



2021.2

Release Notes

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About this release

These Release Notes provide an overview of new features and changed functionality for KMD WorkZone 2021.2.

Contents

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

Version overview

For an overview of the build numbers, readme files as well as any potential released hot fixes for the modules of this version, see [Version overview](#)

WorkZone links

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

WorkZone news

KMD WorkZone 2021.2

New WorkZone I/O Manager

With this release, a new capability WorkZone I/O Manager is introduced on the WorkZone platform. WorkZone I/O Manager is a flexible and powerful integration technology that enables advanced input/output management and system-to-system integration with a no-code approach. Through configuring flows and utilizing the variety of connector modules, you can build sophisticated background production and distribution flows that include merge and the use of phrases, graphs, and so on. You can process all kinds of incoming information, establish synchronization between different data sources, establish ETL processes (Extract, Transform, Load) for business intelligence/data warehouse purposes, just to mention a few perspectives.

WorkZone I/O Manager is based on the 3rd party technology Lasernet from Formpipe. Lascript is embedded in the WorkZone platform, which allowing you to configure a variety of input and output management aspects with WorkZone.

See [About WorkZone I/O Manager](#).

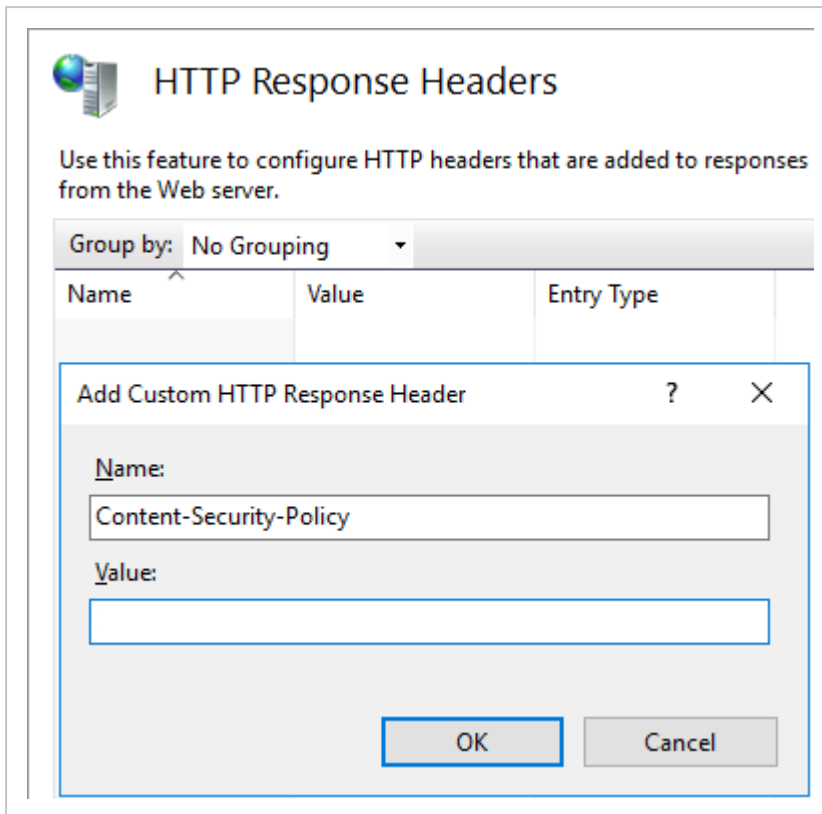
For more information, please contact your Service Delivery Manager.

Default Content Security Policies for WorkZone Client and WorkZone Configurator

Default Content Security Policies have been configured and enabled upon installation for WorkZone Client and WorkZone Configurator to enhance effective security controls available to the web browser and help prevent client-side attacks, such as Cross-Site Scripting.

If connectivity issues or issues with the execution of scripts or other code snippets in browsers accessing WorkZone Client or WorkZone Configurator are experienced, these issues might be attributed the default Content Security Policy values.

The default Content Security Policies can be checked and configured on the Microsoft IIS 7 server in the IIS Manager form to see if the policy performs as expected and adjust the policy values if necessary.



The Content Security Policy settings can also be checked by using the developer tools in the relevant browser or by using 3rd party development tools - for example Postman (a platform for API development).

A Content Security Policy cannot stand alone and should be considered a defense-in-depth measure for injection attacks, as it is dependent on browser support.

For more information, see [Check Content Security Policies](#)

