

IBM TRIRIGA Anywhere
Version 10.4.1

Release Notes



Note

Before using this information and the product it supports, read the information in “Notices” on page 7.

This edition applies to version 10, release 4, modification 1 of IBM® TRIRIGA® Anywhere and to all subsequent releases and modifications until otherwise indicated in new editions.

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Release Notes

Welcome to the December 2014 release of IBM® TRIRIGA® Anywhere 10.4.1. This document describes the new features and known limitations and provides information that you can use to find more information or get support.

The known limitations in this document are relevant as of the release date - **December 19, 2014**. Known issues are also documented in individual technotes in the IBM Support knowledge base as they arise. When product issues are discovered and resolved, the Support team updates the knowledge base. By searching the knowledge base, you can find workarounds or solutions to problems.

Use the following link to search the Support knowledge base for the up-to-date technotes: [Technotes documenting product issues](#). If no information is available, the searches return no results.

Prerequisites

Ensure that IBM TRIRIGA Application Platform 3.4.1.1 is installed before you install IBM TRIRIGA Anywhere.

Installation and Upgrade Information

See the following for installation and upgrade information:

[Planning to deploy IBM TRIRIGA](#)

[Installing the IBM TRIRIGA Anywhere components](#)

[Upgrading IBM TRIRIGA](#)

Important Information

Enhancements were made in the IBM TRIRIGA 10.4.1.1 fix to support the IBM TRIRIGA Anywhere 10.4.1 release.

Responsible Person and Responsible Organization

When a work task is created by using the IBM TRIRIGA Anywhere Work Task Management mobile app, the primary organization and associated supervisor in the mobile user's employee profile are used to populate the responsible organization and responsible person on the work task in IBM TRIRIGA. If the current user does not have a primary organization, then the responsible organization and responsible person on the work task are pulled from the query (Organization - Workflow - Responsible Organization for Work Task). If the user does not have a primary organization and the query is not defined, then the responsible organization and responsible person values on the work task are blank.

Bypass Approval

The Bypass Approval flag on the employee profile in IBM TRIRIGA is used to determine whether new work tasks that are created by the current user in the IBM TRIRIGA Anywhere Work Task Management mobile app will bypass the normal approval process. This flag is turned on and hidden by default and only impacts work tasks that are created on mobile devices.

The Mobile Settings tab in the IBM TRIRIGA Application Settings enables the Bypass Approval to be set for all employees. This tab is hidden by default and only applies to work tasks that are created on mobile devices. Running the 10.4.1.1 patch helper also will set the Bypass Approval flag to true for all employees.

Bypass Approval On

If the Bypass Approval flag is selected for a service technician user and that user creates a new task on a mobile device, the new work task is moved directly into **Active** state with no approval workflows triggered. The work task is active immediately and the service technician can perform the following actions on it right away:

- Change priority
- Change task type
- Add comments
- Add time entries
- Change the status

In the IBM TRIRIGA web application, the new work task starts in **Draft** status and then the bypass approval process sets it to **Active** immediately.

Bypass Approval Off

If the Bypass Approval flag is not selected for a service technician user and that user creates a new task on a mobile device, the new work task has an initial status of **Draft**. The service technician can perform the following actions on the draft work task:

- Change priority
- Change task type
- Add comments
- Add new time entries

The service technician cannot change the work task status until the work task has been approved. The work task can be approved only after the mobile device has been connected and the work task has been synched with the IBM TRIRIGA web application.

In the IBM TRIRIGA web application, the new work task starts in **Draft** status until it is approved and activated.

Known Limitations

“Undefined” message after password reset

Issue: On Android devices, when a user resets their password, a message displays “Undefined”.

Workaround: This issue affects password resets only - for example, when a password has expired. It does not affect regular password changes. Though the error message is misleading, the password is reset as expected and the user can log out and log back in with the new password. (TRI-154145)

App does not respond after user logs out and in again

Issue: When the mobile app has been deployed on an Android device by using Worklight Studio, when a user logs out and in again as the same user, the app can stop responding.

