



2022.0

Release Notes

Contents

---

<b>About this release</b> .....	<b>7</b>
Contents .....	7
Version overview .....	7
<b>WorkZone news</b> .....	<b>8</b>
KMD WorkZone 2022.0 .....	8
New Ministerial and Management Services guide .....	8
<b>WorkZone Client</b> .....	<b>9</b>
Users .....	9
Cases .....	9
Default Contact Read access and Contact Write access .....	9
WorkZone Chat .....	10
New chat information box .....	10
Documents .....	10
Administrators .....	10
Developers .....	11
<b>WorkZone Configurator</b> .....	<b>12</b>
Users .....	12
Administrators .....	12
Default Read and Write access codes when creating Contacts .....	12
Developers .....	13
<b>WorkZone Content Server</b> .....	<b>14</b>
Users .....	14
Administrators .....	14
Developers .....	14
<b>OData</b> .....	<b>15</b>
Users .....	15
Administrators .....	15

---

Developers .....	15
<b>WorkZone QueryBuilder .....</b>	<b>16</b>
<b>WorkZone Explorer .....</b>	<b>17</b>
Users .....	17
Administrators .....	17
Developers .....	17
<b>WorkZone Export/Import .....</b>	<b>18</b>
<b>WorkZone Mass Dispatch .....</b>	<b>19</b>
Users .....	19
New options in the Start mass dispatch dialog box .....	19
Add recipients as parties on recipient cases .....	19
New Recipients tab .....	20
Letter date .....	21
History documents .....	21
Letter title and case number .....	21
Administrators .....	21
New and renamed Mass Dispatch parameters .....	21
New parameters .....	21
Renamed parameters .....	22
Developers .....	22
<b>WorkZone Mobile .....</b>	<b>23</b>
Users .....	23
Administrators .....	23
Developers .....	23
<b>WorkZone for Office .....</b>	<b>24</b>
Users .....	24
Administrators .....	24
Developers .....	24

<b>WorkZone 365</b> .....	<b>25</b>
Users .....	25
WorkZone Teams enhancements .....	25
Administrators .....	25
Developers .....	25
<b>WorkZone PDF</b> .....	<b>26</b>
Administrators .....	26
Developers .....	26
<b>WorkZone Process</b> .....	<b>27</b>
Users .....	27
Process deadline column in Task lists .....	27
Increased flexibility in Advanced Submissions .....	27
New document filter in Advanced submissions .....	28
Update task deadlines .....	29
Adding the same actor to a parallel step .....	30
Forwarding a task on a parallel step .....	30
Administrators .....	30
Next generation Digital Post (NgDP) .....	30
Service workflow check when started .....	31
e-Boks dispatcher ignores incoming messages that already exist .....	31
Developers .....	31
<b>WorkZone support matrix (on-premises)</b> .....	<b>32</b>
Supported WorkZone versions .....	32
3rd party products .....	32
Operating systems .....	32
Server operating systems .....	32
Client operating systems .....	33
Microsoft.NET framework .....	33

---

Microsoft Exchange Server .....	33
Oracle database .....	34
Database server .....	34
Database client .....	34
Supported browsers .....	35
Microsoft Office solutions .....	37
Microsoft Office Suite .....	37
Microsoft Office Online Server .....	37
CPR .....	37
InfoScan .....	37
WorkZone Interact .....	38
Lasernet .....	38
Transport Layer Security (TLS) .....	38
Mobile .....	38
<b>WorkZone Cloud Edition support matrix .....</b>	<b>39</b>
Supported WorkZone version .....	39
3rd party products .....	39
WorkZone Cloud Edition services .....	39
Unavailable services .....	39
Operating systems .....	40
Microsoft Exchange Server .....	40
Supported browsers .....	40
Microsoft Office solutions .....	42
Microsoft Office Suite .....	42
Microsoft Office Online Server .....	42
WorkZone Interact .....	42
Transport Layer Security (TLS) .....	42
Mobile .....	43

<b>Fixed bugs in WorkZone 2022.0</b> .....	<b>44</b>
<b>Known issues</b> .....	<b>45</b>
WorkZone Mass Dispatch .....	45
Mass dispatch processes fail after upgrade from previous releases to 2022.0 .....	45
Process owners can approve and send messages without having the MASSDISPATCHSEND access code .....	45
A mass dispatch process cannot be restarted if the case handler does not have the appropriate rights .....	45
The letter title is cut off in e-Boks .....	45
The title of the history document is not shown in the selected WorkZone lan- guage .....	46
<b>Terms and conditions</b> .....	<b>47</b>
Intellectual property rights .....	47
Disclaimer .....	47

# About this release

These Release Notes provide an overview of new features and changed functionality for KMD WorkZone 2022.0.