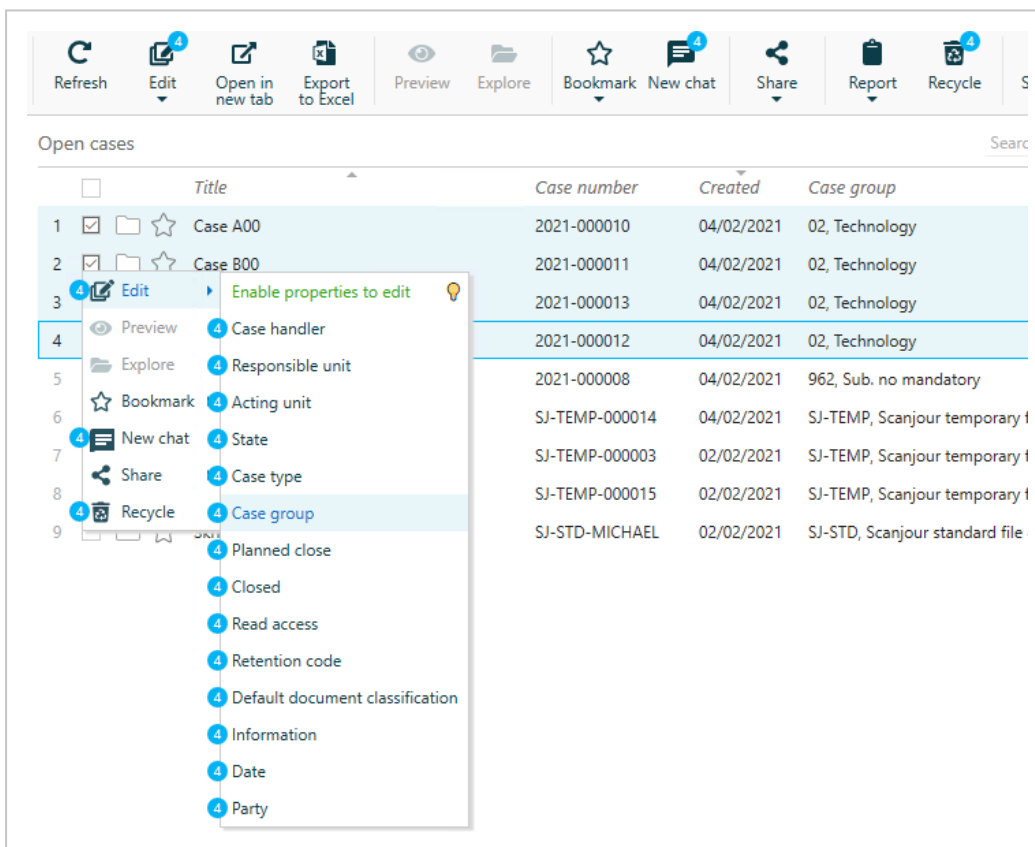
WorkZone Client


Users

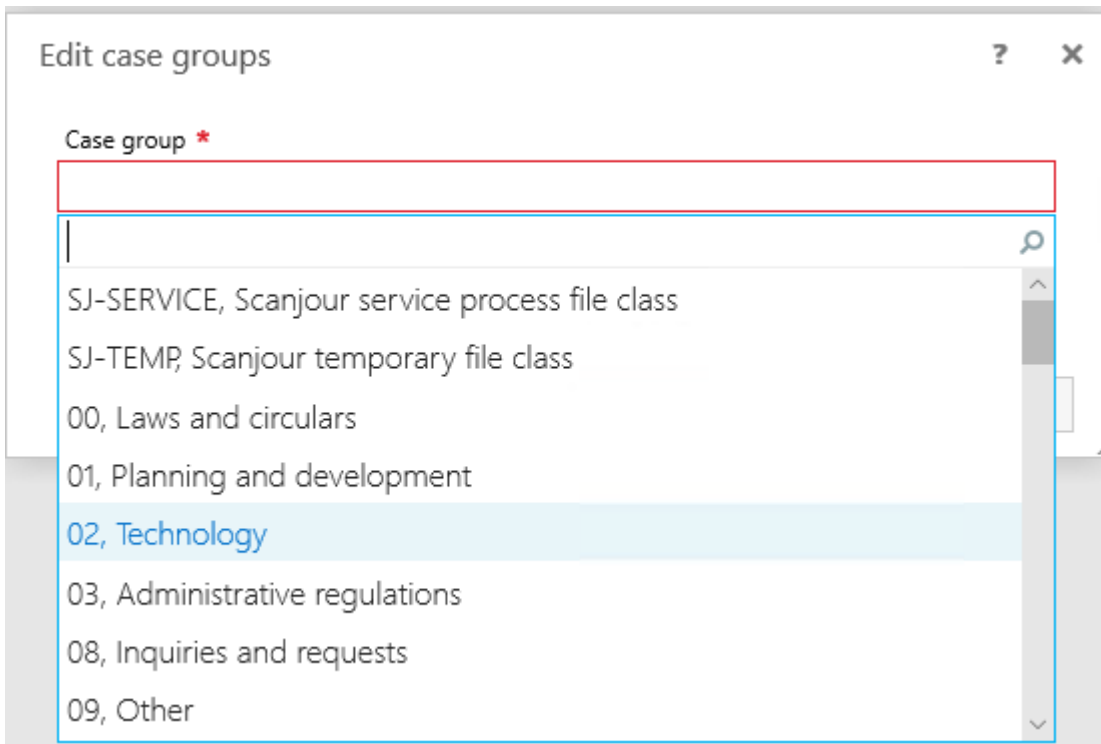
Cases

Change case group and child case groups for multiple cases

Users can change the case group and the child case group for multiple cases in a case list, for example after updating the classification scheme for the case taxonomy where the case group of existing cases needs to be changed. Previously, each case had to be updated individually but now users can search for cases and mass-update their case groups from the search results tab.



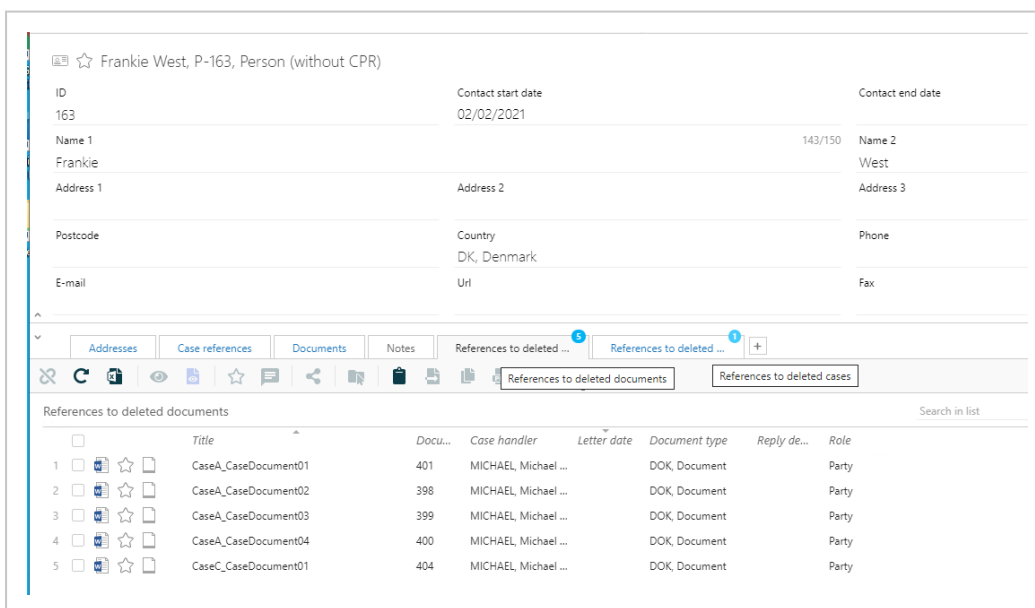
Select the cases in the list, click  **Edit > Case groups** and then select the new case group and/or child case group to apply for all the selected cases.



Contacts

References to deleted cases or documents detail tabs

Two new read-only detail tabs have been introduced to the contact details page: **References to deleted documents** and **References to deleted cases**.



Each detail tab displays all references of the active contact to documents or cases respectively that have been deleted and are currently in the recycle bin. The new tabs can be used with the existing **Case references** and **Documents** detail tabs on the contact detail page to get an overview of a contact's references before deleting the contact.

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

CPR Batch and guardians without CPR numbers

When importing CPR contact data from CPR Online or updating CPR contact data using CPR Batch, contacts with guardians that do not possess a Danish CPR number (for example legal companies acting as interim guardians) are now automatically imported into WorkZone as a Person (without CPR) contact.

A reference with the Guardian role is also automatically created between the contact and the guardian.

Name 1	Name 2	Type	ID	Address 1	E-mail	Phone	Role
Lissen Viola	Larsson	Person (with CPR)	011294-7728	C.V.Jørgensens Alle 11,2 th			Væрге for

Note: The default contact type (known as Name types) of guardians without CPR numbers can be changed to better suit your organization's requirements.

If CPR Batch is employed

If a new guardian without CPR number is assigned to the contact, the next CPR Batch update will create the new guardian in WorkZone along with a new reference with the Guardian role.

The old guardian contact will not be deleted from WorkZone but the reference between the old guardian and the contact will be removed.

CPR Batch subscriptions

A subscription to CPR Batch update is now first created when a contact is imported into WorkZone. Previously, a subscription to CPR Batch update was automatically created for a contact when a user performed a search for the contact.

Contact data is only updated if a contact has been imported into the WorkZone database and also subscribes to CPR Batch updates.

CPR number updates

If a contact's CPR number is updated, for example if the contact has registered a gender change, the contact's CPR number in WorkZone will be updated automatically if CPR Batch is subscribed to and set up correctly. If a subscription to CPR Batch is not active, the contact's CPR number can be updated manually through CPR Online.

When updating a contact's CPR number, regardless of how it is done, the contact's previous CPR number is stored in the **Previous name code** field to help users search for the contact using the previous CPR number as well as the new one. The **Previous name code** field is not displayed by default and must be added manually to the contact searches, contact detail pages and contact lists.

