LATITUDE SOFTWARE
AN INTERACTIVE INTELLIGENCE COMPANY

SCR Summary for:

Release: Latitude 22.2
Built on:03-Nov-2022

Changes included in 22.2

The table below summarizes the changes made for this release.

The “Device/Install Hint” after each SCR indicates the device and installs to run to apply updated code for that issue. See theDevice Install Hint page for details.

SCR	Description/Details
	Component: AIM
LAT-11744	**Export of AIM CDEM file doesn't work for agency version 12** Due to mismatch of column names for CUPP records in the schema file and export result set, AIM CDEM export is failing for agency version 12. Corrected the names in the schema file to fix the issue
LAT-11677	**AIM reports - Acknowledgment Errors and Payment Breakdown Differences do not work. CDEM - CUPH never exports any records.** Removed the AIM reports - Acknowledgment Errors and Payment Breakdown Differences since they do not work and are not in use Export of CUPH records in AIM CDEM file has been removed since CUPP records shows both newly added phone numbers and updated phone records
	Component: AIM Receiver
LAT-11743	**Importing Demographics file into AIM receiver throws error** Importing Demographics file into AIM receiver throws object reference not set error because it looks for CUPH records which do not exist in the result set
	Component: Credit Bureau Reporting
LAT-9520	**Typo in Credit Bureau Reporting Wizard, It showing Update credit bureau reporting history, Verify configuration and Write accounts to output file.** As a fix for this issue, CBR Wizard is updated with required changes. Now it will populate as Updating credit bureau reporting history, Verifying configuration and Writing accounts to output file.
	Component: Exchange
LAT-11821	**For some Exchange file imports, customer is getting "Cannot find central directory" error** When importing large Exchange files, the history is being written correctly in the Custom_BatchHistory table but we're getting "Cannot find central directory" error when reading the history. This ES fixes the issue and successfully shows the history, provided it's been captured correctly in the DB. If there's some custom pre-processing logic because of which history is not written correctly, this fix will not handle such a scenario.
LAT-11814	**When loading new schema, Address node under Debtors is removed. Address node should only exist under Master** When loading the new destination schema, if address node exists under Debtors as a debtor association table, it will be removed since we are adding the Address node under Master now and having both of them in the schema causes issues.
LAT-11791	**Added custom settings in Exchange config file to enable users to add Debtor Association tables in the schema** Until now these settings were added manually at the time of installation. Going forward they will be present in the Exchange config file automatically and will need to be updated to exclude some or all of the Debtor Association tables. If these settings already exist in the Exchange config file before installing the ES, delete the config file and install the ES to get the latest config file. Also, Address table no longer needs to be added as a debtor association table and is available as a default node. If it is already added as a debtor association table in any existing client, it will need to be removed and the client will need to be re-mapped to use the new Address node. The Unique Customer Criteria needs to be specified to map the customer field correctly for each address record
LAT-11778	**Printing a letter that was set up when creating new business in Exchange doesn't print from workform**

Creating the letter request from Exchange doesn't set up the data in the database properly causing the print to fail. Populated the data correctly in LetterRequest table to fix the issue

LAT-11718 **Exchange Final Recall Import doesn't set the Queue Level and Closed Date if the Close and return all accounts option is unchecked**

Set the Queue Level to 998 and Closed Date to today's date if the status changes and account not already closed in Exchange Final Recall Import

LAT-11714 **Historical Transaction record getting added even if no mapping exists in Exchange schema**

File Number field is auto-mapped in Historical Transaction schema table due to which a blank record is getting added. Added a check to avoid the auto-mapping.