## 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 2022.0

### **New Ministerial and Management Services guide**

A new Ministerial and Management Services guide is now available. WorkZone Ministerial and Management Services is a solution that helps ministries and departments working with and managing the most common ministerial workflows. WorkZone supports the steps of the ministerial workflows and its automation ensures efficient digitized administrative processes throughout an organization.

The WorkZone Ministerial and Management Services solution uses existing capabilities of the WorkZone Enterprise Information Management (EIM) platform. With this solution your organization gets access to ministerial and management services from Microsoft Office and Outlook and from the WorkZone clients that your employees can access online and offline from their preferred devices.

See [WorkZone Ministerial and Management Services guide](#).

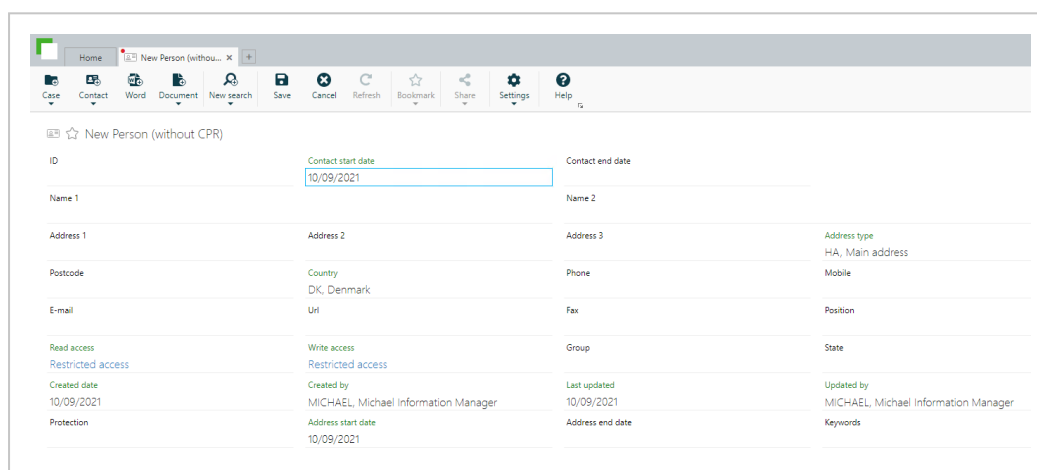


# WorkZone Client

## Users

## Cases

Users can define both read access and write access restrictions to contacts as a new **Write access** field has been added to the contact meta data. The field is displayed on the Contact detail page. The **Write access** field is also available on contact search pages and contact lists, including filtering options.



ID	Contact start date	Contact end date	
Name 1	10/09/2021		
Name 2			
Address 1	Address 2	Address 3	Address type
Postcode	Country	Phone	Mobile
E-mail	URI	Fax	Position
Read access	Write access	Group	State
Restricted access	Restricted access		
Created date	Created by	Last updated	Updated by
10/09/2021	MICHAEL, Michael Information Manager	10/09/2021	MICHAEL, Michael Information Manager
Protection	Address start date	Address end date	Keywords
	10/09/2021		

The read and write restrictions on contacts behave in the same way as read and write restrictions on cases and documents. Users that do not have read access to a contact, cannot open that contact's detail page and cannot view contact data from that contact. Users must be assigned read access to a contact to open the contact detail page and view contact data for that contact. Users must be assigned write access to a contact to change contact data for that contact.

## Default Contact Read access and Contact Write access

Default read and write access codes for contacts can be defined for each contact type in WorkZone Configurator > **Contact** > **Contact types**. During contact creation in WorkZone Client, the **Read access** and **Write access** fields in the contact detail page will initially be populated with the defined default access codes.