The **Previous name code** field is read-only and cannot be updated through user interaction.

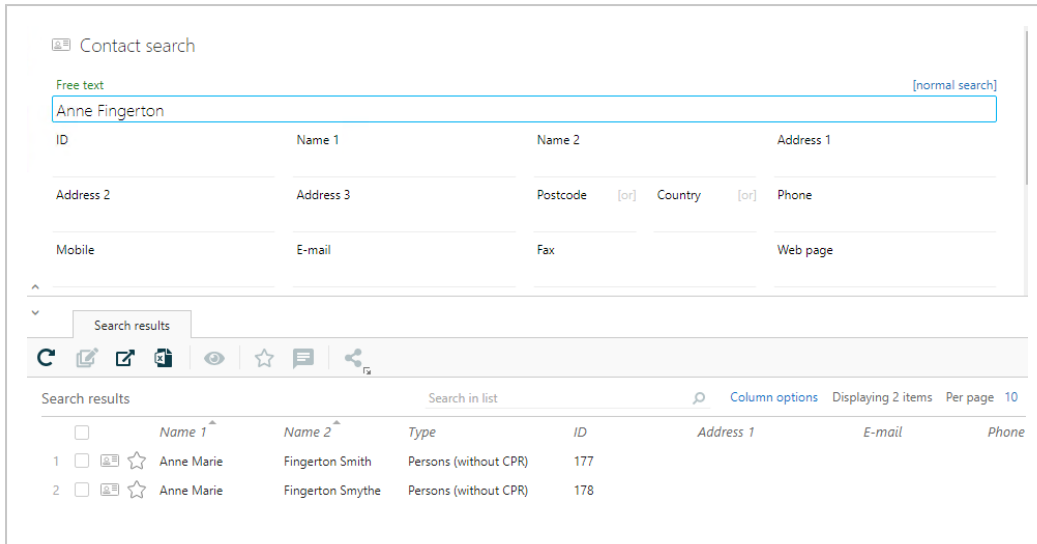
Searches

Changed free text search behavior

The behavior of free text searches has been changed.

If three search words or less are entered in the free text search field, the entire search expression will be interpreted as containing an AND operator between each search word. The automatically applied AND operators will not be displayed in the free text search field. Since free text searches look up in all indexed text, the values in the Name 1 and Name 2 fields can be searched for more effectively

For example, entering *Anne Marie* in the free text search field will display the contacts named *Anne Marie Fingerton Smythe* and *Anne Marie Fingerton Smith* in the search results tab when the search is executed.



Exceptions

If any search operators (AND, OR, NOT, etc) are manually applied to the search words in the free text search field (for example “Frank OR Lloyd OR Wright”), the free text search expression will not be interpreted as containing an AND operator between each search word and the search expression will be applied as it is entered in the field.

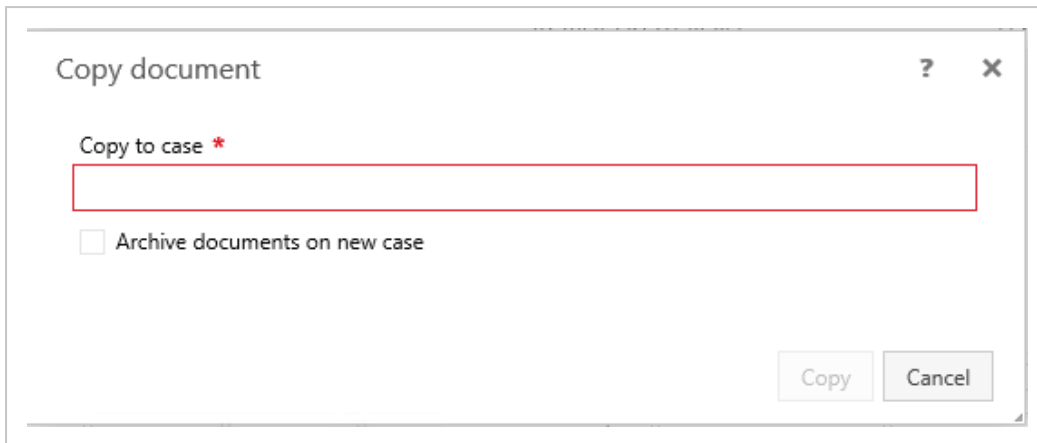
If four or more search words are specified in the free text search field, all the individual search words will be joined into one single search expression - for example entering *Anne Marie Fingerton Smythe* in the free text search field will result in a search for “*Anne Marie Fingerton Smythe*”. When the search is executed, the contact named *Anne Marie Fingerton Smythe* will be displayed in the search results tab but the contact named *Anne Marie Fingerton Smith* will not be displayed.

Documents

Copy documents to other cases and register as archived

Documents can be copied to other cases and registered as archived during the copying process. This enables archived documents can be copied to other cases and still retain their archived states on the new cases.

Copied archived documents are created as drafts in the case they are copied to by default, but you can select to register the document as archived on the new case when you copy it.



Annotate, redact and edit PDF documents

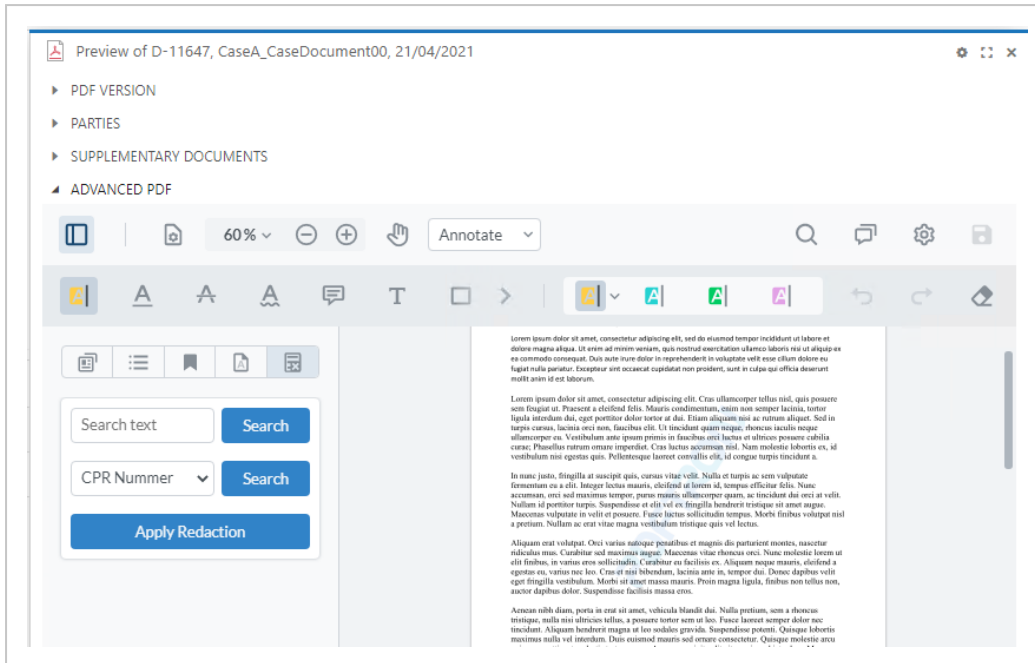
PDF documents can be annotated, redacted and edited using the new Advanced PDF functionality. Advanced PDF replaces the Advanced PDF viewer introduced in WorkZone 2020.3 all aspects.

