

Cora OpsManager 3.4.1 Release Notes

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This is an update for Cora OpsManager V3.4, which provides an enhancement and resolves the product issues detailed below.

The issues found in [Cora SeQuence V9.6.4](#) were also resolved in this release.

To download the release package and instructions, click [here](#).

Enhancement

Cora OpsManager now supports Calibri font in the Email, Approval, and New Request composers for a case conversation.

Resolved Issues

#	Issue	Resolution	Ticket #
1	When you assigned a case back from a team leader to a team member, the case was still available to all.	The assigning of a task to a team member is working fine now.	226373
2	When you created a case using the email listener configured with GraphAPI protocol, the requestor name was not getting displayed.	The requestor name is displayed now.	403648
3	When you opened an indexing required task, an error occurred in event viewer, flooding the logs.	The error is resolved now.	438332
4	For a case, when you updated the case properties and saved the changes, the updated properties were not getting saved.	The updated case properties are now saved.	502671
5	For emails received on a case, the system used local machine's time zone for emails' date and time instead of the user's set time zone.	The user's time zone settings are used for case emails' date and time.	504361 537145
6	For a case, the priority you set while indexing the case was overridden by the default priority chosen in the configuration settings.	The case priority remains the one set while indexing the case.	512846
7	For a case, when you created a new email conversation or replied or forwarded an email, the default signature was not auto populated.	The default signatures are now auto populated.	526809

#	Issue	Resolution	Ticket #
8	For a case, while composing an email when you changed the signature from default the email body content disappeared.	The email body content remains intact even on changing the email signature.	574986
9	While creating a manual case if you abandon the case creation process in between even then the case was created and listed in the task list.	Abandoning the manual case creation process in between moves the case to Closed status.	577782
10	When you saved an indexing task, the task status and subject disappeared from the task page.	The task status and subject is displayed even after saving the indexing task.	583862
11	In the Task list, for a task the Last Action By column was not updated with the user name after being worked upon.	The user name appears in the Last Action By column.	588755
12	For a case, you were not able to use the Download and Pop out options without filling the required fields.	The Download and Pop out options are available even without filling all the required fields.	593441
13	For a Configuration Set, the message response time was not calculated properly when The Message Response Time Unit value was set to Hours From Start of Working Day.	The message response time is calculated properly for Hours From Start of Working Day.	598600
14	When you view the create case notification in Gmail, some text appeared truncated from the right.	The complete text is visible in Gmail notification.	-
15	When you translated Cora OpsManager to any language other than English, some text in the Home page was not translated.	All the text is translated.	-
16	In a task list or case list grid, when you clicked filter for Created option, the advanced options and date range selection were not displayed.	Filter option for Created now displays the advance options and date range selection.	-
17	When a Team Leader or an Operation Manager accessed Awaiting Response Cases report, some relevant details were not displayed in the report.	All relevant details are displayed in the report now.	-

#	Issue	Resolution	Ticket #
18	When you created a new internal request from a case, the comment was added to the case conversation, but a task was not sent, and the status didn't change.	Creating a new internal request created a task and the status of the case also changes.	-
19	When you created a new email conversation for a case, the signature didn't appear properly in the email.	The signature appears in the bottom left-aligned in the email.	-
20	For an indexing task that was created manually, the combo box filters were not working fine.	All the combo box filters are working fine now.	-
21	When you created a custom action and submitted the custom action in a case, the system threw an error.	The newly created custom action can be submitted in a case without error.	-
22	While splitting a case of status Indexing Required and Ready for Processing, if you chose and changes the number of splits then the system threw an error: "There was a problem performing this action. Please try again."	The splitting of Indexing Required and Ready for Processing cases work fine now.	-
23	While you replied to or forwarded a case conversation and saved the email as draft, the selected reason was not saved.	The reason is saved in draft.	-
24	For a case sent for approval when you opened a case attachment of PDF type, the attachment file size was not displayed in the attachment grid.	The PDF file size is displayed in the attachment grid.	-
25	When you created a new task request for a case and closed the case, the task request remained open.	All open task requests in a case are closed now on closing the case.	-
26	For the Team Member Tasks List, Team Leader Tasks List, and the Operation Manager Cases List, only relevant actions were to be made available in the menu.	For the Team Member Tasks List, Team Leader Tasks List, and the Operation Manager Cases List, the View Last Conversation option is no more available.	-
27	Error compensation didn't exist for Merge Case functionality.	Error compensation is added for Merge Case.	-
28	When you created a case via email listener, the message content didn't appear in the create case notification.	The case create notification displays the message content.	-

#	Issue	Resolution	Ticket #
29	Notifications were not displayed in the Notifications page	Notifications now appear in the Notifications page	-