

SCR Summary for:

Release:Liquid Latitude 24.2
Built on:12-Nov-2024

Changes included in 24.2

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 the[Device Install Hint](#) page for details.

SCR	Description/Details
Component: DBUpdate	
LIQ-10317	Purge Accounts process is deleting everything from the ScheduledPaymentDetail table When purging accounts using LMSE Wizard, all records from ScheduledPaymentDetail table are getting deleted irrespective of what accounts are selected. This ticket fixes the bug in the process causing the issue
LIQ-10169	DBUpdate should retain Custom Indexes and Triggers DBUpdate is updated to retain Custom Indexes and Triggers on core tables that start with Custom_ name. i.e. Any custom index and trigger on a core data table, that is not part of the model database, if it's name starts with CUSTOM_, DBUpdate now tries to retain it!
Component: Database	
LIQ-10229	SMSOptInStatus and OptInVerificationType tables not populated SMSOptInStatus and OptInVerificationType tables not getting populated with default data after running DBUpdate
LIQ-10221	When requesting a letter from Letter console on Linked accounts, if any one of the linked accounts is closed, letter will not be printed to vendor and throws an error saying - "Account Closed" Letter requester will honor the Allow on closed accounts option of the Letter pool and request the letters appropriately
LIQ-10217	Workflow activity 'Request Letter' wont send letter to all co-debtors Fixed the store procedure so that the workflow activity Request Letter has an option to send the letter to co-debtors.
LIQ-10202	Running stored procedure Linking_LinkAccounts throws an error. Stored procedure Linking_LinkAccounts is fixed to ensure it does not throw any error.
LIQ-10197	Code refactoring is required for the stored procedure GetEventsCountByAccountId as it causes performance issues on the events panel. Implemented Store procedure changes. Not seeing any Lag while loading the Events
LIQ-10187	Linking job is taking time when evaluating link exceptions Linking job is taking time when evaluating link exceptions. Added a couple of indexes on a temp table created in stored procedure 'Linking_DetermineLinkExceptions' to improve performance
LIQ-10171	Misc Extra updates not creating an aim account transaction for all accounts This ticket fixes a bug in the trigger on Misc Extra table which causes some updates to not create an aim account transaction record resulting in missing Misc Extra export records
LIQ-10166	Evaluate Statute of Limitation on New Business Import 1. New fields have been added to the New Business and Maintenance import process in Exchange. Users can now import DebtOriginationState, ContactState, ContractType and OutOfStatuteDate under master node and StateAtDebtOrigination under Debtor node 2. When importing New Business using Exchange, if OutOfStatuteDate is not mapped and necessary configurations exist, Statute of Limitation will be calculated for the account being loaded
LIQ-10165	RDN Get Update from workform throws "input string was not in a correct format" error When getting updates for a case that has the DeliveredReleasedTo populated, it throws an error because this field is an integer column in Latitude database but is actually a string/text field in RDN environment. This ticket corrects the datatype of this column

LIQ-10164	The "Auto Close Account" permission to be enabled by default in the blank/model database Updated the blank/model database configuration to enable the "Auto Close Account" permission by default.
LIQ-10160	create a new task within the Custodian to update the date dimension table. Added a new task in Custodian to update the date dimension table.
LIQ-10153	When migrating customer from Cider to Liquid, Date Dimension has data only from 2020-01-01 which is causing stair step reports to not show data which is older than 2020 Updated the date dimension population logic to use minimum of received date as start date
LIQ-10138	Few one-time postscripts not executed when running DBUpdate Few DBUpdate scripts that are meant to run only once are never executed when we run DBUpdate because of a bug in the logic that decides if the script should run or not. This ticket fixes the bug and ensure these scripts are run correctly
LIQ-10116	Collector Queue should queue all accounts and not just ones with call preferences Removed filter on call preferences when fetching accounts for collector queue, call preferences are looked at when displaying warnings on the account
LIQ-10107	Scheduledpayment.LetterCode is not populated with the letter code that was sent when custodian creates NITD letters from scheduledpayments of type ACH and CreditCard. The NITDSentDate is populated but not the LetterCode. Process is updated to use appropriate tables instead of the deprecated tables
LIQ-10106	In custodian, the step for creating NITD letters for Post Dated checks is using the bank account holder name and address from debtorbankinfo and should be getting that information from the wallet contact table for the letters. DebtorBankInfo table dependency is removed, and appropriate tables are used to pull the required information.
LIQ-10105	Reminder letters are not scheduled as expected for future promise payments Reminder letters are scheduled as expected for promises