Separate Advanced PDF licenses are required to annotate/redact and edit PDF documents. A free version of the Advanced PDF is however available and installed by default. The free version of Advanced PDF can only be used to read PDF documents and the default WorkZone PDF Viewer is still installed and enabled for all users.

Note: Licensed versions of Advanced PDF must be enabled in WorkZone Configurator.

The Advanced PDF license consists of three tiers. The first tier is installed by default and is free of charge. The second tier includes annotation and redaction features while the third tier contains annotation, redaction and advanced PDF editing features. The PDF Viewer is still available by default and enabled for use.

Both the **Advanced PDF** and **PDF Viewer** panes are opened from the preview pane. By default the preview pane contains and displays the **PDF Viewer** pane, but the preview pane must be configured to also display the **Advanced PDF** pane.



Advanced PDF enables WorkZone users to do the following on a PDF document:

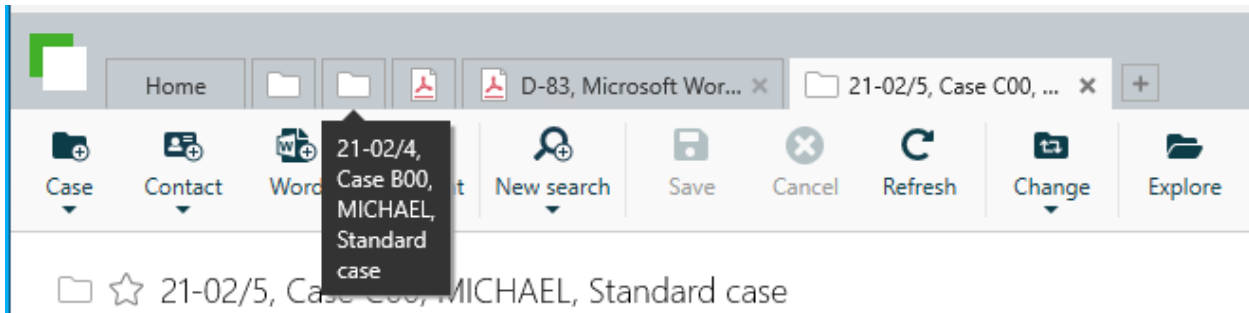
- Add advanced annotations such as highlights, notes, callouts, comments, apply text formatting such as striking out, underlining or marking text, adding text boxes and free hand drawings.
- Search for and mark terms for redaction.
- Preview text marked for redaction before applying the redactions as well as sending the redaction-marked document for review before redaction is applied.
- Rotate, move or delete pages.
- Extract existing pages.
- Add, remove or edit temporary bookmarks.
- Add a watermark to the document.

Note: AdvancedPDF editing is not supported by the Internet Explorer 11 browser .

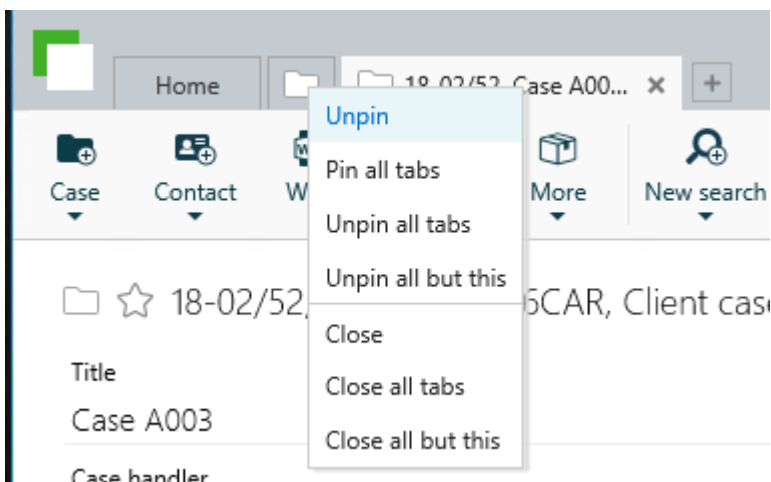
Miscellaneous

Updated pinned tabs behavior

Pinned tabs are now collapsed and grouped in the far left of the tab row, freeing up space for the detail page tabs. Pinned and unpinned tabs can be rearranged by dragging the tabs to new positions within in the tab groupings (pinned or unpinned). Pinned and unpinned tabs cannot be mixed in the tab row. A tooltip text is displayed when hovering a mouse cursor over a pinned tab.



Pinned tabs as well as their tab order are restored whenever WorkZone Client launches and can be used as a quick way to have a set of favorite or important pages ready for work when WorkZone Client is opened.



To pin, unpin as well as close a tab, right-click the tab and select the relevant option from the menu. Closing a pinned tab will also unpin it.

Administrators

Default Content Security Policies

Default Content Security Policies have been configured and enabled upon installation for WorkZone Client and WorkZone Configurator to enhance effective security controls available to the web browser and help prevent client-side attacks, such as Cross-Site Scripting.

For more information, see [WorkZone news](#)

Custom types can inherit the referenced case or contact's access rights

Custom types that reference a case or contact can be protected by the access codes of the referencing case or contact. If a custom type contains multiple custom type fields that reference a case or contact, the custom type will inherit the access codes of all the referenced cases and contacts that inheritance has been enabled for, similar to WorkZone access code functionality.

Select the **Protect by** option on the custom type field parameters form to enable Access code inheritances for the custom type. The **Protected by** option is only accessible for custom type fields that reference cases or contacts.

Only custom type fields referencing cases and contacts can inherit the referenced case or contact's access right. Custom type fields referencing document cannot not inherit the referenced document's access rights.

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

Manually assign access rights to custom types

WorkZone users can also manually assign apply access codes to custom type records.

A system administrator must select the **R/W Access code** option in the properties of the custom type to enable users to set access rights on the custom type.

Access rights inherited by or assigned to custom types are applied throughout WorkZone, for example to search results performed in WorkZone QueryBuilder.

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

Improved security for WorkZone Client configuration data

Access codes have been added to the tables storing WorkZone configuration data so configuration data can only be updated by properly authenticated users.

Developers

No new features in this release.

WorkZone Configurator

Users

No new features in this release.

Administrators

Custom types can inherit the referenced case or contact's access rights

Custom types that reference a case or contact can be protected by the access codes of the referencing case or contact. If a custom type contains multiple custom type fields that reference a case or contact, the custom type will inherit the access codes of all the referenced cases and contacts that inheritance has been enabled for, similar to WorkZone access code functionality.

Select the **Protect by** option on the custom type field parameters form to enable Access code inheritances for the custom type. The **Protected by** option is only accessible for custom type fields that reference cases or contacts.

Create custom type field

Name: CaseNo

Label by default: Case Number

Localize label

Use as entity description

Protect by

Type of field: Case

Start date: dd/MM/yyyy

End date: dd/MM/yyyy

Create Cancel

Only custom type fields referencing cases and contacts can inherit the referenced case or contact's access right. Custom type fields referencing document cannot not inherit the referenced document's access rights.

