



2021.3

Release Notes

Contents

About this release	7
Contents	7
Version overview	7
WorkZone Client	8
Users	8
Cases	8
Character limit in Case text field removed	8
Contacts	8
Update CVR contacts using the CVR Update module	8
Documents	9
Advanced PDF viewer full version	9
Administrators	9
Developers	9
WorkZone Configurator	10
Users	10
Administrators	10
Developers	10
WorkZone Content Server	11
Users	11
Administrators	11
Update CVR contacts using the CVR Update module	11
Developers	11
OData	12
Users	12
Administrators	12
Developers	12
WorkZone QueryBuilder	13

WorkZone Explorer	14
Users	14
Administrators	14
Developers	14
WorkZone Export/Import	15
WorkZone Mass Dispatch	16
Users	16
Administrators	16
Developers	16
WorkZone Mobile	17
Users	17
Administrators	17
Developers	17
WorkZone for Office	18
Users	18
Administrators	18
Developers	18
WorkZone 365	19
Users	19
Work with WorkZone from Microsoft Teams	19
Administrators	19
Developers	19
WorkZone PDF	20
Administrators	20
Developers	20
WorkZone Process	21
Users	21
Administrators	21

Next generation Digital Post (NgDP) - Experimental	21
DCR Graph/Case Activity enhancements	21
Maximum number of activity loops	21
The Running status and idle graphs	22
Microsoft Graph support for service workflows using Microsoft Exchange Online	22
Developers	23
Other WorkZone news	24
KMD WorkZone 2021.3	24
WorkZone I/O Manager setup and integration	24
Registering WorkZone app in Azure	24
Release and hotfix Readme files	24
Build numbers	24
Hotfix descriptions	24
Release and hotfix readme files for previous versions	25
WorkZone support matrix (on-premises)	26
Supported WorkZone versions	26
3rd party products	26
Operating systems	26
Server operating systems	26
Client operating systems	27
Microsoft.NET framework	27
Microsoft Exchange Server	27
Oracle database	28
Database server	28
Database client	29
Supported browsers	29
Microsoft Office solutions	31
Microsoft Office Suite	31

Microsoft Office Online Server	31
CPR	32
InfoScan	32
WorkZone Interact	32
Lasernet	32
Mobile	32
WorkZone Cloud Edition support matrix	33
Supported WorkZone version	33
3rd party products	33
WorkZone Cloud Edition services	33
Unavailable services	33
Operating systems	34
Microsoft Exchange Server	34
Supported browsers	34
Microsoft Office solutions	36
Microsoft Office Suite	36
Microsoft Office Online Server	36
WorkZone Interact	36
Mobile	37
Fixed bugs in WorkZone 2021.3	38
Known issues	39
WorkZone Cloud Edition	39
Missing images in PDF rendition of emails	39
WorkZone Process	39
You cannot perform any actions after taking over a task (Take over button)	39
WorkZone 365, WorkZone for Office	40
You cannot save a new Microsoft Excel document to WorkZone	40
Terms and conditions	41

Intellectual property rights 41

Disclaimer 41

About this release

These Release Notes provide an overview of new features and changed functionality for KMD WorkZone 2021.3.

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 Client

Users

Cases

Character limit in Case text field removed

The 4,000 character limit has been removed for the **Case text** field, enabling case workers to enter longer detailed descriptions for the case.

Contacts

Update CVR contacts using the CVR Update module

A new update feature has been introduced to WorkZone which uses the CVR Datafordeler to automatically update company contacts (with CVR) or Production unit contacts in WorkZone with changes from the Danish Central Business Register. The following core data is updated: company name, address, email, phone number and industry code.

Once enabled, CVR Update will perform the update once an hour, ensuring company contact (with CVR) or Production unit core contact data is continually up-to-date with the Danish Central Business Register.

CVR Update is part of the CVR Online feature set and must be enabled separately in WorkZone Configurator > **Global** > **Feature Settings** > **Content Server** > **CVR** > **CVR Update**. **CVR Update** utilizes the KMD Logic platform to administer and manage connection to the CVR Datafordeler and both the KMD Logic platform and Datafordeler connection must also be configured correctly. Currently, both the KMD Logic platform and CVR Datafordeler may be accessed and used free of charge.

If the **CVR Online** feature has been enabled and the **CVR Update** feature is not enabled, users will still be able to import core CVR data from Danish Central Business Register during contact creation but any subsequent changes made to the contact data in the Danish Central Business Register will not be automatically imported into WorkZone.

Note: The **CVR Update** feature is disabled by default after the initial installation of WorkZone.

Documents

Advanced PDF viewer full version

The **Advanced PDF** feature is no longer an experimental feature and changes saved to PDF documents will no longer contain a PDFTron viewer watermark.

System administrators can activate individual features of the **Advanced PDF** feature set in WorkZone Configurator > **Global** > **Feature settings** > **Annotations**. Separate licenses for the **Advanced PDF** feature must still be purchased for legal use of the feature set.

Administrators

No new features in this release.

Developers

No new features in this release.

WorkZone Configurator

Users

No new features in this release.

Administrators

No new features in this release.

Developers

No new features in this release.

