



2021.0
Release Notes

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1. WorkZone 2021.0 Release Notes

These Release Notes provide an overview of new features and changed functionality in KMD WorkZone 2021.0.

Contents

The release notes describe new, changed, and deprecated features and contain information about known issues and possible workarounds.

WorkZone links

- [WorkZone documentation](#)
- [WorkZone support](#)
- [WorkZone website](#)
- [WorkZone portal](#)

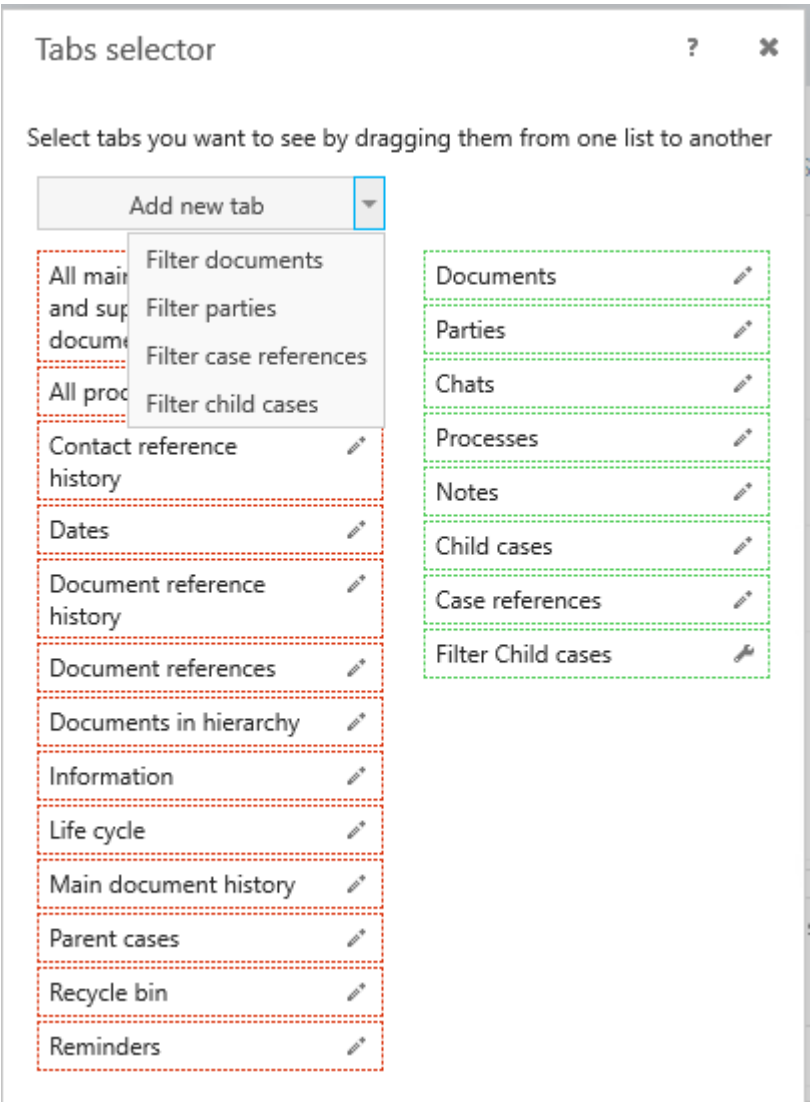
2. WorkZone Client

Users

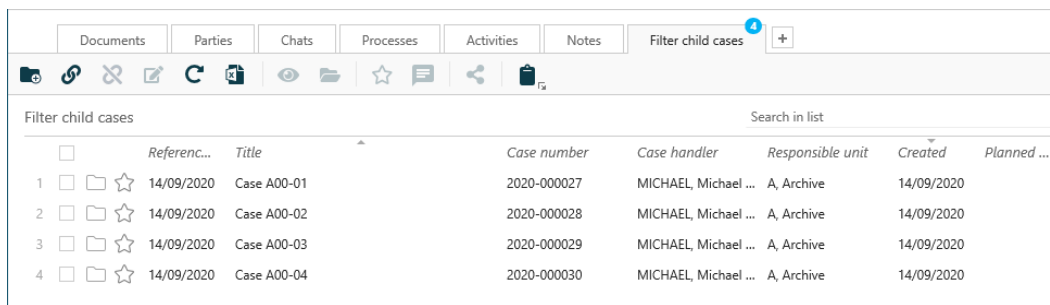
Cases

Filter child cases

A new filter called **Filter Child cases** that can be applied to custom detail tabs has been introduced. The filter enables a user to create a custom detail tab on the case detail page with a filter on the custom detail tab that displays all child cases belonging to the active case.



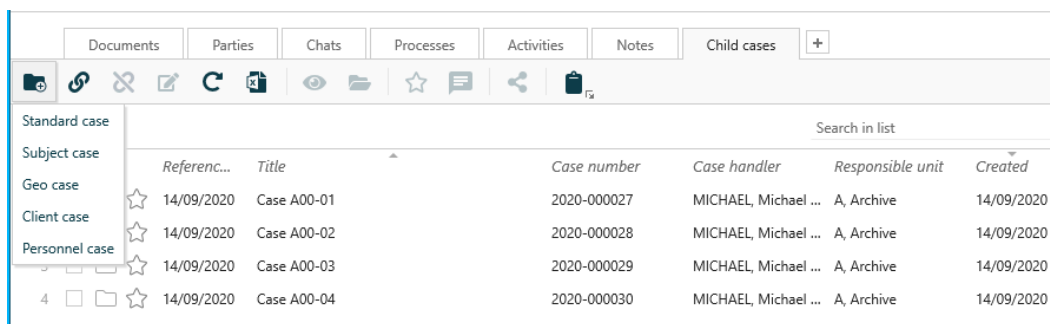
The **Filter Child cases** custom detail tab



	Referenc...	Title	Case number	Case handler	Responsible unit	Created	Planned ...
1	<input type="checkbox"/> <input type="checkbox"/> ☆	14/09/2020 Case A00-01	2020-000027	MICHAEL, Michael ...	A, Archive	14/09/2020	
2	<input type="checkbox"/> <input type="checkbox"/> ☆	14/09/2020 Case A00-02	2020-000028	MICHAEL, Michael ...	A, Archive	14/09/2020	
3	<input type="checkbox"/> <input type="checkbox"/> ☆	14/09/2020 Case A00-03	2020-000029	MICHAEL, Michael ...	A, Archive	14/09/2020	
4	<input type="checkbox"/> <input type="checkbox"/> ☆	14/09/2020 Case A00-04	2020-000030	MICHAEL, Michael ...	A, Archive	14/09/2020	

Create new child case option

Users can create a child case directly on the case detail page by clicking **New** on the **Child case** detail tab or a custom detail tab that contains the **Filter Child cases** filter.












	Referenc...	Title	Case number	Case handler	Responsible unit	Created
1	<input type="checkbox"/> <input type="checkbox"/> ☆	14/09/2020 Case A00-01	2020-000027	MICHAEL, Michael ...	A, Archive	14/09/2020
2	<input type="checkbox"/> <input type="checkbox"/> ☆	14/09/2020 Case A00-02	2020-000028	MICHAEL, Michael ...	A, Archive	14/09/2020
3	<input type="checkbox"/> <input type="checkbox"/> ☆	14/09/2020 Case A00-03	2020-000029	MICHAEL, Michael ...	A, Archive	14/09/2020
4	<input type="checkbox"/> <input type="checkbox"/> ☆	14/09/2020 Case A00-04	2020-000030	MICHAEL, Michael ...	A, Archive	14/09/2020

In previous versions, users first had to create child cases as ordinary cases and then add the newly-created cases as child cases on the **Child case** detail tab on the case detail page of the parent case. It is still possible to create and assign child cases like this, but now users can create the child cases directly from the parent case.

User access lists for the case

Two new lists have been introduced for display in the case detail tabs: **Users with read access** and **Users with write access**. The tabs display all users registered with read and write access on the case.