Manually assign access rights to custom types

WorkZone users can also manually assign apply access codes to custom type records.

A system administrator must select the **R/W Access code** option in the properties of the custom type to enable users to set access rights on the custom type.

The screenshot shows a 'Create custom type' dialog box. It includes the following fields and controls:

- Name:** Custom_Type_Access_Rights
- Label by default:** CustTypeAccCode
- Localize label:** A globe icon and a dropdown arrow.
- Label (da-DK):** An empty text input field.
- Label (en-GB):** Enter label (en-GB)
- Start date:** A date picker showing dd/MM/yyyy.
- End date:** A date picker showing dd/MM/yyyy.
- R/W Access code:** A green toggle switch that is currently turned on.
- Buttons:** 'Create' (green) and 'Cancel' (grey) buttons at the bottom right.

Access rights inherited by or assigned to custom types are applied throughout WorkZone, for example to search results performed in WorkZone QueryBuilder.

Default Content Security Policies

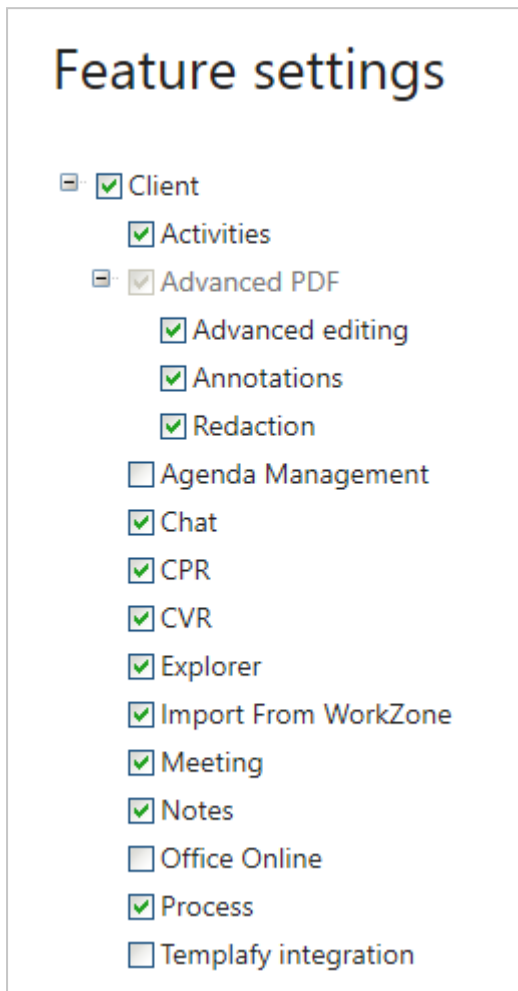
Default Content Security Policies have been configured and enabled upon installation for WorkZone Client and WorkZone Configurator to enhance effective security controls available to the web browser and help prevent client-side attacks, such as Cross-Site Scripting.

For more information, see WorkZone news

Advanced PDF feature settings and search rules

Feature settings for Advanced PDF have been added to **Global > Feature Settings > Client**.

The feature settings are used to enable Advanced PDF editing in WorkZone Client after purchase and configuration of Advanced PDF.



Feature settings

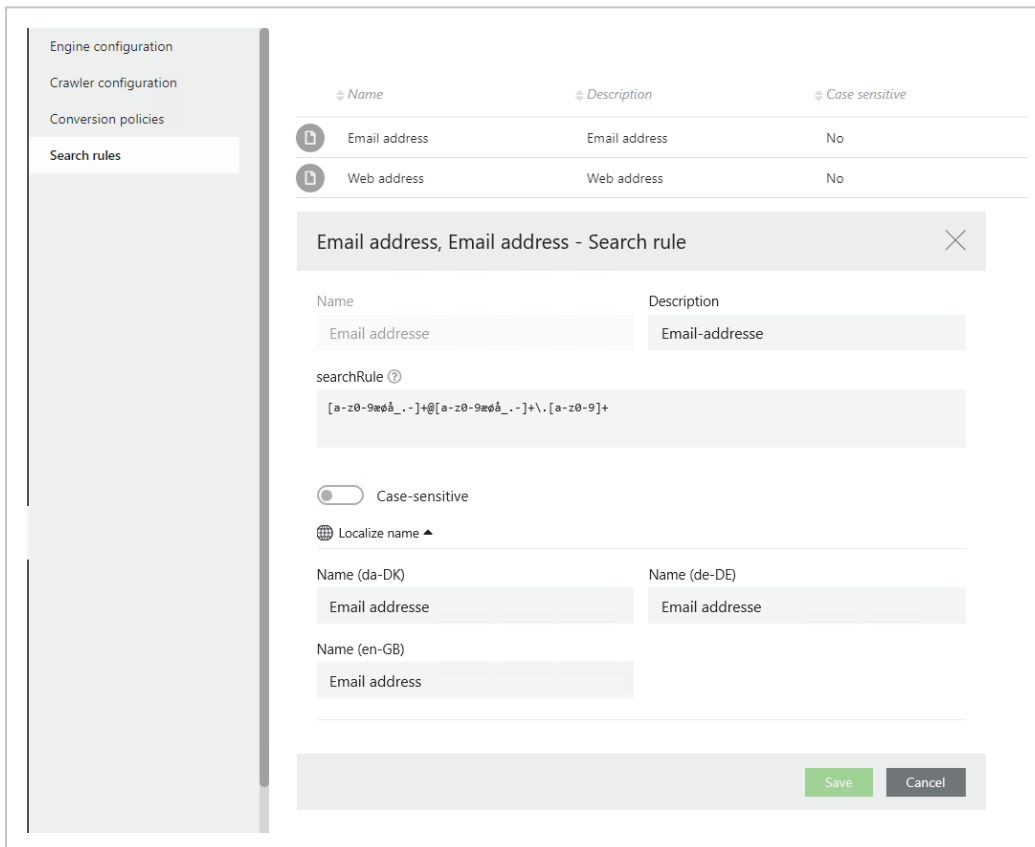
- **Advanced PDF:** Enables the free version of Advanced PDF which displays the document with a PDFTron watermark. This feature setting is enabled by default and cannot be disabled.
- **Advanced editing:** Enables editing options in Advanced PDF in WorkZone Client. This feature setting requires a separate PDF Advanced Editing license.
- **Annotations:** Enables annotation options in Advanced PDF in WorkZone Client. This feature setting requires a separate PDF Annotations and Redaction license.
- **Redaction:** Select this feature setting to enable the Advanced PDF annotation functions. This feature setting requires a separate PDF Annotations and Redaction license.

The **Preview** pane in WorkZone Client must be configured to display the **Advanced PDF** pane.

Advanced PDF redaction search rules

Search rules make it easier for users to search for and mark specific text snippets for redaction, for example email addresses or web addresses (the two search rules provided by default)

In WorkZone Configurator > **PDF** > **Search rules**, system administrators can create a set of customized search rules which users can apply to their searches when using the redaction options in Advanced PDF. Creating customized own search rules helps users search for other types of specific text snippets that are relevant to their organization, workflows or legislation such as social security numbers, titles, specific addresses, phone numbers or other texts that are to be redacted.



