iOS 9.0 and higher versions.
- Supports Android 5.0 and higher versions.

• Onyx Mobile Web

- **Enhanced UI Design** - The Onyx Mobile UI design is enhanced to make the user's interaction as simple and efficient as possible.
- **Shortcut Handler** – A new shortcut handler to launch Onyx Mobile from email or messages through URLs to view detail screens or scripts.
- **Prompted Action** – A new Prompted Action to quickly update records on view screen.
- **Group Do More Actions** – A new feature to group associated child actions under a parent action.
- **Scripting** - Support for Sencha scripting module.

Important Notice(s)

Upgrade of the following Onyx core components from earlier versions to version 7.8 is not supported:

- Onyx Employee Portal
- Onyx Enterprise Studio



Note: These installations require an uninstall of earlier versions first, followed by an installation of version 7.8.

Technical Documentation

In addition to these Release Notes, the following documents are included in this release:

- Onyx 7.8 CTI Toolbar Implementation Guide
- Onyx 7.8 CTI Toolbar Developer's Reference Guide
- Onyx 7.8 OEAS Technical Reference Guide
- Onyx 7.8 OEP Administration Guide
- Onyx 7.8 Analytics Installation Guide
- Onyx 7.8 Onyx Employee Portal User Guide
- Onyx 7.8 Installation Guide
- Onyx 7.8 Onyx Mobile Administration Guide
- Onyx 7.8 Onyx Mobile User Guide
- Onyx 7.8 Onyx360Help
- Onyx 7.8 SDK Document
- Onyx 7.8 System Requirements Guide
- Onyx 7.8 Onyx Gateway Proxy Deployment Guide
- Onyx 7.7 to 7.8 Upgrade Procedures

Fixes Included in this Release

The following customer-reported bugs and hotfixes are fixed in this release.

Internal Number	Description
81030	Application Error on ONYXSM.DLL when the value of resource_significant_bit exceed 1024.
204246	SQL syntax error appears when displaying history on Powerpage.
216991	Unable to open the attachments uploaded from Onyx Mobile App.
246529	Navigator - Search Criteria - Tracking Code Not Displaying List if the campaign code includes &.
246526	Onyx 7.7 SP2 - Script Error.
246525	Navigator - Date Format - Home Screen - Displays US Date Time Format for same query.
241207	Team Member query search returns different results in OEP Navigator and Onyx Mobile.
218359	Security issue with delta_merge_xmlhttp.
172736	List Scroll number resulted from Navigator search is displayed on the incident all the time.
211489	date field in list manager result is UTC time.
135518	oeplog object doesn't work.
200608	2 character length property throws the error in Object Designer.
191661	the extension of pdf changed to f after imported by OPS.
172758	Problem related to the number of security resources.
172766	Need search function for OES security managment.
238564	invalid script configuration crashes dllhst3g.exe from module onyxscriptenginestep.dll.
231286	OPS (subsystem) start/stop issues.
200609	Org Chart – Issue.
221453	Onyx Phone Control - Tab Index Issue.
224982	Navigator - Configuration of the message box.
228011	Some characters not allowed in e-mail addresses.
101853	Onyx7.5 Navigator - search operator string overlapped when using tab key.
123492	7.5 - SQL syntax error appears when searching from Navigator.

Internal Number	Description
125089	7.5- Navigator - Error when cloning certain type of records.
246524	Emailing Label Oupt Problem.
241206	Customizing the Company and Individual Search for Onyx Mobile.
91703	error when result grid filed in details area has single quote mark in its display name.
96297	Onyx7.5 Navigator and Homepage filter returned different search result when using ANY on date.
176094	Application error is logged intermittently when stop OPS service.
231405	OPS (EMS) throws the error when processing emails with certain charset.
250967	Cannot Delete OR Update Public Query.
208162	hotfix 24199 resize doesn't work when onyx window is in a window with more than one tab.
215524	OEDB 7.5 installer does not detect correct database version.
212798	Using Windows Authentication does not establish session from LBO tester.
194273	Navigator - grouping function.
231670	Navigator - Queries - A Saved Query on Load populates any User Picker control with all users in the.
217349	Link text to merge templates is inconsistent confusing.
195492	OGS password encryption issues.
217350	Customer Name and Owner Id links are not clearly visible on the Task screens.
217955	Onyx User Preferences - General - Default Worknotes View - Not Working.
211014	date field in list manager result is UTC time.
213842	Cummulative Hotfix returns error when Homepage displays the saved query which include Date type.
224980	Navigator/Silverlight Application Storage.
225788	Navigator Home Page filter does not mask column.
241373	Last Comment shows white space for some worknotes.
226522	Watch/Unwatch behavior issue.
213628	Need Hotfix 100084 including private hotfix 99930.
224983	Navigator Search Does Not Include InsertBy/UpdateBy when choosing Group.
224981	Navigator does not return appropriate result when searching by Tracking Code.

Known Issues

The following is a list of known issues in this release.

Internal Number	Description
259017	OEP: Column header width cannot be increased using drag and drop on Bottom RLC menu.
260041	OEP: Survey: &, ', ", < and > are not encoded when opening from survey tab for Text Box field.
249942	Scripting: Control: All Control Example: List box value is not displayed on the view result step.
218182	Onyx Mobile (iOS): Not possible to change dependency dropdown value from a blank value in prompted action.
216995	Pictures are located strangely when opening it from OEP desktop.
260652	OnyxMobile: iOS: Prompted actions do more control goes blank.
263548	OEP: Survey : Data in Editable textbox for checkbox and drop-down controls is not saving.
263522	Ecma5: "Insert OEP hyperlink" in email page is not working as expected when workticket or email link is added in edge browser.
263757	Literature: Adding literature is throwing error.
263926	Navigator: The search criteria fields in the saved query varies based on the currently selected fields in the search criteria.

Contacting Apteian Customer Support

For operational or technical questions related to Onyx CRM, contact Apteian Customer Support at <http://support.apteian.com/selfservice/>.