Pathway
RELEASE NOTES

Enhancements

3.10.018

infor

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Pathway Release 3.10.018

Table of Contents

Introduction

This document describes enhancements and new functionality made available in Release 3.10.018 of the Pathway software.

Included in this document are the following sections:

User Guides and Online Help
This includes an overview of how to access Pathway Help (both online and in printable format), as well as a listing of all the Modules included.

Modules
Each module that has undergone modifications is included in this documentation. The documentation is now contained in three separate documents as follows:

- Infor Pathway Release Notes 3.10.018 Enhancements.pdf
- Infor Pathway Release Notes 3.10.018 Fixes and Software Corrections.pdf
- Infor Pathway Release Notes Summary 3.10.018.xlsx

If there are no details under any of these headings for a particular module, then that module will be omitted entirely.

InforXtreme Incident Index
This includes a listing of the InforXtreme Incidents addressed in this release of software, in alphabetical order with their associated page number.

DRN Index
This includes a listing of the Development Requests (DRNs) addressed in this release of software, in numerical order with their associated page number.

KB Index
This includes a listing of the Knowledge Base Articles (KBs) addressed in this release of software, in numerical order with their associated page number.

ERS Index
This includes a listing of the Enhancement Requests (ERSs) that have been included in this release of software, in numerical order with their associated page number.
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User Guides and Online Help

All Pathway modules are supported by on-line help text which is accessed by pressing the F1 key within any field on a form. In addition, help text for all modules is also available from the Contents option within the Help Menu. This can be accessed from any form within Pathway.

Complete User Guides based on the Help Text may also be printed in hard copy for each module. To access the PDF versions of the User Guides, the following steps should be performed:

❑   The User Guides are stored in PDF format and therefore require that Adobe Reader be available to access them.
❑   The User Guide can be viewed or printed, but cannot be modified.
❑   Check with your system administrator for instructions on where to find these documents on your system.

The User Guide documents are stored in the following directory path in the following format e.g. ACR.pdf:

e.g.
XXX \ hlp\ABK.pdf

ABK	(Bookings Management)	CSY	(System)
ACR	(Customer Service)	CTX	(Tax)
CAR	(Accounts Receivable)	CWF	(Workflow)
CAU	(Auditing)	CWP	(Word Processing)
CBT	(Batch Processing)	CWS	(WorkSmart)
CCL	(Calendar)	ESY	(ePathway)
CCP	(Customer Profile)	HowtoUse	(How To Use)
CDC	(PaperClip Attachments)	LAN	(Animals)
CEM	(e-mailing)	LAP	(Applications)
CFI	(General Ledger)	LCN	(Conditions)
CIF	(Core Interface)	LDR	(Debtors)
CIM	(InfoMart)	LER	(Electoral Roll)
CMN	(Menu System)	LIF	(Infringements)
CMO	(Memo)	LIN	(Inspections)
CNA	(Name and Address)	LLC	(Licensing)
COR	(Responsibility)	LPA	(Property Accounting)
CQY	(Query)	LRA	(Rates)
CRC	(Receipting)	LTW	(Trade Waste)
CRF	(References)	LVL	(Valuations)
CRG	(Registers)	LWB	(Water Billing)

System - Functionality

Enhancements

ION Parameters

InforXtreme Incident: COGC 14284820;	DRN: 31597	Fix:
SMART AND THICK CLIENT;	KB:	ERS:

Sync.PathwayRatesAssessment

Previously the outbound from Pathway Sync.PathwayRatesAssessment BOD was limited to "Rates" assessments.

The outbound from Pathway Sync.PathwayRatesAssessment BOD has been modified to include both "Rates" and "Special Rates and Charges" assessments.

Paperclip Attachment Maintenance

InforXtreme Incident: COGC 14671977;	DRN: 31626	Fix: 03107388; 03107377;
SMART CLIENT;	KB:	ERS:

PAPERCLIP ATTACHMENT MAINTENANCE

The Paperclip Attachment Maintenance form (CDCG1010) has been modified to ensure that adding a new attachment file always adds the new record as the last one in sequence even if there is more than one page of attachment records (that is more than 50 attachments in the smart client).

This means there is no longer any need for a user to perform a "Continue to End" before adding a new attachment to ensure it is added at the end of the sequence.

This is important where EDMS integration is storing the attachment files. These changes should also improve initial load time of this form when EDMS integration is in use to store attachment files.

Paperclip Attachments

InforXtreme Incident: 14480766	DRN: 46316	Fix: 3107395
UX Client	KB:	ERS:

PAPERCLIP ATTACHMENT MAINTENANCE

The Paperclip Attachment Maintenance form (CDCG1010) has been changed to allow a URL to be entered for client mode Attachment Types. It was not previously possible to add a URL as a Paperclip Attachment in the UX client.

