

Release Notes 3.0.01

Last Modified on 01/18/2019 4:18 pm EST

NOTE:	Customers can upgrade from 3.0.0 to this patch release. Customers still on 2.2.02 or previous versions must first upgrade to 3.0.0 before installing this 3.0.01 patch. Please contact support@keraunouc.com with any questions.
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Release Date: 01-23-2019 5pm EST

Patch Release 3.0.01 is a Priority Release that provides increased system performance and general usability enhancements. Interruptions to application or voice services are not expected.

Performance Improvements:

- System resource usage optimization
- Presence engine reliability
- Faster runtime processing for long-term historical reporting

Usability Upgrades:

- Redesigned system-generated emails
- New data visualization graphs for specific standard reports

Updated Functionality

- General
 - To improve standardization across all applications, *Kerauno Server* has been replaced with *Kerauno Domain* in the Chat+ app domain entry screen.
- Backup/Restore
 - To provide better clarification on version backup files, two safeguards have been added:

- Version information appears in filename generated for each backup.
 - New format: kerauno-backup-20181016201005-**version2.2.02**.tar.gz.en
 - Previous format: kerauno-backup-20181016201005.tar.gz.en
- A warning message now displays prior to a restore clarifying the following: *"The version of this restore file must be the same as the version of this Kerauno instance for the restore to be successful. Restores across different versions are currently not supported."*
- Bolt
 - The Desktop Application has been updated to accurately reflect MacOSx in the footer.
- Chat+
 - The DND button now displays red when activated.
 - The ability to delete the general channel has been removed.
- Reporting
 - Agent Analytics data displayed on these two reports previously formatted by decimal point has been updated to appear in a bar graph with Length of Time shown on the Y-axis.
 - Affected Reports: Average Talk Time & Total Talk Time Per Hour
 - The automated emails for reporting and alerts have been updated for style and clarification.
- Users
 - Usernames are now validated to avoid confusion. Duplicate prefixed are prohibited.
 - Example: John@123.com and John@123.org.
 - Add additional identifying information to differentiate

usernames. Example: JohnAdams@123.com and JohnBrown@123.org.

- SMS
 - To avoid future orphaned SMS channels that cannot be retrieved or have a new SMS number added to it, users are now prompted to **Delete Channel** instead of selecting **Leave Channel**.

Bug Fixes

- Call Flow
 - Addressed an issue that prevented a holiday filter to appear correctly in the workflow.
- Chat+
 - Using the @ symbol in a channel no longer retrieves SMS numbers and now reflects only usernames.
 - The **New Channel** creation screen now accurately displays SMS radio buttons as shown below:

The screenshot shows a 'New Channel' dialog box. At the top, it says 'New Channel' and 'Create a new private channel with restricted membership. Create a public channel'. Below that is a 'Name' field containing 'My shiny Chris & me' and a 'URL' field containing '/my-shiny-chris-me (Edit)'. The 'Destination Type' section has two radio buttons: 'Phone Numbers/Contacts' (which is selected) and 'Contact Groups'. At the bottom, there is a 'Purpose (optional)' text area with the placeholder text 'Describe how this channel should be used.'

- Fax
 - Addressed an issue where fax retries were not handled correctly. If a fax does not go through successfully on the first try, the system will make up to 5 additional attempts.
- Presence
 - Users with Bolt extensions no longer display multiple times in the **Users Widget**.
- Ring Group Analytics
 - When multiple Ring Groups are selected, **N/A** will show for Agents Available instead of displaying **1**.

Ring Group Analytics:

***If multiple Ring Groups are selected, some inapplicable reports/reporting values will show as N/A.

Ring Group(s):
Select Ring Group(s): 3000, 4000, 4400

Reports:
Select Reports: #1, #2, #3, #4, #5, #6, #7, #8, #9

Start Date:
01-January-2018

End Date:
15-January-2019

Render Report Print Report (PDF) Email Report Schedule Report

- Auto Pausing
 - The Auto Pause functionality automatically set to **Yes** for Department Ring Groups has been updated to **No** for newly created Ring Groups. Autopausing is a specialty use-case functionality and should be off for all Ring Groups as well as Departments by default.
- Administration
 - System Health-Fixed an issue where the database server appeared to be down after restarting, when it was actually functioning properly.
- Users & Devices
 - When adding a user to a previously assigned extension in the **Extensions Tab**, the new user does not inherit the deleted user's call history.
- Wallboards
 - A rare issue where links generated for Premise instances were inoperable has been corrected.
- Integrations
 - Zoom
 - Addressed a bug where Zoom was available after the license had been disabled. Zoom integration is turned off as soon as the license is removed for the entire instance.

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