

# QAD Alerts Release Notes

## September 2012

These release notes include information about the latest QAD Alerts fixes and changes to QAD Alerts. These changes may affect the way you implement and use the product.

**Important** Review this document and the QAD Alerts errata *before* proceeding with any phase of a QAD Alerts implementation.

These release notes are cumulative, with the most recent changes described first. Review the notes for all releases after your currently installed release. Installation and configuration changes may have occurred in those intermediate releases, and unless otherwise noted, apply to the release where they were announced, as well as subsequent releases.

QAD highly recommends that you implement the latest QAD Alerts release available. Check the QAD Web site to make sure you have the latest QAD Alerts release notes, installation guide, and installation media:

<http://support.qad.com/>

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# Release Notes for Current Release

**Version:** 1.3

**Date:** September 2012

## Documentation Updates

The following documents have been updated for this release:

*User Guide: QAD Alerts (70-3094-1.3); Installation Guide: QAD Alerts (78-0936-1.3)*

## New and Changed Features

### Product Name Change

The product name has been changed from QAD Workflow Alerts to QAD Alerts.

### Tab Name Change

In Alert Maintenance, a tab name has been changed from Assign Users/Roles to Restrict Users/Roles, since the tab is used to restrict access to the alert rather than assigning the alert to selected users/roles.

### Installer Enhancement

The installer has been enhanced and now it is more robust and user friendly. Now during installation, the installer checks the following configurations:

- Active Maintenance license in QAD Enterprise Applications
- SQL service/port of the qaddb database
- QXtend Inbound availability
- User name and password for QAD Enterprise Applications
- E-mail settings

These configuration validations greatly help to prevent installation issues.

### Language Support

QAD Alerts now fully supports the following languages:

- English
- Castilian Spanish
- Latin Spanish
- Dutch
- French
- German
- Italian
- Japanese
- Korean

- Czech
- Polish
- Brazilian Portuguese
- Simplified Chinese
- Traditional Chinese

## Fixes

- Alerts can now send e-mail through a SMTP server that requires authentication.
- Previously, when Alerts was used with some early SE versions, an error about missing fields appeared when users tried to run any subscription maintenance function. Now Alerts can work properly with these SE versions.
- Previously, QXtend e-mail service was sometimes affected by Alerts and did not always work properly. This is fixed and now both QXtend and Alerts can send e-mail properly.

## Known Issues

- When the installer sends the user name and password to QAD Enterprise Applications to check for user authentication, the password in the request QDoc is not encoded and thus appears in the `qdocRequests.log` file of QXtend Inbound. If you do not want the password to be there, just manually remove it from the log file.
- If a user sets Alert Delay for an alert while the Maintain State option in the corresponding Alerts profile is not selected, alerts cannot be sent out. Therefore, if you use Alert Delay, make sure that the Maintain State option is selected in the corresponding Alerts profile. If you are not sure about the Maintain State option, check with the person who defined the Alerts profile.

# Release Notes for Release 1.2

**Version:** 1.2

**Date:** March 2011

**Related Documentation:** *User Guide: QAD Workflow Alerts (70-3094A), Installation Guide: QAD Workflow Alerts (78-0936A)*

## New and Changed Features

### QXtend Outbound Enhancements

Event messages sent from QXtend Outbound to Workflow Alerts now contain event creation time and time zone information.

For QAD Enterprise Applications that run under Progress version 9, a new Time Zone field is available in QXtend Outbound Control.

### Proactive Date and Time-Based Alert and Subscription Conditions

You can now create alert and subscription conditions against date and date-time values that are monitored against data in the business event so that alerts can be proactively triggered before an important deadline is passed.

Alert messages containing the most current data are delivered when the planned send date/time arrives and the alert conditions are still satisfied.

### Date/Time-Based Alert Delay

For alert subscriptions, you can now define a time delay in days and hours that will have the system deliver alert messages not at the time the alert is triggered, but when the specified delay time has passed but the business event associated with the alert is still in a triggered state. You can use this feature to escalate alerts for certain exceptional events when corrective actions are not taken in a specified amount of time.

### Alert Queue Monitor

You can now use Alert Queue Monitor to monitor statuses of alert messages, view their detailed information as well as view the messages in HTML format. For failed and partially failed alert messages, you can also delete them or resend them to subscribers who failed to receive them.

**Note** Currently, Alert Queue Monitor only shows messages that are in the delivery queue waiting to be sent. Date/time-based proactive and delayed messages are not displayed at the moment.

### Simplified Deployment Model

This release of Workflow Alerts assumes a simplified deployment model that reduces the number of required components on the Tomcat server from three to one to reduce system resource consumption and improve system performance.

In the previous release, three components are required to be deployed on the Tomcat server for the application to run: OpenEJB, workflow-webservice, and workflow-server. From this release on, only the workflow-server component is required.

## Known Issues

- 1 Starting the QXtend Installer UI in X-Windows while using X-Windows clients (such as xterm) can make installer UI menu items difficult to select. This is a known environment-related issue with the Java X-Windows component. To work around it, use the Up and Down keys to make a selection.
- 2 In Alert Maintenance or Subscription Maintenance, when you quickly click the Refresh button multiple times, a script error window pops up. Just ignore the error and close the window.