When a client mode Attachment Type is added a new URL checkbox is displayed next to the Attachment Path and File Name file picker. To enter a URL as an attachment change the URL checkbox to be checked on and then enter the URL in the Attachment URL textbox instead of the filepicker.

The URL entered can be a complete URL like 'https://www.infor.com' or a shortened URL such as www.infor.com.

System Menu

| InforXtreme Incident: 14428657 | DRN: 39219 | Fix: |
| UX Client | KB: | ERS: |

The UX system menu has been altered so that the state is maintained between navigating between pages. The position, selected menu option and the open branches of the menu will be maintained between page views.

Scroll to system notification area if an error is added.

| InforXtreme Incident: | DRN: 51647 | Fix: |
| UX Client | KB: | ERS: |

When saving a from an error message may be displayed at the top of the page in the system notification area. If this happen the form will now scroll to this area, so it is clear why the form did not same.

Applications

<u>Enhancements</u>

Inspection Maintenance

InforXtreme Incident:	DRN: 49488	Fix:
UX Client	KB:	ERS:

APPLICATION INSPECTIONS MAINTENANCE

The Application Inspections Maintenance menu was previously not shown in UX.

Bookings Management

Enhancements

Bookings Management Classes

InforXtreme Incident: COPP 8992940;	DRN: 29769	Fix:
SMART CLIENT;	KB:	ERS:

BOOKING CLASS MAINTENANCE

Removed unused Facility Calendar checkbox parameters from the form.

Bookings Management

ePathway System

Enhancements

ePathway Core

InforXtreme Incident:	DRN: 31641	Fix:
	KB:	ERS:

TLS 1.3 SECURITY

Changes have been made to core ePathway code to handle the TLS 1.3 Security Protocol.

ePathway Core

InforXtreme Incident:	DRN: 31625	Fix:
	KB:	ERS:

SECURITY UPGRADES

Changes have been made to address all (minor) security issues identified in an OWASP security scan.

ePathway Core

InforXtreme Incident:	DRN: 31630	Fix:
	KB:	ERS:

SECURITY UPGRADES

Veracode Security scans were done over ePathway source code and all reported issues have been addressed.

As part of these changes, the ActiveCall payment gateway has been decommissioned.

ePathway Core

InforXtreme Incident: PARA 14601374;	DRN: 31616	Fix:
	KB:	ERS: 57418;

SESSION TIMEOUTS REDIRECT

When a session times out (usually after 20 minutes of idle time) the user is taken to a Session Expired page. This can now be bypassed by changing the 'Configuration.DisplayExpiredPage' System Setting.

ePathway Formatted Address Entry

InforXtreme Incident: COGC 14567733; COGC 14915107; SMART AND THICK CLIENT;	DRN: 31578	Fix: 03107359;
	KB:	ERS:

FORMATTED ADDRESS AUTOCOMPLETION PRIVACY

To ensure no email addresses are presented in the formatted address autocomplete suggestions, any free format address templates that include the word "email" in the description will be excluded from the search.

As a second level of security to protect sensitive information addresses which fall into these categories will automatically be excluded:

- Addresses prefixes with anything other than digits or valid address components (e.g. unit/level)
- Addresses prefixes with 7 or more digits (ie. potentially phone numbers)
- Formatted addresses which appear to contain c/- (or 'care of' variants).
- Formatted addresses which appear to have email addresses anywhere within.

ePathway Customer Service

Enhancements

Customer Service Infringement Role Links

InforXtreme Incident:	DRN: 31639	Fix:
SMART AND THICK CLIENT;	KB:	ERS:

EPATHWAY CUSTOMER SERVICE REQUEST INFRINGEMENT ROLE LINKING

The ePathway Customer Service module has been enhanced to allow request types to accept entry of linked Infringements during lodgement. This allows amongst other possible uses, the creation of requests for customers wishing to query/dispute Infringements online. The Pathway request created is then linked to the existing Pathway Infringement and any attachments optionally duplicated onto the Infringement.

