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# PROLIN Smart Client 2020

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## PROLIN Smart Client 2020

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# 1 Release Notes

The PROLIN Smart Client Release Notes describes all resolved issues as well as all known issues in the current release. From now on the Release Notes document will be updated with every minor and major release adding information about that specific version.

## 1.1 Version 2020 R18

PROLIN Smart Client 2020 R18 was released on Friday 29 November 2024.

### 1.1.1 Modified and New Functionality

The list below gives an overview of the most important resolved issues and newly added functionality of this release. The resolved issues listed below are important for the majority of our customers. More detailed overviews may be provided for individual customers.

Complementing the following enhancements listed for the various software releases, PROLIN is pleased to draw your attention to a selection of **Feature Focus articles** that discuss the practical application of these new and improved features.

Please see: <http://prolin.com/news-views/>

6677	<p><b>In explorer view the amount of marked items is not shown (correctly)</b>  <u>Information</u>                      in explorer view the amount of marked items is not shown (correctly)</p> <p><u>Solution:</u> Added a method on the ConsoleController that tracks the new view when a ExplorerView gets refreshed. Also detaches the events when view gets Disposed.</p>
6715	<p><b>Collection editor Used by these Business Services allows non-Business Services.</b>  <u>Information</u>                      The collection editor "Used by these Business Services" available in Configuration Item allows selection of non-Business Services" services.                      In Client2008 and previous Smart Client releases, the Advanced Find would filter out non-valid entries and show only services of type Business Service.</p> <p><u>Solution:</u> Added a filter in ApplySearchFilter() that will filter results based on the service type when adding a service to a CI. Following the requirement to invalidate new relations with non-business services, created some new utility that checks for more complex business logic like this. Also revised the retrieval of names from the data storage.</p>
6915	<p><b>Client does not honour the user's default template creating a new service call</b>  <u>Information</u></p>

	<p>Smart Client does not honour the user's default template when creating a new service call</p> <p><u>Solution:</u> ItemNew command now honors the user's default template.</p>
6938	<p><b>Auto Filter Row filter not stored properly - contains becomes starts with Information</b></p> <p>I used "*IPv6" as criterion to find the service calls that deal with the server/client using an IPv6 address instead of an IPv4 address.</p> <p>When I exit Smart Client, the filter is stored for use in the next session. The "*" is lost somewhere in the process.</p> <p>When I restart Smart Client, I see the result.</p> <p><u>Solution:</u> Changed how filters are applied to columns, followed DevExpress documentation. Now full filter is applied to the column, which means DevExpress also takes into account the condition ("Contains", "Starts with"). This results wildcards aren't removed from the filter.</p>
6948	<p><b>Error popup when closing client, disappears by itself Information</b></p> <p>in the current T release it's possible to create multiple relations in workgroups -&gt; persons</p> <p><u>Solution:</u> If application is shutting down, Smart Assembly will not throw exceptions. This wasn't the case before, the root cause of the exceptions being thrown is not fixed.</p>
6958	<p><b>Audit - Smart Client incorrectly shows disabled - Client2008 shows enabled Information</b></p> <p>In Smart Client the audit on Service Call is not disabled, which I know is wrong, because it was enabled for some fields earlier.</p> <p>Client2008 shows the correct state.</p> <p><u>Solution:</u> Technical Solution from "The 'enabled' boolean property was never correctly initialized to show the correct state as in Client2008. Fixed this by adding the correct state of the boolean property at startup state of the application (OnRestoreSettings). An issue with value restoration was resolved so the correct audited properties are now shown.</p> <p>Saving also works.</p>
6984	<p><b>Create Custom Code button not active Information</b></p> <p>screenprint show that with the same credentials one can create a custom code in client2008 but not in smart client.</p> <p><u>Solution:</u> Fixed</p>
6989	<p><b>Inserting a text snippet will replace content on the clipboard Information</b></p> <p>Inserting a text snippet will replace content on the clipboard</p> <p><u>Solution:</u> Make sure we replace the original content on the clipboard when done with inserting snippet.</p> <p>Fixed by replacing the clipboard text after snippet has been inserted.</p>

7036	<p><b>Smart Client shows and allows status outside of range defined in role</b>  <u>Information</u>            In Client2008 when I open the status dropdown, I see only allowed status values in the range.            In Smart Client I see also status outside the range, and can assign outside the range, which is not correct</p> <p><u>Solution</u>: Fixed.</p>
7027	<p><b>Update all in advanced find fails depending on field state in update all</b>  <u>Information</u>            Applies to Created Custom Entity Reference fields</p> <p><u>Solution</u>: BulkUpdate will now refresh the view on which it occurred, unless it is canceled.</p>
7040	<p><b>Attachment folder rganization instead of Organization</b>  <u>Information</u>            Verified that attachments are created in the rganization folder instead of the Organization folder.</p> <p><u>Solution</u>: Fixed issue with wrong generation of attachment path.</p>
7057	<p><b>It is possible to move history lines through copy-paste and drag-drop</b>  <u>Information</u>            You can move history lines between service calls. This can break audit trails.</p> <p><u>Solution</u>: Fixed by reworking the drag and drop behavior. If the DomainType of the item being dragged is a ValueObject we now drag the full object instead of the identity, so we can create a copy directly on the target. The copy-and-paste uses different logic so creating another incident for this because it requires a different solution.            TEST FAILED - fixed, now the error popup shows the correct title of the history lines</p>
7064	<p><b>Copy and paste moves a Value Object instead of a copy</b>  <u>Information</u>            This is happening because the Id of a dependent ValueObject is not changed</p> <p><u>Solution</u>: Changes:</p> <p>There's now the ability to copy objects into the ClipboardService via a dictionary (extendedData)            This dictionary allows us to copy complete Value Objects via the EntitySet IAddCopySupport</p>
7065	<p><b>(HTML) email test - error PROLIN.Core.Asserter.IsNotEmpty(...)</b>  <u>Information</u>            I receive an Windows Error popup when I double-click (in this case) Actual Finish to add the field contents to the body of an email.</p> <ol style="list-style-type: none"> <li>1. set focus to body of email</li> <li>2. open Insert panel and double-click Actual Finish</li> <li>3. get an error popup (see screenprint)</li> </ol> <p><u>Solution</u>: Fixed</p>
7088	<p><b>Audit policy can not be changed in smart client</b></p>

	<p><u>Information</u> Smart Client does not implement the logic to save new audit policy setting, whether it be enabling or disabling it for an item type, or the individual fields.</p> <p><u>Solution:</u> You cannot change the values, but you are able to view the settings, scroll down is now available.</p>
7090	<p><b>Create button in Admin panel is stuck visible</b></p> <p><u>Information</u> If you go to a section with a Create button in the admin panel, and then move to other sections, the button will carry around and be enabled.</p> <p><u>Solution:</u> Fixed</p>
7103	<p><b>Copy-Paste of entity in view does nothing or hangs the client</b></p> <p><u>Information</u> I suspect it is related to recent changes for copy-paste implementations such as calls 7064 and 7057</p> <p><u>Solution:</u> Revised a null-check that would cause the wrong entities to get copied, instead of the text inside an entity</p>

## 1.1.2 Known Issues and Limitations

Following is a list with information on behavior of Smart Suite and/or tips and tricks on how to process complex configurations.

<p><b>Can I connect with Smart Client 2020 to a Power Server 10.x?</b></p> <p>Yes, you can. You will have the benefit of ongoing bug fixes and some new features, and better memory management for instance through our use of .NET 4.6.1 You will not have features that require the back end to be Power Server 2016+, like Reporting, Global Search and alternative protocols.</p>
<p><b>No support of nested dynamic sub-forms</b></p> <p>When the condition to display the first subform is met, and the condition to display the additional subform is met, the additional page is displayed as expected.</p> <p>When the condition to display the first subform is not met, but the condition to display the additional subform is met, there is technically speaking, without the first subform, no Insertion Marker, so one would not be able to add the additional subform.</p> <p>Smart Client will display the additional form without the first, You will get an Unhandled Exception when switching pages.</p>
<p><b>Test Connections returns "No such host is known"</b></p> <p>When using an IP address in the server field when creating a connection, the Test Connection will return "No such host is known" when the IP address can not be resolved back to a host name.</p> <p>The client and the server should be able to resolve the hostname and the IP address correctly.</p>

Hostname and IP address need to be in sync on the server and the client.

**Global Search - results view does not have "Update all" in the context menu**

The Advanced Find - Global Search functionality shows results from different types of items in the application, e.g. it would list service calls, configuration items, changes when the search criteria are met.

An "Update all" across these different types is not implemented.

**A few admin functions that are not available at this moment**

The following admin functions are not available at this moment and will be treated as Enhancement Requests which means that if there is need for a function by a customer we will include it in the regular ER planning process.

- ACES
- Show icons with codes
- Archive settings
- Report settings - analyzed data

**Admin Console - Add notification when filter condition incompatible with SD**

There are cases where we can't translate a condition defined in Smart Client to something SD can understand in system views. In those cases we save the condition as a base64 encoded string on a text property with not equals so that the view does not give an error in SD. When this is the case the user gets a message while saving that incompatible conditions are saved. These not affect Smart Suite.

**Service call Hierarchy - restart Smart Client after initialization**

After the Service call Hierarchy function has been initialized, Smart Client needs to be restarted in order to activate all functions correctly

**Service call Hierarchy - not available for older server version**

The new Service call Hierarchy function is not available when running Smart Client with a HP SD application server or with Power Server version prior to R5.

**Some functions not available in admin auditing**

The following functions are not available in the current version of Smart Suite and can therefore not be set to be audited in the admin client:

- ACES
- Data Exchange
- Web Api Application
- Icons
- Localized Text
- Shortcut Bar
- License
- Aces Settings
- Archive Settings

When in Smart Client "all entries" are enabled these are not enabled.

## 1.2 Version 2020 R17

PROLIN Smart Client 2020 R17 was released on Friday 15 March 2024.

### 1.2.1 Modified and New Functionality

The list below gives an overview of the most important resolved issues and newly added functionality of this release. The resolved issues listed below are important for the majority of our customers. More detailed overviews may be provided for individual customers.

Complementing the following enhancements listed for the various software releases, PROLIN is pleased to draw your attention to a selection of **Feature Focus articles** that discuss the practical application of these new and improved features.

Please see: <http://prolin.com/news-views/>

5096	<p><b>Template Editor - user interface improvements</b>  <u>Information</u>                      - date fields and offset (call ....)                      - text fields are not easy to edit                      - larger text fields will only display part of the content, without scrollbar.                      (same workaround as with Update all is not possible.)</p> <p><u>Solution:</u> Fixed</p>
5097	<p><b>Update All - user interface</b>  <u>Information</u>                      - field does not show values that are filled in                      - larger text fields are not easy to edit                      - larger text fields will only display part of the content, without scrollbar.                      (workaround but still is to search for the field, so there is a lot of room left in the Update all form)</p> <p><u>Solution:</u> Fixed</p>
6239	<p><b>Smart Client help file is still in 2016 format and such</b>  <u>Information</u>                      Needs some updating in the looks department</p> <p><u>Solution:</u> Fixed</p>
6939	<p><b>Issue in Advanced find</b>  <u>Information</u>                      today we have noticed an error in the advanced find section of prolin. Normally we were able to create the following filter 'assignment-&gt;to workgroup-&gt;searchcode' with just one click on the +.                      Now we need to click on the + not just once but twice and we're not able to select searchcode anymore.</p>

	<p><u>Solution</u>: The TreeNode has been updated to look for the correct nodes, previously it would not search with the correct node which meant the generated childnodes would be incorrect.</p>
6940	<p><b>Should not be possible to Create Duplicate relations in Workgroups</b>  <u>Information</u>  in the current T release it's possible to create multiple relations in workgroups -&gt; persons</p> <p><u>Solution</u>: Fixed</p>
6980	<p><b>Windows error dialog when opening import mapping SIS_SERVICECALL</b>  <u>Information</u>  a specific import mapping in FIDO, that can be opened with Client2008 returns an error message popup in Smart Client 2020 R16A T7 (with fix for 6953)</p> <p><u>Solution</u>: Fixed</p>
6985	<p><b>Item Type dropdown in New Custom Field dialog does not work</b>  <u>Information</u>  Path: Data &gt; Custom Fields &gt; double click on pertaining type.  In Custom Fields select Add New Field.  The New Custom Field dialog shows Item Type  PROLIN.Connectors.OvSd4x.Domain.Model.OvSer...  and the drop down does not work.</p> <p><u>Solution</u>: Fixed</p>
6987	<p><b>Adding member to role and then second set returns windows error dialog</b>  <u>Information</u>  After recreating the role deleted in 6986, I recreated the role.  Saved. OK  Opened role and added a few customer users, by selecting and adding them using the button.  Added a second set and clicked OK to get an error returned.</p> <p><u>Solution</u>: Fixed</p>

## 1.2.2 Known Issues and Limitations

Following is a list with information on behavior of Smart Suite and/or tips and tricks on how to process complex configurations.

### **Can I connect with Smart Client 2020 to a Power Server 10.x?**

Yes, you can. You will have the benefit of ongoing bug fixes and some new features, and better memory management for instance through our use of .NET 4.6.1  
You will not have features that require the back end to be Power Server 2016+, like Reporting, Global Search and alternative protocols.

### **No support of nested dynamic sub-forms**

When the condition to display the first subform is met, and the condition to display the additional subform is met, the additional page is displayed as expected.