The default access codes can be changed during contact creation or later if the user is assigned sufficient permissions. Any read or write access codes specifically defined in the

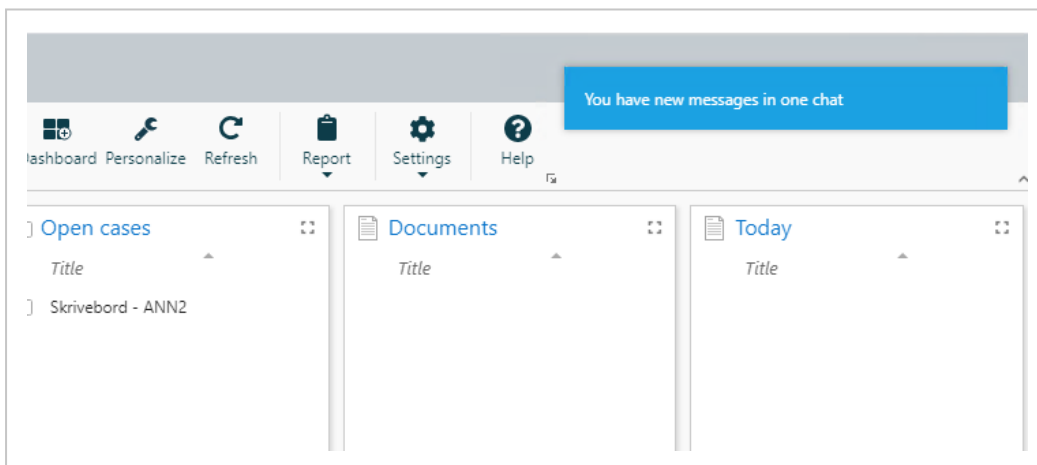
configuration of the contact type detail page will be applied instead of the default contact access codes.

**Note:** Clearing the access code fields during contact creation will result in the default access code defined in WorkZone Configurator being applied to the contact again when the contact is saved. After the contact has been created, the access code fields can be cleared and the contact can be saved without the default access code values being applied.

## WorkZone Chat

### New chat information box

New chat messages and chat messages that were received while the user was offline, are displayed more prominently in a blue information box located in the upper right-hand corner of the browser used for WorkZone Client.



Clicking the blue information box will open the chat in the chat form.

## Documents

## Administrators

No new features in this release.

## Developers

No new features in this release.

# WorkZone Configurator

## Users

No new features in this release.

## Administrators

### Default Read and Write access codes when creating Contacts

System administrators can define a default Read access code and default Writing access code when configuring a Contact type. The default Read and Write access code will be displayed in the **Read access** field and the new **Write access** field on the Contact detail page in WorkZone Client when creating a new contact.

P, Person (without CPR) - Contact type
✕

Code P	Contact type Person (without CPR)
-----------	--------------------------------------

---

🌐 Localize label ▲

Label (da-DK) Person (uden CPR)	Label (de-DE) Person (ohne CPR)
Label (en-GB) Person (without CPR)	

---

Code validation  

Select a code validation
▼

Auto ID

Use CPR format ?

ID length 11	Last used ID 4
-----------------	-------------------

Access code ?  

Select access code
🔒

Default Read access code <span style="font-size: 0.8em;">?</span> Restricted access <span style="float: right;">🔒</span>	Default Write access code <span style="font-size: 0.8em;">?</span> Restricted access <span style="float: right;">🔒</span>
---	--

Start date dd/MM/yyyy <span style="float: right;">📅</span>	End date dd/MM/yyyy <span style="float: right;">📅</span>
---	---

Save

Cancel

During contact creation, clearing the access code fields in WorkZone Client will result in the default access code from WorkZone Configurator being applied to the contact again when the contact is saved. After contact creation, the access code fields can be cleared and the contact saved without the default access code values from WorkZone Configurator being applied.

## Developers

No new features in this release.

# WorkZone Content Server

## Users

No new features in this release.

## 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

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.

