



2021.1

Release Notes

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WorkZone 2021.1 Release Notes

These Release Notes provide an overview of new features and changed functionality in KMD WorkZone 2021.1.

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](#)

WorkZone Client

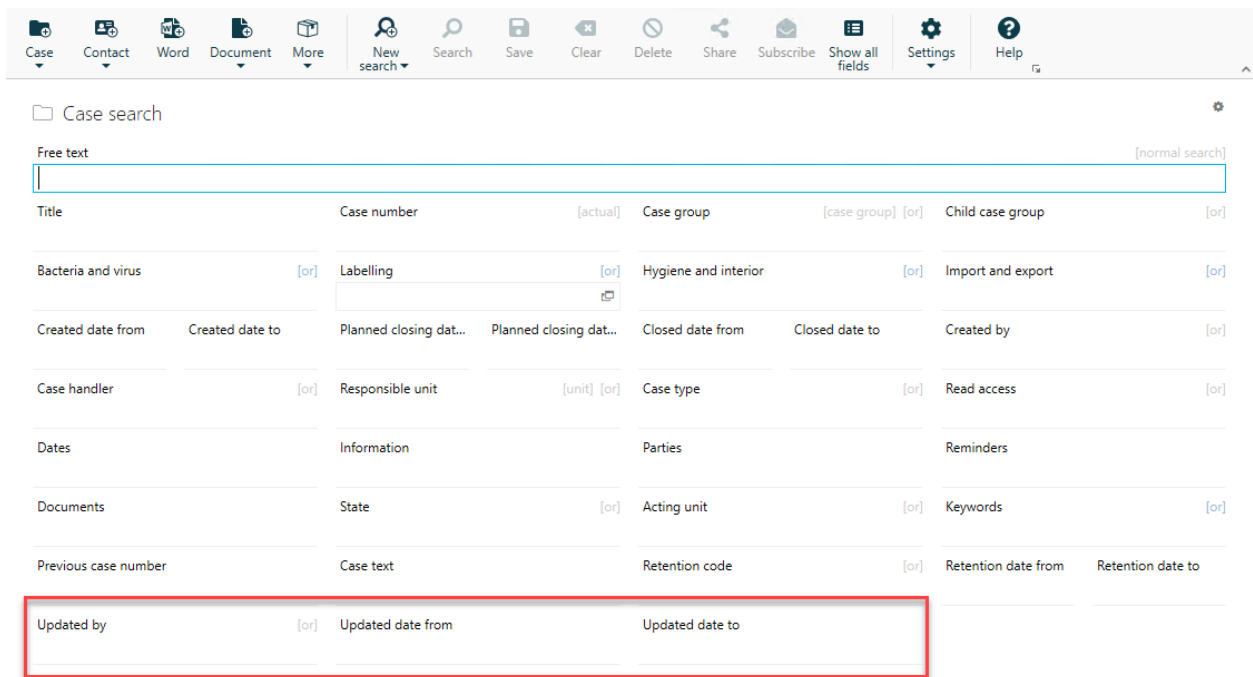
Users

Cases

Updated fields available for Case searches

Three new search fields are available for general and type-specific case searches:

- **Updated by:** The WorkZone user who last updated the case meta data fields.
- **Updated date from:** The start date used when searching for updates to cases within a specific time period.
- **Updated date to:** The end date used when searching for updates to cases within a specific time period.

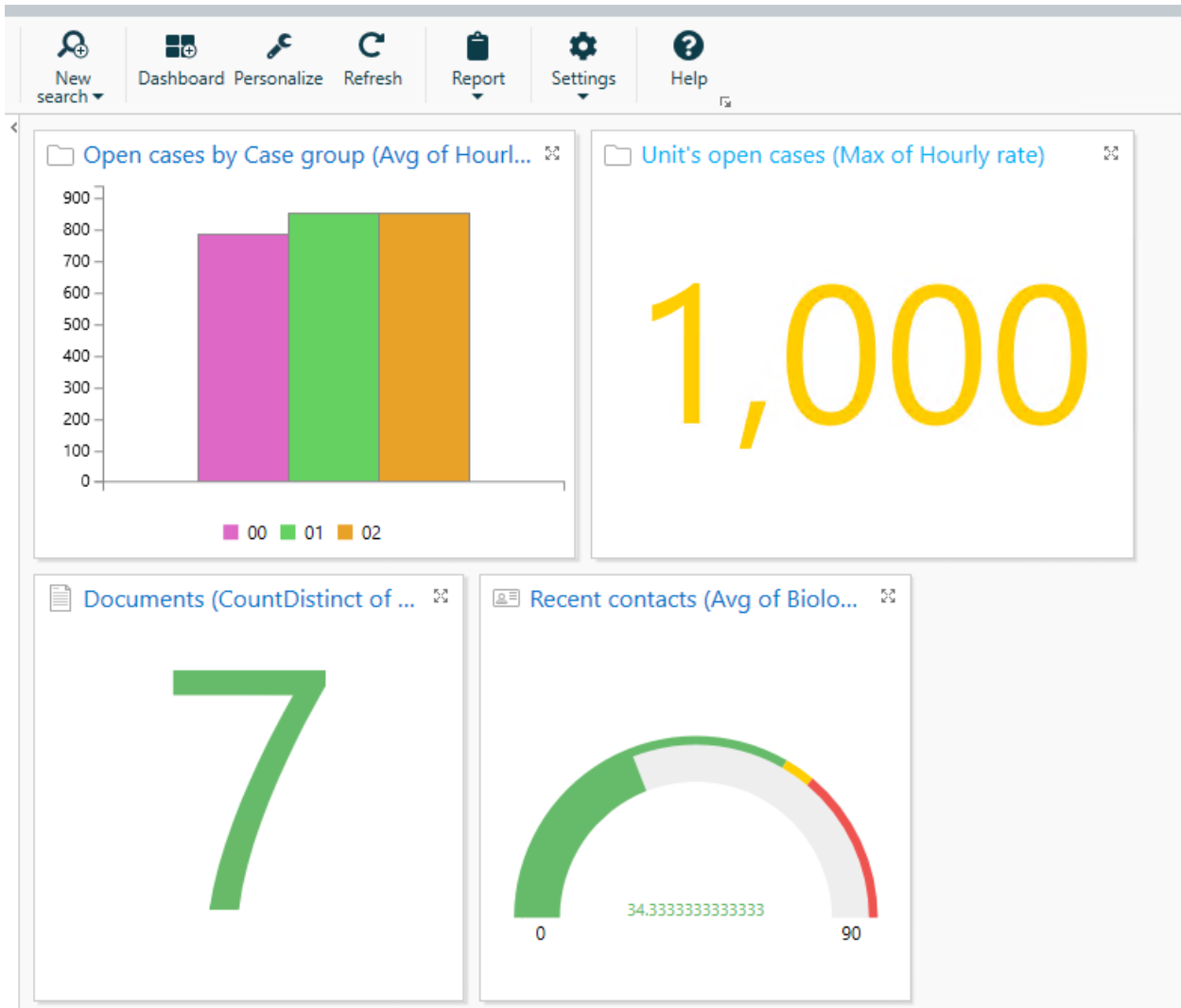


The new search fields are not displayed on the case search page by default and must be manually added to the page.

These search fields (**Updated by**, **Updated date from** and **Update date to**) have been available for document searches in previous WorkZone versions but have been added to case searches in this version.

Dashboard

Users can display an aggregated value of a field in the dashboard widget by selecting an aggregation function and then selecting a field to apply the function to in the widget. The selected aggregation function reduces the values of the field it is applied to, down a single value.



Only number fields (Integer or Decimal) can be aggregated.