When the condition to display the first subform is not met, but the condition to display the additional subform is met, there is technically speaking, without the first subform, no Insertion Marker, so one would not be able to add the additional subform.

Smart Client will display the additional form without the first, You will get an Unhandled Exception when switching pages.

**Test Connections returns "No such host is known"**

When using an IP address in the server field when creating a connection, the Test Connection will return "No such host is known" when the IP address can not be resolved back to a host name.

The client and the server should be able to resolve the hostname and the IP address correctly. Hostname and IP address need to be in sync on the server and the client.

**Global Search - results view does not have "Update all" in the context menu**

The Advanced Find - Global Search functionality shows results from different types of items in the application, e.g. it would list service calls, configuration items, changes when the search criteria are met.

An "Update all" across these different types is not implemented.

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The following admin functions are not available at this moment and will be treated as Enhancement Requests which means that if there is need for a function by a customer we will include it in the regular ER planning process.

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- Report settings - analyzed data

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- Icons
- Localized Text
- Shortcut Bar
- License
- Aces Settings
- Archive Settings

When in Smart Client "all entries" are enabled these are not enabled.

## 1.3 Version 2020 R16A

PROLIN Smart Client 2020 R16 was released on Tuesday 5 March 2024.

### 1.3.1 Modified and New Functionality

The list below gives an overview of the most important resolved issues and newly added functionality of this release. The resolved issues listed below are important for the majority of our customers. More detailed overviews may be provided for individual customers.

Complementing the following enhancements listed for the various software releases, PROLIN is pleased to draw your attention to a selection of **Feature Focus articles** that discuss the practical application of these new and improved features.

Please see: <http://prolin.com/news-views/>

6812	<p><b>Merge dialog empty - edited</b>  <u>Information</u>  Merge dialog seems to be empty, but it does work after hitting Apply and Close.</p> <p><u>Solution</u>: Fixed</p>
6948	<p><b>Error popup when closing client, disappears by itself</b>  <u>Information</u>  Error popup when closing client, disappears by itself.</p> <p><u>Solution</u>: If application is shutting down, Smart Assembly will not throw exceptions. This wasn't the case before, the root cause of the exceptions being thrown is not fixed.</p>
6953	<p><b>Error popup when closing client, disappears by itself</b>  <u>Information</u>  Windows Error pops up when opening an import mapping that opens up without an issue in Client2008.</p>

	Solution: Fixed
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## 1.3.2 Known Issues and Limitations

Following is a list with information on behavior of Smart Suite and/or tips and tricks on how to process complex configurations.

<p><b>Can I connect with Smart Client 2020 to a Power Server 10.x?</b></p> <p>Yes, you can. You will have the benefit of ongoing bug fixes and some new features, and better memory management for instance through our use of .NET 4.6.1                  You will not have features that require the back end to be Power Server 2016+, like Reporting, Global Search and alternative protocols.</p>
<p><b>No support of nested dynamic sub-forms</b></p> <p>When the condition to display the first subform is met, and the condition to display the additional subform is met, the additional page is displayed as expected.</p> <p>When the condition to display the first subform is not met, but the condition to display the additional subform is met, there is technically speaking, without the first subform, no Insertion Marker, so one would not be able to add the additional subform.</p> <p>Smart Client will display the additional form without the first, You will get an Unhandled Exception when switching pages.</p>
<p><b>Test Connections returns "No such host is known"</b></p> <p>When using an IP address in the server field when creating a connection, the Test Connection will return "No such host is known" when the IP address can not be resolved back to a host name.</p> <p>The client and the server should be able to resolve the hostname and the IP address correctly. Hostname and IP address need to be in sync on the server and the client.</p>
<p><b>Global Search - results view does not have "Update all" in the context menu</b></p> <p>The Advanced Find - Global Search functionality shows results from different types of items in the application, e.g. it would list service calls, configuration items, changes when the search criteria are met.</p> <p>An "Update all" across these different types is not implemented.</p>
<p><b>A few admin functions that are not available at this moment</b></p> <p>The following admin functions are not available at this moment and will be treated as Enhancement Requests which means that if there is need for a function by a customer we will include it in the regular ER planning process.</p> <ul style="list-style-type: none"> <li>- ACES</li> <li>- Show icons with codes</li> <li>- Archive settings</li> <li>- Report settings - analyzed data</li> </ul>

**Admin Console - Add notification when filter condition incompatible with SD**

There are cases where we can't translate a condition defined in Smart Client to something SD can understand in system views. In those cases we save the condition as a base64 encoded string on a text property with not equals so that the view does not give an error in SD. When this is the case the user gets a message while saving that incompatible conditions are saved. These not affect Smart Suite.

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The following functions are not available in the current version of Smart Suite and can therefore not be set to be audited in the admin client:

- ACES
- Data Exchange
- Web Api Application
- Icons
- Localized Text
- Shortcut Bar
- License
- Aces Settings
- Archive Settings

When in Smart Client "all entries" are enabled these are not enabled.

## 1.4 Version 2020 R16

PROLIN Smart Client 2020 R16 was released on Thursday 21 December 2023.

### 1.4.1 Modified and New Functionality

The list below gives an overview of the most important resolved issues and newly added functionality of this release. The resolved issues listed below are important for the majority of our customers. More detailed overviews may be provided for individual customers.

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Please see: <http://prolin.com/news-views/>

5518	<p><b>Several usability issues with Text Snippets feature.</b>  <u>Information</u>            Several UI and/or functionality related issues.</p> <p><u>Solution:</u> Fixed</p>
5876	<p><b>PSC strips off / does not persist Field indicator in Action Parameters field</b>  <u>Information</u>            An ID is registered in a field            The Action that is defined would call the default browser with parameter https:// [domain.com]/[tool].            When trying to store the definition in Smart Suite Admin console it appears to not persist the field name.            When corrected the parameter in Client2008, it is removed when using the action in Smart Client.</p> <p><u>Solution:</u> Fixed</p>
6717	<p><b>Translations missing</b>  <u>Information</u>            When running Smart Client with German as language of choice some texts are not yet translated and still in English.</p> <p><u>Solution:</u> Fixed</p>
6719	<p><b>Discrepancy between Smart Client and Client2008 in Audit Policy definition</b>  <u>Information</u>            Looking at the Audit Policy definition in both clients I see different settings.</p> <p><u>Solution:</u> Fixed</p>
6855	<p><b>Error while closing call</b>  <u>Information</u>            Null reference exception.</p> <p><u>Solution:</u> Fixed</p>
6883	<p><b>System.ArgumentException: Ongeldige parameter.</b>  <u>Information</u>            Error during running PSC.</p> <p><u>Solution:</u> Fixed</p>
6894	<p><b>Open Advanced Find from an open call, the description is (no longer) copied over</b>  <u>Information</u>            We noticed that when you open Advanced Find from an open call, the description is (no longer) taken over to it.            The functionality was to copy the content of the text field that you were in to create a criterion for that field.</p> <p><u>Solution:</u> Fixed</p>
6897	<p><b>Unhandled exception when exporting text snippets.</b>  <u>Information</u></p>

	<p><u>Solution</u>: Fixed</p>
6898	<p><b>Rules- modifying criteria condition and cancel shows the UI saving changes.</b>  <u>Information</u>                  However, data refresh shows it did not persist in the database.</p> <p>Reproduction:                  server side rule                  change something                  click Cancel                  re-open the rule                  changes should not persist</p> <p><u>Solution</u>: Fixed</p>
6914	<p><b>Display a waiting hour glass while waiting for a Paste operation to complete.</b>  <u>Information</u>                  Copying &amp; pasting roles, accounts etc, system is busy, but there is no hour glass. It is not obvious that something is going on in the background.</p> <p><u>Solution</u>: Fixed</p>
6917	<p><b>Pasting of roles in NL language is not working.</b>  <u>Information</u>                  Ensure user language is in Dutch. Attempt to copy &amp; paste a role- it won't find it.</p> <p><u>Solution</u>: Fixed</p>
6926	<p><b>Admin role item edit &amp; save, does not refresh the gallery with changes.</b>  <u>Information</u>                  Discovered that editing a name of the role item and saving the changes, the gallery does not reflect the changes.</p> <p>R14 still behaves correct. Tracing which R15 change caused this.</p> <p><u>Solution</u>: Fixed</p>
6929	<p><b>Admin account item edit &amp; save, does not refresh the gallery grid with changes.</b>  <u>Information</u>                  NA</p> <p><u>Solution</u>: Fixed</p>
6935	<p><b>Saving service call triggers error after using admin client</b>  <u>Information</u>                  Error pops after save or save/close</p> <p><u>Solution</u>: Fixed</p>
6941	<p><b>Client side rule not evaluated quick enough.</b>  <u>Information</u>                  The list of statuses shows when opened for the first time after opening the form is not limited.</p>

	Solution: Fixed
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## 1.4.2 Known Issues and Limitations

Following is a list with information on behavior of Smart Suite and/or tips and tricks on how to process complex configurations.

<p><b>Can I connect with Smart Client 2020 to a Power Server 10.x?</b></p> <p>Yes, you can. You will have the benefit of ongoing bug fixes and some new features, and better memory management for instance through our use of .NET 4.6.1                  You will not have features that require the back end to be Power Server 2016+, like Reporting, Global Search and alternative protocols.</p>
<p><b>No support of nested dynamic sub-forms</b></p> <p>When the condition to display the first subform is met, and the condition to display the additional subform is met, the additional page is displayed as expected.</p> <p>When the condition to display the first subform is not met, but the condition to display the additional subform is met, there is technically speaking, without the first subform, no Insertion Marker, so one would not be able to add the additional subform.</p> <p>Smart Client will display the additional form without the first, You will get an Unhandled Exception when switching pages.</p>
<p><b>Test Connections returns "No such host is known"</b></p> <p>When using an IP address in the server field when creating a connection, the Test Connection will return "No such host is known" when the IP address can not be resolved back to a host name.</p> <p>The client and the server should be able to resolve the hostname and the IP address correctly. Hostname and IP address need to be in sync on the server and the client.</p>
<p><b>Global Search - results view does not have "Update all" in the context menu</b></p> <p>The Advanced Find - Global Search functionality shows results from different types of items in the application, e.g. it would list service calls, configuration items, changes when the search criteria are met.</p> <p>An "Update all" across these different types is not implemented.</p>
<p><b>A few admin functions that are not available at this moment</b></p> <p>The following admin functions are not available at this moment and will be treated as Enhancement Requests which means that if there is need for a function by a customer we will include it in the regular ER planning process.</p> <ul style="list-style-type: none"> <li>- ACES</li> <li>- Show icons with codes</li> <li>- Archive settings</li> <li>- Report settings - analyzed data</li> </ul>

**Admin Console - Add notification when filter condition incompatible with SD**

There are cases where we can't translate a condition defined in Smart Client to something SD can understand in system views. In those cases we save the condition as a base64 encoded string on a text property with not equals so that the view does not give an error in SD. When this is the case the user gets a message while saving that incompatible conditions are saved. These not affect Smart Suite.

**Service call Hierarchy - restart Smart Client after initialization**

After the Service call Hierarchy function has been initialized, Smart Client needs to be restarted in order to activate all functions correctly

**Service call Hierarchy - not available for older server version**

The new Service call Hierarchy function is not available when running Smart Client with a HP SD application server or with Power Server version prior to R5.

**Some functions not available in admin auditing**

The following functions are not available in the current version of Smart Suite and can therefore not be set to be audited in the admin client:

- ACES
- Data Exchange
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- Icons
- Localized Text
- Shortcut Bar
- License
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- Archive Settings

When in Smart Client "all entries" are enabled these are not enabled.

## 1.5 Version 2020 R15

PROLIN Smart Client 2020 R15 was released on Thursday 17 August 2023.

### 1.5.1 Modified and New Functions

The list below gives an overview of the most important resolved issues and newly added functionality of this release. The resolved issues listed below are important for the majority of our customers. More detailed overviews may be provided for individual customers.

Complementing the following enhancements listed for the various software releases, PROLIN is pleased to draw your attention to a selection of **Feature Focus articles** that discuss the practical application of these new and improved features.