<div> Documents Parties Chats Processes Notes Users with read access Users with write access + </div>						
<div> Users with write access Search in list Column options Displaying 1–10 of 36 items </div>						
	Name 1	Name 2	ID	Address 1	E-mail	Phone
2	 Ann2	Secretary	ANN2		ann2@lmdom.local	44 60 10 00
3	 Ann3	Secretary	ANN3		ann3@lmdom.local	44 60 10 00
4	 Charlotte	Record Manager	CHARLOTTE		charlotte@lmdom.local	44 60 10 00
5	 Elisabeth	Section Manager	ELISABETH		elisabeth@lmdom.local	44 60 10 00
6	 Elisabeth2	Section Manager	ELISABETH2		elisabeth2@lmdom.local	44 60 10 00
7	 Elisabeth3	Section Manager	ELISABETH3		elisabeth3@lmdom.local	44 60 10 00
8	 Johan	Organizer	JOHAN		johan@lmdom.local	44 60 10 00
9	 Johan2	Organizer	JOHAN2		johan2@lmdom.local	44 60 10 00
10	 Johan3	Organizer	JOHAN3		johan3@lmdom.local	44 60 10 00

The tabs are not displayed by default and must be added by the detail, either manually or as part of a WorkZone configuration.

Auto purge respects defined the retention period

To prevent premature automatic deletion of soft deleted cases and documents, the retention period for deleted cases and document is now by default respected by the Auto-purge and Auto-delete Retention policy options. Users assigned sufficient rights (SOFTDELETE for ordinary deletion and RETENTIONADM for permanent deletion) can still manually delete cases and documents.

Previously, users with SOFTDELETE rights could delete a case or document by sending it to the recycle bin before the retention period expired. Once in the recycle bin, the case or document could be automatically deleted permanently after the purge period. Since the purge period was typically shorter than the overall retention period, a case or document could be permanently deleted inadvertently.

Documents

New fields in documents list

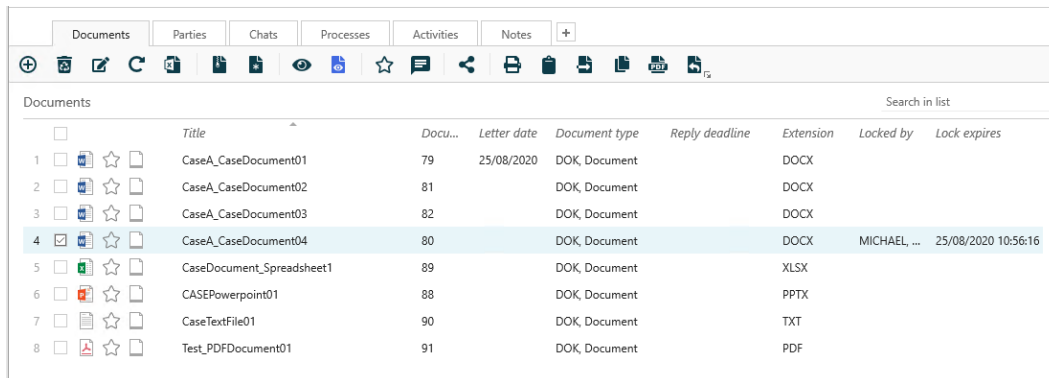
Three new fields have been added to all documents lists:

Extension: Displays the file extension of the document.

Locked by: Displays the WorkZone user who has locked the document.

Lock expires: Displays the date and time when the current document lock expires.

The new fields are not displayed in the list by default and the list must be edited to display the fields. As with all fields in the list, you can filter and sort the list using the fields.

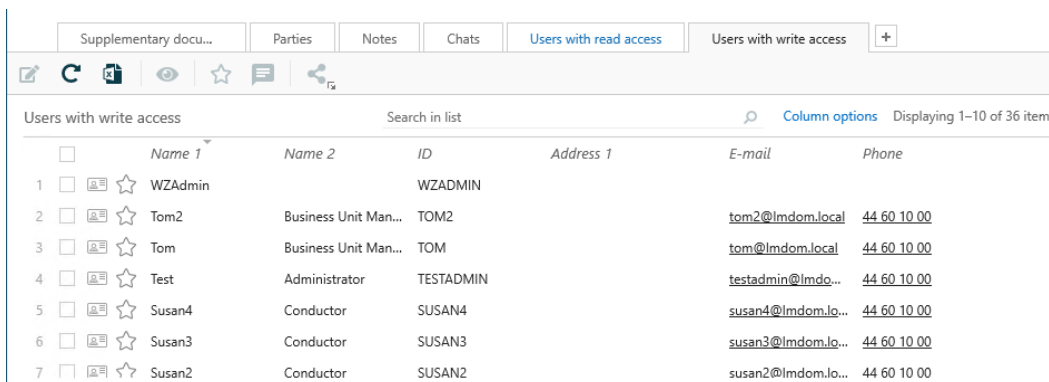


	Title	Docu...	Letter date	Document type	Reply deadline	Extension	Locked by	Lock expires
1	CaseA_CaseDocument01	79	25/08/2020	DOK, Document		DOCX		
2	CaseA_CaseDocument02	81		DOK, Document		DOCX		
3	CaseA_CaseDocument03	82		DOK, Document		DOCX		
4	CaseA_CaseDocument04	80		DOK, Document		DOCX	MICHAEL, ...	25/08/2020 10:56:16
5	CaseDocument_Spreadsheet1	89		DOK, Document		XLSX		
6	CASEPowerpoint01	88		DOK, Document		PPTX		
7	CaseTextFile01	90		DOK, Document		TXT		
8	Test_PDFDocument01	91		DOK, Document		PDF		

The **Locked by** and **Lock expires** fields can be combined with the **Checked out** and **Checked out by** fields to display who has opened and saved a particular document and whether or not it is available for you to edit.

User access lists for the document

Two new lists have been introduced for display in the Document detail tabs: **Users with read access** and **Users with write access**. The tabs display all users registered with read and write access on the document.



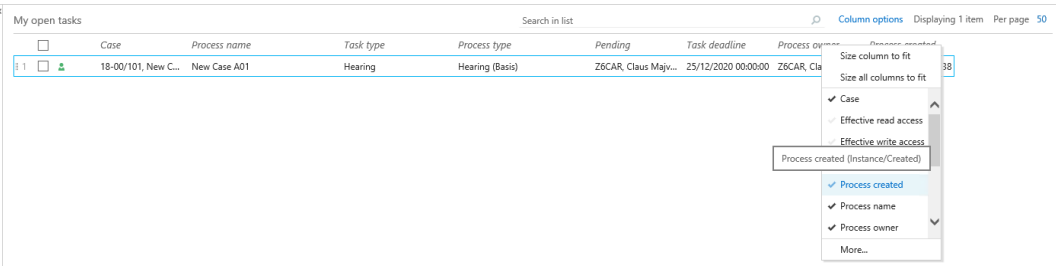
	Name 1	Name 2	ID	Address 1	E-mail	Phone
1	WZAdmin		WZADMIN			
2	Tom2	Business Unit Man...	TOM2		tom2@lmdom.local	44 60 10 00
3	Tom	Business Unit Man...	TOM		tom@lmdom.local	44 60 10 00
4	Test	Administrator	TESTADMIN		testadmin@lmdo...	44 60 10 00
5	Susan4	Conductor	SUSAN4		susan4@lmdom.lo...	44 60 10 00
6	Susan3	Conductor	SUSAN3		susan3@lmdom.lo...	44 60 10 00
7	Susan2	Conductor	SUSAN2		susan2@lmdom.lo...	44 60 10 00

The tabs are not displayed by default and must be added by the detail, either manually or as part of a WorkZone configuration.