PARAMETERS IN PATHWAY

To cater for the new functionality, the ePathway parameters maintained from the Pathway system administration menus have been modified to include a "Duplicate Infringement Attachments" option. When set this determines that any attachments linked to a request lodged within ePathway will also be duplicated and then linked to the actual Infringement. If this is not set, the attachments will be linked to the request only (as per current behaviour). Note that each of the duplicated attachments will be given a unique document/file name.
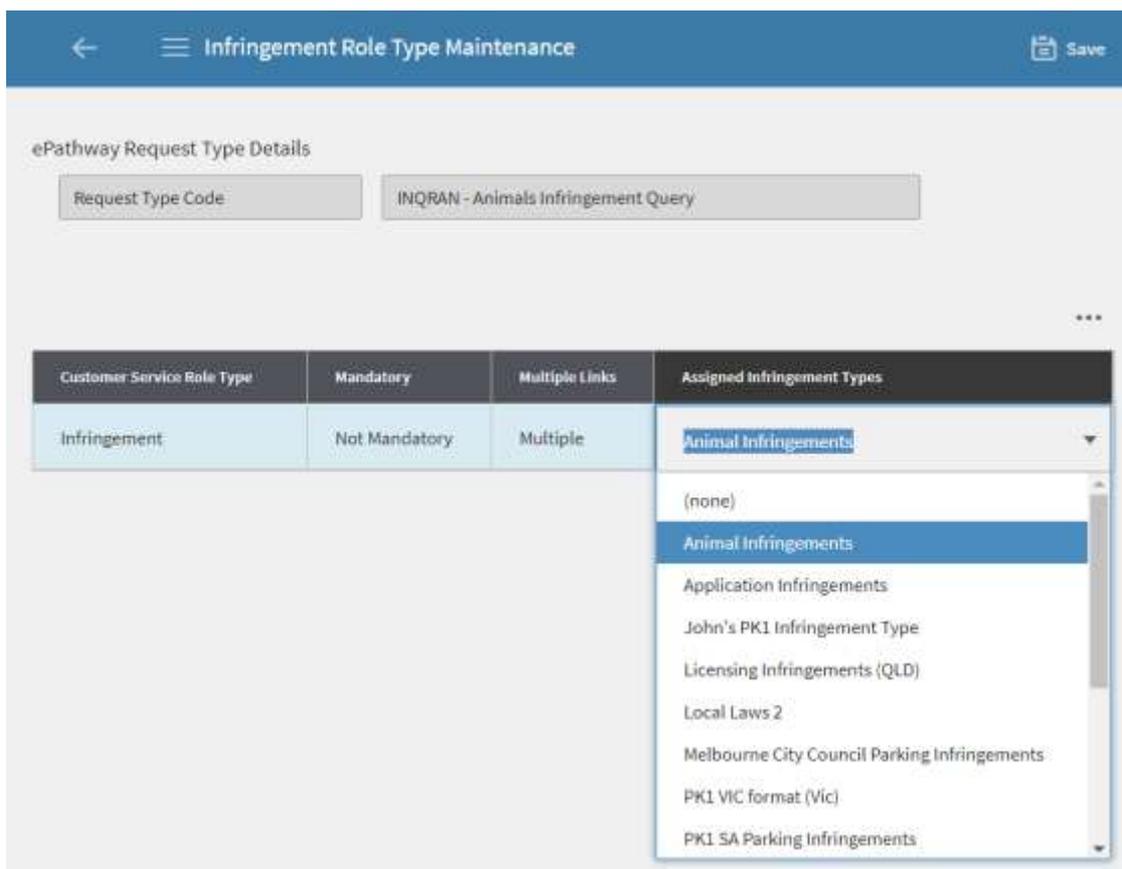
System Administration >> ePathway >> Customer Request Parameters >> Customer Request Type Maintenance

Also available on the Request Type Maintenance form is access to a new Infringement Role Type Maintenance form.

The Infringement Role Type Maintenance form allows the Infringement Type assigned to the Infringement Role to be nominated. Only Infringement Types which have already been configured as valid payment types will be available for selection (ie. Via *System Administration >> ePathway >> Payments Parameters >> Payments Module Maintenance >> Infringement Receipt [Types ...]).* This also ensures field selections and labels already established on the payment parameter forms are used within ePathway.

System Administration >> ePathway >> Customer Request Parameters >> Customer Request Type Maintenance >>
Infringement Role Type Maintenance

It is important to remember to export the paramter changes to the Web Server after making changes
on any of the above forms.
Ie.
System Administration >> ePathway >> System Processing >> Web Server Export
        Customer Request Type Export
        Customer Request Roles Export

EPATHWAY PAGE LAYOUT CONFIGURATION

In order to accommodate Infringement Roles, the exsiting "Location Roles" form within the customer
service page layout forms has been renamed to "Module Roles" as it now allows maintenance of both
the Location and Infringement roles.

Customer Service Types

This page allows you to maintain the Dynamic Layout for Customer Service request types. You can select the 'Text', 'Location Roles' or 'Pages' links (when available) to maintain that information for the request type. If a request type is a parent to other request types then the type code will provide a link to those child request types. The 'Create From ...' link (when available) can be used to create the Pages by copying the structure from another request type.