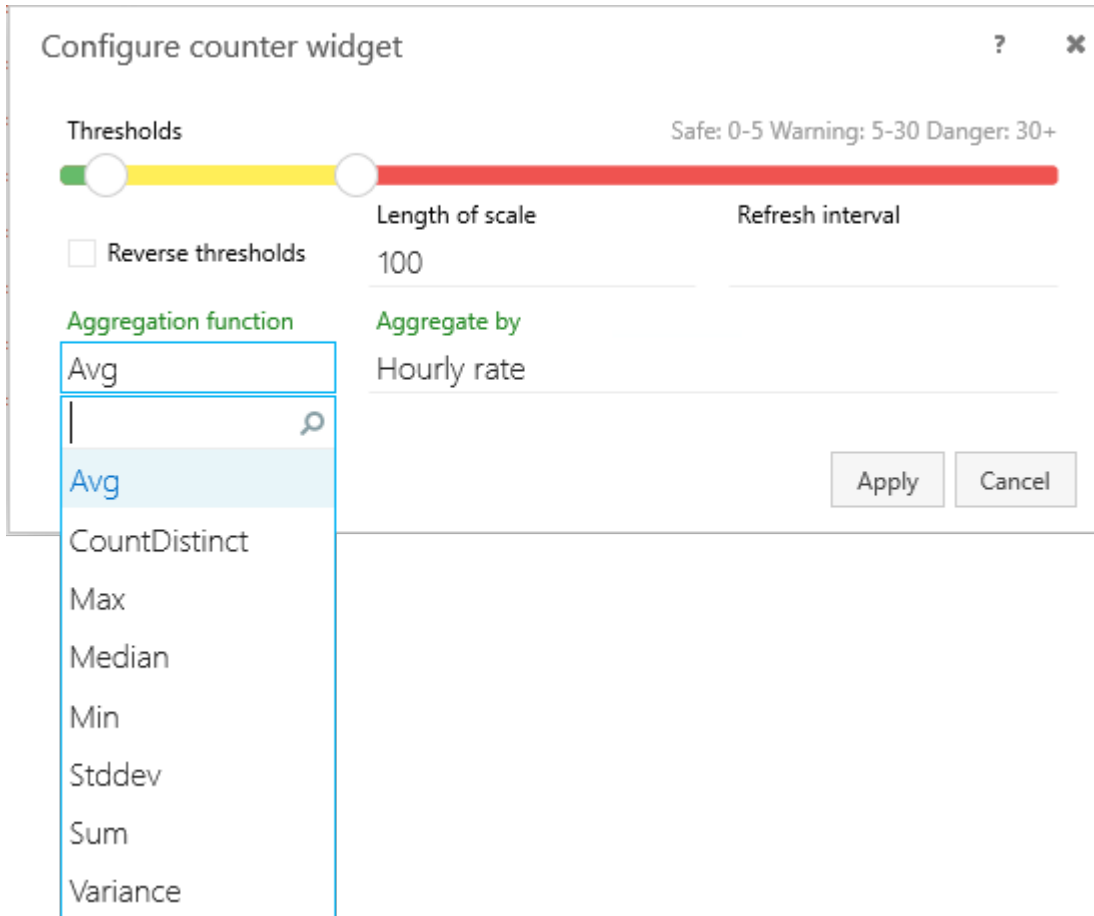
Number (Integer and decimal) fields are not by default present in WorkZone and have to be created using custom fields or custom type fields.

Aggregate functions can be applied to cases, contacts and documents. Aggregate functions cannot be applied to meeting cases, or to widgets and lists that do not contain number fields that can be aggregated, for example WorkZone Process-related widgets.

Fields with the value 0 are included in the aggregation but fields that are empty (do not contain any value) are not included.

The aggregation function can be applied to the following widgets:

- Donut chart
- Bar chart
- Time line
- Speedometer
- Counter



The following aggregate functions can be applied in the widgets:

- **Avg:** (Average): The average (arithmetic mean) value of the selected field.
- **CountDistinct:** (CountDistinct): The number of unique values in the selected field.
- **Max:** (Maximum): The highest value of the selected field.
- **Median:** (Median): The median value of the selected field.
- **Min:** (Minimum): The lowest value of the selected field.
- **Stddev:** (Standard Deviation): The statistical standard deviation of the selected field.

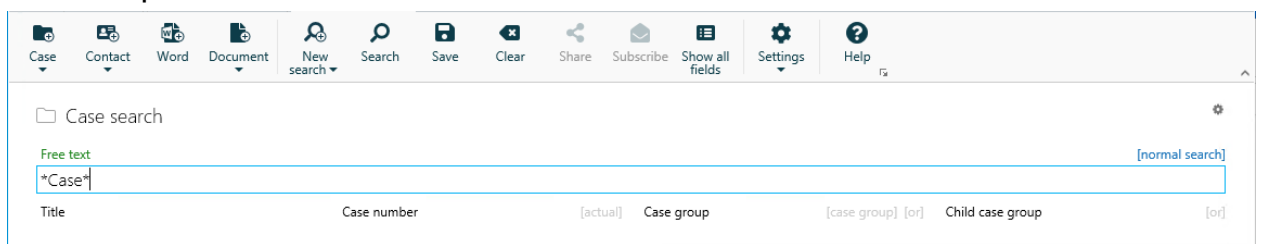
- **Sum:** (Sum): The sum of the selected field.
- **Variance:** (Variance): The statistical variance of the selected field.

WorkZone Search

When creating a free text search, users can toggle between normal and extended searches as a search parameter to the **Free text** field.

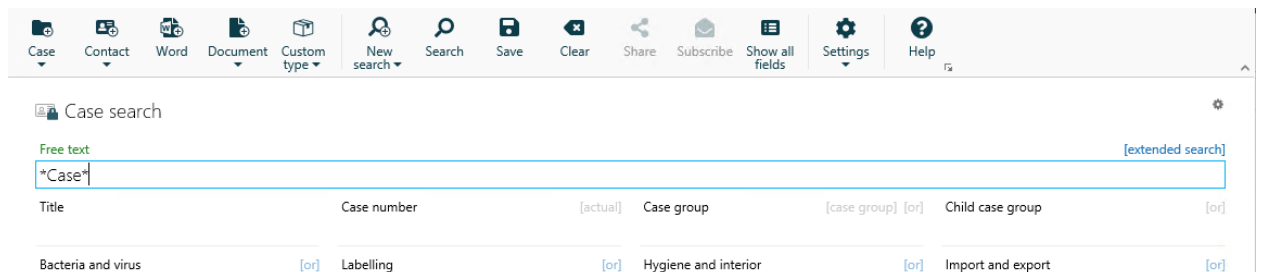
- **Normal searches** will exclude any leading asterisk wildcard characters (*) from the search term and is the default setting.

For example the search term **Case** will be treated as *Case**.



- **Extended searches** will include any leading asterisk wildcard characters (*) to the search term.

For example the search term **Case** will be applied directly to the search as **Case**.



If the **extended search** parameter is selected, the search can produce a large number of results, consume noticeable system resources and take significantly longer to display the search results as all WorkZone elements in the search are traversed for all full and partial occurrences of the search term.

Documents

New **Pages** field on Document lists

A new **Pages** field has been added as a selectable field (column) to all document lists. The **Pages** field displays the number of pages in the PDF rendition of the document.