LAT-11704 **Imported financial transaction from exchange file and got error "Ambiguous column name 'Number'."**

Updated query on master table which is called on exchange import to handle ambiguous column name issue

LAT-11698 **Address table added to Exchange schemas**

Address table added to New Business and Maintenance Exchange schemas. User can now directly map the Address fields and doesn't have to add the generic debtor association table

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Component: Job Manager

LAT-11806 **New config setting for Web API job in Job Manager**

Introduced a new configuration setting "WebAPITimeout" in the config file of Latitude Job Service. This can be used to set the response timeout value of an API endpoint when called from Job Manager using the Web API job category. The timeout need to be set in milliseconds, the default set is 600000 milliseconds or 10 minutes.

Component: Latitude

LAT-11818 **In Account Analysis, the condition filter for the validation method isn't fetching data**

The validation method fetches data based on the condition filter.

LAT-11816

LAT-11783 **Address details were not passing while sending token request**

To resolve this issue sent address details along with other details while sending token request

LAT-11777 **The change that was implemented in LAT-11712 where the search function for phone numbers was altered to "StripNonDigits" in the search. This is causing searches to take up to 4 and 5 mins in databases that have a large amount of phone numbers in the Phones_Master table.**

Restored the search functionality to prior state as asked for!

LAT-11773 **Dashboard error when an Account analysis query used as a source is changed**

When dashboard is configured to use an AA query and it's modified after it's configured, Dashboard is unable to map the configuration to the updated query is erroring out. Provided a sanity check before loading the query and if it's changed an error message is shown to the user to reconfigure the dashboard.

LAT-11772 **Dashboard Error when Associated AA query is deleted**

When dashboard is configured to use an AA query and it's deleted after it's configured, Dashboard is unable to fetch the query and is erroring out. Provided a sanity check before loading the query and if it's deleted, an error message is shown to the user to reconfigure the dashboard.

LAT-11728 **Account analysis - SMS consent flag returns true though the account has the sms consent set to false**

Account Analysis - SMS Consent flag returns true if it is set to true and returns false if it is set to false

LAT-11712 **In the search screen in the work form, formatted phone number like "(123) 456-7890" is not pulling correct account.**

After fix for this issue, user will get accounts containing phone number same as searched phone number.

LAT-11708 **The No Cost to Biller solution that was provided in LAT-11653 is not rounding the dollar amounts correctly when using a 3.5% surcharge and entering a payment that is an "Odd" amount. Even amounts are calculating correctly. Screenshots of issue attached.**

Modified the rounding mechanism to use AwayFromZero mechanism

LAT-11683 **Validation notice is not updating for the linked accounts**

Adding the linked accounts upon validation notice

LAT-11681 **Exchange imports (New business and maintenance) missing history intermittently**

Automated job history and manually imported files are missing history sometimes when replication is run on the history table. Change the update statement on the table to fix the issue

LAT-11674 **Statistics Console from Reports menu was popping error.**

As fix of this ticket, Statistics Console is opening properly from Reports menu.

LAT-11665 **After deleting a Wallet item the updatedWhen and updatedBy is not getting updated in database.**

After fixing the issue, the updatedWhen and updatedBy in database is getting properly updated after deleting the Wallet item.

LAT-11653 **Unable to calculate the correct surcharge, while selecting the option Deduct surcharge from the payment amount.**

Surcharge is calculated properly when selecting the Deduct surcharge from the payment amount.

LAT-11645 **Phones Master → Call Preferences -> Allowed now -> Allowed to call now parameter throws "Unexpected error executing query"**

Issue is fixed and Allowed to call now parameter will return the output

LAT-11622

Issue 1:

In the compliance panel, we can see "total attempts" in phone history table and phone type table do not match as seen in screenshot -1

Issue 2:

Contact Made
If on debtor 2,by default the account is not selected and it doesn't register as a contact but does as an attempt.
If on debtor 1, and you navigate to debtor 2 it updates contact for debtor 2 but attempt for debtor 1.

Issue 3:

Go to Phones panel -> show all debtors
If on debtor 2, do a quick note -> left message -> incremented the attempts counter.
Go to compliance -> you will see debtor 2 incremented the contacts and attempts for a phone quick note on debtor 1.