Infringement Queries ->

Seq.	Code	Description	Instructions	Confidential Action			
1	INQRAN	Animals Infringement Query		Default Off ⌄	Text	Module Roles	Pages (1)
2	INQRAP	Applications Infringement Query		Default Off ⌄	Text	Module Roles	Pages (1)
3	INQRLC	Licence Infringement Query		Default Off ⌄	Text	Module Roles	Pages (1)
4	INQRPK	Parking Infringement Query		Default Off ⌄	Text	Module Roles	Pages (1)

Legend
(1) Not all available fields have been included on the page/s
(2) Not all mandatory fields have been included on the page/s

Cancel   Update

ADMIN >> Layout >> Page Layout >> ePathway Customer Requests

CustomerRequest Roles

This page lists all of the available CustomerRequest Roles for the selected Customer Service Request Type.

Customer Service Type Animals Infringement Query

Seq.	Title	Code	Description	Image Url	Image Text
1	Property	LPA1		Small	
				Large	
2	Animal Infringement	LIF1		Small	
				Large	

Cancel   Continue

ADMIN >> Layout >> Page Layout >> ePathway Customer Requests >> Module Roles

The Text form has also been modified to allow an *InfringementPlaceholder* to be defined on the HTML email layout so the Infringement Role details can be placed and formatted within the email.
Note that similar to other details placed within HTML emails, the table it is created within is given a name and CSS class so the formatting can be controlled. Both are named "infringement_table".

ADMIN >> Layout >> Page Layout >> ePathway Customer Requests >> Text

With Infringement Roles now available and with the Infringement Payment type being used to nominate the link (see *Infringement Role Type Maintenance* in previous section) one suggestion for councils is to place a link on the payment page layout instructions for any Infringement types for which a customer request can be created.

Eg. If we want our customers to be able to query an Animal payment, we can place a link on the Animal payments form using the ExternalRequestBroker feature as shown below by inserting the following HTML within the instuctions:

```
<a
href="../CustomerService/ExternalRequestBroker.aspx?Module=ECRREQT&Type=INQRAN&
Class=" target="_blank">Submit a Animal Infringement Query</a>
```
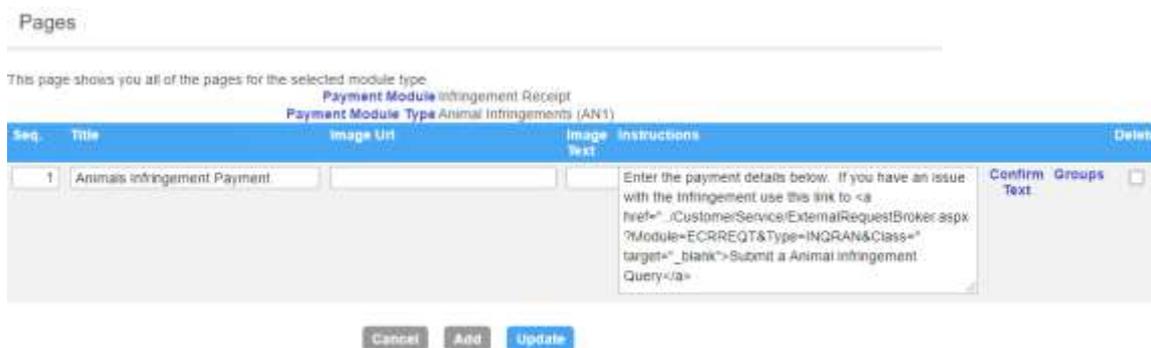
ADMIN >> Layout >> Page Layout >> ePathway Payments >> Infringement Receipts >> Animal Infringements [Pages]

The Animal Payments form would then appear as shown below and allow the customer to opt to initiate a query regarding the Infringement in a new browser window before payment.

EPATHWAY TEXT CUSTOMISATION

As per other existing features, much of the screen text customisation is done via the Page Layout forms shown above, but some additional screen text not alterable above can be configured via the Text maintenace forms. Ie. *ADMIN >> Layout >> Text.*

Below is a list of the new text codes introduced with this change. All new codes created are within the group "Customer Requests".