		Search				
		Number of pages in PDF rendition (PageCount)				
	<input type="checkbox"/>	Title	Document number	Letter date	Document type	Pages
1	<input type="checkbox"/>	Excel Worksheet XLSX	71	11/01/2021	OLD_RAP, Old Rep...	1
2	<input type="checkbox"/>	Food Authority Org	72	11/01/2021	RAPDEF, Report de...	3
3	<input type="checkbox"/>	TestDocumentPDF	77	11/01/2021	OLD_RAP, Old Rep...	20
4	<input type="checkbox"/>	Corrupted file	75	11/01/2021	N, Internal	21
5	<input type="checkbox"/>	Microsoft Word Document DOCX - LARGE ...	74	11/01/2021	OLD_RAP, Old Rep...	202
6	<input type="checkbox"/>	ds	73	11/01/2021	SKAB, Template	
7	<input type="checkbox"/>	Microsoft Word Document DOC_Password	76	11/01/2021	N, Internal	

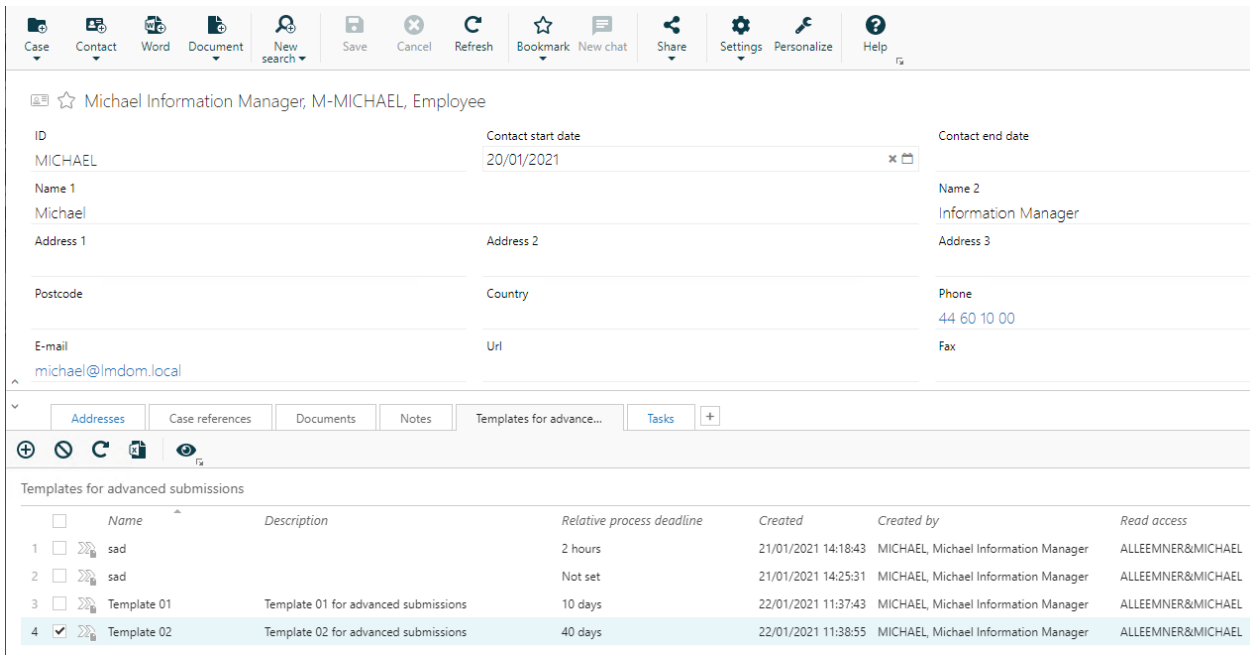
If the document does not yet contain a PDF rendition, the value in the **Pages** field will be empty. This does not mean the document itself is empty or does not contain any pages. It only means there is no current PDF rendition of the document and the field therefore cannot display any value.

The **Pages** field is not displayed in document lists by default and each individual document list must be edited to include the **Pages** field.

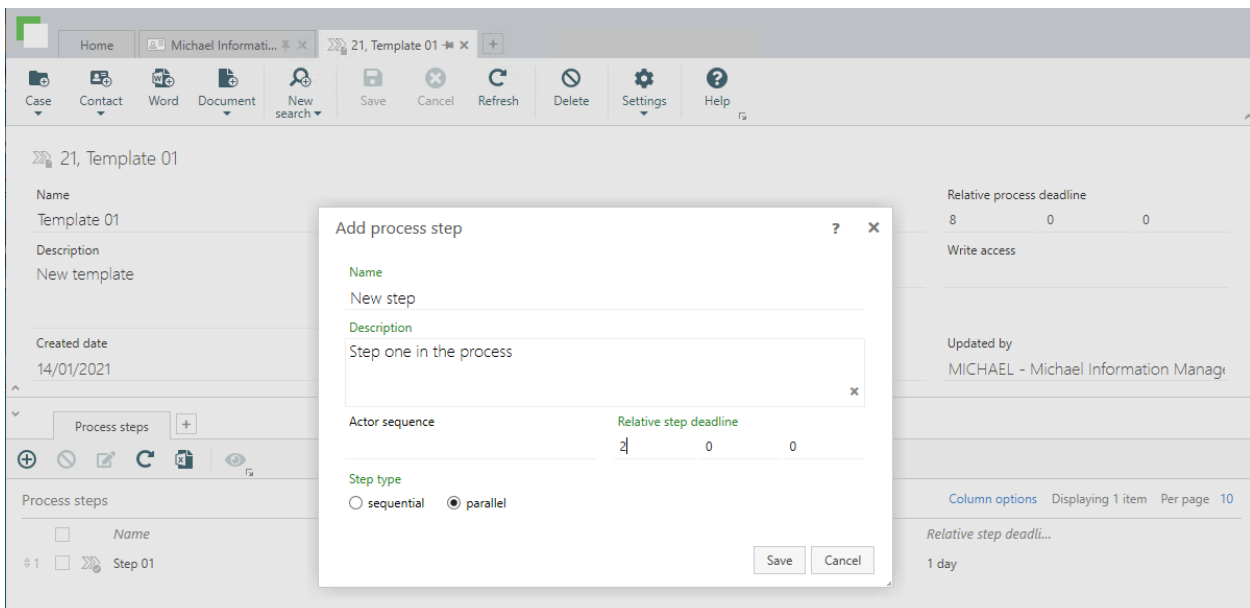
Process

Templates for advanced submissions

Templates for advanced submissions have been introduced in this version. A template consists of a series of process steps that indicate actions which one or more WorkZone users must complete in order to complete the process the template is applied to. The templates are created and maintained in the **Templates for advanced submissions** detail tab on the user's User Profile page.



Applying a templates to a advanced submissions adds a larger degree of adaptability in defining and completing the actions required of the submission. Each step can be assigned its own relative deadline.



The template's process steps can be defined as either sequential or parallel steps. Sequential steps must be completed in strict order, one after the other, while parallel process steps can be completed independently of all other process steps, including sequential process steps.

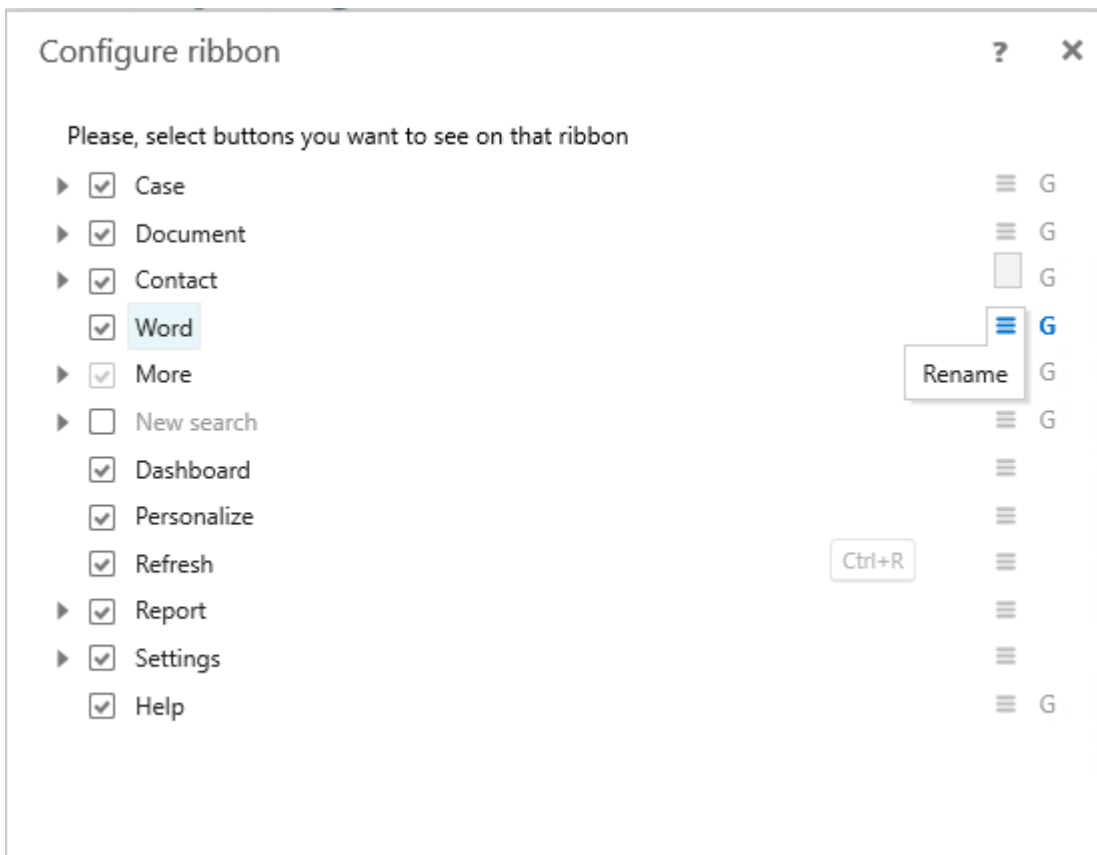
Other WorkZone users' access to a template can be restricted by defining access codes for Read and Write access to the template and its steps.