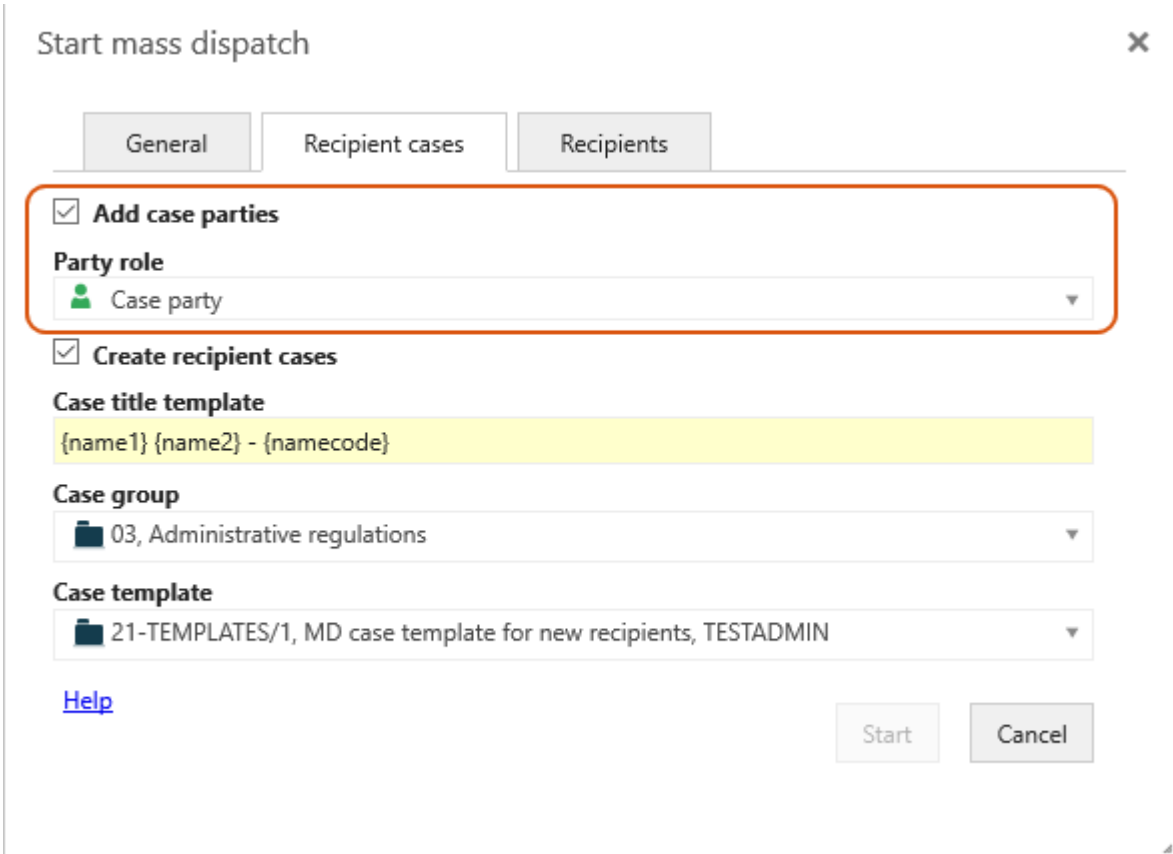
# WorkZone Mass Dispatch

## Users

### New options in the Start mass dispatch dialog box

#### Add recipients as parties on recipient cases

A new option for automatically adding recipients with a specific role has been added on the **Recipient cases** tab.



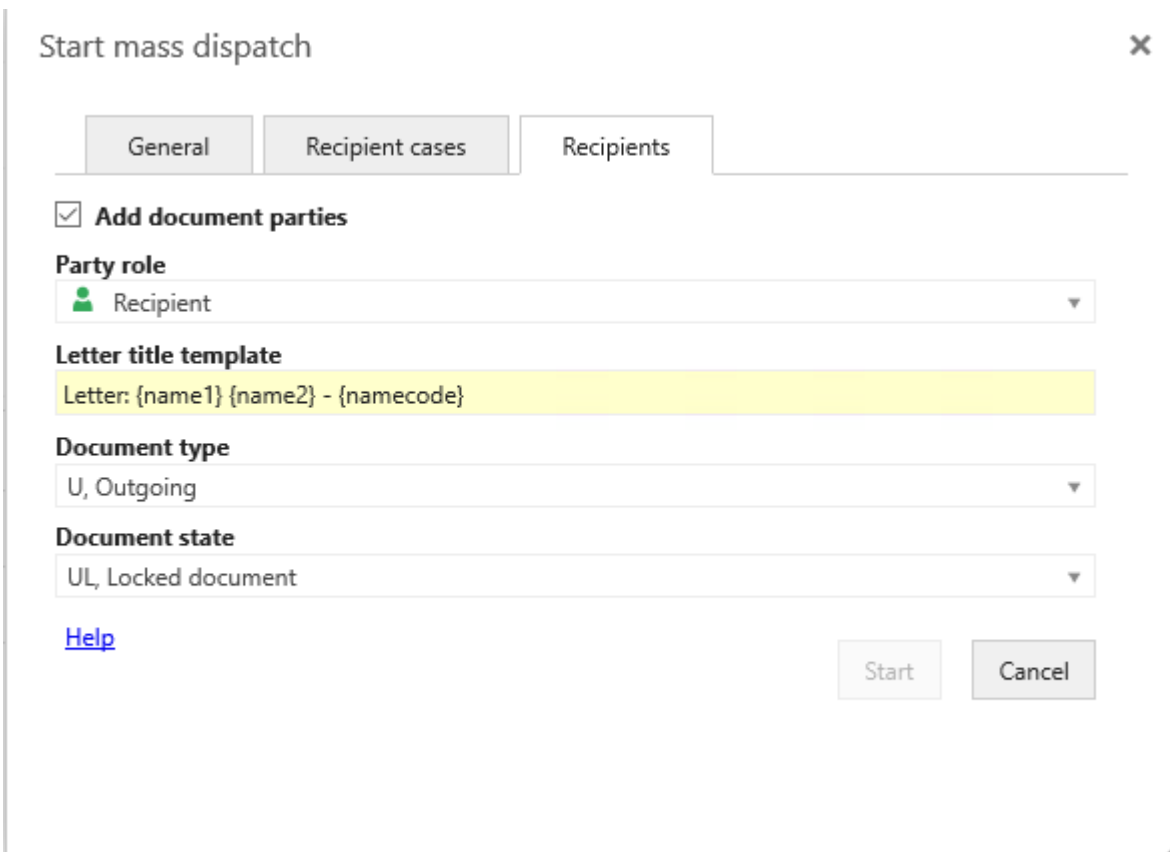
See [Start a mass dispatch](#) (step 10).

