

Cora SeQuence 9.6.1 Release Notes

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This update includes enhancements to the case conversations and attachments, the Graph API protocol, and system configuration. It also includes some resolved issues.

Enhancements

- You can copy the case conversations and case attachments from one case to another. This feature is useful when you want to split or merge cases.
- Email Listeners that use the Graph API protocol save the *.msg* attachment files as *.eml*. For more details, see [this article](#).
- Confidential values in the web.config files of the Cora SeQuence applications are now hidden.

Resolved issues

Component	Description	Ticket #
Conversations	Conversations could not create an item in IE11.	
	Conversations were not displayed when translated to any language other than English.	
Dashboards	No data was visible in the Hot Operation dashboards.	289070
Database	The database upgrade had issues with the tblEmailListenerMessages table.	
	Other than Administrators, users with permissions to a lookup table couldn't see the table.	270207
Email	The email activities were not working with the WebAPI because of missing configuration.	
Email Listener	<i>.msg</i> attachment files were missing from the instances created by the Email Listener.	297856
Flowtime	Completed but unallocated cases were not displayed in the Completed tab of the cases list.	297885
JES	The ElasticSearch Incremental Load Data Collector job had issues.	

Deployment

Download the release package from the [Cora SeQuence](#) repository.

NOTE

Contact [Support](#) to obtain credentials to access the Cora SeQuence repositories.

There are six pre-build application deployment packages available, depending on the type of application that you are deploying. You install each Cora SeSequence application separately.

Site applications	Service applications
<ul style="list-style-type: none">• Administration• Flowtime• WebAPI	<ul style="list-style-type: none">• Job Execution Service (JES)• Background Runtime Service (BRS)• Active Directory Synchronization Service (ADSS)

When you deploy pre-built applications, you can choose between the *Standard* and *Premium* packages. The *Premium* package includes HotOperations. You can also build and deploy your own Cora SeSequence applications.



Click [here](#) to see how to deploy Cora SeSequence in an environment with pre-built applications.

For more details on installing and deploying Cora SeSequence, see [this article](#).

IMPORTANT

With Cora SeSequence applications, also upgrade the database to this version. For more information on *database upgrade* paths, see [this article](#).

Before upgrade, make sure to update the PowerShell modules to the latest version. For *PowerShell modules version mapping with Cora SeSequence version*, see [this article](#).

Click [here](#) to view a sample PowerShell script. Consider this sample for reference only, and do not copy paste from here.

For *development* purposes, you can run Cora SeSequence with Microsoft SQL Server Developer Edition.

During upgrade, all product application folders are deleted and redeployed:

- Web and App config files are overwritten in each release. You need to reapply your custom configuration settings after the upgrade.
- All custom files located in the application folders are also deleted. Custom files should be packaged as a custom application NuGet.

Files in the central configuration location are not changed.

For more details, see [this article](#).