Only users assigned the STEPSUBMISSION access code may create, edit or delete templates for advanced submissions.

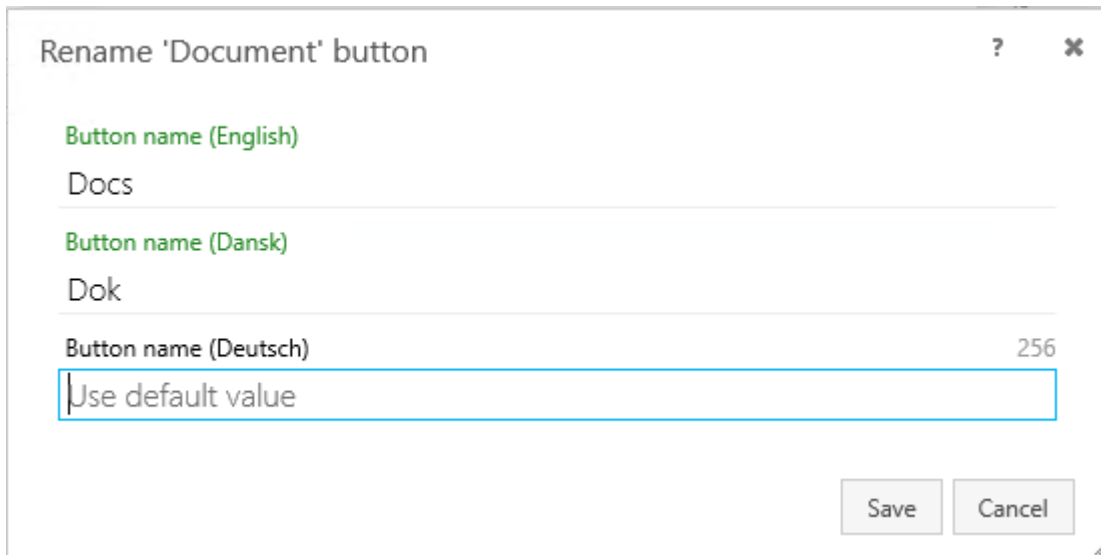
Administrators

Ribbon configuration

Customized ribbon button labels can be created by users for all supported languages in WorkZone. When a display language in WorkZone is selected, any customized button labels will be displayed instead of the default button labels for the selected language. If custom button labels have not been created for the selected language, the default button labels will be used instead.



New button labels can be up to 256 characters long, but it is recommended to use short labels as a long label text may not be correctly displayed in the ribbon.



Rename 'Document' button

Button name (English)
Docs

Button name (Dansk)
Dok

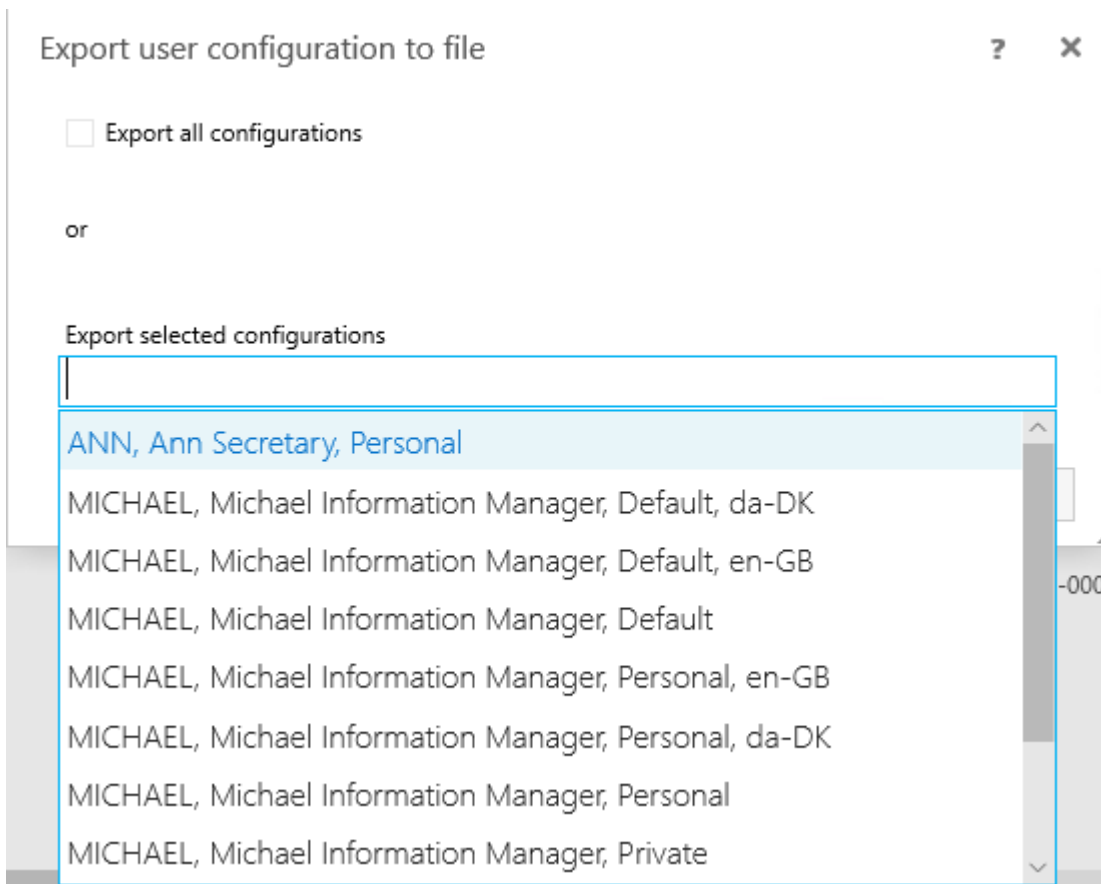
Button name (Deutsch) 256
Use default value

Save Cancel

Users can freely create custom button labels for their own personal configuration, but must be assigned the CONFIGADM access code to edit and save configurations other than their own Personal configuration.

Custom button labels are part of the ribbon configuration and can therefore also be distributed to other users, units or to the entire organization as a part of a customized WorkZone configuration.

Users can export the customized button labels of a language in the configuration they are working on and only the customized button labels for that particular language. In this way, only customized button labels will be exported and as a result, only customized button labels will be imported by other users, enabling users to distribute only customized button labels to other users.