Search rules are formulated using regular expressions and can be used by all users once a rule has been saved and WorkZone Client refreshed.

Developers

No new features in this release.

WorkZone Content Server

Users

No new features in this release.

Administrators

Re-indexing required when upgrading

If you upgrade your WorkZone Content Server 2021.0 or WorkZone Content Server 2021.1 installation to WorkZone Content Server 2021.2, the meta data for the **File**, **Record**, **Contact**, and **Address** tables must reindexed. Reindexing the meta data for the **Document** table is not necessary.

CPR Batch

CPR Batch and guardians without CPR numbers

When importing CPR contact data from CPR Online or updating CPR contact data using CPR Batch, guardians that do not possess a Danish CPR number (for example legal companies acting as interim guardians) are now automatically imported into WorkZone as a Person (without CPR) contact. A reference with the Guardian role is also automatically created between the contact and the guardian. System Administrators can change the default contact type a guardian without CPR number is created as.

For more information, see [Configure CPR Connection](#)

If CPR Batch is employed

If a new guardian without CPR number is assigned to the contact, the next CPR Batch update will create the new guardian in WorkZone along with a new reference with the Guardian role. The old guardian contact will not be deleted from WorkZone but the reference between the old guardian and the contact will be removed.

CPR Batch subscriptions

A subscription to CPR Batch update is now first created when a contact is imported into WorkZone. Previously, a subscription to the CPR Batch update was automatically created for a contact when a user performed a search for the contact.

Contact data is only updated if a contact has been imported into the WorkZone database and also subscribes to CPR Batch updates.

Changed contact CPR number imported

When using WorkZone CPR Batch to update contact information, CPR numbers that have been changed are now automatically imported and the CPR number updated in WorkZone. The contact's previous CPR number is registered in the **Previous name code** field to enable WorkZone users to search for the contact by using the contact's previous CPR number as well as the new one.

The **Previous name code** field can only be updated by the system and not through user interaction.

Developers

No new features in this release.

OData

Users

No new features in this release.

Administrators

Updated Cross Origin Resource Sharing (CORS)

Cross-Origin Resource Sharing (CORS) used in WorkZone services, such as WorkZone PDF Engine, WorkZone Process and WorkZone OData has been updated.

If WorkZone services are to be requested from browsers or web clients from other domains (for example WorkZone Client and WorkZone Configurator applications hosted on a different host than Process service), system administrators must configure the Cross-Origin Resource Sharing parameters **AllowedCorsOrigins** and **AllowedCorsHeaders** for WorkZone PDF Engine, WorkZone Process and the optional silent installation parameter **CORSORIGINS** for WorkZone OData.

Cross Origin Resource sharing can be configured manually in the WorkZone config files after product installation.

Developers

No new features in this release.

WorkZone QueryBuilder

No new features in this release.

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

No new features in this release.

WorkZone Mass Dispatch

Users

No new features in this release.

Administrators

No new features in this release.

Developers

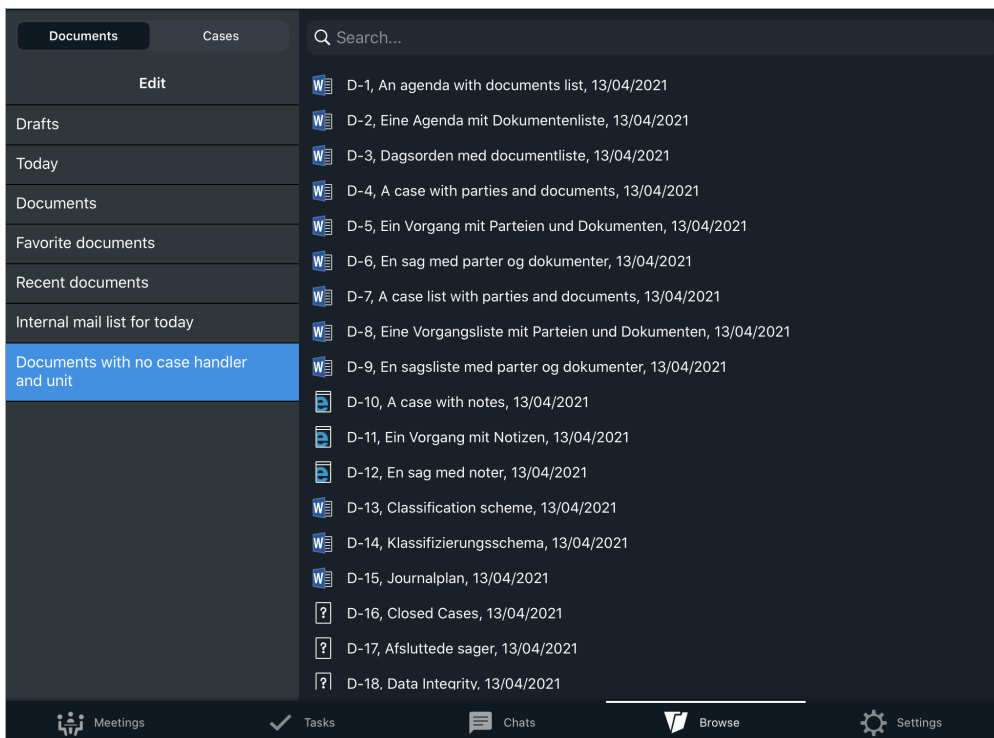
No new features in this release.

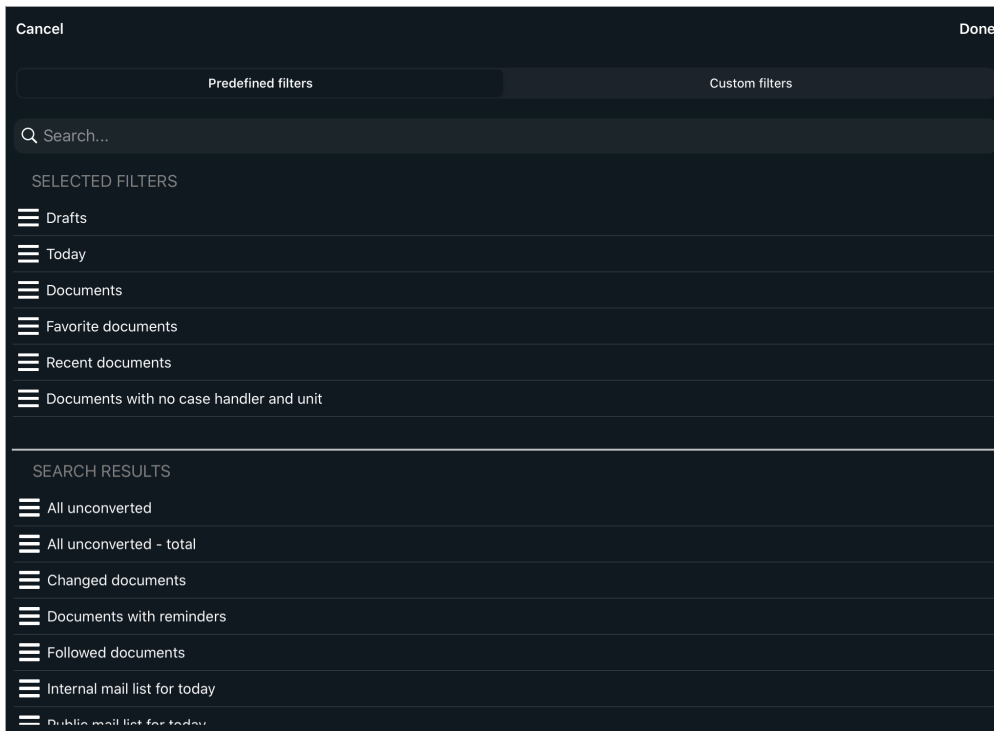
WorkZone Mobile

Users

Browse using your WorkZone lists

You can now navigate in the Browse module using your predefined and custom WorkZone lists, and arrange them according to your needs. See [Customize your displayed lists](#) and [Search for cases and documents](#).