The **Add case parties** and **Party role** fields on the **Recipient cases** tab may be prefilled with standard selections and values that an administrator has configured in WorkZone Configurator. See New parameters.

## New Recipients tab

The **Start mass dispatch** dialog box has been extended with a new **Recipients** tab. On this tab, you can:

- Choose to add recipients as parties with a specific role to the letter documents.
- Specify a title template for the letter document.
- Select the document type that will be added to the generated letter document, for example **U, Outgoing**.
- Select the document state that will be added to the generated letter document, for example **UL, Locked document**.



The screenshot shows the 'Start mass dispatch' dialog box with the 'Recipients' tab selected. The dialog has three tabs: 'General', 'Recipient cases', and 'Recipients'. The 'Recipients' tab is active and contains the following fields:

- Add document parties**
- Party role**: A dropdown menu with 'Recipient' selected.
- Letter title template**: A text field containing 'Letter: {name1} {name2} - {namecode}'.
- Document type**: A dropdown menu with 'U, Outgoing' selected.
- Document state**: A dropdown menu with 'UL, Locked document' selected.
- [Help](#) link.
- Start** and **Cancel** buttons.

See [Start a mass dispatch](#) (step 12).

The fields on the **Recipients** tab may be prefilled with standard selections and values that an administrator has configured in WorkZone Configurator. See [New parameters](#).

## Letter date

The date on which a letter document is generated and saved in WorkZone is now inserted as the letter date in the **Letter date** field on the document in WorkZone.

See [What happens after approval?](#)

## History documents

WorkZone now generates a history document that provides a summary of the actions that were executed during the mass dispatch process. The history document is similar to history documents that are generated for other process types.

## Letter title and case number

The CSV file that contains the history for the entire mass dispatch now includes information about the letter title and case number of the case that the letter was saved on.

See [History documents](#).

## Administrators

### New and renamed Mass Dispatch parameters

New parameters have been added to the Mass Dispatch process parameters in WorkZone Configurator.

### New parameters

Specify a default case title for recipient cases and a default letter document title for the letters that Mass Dispatch generates.

- CaseTitleTemplate
- RecordTitleTemplate

Set a default document type and state for generated letter documents.

- RecipientRecordType
- RecipientRecordState

Add recipients as parties on recipient cases and letter documents and set default party roles.

- SaveRecordPartyRoles
- DefaultRecordPartyRole
- SaveCasePartyRoles
- DefaultCasePartyRole

## Renamed parameters

The following existing parameters have been renamed from:

- RecordType to ReportRecordType
- RecordState to ReportRecordState
- TitleTemplate to ReportTitleTemplate

See [Configure Mass Dispatch](#).

## 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

No new features in this release.

## Developers

No new features in this release.



# WorkZone 365

## Users

### WorkZone Teams enhancements

- You can now change your WorkZone documents' title and state, directly from WorkZone Teams. See [Edit document title](#) and [Edit document state](#).
- You can now recycle your WorkZone documents directly from WorkZone Teams. See [Recycle an existing document](#).
- You can now add files from your file system as documents to WorkZone cases displayed in WorkZone Teams. [Upload a new document from file system](#).
- You can select which columns to display and adjust their width and order for each case opened in the custom WorkZone tab. See [Configure columns displayed for a WorkZone case](#).