Hidden custom fields and customizing detail pages

Custom fields can be marked as hidden when creating or updating the custom field in WorkZone Configurator. Hidden custom fields are not displayed in the **Available fields** pane when customizing the respective detail pages or when customizing searches and can therefore not be selected or added to detail pages or searches. Hidden custom fields are also not displayed when selecting **Show all fields** in searches, when displayed in lists or when used in **Group by** or **Aggregate by** fields in dashboard widgets.

If custom fields that already are displayed in their respective detail pages are hidden, WorkZone Client must be closed and reopened to hide the custom field. If a custom field was set as mandatory and then hidden, the field will no longer be mandatory.

Hidden custom fields can still retain data and can still be referenced by scripts and calculations.

Developers

No new features in this release.

WorkZone Configurator

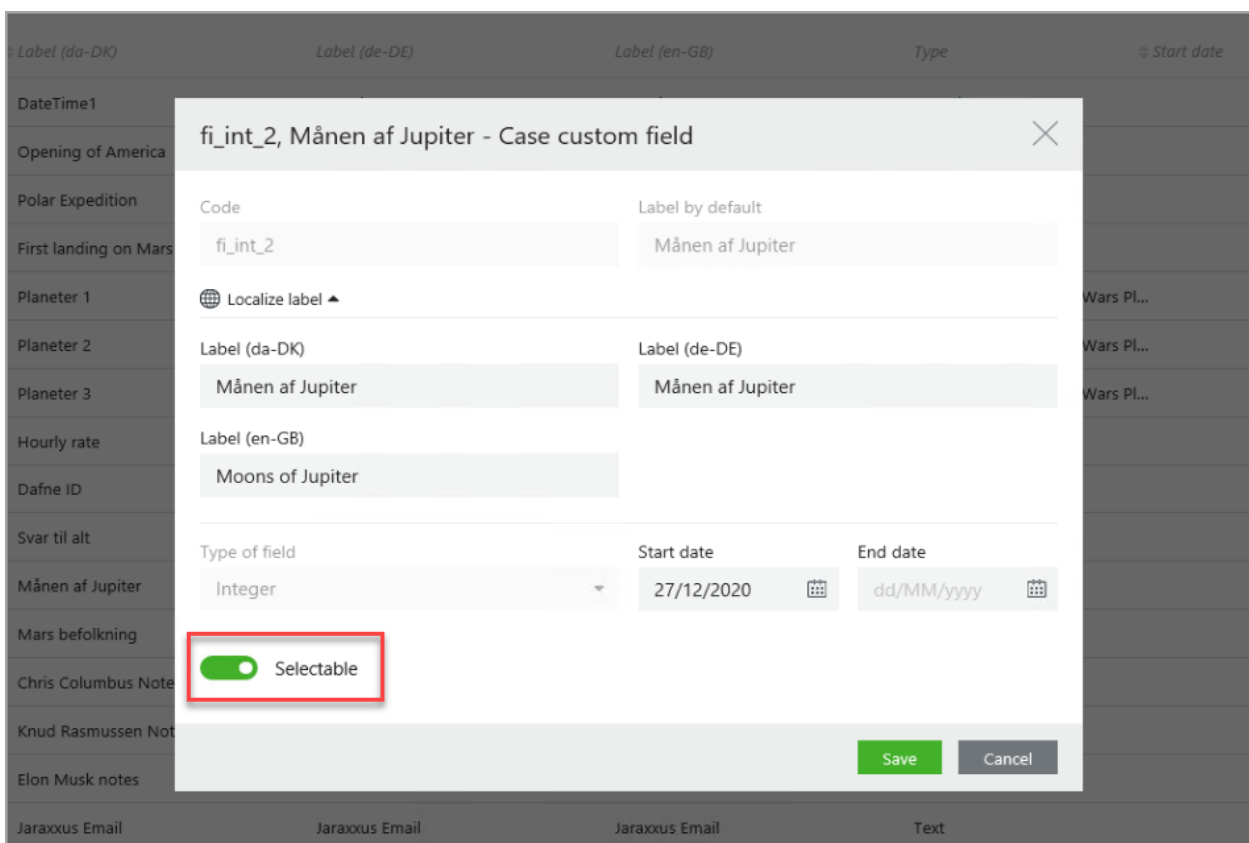
Users

No new features in this release.

Administrators

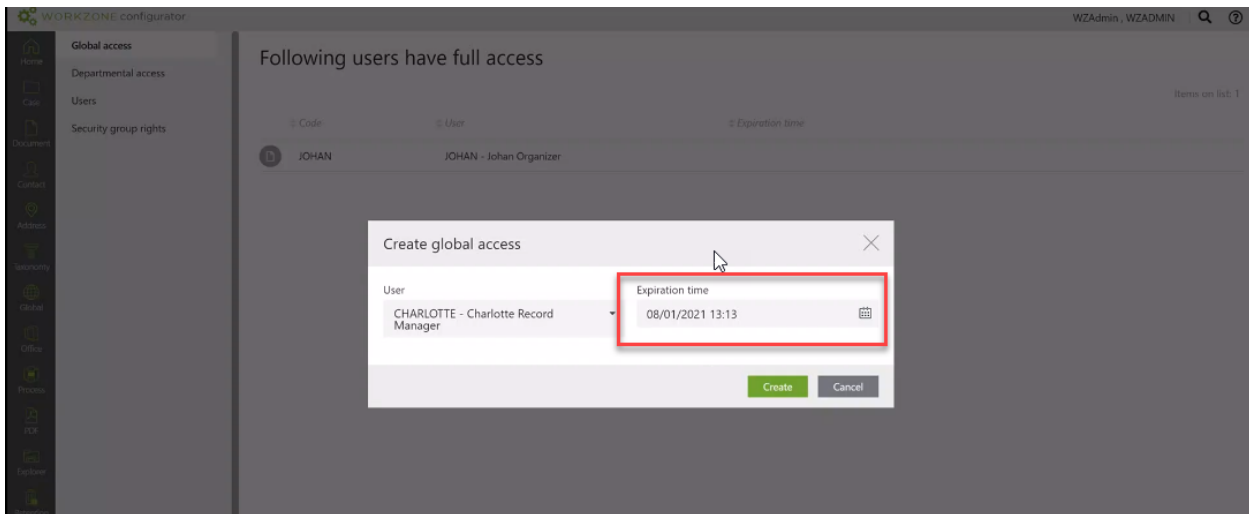
Hidden custom properties in the WorkZone Client user interface

You can now make custom properties invisible and unsearchable in the WorkZone Client user interface, disregarding their start and end dates. This can be used, for example, for storing data that is not relevant to the WorkZone Client user interface. See [Create a custom field](#).



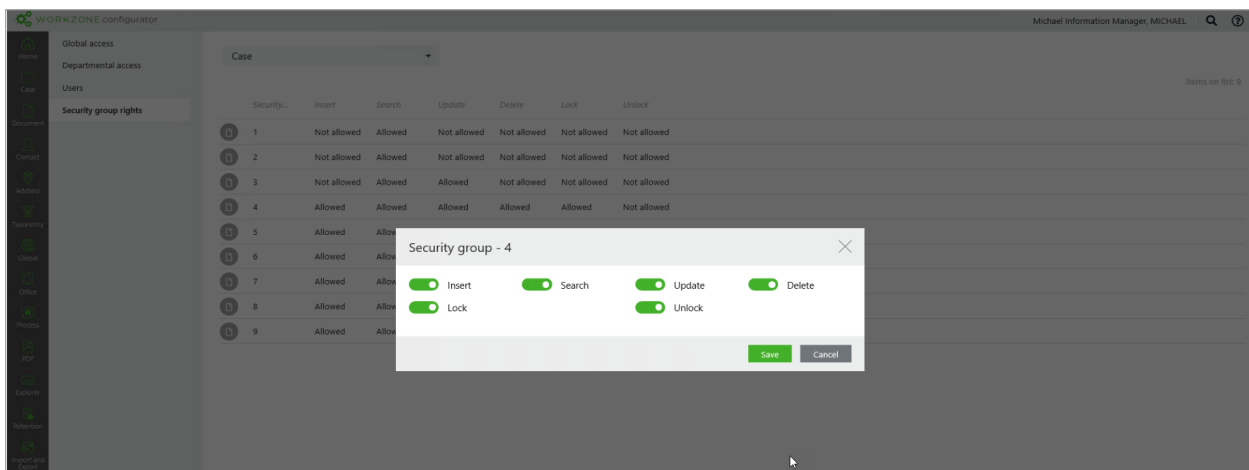
Expiration date for global or departmental access

You can now define the expiration date for a global or departmental access granted to a user, to automatically revoke granted access at specified time and date. See [Global and departmental access](#).