Miscellaneous

New **Process created** field in the list **My Open tasks**

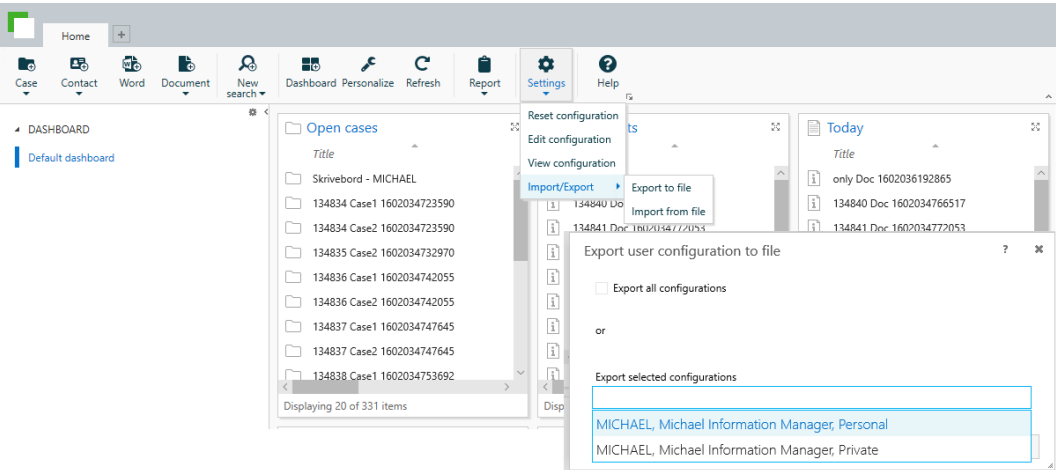
Users prioritizing their tasks can use the **Process created** field in the list **My Open tasks** to sort and filter the list.

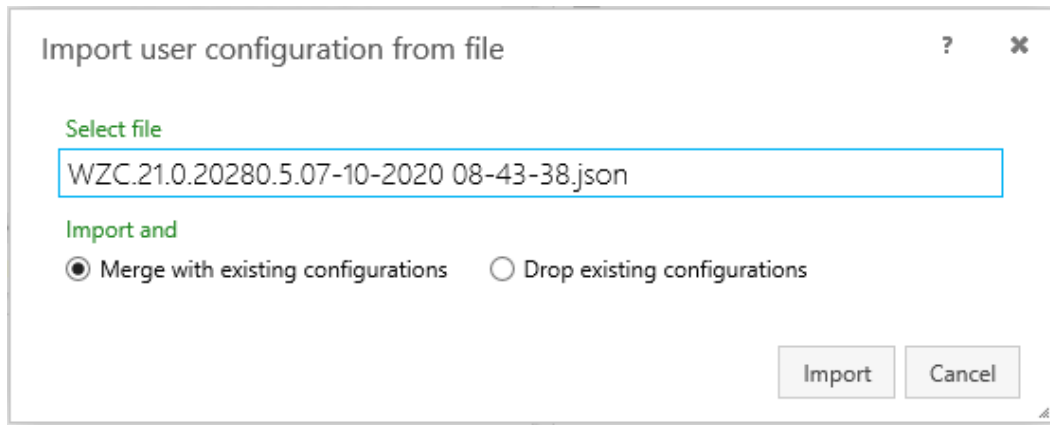


The **Process created** field is not displayed by default and the **My Open tasks** list must be edited to display the field.

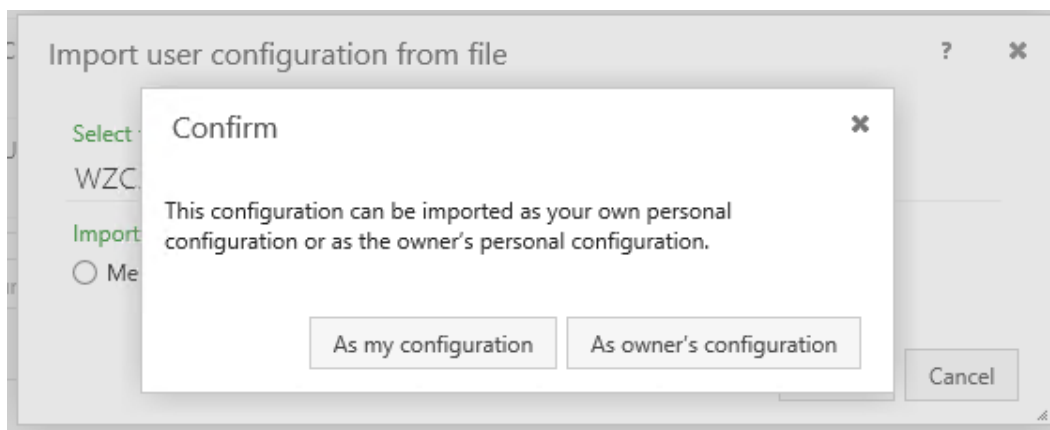
New Personal configuration export/import functionality

WorkZone users not assigned the CONFIGGADM access code can export their own Personal and Private configurations to JSON file and import their own or another user's Personal and/or Private configuration files from the file system into their own Personal and/or Private configuration.





Importing configurations into other configuration types (Organizational, Unit, etc) still requires the CONFIGADM access code.



Users assigned the CONFIGADM access code can, in addition to all other configuration export and import rights, export and import Personal configurations into their own and the original owner's Personal configuration.

Administrators

The Label control

A new Label control has been introduced for the page designer and can be used to display a text on the detail page, either as a normal caption or as a header text.

New Standard case		Case group *		Child case group	
Title *					
Bacteria and virus	Labeling	Hygiene and interior	Import and export		
Case handler	Responsible unit	Case type	State		
Case text					4000/4000
Case Dates		Empty control			
Planned closing date	Closed date	Previous case number	Acting unit		

Available fields

Empty control

Label control

Answer to Everything

Assistant

Chris Columbus Notes

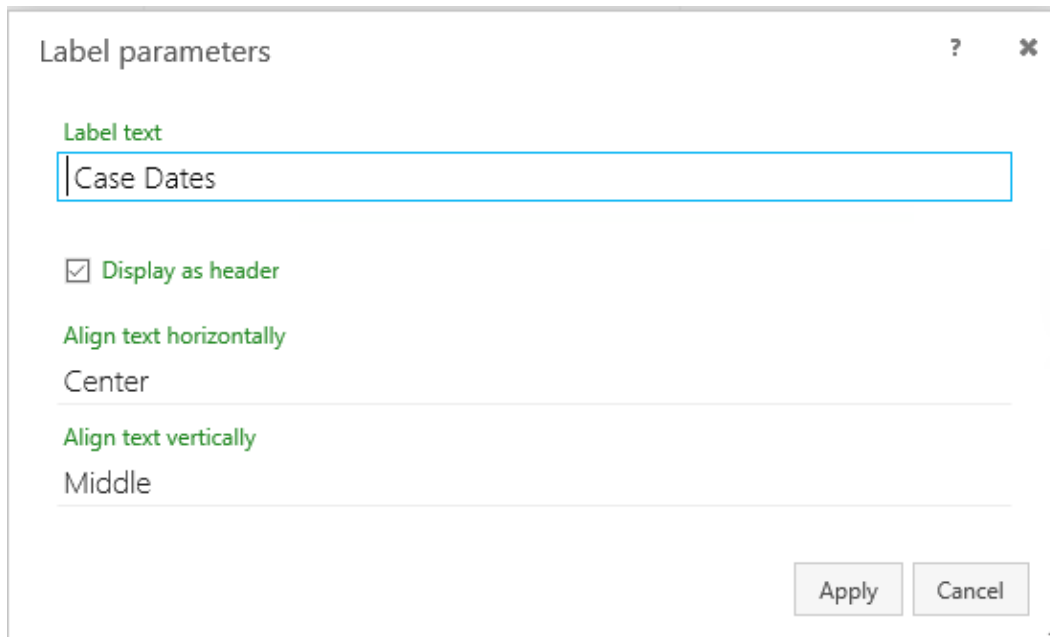
Define ID

DateTime1

Other field controls can be placed under the header, creating the illusion of field groupings on the detail page.