TEXT CODE	DEFAULT VALUE	WHERE?
Button.SkipInfringement	Skip	Infringement Search Form
CustomerService.DefineInfringementRole	The infringement roles with * have not been defined yet	On Infringement Roles form (where customer chooses Infringement role – note this form only appears if the request type has multiple Infringement roles which is unlikely),
CustomerService.EditInfringementsInstruction	This page allows you to define infringements to link to the query.	On Infringement Edit form (where customer can choose to Add/Remove Infringements on the request)
CustomerService.InfringementRole	Infringement Role	On Infringement Roles form and also header text within email.
CustomerService.InfringementRoles	Infringement Roles	On Infringement Roles form
CustomerService.InfringementRolesHeading	Identify Infringements applicable to this Customer Service request.	On Infringement Roles form

TEXT CODE	DEFAULT VALUE	WHERE?
CustomerService.InfringementRolesInstruction	This page allows you to identify all infringement roles that are associated with this Customer Service request. Click the infringement role link to add or remove details for the infringement role.	On Infringement Roles form
CustomerService.InfringementRoleStage	Infringements	On stage navigator on top of form.
CustomerService.Infringements	Infringements	On Infringement Roles form
Infringement.Description	Description	On Infringement Search results form
Infringement.Infringement	Infringement	On Infringement Search results form
Infringement.RegistrationNumber	RegistrationNumber	On Infringement Search form
Infringement.Remove	Remove	On Infringement Edit form
Infringement.TicketNumber	Ticket Number	On Infringement Edit and Search forms
InfringementRole.Compulsory	* Denotes that the infringement role is mandatory.	On Infringement Roles form
Infringements.AddInfringements	Add Infringements	On Infringement Edit form
Infringements.EditorHeading	Infringements Editor	On Infringement Edit form
Infringements.EditorInstructions	This page allows you to add or remove infringements for the current request.	On Infringement Edit form
InfringementSearch.FoundInfringementsNo	Number of Infringements Found:	On Infringement Search form
InfringementSearch.InfringementInstructions	Search for an Infringement.	On Infringement Search form
InfringementSearch.Infringements	Infringements	On Infringement Search form
InfringementSearch.InfringementSearch	Infringement Search	On Infringement Search form
InfringementSearch.InfringementSearchInstructions	Use this option if you wish to search for an infringement via the number. Please enter the infringement details, then click on the search button to invoke the search.	On Infringement Search form
InfringementSearch.NoRecords	No records match the given search criteria. Note that it is possible the ticket is not yet in the system.	On Infringement Search form
InfringementSearch.SelectOneInfringement	You must select at least one Infringement.	On Infringement Search form

EXAMPLE CUSTOMER SERVICE USER EXPERIENCE

After configuring the parameters to include an Infringement Role for entry of a Parking Infringement Query, entry of the query may appear something like shown on the following pages.

The user is prompted for details associated with the request as per exsiting customer request entry with Infringement details prompted immediately after the request type selection. Ie.
1. Request Type Selection (if not via ERB)
1. Infringement Selection (if infringement roles associated with the request type)
2. Location Selection (if location roles associated with the request type)
3. Pages/Groups/Fields defined with the Page Layout for the request type
4. Confirmation
5. Submission

Note that if coming via an ERB (External Request Broker) link, the type selection will be skipped as the request type will have already been nominated via the URL link. See the previous section on Page Layout configuration for an example where this is done on the payments entry form.

Select Customer Service request type

Below is a list of the request types that you can either lodge online or where applicable select to list related requests. Please select the required type and click the Next button to continue or alternatively click the description (where available) to list the related request types.

Select a Customer Service request type

Please select a Customer Service Request Type

	Request Types	Instructions
○	Animals Infringement Query	
○	Applications Infringement Query	
○	Licence Infringement Query	
○	Infringement Queries	
●	Parking Infringement Query	

Previous   Next

Once the request type is selected, the system will prompt the user to nominate the Infringement they wish to query. In this case it is a Parking Infringement, so they are able to search via either the Ticket Number or the Registration. Note that for other types, search by Ticket Number is the only option (as per existing payment entry forms).

Search for an Infringement.

Use this option if you wish to search for an infringement via the number. Please enter the infringement details, then click on the search button to invoke the search.

Ticket Number

Registration Number   ABC123

Previous   Skip   Search

Any matching Infringement details will then be listed with the Infringement ticket number shown in the first column and then a description. The user can then select a ticket (or tickets if the role type allows multiple links) to query.

Note that the description field contents is composed based upon the fields configured for the payment type in question. In this case, the Parking Infringement fields include the Ticket Number, Car Registration, Location, Contact and Amount fields.

Number of Infringements Found: 5

	Infringement	Description
☐	E187	E187 / ABC123 / On Street: 1 alley, EASTWOOD / ***NOT AVAILABLE*** / $11.00
☑	A3003	A3003 / ABC123 / On Street: John Street, EASTWOOD Location: Off Side Street / John Scott 5 John Street Eastwood / $11.50
☑	A3127	A3127 / ABC123 / On Street: New, Z111 Location: Off Street / john scott 1 John Street Johns Suburb / $15.00
☑	A3128	A3128 / ABC123 / On Street: New, Z111 Location: Off Street / john scott 1 John Street Johns Suburb / $15.00
☐	A3140	A3140 / ABC123 / On Street: New, Z111 Location: Off Street / john scott 1 John Street Johns Suburb / $15.00

Next

Search for an Infringement.