## 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

### Process deadline column in Task lists

The **Process deadline** column can now be displayed in the following task lists in dashboards:

- My open tasks
- My open and pending tasks
- My unit's open tasks
- My pending tasks
- My unit's pending tasks

My open tasks		Search in list							
	Case	Process name	Task type	Process type	Pending	Task deadline	Process deadline	Process owner	
1		21-00/2, Case A, M...	Case A	Approve submission	Submission (Basis)	MICHAEL, Michael ...	14/10/2021 00:00:00	14/10/2021 00:00:00	MICHAEL, Michael ...
2		21-00/2, Case A, M...	Case A	Approve Submission	Submission (Advanced)	MICHAEL, Michael ...	08/10/2021 00:00:00	01/11/2021 00:00:00	MICHAEL, Michael ...

The **Process deadline** column can also be displayed in task lists in **WorkZone Process Overview**.

**Note:** The **Process deadline** column is not displayed by default and must be manually added to the displayed columns by the user.

### Increased flexibility in Advanced Submissions

Users now have an increased flexibility when working with Advanced submissions. At any time during the Advanced submission process, users can for parallel or sequential steps:

- Add new actors to an active or pending step
- Remove existing actors from an active or pending step
- Reorder the sequence of actors within an active or pending step by using the mouse (drag-and-drop operations)

- Add new steps to the current submission
- Rename any step in the current submission
- Remove any pending steps in the current submission.
- Reorder any step in the submission by using the mouse (drag-and-drop operations). Other steps cannot be placed before the initial step 1, however the initial step 1 can be removed. Once the initial step 1 has been removed, you can freely re-order any step, including the current first step.

When a step or actor is edited, user and task lists are automatically updated. Tasks that are no longer relevant are displayed as obsolete in the Process log. Affected users will also be notified of the changes unless notification settings in WorkZone have been configured to suppress notifications.

## **New document filter in Advanced submissions**

A new document filter called **Documents in hierarchy** has been introduced to the Advanced submissions form. With the new filter, users can add any document that is attached to any sub-case within the case hierarchy of the main case of the submission. All documents in the case hierarchy (parent as well as child cases) will be displayed in the list and can be selected.

Start submission (Advanced) ×

General Notifications **Advanced**

**Process template**  
 Select process template (Search starts at 3 characters) ▼

**Title**

Case Δ

- ✓ Case
- Documents in hierarchy
- Documents
- All unconverted
- All unconverted - total
- Internal mail list for today
- Documents with reminders
- Documents with no case handler and unit

Priority  
 Normal ▼

Case ▼ 🔍 Select documents (Search starts at 3 characters) 🗑️

**Supplementary documents for the approval**

Case ▼ 🔍 Select supplementary documents for the approval (Search) 🗑️

## Update task deadlines

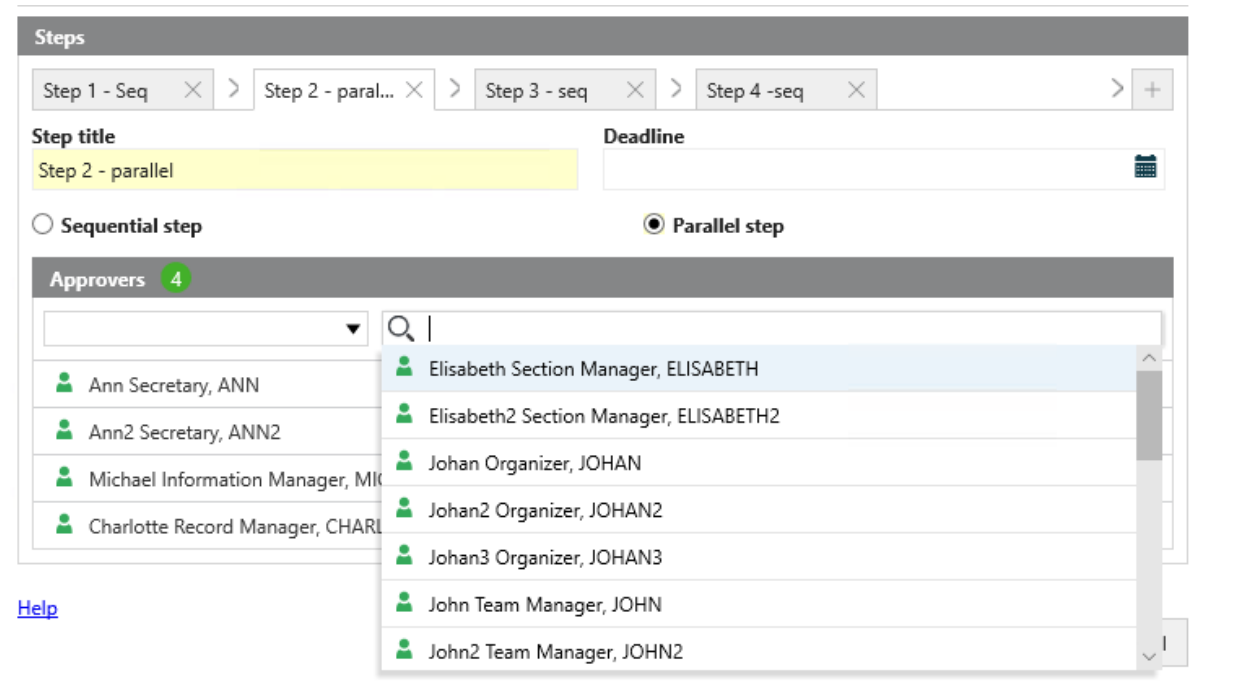
The deadline of an active or pending step can be updated or removed. Assigning deadlines that occur in the past or that occur before the previous step's deadlines is not possible. Likewise, assigning a process deadline that occurs before any deadline defined on the individual process steps is not possible.