Case Dates	
Planned closing date	Closed date
Created date 07/10/2020	Retention date
Created by MICHAEL, Michael Information Manager	

The label control parameters can be used to define the text to be displayed as well as how the text is displayed in the label control.



Label parameters

Label text

Case Dates

☒ Display as header

Align text horizontally

Center

Align text vertically

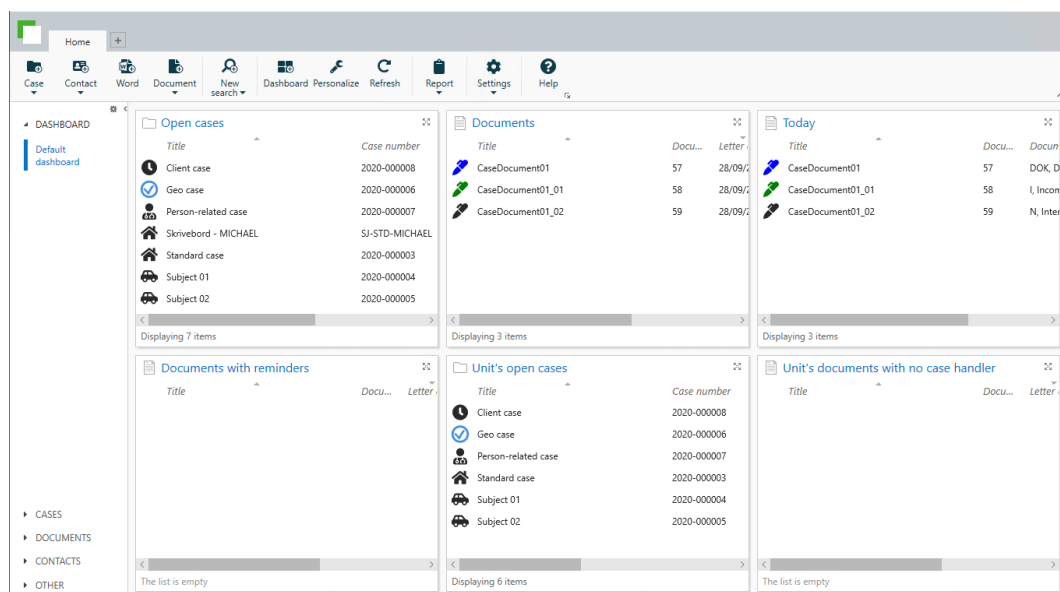
Middle

Apply Cancel

Custom icons

System administrators can add customized icons to WorkZone and assign them to case, document or contact elements as well as assign them to custom types in WorkZone.

Custom icons can be used to either replace the existing standard WorkZone icons, for example replacing the standard WorkZone icon for a document with another icon more relevant for your organization. You can also use custom icons to visually represent specific conditions relevant for your organization, work process or goals, for example changing the standard WorkZone icon for a case with a nearly identical icon, only colored yellow and applied to all cases 7 days short of their deadlines.



Custom icons can be added to WorkZone in **WorkZone Configuration Management > Client > Icon collections** and assigned to WorkZone elements (Case, Document, or Contact) in **WorkZone Configuration Management > Client > Icon assignments**.

Icon assignments can be removed and icons can be deleted, as long as there are no current assignments on the icon to be deleted.

Note: Only Scalable Vector Graphic images (.SVG) can be used as custom icons.

For more information on custom icons, see [WorkZone Configurator](#)

Developers

No new features in this release.

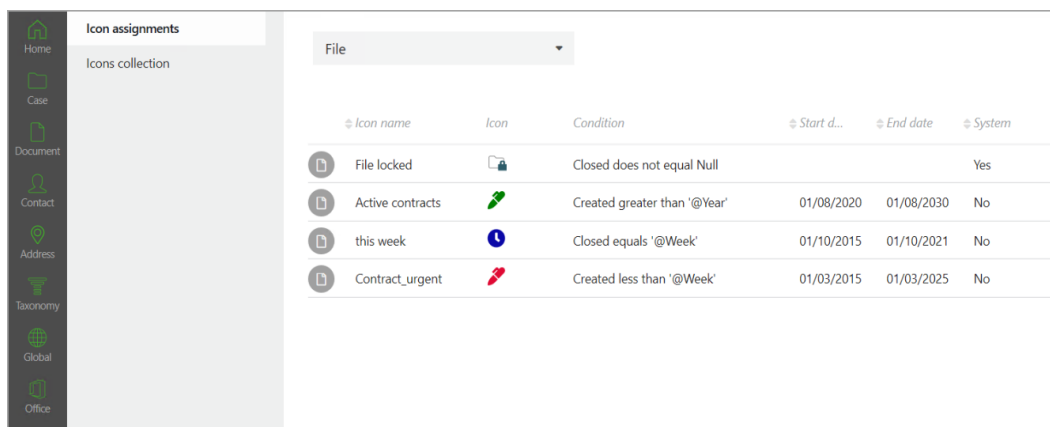
3. WorkZone Configurator





Users

No new features in this release.

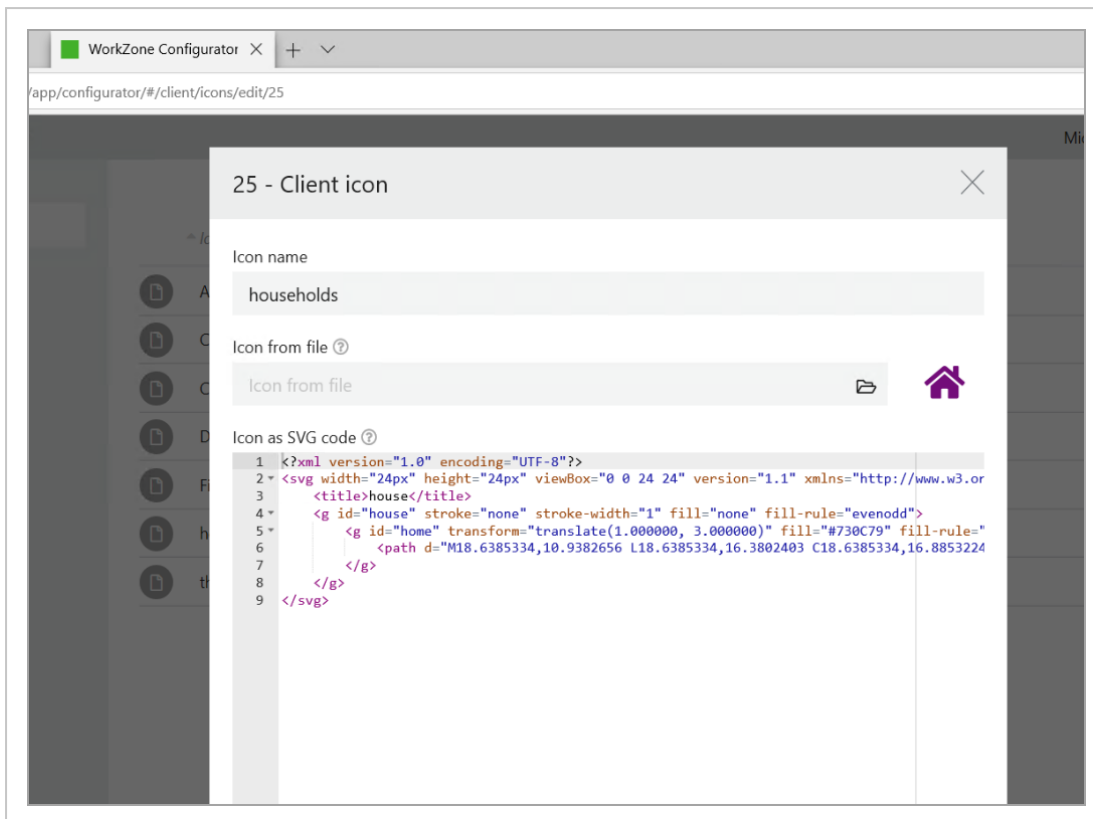
Administrators

Custom icons for WorkZone Client



Icon name	Icon	Condition	Start d...	End date	System
File locked		Closed does not equal Null			Yes
Active contracts		Created greater than '@Year'	01/08/2020	01/08/2030	No
this week		Closed equals '@Week'	01/10/2015	01/10/2021	No
Contract_urgent		Created less than '@Week'	01/03/2015	01/03/2025	No

You can store and assign custom SVG icons to items and entities in WorkZone Client. After adding an icon to the icons collection in WorkZone Configurator, you can define where and when this icon will be used by creating an icon assignment with specific conditions. Using custom icons, you can visually group, emphasize, or differentiate your WorkZone items according to your needs. For example, you can use specific icons or icon colors to mark the items that require urgent handling, or are related to a particular project, or have any other common factor you want to highlight.