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

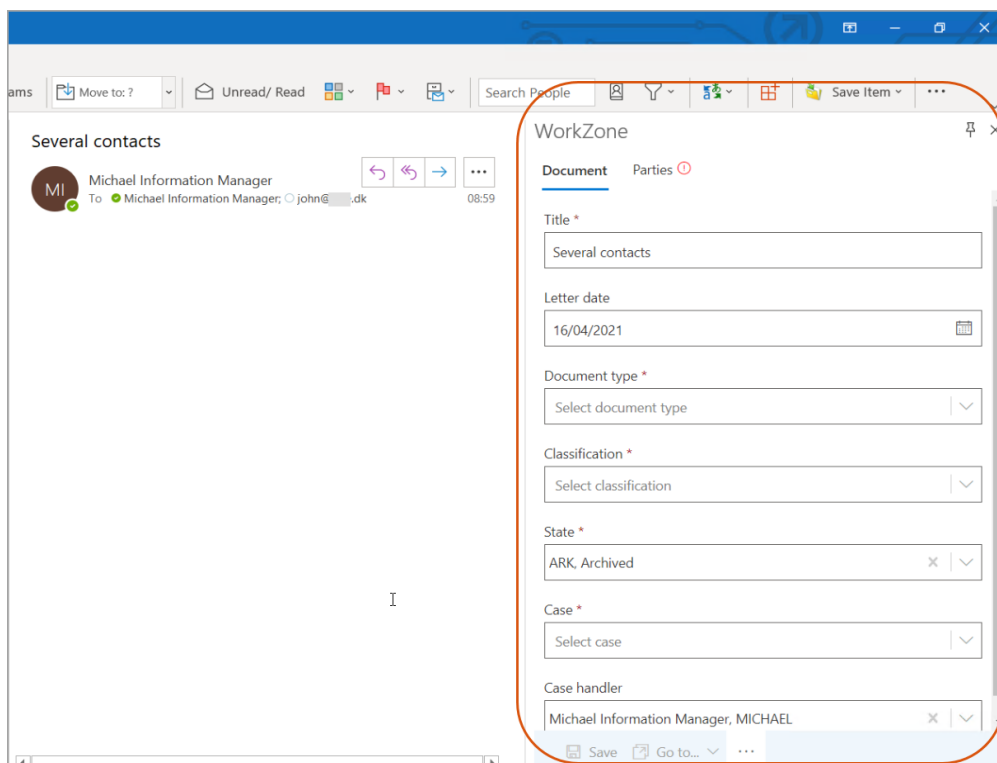
No new features in this release.

WorkZone 365

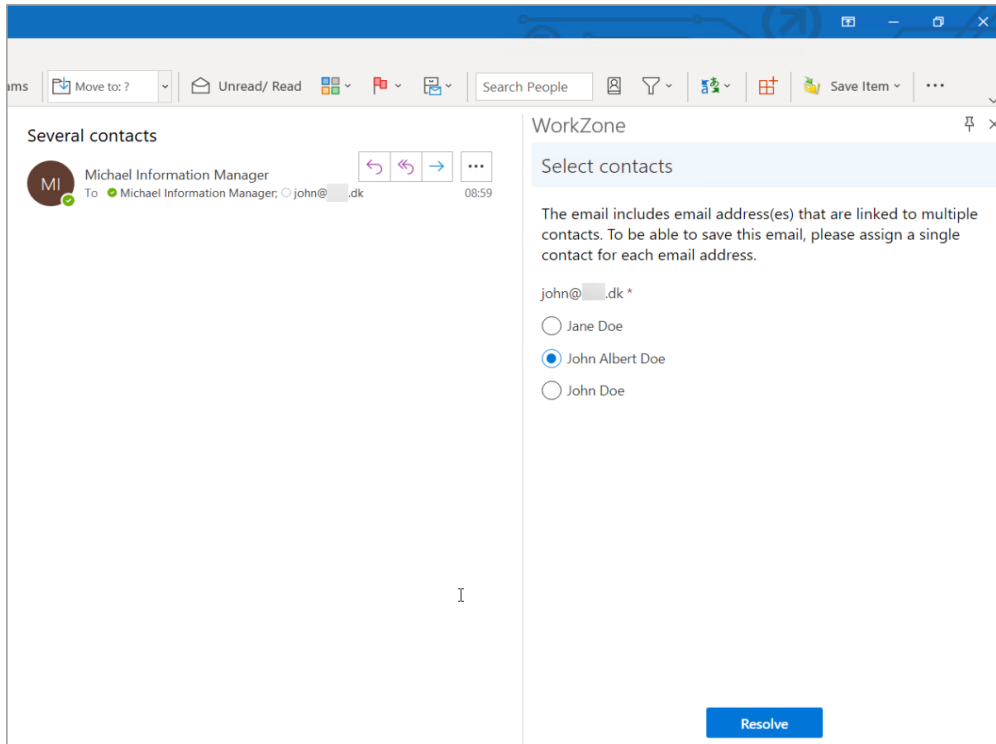
Users

User experience improvements

- The **Parties** tab has been added to the WorkZone 365 pane. See [Manage email parties](#).



- Improved logic for the **Document type** that is automatically assigned to new emails when they are saved in WorkZone. See [Work with emails in WorkZone](#).
- Improved search logic. See [Work with emails in WorkZone](#).
- Improved contact resolution, when an email has multiple WorkZone contacts registered with the same email address. See [Work with emails in WorkZone](#).



- The **Case** field for the new emails is left empty by default, so that you can select the needed case yourself.

Administrators

No new features in this release.

Developers

No new features in this release.

WorkZone PDF

Administrators

Updated Cross Origin Resource Sharing (CORS)

Cross-Origin Resource Sharing (CORS) used in WorkZone services, such as WorkZone PDF Engine, WorkZone Process and WorkZone OData has been updated.

If WorkZone services are to be requested from browsers or web clients from other domains (for example WorkZone Client and WorkZone Configurator applications hosted on a different host than Process service), system administrators must configure the Cross-Origin Resource Sharing parameters **AllowedCorsOrigins** and **AllowedCorsHeaders** for WorkZone PDF Engine, WorkZone Process and the optional silent installation parameter **CORSORIGINS** for WorkZone OData.

Developers

Changes in Microsoft Word templates of custom reports

If a main document has at least one supplementary document, the number of supplementary documents will be displayed in brackets after the title of the main document. See [Developer Guide for WorkZone PDF](#).