Workaround: This is a known Worklight issue. It does not occur when app deployment is done by using the installer. If you encounter this issue, if possible, generate a new apk file by executing build.cmd in the TRIRIGAAnywhere project folder in a Windows command prompt. The new apk file is generated in the \bin folder. If rebuilding an apk is not an available option, then the workaround is to clear the app from memory and restart. This workaround is a temporary resolution – the login issue will occur again in future logins. (TRI- 154136)

Updated Actual Cost value not displayed

Issue: The calculated Actual Cost value is not displayed in the mobile app on a new or existing work task

Workaround: The correct value is sent to the web application even when it is not displayed in the mobile app. If the user saves the record, closes the app work task and then opens it again, the calculated amount is displayed correctly. (TRI-152937)

Downloading lookup data from Settings screen opens Assigned Work list

Issue: The first time a user downloads lookup data from the Settings screen, the Assigned Work list screen opens unexpectedly.

Workaround: This is an intermittent defect that the user can resolve by tapping the screen again. (TRI-152978)

Asset is duplicated

Issue: An asset is duplicated after work task creation.

Workaround: This issue is resolved after the synchronization process is done (between 10 and 30 seconds). The information shows up correctly in the IBM TRIRIGA web application. (TRI-151435)

Java UnsupportedClassVersionError error during build

Issue: During the build process, you might encounter a Java UnsupportedClassVersionError message.

Workaround: You can ignore the message - there is no impact to the build process. If you want to avoid having the message appear, before you start the build, set the JAVA_HOME environment variable to the location of a 1.7 JDK or JRE.

Additional WAR file deployment steps to support attachments

Issue: The attachment servlet is not included in the WAR file that is generated by install-anywhere-platform and build-and-deploy-all-native processes. (Tri-143440)

Workaround: If you are using the Eclipse environment and you want to deploy the project console WAR file that supports attachments from TRIRIGA Anywhere, you must copy the project into the workspace when you import TRIRIGAAnywhere to Eclipse. To do this, complete the following steps:

1. In Eclipse, go to **File > Import**.
2. In the **Import** window, expand the General section, select **Existing Projects into Workspace**, and then click **Next**.
3. In the **Import Projects** window, browse to the root directory of TRIRIGAAnywhere, select the **Copy projects into workspace** checkbox, and then click **Finish**.
4. In the Eclipse **Project** menu, select **Build Automatically** so that you do not need to run ANT to install the platform and artifacts.
5. Start the embedded Worklight server.
6. Select the adapters and then select **Run As > Deploy Worklight Adapter**.
7. Select the mobile app and then select **Run As > Run on Worklight Server**. You should receive a file not found error message when you go to this URL:
<http://localhost:10080/TRIRIGAAnywhere/anywhereAttachment>
8. Add "TRIRIGAAnywhere-Apps-Builder-and_Deployer" in Ant and Run "update-eclipse-war" to enable the attachment servlet.
9. Restart the embedded Worklight server, and then go to the <http://localhost:10080/TRIRIGAAnywhere/anywhereAttachment> URL again. This time the message should indicate that the attachment servlet is running.

IBM TRIRIGA Anywhere 10.4.1 Support Matrix

The *IBM TRIRIGA Anywhere Supported Versions* lists information that is related to IBM TRIRIGA Anywhere's supported products and platform. The *IBM TRIRIGA Application Platform Compatibility Matrix* lists supported operating systems, databases, and related details for and about the IBM TRIRIGA Application Platform and relays information about end-of-life plans for such software. The *IBM TRIRIGA Anywhere Supported Versions* and the *IBM TRIRIGA Application Platform Compatibility Matrix* might change over time. The *IBM TRIRIGA Anywhere Supported Versions* and the *IBM TRIRIGA Application Platform Compatibility Matrix* can be found on the IBM TRIRIGA wiki at <https://www.ibm.com/developerworks/community/wikis/home?lang=en#/wiki/IBM+TRIRIGA1/page/Support+Matrix>.

Related Documentation

You can find the documentation for this release in the IBM TRIRIGA Anywhere 10.4.1 Knowledge Center: www.ibm.com/support/knowledgecenter/SSVNWU_10.4.1/com.ibm.si.tra.doc_10.4.1/welcome.html.

For troubleshooting topics, see:

http://www.ibm.com/support/knowledgecenter/SSVNWU_10.4.1/com.ibm.si.tra.doc_10.4.1/tshoot/t_ctr_tshoot_support.html

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