After adding custom icons, you can configure where and when they will be used. That is, you can assign the icon to a certain entity type (case, contact, document, and so on) and specify the start and end dates when it should be used. You can narrow down the icon's usage even further by adding specific conditions when this icon must or must not be used. Conditions can define existing entities of the selected property as Equals, Does not equal, Contains, Starts with, Ends with and support the following values: @Me, @Unit, @Authority, @Day, @Week, @Month, @Quarter, @Year. For the @Day value you can use numeric modifiers with + and -. For example: @Day+1 (tomorrow), @Day-1 (yesterday), @Day+2m (two months in the future), @Day-3y (three years in the past), and so on.

The screenshot shows a dialog box titled "Create client icon assignment" with a close button (X) in the top right corner. Inside the dialog, there is a section for "Icon name" with a dropdown menu showing "Active contracts" and a green icon. Below this is a section for filtering conditions, which includes three columns: "Entity property", "Condition", and "Value". The "Entity property" column has a dropdown showing "Created". The "Condition" column has a dropdown showing "Greater than". The "Value" column has a text input showing "@Year". To the right of the "Value" column is a close button (X). Below the condition section is a button labeled "+ Add condition". At the bottom of the dialog, there are two date fields: "Start date" with the value "01/08/2020" and "End date" with the value "01/08/2030". Both date fields have a calendar icon to their right. At the very bottom of the dialog are two buttons: "Create" (green) and "Cancel" (grey).

See [Icons collections](#) and [Icons assignments](#).

Postcode format improvements

Postcodes can now contain not only numbers, but also letters, spaces, hyphens, and similar characters, because these symbols can be part of postcodes in some countries.

See [Create a postcode](#).

Developers

No new features in this release.

4. WorkZone Content Server

Users

No new features in this release.

Administrators

New CVR Integration parameter

The new `Certificatefilename` parameter has been introduced. The parameter enables you to reference a FOCES certificate when the certificate file is located in the **Certificates** folder in the WorkZone installation folder.

If the certificate file is located in a Windows Certificate Store, you must still use the `Certificate` parameter.

Developers

No new features in this release.

5. OData

Users

No new features in this release.

Administrators

No new features in this release.

Developers

No new features in this release.

6. WorkZone QueryBuilder

New Aggregate clause

A new Aggregate clause has been added to the WorkZone QueryBuilder. When creating a query in WorkZone QueryBuilder, the caption text of the **Search** button in the **Results** area displayed a simple count of the expected number of search results, and this has been augmented by the new **Aggregate** clause.

The new **Aggregate** clause enables system administrators, super-users and developers to employ and display the results of simple calculation functions performed in the query itself when creating and using WorkZone queries.

The calculation functions defined in the **Aggregate** clause are part of the query itself, can be combined with **Filters** definitions, **Select** conditions, **Expand** commands and the **Order** by sorting order. The **Aggregate** clause will be executed automatically as part of the count query

The results of the calculation functions are an integral part of the query results and displayed in the **Results** area.

Endpoint: Full Strict OData V3 (V3) Show labels Links: Client My Queries Auto performance

Entity: Sager (Files) Documentation...

Filter: — Oprettet (Created) specific month Oct

+

Select: × Id (ID) × User key (UserKey) × Summary (Summary)

Expand: +

Order by: +

Aggregate: — Avg Hourly rate (FiDec1_Value)

— Max Oprettet (Created)

— Stddev Hourly rate (FiDec1_Value)

+

V3/Files?\$filter=month(Created) eq 10&\$select=ID,UserKey,Summary
XML

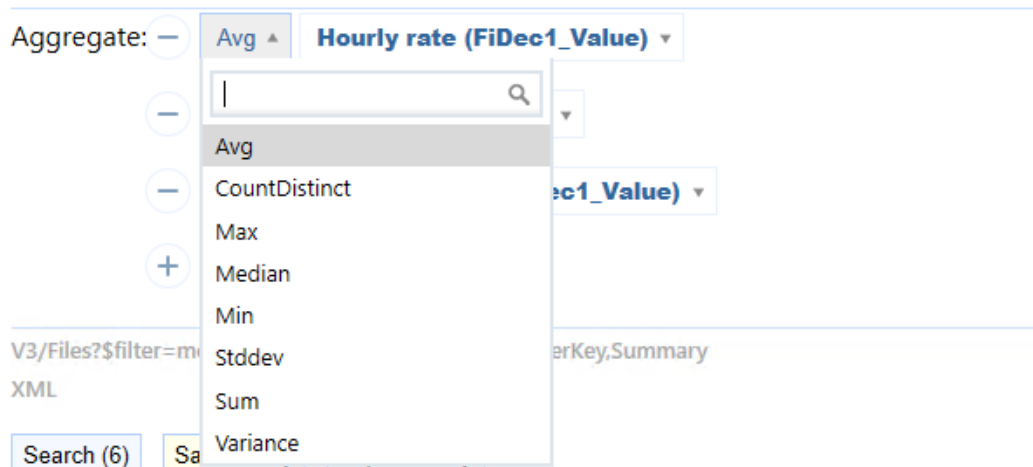
Search (6) Save Query Export Query

Avg(FiDec1_Value) 950
Max(Created) 2020-10-05 00:00:00
Stddev(FiDec1_Value) 352,13633723318

ID	UserKey	Summary
101	2020-000003	2020-000003, Case A00, MICHAEL
102	2020-000004	2020-000004, Case A01, MICHAEL
103	2020-000005	2020-000005, Case B00, MICHAEL
121	2020-000006	2020-000006, Case B01, MICHAEL
122	2020-000007	2020-000007, Client Case 001, MICHAEL
123	2020-000008	2020-000008, Client Case 012, MICHAEL

The following calculations can be defined in the **Aggregate** clause:

- **Avg** (Average): The average value of the search results. Can be applied to Number fields only.
- **CountDistinct** (CountDistinct): The number of unique search results. Can be applied to all fields.
- **Max** (Maximum): The highest value of the search results. Can be applied to all fields.
- **Median** (Median): The median value of the search results. Can be applied Number, Date or DateTime fields only.
- **Min** (Minimum): The lowest value of the search results. Can be applied to all fields.
- **Stddev** (Standard Deviation): The statistical standard deviation of the search results. Can be applied to Number fields only.
- **Sum** (Sum): The sum of the search results. Can be applied to Number fields only.
- **Variance** (Variance): The statistical variance of the search results. Can be applied to Number fields only.



Multiple calculations can be defined for the **Aggregate** clause and are combined using a non-displayed AND operator. This means each defined calculation function should successively reduce the number of hits in the query.

When using **Aggregate** calculation functions, the results of the calculation functions defined in the **Aggregate** clause are displayed in top of the **Results** area, before the list of all search results.

Note: When exporting the query to Excel, the calculation definitions in the Aggregate clause and the Aggregate clause results are not exported to Excel, only the list of all search results.

7. WorkZone Explorer

Users

No new features in this release.

Administrators

No new features in this release.

Developers

No new features in this release.

8. WorkZone Mass Dispatch

Users

No new features in this release.

Administrators

No new features in this release.