Please see: <http://prolin.com/news-views/>

4929	<p><b>"unwanted" entries in Administration visible to a regular user</b>  <u>Information</u>          After using the Complete install of Smart Client an unwanted administration menu option is available for regular users.</p> <p><u>Solution:</u> Fixed</p>
6653	<p><b>Connection icon shows wrong application server</b>  <u>Information</u>          Connection icon shows wrong application server when there are two application servers which both are configured to accept client sessions and both have a weight of 1. After the Client has established the connection the mouse over over the connection icon in the smart client shows the incorrect server.</p> <p><u>Solution:</u> Fixed</p>
6700	<p><b>without permissions I can still create/paste templates and receive error message</b>  <u>Information</u>          As a regular, i.e. non-admin user I still see some entries in the Administration Console and have some functions active.          When I try to create a template and save it, I get errors returned.          Not sure why I see the entries.</p> <p><u>Solution:</u> Fixed</p>
6714	<p><b>Sorting in history lines using View Customizer not sorted correctly</b>  <u>Information</u>          The default setting for sorting the history lines does not seem to work properly.</p> <p><u>Solution:</u> Fixed</p>
6790, 6879	<p><b>Exception errors</b>  <u>Information</u>          Several fixes were made to the internal code.</p> <p><u>Solution:</u> Fixed</p>
6853	<p><b>Saving an attachment that exists over existing file throws exception.</b>  <u>Information</u>          Discovered that the attachment save command does not seem to examine whether there is a newer version of the file on the attachment server before trying to save the file.</p> <p>There is also no check if there is a newer version of the file on the server before deciding that the local version is the one that needs to be stored.</p> <p><u>Solution:</u> Fixed</p>
6858	<p><b>Error with attachment download makes attachment pane unusable.</b>  <u>Information</u>          When there is an error downloading an attachment, the attachment pane switches to a disabled state, with a notice that the attachment service is offline.</p> <p><u>Solution:</u> Fixed</p>

6864	<p><b>In creating a new service call without a default form, Choose Form should work</b></p> <p><u>Information</u> New, Choose Form Double clicking a service call Right click for the menu and Open</p> <p>Raises a data dialog "Unable to proceed because a default form is not defined"</p> <p>Ctrl+O opens the default form definition. Previously it can also be done via Choose Form.</p> <p><u>Solution:</u> Fixed</p>
6868	<p><b>User with only READ rights, can create, delete, copy &amp; paste Role, Account, etc.</b></p> <p><u>Information</u> A user with only Read rights, has the admin header link Create- and if something is selected also the Delete &amp; Copy- being enabled.</p> <p>Creating a new Role: raises exception. Deleting an existing Role: proceeds with the operation, giving the impression that the Role is deleted; but a refresh shows nothing was deleted.</p> <p>Creating a new Account: has the dialog disabled. Deleting an existing Account: raises the "not allowed" dialog.</p> <p>Keep the Create, Delete, Copy &amp; Paste header links disabled if user has no rights.</p> <p><u>Solution:</u> Fixed</p>
6878	<p><b>Filter setting in Advanced Find not persistent when checked and canceled</b></p> <p><u>Information</u> In the Advanced Find, on Query Composer when adding some Filters in Advanced tab.</p> <p>Example: Set 1st Filter as Status Equals Active and 2nd Filter as Status Does not equal Deleted</p> <p>If we click on the 1st Filter just to cross check the value and cancel it and come out then the Operator field changing to the same Operator value as 2nd Filter what we set before.</p> <p><u>Solution:</u> Fixed</p>
6885	<p><b>Cancelling a template's folder, name, category, retain the edited value.</b></p> <p><u>Information</u> Values in the grid seem to be discarded, like Actual Cost etc.</p> <p><u>Solution:</u> Fixed</p>
6909	<p><b>Attachments: strange file renaming</b></p> <p><u>Information</u></p>

	<p>On uploading a new file, if an attachment with the same filename already exists, you are asked whether you want it renamed. But instead of *appending* a number to the file name, the file name is *replaced* by a number.</p> <p><u>Solution</u>: Fixed</p>
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## 1.5.2 Known Issues and Limitations

Following is a list with information on behavior of Smart Suite and/or tips and tricks on how to process complex configurations.

<p><b>Can I connect with Smart Client 2020 to a Power Server 10.x?</b></p> <p>Yes, you can. You will have the benefit of ongoing bug fixes and some new features, and better memory management for instance through our use of .NET 4.6.1          You will not have features that require the back end to be Power Server 2016+, like Reporting, Global Search and alternative protocols.</p>
<p><b>No support of nested dynamic sub-forms</b></p> <p>When the condition to display the first subform is met, and the condition to display the additional subform is met, the additional page is displayed as expected.</p> <p>When the condition to display the first subform is not met, but the condition to display the additional subform is met, there is technically speaking, without the first subform, no Insertion Marker, so one would not be able to add the additional subform.</p> <p>Smart Client will display the additional form without the first, You will get an Unhandled Exception when switching pages.</p>
<p><b>Test Connections returns "No such host is known"</b></p> <p>When using an IP address in the server field when creating a connection, the Test Connection will return "No such host is known" when the IP address can not be resolved back to a host name.</p> <p>The client and the server should be able to resolve the hostname and the IP address correctly. Hostname and IP address need to be in sync on the server and the client.</p>
<p><b>Global Search - results view does not have "Update all" in the context menu</b></p> <p>The Advanced Find - Global Search functionality shows results from different types of items in the application, e.g. it would list service calls, configuration items, changes when the search criteria are met.</p> <p>An "Update all" across these different types is not implemented.</p>
<p><b>A few admin functions that are not available at this moment</b></p> <p>The following admin functions are not available at this moment and will be treated as Enhancement Requests which means that if there is need for a function by a customer we will include it in the regular ER planning process.</p>

- ACES
- Show icons with codes
- Archive settings
- Report settings - analyzed data

**Admin Console - Add notification when filter condition incompatible with SD**

There are cases where we can't translate a condition defined in Smart Client to something SD can understand in system views. In those cases we save the condition as a base64 encoded string on a text property with not equals so that the view does not give an error in SD. When this is the case the user gets a message while saving that incompatible conditions are saved. These not affect Smart Suite.

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- Localized Text
- Shortcut Bar
- License
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## 1.6 Version 2020 R14

PROLIN Smart Client 2020 R14 was released on Monday 22 May 2023.

### 1.6.1 Modified and New Functionality

The list below gives an overview of the most important resolved issues and newly added functionality of this release. The resolved issues listed below are important for the majority of our customers. More detailed overviews may be provided for individual customers.

Complementing the following enhancements listed for the various software releases, PROLIN is pleased to draw

your attention to a selection of **Feature Focus articles** that discuss the practical application of these new and improved features.

Please see: <http://prolin.com/news-views/>

New	<p><b>Able to directly type search string in hierarchical code fields</b>  <u>Information</u>                  The hierarchical code fields did not support directly typing in a value.</p> <p>Now users are able to directly type a search string and then select from the list of matching entries.</p>
6661, 6856	<p><b>Attachments will disappear suddenly from a form</b>  <u>Information</u>                  This occurs after the following actions:</p> <ul style="list-style-type: none"> <li>- create a service call</li> <li>- add attachment in card view and hide the attachment side bar</li> <li>- fill out other fields</li> <li>- Hit Delete button</li> <li>- check the attachment side bar, the attachment is gone</li> </ul> <p><u>Solution</u>: Fixed</p>
6667	<p><b>Caller &gt;&gt; Gender column data in a SC is wrong.</b>  <u>Information</u>                  Create a view with SC Call and Caller Gender column                  check the values in Caller and Caller Gender</p> <p><u>Solution</u>: Fixed</p>
6728	<p><b>View Customization shows strange behavior, when change settings</b>  <u>Information</u>                  A column with an autoresizing format, does not remember when a column is autoresized by double-clicking (it should remember it and the new size and switch into fixed size).</p> <p>Mind that the view get's OK again, when doing a refresh with F5.</p> <p><u>Solution</u>: Fixed</p>
6734	<p><b>Unclear message is returned when the Connection test fails in Attachment Settings.</b>  <u>Information</u>                  Message is: Exception has been thrown by the target of an invocation.</p> <p>It could be the server name, credentials that are not correct, the user settings in the FTP server, or the firewall that are the root cause.                  Is it possible to get a better error message pointing to the possible cause or causes?</p> <p><u>Solution</u>: Fixed</p>
6756	<p><b>Copy &amp; Paste of Changes in Status Complete   State Closed</b>  <u>Information</u></p>

	<p>If you copy a change in status Complete (State = closed) you receive error message below. The error even occurs if there are no work orders related to the change!</p> <p>Copy settings for the Change entity (the status fields and wait for workorder completion should not be copied!):</p> <p>Steps to reproduce:</p> <ul style="list-style-type: none"> <li>- Start PSC</li> <li>- Go to list of Changes and select a Change from the list in status Complete (don't open the Change, just highlight it)</li> <li>- Use Ctrl-C and Ctrl-V to make a copy of the change. The expected result (and that's how it worked before R11A): the highlighted Change will be copied and available in the list</li> </ul> <p>If you do the same steps in Client2008 it works as expected!</p> <p><u>Solution</u>: Fixed</p>
6758	<p><b>Person: field "Gender" empty/undefined after change</b> <u>Information</u></p> <p>When you change the gender of a person and press "Save", the field gets cleared and the change will not be stored in the database. Tested with R10 and R11A.</p> <p><u>Solution</u>: Fixed</p>
6779	<p><b>Error on uploading attachments (with upload in background settings)</b> <u>Information</u></p> <p>When uploading an attachment to a WO (other items not tested), the ftp upload fails.</p> <p>client.log:</p> <pre> ... 2022-11-24 08:55:45,706 ERROR [ 1] UI.WinForms.WinFormsDispatcher - System.InvalidOperationException: Error while uploading the file to the server. Auf eine geschlossene Datei kann nicht zugegriffen werden.. ---&gt; FluentFTP.FtpException: Error while uploading the file to the server. See InnerException for more info. ---&gt; System.ObjectDisposedException: Auf eine geschlossene Datei kann nicht zugegriffen werden. ... </pre> <p>At the same time, this is no issue with an older client (R5A).</p> <p><u>Solution</u>: Fixed</p>
6783, 6787, 6791, 6807, 6813, 6821	<p><b>Several internal fixes that improve stability</b> <u>Information</u></p> <p>Some of them were noticeable by getting Null reference exceptions.</p> <p><u>Solution</u>: Fixed</p>
6811	<p><b>Tried to switch advanced find to 'Configuration Item - then i receive this error</b> <u>Information</u></p>

	<p>System.InvalidCastException: Unable to cast object of type 'DevExpress.Data.Filtering.BinaryOperator' to type 'DevExpress.Data.Filtering.FunctionOperator'.</p> <p><u>Solution</u>: Fixed</p>
6815	<p><b>Error on Service call - click on relations to show related work orders</b> <u>Information</u> You get an invalid cast exception.</p> <p><u>Solution</u>: Fixed</p>
6828	<p><b>Using QuickFind influences DevExpress filter on actual view.</b> <u>Information</u> When I could not find the person I was looking for I opened QuickFind on Caller and used GA in the search bar. The view name used is of course printed. When I navigate to the particular view I see that there is a filter applied.</p> <p><u>Solution</u>: Fixed</p>
6835	<p><b>Error forwarding mail: Attachments should only be opened through PROLINs Attachment service</b> <u>Information</u> 1. Open existing ticket which contains an email with an attachment 2. Right click on email in list and select Forward from context menu OR open mail and select Forward from ribbon bar.</p> <p><u>Solution</u>: Fixed</p>
6837	<p><b>German translations</b> <u>Information</u> There are a few translations missing. Now it shows English text.</p> <p><u>Solution</u>: Fixed</p>
6842	<p><b>Right click menu in open Item no longer works to copy</b> <u>Information</u> I am no longer able to right click to copy a selected item. This is something I use often. The option menu is completely grayed out.</p> <p><u>Solution</u>: Fixed</p>
6872	<p><b>Date field behavior not as expected</b> <u>Information</u> The calculation for the deadline (when I put in a 5 into the deadline field and press enter) seems to be ok – but it's marked with a red 'X'</p> <p><u>Solution</u>: Fixed</p>
6402	<p><b>Link action with ID replaces ID with OID value.</b> <u>Information</u> Wrong value is shown.</p> <p><u>Solution</u>: Fixed</p>
5467	<p><b>Closing Text Snippets panel with top right hand X (that should not be there)</b> <u>Information</u></p>

	<p>I can close my Text Snippets panel with an top right hand X. Need to restore windows.dat to get the panel back. In R14 and R15 T1</p> <p><u>Solution</u>: Fixed</p>
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## 1.6.2 Known Issues and Limitations

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## 1.7 Version 2020 R13A

PROLIN Smart Client 2020 R13A was released on Friday 3 February 2023.

### 1.7.1 Modified and New Functions

The list below gives an overview of the most important resolved issues and newly added functionality of this release. The resolved issues listed below are important for the majority of our customers. More detailed overviews may be provided for individual customers.

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<p>6619</p>	<p><b>Merge Dialog when Save after Save in status CLOSED is blocked.</b>  <u>Information</u>                  I updated a call and set the status to CLOSED and pressed Save.                  I get a dialog that I cannot close a call without filling in Closure Code (which is correct).                  When I fill in the Closure Code and press Save again, I get the Merge dialog and an empty form.</p> <p><u>Solution:</u> Fixed</p>
<p>6661</p>	<p><b>Attachments will vanish suddenly</b>  <u>Information</u>                  We are facing the issue that sometimes attachments will vanish suddenly. The error is reproducible.                  This error only occurs, when the attachment side bar is hidden. If the sidebar is pinned &amp; visible the issue doesn't appear. Further we detected, that the issue primary appears after the ticket was opened &amp; rather not, if it was open &amp; has been saved before the described modification.</p> <p>We found three situations, where the problem appears &amp; grabbed a screen recording form the issues.</p> <p>1. situation:</p> <p>A user accidentally added an email attachment to the information field                  Then he marks the whole text &amp; hits the delete key                  At this point, an attachment gets deleted from the ticket.</p> <p>2. situation:</p> <p>A user is changing the target date.                  Afterwards, on the next mouse-click, a customized pop-up will (customer information reminder) appear &amp; confirmed by hitting the OK button.                  Now the user clicking to the used time field &amp; adding a value (i.e. 11) in front of the existing "0"                  After detecting that a "110" is given instead of "11" minutes only the delete key will be used to remove the "0" in the back</p> <ul style="list-style-type: none"> <li>• At this point also an attachment will vanish again</li> </ul> <p>3. situation:</p> <p>A user was typing some information into a text field (information / subject / solution, but also at the used time field).                  Then he is using another application on the computer.                  Afterwards, on continuing the ticket, he sees typos, which shall be corrected now.                  For this, the user clicks to a point inside a field &amp; hits the delete key                  =&gt; now an attachment is vanishing</p>

	<u>Solution</u> : Fixed
6782	<p><b>Error System.NullReferenceException when creating related objects</b></p> <p><u>Information</u></p> <p>Get "System.NullReferenceException"s when creating related objects from an object that you're currently in – e.g. use the "Copy Values to new workorder" to create a new work order and built a relation to the current service call.</p> <p><u>Solution</u>: Fixed</p>

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<p><b>Global Search - results view does not have "Update all" in the context menu</b></p> <p>The Advanced Find - Global Search functionality shows results from different types of items in the application, e.g. it would list service calls, configuration items, changes when the search criteria are met.</p> <p>An "Update all" across these different types is not implemented.</p>
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- Archive Settings

When in Smart Client "all entries" are enabled these are not enabled.