Security group rights

You can now configure security rights (that is, enable or disable user permissions to create, read, update, and delete entities and their information) for each security group (assigned security codes from 1-10). See [Security group rights](#).



OAuth2 client mapping

When creating an OAuth2 client, you can now select a username to map to this client (this step is required, if **Grant type** is **CLNTCRED**, **Client credentials**). See [OAuth2 settings](#).

Developers

No new features in this release.

WorkZone Content Server

Users

CPR Batch and Guardian/Ward relationships

When importing contacts from the Danish CPR registry, WorkZone contacts are created, updated and maintained in accordance with the new Guardian record type (017 and 052) from the Danish CPR registry. Likewise, Guardian/Ward references for WorkZone contacts are also created, updated and maintained by the CPR import.

Administrators

No new features in this release.

Developers

No new features in this release.

OData

Users

No new features in this release.

Administrators

No new features in this release.

Developers

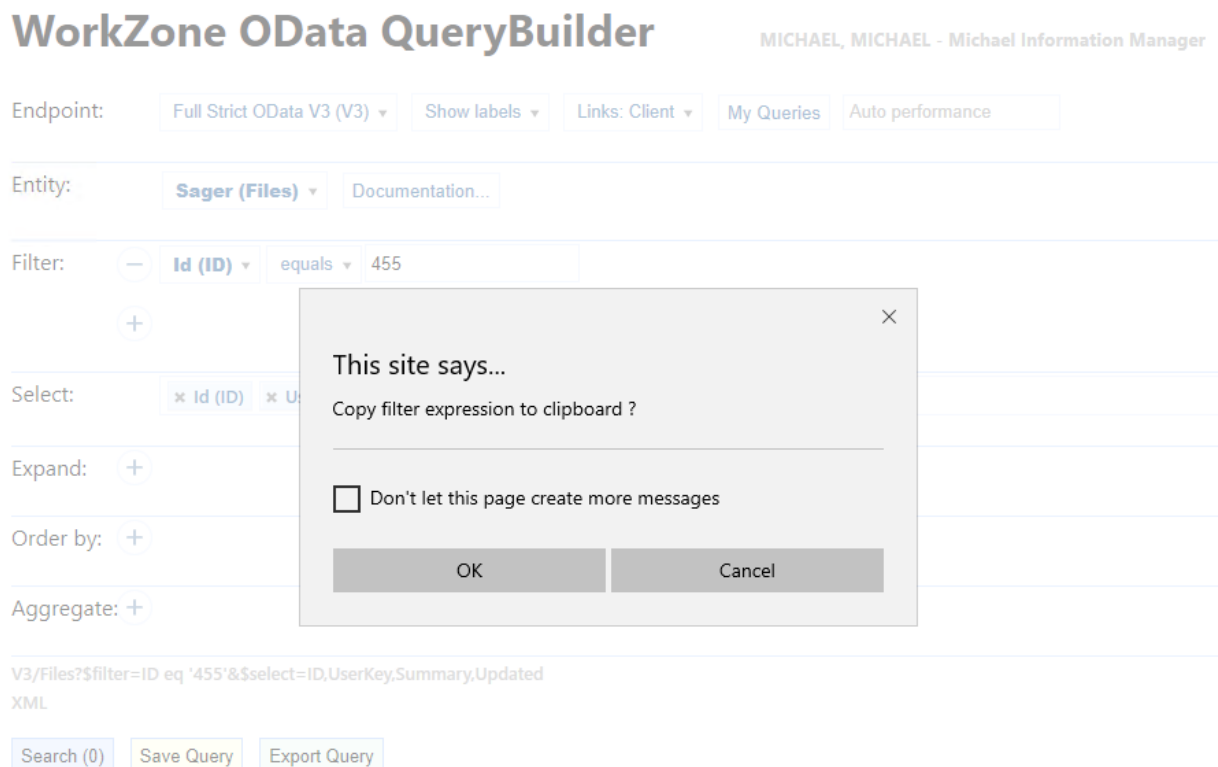
No new features in this release.

WorkZone QueryBuilder

Copy query component parts from WorkZone QueryBuilder to the clipboard

System administrators and super-users can copy individual query component parts from a query in the WorkZone QueryBuilder to the clipboard for insertion in other locations in WorkZone.

To copy an element in WorkZone QueryBuilder, click the element label you want to copy to the clipboard and then click OK. You can subsequently paste the clipboard contents to the desired location in WorkZone.



The screenshot displays the 'WorkZone OData QueryBuilder' interface. At the top right, the user is identified as 'MICHAEL, MICHAEL - Michael Information Manager'. The interface includes several configuration sections: 'Endpoint' with a dropdown set to 'Full Strict OData V3 (V3)' and buttons for 'Show labels', 'Links: Client', 'My Queries', and 'Auto performance'; 'Entity' set to 'Sager (Files)'; 'Filter' set to 'Id (ID) equals 455'; 'Select' with 'Id (ID)' and 'UserKey' selected; 'Expand' and 'Order by' sections with plus icons; and 'Aggregate' with a plus icon. A modal dialog box titled 'This site says...' is overlaid on the interface, asking 'Copy filter expression to clipboard?' and providing an 'OK' button. Below the dialog, the generated OData query is shown: 'V3/Files?\$filter=ID eq '455'&\$select=ID,UserKey,Summary,Updated' and 'XML' is indicated. At the bottom, there are buttons for 'Search (0)', 'Save Query', and 'Export Query'.

The following elements of a query in WorkZone QueryBuilder can be copied to the clipboard:

- Entity
- Select
- Filter
- Expand

- Order by
- Aggregate

By copying the value of the **Entity** element, users can see the system entity type for custom types after pasting the copied **Entity** value to the clipboard.

Previously, system administrators and super-users had to copy the entire query string to the clipboard and split, select and pick the parts of the string they needed to use elsewhere.

WorkZone Explorer

Users

No new features in this release.

Administrators

No new features in this release.

Developers

No new features in this release.

WorkZone Export/Import

WorkZone Export/Import is a new command line tool that administrators and consultants can use to move WorkZone configurations from one WorkZone instance to another. There are several scenarios where it is beneficial to set up a configuration in one WorkZone instance and reuse the same configuration in another WorkZone instance. For example, if you have set up a configuration for a specific vertical and want to reuse the configuration for other customers, or within an organization if you want to move a WorkZone instance from the staging environment to the production environment. With this tool, you can export configurations to a JSON file, and then import the configurations to another WorkZone instance. See the [WorkZone Export/Import Administrator Guide](#) for more information about the tool and how to run it.

In the first version, the tool supports exporting and importing the following WorkZone Configurator and WorkZone Client configurations.

WorkZone Configurator:

- WorkZone for Office configuration
- Case categories
- Custom fields
- All roles for all relations
- Case number format
- Validation rules
- Custom droplist
- Custom types with properties
- Retention policies

WorkZone Client:

- Organizational WorkZone Client configurations
- Saved searches

See [Supported configurations](#).