Developers

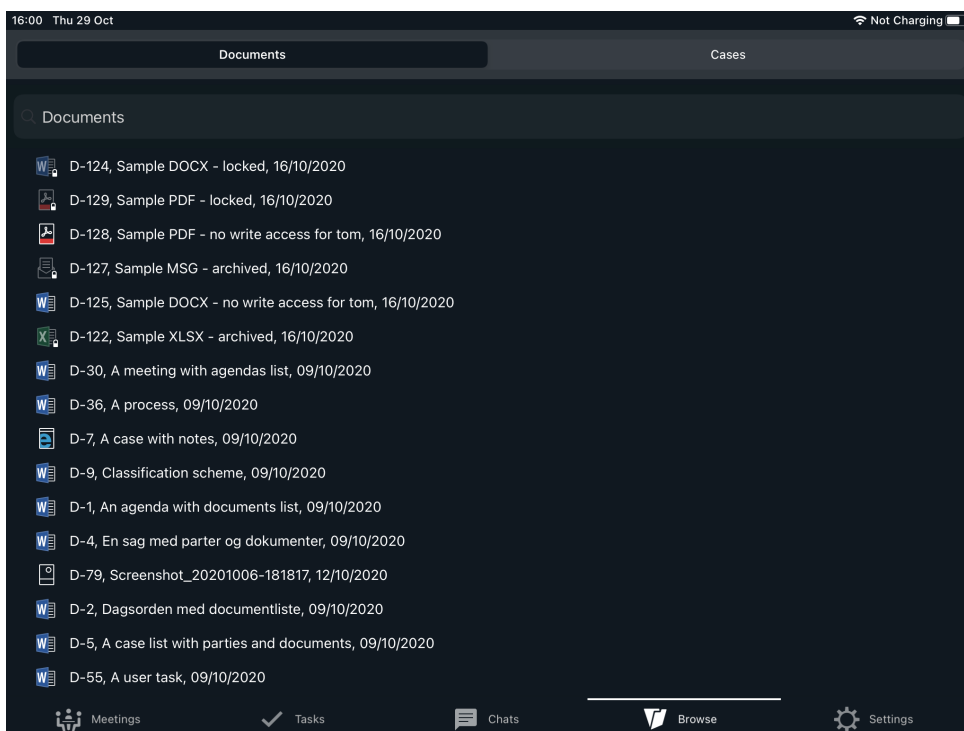
No new features in this release.

9. WorkZone Mobile

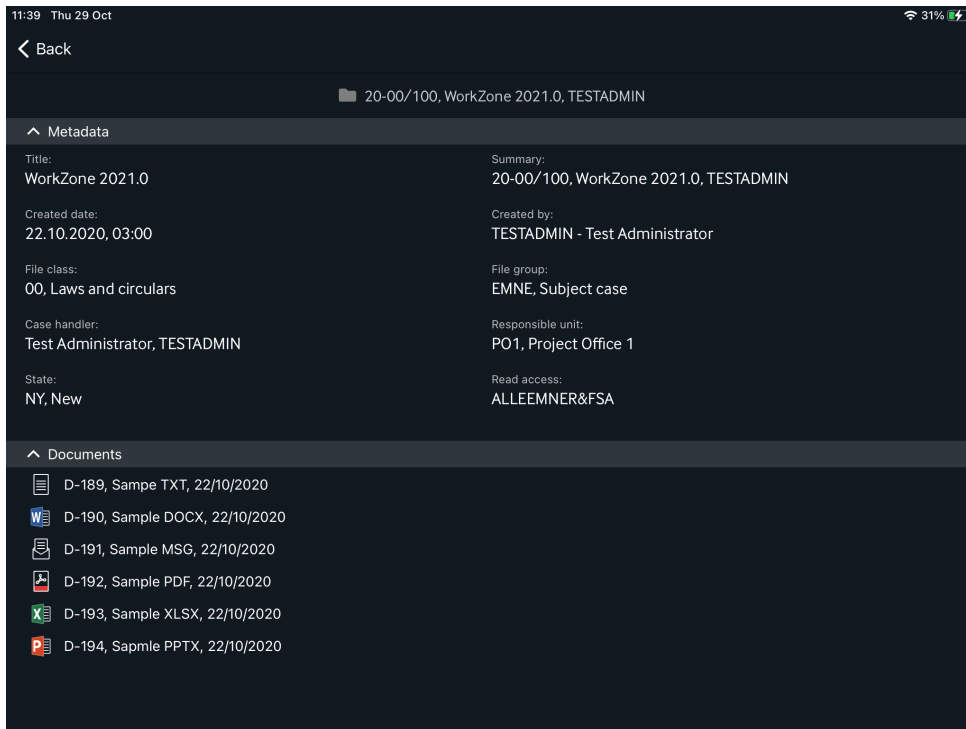
Users

New Browse module

- You can now browse through all cases and documents that are available to you in WorkZone from your mobile device.



- For cases: You can view documents on the selected case, preview or edit their content (for editable documents), view their metadata, and view metadata of the case itself.
- For documents: You can preview or edit the documents (if they are editable) and view their metadata.



Important:

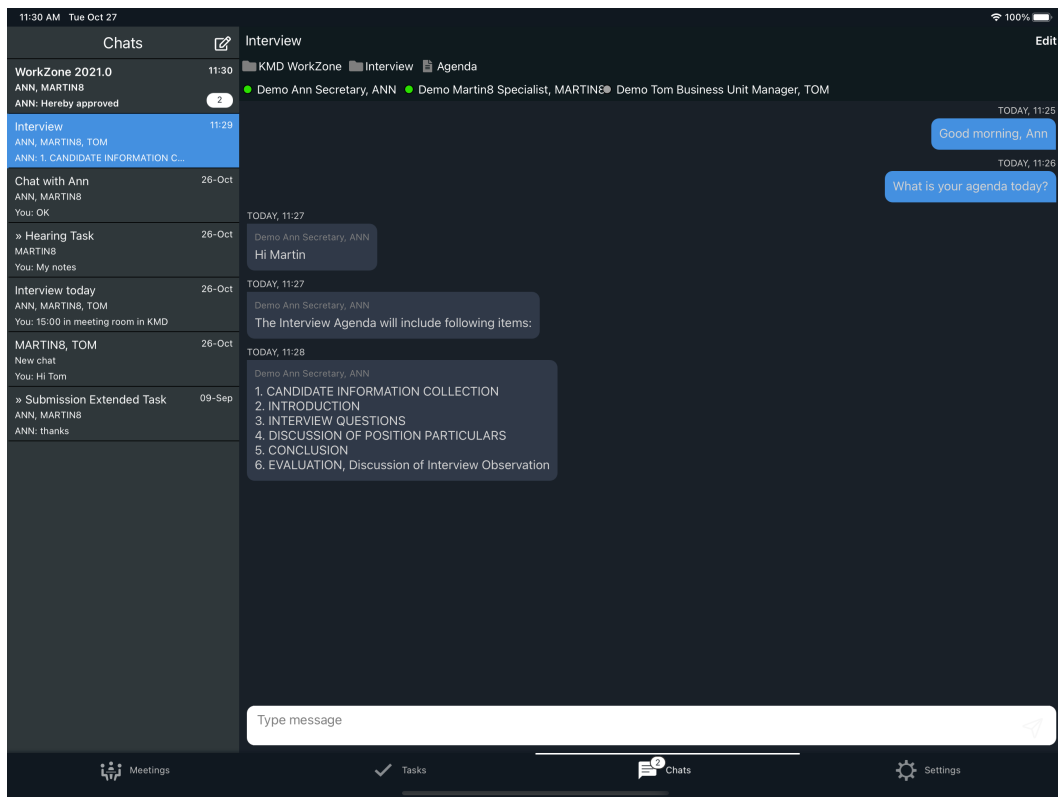
- You must be online to use the Browse functionality.
- Regular WorkZone access restrictions will apply: you will only see and be able to edit the items you have access to.
- To edit some document formats, you might need to install a corresponding Office app.

See [Browse WorkZone cases and documents](#).

Chat enhancements

- You can now create new chats directly from the **Chats** module. See [Create a new chat \(without a task\)](#).
- You can now view and edit case documents (if they are editable), and view case metadata for the cases on your chats. [View details for chat cases and documents](#).