## 1.8 Version 2020 R13

PROLIN Smart Client 2020 R13 was released on Tuesday 20 December 2022.

## 1.8.1 Modified and New Functions

The list below gives an overview of the most important resolved issues and newly added functionality of this release. The resolved issues listed below are important for the majority of our customers. More detailed overviews may be provided for individual customers.

Complementing the following enhancements listed for the various software releases, PROLIN is pleased to draw your attention to a selection of **Feature Focus articles** that discuss the practical application of these new and improved features.

Please see: <http://prolin.com/news-views/>

new	<p><b>Possibility to delete references from delete notification window</b>  <u>Information</u>                  When an item that still has references to it is deleted a notification window opens explaining that the item can't therefor be deleted. In this window there is now an option to remove all references so the item can be deleted.</p>															
new	<p><b>Actual Duration calculated takes "not accountable" status into account</b>  <u>Information</u>                  When the actual duration is calculated, which at the moment both actual start and actual finish have a value and one of those values is new, we step in and:</p> <p>If there is a history line about a status being set before the actual start:                  We examine the history up to the finish date and examine the accountability of the statuses having been set since the date of the first status that covers the actual start date and up to the finish date.</p> <p>Of those we create a table with accountability. The table for a calculation where the status has changed 3 times between actual start and actual finish, looks as such:</p> <table border="0" data-bbox="256 1287 1240 1419"> <thead> <tr> <th><b>Start</b></th> <th><b>Finish</b></th> <th><b>Accountability</b></th> </tr> </thead> <tbody> <tr> <td>Actual start</td> <td>First Status Change*</td> <td>Accountability of status at actual start</td> </tr> <tr> <td>Moment of 1st status change</td> <td>Second Status Change**</td> <td>Accountability of second status</td> </tr> <tr> <td>Moment of 2nd status change</td> <td>Third Status Change**</td> <td>Accountability of third status</td> </tr> <tr> <td>Moment of 3rd status change</td> <td>Actual Finish</td> <td>Accountability of fourth status</td> </tr> </tbody> </table> <p>*First time the status changes from the status at actual start.                  **This row only exists if the moment of status change is before actual finish</p> <p>We then calculate duration only for the accountable periods. Only statuses with the "Not Accountable" state are considered as not accountable.                  Any SLAs, timezones etc. are honored as previously in the calculations.</p> <p>Calculations of Actual Finish based on an Actual start and Actual Duration do not take accountability into account.                  Only when Actual start and Actual Finish are being filled.</p> <p>Only statuses that have the "Not Accountable" state are being excluded from the calculation.</p>	<b>Start</b>	<b>Finish</b>	<b>Accountability</b>	Actual start	First Status Change*	Accountability of status at actual start	Moment of 1st status change	Second Status Change**	Accountability of second status	Moment of 2nd status change	Third Status Change**	Accountability of third status	Moment of 3rd status change	Actual Finish	Accountability of fourth status
<b>Start</b>	<b>Finish</b>	<b>Accountability</b>														
Actual start	First Status Change*	Accountability of status at actual start														
Moment of 1st status change	Second Status Change**	Accountability of second status														
Moment of 2nd status change	Third Status Change**	Accountability of third status														
Moment of 3rd status change	Actual Finish	Accountability of fourth status														
5048, 6685	<p><b>Entered text in Autofilter gets removed when view is auto refreshed</b>  <u>Information</u></p>															

	<p>Reproduction steps:</p> <ol style="list-style-type: none"> <li>1. open smart client</li> <li>2. enable autorefresh in PSC, set to 2 minutes</li> <li>3. go to Servicecall or Change or any other module</li> <li>4. enable Autofilter</li> <li>5. enter value in Autofilter</li> <li>6. wait untill the autorefresh kicks in</li> <li>7. filter is cleared</li> </ol> <p><u>Solution</u>: Fixed</p>
6716	<p><b>German translations missing</b></p> <p><u>Information</u> When running Smart Client with German as language of choice some texts are not yet translated and still in English.</p> <p><u>Solution</u>: Fixed</p>
6749	<p><b>Show References Delete button does not work</b></p> <p><u>Information</u> Select an entity, i.e. a service call, with relations, such as work order association(s). Click on Show References. A list of the relations will be displayed. Select one of the relations and try to delete it. That does not work.</p> <p><u>Solution</u>: Fixed</p>
6759, 6760	<p><b>Instance not set to an instance of an object</b></p> <p><u>Information</u> Stability improvements.</p> <p><u>Solution</u>: Fixed</p>
6762	<p><b>maintain accounts -&gt; roles the client shows 'strange behaviour'</b></p> <p><u>Information</u></p> <ul style="list-style-type: none"> <li>- when maintaining accounts -&gt; roles the client shows 'strange behaviour'</li> <li>- when just clicking on the roles entries, they are marked for a short time</li> <li>- when I then click on another it happens also for that</li> <li>- when I now activate the second clicked role, the client shows 'BOTH clicked roles' as 'checked' – what is wrong</li> <li>- when I save and refresh the form it shows the correct result (only the really checked role, is now marked)</li> <li>- see attached video</li> </ul> <p><u>Solution</u>: Fixed</p>
6767	<p><b>CI Tree view broken - not showing tree structure</b></p> <p><u>Information</u> There is no tree structure in the Tree view in Smart Client compared to Client2008 using the same system-wide view.</p> <p><u>Solution</u>: Fixed</p>
6775	<p><b>Selected categories in Advanced Find not included in search filter</b></p> <p><u>Information</u> The root cause is in having more than one value in the search code. You can see in the executed query tab that the query is not correct.</p>

	<u>Solution</u> : Fixed
6777	<p><b>Open Query + Cancel still wipes Advanced Find conditions</b>  <u>Information</u>                  When you have filled in conditions in Advanced Find and you then click Open Query to be able to load a saved query, but decide not to and click Cancel, your Advanced Find slate is cleaned.</p> <p>You might loose a lot of "work" creating the filter.                  You also might not see that because you are not on the tab you filled in the conditions.</p> <p><u>Solution</u>: Fixed</p>

## 1.8.2 Known Issues and Limitations

Following is a list with information on behavior of Smart Suite and/or tips and tricks on how to process complex configurations.

<p><b>Can I connect with Smart Client 2020 to a Power Server 10.x?</b></p> <p>Yes, you can. You will have the benefit of ongoing bug fixes and some new features, and better memory management for instance through our use of .NET 4.6.1                  You will not have features that require the back end to be Power Server 2016+, like Reporting, Global Search and alternative protocols.</p>
<p><b>No support of nested dynamic sub-forms</b></p> <p>When the condition to display the first subform is met, and the condition to display the additional subform is met, the additional page is displayed as expected.</p> <p>When the condition to display the first subform is not met, but the condition to display the additional subform is met, there is technically speaking, without the first subform, no Insertion Marker, so one would not be able to add the additional subform.</p> <p>Smart Client will display the additional form without the first, You will get an Unhandled Exception when switching pages.</p>
<p><b>Test Connections returns "No such host is known"</b></p> <p>When using an IP address in the server field when creating a connection, the Test Connection will return "No such host is known" when the IP address can not be resolved back to a host name.</p> <p>The client and the server should be able to resolve the hostname and the IP address correctly. Hostname and IP address need to be in sync on the server and the client.</p>
<p><b>Global Search - results view does not have "Update all" in the context menu</b></p> <p>The Advanced Find - Global Search functionality shows results from different types of items in the application, e.g. it would list service calls, configuration items, changes when the search criteria are met.</p>

<p>An "Update all" across these different types is not implemented.</p>
<p><b>A few admin functions that are not available at this moment</b></p> <p>The following admin functions are not available at this moment and will be treated as Enhancement Requests which means that if there is need for a function by a customer we will include it in the regular ER planning process.</p> <ul style="list-style-type: none"> <li>- ACES</li> <li>- Show icons with codes</li> <li>- Archive settings</li> <li>- Report settings - analyzed data</li> </ul>
<p><b>Admin Console - Add notification when filter condition incompatible with SD</b></p> <p>There are cases where we can't translate a condition defined in Smart Client to something SD can understand in system views. In those cases we save the condition as a base64 encoded string on a text property with not equals so that the view does not give an error in SD. When this is the case the user gets a message while saving that incompatible conditions are saved. These not affect Smart Suite.</p>
<p><b>Service call Hierarchy - restart Smart Client after initialization</b></p> <p>After the Service call Hierarchy function has been initialized, Smart Client needs to be restarted in order to activate all functions correctly</p>
<p><b>Service call Hierarchy - not available for older server version</b></p> <p>The new Service call Hierarchy function is not available when running Smart Client with a HP SD application server or with Power Server version prior to R5.</p>
<p><b>Some functions not available in admin auditing</b></p> <p>The following functions are not available in the current version of Smart Suite and can therefore not be set to be audited in the admin client:</p> <ul style="list-style-type: none"> <li>- ACES</li> <li>- Data Exchange</li> <li>- Web Api Application</li> <li>- Icons</li> <li>- Localized Text</li> <li>- Shortcut Bar</li> <li>- License</li> <li>- Aces Settings</li> <li>- Archive Settings</li> </ul> <p>When in Smart Client "all entries" are enabled these are not enabled.</p>

## 1.9 Version 2020 R12A

PROLIN Smart Client 2020 R12A was released on Tuesday 8 November 2022.

## 1.9.1 Modified and New Functions

The list below gives an overview of the most important resolved issues and newly added functionality of this release. The resolved issues listed below are important for the majority of our customers. More detailed overviews may be provided for individual customers.

Complementing the following enhancements listed for the various software releases, PROLIN is pleased to draw your attention to a selection of **Feature Focus articles** that discuss the practical application of these new and improved features.

Please see: <http://prolin.com/news-views/>

6761	<p><b>Admin Console, Codes, gives error code after 1 change</b></p> <p><u>Information</u></p> <p>When using the admin console to add a new code it can be done once. After closing the admin console and doing some other things, then coming back, to add another code, an object reference not set error is thrown. Only a client restart enables to do the maintenance of codes again but only once. This also happens when the 'first add part in the admin console' is canceled.</p> <p><u>Solution:</u> Fixed</p>
6764	<p><b>SmartClient fails to start after upgrade to R12</b></p> <p><u>Information</u></p> <p>Problem only occurs when an upgrade of a previous version is done. If a clean install is done Smart Client starts without issues.</p> <p><u>Solution:</u> Fixed</p>

## 1.9.2 Known Issues and Limitations

Following is a list with information on behavior of Smart Suite and/or tips and tricks on how to process complex configurations.

<p><b>Can I connect with Smart Client 2020 to a Power Server 10.x?</b></p> <p>Yes, you can. You will have the benefit of ongoing bug fixes and some new features, and better memory management for instance through our use of .NET 4.6.1                  You will not have features that require the back end to be Power Server 2016+, like Reporting, Global Search and alternative protocols.</p>
<p><b>No support of nested dynamic sub-forms</b></p> <p>When the condition to display the first subform is met, and the condition to display the additional subform is met, the additional page is displayed as expected.</p> <p>When the condition to display the first subform is not met, but the condition to display the additional subform is met, there is technically speaking, without the first subform, no Insertion Marker, so one would not be able to add the additional subform.</p>

<p>Smart Client will display the additional form without the first, You will get an Unhandled Exception when switching pages.</p>
<p><b>Test Connections returns "No such host is known"</b></p> <p>When using an IP address in the server field when creating a connection, the Test Connection will return "No such host is known" when the IP address can not be resolved back to a host name.</p> <p>The client and the server should be able to resolve the hostname and the IP address correctly. Hostname and IP address need to be in sync on the server and the client.</p>
<p><b>Global Search - results view does not have "Update all" in the context menu</b></p> <p>The Advanced Find - Global Search functionality shows results from different types of items in the application, e.g. it would list service calls, configuration items, changes when the search criteria are met.</p> <p>An "Update all" across these different types is not implemented.</p>
<p><b>A few admin functions that are not available at this moment</b></p> <p>The following admin functions are not available at this moment and will be treated as Enhancement Requests which means that if there is need for a function by a customer we will include it in the regular ER planning process.</p> <ul style="list-style-type: none"> <li>- ACES</li> <li>- Show icons with codes</li> <li>- Archive settings</li> <li>- Report settings - analyzed data</li> </ul>
<p><b>Admin Console - Add notification when filter condition incompatible with SD</b></p> <p>There are cases where we can't translate a condition defined in Smart Client to something SD can understand in system views. In those cases we save the condition as a base64 encoded string on a text property with not equals so that the view does not give an error in SD. When this is the case the user gets a message while saving that incompatible conditions are saved. These not affect Smart Suite.</p>
<p><b>Service call Hierarchy - restart Smart Client after initialization</b></p> <p>After the Service call Hierarchy function has been initialized, Smart Client needs to be restarted in order to activate all functions correctly</p>
<p><b>Service call Hierarchy - not available for older server version</b></p> <p>The new Service call Hierarchy function is not available when running Smart Client with a HP SD application server or with Power Server version prior to R5.</p>
<p><b>Some functions not available in admin auditing</b></p> <p>The following functions are not available in the current version of Smart Suite and can therefore not be set to be audited in the admin client:</p> <ul style="list-style-type: none"> <li>- ACES</li> <li>- Data Exchange</li> </ul>

- Web Api Application
- Icons
- Localized Text
- Shortcut Bar
- License
- Aces Settings
- Archive Settings

When in Smart Client "all entries" are enabled these are not enabled.