Use this option if you wish to search for an infringement via the number. Please enter the infringement details, then click on the search button to invoke the search.

Ticket Number

Registration Number   ABC123

Previous   Skip   Search

In this example we chose 3 tickets. The user is free to navigate back remove their selection or add more (if multiple are allowed) as shown below.

Note: The image shown on the form is determined by the new "infringement.gif" within the ~/Web/Images folder. Councils may replace it with their own image as per other modules.
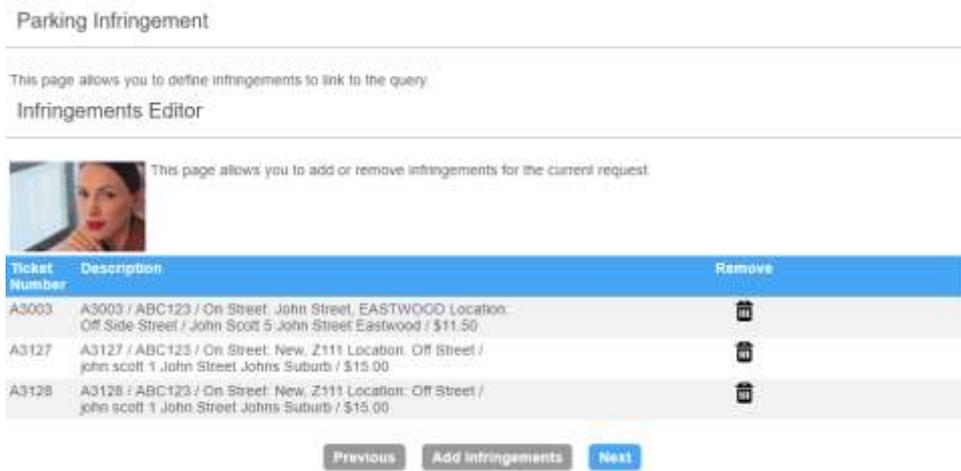

The system will then allow entry of additional details configured via page layout for the request type (Eg. Location, reasons for query, attachments, etc). The confirmation form now includes the Infringement details as shown below.