- You can edit documents on your chats. See [View details for chat cases and documents](#).



UI improvements

- **Help** button is now located under **Settings**.

Administrators

No new features in this release.

Developers

No new features in this release.

10. WorkZone for Office

Users

- You can save emails with a digital signature to WorkZone.

See known issues.

Administrators

No new features in this release.

Developers

No new features in this release.

11. WorkZone 365

Users

- We have changed the name of WorkZone Office to WorkZone 365. To be ready for the future and Microsoft 365, we will handle all integrations to Microsoft under our new name.
- New Word, Excel, and PowerPoint documents can be saved to WorkZone.
- Users can change document state and manage parties for Word, Excel, and PowerPoint.
- Users can merge cases, documents, and contact information into a Microsoft Word template.
- Users with the administrator rights can configure the WorkZone 365 document registration pane in Microsoft Word, Excel, and PowerPoint.
- From an opened Word, Excel, and PowerPoint document, users can open the document and case on which it is saved in WorkZone Client.
- If a user does not have write access to a Word, Excel, or PowerPoint document, the WorkZone 365 document registration pane will be disabled, and the warning message "User does not have update rights for this record in register: record" will be displayed.
- WorkZone 365 Add-ins are represented with a new icon.

See known issues.

Administrators

- OAuth2 authentication is required for enabling merge functionality for the users.

Developers

- The structure of JSON requests that were used to configure WorkZone 365 forms such as Document registration has changed. Now all fields must be specified in the request: the visible fields with the `"visible\":"Visible\"` property, and the non-visible fields with the `"visible\":"None\"` property. All configurations (`visible`, `readOnly`, `requered`, and `order`) must be specified for every field.

12. WorkZone PDF

Administrators

- Serilog configuration can be used for advanced logging.

Developers

- Date format from the WorkZone Content Server is used in the report templates except when the format is specified manually.

See known issues.

13. WorkZone Process

Users

No new features in this release.

Administrators

New DBOnly configuration option

A new **DBOnly** role has been added to the WorkZone Process Configuration Wizard and to command line configuration. Select the **DBOnly** role, if you only want to configure the database for WorkZone Process.

See [Configure WorkZone Process](#) and [Command line configuration](#).

New PackageLoadTimeout parameter

A new optional **PackageLoadTimeout** parameter has been added to the command line configuration. The **PackageLoadTimeout** parameter controls the timeout for loading a process package. See [Command line configuration](#).

Developers

No new features in this release.

14. WorkZone support matrix (on premises)

Important: This support matrix covers using WorkZone on premises. For using WorkZone Cloud Edition, see [Support matrix \(WorkZone Cloud Edition\)](#).

Supported WorkZone versions

The following WorkZone versions are currently supported at the time of this release:

- WorkZone 2021.0
- WorkZone 2020.0, WorkZone 2020.1, WorkZone 2020.2, WorkZone 2020.3
- WorkZone 2019.1 (Will be unsupported shortly), WorkZone 2019.2, WorkZone 2019.3

For more information, see [Supported WorkZone versions](#).

3rd party products

Install and configure WorkZone in a production environment with the 3rd party products listed here. If you do not find a specific 3rd party product in the list, it should be assumed that it is not supported.

Operating systems

WorkZone 2021.0 supports the following versions of Microsoft and macOS operating systems:

Server operating systems

Note: It is recommended to test and apply all relevant Windows Updates in order to keep your systems updated with the newest and improved Windows features.

Server operating system	Notes
Microsoft Windows Server 2016	Non-core edition
Microsoft Windows Server 2019	Non-core edition

For an overview, see [Supported Windows Server releases](#) in the Installation Guide for WorkZone.

Client operating systems

Client operating system	Versions	Notes
Microsoft Windows 10	1803, 1809, 1903, 1909, 2004	32 bit & 64 bit
	Note: It is recommended to apply all recommended Windows Updates.	
macOS	High Sierra (10.13.6)	

For an overview, see [Supported Windows and macOS releases](#) in the Installation Guide for WorkZone.

Microsoft .NET framework

WorkZone requires the Microsoft .Net framework 4.8. The Microsoft .NET framework 4.8 is installed automatically during WorkZone Content Server installation.

Internet Information Services

- IIS 10.0
- Microsoft Web Deploy 3.5

Microsoft Exchange Server

WorkZone 2021.0 supports the following versions of Microsoft Exchange Server:

Microsoft Exchange Server	Notes
Exchange Server 2016	The MailAgent must be set to communicate with Exchange Server via Exchange Web Services.
Exchange Server 2019	The MailAgent must be set to communicate with Exchange Server via Exchange Web Services.
Exchange Online	WorkZone Content Server must be able to access the Exchange Online server using the account used to send smartmails.

Oracle database

WorkZone 2021.0 supports the following Oracle database versions:

Database server

Database server	Notes
Oracle 12.2.0.1	Standard edition or higher.
Oracle 18c (12.2.0.2)	Standard edition or higher.
Oracle 19c (12.2.0.3)	Standard edition or higher.


For an overview, see [Supported Oracle releases](#) in the WorkZone Installation Guide.


Database client

Database client	Notes
Oracle client 12.2.0.1 for Microsoft Windows	Included in the installation of WorkZone Content Server.

Supported browsers

WorkZone 2021.0 supports the following browsers:

Internet browser	Notes
Microsoft Internet Explorer 11.0 (32 bit only)	Integration with Templafy using the https protocol is not supported.
Google Chrome for Windows (32 bit and 64 bit)	<p>Version 71 or later.</p> <div> <p>Notes:</p> <ul style="list-style-type: none"> • Links in Microsoft Exchange Online Server messages are opened in Internet Explorer instead of Google Chrome. • Integration with Templafy using the http protocol is not supported. • Due to the Chromium-based browsers' security model, WorkZone Explorer will not be opened automatically when using the  Explore button in WorkZone Client via Google Chrome or Edge Chromium. The link to the selected file will be automatically copied to the clipboard and can be inserted in the address field of an open file explorer. </div>
Google Chrome for macOS	<div> <p>Notes:</p> </div>

Internet browser	Notes
	<ul style="list-style-type: none">• Integration with Templafy using the http protocol is not supported.• Explorer integration is not supported in Google Chrome for macOS.
Microsoft Edge (32 bit and 64 bit)	<p>Version 18.</p> <p>Notes:</p> <ul style="list-style-type: none">• Integration with Templafy using the http protocol is not supported.• Users must be signed in to the WorkZone IdentityServer to enable integration to the Windows File Explorer. <p>If the Keep me signed in check box is selected during sign in, subsequent sign-ins are not required unless the original sign-in has expired.</p>
Microsoft Edge Chromium (32 bit and 64 bit)	<p>Note: Due to the Chromium-based browsers' security model, WorkZone Explorer will not be opened automatically when using the  Explore button in WorkZone Client via Google Chrome or Edge Chromium.</p>
Safari	<p>Note: Explorer integration is not</p>

Internet browser	Notes
	supported in Safari browser.

For an overview, see [Supported browsers](#) in the Installation Guide for WorkZone.

Microsoft Office solutions

Microsoft Office Suite

WorkZone 2021.0 supports the following versions of Microsoft Office:

Microsoft Office version	WorkZone Mobile	WorkZone 365	WorkZone for Office	Notes
Microsoft Office 2016			yes, Click-to-Run and MSI	32 bit & 64 bit
Microsoft 365	yes	yes, Click-to-Run	yes, Click-to-Run	32 bit & 64 bit
Microsoft Office 2019			yes, Click-to-Run	32 bit & 64 bit
Microsoft Office Online		yes		

For an overview, see [Supported Office releases](#) in the Installation Guide for WorkZone.

Microsoft Office Online Server

Office Online Server	Notes
Microsoft Office Online Server	Released February, 2016 The Office Online Server replaces the Office Web Apps Server 2013.