## 1.10 Version 2020 R12

PROLIN Smart Client 2020 R12 was released on Thursday 13 October 2022.

### 1.10.1 Modified and New Functions

The list below gives an overview of the most important resolved issues and newly added functionality of this release. The resolved issues listed below are important for the majority of our customers. More detailed overviews may be provided for individual customers.

Complementing the following enhancements listed for the various software releases, PROLIN is pleased to draw your attention to a selection of **Feature Focus articles** that discuss the practical application of these new and improved features.

Please see: <http://prolin.com/news-views/>

New	<b>Access parent of a Work Order by clicking on the item header</b>
New	<b>Title bar in a form shows both the ID and the search code</b>
New	<b>Periodic outages should also work day crossing (eg: from 23:00 bis 03:00)</b>
New	<b>Warning when linking a work order to another service call</b>
New	<b>Toggle button to show/hide unrelated CI's in CI Structure graph</b>
New	<b>Advanced find started from a form allows to search on other item types</b>
New	<b>Filter editor in Advanced Find: focus should be on "OK" after &lt;Return&gt; / &lt;Enter&gt; or &lt;TAB&gt;</b>
New	<b>Notification about number if available CAL users</b> <u>Information</u> Smart Suite checks on the number of CAL users that are available.

	<p>This validation relies on server version 12.1 (2020 R8 and beyond) and Smart Client R12 (and beyond).</p> <p>When there are still available licenses you get an informative text about the amount available licenses. When the amount of licenses has been exceeded, you can no longer save the role and you get an error text in the validation pane.</p>
6341, 6648, 6669, 6704	<p><b>System.OutOfMemoryException multiple times</b>  <u>Information</u>                  When doing an update all on about 300 CIs the system throws:                  System.OutOfMemoryException: Exception of type 'System.OutOfMemoryException' was thrown.</p> <p><u>Solution</u>: Fixed</p>
6674	<p><b>Error when deleting a CI using the button in the ribbon.</b>  <u>Information</u>                  When pressing the button an error message is shown.</p> <p><u>Solution</u>: Fixed</p>
6696	<p><b>Template form allows for typing free text in Attribute</b>  <u>Information</u>                  The text is not saved however.</p> <p><u>Solution</u>: Fixed</p>
6732	<p><b>Memory leak in R11a when opening items especially email service call</b>  <u>Information</u>                  Memory usage is getting big when using these forms and it is not released anymore.</p> <p><u>Solution</u>: Fixed</p>
6748	<p><b>Attachments deleted from entities, not removed from server</b>  <u>Information</u>                  When an attachment is deleted from an entity, the corresponding file is not removed from the ftp server.</p> <p><u>Solution</u>: Fixed</p>
6750	<p><b>Select Item(s) radio button is disabled in Advanced Find when Adding Relation.</b>  <u>Information</u>                  Should be enabled.</p> <p><u>Solution</u>: Fixed</p>

## 1.10.2 Known Issues and Limitations

Following is a list with information on behavior of Smart Suite and/or tips and tricks on how to process complex configurations.

<p><b>Can I connect with Smart Client 2020 to a Power Server 10.x?</b></p>
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Yes, you can. You will have the benefit of ongoing bug fixes and some new features, and better memory management for instance through our use of .NET 4.6.1  
 You will not have features that require the back end to be Power Server 2016+, like Reporting, Global Search and alternative protocols.

**No support of nested dynamic sub-forms**

When the condition to display the first subform is met, and the condition to display the additional subform is met, the additional page is displayed as expected.

When the condition to display the first subform is not met, but the condition to display the additional subform is met, there is technically speaking, without the first subform, no Insertion Marker, so one would not be able to add the additional subform.

Smart Client will display the additional form without the first, You will get an Unhandled Exception when switching pages.

**Test Connections returns "No such host is known"**

When using an IP address in the server field when creating a connection, the Test Connection will return "No such host is known" when the IP address can not be resolved back to a host name.

The client and the server should be able to resolve the hostname and the IP address correctly. Hostname and IP address need to be in sync on the server and the client.

**Global Search - results view does not have "Update all" in the context menu**

The Advanced Find - Global Search functionality shows results from different types of items in the application, e.g. it would list service calls, configuration items, changes when the search criteria are met.

An "Update all" across these different types is not implemented.

**A few admin functions that are not available at this moment**

The following admin functions are not available at this moment and will be treated as Enhancement Requests which means that if there is need for a function by a customer we will include it in the regular ER planning process.

- ACES
- Show icons with codes
- Archive settings
- Report settings - analyzed data

**Admin Console - Add notification when filter condition incompatible with SD**

There are cases where we can't translate a condition defined in Smart Client to something SD can understand in system views. In those cases we save the condition as a base64 encoded string on a text property with not equals so that the view does not give an error in SD. When this is the case the user gets a message while saving that incompatible conditions are saved. These not affect Smart Suite.

**Service call Hierarchy - restart Smart Client after initialization**

After the Service call Hierarchy function has been initialized, Smart Client needs to be restarted in order to activate all functions correctly

**Service call Hierarchy - not available for older server version**

The new Service call Hierarchy function is not available when running Smart Client with a HP SD application server or with Power Server version prior to R5.

**Some functions not available in admin auditing**

The following functions are not available in the current version of Smart Suite and can therefore not be set to be audited in the admin client:

- ACES
- Data Exchange
- Web Api Application
- Icons
- Localized Text
- Shortcut Bar
- License
- Aces Settings
- Archive Settings

When in Smart Client "all entries" are enabled these are not enabled.

## 1.11 Version 2020 R11

PROLIN Smart Client 2020 R11 was released on Friday 8 July 2022.

### 1.11.1 Modified and New Functions

The list below gives an overview of the most important resolved issues and newly added functionality of this release. The resolved issues listed below are important for the majority of our customers. More detailed overviews may be provided for individual customers.

Complementing the following enhancements listed for the various software releases, PROLIN is pleased to draw your attention to a selection of **Feature Focus articles** that discuss the practical application of these new and improved features.

Please see: <http://prolin.com/news-views/>

New	<p><b>Global Search - more filtering possibilities</b></p> <p><u>Information</u></p> <p>For some customers Global Search would return to many results so the enhancement request has been to add some more filters options in the global search form.</p> <p><u>Solution:</u></p> <p>There are now options for which entities to look in for global search (defaults to Advanced Find selected entity), as well as a From and To date for the registration of the items.</p>
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5134	<p><b>Searchcode issues in Generate CI Wizard</b>  <u>Information</u>          After selecting a template in the wizard there is an issue with the Searchcode being "nulled" when a required field is missing.</p> <p><u>Solution</u>: Fixed</p>
6605	<p><b>Generate CI Wizard caches values</b>  <u>Information</u>          Cached values are behaving strange when switching templates in the CI Wizard.</p> <p><u>Solution</u>: Fixed</p>
6679	<p><b>Clipboard is emptied when closing a PROLIN entity</b>  <u>Information</u>          There is an issue in R9 which concerns the Copy &amp; Paste functionality.</p> <p>Steps to reproduce:</p> <ol style="list-style-type: none"> <li>1. start PSCR9</li> <li>2. open an existing ticket</li> <li>3. copy a text from any field (Ctrl + C)</li> <li>4. close ticket</li> <li>5. open a new ticket</li> <li>6. try to insert the the text from the clipboard (Ctrl + V) =&gt; nothing happens because the clipboard is empty</li> </ol> <p>Another scenario:</p> <ol style="list-style-type: none"> <li>1. start PSCR9</li> <li>2. copy any text into the clipboard</li> <li>3. open an existing ticket or some other entity (Problem, Change, ...)</li> <li>4. close the entity</li> <li>5. open a new entity</li> <li>6. try to insert the text =&gt; nothing happens because the clipboard is empty</li> </ol> <p><u>Solution</u>: Fixed</p>
6687	<p><b>Generate CI Wizard sets custom fields that should be hidden for that category</b>  <u>Information</u>          Generate CI Wizard sets attributes that are not available for that category</p> <p>Reproduction steps:</p> <ul style="list-style-type: none"> <li>- enable a custom field only for a certain category</li> <li>- create a template using another category, where the attribute should not be used</li> <li>- create another template for the category with the custom field to be filed with a value</li> <li>- now start the generate CI wizard</li> <li>- choose at first the template containing the category with the custom field</li> <li>- click on modify fields</li> <li>- click 'x' to close it again</li> <li>- now choose the other template from the list, where the attribute is not available</li> <li>- click again on modify and set some values so that the CI could be created</li> <li>- create the CI</li> </ul>

	<p>- you should receive some sort of error messages          - the CI has been created – but the not available field will also be set, “what is not wanted”</p> <p><u>Solution:</u> Fixed</p>
6690	<p><b>Global Search CTRL-F does not work as i would like it to</b>  <u>Information</u>          In global search you also can press ctrl-f to open the tables full text search but it does not allow to search for real text.          Entering for example 'service call' should filter to get only results containing those strings.</p> <p><u>Solution:</u> Fixed</p>
6710	<p><b>Creating a new CI using an existing Template does not autofill search code</b>  <u>Information</u>          Reproduction steps:          1. Create a Template, using a faulty search code, "FIDO_5093". Save it.          2. Create a new CI using any form, (either using Item New or Generate CI Wizard) but using Template FIDO_05093_Test (Searchcode for this is FIDO_5093). All the filled in Template fields get auto-populated, except searchcode. No (validation) errors flashed.</p> <p><u>Solution:</u> Fixed</p>
6711	<p><b>Adjust the layout of Template Dialog fields.</b>  <u>Information</u>          Right-aligned numbers are hidden behind the vertical scroll bar.</p> <p><u>Solution:</u> Fixed</p>
6713	<p><b>Clipboard gets wiped very fast</b>  <u>Information</u>          When using copy &amp; paste, you can not paste copied text any longer after some seconds – the clipboard is just wiped.</p> <p><u>Solution:</u> Fixed</p>

## 1.11.2 Known Issues and Limitations

Following is a list with information on behavior of Smart Suite and/or tips and tricks on how to process complex configurations.

### **Can I connect with Smart Client 2020 to a Power Server 10.x?**

Yes, you can. You will have the benefit of ongoing bug fixes and some new features, and better memory management for instance through our use of .NET 4.6.1  
 You will not have features that require the back end to be Power Server 2016+, like Reporting, Global Search and alternative protocols.

### **No support of nested dynamic sub-forms**

When the condition to display the first subform is met, and the condition to display the additional subform is met, the additional page is displayed as expected.

When the condition to display the first subform is not met, but the condition to display the additional subform is met, there is technically speaking, without the first subform, no Insertion Marker, so one would not be able to add the additional subform.

Smart Client will display the additional form without the first, You will get an Unhandled Exception when switching pages.

**Test Connections returns "No such host is known"**

When using an IP address in the server field when creating a connection, the Test Connection will return "No such host is known" when the IP address can not be resolved back to a host name.

The client and the server should be able to resolve the hostname and the IP address correctly. Hostname and IP address need to be in sync on the server and the client.

**Global Search - results view does not have "Update all" in the context menu**

The Advanced Find - Global Search functionality shows results from different types of items in the application, e.g. it would list service calls, configuration items, changes when the search criteria are met.

An "Update all" across these different types is not implemented.

**A few admin functions that are not available at this moment**

The following admin functions are not available at this moment and will be treated as Enhancement Requests which means that if there is need for a function by a customer we will include it in the regular ER planning process.

- ACES
- Show icons with codes
- Archive settings
- Report settings - analyzed data

**Admin Console - Add notification when filter condition incompatible with SD**

There are cases where we can't translate a condition defined in Smart Client to something SD can understand in system views. In those cases we save the condition as a base64 encoded string on a text property with not equals so that the view does not give an error in SD. When this is the case the user gets a message while saving that incompatible conditions are saved. These not affect Smart Suite.

**Service call Hierarchy - restart Smart Client after initialization**

After the Service call Hierarchy function has been initialized, Smart Client needs to be restarted in order to activate all functions correctly

**Service call Hierarchy - not available for older server version**

The new Service call Hierarchy function is not available when running Smart Client with a HP SD application server or with Power Server version prior to R5.

**Some functions not available in admin auditing**

The following functions are not available in the current version of Smart Suite and can therefore not be set to be audited in the admin client:

- ACES
- Data Exchange
- Web Api Application
- Icons
- Localized Text
- Shortcut Bar
- License
- Aces Settings
- Archive Settings

When in Smart Client "all entries" are enabled these are not enabled.

## 1.12 Version 2020 R10

PROLIN Smart Client 2020 R10 was released on Friday 13 May 2022.