Component: Liquid Center

LIQ-10181	The fee schedule edit screen in administration, The Bucket Titles along with PU, PC, PA checkboxes is not lined up. Fixed the issue, now the Bucket Title along with PU, PC, PA is aligned in the same line/row.
LIQ-10163	New custom panels to show possible links based on SSN or Phonetic Name matches Created 2 new custom panels that display other accounts that should possibly be linked to the current account based on SSN or phonetic name matches but aren't because they do not meet the link threshold
LIQ-10112	Linking should set the value of Hash Data for Date of Birth if the value is null or less than equal to 1900-01-01 Hash Value for null Date of births would be set to 0. This will allow linking on such DOBs and would also speed up overall linking process

Component: Liquid Portal

LIQ-10313	Payment failure on a linked payment should put all accounts in the arrangement in NSF status based on permissions When a payment fails on a linked account arrangement, where payments are applied to the oldest debt first, only the accounts receiving the payment are marked as NSF (Non-Sufficient Funds) based on the current settings. However, all accounts in the arrangement should have their status updated. This feature ensures that all accounts are correctly marked when a payment fails.
LIQ-10301	Debtor Id not set for Email record when populating from public API When adding a new email record by calling the SaveDebtorEmail public API, it populates the record in dbo.email, but does not set the DebtorID. This ticket fixes the issue
LIQ-10289	SAML Validation error while parsing the response from azure SSO. This will fix the issue with SAML Response Validation.
LIQ-10276	New Anchor card to show balances for medical accounts New anchor card created for Agent Desktop for medical accounts showing 1. Self-pay balance (From master table) 2. Total payable by insurance (Sum of all carrier balances) 3. By carrier, carrier name, and outstanding payable balance
LIQ-10257	Events panel check show all notes from links doesn't show all notes from links Implemented the store procedure changes to ensure it should display notes for all linked accounts
LIQ-10249	Latitude AIM Export Recall job is failing if there are open recall transactions in the database for accounts that aren't placed Typically accounts are still placed when recall transactions are open and are set to not placed when the recall transactions are processed. If due to some process there are open AIM recall transactions in the database for accounts that are no longer placed, it could cause the AIM recall job to fail and this fix will resolve the issue
LIQ-10248	When using the Charge Off Date merge field in a DUN type letter, any other merge fields used will populate but the Charge Off Date field is not populating Now Charge Off Date will get populated in letter when using Charge Off Date Merge Field.

