



# Release Notes

FACS 22.0

## Release Highlights

The FACS 22.0 release includes two enhancements and 44 corrections to the FACS products. This section provides important information for managers to review before installing this release. When you install this release, consider the following important information.

This release requires a minimum Caché version of 2015.2.

This release does not require a new version of FACS DISQ. The required version is the same as previous release: FACS DISQ 3.1.3.

This release contains FACS Workstation enhancements that require FACS Workstation Profile Manager 5.0.3.

This release contains Contact Platform changes that require Contact Platform version 2.3.8.

Attempting to use 4.0.2 or prior versions of FACS Workstation with FACS 22.0 will cause the workstation session to freeze/crash on the account screen. It can also cause a "Checked system status" message when trying to exit.

## Release Notes

### Major Changes

#### **31374: Eliminate the MD5 and SHA-1 Hash**

The industry no longer considers MD5 and SHA-1 to be a strong hashing algorithm. Ontario Systems, LLC will deprecate MD5 and SHA-1 hashing algorithms. NIST has designated that SHA-1 no longer be considered a fully secure hashing algorithm

<http://csrc.nist.gov/groups/ST/hash/policy.html>

FACS uses or makes available the MD5 and SHA-1 hashing algorithm for authentication and to store passwords.

This case modifies the applications to use a stronger hashing algorithm, SHA-256, to ensure our applications and our customers are compliant with secure protocols.

Areas of FACS affected by this change:

- Passwords – All FACS, FACS Workstation & FACSWeb users will be required to change their passwords subject to the password requirements in the settings the first time they log in after this release is loaded.
- FACSWeb Payments – All payments and payment arrangements should be processed before loading this release. In addition, the FACSWeb administrator should prevent users from logging into FACSWeb during the conversion that will run during the release upgrade process. Ontario Systems, LLC recommends that the agency put a “under maintenance” landing page on their website until this is complete.
- Night Jobs – After the release update, someone should login as a night job user so that the system can force this user to change the password for the user, and so that it is stored with the updated security mechanisms.
- FACS CheckWriter – After the load, someone should change the password for the FACS CheckWriter principal device (there is one password per directory) so that it is stored with the updated security mechanisms.

### **31439: Separate Cell Phone Data from the Phone Flags**

Previously there was no way to differentiate changing the phone flag to denote revocation of consent from changing the phone flag to a “bad” value denoting the status/quality of the phone number.

Conversely, short of reviewing the notes, there was no way to identify that a cell phone that is being changed from a “bad” value had previously received consent to call that cell phone.

With this case, the system now stores the phone flag separately from the consent for a given phone number. In addition a new window was introduced (window 42) which centralizes all phone number associated with an account and all of the properties associated with the phone number.

#### Important Notes

- Ontario Systems, LLC recommends that the phone table migration be scheduled and run for one namespace at a time. Running the phone table migration for multiple namespaces simultaneously can lead to slower performance during the migration. If possible, schedule the phone table migration for different namespaces across multiple days during nonbusiness hours.
- Ontario Systems, LLC recommends the review of any logic blocks that may reference specific phone fields and update them accordingly to work with these new changes.
- Window 42 is only available in FACS Workstation

## Features Added

See above major changes.

## Bugs Fixed

### **27679: <UNDEFINED> Error during Window 30 Playback in FACS Workstation**

Prevent <UNDEFINED> error during window 30 Playback in FACS Workstation.

### **27712: Correct Typo in Notes for Down Payment**

Previously, when a down payment date was changed, the system added a note with the word “Down” instead of “Down”.

### **33207: <COMMAND> Error When Accepting or Rejecting Payment in Window 70**

Previously, if an account had a payment that failed and the account was then route tied to another account, the user could not access the payment in window 70 to accept or reject it without receiving a Command error.

### **33660: Embedded Logic Blocks on Reports Removed After Load**

Previously, when using an embedded logic block on a report and then loading a new version of the product, the system removed the logic block from the field list.

### **35681: Make Agency Credit Reporting Fields Available in Field Lists**

Make agency credit reporting fields available in field lists.

### **35911: Able to Create Verified Contacts Inbound Routes for a Manual Only Contact Savvy version 2 Platform**

This case modifies the Inbound Route Maintenance (FACS Menu 9,5,10,3,1) to prevent the creation of Verified Contact inbound routes for Manual Contact Platforms.

### **37300: System Logs a Rejection Audit for Every Rejected Phone Number Considered in a Preview Dialing Pool**

This case corrects an issue that would cause agents in FACS Workstation to log a State Calling Restrictions Rejection audit every time the system considers a phone number as rejected in a Preview Dialing Pool. Previously, the system did not present these phone numbers to the agent.

### **37751: Cannot Play Cross-Platform Recordings through the Collect Screen in FACS Workstation**

This case enables the playback of Voice Trak recordings on a Connected Contact Platform from any contact platform in the connection.

### **40796: <COMMAND> Error When Link Service Request Remains for Deleted Account**

Previously, when a user deleted an account, and the system made a Link request for that deleted account, a Command error occurred.