### 1.12.1 Modified and New Functions

The list below gives an overview of the most important resolved issues and newly added functionality of this release. The resolved issues listed below are important for the majority of our customers. More detailed overviews may be provided for individual customers.

Complementing the following enhancements listed for the various software releases, PROLIN is pleased to draw your attention to a selection of **Feature Focus articles** that discuss the practical application of these new and improved features.

Please see: <http://prolin.com/news-views/>

6540	<p><b>Ignore/filter trailing "&gt;" in URIs</b></p> <p><u>Information</u>                  By copy&amp;paste, URIs may be surrounded by &lt; ....&gt;. In the right mouse menu, the links then contain the trailing &gt;.</p> <p>It would be very convenient, if the trailing &gt; could be just ignored or filtered.</p> <p><u>Solution</u>: Fixed</p>
6561	<p><b>hover over popup does not disappear, covering OK and Cancel buttons</b></p> <p><u>Information</u>                  When I hover over a filled in Item field in the Open Item dialog, the hover over displays additional details in a popup. You would expect the hover over to disappear automatically. It does not cover the OK and Cancel buttons.</p> <p><u>Solution</u>: Fixed</p>

6634	<p><b>Person: name prefix (like van, von, de, di, ...) should start with small letter</b>  <u>Information</u>          If you enter a person's name like "van Beethoven", the first letter gets automatically capitalized (-&gt; Van Beethoven) which is not correct.</p> <p><u>Solution:</u> Fixed</p>
6643	<p><b>client is not creating the type of item, that I asked for</b>  <u>Information</u>          In R7A I just found this issue -&gt; the client is not creating the type of item, that I asked for, - instead of that it opens the choose form/template dialog.</p> <p><u>Solution:</u> Fixed</p>
6658	<p><b>Recent Searches drop down is not there</b>  <u>Information</u>          The recent searches drop down is not there in R8</p> <p><u>Solution:</u> Fixed</p>
6701	<p><b>Copy &amp; paste a change from an advanced find throws Error</b>  <u>Information</u>          Copy &amp; paste a change from an advanced find generates an error.</p> <p><u>Solution:</u> Fixed</p>

## 1.12.2 Known Issues and Limitations

Following is a list with information on behavior of Smart Suite and/or tips and tricks on how to process complex configurations.

<p><b>Can I connect with Smart Client 2020 to a Power Server 10.x?</b></p> <p>Yes, you can. You will have the benefit of ongoing bug fixes and some new features, and better memory management for instance through our use of .NET 4.6.1          You will not have features that require the back end to be Power Server 2016+, like Reporting, Global Search and alternative protocols.</p>
<p><b>No support of nested dynamic sub-forms</b></p> <p>When the condition to display the first subform is met, and the condition to display the additional subform is met, the additional page is displayed as expected.</p> <p>When the condition to display the first subform is not met, but the condition to display the additional subform is met, there is technically speaking, without the first subform, no Insertion Marker, so one would not be able to add the additional subform.</p> <p>Smart Client will display the additional form without the first, You will get an Unhandled Exception when switching pages.</p>
<p><b>Test Connections returns "No such host is known"</b></p>

When using an IP address in the server field when creating a connection, the Test Connection will return "No such host is known" when the IP address can not be resolved back to a host name.

The client and the server should be able to resolve the hostname and the IP address correctly. Hostname and IP address need to be in sync on the server and the client.

**Global Search - results view does not have "Update all" in the context menu**

The Advanced Find - Global Search functionality shows results from different types of items in the application, e.g. it would list service calls, configuration items, changes when the search criteria are met.

An "Update all" across these different types is not implemented.

**A few admin functions that are not available at this moment**

The following admin functions are not available at this moment and will be treated as Enhancement Requests which means that if there is need for a function by a customer we will include it in the regular ER planning process.

- ACES
- Show icons with codes
- Archive settings
- Report settings - analyzed data

**Admin Console - Add notification when filter condition incompatible with SD**

There are cases where we can't translate a condition defined in Smart Client to something SD can understand in system views. In those cases we save the condition as a base64 encoded string on a text property with not equals so that the view does not give an error in SD. When this is the case the user gets a message while saving that incompatible conditions are saved. These not affect Smart Suite.

**Service call Hierarchy - restart Smart Client after initialization**

After the Service call Hierarchy function has been initialized, Smart Client needs to be restarted in order to activate all functions correctly

**Service call Hierarchy - not available for older server version**

The new Service call Hierarchy function is not available when running Smart Client with a HP SD application server or with Power Server version prior to R5.

**Some functions not available in admin auditing**

The following functions are not available in the current version of Smart Suite and can therefore not be set to be audited in the admin client:

- ACES
- Data Exchange
- Web Api Application
- Icons
- Localized Text
- Shortcut Bar
- License

- Aces Settings
- Archive Settings

When in Smart Client "all entries" are enabled these are not enabled.

## 1.13 Version 2020 R9

PROLIN Smart Client 2020 R9 was released on Thursday 3 March 2022.

### 1.13.1 Modified and New Functions

The list below gives an overview of the most important resolved issues and newly added functionality of this release. The resolved issues listed below are important for the majority of our customers. More detailed overviews may be provided for individual customers.

Complementing the following enhancements listed for the various software releases, PROLIN is pleased to draw your attention to a selection of **Feature Focus articles** that discuss the practical application of these new and improved features.

Please see: <http://prolin.com/news-views/>

2867	<p><b>Advanced Find - inconsistent behavior selecting multiple values/list fields</b>  <u>Information</u>                  In Advanced Find for Service Call we have the Status field and the Category field. Both are lists, though Category is a Tree and Status a simple list. You are able to select, check mark is placed, a Status by clicking on the text. You are not able to select a Category by clicking on the Text part.</p> <p><u>Solution:</u> Fixed</p>
3686	<p><b>Status attribute State not available in View Filters, Rules, ...</b>  <u>Information</u>                  State field of Status is not accessible in View Filters, Rules, etc. State e.g. Active, Not Accountable...</p> <p><u>Solution:</u> Fixed</p>
6655, 6656	<p><b>Several fixes that greatly enhances the stability of Smart Client</b>  <u>Information:</u>                  Several bugs were squashed in the core code that will make Smart Client more stable.</p> <p><u>Solution:</u> Fixed</p>
6657	<p><b>Status &gt;&gt; State is not queried correctly</b>  <u>Information</u>                  Filtering on Status.State does not always work as expected.</p> <p><u>Solution:</u> Fixed</p>
6662	<p><b>Filtering by Service Call &gt;&gt; Caller &gt;&gt; Gender is empty.</b>  <u>Information</u></p>

	<p>Tested against other multiple level attributes, seems fine. This is the only one that does not produce data, whereas SD shows result.</p> <p><u>Solution</u>: Fixed</p>
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## 1.13.2 Known Issues and Limitations

Following is a list with information on behavior of Smart Suite and/or tips and tricks on how to process complex configurations.

<p><b>Can I connect with Smart Client 2020 to a Power Server 10.x?</b></p> <p>Yes, you can. You will have the benefit of ongoing bug fixes and some new features, and better memory management for instance through our use of .NET 4.6.1 You will not have features that require the back end to be Power Server 2016+, like Reporting, Global Search and alternative protocols.</p>
<p><b>No support of nested dynamic sub-forms</b></p> <p>When the condition to display the first subform is met, and the condition to display the additional subform is met, the additional page is displayed as expected.</p> <p>When the condition to display the first subform is not met, but the condition to display the additional subform is met, there is technically speaking, without the first subform, no Insertion Marker, so one would not be able to add the additional subform.</p> <p>Smart Client will display the additional form without the first, You will get an Unhandled Exception when switching pages.</p>
<p><b>Test Connections returns "No such host is known"</b></p> <p>When using an IP address in the server field when creating a connection, the Test Connection will return "No such host is known" when the IP address can not be resolved back to a host name.</p> <p>The client and the server should be able to resolve the hostname and the IP address correctly. Hostname and IP address need to be in sync on the server and the client.</p>
<p><b>Global Search - results view does not have "Update all" in the context menu</b></p> <p>The Advanced Find - Global Search functionality shows results from different types of items in the application, e.g. it would list service calls, configuration items, changes when the search criteria are met.</p> <p>An "Update all" across these different types is not implemented.</p>
<p><b>A few admin functions that are not available at this moment</b></p> <p>The following admin functions are not available at this moment and will be treated as Enhancement Requests which means that if there is need for a function by a customer we will include it in the regular ER planning process.</p> <ul style="list-style-type: none"> <li>- ACES</li> </ul>

- Show icons with codes
- Archive settings
- Report settings - analyzed data

**Admin Console - Add notification when filter condition incompatible with SD**

There are cases where we can't translate a condition defined in Smart Client to something SD can understand in system views. In those cases we save the condition as a base64 encoded string on a text property with not equals so that the view does not give an error in SD. When this is the case the user gets a message while saving that incompatible conditions are saved. These not affect Smart Suite.

**Service call Hierarchy - restart Smart Client after initialization**

After the Service call Hierarchy function has been initialized, Smart Client needs to be restarted in order to activate all functions correctly

**Service call Hierarchy - not available for older server version**

The new Service call Hierarchy function is not available when running Smart Client with a HP SD application server or with Power Server version prior to R5.

**Some functions not available in admin auditing**

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- Icons
- Localized Text
- Shortcut Bar
- License
- Aces Settings
- Archive Settings

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## 1.14 Version 2020 R8

PROLIN Smart Client 2020 R8 was released on Thursday 23 December 2021.

### 1.14.1 Modified and New Functions

The list below gives an overview of the most important resolved issues and newly added functionality of this release. The resolved issues listed below are important for the majority of our customers. More detailed overviews may be provided for individual customers.

Complementing the following enhancements listed for the various software releases, PROLIN is pleased to draw your attention to a selection of **Feature Focus articles** that discuss the practical application of these new and improved features.

Please see: <http://prolin.com/news-views/>

6263	<p><b>Sending Test E-mail with SMTP authentication enabled returns error</b>  <u>Information</u>                  Steps to reproduce:</p> <ul style="list-style-type: none"> <li>- open PROLIN Smart Client and start the admin console</li> <li>- go to mail settings &gt; general &gt; send test mail</li> <li>- Enter the recipient and hit enter to make the OK button available</li> <li>- Click OK button - error message occurs</li> </ul> <p>In the settings we have SMTP authentication enabled. In PROLIN there is only the username shown and not the password asterix as in Client2008</p> <p><u>Solution</u>: Fixed</p>
6574	<p><b>Codes editor - adding codes - empty entry returns error message</b>  <u>Information</u>                  When adding Codes in the Smart Client Admin console Codes editor, you might end up with an empty entry that does not show unless you have selected it. When there is an empty entry you will get an error after pressing OK/Save. The other entries you have added are persisted.</p> <p><u>Solution</u>: Fixed</p>
6629	<p><b>Filter in Advanced Find does not change</b>  <u>Information</u>                  The filter options for saved searches do not change, how you would expect them to change.</p> <p><u>Solution</u>: Fixed</p>
6641	<p><b>dates should be stored in UTC and displayed in local timezone</b>  <u>Information</u>                  The attachment creation date in the Attachment Panel for an EML file is an hour before the Sent date registered in the Email Servicecall. Either the Sent date is interpreted incorrectly and not converted to UTC before persisting the email meta data, or the attachment date in the panel is off.</p> <p><u>Solution</u>: Fixed</p>

## 1.14.2 Known Issues and Limitations

Following is a list with information on behavior of Smart Suite and/or tips and tricks on how to process complex configurations.

**Can I connect with Smart Client 2020 to a Power Server 10.x?**

Yes, you can. You will have the benefit of ongoing bug fixes and some new features, and better memory management for instance through our use of .NET 4.6.1  
 You will not have features that require the back end to be Power Server 2016+, like Reporting, Global Search and alternative protocols.

<p><b>No support of nested dynamic sub-forms</b></p> <p>When the condition to display the first subform is met, and the condition to display the additional subform is met, the additional page is displayed as expected.</p> <p>When the condition to display the first subform is not met, but the condition to display the additional subform is met, there is technically speaking, without the first subform, no Insertion Marker, so one would not be able to add the additional subform.</p> <p>Smart Client will display the additional form without the first, You will get an Unhandled Exception when switching pages.</p>
<p><b>Test Connections returns "No such host is known"</b></p> <p>When using an IP address in the server field when creating a connection, the Test Connection will return "No such host is known" when the IP address can not be resolved back to a host name.</p> <p>The client and the server should be able to resolve the hostname and the IP address correctly. Hostname and IP address need to be in sync on the server and the client.</p>
<p><b>Global Search - results view does not have "Update all" in the context menu</b></p> <p>The Advanced Find - Global Search functionality shows results from different types of items in the application, e.g. it would list service calls, configuration items, changes when the search criteria are met.</p> <p>An "Update all" across these different types is not implemented.</p>
<p><b>A few admin functions that are not available at this moment</b></p> <p>The following admin functions are not available at this moment and will be treated as Enhancement Requests which means that if there is need for a function by a customer we will include it in the regular ER planning process.</p> <ul style="list-style-type: none"> <li>- ACES</li> <li>- Show icons with codes</li> <li>- Archive settings</li> <li>- Report settings - analyzed data</li> </ul>
<p><b>Admin Console - Add notification when filter condition incompatible with SD</b></p> <p>There are cases where we can't translate a condition defined in Smart Client to something SD can understand in system views. In those cases we save the condition as a base64 encoded string on a text property with not equals so that the view does not give an error in SD. When this is the case the user gets a message while saving that incompatible conditions are saved. These not affect Smart Suite.</p>
<p><b>Service call Hierarchy - restart Smart Client after initialization</b></p> <p>After the Service call Hierarchy function has been initialized, Smart Client needs to be restarted in order to activate all functions correctly</p>
<p><b>Service call Hierarchy - not available for older server version</b></p>

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- Archive Settings

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## 1.15 Version 2020 R7A

PROLIN Smart Client 2020 R7A was released on Tuesday 7 December 2021.