Upon confirmation an email is sent to the user which now can include the Infringement details.
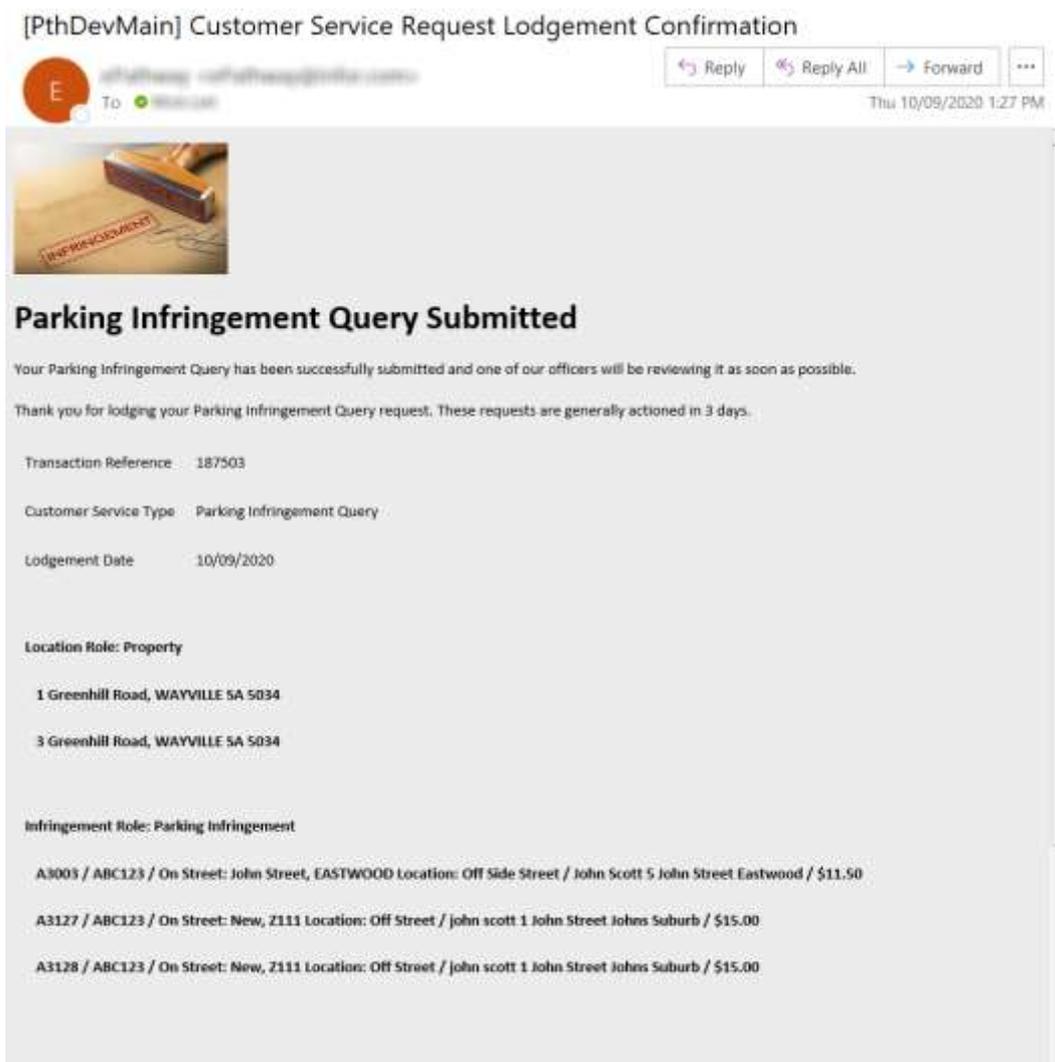
The resulting request can then be seen within Pathway with the module links including the Infringements.
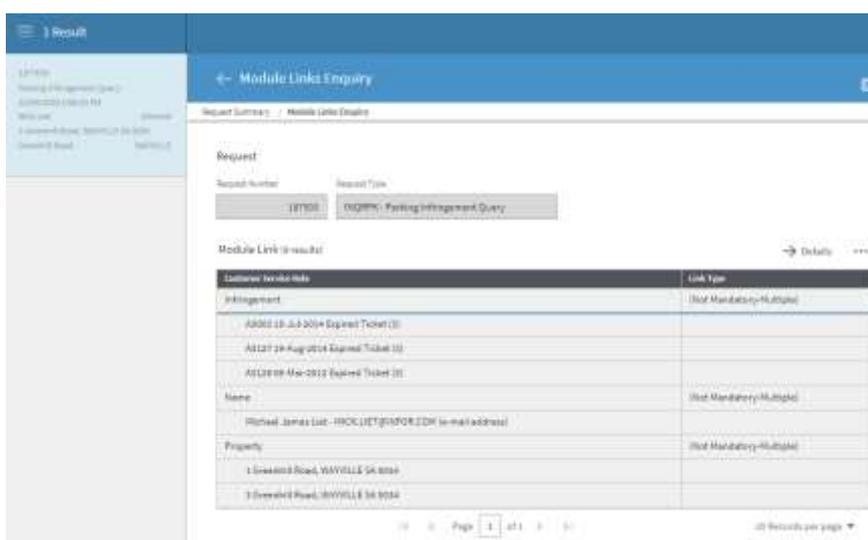
The council officer can then drill down upon the Infringement and see that the attachments which were on the request have also been duplicated onto the Infringement.
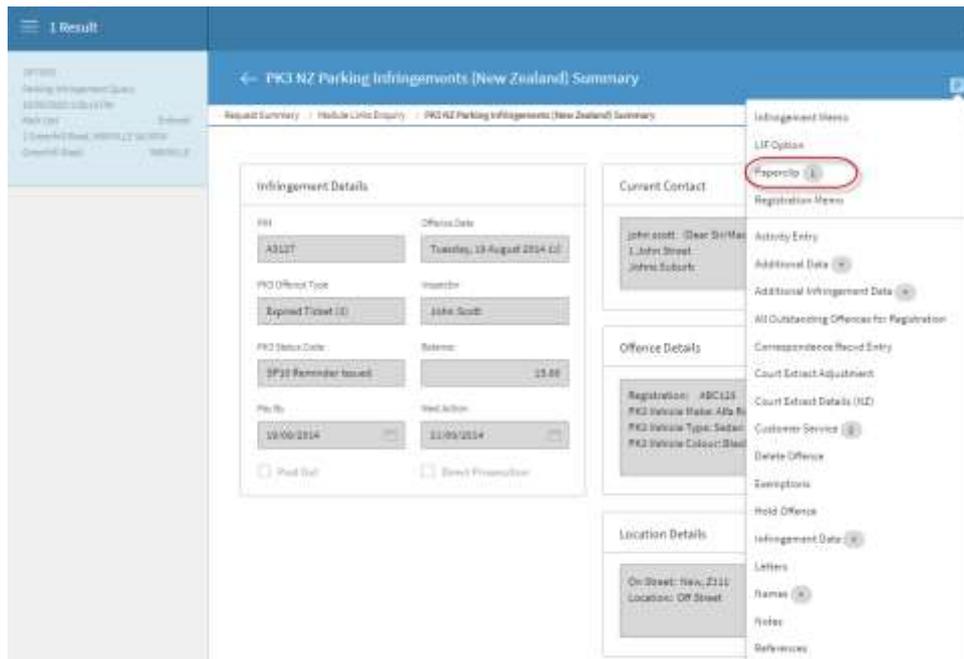
Duplicated attachments are given a unique name to ensure they will not conflict within any target EDMS system. Attachments added to customer requests currently have an "ECR" prefix on the filename whilst those duplicated will have an "ECRI#" prefix, where the # is a sequence number as shown below for the attachment linked to the second Infringement in the example lodgement.
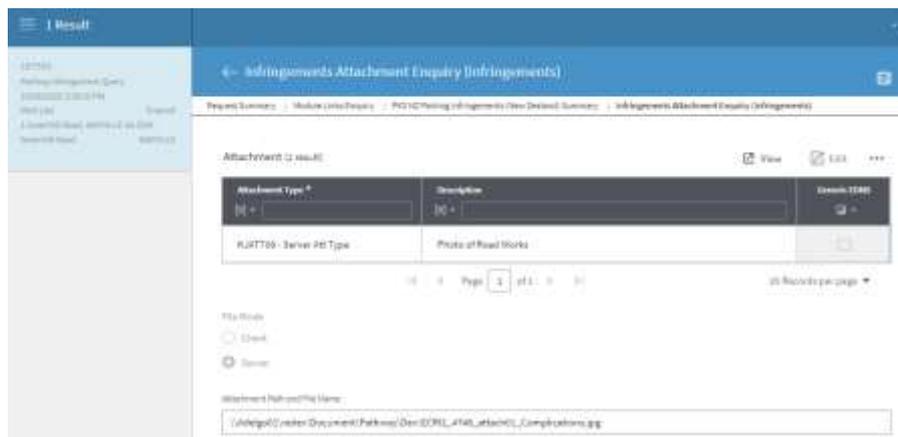
ePathway General Enquiry