More configurations will be supported in coming releases with the long-term goal of supporting all configurations. Please note that all configurations are always included in both the export and the import. In other words, it is not possible to select only specific configurations for export or import.

WorkZone Mass Dispatch

Users

No new features in this release.

Administrators

No new features in this release.

Developers

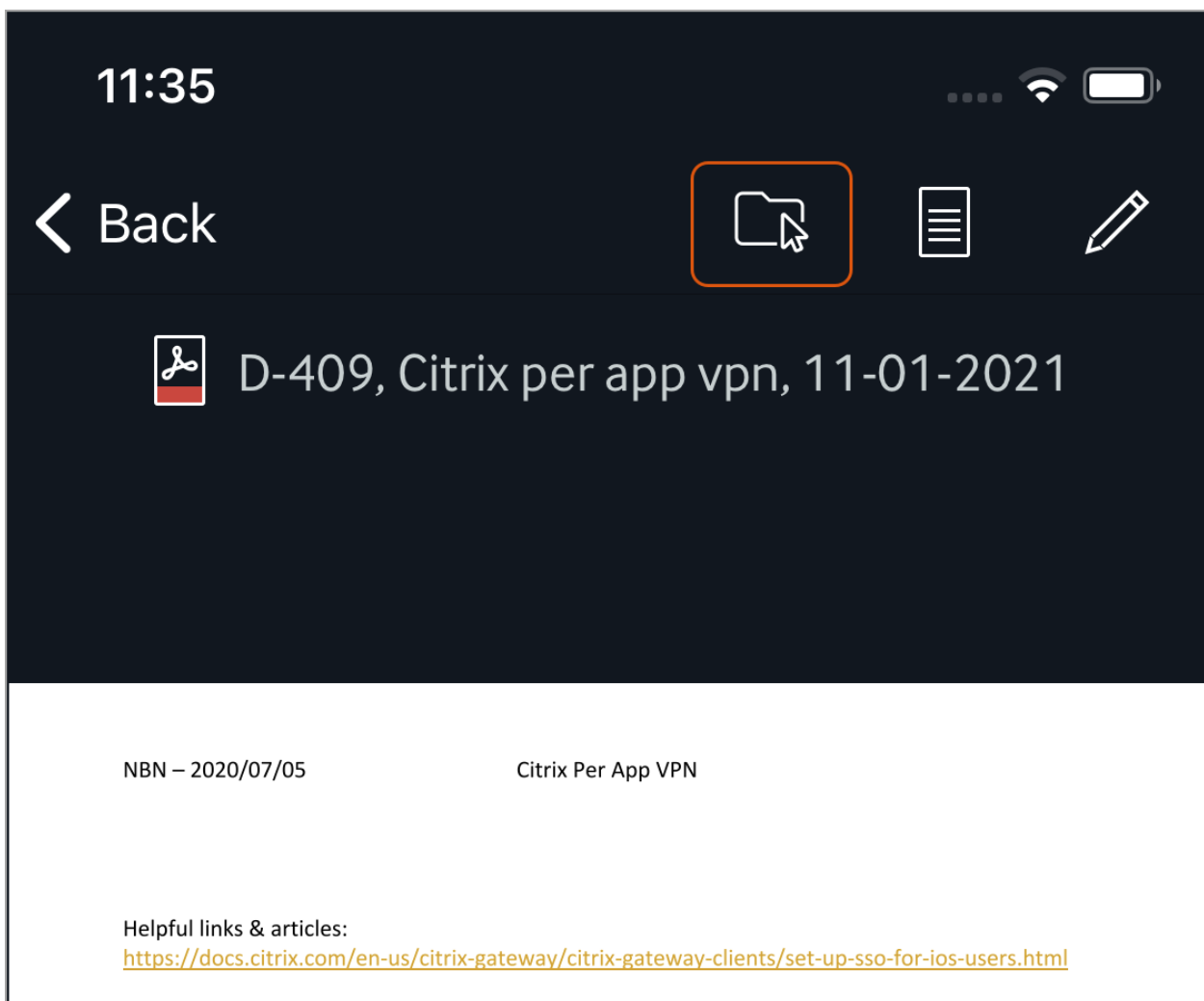
No new features in this release.

WorkZone Mobile

Users

Navigate to a case from a document

From documents opened from the Browse module or from a chat, you can now navigate to the related case and view its details. See [View details for chat documents and cases](#) and [View document details](#).

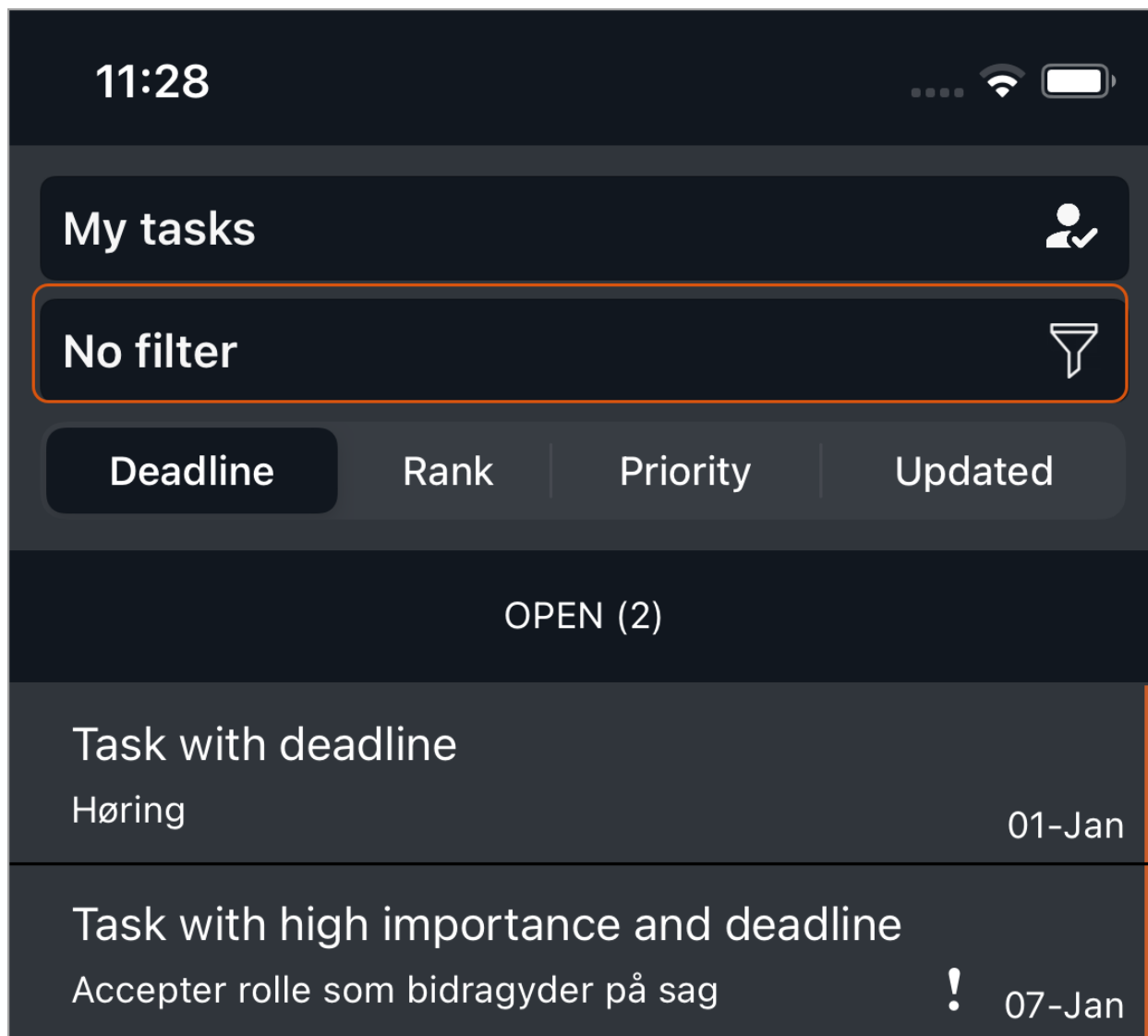


Work with your delegated tasks

If you are a delegate for any user, you can now switch to this user's task list and work with their tasks. See [Work with your delegated tasks](#).