### 1.15.1 Modified and New Functions

The list below gives an overview of the most important resolved issues and newly added functionality of this release. The resolved issues listed below are important for the majority of our customers. More detailed overviews may be provided for individual customers.

Complementing the following enhancements listed for the various software releases, PROLIN is pleased to draw your attention to a selection of **Feature Focus articles** that discuss the practical application of these new and improved features.

Please see: <http://prolin.com/news-views/>

6570	<p><b>Update All, Location, first entered character is dropped again</b></p> <p><u>Information</u> When entering a 'Location' for example, it happens that the first entered character is dropped.</p> <p><u>Solution</u>: Fixed</p>
6639	<p><b>When using a view containing a navigation, the view is completely empty</b></p> <p><u>Information</u> When using a view containing a navigation, the view is completely empty (also the navigation) when the client is closed and restarted.</p> <p>view examples:</p> <ul style="list-style-type: none"> <li>o service tree</li> </ul>

	o ci per category
	<u>Solution</u> : Fixed

## 1.15.2 Known Issues and Limitations

Following is a list with information on behavior of Smart Suite and/or tips and tricks on how to process complex configurations.

<p><b>Can I connect with Smart Client 2020 to a Power Server 10.x?</b></p> <p>Yes, you can. You will have the benefit of ongoing bug fixes and some new features, and better memory management for instance through our use of .NET 4.6.1                  You will not have features that require the back end to be Power Server 2016+, like Reporting, Global Search and alternative protocols.</p>
<p><b>No support of nested dynamic sub-forms</b></p> <p>When the condition to display the first subform is met, and the condition to display the additional subform is met, the additional page is displayed as expected.</p> <p>When the condition to display the first subform is not met, but the condition to display the additional subform is met, there is technically speaking, without the first subform, no Insertion Marker, so one would not be able to add the additional subform.</p> <p>Smart Client will display the additional form without the first, You will get an Unhandled Exception when switching pages.</p>
<p><b>Test Connections returns "No such host is known"</b></p> <p>When using an IP address in the server field when creating a connection, the Test Connection will return "No such host is known" when the IP address can not be resolved back to a host name.</p> <p>The client and the server should be able to resolve the hostname and the IP address correctly. Hostname and IP address need to be in sync on the server and the client.</p>
<p><b>Global Search - results view does not have "Update all" in the context menu</b></p> <p>The Advanced Find - Global Search functionality shows results from different types of items in the application, e.g. it would list service calls, configuration items, changes when the search criteria are met.</p> <p>An "Update all" across these different types is not implemented.</p>
<p><b>A few admin functions that are not available at this moment</b></p> <p>The following admin functions are not available at this moment and will be treated as Enhancement Requests which means that if there is need for a function by a customer we will include it in the regular ER planning process.</p> <ul style="list-style-type: none"> <li>- ACES</li> <li>- Show icons with codes</li> </ul>

- Archive settings
- Report settings - analyzed data

**Admin Console - Add notification when filter condition incompatible with SD**

There are cases where we can't translate a condition defined in Smart Client to something SD can understand in system views. In those cases we save the condition as a base64 encoded string on a text property with not equals so that the view does not give an error in SD. When this is the case the user gets a message while saving that incompatible conditions are saved. These not affect Smart Suite.

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After the Service call Hierarchy function has been initialized, Smart Client needs to be restarted in order to activate all functions correctly

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- License
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## 1.16 Version 2020 R7

PROLIN Smart Client 2020 R7 was released on Wednesday 17 November 2021.

### 1.16.1 Modified and New Functions

The list below gives an overview of the most important resolved issues and newly added functionality of this release. The resolved issues listed below are important for the majority of our customers. More detailed overviews may be provided for individual customers.

Complementing the following enhancements listed for the various software releases, PROLIN is pleased to draw your attention to a selection of **Feature Focus articles** that discuss the practical application of these new and improved features.

Please see: <http://prolin.com/news-views/>

6506	<p><b>No applicable method 'type__OvService' exists in type 'OvChange'</b>  <u>Information</u>                  Error message appears when filling in a Service in Advanced Find with                  Search in: Change                  View: All Changes</p> <p><u>Solution:</u> Fixed</p>
6509	<p><b>Scheduler view should support format rules (coloring etc), like in table views</b>  <u>Information</u>                  Scheduler views should support this functionality.</p> <p><u>Solution:</u> Fixed</p>
6510	<p><b>Scheduler view and clock: different times. Scheduled tasks misplaced</b>  <u>Information</u>                  There are discrepancies between clock and time line in the scheduler view. Scheduled tasks are misplaced by 4 hours.</p> <p><u>Solution:</u> Fixed</p>
6518	<p><b>System.IndexOutOfRangeException at Save&amp;Close</b>  <u>Information</u>                  This error comes up several times.</p> <p><u>Solution:</u> Fixed</p>
6527	<p><b>Advanced Find - Global Search in Smart Client 2020 R6T4, PS R4 not working</b>  <u>Information</u>                  When I execute a Global Search in Smart Client R6, the status line tells me it s working briefly, but it does not show any results.                  The same in R28 does return results (and takes longer of course).</p> <p><u>Solution:</u> Fixed</p>
6530	<p><b>Issue in Advanced Find</b>  <u>Information</u>                  Get an error in advanced find for Organizations</p> <p><u>Solution:</u> Fixed</p>
6534	<p><b>Advanced Find in projects: No applicable method 'type__OvOrganization'</b>  <u>Information</u>                  Get an error in advanced find for Projects</p> <p><u>Solution:</u> Fixed</p>
6541	<p><b>System.NullReferenceException: while adding UI rule for Service Call</b></p> <p><u>Solution:</u> Fixed</p>
6549	<p><b>PSC 2020 R6: attachment classifications missing</b></p>

	<u>Solution</u> : Fixed
6550	<b>PSC 2020 R6: Client-side rules are not executed</b> <u>Solution</u> : Fixed
6551	<b>Issue when selecting some categories at once in advanced find</b> <u>Solution</u> : Fixed
6555	<b>Attachments: missing features in list view and card view</b> <u>Information</u> In list view, the classification is missing (should be changeable as in card view) in card view, the upload user is missing. <u>Solution</u> : Fixed
6560	<b>CTRL-O dialog not working correctly</b> <u>Information</u> - when opening the 'open dialog' with CTRL-O you can choose a form, that you want to be used for opening a special item - I just tried that with a CI, and a special form, that is not default - when doing this, it just again uses my default and not the chosen form - in earlier releases that worked as intended, and used the chosen form instead of the default one <u>Solution</u> : Fixed
6564	<b>Save/Download button not active, cannot select attachment for download</b> <u>Information</u> When I have an attachment I cannot select the attachment and then use the button to save the file to local disk. <u>Solution</u> : Fixed
6567	<b>Unhandled Exception on saving Change record</b> <u>Solution</u> : Fixed
6570	<b>Update All, Location, first entered character is dropped again</b> <u>Solution</u> : Fixed
6571	<b>View refresh: System.IndexOutOfRangeException: Cannot find table 0</b> <u>Solution</u> : Fixed
6582	<b>Rules editor - less fields available in expression editor compared to Client2008</b> <u>Information</u> I am not seeing the same amount of fields that I could use in the expression editor when I compare the list in Smart Client v. Client2008. I am missing Location for instance. <u>Solution</u> : Fixed
6584	<b>Rules editor - Condition shows Evaluate flag when not appropriate</b>

	<p><u>Solution</u>: Fixed</p>
6585	<p><b>Smart Client cannot deal with "Location is blank" condition (client side rule)</b>  <u>Information</u>            Tested with Smart Client R4B and R6.            When a client side rule on Organization has a condition to check whether a Location field is empty (or reverse ~ not empty) Smart Client displays all kinds of errors.            When the condition is removed, the rule works as expected.</p> <p><u>Solution</u>: Fixed</p>
6588	<p><b>Cannot save rule when there is a field comparison condition</b>  <u>Information</u>            When saving a UI rule with a condition that compares fields, an error is thrown.</p> <p><u>Solution</u>: Fixed</p>
6589	<p><b>CI per Category view resets focus</b>  <u>Information</u>            CI per Category view resets focus</p> <p><u>Solution</u>: Fixed</p>
6594	<p><b>Cannot create service call when choosing form</b>  <u>Information</u>            When creating a new service call via choose form we experience an error:</p> <p>Steps to reproduce:</p> <ul style="list-style-type: none"> <li>- New Service Call</li> <li>- Choose Form ...</li> <li>- Select a form</li> <li>- Click Create</li> </ul> <p>Error pops up:            "Unable to proceed because a default form is not defined"</p> <p><u>Solution</u>: Fixed</p>
6596	<p><b>Creating an item from File, New top menu gives error</b></p> <p><u>Solution</u>: Fixed</p>
6597	<p><b>With Advanced Find, Quick Find, unable to select multiple entries</b>  <u>Information</u>            Quick Find on non-advanced find context, should just be single selection.</p> <p>Advanced Find Quick Find should allow multiple selection on these views:</p> <ul style="list-style-type: none"> <li>-tree view</li> <li>-table view</li> <li>-explorer view</li> <li>-card view</li> <li>-all other views</li> </ul> <p><u>Solution</u>: Fixed</p>
6598	<p><b>Filter by Organization gives no result - or error</b></p>

	<p><u>Information</u> The view is empty if the filter contains "[field]" Begins with 56.</p> <p>An Advanced Find with filter "[field]" Equals "513-" fails with error message: No applicable method 'type__OvOrganization' exists in type 'OvServicecall'</p> <p><u>Solution</u>: Fixed</p>
6600	<p><b>Selecting Quick Find from an entity data form, does not highlight the selection</b></p> <p><u>Information</u> 1. Open an existing service call. 2. Open Quick Find on a category. 3. Quick Find control (tree, table, etc) does not highlight the pre-selected item, always default highlights the first option.</p> <p>If the dropdown is selected, and then quick find, somehow value gets initialized.</p> <p><u>Solution</u>: Fixed</p>
6607	<p><b>Advanced Find returns error when search value resolved through quick find</b></p> <p><u>Information</u> When I have a Caller search value resolved by typing a partial search code and press Enter and the perform Find Now the find works. When I use the Quickfind (magnifying glass) to select the same caller and then press Quick Find I get the error.</p> <p><u>Solution</u>: Fixed</p>
6615	<p><b>Unhandled Exception while testing rules execution</b></p> <p><u>Information</u> While testing rules and it's evaluation, and closing the Client, the exception pops up.</p> <p><u>Solution</u>: Fixed</p>

## 1.16.2 Known Issues and Limitations

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### **Can I connect with Smart Client 2020 to a Power Server 10.x?**

Yes, you can. You will have the benefit of ongoing bug fixes and some new features, and better memory management for instance through our use of .NET 4.6.1  
You will not have features that require the back end to be Power Server 2016+, like Reporting, Global Search and alternative protocols.

### **No support of nested dynamic sub-forms**

When the condition to display the first subform is met, and the condition to display the additional subform is met, the additional page is displayed as expected.

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Smart Client will display the additional form without the first, You will get an Unhandled Exception when switching pages.

**Test Connections returns "No such host is known"**

When using an IP address in the server field when creating a connection, the Test Connection will return "No such host is known" when the IP address can not be resolved back to a host name.

The client and the server should be able to resolve the hostname and the IP address correctly. Hostname and IP address need to be in sync on the server and the client.

**Global Search - results view does not have "Update all" in the context menu**

The Advanced Find - Global Search functionality shows results from different types of items in the application, e.g. it would list service calls, configuration items, changes when the search criteria are met.

An "Update all" across these different types is not implemented.

**A few admin functions that are not available at this moment**

The following admin functions are not available at this moment and will be treated as Enhancement Requests which means that if there is need for a function by a customer we will include it in the regular ER planning process.

- ACES
- Show icons with codes
- Archive settings
- Report settings - analyzed data

**Admin Console - Add notification when filter condition incompatible with SD**

There are cases where we can't translate a condition defined in Smart Client to something SD can understand in system views. In those cases we save the condition as a base64 encoded string on a text property with not equals so that the view does not give an error in SD. When this is the case the user gets a message while saving that incompatible conditions are saved. These not affect Smart Suite.

**Service call Hierarchy - restart Smart Client after initialization**

After the Service call Hierarchy function has been initialized, Smart Client needs to be restarted in order to activate all functions correctly

**Service call Hierarchy - not available for older server version**

The new Service call Hierarchy function is not available when running Smart Client with a HP SD application server or with Power Server version prior to R5.

**Some functions not available in admin auditing**

The following functions are not available in the current version of Smart Suite and can therefore not be set to be audited in the admin client:

- ACES
- Data Exchange
- Web Api Application
- Icons
- Localized Text
- Shortcut Bar
- License
- Aces Settings
- Archive Settings

When in Smart Client "all entries" are enabled these are not enabled.

## 1.17 Version 2020 R6

PROLIN Smart Client 2020 R6 was released on Friday 25 June 2021.