If the deadline for a task is removed, the process deadline will be applied instead. If there is no process deadline, the task deadline will empty.

**Note:** Updates to the advanced submissions process are applied to the current process only. If the process is re-started, the values of the original advanced submission will be applied instead of any updates made by users during the first run of the process.

## Adding the same actor to a parallel step

When adding an actor to a parallel step, it is only possible to add the actor once. Once the actor is added, the list of possible actors will no longer contain the actor. On a sequential step, the same actor can be added as many times as required.



## Forwarding a task on a parallel step

When forwarding a task on a parallel step to another actor, actors with active tasks in the step will not be displayed in the list of potential actors .

## Administrators

### Next generation Digital Post (NgDP)

The NgDP integration has been adapted to reflect the latest changes to NgDP released by the Agency for Digitisation. The WorkZone NgDP integration can be used in production when the Agency for Digitisation releases NgDP November 30, 2021.

The NgDP documentation has been updated accordingly. See [Configure next generation Digital Post \(NgDP\)](#) in this guide and [Install and configure WorkZone e-Boks Push Service](#) in the WorkZone Installation Guide.

If you need help with the implementation of the NgDP integration, KMD WorkZone Consulting offers NgDP relevant services. Please contact your Service Delivery Manager for more information

### **Service workflow check when started**

When a service workflow is started and an identical service workflow is already running or scheduled to start on any WorkZone agent server, the newly started workflow will be canceled in favor of the already running or already scheduled workflow.

Previously, it was possible to start the same service workflow multiple times, for example starting multiple e-Boks Handler service workflows would result in the same e-Boks message being received and saved multiple times.

### **e-Boks dispatcher ignores incoming messages that already exist**

If an already received e-Boks messages is received again, the incoming e-Boks message will be ignored in order to avoid duplicates of identical e-Boks messages in WorkZone.

Previously, duplicates of identical e-Boks messages could occur due to inconsistent checking of incoming messages.

## **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 2022.0
- WorkZone 2021.0, WorkZone 2021.1, WorkZone 2021.2, WorkZone 2021.3
- WorkZone 2020.0, WorkZone 2020.1, WorkZone 2020.2, WorkZone 2020.3

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

## 3rd party products

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

## Operating systems

WorkZone 2022.0 supports the following versions of Microsoft and macOS operating systems:

## Server operating systems

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



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

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

## Client operating systems

Client operating system	Versions	Notes
Microsoft Windows 10	2004, 20H2, 21H1	32 bit & 64 bit
<p><b>Note:</b> It is recommended to apply all recommended Windows Updates.</p>		
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 2022.0 supports the following versions of Microsoft Exchange Server:

Microsoft Exchange Server	Notes
Exchange Server 2019	The MailAgent must be set to communicate with Exchange Server via Exchange Web Services.

