

Orchestration AI 11.2 Release Notes

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Welcome to the Orchestration AI Release Notes.

As they become available, additions and updates to these release notes can be found [here](#).

What's in the Release Notes?

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About Orchestration AI

Orchestration AI solution facilitates Agentic AI capabilities, bringing intelligent, context-aware assistance into rapid creation of business process applications that work on top of legacy systems to orchestrate best-of-breed digital solutions, and harness human expertise.

Orchestration AI combines process orchestration with analytics, AI, RPA, and Agentic AI, and enables organizations to automate tasks, support decision-making, and dynamically adapt to changing business conditions. Built on cloud infrastructure and enhanced for Azure and Power Platform, the solution delivers increased value not just in the case management but other domains too.

With Orchestration AI, an organization can transform customers' experience, increase self-service actions, and gain greater operational visibility. The Agentic AI capabilities further enhance these outcomes by providing real-time insights, guiding users through complex processes, and reducing manual effort. The solution enables companies to respond to evolving business and regulatory requirements with greater agility, while lowering development time and cost.

What's new in Orchestration AI?

Orchestration AI V11.2 introduces the ultimate productivity tool that will revolutionize the way you work and save you valuable time. Main benefits include:

- Agentic Fabric infrastructure components integrated in our solution.
- Updated look and feel with new React-based UI.
- Improved system stability and observability.
- Enhanced backend automation capabilities.

NOTE

Agentic Fabric and advanced AI capabilities are available primarily as part of the Genpact-hosted SaaS offering. *Features marked with an asterisk (*) are SaaS offering.*

On-premises deployments continue to receive core platform enhancements, maintenance updates, and version upgrades.

New features

- Message Bus Ack activity updates: The new functionality moves messages to the DLQ or mark them for redelivery to implement advanced message handling with ACK-NACK signaling in the Message Bus Ack activity.
For details, see [this article](#).
- Write Custom Logs built-in command: We have added a new Write Custom Logs built-in command that adds custom messages to the log files to enable implementation-specific alerts on the observability layer.
For details, see [this article](#).

General enhancements

- Portal UI/UX and configuration improvements:
 - We have tech-aligned the React components like grid menus and toolbars, grid tile view and history page.
 - Enhanced Tile viewing style: We have introduced two new application variables to enhance the Tile view style in the portal:
 - UI.Grid.TileTemplate.GroupsPerTile: To customize the number of groups in the tile.
 - UI.Grid.TileTemplate.ItemsPerGroup: To customize the number of items in the groups.For details, see [this article](#).
 - Enhanced Portal customizations: You can now change the Portal app name in the browser caption and export limit with application variables.
For details, see [this article](#).
- Improved validation for Elasticsearch connection management.
- Improved input validation for the Attachment View and Portal Categories.
- Enhanced Put File activity to create multiple files from a file object array.
- Improved JES host management with automatic off boarding of inactive JES hosts.
- Optimized File Listener and Message Bus Listener for improved performance.
- Improved observability: To simplify monitoring and maintenance, we have streamlined system logs by removing redundant system diagnostic activities of the start workflow scope, and eliminating traces of SSB events and API metric calls.

Breaking change

- The system no longer supports Board View for the My Teams Cases and My Operation. However, the Case items remain available with the List and Tile viewing modes.
- The User substitution (delegation mode) module, case score trace module, and the start icon in the process grids are unavailable in the Portal due to required tech refactoring, and are planned to be available in the next release.

Resolved issues

Component	Issue	Ticket #
ADSS	Sync from AD on-prem was failing due to refence to obsolete tables and conflicting group objects.	5155218 5155206
Message Templates	The "Open Item" link wasn't displayed in the default email notification for Message/Task activity.	5064193

Deployment

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

NOTE

Contact [Support](#) to obtain credentials to access the repository.

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

Site applications	Service applications
• Administration • Cora Orchestration portal • WebAPI	• Job Execution Service (JES) • Background Runtime Service (BRS) • Active Directory Synchronization Service (ADSS)



Click [here](#) to see how to deploy pre-built applications.

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

Check if you need to upgrade your database for this version.

For more information on *database upgrade* and *post-upgrade procedures*, see [this article](#).

Before upgrade, make sure that you update the PowerShell modules to the relevant version.

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

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

IMPORTANT

Use Microsoft SQL Server Developer Edition for development purposes **only**.

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](#).

For details on Cora Orchestration platform support, see [this article](#).