LIQ-10247	Included healthcare tables in purge process Added the Carrier Summary, Claim and Claim Details tables to the purge process along with the Insurance tables!
LIQ-10242	The SAML username in the user configuration is not being populated from the database after being saved from the screen. The SAML Username field can now be displayed on the user configuration screen.
LIQ-10240	In Audit, Accounts which has access restriction, were also getting displayed in Audit Screen when user is trying to access those accounts. Now Restricted Account won't get displayed in Audit Screen if user tries to access those restricted accounts.
LIQ-10239	The printing of the CUS letter type from the Letter Console as an outside letter service is not populating the corresponding values in the header fields after making a request from Liquid Web. Additionally, in Liquid Web, within the Pending Communication section of the Communication Template, the Process Method is also displaying an error. The header fields are now successfully populated with the corresponding data after printing letter from Letter Console as outside letter service, and no more "error" will be shown within the Process method in the Pending Communication section.
LIQ-10232	Re-evaluate Statute of Limitation on change of debtor's current state of residence Statute of Limitation will be recalculated when the debtor's current state of residence changes if the permission to calculate SOL is enabled and the debtor state configured is the debtor's current state of residence
LIQ-10228	New events panel in Healthcare tab Events panel will show up in the healthcare tab and also allows the user to add a note to multiple accounts
LIQ-10227	Synchronize changes to CCCS tab across linked accounts Any changes to the CCCS tab under Customer task panel should prompt the user to select if it needs to be synced to other accounts in the link
LIQ-10226	Synchronize changes to Assets tab across linked accounts Any changes to the Assets tab under Customer task panel should prompt the user to select if it needs to be synced to other accounts in the link
LIQ-10225	Synchronize changes to Deceased tab across linked accounts Any changes to the Deceased tab under Customer task panel should prompt the user to select if it needs to be synced to other accounts in the link
LIQ-10224	Synchronize changes to Bankruptcy tab across linked accounts Any changes to the Bankruptcy tab under Customer task panel should prompt the user to select if it needs to be synced to other accounts in the link
LIQ-10223	Synchronize changes to Attorney tab across linked accounts Any changes to the Attorney tab under Customer task panel should prompt the user to select if it needs to be synced to other accounts in the link
LIQ-10222	Synchronize spouse data across linked accounts Any changes to the Spouse Information tab should prompt the user to select if it needs to be synced to other accounts in the link
LIQ-10219	Ability to see the AIM Recall button on closed status type accounts Added ability in Liquid Latitude to manually recall an account from the workflow even if it is closed provided it is configured in the AIM Place/Recall permission
LIQ-10218	Phones records do not show up anywhere in the agent desktop if the client is not a part of a client group Due to a bug no phones are displayed for any account that belongs to a customer that is not part of a client group. This ticket fixes the issue
LIQ-10214	Automatically populate TimeZoneCode in Debtors TimeZoneCode column in Debtors is set based on LateTimezone but is not automatically set when an account is loaded even though LateTimezone is set. This ticket ensures TimeZoneCode gets automatically set
LIQ-10209	When saving settings with passwords from Liquid Web interface, the settings would blank out after saving and would not persist. This works fine from installed User Manager application! The logic to save / retrieve secure settings (settings with passwords for example) have been implemented in Liquid web interface and works similar to installed User Manager application!
LIQ-10208	The "Customer" task presents the contact information of the selected party, including phone numbers and emails; however, it currently does not display any available contact details. Removing and selecting the parties successfully resolves this issue. When a user selects a contact in the "Customer" task and uses the dropdown menu to send an SMS or email, the available phone numbers and email addresses are consistently presented. This capability also extends to the email and phone reference panels.
LIQ-10207	In the Agent Desktop, under the Special Menu, there is an option to "Assign Custom Queue Level (425-499)." The application allows users to assign closed accounts to the custom queue. The application does not allow assigning a closed account to a custom queue level. When a user attempts to assign a closed account to a Custom Queue Level (425-499), the application prevents this action with a popup message "Account must be reopened first."
LIQ-10205	Change the close account button to Close Interaction. Close account button is changed to Close Interaction.
LIQ-10203	The validation expiration date is still displayed in the compliance panel, even though the return of the Email/SMS or Email/SMS address is marked as "BAD" for "Digital" validation notice type.

If the Email/SMS has been marked as "bad," or if the Email/SMS is returned or fails to deliver, the validation expiration date has been changed to "N/A" in the compliance panel.