Documents

Title	State	Type	Record No.
MainRecord4 (3)	UÅ, Draft	DOK, Document	0
MainRecord4_Supplementary1	UÅ, Draft	DOK, Document	0
MainRecord4_Supplementary2	UÅ, Draft	DOK, Document	0
MainRecord4_Supplementary3	UÅ, Draft	DOK, Document	0
MainRecord1 (2)	UÅ, Draft	DOK, Document	0
MainRecord1_Supplementary1	UÅ, Draft	DOK, Document	0
MainRecord1_Supplementary2	UÅ, Draft	DOK, Document	0

WorkZone Process

Users

No new features in this release.

Administrators

Updated Cross Origin Resource Sharing (CORS)

Cross-Origin Resource Sharing (CORS) used in WorkZone services, such as WorkZone PDF Engine, WorkZone Process and WorkZone OData has been updated.

If WorkZone services are to be requested from browsers or web clients from other domains (for example WorkZone Client and WorkZone Configurator applications hosted on a different host than Process service), system administrators must configure the Cross-Origin Resource Sharing parameters **AllowedCorsOrigins** and **AllowedCorsHeaders** for WorkZone PDF Engine, WorkZone Process and the optional silent installation parameter **CORSORIGINS** for WorkZone OData.

Next generation Digital Post (NgDP) - Experimental

WorkZone now supports next generation Digital Post (NgDP) in an experimental version. WorkZone supports sending and receiving through NgDP as a new channel for SmartPost. As this is a regulatory change, this release will be followed by hotfixes to previous WorkZone release where relevant. The new NgDP feature makes it possible to test the new Digital Post with WorkZone. KMD WorkZone Consulting offers NgDP-relevant services. Please contact your Service Delivery Manager for more information.

NgDP is still under development, the WorkZone integration will therefore be continuously adjusted and improved accordingly. The improvements to the integration will be part of coming WorkZone releases.

See [Configure SmartPost to use next generation Digital Post \(NgDP\)](#).

Microsoft Graph integration - sending smartmails and email notifications

In previous releases, sending smartmails and email notifications in WorkZone Process was handled using the EWS (Exchange Web Services) library. EWS supported both the on-premises and the cloud version of Exchange server.

To strengthen the security of WorkZone and ensure continuous updates of the library, the Microsoft Graph library is now used instead of the EWS library to send smartmails and email notifications in cloud environments.

For on-premises installations, EWS is still used. It is also possible to use EWS in a cloud installation but only with basic authentication. To be future-proof, it is recommended to use the Microsoft Graph library.

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

Note: In this release, only sending emails using Microsoft Graph is supported. Receiving emails is not yet supported. This means that, for example, the Mailbox Monitor service workflow still uses the EWS library, and that this service is not yet supported in WorkZone Cloud Edition.

Developers

No new features in this release.

WorkZone support matrix (on-premises)

Important: This support matrix covers using the on-premises installation of WorkZone. 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 2021.2
- WorkZone 2020.0, WorkZone 2020.1, WorkZone 2020.2, WorkZone 2020.3
- 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 2021.2 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	1809*, 1909, 2004, 20H2 *not supported for WorkZone 365	32 bit & 64 bit

Note: It is recommended to apply all recommended Windows Updates.

macOS	High Sierra (10.13.6)
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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 2021.2 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.

Microsoft Exchange Server	Notes
Exchange Server 2019	<p>The MailAgent must be set to communicate with Exchange Server via Exchange Web Services.</p> <p>Note: For WorkZone 365, the Outlook - Mail module is not supported. Other modules (Word, Excel, PowerPoint, Outlook - Meeting) are supported.</p>
Exchange Online	<p>WorkZone Content Server must be able to access the Exchange Online server using the account used to send smartmails.</p>

Oracle database

WorkZone 2021.2 supports the following Oracle database versions:

Database server

Database server	Notes
<p>Oracle 12.2.0.1*</p> <p>*Oracle 12.2 is not supported for new databases</p>	<p>Standard edition or higher.</p>
<p>Oracle 18c (12.2.0.2)</p>	<p>Standard edition or higher.</p>
<p>Oracle 19c (12.2.0.3)</p>	<p>Standard edition or higher.</p>

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

Note: Starting from WorkZone 2021.2, only the HTTPS protocol is supported.

WorkZone 2021.2 supports the following browsers:


Internet browser	Notes
Microsoft Internet Explorer 11.0 (32 bit only)	<ul style="list-style-type: none"> Integration with Templafy using the http protocol is not supported. PDF document editing using the AdvancedPDF editor is not supported. As of August 2021, Internet Explorer will not be supported by ACOS Interact.
Google Chrome for Windows (32 bit and 64 bit)	Version 71 or later.

Note:

- Links in Microsoft Exchange Online Server messages are opened in Internet Explorer

Internet browser	Notes
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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


Note:

- 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)

Version 18.

Note:

Internet browser	Notes
	<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>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 supported in Safari browser.</p>

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

Microsoft Office solutions

Microsoft Office Suite

WorkZone 2021.2 supports the following versions of Microsoft Office:

Microsoft Office version	WorkZone Mobile	WorkZone 365	WorkZone for Office	Notes
Microsoft Office 2016	-	no	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	-	no	yes, Click-to-Run	32 bit & 64 bit
Microsoft Office Online	-	yes	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.

Lasernet

Lasernet 9.

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 \(on-premises\)](#).

Prerequisite: Azure AD integration is required.

Supported WorkZone version

- WorkZone 2021.2

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 *not supported for WorkZone 365	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 access the Exchange Online server using the account used to send smartmails.

Supported browsers

Note: Starting from WorkZone 2021.2, only the HTTPS protocol is supported.

Internet browser	Notes
<p>Google Chrome for Windows (32 bit and 64 bit)</p>	<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>
<p>Google Chrome for macOS</p>	<p>Note: Explorer integration is not supported in Google Chrome for macOS.</p>
<p>Microsoft Edge (32 bit and 64 bit)</p>	<p>Version 18.</p> <p>Note:</p> <ul style="list-style-type: none"> • Integration with Templafy using the http protocol is not supported. • Users must be signed in to the

Internet browser	Notes
	<p>WorkZone IdentityServer to enable integration to the Windows File 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>
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. 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>
Safari	<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 2021.2 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

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

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

Fixed bugs in WorkZone 2021.2

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 Process

Receiving emails is not supported using Microsoft Graph

In this release, only sending emails using Microsoft Graph is supported. Receiving emails is not yet supported. This means that, for example, the Mailbox Monitor service workflow still uses the EWS library, and that this service is not yet supported in WorkZone Cloud Edition.

You cannot perform any actions after taking over a task (Take over button)

In some situations, it is not possible to perform actions on a task that you have taken over from another user by clicking the **Take over** button in a task, for example if the user has left the task open but is out of office and cannot respond to it.

You can work around the issue in two ways:

- If you are the process owner, you can open the task from the preview pane in WorkZone Client and perform actions on the task on behalf of the user.
- If you are not the process owner, you can take ownership of the process, and then perform actions on the task on behalf of the user.

See also:

[Take ownership of a process](#)

[View a process](#)

[Locked tasks](#)

WorkZone for Office

You cannot save a PowerPoint presentation after using 'Save as new' option

After using the **Save as new** option for a PowerPoint presentation, it is not possible to save the original document.

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