CPR

OFF4

InfoScan

InfoScan 2.26 or later.

WorkZone Interact

WorkZone Interact 2.23 or later.

Mobile

- iOS 13, 14 on iPad and iPhone.
- Android 8.x, 9.x, 10.x, 11.x.

Mobile Device Management Systems	iOS	Android
Citrix Endpoint Management	iOS 13, 14	-
Microsoft Intune	iOS 13, 14	-

* Due to lack of integration between Citrix and Microsoft 365, document editing is not supported in Citrix MDM infrastructures. All other features are supported in Citrix.

If you have questions regarding the support matrix, please contact our product support department.

15. WorkZone Cloud Edition support matrix

Important: This support matrix covers using WorkZone Cloud Edition. For on-premise infrastructure, see [Support matrix \(on premises\)](#).

Prerequisite: Azure AD integration is required.

Supported WorkZone versions

The following WorkZone versions are currently supported at the time of this release:

- WorkZone 2021.0
- WorkZone 2020.0, WorkZone 2020.1, WorkZone 2020.2, WorkZone 2020.3
- WorkZone 2019.1 (Will be unsupported shortly), WorkZone 2019.2, WorkZone 2019.3

For more information, see [Supported WorkZone versions](#).

3rd party products

Configure WorkZone Cloud Edition with the 3rd party products listed below. If you do not find a specific 3rd party product in the list, it should be assumed that it is not supported.

WorkZone Cloud Edition services

WorkZone Cloud Edition includes the following services:

- OData, Process, PDF Rest Services
- CPR/CVR integration
- WorkZone Interact
- WorkZone QC

Unavailable services

A number of legacy services will not be available in WorkZone Cloud Edition, for example:

- XDI-Port
- SOMASP
- FESD services
- Import Manager
- InfoScan
- CPR Batch

For further guidance on transforming from these services to WorkZone Cloud Edition, please contact our product support department.

Operating systems

Client operating system	Versions	Notes
Microsoft Windows 10	1803, 1809, 1903, 1909, 2004	32 bit & 64 bit
Note: It is recommended to apply all recommended Windows updates.		

macOS


For an overview, see [Supported Windows and macOS releases](#) in the Installation Guide for WorkZone.


Microsoft Exchange Server

Microsoft Exchange Server	Notes
Exchange Online	WorkZone Content Server must be able to

Microsoft Exchange Server	Notes
	access the Exchange Online server using the account used to send smartmails.

Supported browsers

Internet browser	Notes
Google Chrome for Windows (32 bit and 64 bit)	<p>Version 71 or later.</p> <p>Note: Due to the Chromium-based browsers' security model, WorkZone Explorer will not be opened automatically when using the  Explore button in WorkZone Client via Google Chrome or Edge Chromium. The link to the selected file will be automatically copied to the clipboard and can be inserted in the address field of an open file explorer.</p>
Google Chrome for macOS	<p>Note: Explorer integration is not supported in Google Chrome for macOS.</p>
Microsoft Edge (32 bit and 64 bit)	<p>Version 18.</p> <p>Notes:</p> <ul style="list-style-type: none"> • Integration with Templafy using the http protocol is not supported. • Users must be signed in to the WorkZone IdentityServer to enable integration to the Windows File

Internet browser	Notes
	<p>Explorer.</p> <p>If the Keep me signed in check box is selected during sign in, subsequent sign-ins are not required unless the original sign-in has expired.</p>
<p>Microsoft Edge Chromium (32 bit and 64 bit)</p>	<p>Note: Due to the Chromium-based browsers' security model, WorkZone Explorer will not be opened automatically when using the  Explore button in WorkZone Client via Google Chrome or Edge Chromium. The link to the selected file will be automatically copied to the clipboard and can be inserted in the address field of an open file explorer.</p>
<p>Safari</p>	<p>Note: Explorer integration is not supported in Safari browser.</p>

For an overview, see [Supported browsers](#) in the Installation Guide for WorkZone.

Microsoft Office solutions

Microsoft Office Suite

WorkZone Cloud Edition 2021.0 supports the following versions of Microsoft Office:

Microsoft Office version	WorkZone Mobile	WorkZone 365/WorkZone for Office	Notes
Microsoft 365 (Windows)	x	x	32 bit & 64 bit
Microsoft 365 (macOS)	x	x	Feature set depends on version

For an overview, see [Supported Office releases](#) in the Installation Guide for WorkZone.

Microsoft Office Online Server

Office Online Server	Notes
Microsoft Office Online Server	Released February, 2016

WorkZone Interact

WorkZone Interact 2.23 or later.

Mobile

- iOS 13, 14 on iPad and iPhone.
- Android 8.x, 9.x, 10.x, 11.x.

Mobile Device Management Systems	iOS	Android
Microsoft Intune	iOS 13, 14 -	

If you have questions regarding the support matrix, please contact our product support department.

16. Fixed bugs in WorkZone 2021.0

For an overview of the reported bugs fixed in this version, see [Fixed bugs](#).

17. Known issues

This release of WorkZone contains the following known issues at the time of release as well as any known mitigation or work-around.

WorkZone 365

macOS — In the desktop application, you cannot open the WorkZone 365 panel for Microsoft Word documents that are archived or locked

It is a known issue. The WorkZone 365 icon is disabled in Microsoft Word for the documents in the archived or locked state. The document registration panel is also disabled, and you cannot edit the panel fields.

In the desktop application, you have not made any changes to the document but when closing it you are asked if you want to save your changes

It is a known issue. It is safe to select any option. This issue may happen after opening a WorkZone 365 panel in a Word, Excel, or PowerPoint document.

Chrome — Cannot download a WorkZone meeting report in Outlook on the web

It is a known issue. Currently you cannot download reports from Outlook using Chrome. Please use another browser.

When using Outlook in a browser, you cannot update a WorkZone meeting via the WorkZone 365 panel

It is a known issue. Sometimes when you close the meeting window in the Outlook after clicking **Update meeting** in the WorkZone 365 pane, you get a message prompting you to confirm that you want to discard the meeting changes. Please close this message and click **Send** in the Outlook meeting window. Your changes to the meeting will be saved.

WorkZone for Office

After switching the language in WorkZone Client, some content controls in the Content properties group on the Insert tab of Microsoft Word remain in the language selected before

To work around this issue, please clear cache in the Internet Explorer:

1. In the upper-right corner of the Internet Explorer window, select **Tools > Internet options > Settings > View files**.
2. Delete the files in the INetCache folder.

WorkZone PDF

The date is not displayed in the expected format

Dates are displayed in the format that is defined in WorkZone Configurator by default, unless you have defined another date format in the document. If the document does not display the expected date format, you can manually define the desired date format in the document, which will then be used instead of the standard date format from WorkZone Configurator.

WorkZone Client

Microsoft Edge web browser and the PDF preview pane

When using the Microsoft Edge web browser and the PDF preview pane is expanded to the maximized mode, the preview pane will not be rendered correctly. Scrolling the preview pane in the maximized mode is also not possible.

WorkZone Mass Dispatch

Default status codes are not shown in the Start mass dispatch dialog box

If you specify default status codes to exclude from the **Mass dispatch** process using the **DefaultExcludedMassDispatchStatuses** parameter in WorkZone Configurator, the selected status codes are not shown by default in the **Start mass dispatch** dialog box. The user needs to select the status codes from a list of status codes.

See [Configure mass dispatch](#) and [Start a mass dispatch](#) in the WorkZone Mass DispatchUser Guide.

The Mass dispatch process will fail if you select a dispatch sequence where e-Boks is not the first dispatcher

WorkZone Mass Dispatch requires a dispatch sequence with e-Boks as the first dispatcher. However, it is possible to select a dispatch sequence in the **Start mass dispatch** dialog box where e-Boks is not the first dispatcher in the sequence, which causes the mass dispatch process to fail. Users must select a dispatch sequence with e-Boks as the first dispatcher.

See [Start a mass dispatch](#) in the WorkZone Mass DispatchUser Guide.

18. Terms and conditions

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