WorkZone Content Server

Users

No new features in this release.

Administrators

Update CVR contacts using the CVR Update module

A new update feature has been introduced to WorkZone which uses the CVR Datafordeler to automatically update company contacts (with CVR) or Production unit contacts in WorkZone with changes from the Danish Central Business Register. The following core data is updated: name, address, email, phone number and industry code.

The CVR Update module utilizes the KMD Logic platform to communicate with the CVR Datafordeler, as well as to manage the subscription and events from CVR Datafordeler, so only relevant and specific CVR data is updated.

The CVR Update Module contains two underlying components: the CVR Update Service and the CVR Subscription Service. The CVR Update service schedules and performs the actual updates to WorkZone. The CVR Subscription service manages subscription and events to and from KMD Logic platform and WorkZone. It will ensure that only relevant and specific company contacts are updated with changes from CVR Datafordeler.

The CVR Update module must be configured and enabled before use. The feature is disabled by default after the initial installation of WorkZone.

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

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

No new features in this release.

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

It is recommended, that you add the [Required registry settings](#) on all PCs running WorkZone for Office, to avoid the WorkZone add-in being occasionally turned off in Microsoft Office applications (Word, Excel, PowerPoint, Outlook).

Developers

No new features in this release.

WorkZone 365

Users

Work with WorkZone from Microsoft Teams

You can now add WorkZone cases as custom tabs to Microsoft Teams and collaborate on them directly from your Teams channels or private chats. See [Work with WorkZone from Microsoft Teams](#).

Administrators

No new features in this release.

Developers

No new features in this release.

WorkZone PDF

Administrators

No new features in this release.

Developers

No new features in this release.

WorkZone Process

Users

No new features in this release.

Administrators

Next generation Digital Post (NgDP) - Experimental

The WorkZone integration has been adjusted and improved to align with the latest changes to NgDP. A new parameter **NgDpAuthorizationHeader** has been added to the e-Boks dispatcher configuration in WorkZone Configurator and the WorkZone NgDP documentation has been updated.

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

The integration makes it possible to test NgDP with WorkZone. KMD WorkZone Consulting offers NgDP relevant services. Please contact your Service Delivery Manager for more information.

The Agency for Digitisation is still developing NgDP, and therefore the WorkZone integration will be continuously adjusted and improved accordingly. The improvements to the integration will be part of coming WorkZone releases.

DCR Graph/Case Activity enhancements

Maximum number of activity loops

If there are more than 50 automatic activities executed in a loop or just sequentially in the DCR graph, an error will be triggered at the 51st activity with the error message: *"Maximum number of loop iterations of graph execution reached. Loops or automatic execution flows with more than 50 executions are not allowed."*

This restriction helps prevent endless loops which can result in Case Activity graphs remaining locked in the **Running** status.

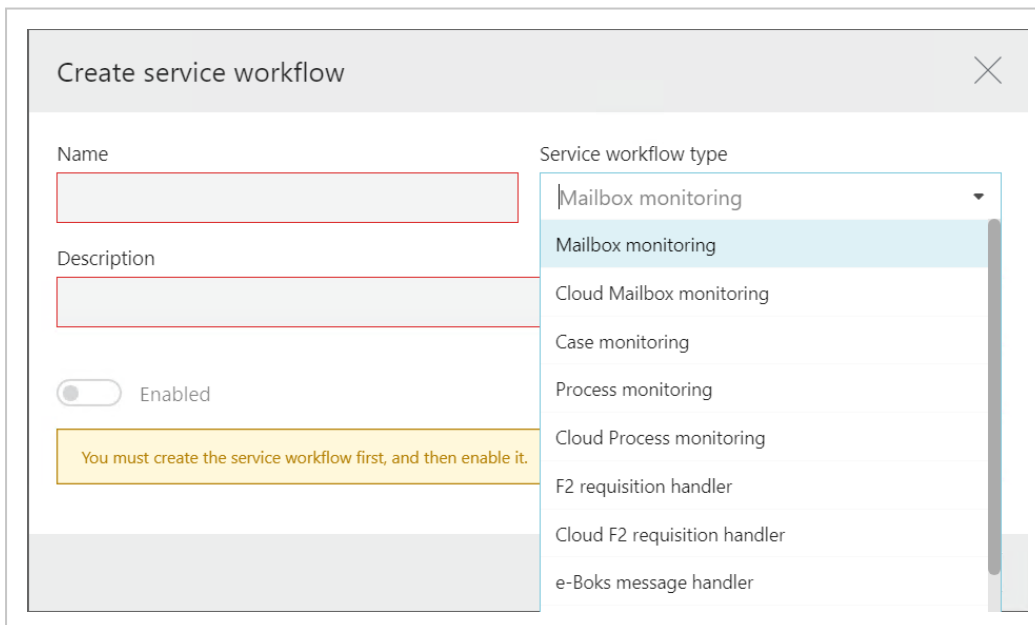
The Running status and idle graphs

Whenever an activity is executed, the DCR graph status will be changed to **Running**. If a DCR graph remains in the **Running** status for more than 5 minutes without signs of active activities, the graph will be considered to be idle, which enables users and the WorkZone system to perform operations on the graph. A DCR graph will be considered idle, even in the case of serious long-present network errors which could result in the Case Activity graph not being able to switch back to the **Persisted** status.