LIQ-10199	When adding a new insurance record a event record is not being written Implemented the code changes to ensure it should add records in event
LIQ-10198	Code refactoring is required for the stored procedure GetEventsAndNotesByAccountid as it causes performance issues on the events and notes panel. Not seeing any Lag while loading the Events and Notes Panel in the Workform.
LIQ-10194	Client dropdown in Collector queue - UI look and feel when multiple clients are selected Implemented the code changes for the dropdown for selection of multiple clients
LIQ-10193	Users with a large number of customer codes (more than 300) are experiencing severe delays in response times when using the customer drop-down menu on the Collector queue screen. Resolved the loading issue caused by the large flow of client data into the dropdown menu. Users no longer have to wait for the data to fully load in the dropdown menu. Customer codes will now be displayed clearly based on the user's search query.
LIQ-10180	Disable Surcharge field in Arrangements panel when Surcharge is not permitted at State or Client level If the Permit Surcharge flag under State Restrictions is unchecked or the Max Surcharge field for a Client is set to 0, disable the Surcharge Amount dropdown field under Payment Negotiator in the Arrangements task panel. The actual Surcharge being considered when proposing a payment in this scenario is 0 which can be confusing for users if they enter a Surcharge value. Disabling the field will avoid this confusion. Also, users can now use the User Policy permission to choose what options should be displayed in the Surcharge Amount dropdown.
LIQ-10179	Reversing of a Judgment writes payhistory with no values to account for balance change Implemented the code changes to ensure reversing of Judgment should writes pay history with correct values
LIQ-10177	The permission Access account by customer code is not implemented in Liquid. The new feature is implemented in such a way that user can access accounts that belong to selected customer codes when the policy - Access account by customer code is enabled.
LIQ-10176	Users with a large number of customer codes (more than 300) are experiencing severe delays in response times when using the customer drop-down menu on the Collector queue screen. Resolved the loading issue caused by the large flow of client data into the dropdown menu. Users no longer have to wait for the data to fully load in the dropdown menu. Customer codes will now be displayed clearly based on the user's search query.
LIQ-10175	New "Consent for Pre-recorded messages" condition in Account Analysis User can now see a new condition in Account Analysis named "Consent for Pre-recorded messages" that will filter the accounts based on the condition when applied.
LIQ-10174	New Pre-recorded consent field in Phones Panel Users can now see a new Consent field in Phones panel named "Consent for Pre-recorded messages" when enabled and saved, that will be recorded against specific phone number.
LIQ-10173	The ability to send an email or SMS using the context menu in the Phone / Email panel is broken. The issue has been resolved, allowing users to send emails or SMS messages using the context menu in the Phone/Email panel.
LIQ-10172	New tools menu option and new Healthcare tool A new menu option Tools is available in the landing page and a new Healthcare tool can be accessed from the Tools menu which can be used to manage Healthcare Queues and Assignments
LIQ-10170	When attempting to configure permissions that are not applicable to certain scopes, the system displays a message indicating that the permission cannot be configured at the current scope. However, the message does not specify at which scope level the permission can be configured. Now, when a user attempts to configure a permission at an incompatible scope, the system will display a comprehensive message. This message not only indicates that the permission cannot be set at the current scope, but also specifies the appropriate scopes where the permission can be configured.
LIQ-10167	The script verbiage while designing (in terms of spacing) isnt same as the what is actually seen in the pop up The script verbiage while designing is same as the what is actually seen in the pop up
LIQ-10162	When email or phone information is not available, the application allows the user to send a communication request via email or SMS. When email or phone information is available, then only user is allowed to send a communication request via email or SMS.
LIQ-10158	Old invalid recall transactions being picked up automatically and set as processed/completed When we recall an account the corresponding AIM transaction record's status is initially set to 4 (being recalled) when the record is being exported and then set to 3 (completed) when the transaction is processed. Due to some error in the customer's environment there exist multiple AIM recall transactions with status as 4. And if these accounts are placed back to the same agency from which they were recalled, these invalid transactions could get picked up and the status could then be set to 3 (processed/completed) which can be confusing for the users. This ticket fixes this issue and doesn't look at these invalid records when updating the AIM transaction status
LIQ-10156	Audit screen gives the option to select Date but it is considering the date and time when sending the data to API and API is converting it to EST causing issues. Now when User select Date in Audit then it will send only Date data to API.
LIQ-10155	There are a number of permissions inside of liquid where some of the permissions say "Client" and some say "customer". There Are Some Permissions which are using the word "Customer". The renaming of those Permissions need to be done and replace the "Customer" word with "Client"