### 1.17.1 Modified and New Functions

The list below gives an overview of the most important resolved issues and newly added functionality of this release. The resolved issues listed below are important for the majority of our customers. More detailed overviews may be provided for individual customers.

Complementing the following enhancements listed for the various software releases, PROLIN is pleased to draw your attention to a selection of **Feature Focus articles** that discuss the practical application of these new and improved features.

Please see: <http://prolin.com/news-views/>

New	<p><b>Ability to leave out the bottom bar (with the Count/Min/Max) in view definition</b></p> <p>We added a switch in the view options to enable/disable this bar footer.</p>
6345	<p><b>Drag&amp;Drop of e-mail attachments from Outlook 2016 to Smart Client doesn't work</b></p> <p><u>Information</u>            Drag &amp; drop from Outlook 2016 to a service call doesn't work. There is no error message.</p> <p><u>Solution</u>: Fixed</p>
6480	<p><b>NullReferenceException: Der Objektverweis wurde nicht auf eine Objektinstanz fes</b></p> <p><u>Information</u>            Exception error</p> <p><u>Solution</u>: Fixed</p>

<p>6481, 6482</p>	<p><b>Filter/Sort option Next Action Required(NAR) using is not working</b>  <u>Information</u>            Filter/Sort option Next Action Required(NAR) using is not working</p> <p><u>Solution:</u> Fixed</p>
<p>6494</p>	<p><b>selecting attachments in attachment pane using &lt;CTRL&gt;-click and &lt;SHIFT&gt;-click</b>  <u>Information</u>            The Card view allows you to select multiple attachments using &lt;CTRL&gt;+click. The List view only allows you to select one attachment at the time. Neither processes &lt;SHIFT&gt;+click correctly.</p> <p><u>Solution:</u> Fixed</p>
<p>6503</p>	<p><b>High Contrast Theme - causes issues with Advanced Find</b>  <u>Information</u>            The field names in Advanced Finds Standard Search are not visible – they are just not related to the theme settings.</p> <p><u>Solution:</u> Fixed</p>
<p>6504</p>	<p><b>Attachments Pane - List Views - Hide Column option in View Header Context menu.</b>  <u>Information</u>            I can use the Hide Column option in the Attachment List view Column Title context menu to Hide a Column (see screenprint). There is no option to get it displayed again. When restarting Smart Client or reopening the form the columns are back.</p> <p><u>Solution:</u> Fixed</p>
<p>6508</p>	<p><b>Attachment pane right mouse click context menu availability</b>  <u>Information</u>            Should contain at least one item- "Open" attachment(s)- just like in HP SD.</p> <p>Extending this to have Delete, Cut, Copy, Paste &amp; Rename options too.</p> <p><u>Solution:</u> Fixed</p>
<p>6533</p>	<p><b>Issue when opening account from person record</b>  <u>Information</u>            Issue when opening account from person record</p> <p><u>Solution:</u> Fixed</p>
<p>6538</p>	<p><b>unhandled exception when opening an Account from a person</b>  <u>Information</u></p> <p><u>Solution:</u> Fixed</p>

## 1.17.2 Known Issues and Limitations

Following is a list with information on behavior of Smart Suite and/or tips and tricks on how to process complex configurations.

### **Can I connect with Smart Client 2020 to a Power Server 10.x?**

Yes, you can. You will have the benefit of ongoing bug fixes and some new features, and better memory management for instance through our use of .NET 4.6.1  
 You will not have features that require the back end to be Power Server 2016+, like Reporting, Global Search and alternative protocols.

### **No support of nested dynamic sub-forms**

When the condition to display the first subform is met, and the condition to display the additional subform is met, the additional page is displayed as expected.

When the condition to display the first subform is not met, but the condition to display the additional subform is met, there is technically speaking, without the first subform, no Insertion Marker, so one would not be able to add the additional subform.

Smart Client will display the additional form without the first, You will get an Unhandled Exception when switching pages.

### **Test Connections returns "No such host is known"**

When using an IP address in the server field when creating a connection, the Test Connection will return "No such host is known" when the IP address can not be resolved back to a host name.

The client and the server should be able to resolve the hostname and the IP address correctly. Hostname and IP address need to be in sync on the server and the client.

### **Global Search - results view does not have "Update all" in the context menu**

The Advanced Find - Global Search functionality shows results from different types of items in the application, e.g. it would list service calls, configuration items, changes when the search criteria are met.

An "Update all" across these different types is not implemented.

### **A few admin functions that are not available at this moment**

The following admin functions are not available at this moment and will be treated as Enhancement Requests which means that if there is need for a function by a customer we will include it in the regular ER planning process.

- ACES
- Show icons with codes
- Archive settings
- Report settings - analyzed data

### **Admin Console - Add notification when filter condition incompatible with SD**

There are cases where we can't translate a condition defined in Smart Client to something SD can understand in system views. In those cases we save the condition as a base64 encoded string on a text property with not equals so that the view does not give an error in SD. When this is the case the user gets a message while saving that incompatible conditions are saved. These not affect Smart Suite.

**Service call Hierarchy - restart Smart Client after initialization**

After the Service call Hierarchy function has been initialized, Smart Client needs to be restarted in order to activate all functions correctly

**Service call Hierarchy - not available for older server version**

The new Service call Hierarchy function is not available when running Smart Client with a HP SD application server or with Power Server version prior to R5.

**Some functions not available in admin auditing**

The following functions are not available in the current version of Smart Suite and can therefore not be set to be audited in the admin client:

- ACES
- Data Exchange
- Web Api Application
- Icons
- Localized Text
- Shortcut Bar
- License
- Aces Settings
- Archive Settings

When in Smart Client "all entries" are enabled these are not enabled.

## 1.18 Version 2020 R5A

PROLIN Smart Client 2020 R5A was released on Thursday 1 April 2021.

### 1.18.1 Modified and New Functions

The list below gives an overview of the most important resolved issues and newly added functionality of this release. The resolved issues listed below are important for the majority of our customers. More detailed overviews may be provided for individual customers.

Complementing the following enhancements listed for the various software releases, PROLIN is pleased to draw your attention to a selection of **Feature Focus articles** that discuss the practical application of these new and improved features.

Please see: <http://prolin.com/news-views/>

6485	<b>Views do not contain data</b>
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	<p><u>Information</u> After upgrade to Smart Client R5 several views did not show data anymore.</p> <p><u>Solution</u>: Fixed</p>
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## 1.18.2 Known Issues and Limitations

Following is a list with information on behavior of Smart Suite and/or tips and tricks on how to process complex configurations.

<p><b>Can I connect with Smart Client 2020 to a Power Server 10.x?</b></p> <p>Yes, you can. You will have the benefit of ongoing bug fixes and some new features, and better memory management for instance through our use of .NET 4.6.1 You will not have features that require the back end to be Power Server 2016+, like Reporting, Global Search and alternative protocols.</p>
<p><b>No support of nested dynamic sub-forms</b></p> <p>When the condition to display the first subform is met, and the condition to display the additional subform is met, the additional page is displayed as expected.</p> <p>When the condition to display the first subform is not met, but the condition to display the additional subform is met, there is technically speaking, without the first subform, no Insertion Marker, so one would not be able to add the additional subform.</p> <p>Smart Client will display the additional form without the first, You will get an Unhandled Exception when switching pages.</p>
<p><b>Test Connections returns "No such host is known"</b></p> <p>When using an IP address in the server field when creating a connection, the Test Connection will return "No such host is known" when the IP address can not be resolved back to a host name.</p> <p>The client and the server should be able to resolve the hostname and the IP address correctly. Hostname and IP address need to be in sync on the server and the client.</p>
<p><b>Global Search - results view does not have "Update all" in the context menu</b></p> <p>The Advanced Find - Global Search functionality shows results from different types of items in the application, e.g. it would list service calls, configuration items, changes when the search criteria are met.</p> <p>An "Update all" across these different types is not implemented.</p>
<p><b>A few admin functions that are not available at this moment</b></p> <p>The following admin functions are not available at this moment and will be treated as Enhancement Requests which means that if there is need for a function by a customer we will include it in the regular ER planning process.</p> <p>- ACES</p>

- Show icons with codes
- Archive settings
- Report settings - analyzed data

**Admin Console - Add notification when filter condition incompatible with SD**

There are cases where we can't translate a condition defined in Smart Client to something SD can understand in system views. In those cases we save the condition as a base64 encoded string on a text property with not equals so that the view does not give an error in SD. When this is the case the user gets a message while saving that incompatible conditions are saved. These not affect Smart Suite.

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- Icons
- Localized Text
- Shortcut Bar
- License
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- Archive Settings

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## 1.19 Version 2020 R5

PROLIN Smart Client 2020 R5 was released on Friday 19 March 2021.

### 1.19.1 Modified and New Functions

The list below gives an overview of the most important resolved issues and newly added functionality of this release. The resolved issues listed below are important for the majority of our customers. More detailed overviews may be provided for individual customers.

Complementing the following enhancements listed for the various software releases, PROLIN is pleased to draw your attention to a selection of **Feature Focus articles** that discuss the practical application of these new and improved features.

Please see: <http://prolin.com/news-views/>

1504	<p><b>Delete button active while creating a new item. Use+Confirm returns error</b>  <u>Information</u>                  When creating a new item, the delete button can be used in the Prolin client, even if the item was not yet saved (confirming the delete however returns the message that the item could not be deleted).</p> <p><u>Solution</u>: Fixed</p>
4065,5 998, 6393	<p><b>Change attachment CardView to ListView with Filename, Date of upload, Upload user</b>  <u>Information</u>                  Change the display of attachments from CardView to ListView with</p> <ul style="list-style-type: none"> <li>- Filename,</li> <li>- Date File was uploaded,</li> <li>- User who uploaded the file.</li> </ul> <p><u>Solution</u>: User can toggle between the 2 options. Last choice of user will be remembered at restart.</p>
5215	<p><b>Copy &amp; paste from within My Tasks does not work</b>  <u>Information</u>                  It is not possible to Copy/Paste an item in My Tasks.                  The Dialog / Warning appears after &lt;CTRL&gt;-V, but the actual Paste is not done.                  No copied record to be found.                  Form to edit the newly created item is not opened.</p> <p><u>Solution</u>: Fixed</p>
5607	<p><b>Sorting of attachments should be saved and possibly centrally configurable</b>  <u>Information</u>                  Attachments can be sorted by date or name, ascending or descending. But this setting is not saved.</p> <p><u>Solution</u>: Fixed</p>
5724	<p><b>Attachment sorting configurable</b>  <u>Information</u>                  Attachment sorting should be configurable by user.</p> <p><u>Solution</u>: Fixed</p>
5958	<p><b>Attachment settings - test connection - exception msg when password is incorrect</b>  <u>Information</u>                  The error message that is returned when testing the connection with an incorrect password has the following text:                  "Exception has been thrown by the target of an invocation"                  That leaves you guessing what could be wrong.</p> <p><u>Solution</u>: Fixed</p>
5960	<p><b>Attachment panel on History Line form does not stay pinned</b></p>

	<p><u>Information</u> When opening a History Line form, and pinning the attachment panel to be able to view any attachments, the panel will be closed when you reopen the form.</p> <p><u>Solution</u>: Fixed</p>
6251, 6381	<p><b>Removing condition from server side rule not persisted</b> <u>Information</u> When I have a server side rule with some conditions and the only change is removing one of the conditions, it appears removed in Smart Client. When I then look at the rule with Client2008 I see the condition is still there. After restarting Power Server, I see the condition is still there. Removal is not persisted.</p> <p><u>Solution</u>: Fixed</p>
6271	<p><b>Email Settings - Email Command - You can select mutually exclusive options</b> <u>Information</u> In Smart Client Administration Console - Application Settings - General - Mail Settings, you have E-mail command settings. The Email command Person options are mutually exclusive. You should not be able to select more than one.</p> <p><u>Solution</u>: Fixed</p>
6365	<p><b>View "All Persons": Column "Title" empty</b> <u>Information</u> When you add the field "Title" to view "All Persons", the column stays empty. This misbehavior is reproducible for any view. Same works fine on HPSD client 2008.</p> <p><u>Solution</u>: Fixed</p>
6403	<p><b>Copy and Paste of Server-side Rule gives exception error</b> <u>Information</u> Copy and Paste of Server-side Rule gives exception error.</p> <p><u>Solution</u>: Fixed</p>
6408	<p><b>Deleting Code Location causes smart client to hang. Restart is needed.</b> <u>Information</u> Client2008 deletes this quickly; with Smart Client it hangs. A looping (# of codes) happens.</p> <p><u>Solution</u>: Fixed</p>
6415	<p><b>Context Menu on ID Field: No Copy</b> <u>Information</u> Right click on an ID field (ie Servic Call ID): all functions are greyed out. With version 2020 R2 this did work. CTRL-C works too.</p> <p><u>Solution</u>: Fixed</p>
6457	<p><b>PSC 2020 R4B: Client-side rules are not executed</b> <u>Information</u> Since upgrade to 2020 R4B, the client-side rules are no longer executed.</p>

	<p>Back on 2020 R3, all is fine.</p> <p><u>Solution</u>: Fixed</p>
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<p><b>Global Search - results view does not have "Update all" in the context menu</b></p> <p>The Advanced Find - Global Search functionality shows results from different types of items in the application, e.g. it would list service calls, configuration items, changes when the search criteria are met.</p> <p>An "Update all" across these different types is not implemented.</p>
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- Archive settings
- Report settings - analyzed data

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