Microsoft Graph support for service workflows using Microsoft Exchange Online

The Mailbox monitoring, Process monitoring, and F2 requisition handler service workflows now use Microsoft Graph. With the Microsoft Graph library, the service workflows can be used with Exchange Online. Three new cloud service workflows are now available in WorkZone Configurator:

- Cloud Mailbox monitoring
- Cloud Process monitoring
- Cloud F2 requisition handler



Compared to the on-premises versions of the service workflows, these workflows contain the following new Exchange Online specific parameters:

- ExchangeOAuthClientId
- ExchangeOAuthTenantId
- ExchangePassword
- ExchangeOAuthClientSecret

See:

[Configure a Mailbox Monitor service workflow](#)

[Process Monitor](#)

[Install and configure F2 integration](#)

Developers

No new features in this release.

Other WorkZone news

KMD WorkZone 2021.3

WorkZone I/O Manager setup and integration

Installation guide now includes the [guidelines on how to set up and configure WorkZone I/O Manager with WorkZone](#) (a typical integration example with the most common tasks).

Registering WorkZone app in Azure

Installation guide now includes the [guidelines for registering the WorkZone application at Azure](#) and using it for WorkZone services authorization in WorkZone Cloud Edition installations.

Release and hotfix Readme files

Readme files will no longer be included in release and hotfix packages from this release and onwards. This is to improve information maintenance, location and alignment. The information previously contained in the readme files can be accessed in the specific product sections (Client, Process, etc), as well as in the known issues and support matrices for the release notes.

Additionally, previously the readme files contained information that was already accessible in the Installation and Operations guides as well as the specific guides (PDF, Office, etc.). This information is still present in the guides.

Build numbers

The build numbers of the various WorkZone modules are listed in the version overview of the specific release here: [Version overview](#) (also accessible from the documentation site under **Release Info > Version Overview**).

Hotfix descriptions

A consolidated list of hotfix descriptions for the released version is available from the version overview by clicking the relevant hotfix number. This list can also be accessed directly from the documentation site under **Release Info > Released hotfixes** or here: [Hotfix Details](#)

Release and hotfix readme files for previous versions

The release readme files for previous versions will remain and hotfix readme files will still be included in the released software packages for hotfixes to earlier WorkZone versions (2021.2 and back)

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 2021.3
- 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 2021.3 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	2004, 20H2	32 bit & 64 bit
<div style="border: 1px solid #ccc; padding: 10px; background-color: #f9f9f9;"> <p>Note: It is recommended to apply all recommended Windows Updates.</p> </div>		
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 2021.3 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
	<p>Note: For WorkZone 365, the Outlook - Mail module is not supported. Other modules (Word, Excel, PowerPoint, Outlook - Meeting) are supported.</p>
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 2021.3 supports the following Oracle database versions:

Database server

Database server	Notes
Oracle 12.2.0.1* *Oracle 12.2 is not supported for new databases	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


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

WorkZone 2021.3 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)	<p>Version 71 or later.</p> <p>Note:</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

Internet browser	Notes
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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 Chromium (32 bit and 64 bit)

Note: Due to the Chromium-based browsers' security model, WorkZone Explorer will not be opened automatically when using the  **Explore**

Internet browser	Notes
	button in WorkZone Client via Google Chrome or Edge Chromium.
Safari	Note: 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 2021.3 supports the following versions of Microsoft Office:

Microsoft Office version	WorkZone Mobile	WorkZone 365	WorkZone for Office	Notes
Microsoft 365 (Windows and macOS)	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 2021.3

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
- 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	2004, 20H2	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
Google Chrome for Windows (32 bit and 64 bit)	Version 71 or later. 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.
Google Chrome for macOS	Note: Explorer integration is not supported in Google Chrome for macOS.
Microsoft Edge Chromium (32 bit and 64 bit)	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.
Safari	Note: Explorer integration is not sup-

Internet browser	Notes
	ported in Safari browser.

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

Microsoft Office solutions

Microsoft Office Suite

WorkZone 2021.3 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 2021.3

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 Cloud Edition

Missing images in PDF rendition of emails

The PDF rendition of emails stored in WorkZone will display images as broken links if the email message contained images that were not downloaded into the email message when the message was saved in WorkZone.

During PDF rendition, the missing images will be downloaded using the links provided in the email message. Since all previously unapproved traffic initiated from cloud servers is prevented due to cloud security policy, the images cannot be downloaded and the PDF rendition will display the images as broken links.

To prevent this, make sure to download all images in an email message you intend to save on WorkZone.

WorkZone Process

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 365, WorkZone for Office

You cannot save a new Microsoft Excel document to WorkZone

If you create a new Excel document, enter some data into a cell, and then fill out WorkZone metadata and try to save this document to WorkZone, you will receive an error message saying that your changes cannot be saved.

This is caused by the active cell-editing mode. Exit the cell-editing mode by pressing **Enter**, or **Tab**, or selecting another cell, and then try again.

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