Now in the liquid, the Permission Names which has "Customer" word in their name has been replaced with word "Client"

LIQ-10154	The dropdown for adding clients to groups is not user-friendly for managing 2000+ clients. We need to improve this functionality to allow bulk selection of clients. The issue with the dropdown selection for adding clients to groups has been resolved. Users can now select multiple clients simultaneously, making it easier to manage large client lists.
LIQ-10152	When authenticated using SAML, unable to place email / sms communication requests After login, the system tries to fetch complete user details which are used throughout the system. When logged in using SAML, this step is bypassed which is causing this issue. Updated the process to fetch the user details.
LIQ-10151	Update the stored procedure cbrEvaluateBulk_NoCursor to fix the nulls A null check is included in the stored procedure cbrEvaluateBulk_NoCursor.
LIQ-10148	When View SSN permission is not enabled, the SSN field value is visible to the user under Medical tab in Reference panel Now When View SSN permission is not enabled, then SSN field value will get masked and will only show last 4 digit.
LIQ-10147	add\edit of phone number of type Home\Other etc throws an error. code changes are implemented to ensure add\edit of phone number of type Home\Other or any other type
LIQ-10145	Merge one Link Id with another Ability given to users to enter a Link Id in the Liquid Workform to which another existing Link Id can be merged
LIQ-10143	Collateral Panel - Foreclosure Bid Amount should Change to Foreclosure Min Bid Amount Implemented the code changes to change Foreclosure Bid Amount to Foreclosure Min Bid Amount
LIQ-10142	The account query results are not sorted according to the specified order. Code changes are implemented to ensure the account query results are sorted according to the specified order provided.
LIQ-10136	The percentage field in configuration settlement allows % more than 100 and less than 0 values. Percentage field is restricted to enter 0 to 100 percentage.
LIQ-10127	Administration changes for Statute of Limitation configuration <ol style="list-style-type: none">1. New permission has been added to enable calculation of Statute of Limitation for an account and configure which state must be used at a Client and Debtor level2. New setting has been added to manage Purchased Accounts information for Debt Purchasers3. Added new fields to existing Client setting - Registered State and Default Contract Type4. Renamed existing State Restriction setting to State and added ability to create States using this setting. This setting lets users add state restrictions and statute of limitation values for each state
LIQ-10123	Modifications to the Communications Panel Modified the Communication panel so that the recipient is selected first and then the e-mail / Phone number is selected. Also the recipient could be: <ol style="list-style-type: none">1. The current debtor/party2. Other responsible debtors3. Authorized third parties for the current debtor/party Any Phone number or email that is shown should belong to the recipient and not have a BAD status. The dropdown now also shows the type along with the phone number / email (ex. "Home - someone@somewhere.com") and defaults to Correspondence email / phone, when available!
LIQ-10120	The Import Query Functionality in Account Analysis is not working when user try to Import any query. The Condition Box is not getting populated with conditions within query. Code Change are implemented to ensure to import the query in Account Analysis.
LIQ-10119	On Custom Panels that have been created, if the panel has a date or date/time field presented, if you click on the column header to sort, this causes the sorting sequence misalignment. Example:On the query behind the Panel, you can put in Date field Descending in the Order section. then when it appears in the UI when opening the panel the outputs are in Date/Time order.When clicking the column header, it appears to order dates in the dd (day number) order rather than the dd/MMM/yyyy hh:mm:sss Order. In the Custom Panel, sorting did not happen properly for the Datetime fields. The Format for Datetime fields has been corrected and the Datetime fields are getting sorted (both ascending & descending) in the Custom Panel
LIQ-10117	Liquid cookies should include the samesite option Liquid cookies now includes the samesite option set to Lax
LIQ-10115	Settlement Merge fields not showing up in communication templates Mail Merge dropdown Updated the logic for Settlement Merge fields to display i in the communication templates Mail Merge dropdown.
LIQ-10113	When the account is opened for the first time and it have the automatic script enabled, the agent script icon is not visible in the toolbar. When the account is opened for the first time and it have the automatic script enabled, the agent script icon is now visible in the toolbar.
LIQ-10110	The customer encountered challenges when deleting the desks that were currently assigned to users with modified roles from Liquid. The customer has been given the capability to delete desks for users in the Liquid.