Issue 4:

Be on debtor 1:
Go to notes panel

Add a note - > TR /LM as Action and Result code(that's a contact)
Click accept.
Navigate to debtor 2 as contacted party and click ok.
Go to Compliance Panel ->you will see the debtor 1 incremented the attempts and Debtor 2 incremented the contacts.

Target for Apr 2022 Patch Release

LAT-11618

When the accounts are tried to be linked, it throws up an error saying "account cannot be removed from link because it is part of an active arrangement".

The customer is not trying to remove any accounts here, but they are getting the error mentioned above.

Customer tried to link 3 accounts together and received the error message stated above. They did not try to remove an account from an active link. This is the error that appears when they try to Link an account to another account when there is a payment arrangement on file. The error message seems to be incorrect.

This is causing serious linking issues, which is an issue wrt compliance.

Issue is fixed, Now when the accounts are tried to be linked if the account have an active arrangement then it will throws up an error saying "account cannot be added to link because it is part of an active arrangement".

LAT-11608 **Preferred End Time Not Correct for Reg F Compliance**

Preferred End time in account analysis is in sync with the work form

LAT-11605 **DBUpdate taking a long time to execute some prescripts related to Workflow tables even though there are no new updates to those tables**

Modified the prescript file WorkflowUpdates.sql to execute only if there are any changes to Workflow tables

LAT-11543 **When we run Credit Bureau Reporting Wizard, the dollar amounts for Original Loan Amount in the file is rounded up, which is incorrect according to the Credit Reporting Resource Guide and needs to be fixed**

When we run Credit Bureau Reporting Wizard, the dollar amounts for Original Loan Amount in the generated file is rounded up, which is incorrect according to the Credit Reporting Resource Guide - “Monetary fields are reported in whole dollars only. Cents should be truncated.”. Amount Past Due and Current Balance fields in the file truncate, which is the expected behavior.

Note: After the fix, Original Loan Amount in the file will be truncated but will be untouched in Credit Reporting panel, i.e., it will contain the decimal values.

LAT-11539 **Unable to change font for the checks**

Provided an option to edit fonts for checks

LAT-11532 **Itemization balances get cleared out after maintenance import**

Existing itemization balances get cleared out after maintenance import if the balance fields are not mapped which should not happen. Changed the code to retain existing values and only update mapped values

LAT-11526 **Letters with code 0002[CUS type] is not removed from pending list for an outside letter service even after printing and prints only headers**

Updated Letter Console to correctly set the debtor when the letter type is of CustomerLetter

LAT-11517 **Resolve Attempts Calculation Difference between AA and Compliance Panel**

Resolve 1 day difference for Attempts Calculation Difference between AA and Compliance Panel

LAT-11283 **Add new Historical Transactions table to the Exchange schemas for New Business & Maintenance**

Exchange Schema is modified to add Historical Transactions table for New Business and Maintenance

LAT-11203 **Create a new table and panel for Historical Transactions**

HistoricalTransactions table created with required columns.
Added the HistoricalTransactions table in Account Analysis.

LAT-11202 **AIM changes to be able to export Historic Transactions with new record CHST under CPLC placement file.**

CPLC placement file contains new record type named CHST which holds the historic transactions

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Component: Payment Vendor Gateway

LAT-11794 **PayRazr is soon going to stop the old SOAP service. Upgrade the plugin to use the new REST API**

Updated the PayRazr plugin to use the new REST API.

Component: Web Access

LAT-11597 **When behind a reverse proxy, the URL in a Report doesn't redirect properly**

ReportViewer translates relative URLs to absolute URLs. This causes issues when the site is behind a reverse proxy. Fixed this by translating the URL to relative URL once the report is rendered on the browser.

Component: Work Flow

LAT-11558 **Workflow crashes when there are 300+ events due to a memory leak**

Provided paging options to navigate events where there are more than 100+ events to stop the memory leak and the application crash