Cora Case Manager 4.2.2 Release Notes

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This is an update for Cora Case Manager V4.2, which includes some resolved and known issues detailed below.

Cora Case Manager V4.2.2 is based on Cora Orchestration V10.9.x.

Resolved Issues

#	Issue	Resolution	Ticket #
1	In the Mail Routing configuration, the Case Type drop-down displayed all available sub-types instead of only those associated with the selected Case Category.	The Case Type drop-down displays only the sub-types associated with the selected Case Category.	5516714
2	In Analytics, when adding a Dashboard Suite, the Finish button did not respond and an error message was displayed, preventing reports from being created.	The Finish button responds correctly and dashboard suites can be created.	5662247
3	Approval action failed with an error message stating the file could not be generated, and a crossed out file icon.	The Approval action completes without the error message and without the crossed-out file icon.	5662898
4	Existing Dashboards and report tiles could not be edited. Users were unable to modify, resize, or delete tiles in Analytics.	Dashboards and report tiles can be edited, resized, and deleted as expected.	5667623, 5707060
5	Special characters appeared in the StatusName field of the Statuses lookup table in the Admin portal.	The StatusName field values no longer contain special characters.	5676594
6	Email translation in Conversation View did not work, the language options did not appear in the drop-down, and the Email Translation service did not validate.	Email translation works as expected. The language options appear in the Conversation View drop-down and the Email Translation service validates.	5695333, 5708898, 5710044, 5711327
7	In Case communication, the Email and Team fields overlapped when the email address exceeded 40 characters.	The Email and Team fields display correctly regardless of email address length.	5705911

#	Issue	Resolution	Ticket #
8	Dashboard filter values were passed as NULL regardless of the user's selection, so reports returned unfiltered result.	Filter values are passed correctly and reports return the filtered result.	5708653
9	On export, drill-down reports opened blank and displayed no data. An additional string was appended to the report URL, producing an empty result.	Drill-down reports display records correctly.	5710140
10	The Full Case Report failed to open.	The Full Case Report opens correctly.	5736389

Known issues

#	Description
1	This version doesn't support the approval PDF.
2	When images are embedded directly in the message body the email translation fails when the content of a single translation request exceeds the translation service's character limit. **Workaround:** Add the image as a case attachment instead of embedding it in the message body.