Custom filters for tasks

On your task list, you can now apply custom filters that are available to you. Custom filters are saved search lists created in the WorkZone OData QueryBuilder. See [Filter your tasks using custom filters](#).



Administrators

No new features in this release.

Developers

No new features in this release.

WorkZone for Office

Users

No new features in this release.

Administrators

No new features in this release.

Developers

No new features in this release.

WorkZone 365

Users

WorkZone Mail is now supported

- In Microsoft Outlook, users can save emails to WorkZone and edit email information in the WorkZone 365 pane.
- Senders and recipients of the email are automatically added to it as parties with Sender and Recipient roles. Users can also add other WorkZone contacts as parties.
- The WorkZone 365 pane can be pinned in Outlook, so that it will not disappear when users switch between emails.
- Users with the administrative rights can configure the WorkZone 365 pane in Outlook.

Administrators

No new features in this release.

Developers

No new features in this release.

WorkZone PDF

Administrators

No new features in this release.

Developers

Adjusted PDF remerge logic

The initial Microsoft Word document and attached files are now embedded to a PDF file. When there is a request to remerge the PDF file, the embedded Word document is changed, and then new PDF file with the same attachments is generated.

WorkZone Process

Users

New advanced submission process

The new advanced submission process allows you to combine sequential and parallel process steps in a submission process. In addition to the overall process deadline, you can specify separate deadlines for each of the process steps. Use this process to keep track of the overall progress of a submission. See [Start an advanced submission](#).

To ensure consistent processes across an organization, you can create and share templates for the advanced processes. A template consists of predefined process steps, and possibly actor sequences. You create and maintain templates in WorkZone Client. See [Templates for advanced submissions](#).

The advanced submission process is part of the Extended process package and it requires the **STEPSUBMISSION** access code.

Start submission (Advanced)
✕

General
Notifications
Advanced

Process template

📁 Review and approval
✕ ▼

Title

Review and approval

Deadline

📅

Priority

📁 Normal
▼

Description

Standard review and approval process

Documents

Case ▼

🔍 Select documents (Search starts at 3 characters)
 📁

Supplementary documents for the approval

Case ▼

🔍 Select supplementary documents for the approval (Search s
 📁

Steps

Review ✕

>

Approve ✕

>
+

Step title

Review

Deadline

01/02/2021 11:41
📅

Sequential step
 Parallel step

Approvers 2

▼

🔍 Select approvers (Search starts at 3 characters)

👤 Ann Secretary, ANN
 ✕

👤 Martin Specialist, MARTIN
 ✕

[Help](#)

Start
Cancel

Administrators

STEPSUBMISSION access code

A new **STEPSUBMISSION** access code provides access to the new advanced submission process. See [Access codes](#) in the WorkZone Installation Guide.

Case activities

It is now easier to copy queries that you have created using WorkZone QueryBuilder to activity type parameters. In WorkZone QueryBuilder, it is now possible to copy individual query elements. See [How do you copy a query from WorkZone QueryBuilder](#) and the WorkZone QueryBuilder release notes.

Developers

No new features in this release.

WorkZone support matrix (on-premises)

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

Supported WorkZone versions

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

- WorkZone 2021.0, WorkZone 2021.1
- 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 2021.1 supports the following versions of Microsoft and macOS operating systems:

Server operating systems

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	1809, 1909, 2004, 20H2 It is recommended to apply all recommended Windows Updates.	32 bit & 64 bit
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.

Microsoft Exchange Server

WorkZone 2021.1 supports the following versions of Microsoft Exchange Server:

Microsoft Exchange Server	Notes
Exchange Server 2016	For WorkZone 365, the Outlook - Mail module is not supported. Other modules (Word, Excel, PowerPoint, Outlook - Meeting) are supported. The MailAgent must be set to communicate with Exchange Server via Exchange Web Services.
Exchange Server 2019	For WorkZone 365, the Outlook - Mail module is not supported. Other modules (Word, Excel, PowerPoint, Outlook - Meeting) are supported. The MailAgent must be set to communicate with Exchange Server via Exchange Web Services.

Microsoft Exchange Server	Notes
Exchange Online	WorkZone Content Server must be able to access the Exchange Online server using the account used to send smartmails.

Oracle database

WorkZone 2021.1 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 2021.1 is the last WorkZone version that will support HTTP protocol.

WorkZone 2021.1 supports the following browsers:

Internet browser	Notes
Microsoft Internet Explorer 11.0 (32 bit only)	Integration with Templafy using the http protocol is not supported.

Internet browser	Notes
Google Chrome for Windows (32 bit and 64 bit)	Version 71 or later. Notes: <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.
Google Chrome for macOS	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

Internet browser	Notes
	macOS.
Microsoft Edge (32 bit and 64 bit)	Version 18.
	<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. 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.
Microsoft Edge Chromium (32 bit and 64 bit)	<p>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	Explorer integration is not supported in Safari browser.

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

Microsoft Office solutions

Microsoft Office Suite

WorkZone 2021.1 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 2.28.1 or later.

Mobile

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

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

WorkZone Cloud Edition support matrix

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

Azure AD integration is required.

Supported WorkZone version

- WorkZone 2021.1

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
- WorkZone Interact

Unavailable services

A number of legacy services is 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	1809, 1909, 2004, 20H2	32 bit & 64 bit
	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 access the Exchange Online server using the account used to send smartmails.

Supported browsers

WorkZone 2021.1 is the last WorkZone version that will support HTTP protocol.

Internet browser	Notes
<p>Google Chrome for Windows (32 bit and 64 bit)</p>	<p>Version 71 or later.</p> <p>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>Google Chrome for macOS</p>	<p>Explorer integration is not supported in Google Chrome for macOS.</p>
<p>Microsoft Edge (32 bit and 64 bit)</p>	<p>Version 18.</p> <div data-bbox="818 999 1481 1765" style="border: 1px solid #0070C0; padding: 10px; margin-top: 10px;"> <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. 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. </div>
<p>Microsoft Edge Chromium (32 bit and 64 bit)</p>	<p>Due to the Chromium-based browsers' security model, WorkZone Explorer will not be opened automatically when using the </p>

Internet browser	Notes
	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.
Safari	Explorer integration is not supported in Safari browser.

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

Microsoft Office solutions

Microsoft Office Suite

WorkZone 2021.1 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 2.28.1 or later.

Mobile

WorkZone Mobile is currently not supported in WorkZone Cloud Edition.

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

Fixed bugs in WorkZone 2021.1

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

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

Outlook Mail in a desktop application and on the web – Incorrect data is shown for some time in the pinned WorkZone 365 pane when you are quickly switching between emails

Please be aware that after you have been quickly switching between emails in the Outlook while the WorkZone 365 pane was pinned, and you then stop on one of the emails, you may see the data for another email in the WorkZone 365 pane for a while. If you need to switch between many emails very quickly, we recommend not to pin the WorkZone 365 pane, and open it for a particular email on which you want to work in WorkZone.

Outlook Mail in a desktop application – Cannot open saved emails in WorkZone Client

If you don't have the WorkZone for Office Add-in installed, you currently cannot open emails saved to WorkZone via the WorkZone 365 Add-in in WorkZone Client. In this case please use Microsoft Outlook or WorkZone Explorer to view the email saved to WorkZone.

Outlook Mail in a desktop application – WorkZone 365 Add-in button is disabled when the email is opened as an .eml file in WorkZone Client or WorkZone Explorer

It is a known issue. Please use the WorkZone 365 pane in Microsoft Outlook to edit the WorkZone email information.

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.

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