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

## Oracle database

WorkZone 2022.0 supports the following Oracle database versions:

### Database server

Database server	Notes
Oracle 12.2.0.1*	Standard edition or higher.
*Oracle 12.2 is not supported for new databases	
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 2022.0 supports the following browsers:

Internet browser	Notes
Microsoft Internet Explorer 11.0 (32 bit only)	<ul style="list-style-type: none"> <li>Integration with Templafy using the http protocol is not supported.</li> <li>PDF document editing using the AdvancedPDF editor is not supported.</li> <li>As of August 2021, Internet Explorer will not be supported by ACOS Interact.</li> </ul>
Google Chrome for Windows (32 bit and 64 bit)	Version 71 or later. <div data-bbox="821 1249 1476 1957" style="border: 1px solid #ccc; padding: 10px; margin-top: 10px;"> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>Links in Microsoft Exchange Online Server messages are opened in Internet Explorer instead of Google Chrome.</li> <li>Integration with Templafy using the http protocol is not supported.</li> <li>Due to the Chromium-based browsers' security model, WorkZone Explorer will not be opened automatically when</li> </ul> </div>

Internet browser	Notes
	<p>using the  <b>Explore</b> button in WorkZone Client via Google Chrome or Edge Chromium. The link to the selected file will be automatically copied to the clipboard and can be inserted in the address field of an open file explorer.</p>
Google Chrome for macOS	<p><b>Note:</b></p> <ul style="list-style-type: none"><li>• Integration with Templafy using the http protocol is not supported.</li><li>• Explorer integration is not supported in Google Chrome for macOS.</li></ul>
Microsoft Edge Chromium (32 bit and 64 bit)	<p><b>Note:</b> Due to the Chromium-based browsers' security model, WorkZone Explorer will not be opened automatically when using the  <b>Explore</b> button in WorkZone Client via Google Chrome or Edge Chromium.</p>
Safari	<p><b>Note:</b> 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 2022.0 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

## Transport Layer Security (TLS)

All WorkZone modules support TLS 1.2.

## 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 2022.0

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

## 3rd party products

Configure WorkZone Cloud Edition with the 3<sup>rd</sup> party products listed below. If you do not find a specific 3<sup>rd</sup> 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, 21H1	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.  <b>Note:</b> Due to the Chromium-based browsers' security model, WorkZone Explorer will not be opened automatically when using the  <b>Explore</b> 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	<b>Note:</b> Explorer integration is not supported in Google Chrome for macOS.
Microsoft Edge Chromium (32 bit and 64 bit)	<b>Note:</b> Due to the Chromium-based browsers' security model, WorkZone Explorer will not be opened automatically when using the  <b>Explore</b> 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	<b>Note:</b> 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 2022.0 supports the following versions of Microsoft Office:

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

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

### Microsoft Office Online Server

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

### WorkZone Interact

WorkZone Interact 2.28.1 or later.

### Transport Layer Security (TLS)

All WorkZone modules support TLS 1.2.

## 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 2022.0

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 Mass Dispatch

### **Mass dispatch processes fail after upgrade from previous releases to 2022.0**

Mass dispatch processes fail after upgrade from previous releases to 2022.0. The workaround is to complete all active Mass dispatch processes before you upgrade to 2022.0.

### **Process owners can approve and send messages without having the MASSDISPATCHSEND access code**

The process owner of a Mass dispatch process can approve and send messages even if the process owner does not have the MASSDISPATCHSEND access code because process owners can always perform any tasks on the processes that they own. This is the default behavior for all types of WorkZone processes, including Mass dispatch processes.

### **A mass dispatch process cannot be restarted if the case handler does not have the appropriate rights**

The process owner cannot restart a Mass dispatch process when the case handler on the mass dispatch has been changed to a user who does not have the rights to approve a mass dispatch (MASSDISPATCHSEND access code) and the **Send to casehandler for approval** check box is selected. The user now sees an error message: "The user {0} does not have sufficient access rights to start the mass dispatch" where {0} is replaced with the user that does not have the appropriate rights.

### **The letter title is cut off in e-Boks**

If a letter title is more than 50 characters long, the title of the letter that the recipient sees in e-Boks is cut off. The letter that is saved in WorkZone has the full title.

## **The title of the history document is not shown in the selected WorkZone language**

The history document title is shown in the language that is selected in the Windows language settings, and not in the language that the process owner and case handler have selected in WorkZone.

# Terms and conditions

## Intellectual property rights

This document is the property of KMD. The data contained herein, in whole or in part, may not be duplicated, used or disclosed outside the recipient for any purpose other than to conduct business and technical evaluation provided that this is approved by KMD according to the agreement between KMD and the recipient. This restriction does not limit the recipient's right to use information contained in the data if it is obtained from another source without restriction set out in the agreement between KMD and the recipient or by law.

## Disclaimer

This document is intended for informational purposes only. Any information herein is believed to be reliable. However, KMD assumes no responsibility for the accuracy of the information. KMD reserves the right to change the document and the products described without notice. KMD and the authors disclaim any and all liabilities.

Copyright © KMD A/S 2021. All rights reserved.