Enhancements

Rates Enquiry

InforXtreme Incident: COGC 14240300;	DRN: 31524	Fix:
	KB:	ERS:

WATER BILLING AVAILABILITY

GOLD COAST ONLY

The Rates Enquiry Summary View has been modified to ensure that if the WaterBilling service is not available, a 'Currently Unavailable' message is displayed.

Configuration:
In the <appSettings> section of web.config, ensure that the External Water Billing settings are not commented out. For example,

```
<!--External Water Billing-->
<add key='UseExternalWaterBillingEnquiry' value='True' />
<add key='WaterAccountNumberLabel' value='Water Account Number' />
<add key='WaterAccountNumberWidth' value='200' />
<add key='ExternalWaterRedirectURL' value='http://msvwcmd2/contact-council/waterratesform.aspx' />
<add key='ExternalWaterAccountsServiceURL' value='https://msvfusd1.goldcoast.qld.gov.au/eSolutionsBridge/GetWaterAccountsProxy' />
<add key='ExternalWaterAuthTokenServiceURL' value='https://msvfusd1.goldcoast.qld.gov.au/eSolutionsBridge/GenerateWaterAuthTokenProxy' />
<!--<add key='webServiceTimeout' value='7000' />-->
<!--End External Water Billing-->
```

Note: The timeout will default to 6000 (i.e. 6 seconds). This has been added to the configuration so it can be reduced/increased if necessary. However a larger timeout value will imply a longer wait in testing for a failed connection.

Licensing

Enhancements

Inspection Maintenance

InforXtreme Incident: COGC 14920264	DRN: 49500	Fix:
UX Client	KB:	ERS:

LICENSING INSPECTIONS MAINTENANCE

The Licensing Inspections Maintenance menu was previously not shown in UX.

Rates Accounting

Enhancements

Assessment Maintenance

InforXtreme Incident: COGC 13768567;	DRN: 31367	Fix:
SMART CLIENT; UX CLIENT;	KB:	ERS:

VG NUMBER LINK MAINTENANCE FORM

An enhancement has been made to show the Property Description on the VG Number Link Maintenance form. This has been added to provide more assurance to the user that the correct parcel is being linked to the correct VG Number.

DRN Index

Infor Xtreme Incident Index