LIQ-10108	Reminder date is shown on screen when setting up an arrangement even when No reminder letter option is chosen Reminder letter date will be shown only if a valid reminder letter is chosen
LIQ-10102	Eliminate the AWG and Rehab tables along with their associated data from the letter request retrieved by the Vendor procedure sp_letterrequest_getforvendor, as they are unnecessary for the Liquid version. The Vendor procedure sp_letterrequest_getforvendor, which collects letter request data, no longer includes the AWG and Rehab tables or associated data.
LIQ-10098	on the credit card admin policy, if you select/tick "Allow entry of credit card postal code", then when you go into the wallet screen to add a card, that enabling then presents the postal code field for agents to enter, but it also presents 2 x country boxes. on the credit card admin policy, if you select/tick "Allow entry of credit card postal code", then when you go into the wallet screen to add a card, that enabling then presents the postal code field for agents to enter, now with two input box one for county and other for country
LIQ-10097	When the balance on the account is >£9999.99 the value within the DPA Panel misalignment and overlaps the frame Now If The Current Balance of Particular Account is >£9999.99 then the value within DPA Panel get properly aligned within the frame.
LIQ-10092	When adding a new user, you cannot set the initial password directly. You must first save the new user, then edit the user and select "reset password" to set it. Code changes are implemented to set initial password directly when adding new user.
LIQ-10082	Batch Processor Result or view history are currently ordered so that the payments with surcharges are seen first. Change the ordering so that, the errored payments are seen first. Batch Processor Result or view history ordered so errors are the first set of info seen
LIQ-10062	Display issues with user configuration Updated the logic for user configuration to display active users followed by inactive users
LIQ-10050	Request from the end user to make the dialer ribbon its own window to have more accessible screen space. Included a icon on dialer ribbon to make the dialer ribbon moveable.
LIQ-10045	Recall request not raised from workform if account has an existing transaction with status 4 This ticket fixes the issue where recall requests are raised from workform even if there are transactions with status 4 (invalid requests)
LIQ-10028	Invalid dates in Warning popup causes account to not open If there is any data in the Warning messages that resembles a date but it actually not a valid date, the account fails to open. Instead we are going to show the data as is and not throw an error
LIQ-9895	New Add Carrier permission in Administration New permission created to add Carrier Information from Workform Medical Panel
LIQ-9877	New Healthcare tab populated with carriers and accounts when accessed When a Carrier is opened, multiple accounts will be shown (based on the Max Account Numbers value set in Carrier table). If multiple agents are working on the same carrier, all of them will be queued different accounts
LIQ-9873	New permission and policy to Allow access to new Healthcare tab Created new permission and policy to allow the user to access the new Healthcare tab
LIQ-9872	New System Codes/Settings page in Administration to manage Healthcare Information A new System Codes/Settings page in Administration will be available to manage Healthcare Information. It will also have an option to specify the max number of accounts that can be discussed per call.
LIQ-9223	The CVV2 and CheckSum filters are not working in creditcardtype . Removed filters for the two columns Cvv2 ,Checksum and there is no error.

Component: Liquid Task Scheduler

LIQ-10133	Re-evaluate Statute of Limitation on payment posting Statute of Limitation will be recalculated when a payment is processed if the permission to calculate SOL is enabled and SOL recalculation is allowed for the configured debtor state
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Component: Self Service Portal

LIQ-10291	Invalid request sent error on Self Service Portal login On login of Self Service Portal, user is getting the error "Invalid request sent" because the client IP address being sent to the login API is blank. This is because the URL called to fetch the IP address is a HTTP URL but the site URL is HTTPS. Using this ticket we'll update the IP address URL to use the HTTPS one.
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