### **40802: Changing a Pool to an L-Type Pool Does Not Clean Up**

The system setting now cleans up properly when changing an existing pool that is not an L-type pool to an L-type pool.

### **41766: Place of Employment Phone Flag Not Copying Down to Tied Accounts**

Allow the place of employment phone flag to copy to tied accounts when the place of employment phone number copies to tied accounts.

### **41768: No Statement Created for ARC Accounts**

When a non-ARC account is marked as an ARC account in FACS Workstation, the system did not save the account correctly and the account remained a non-ARC account. This task corrects the system to update the non-ARC account to an ARC account correctly.

### **43493: Problem with MCA Pool Access Lists**

Pools assigned to a department will now be included in the pool list for MCA agents.

### **44146: HT (Hosted Throws) Termination Code Calls Do Not Get a Recording Path in the Detail Call Log**

This case corrects an issue that could cause the Voice Trak file name not to appear on the Detailed Call Log record for calls that result in a Hosted Throw (HT) termination code. This change is a more comprehensive update to the Detailed Call Log that will also correct other instances where Voice Trak recordings were appearing on the account, but were not appearing in the Detailed Call Log record for that call.

### **45470: Make Field to Track Inbound Calls Lost During the Welcome Message Available in Report Writer**

This case allows the system field to track inbound calls lost during the welcome message selected in a Guaranteed Contacts Report Writer report.

### **45583: Enhance Behavior of the Phone Flag Copy Process when Validity Changes the Flag to a 'C'**

This update controls how the Validity Cell Phone Scrub handles copying of phone flags when the "Copy phone flag changes to matching numbers?" GC System Option (FACS Menu 4,16 Window PHONEFLAGS) is set to A, D, or R.

The Validity Cell Phone Scrub runs during the pool build, and updates the phone flags for phone fields that the system evaluates for inclusion in the pool. Only the following flag copies will happen to numbers that match the phone field the system updates during the pool build:

- A phone number found in the Cell Phone Number list will have a phone flag of G, U, N, P, or BLANK changed to C, if C is included on the list of Phone Flags to Copy in the System Option (FACS Menu 4,16 Window PHONEFLAGS).
- A phone number that is not found in the Cell Phone Number list will have a phone flag of C changed to BLANK, if BLANK is included on the list of Phone Flags to Copy in the System Option (FACS Menu 4,16 Window PHONEFLAGS).

### **45722: Sitting Idle in FACSWeb When Entering Payments Will Create a Cash Batch**

Update FACS Web payment processing to find the appropriate batch for the current client so that we do not create new debtor cash batches when an existing one is available.

### **45723: FACS Workstation - <UNDEFINED> Error in View a Group's Break Payments for a Day**

This case corrects an <UNDEFINED> error that would occur when accessing the View a Group's Break Payments for a Day (FACS Menu 8,6,3) report in FACS Workstation.

### **45724: "Note Copied from account multiple" Not Showing**

Make sure note copied from route multiple after tying and untying accounts show "-- Note copied from account multiple #" before the note.

### **45725: <UNDEFINED> Error in a COLST Type Field List**

This case prevents <UNDEFINED> error in Report Writer when adding field DPBALFCT to a COLST type field list.

### **45729: Changing the Phone Number and Phone Flag at the Same Time – Error Not Allowed, Blank Phone**

This case prevents an error message that states blank phone not allowed when changing the phone number and the phone flag in FACS Workstation.

### **45778: <SUBSCRIPT> Error in 9,3,17,6 Menu When Using the Find Function**

This case implements the ability to use the find function in the maintenance screen.

### **45780: <SUBSCRIPT> Error When Running 9,3,17,9 Report**

This case prevents an error in the background process by verifying that there is data that needs reported before continuing.

### **45963: HCA Formats Experience <SUBSCRIPT> Errors Using SYPRVPHN System Option**

This case prevents a subscript error when system option SYPRVPHN is anything other than "N" and a tactic or non-manual process attempts to update a non-phone field that contains a number that matches a bad phone number.

### **46376: Issue with Invalid Phone Flags when switching between window 26 and other windows – FACS Workstation**

Previously, the system did not save changes when a user:

- Entered an invalid phone number
- Tried to save
- Went back and entered a valid phone number

The user can now enter a valid phone number and save it even though the user first entered an invalid phone number.

### **46377: Enable – Cannot Change Phone Number When the Previous Phone Flag is Blank**

This case allows Enable to update a phone number when the previous phone flag is blank.

### **46585: True/False Logic Causes Error**

This case prevents an error on a logic block that references fields in GBCALLG when used in a letter.

### **46819: Link Response Updates Blank Phone Flags Despite Settings**

This update corrects an issue where phone flags that were set to a null value by an automated update process such as Link responses would copy to the matching phone numbers even if BLANK was not among the phone flags listed in the phone flags to copy field of FACS Menu 4,16, window PHONEFLAGS. With this update, null phone flags are treated the same as blank (single space) phone flags.



### **47573: Inbound Note Not Populating When Account is Unlocked**

Previously, when an inbound call came in, if a lock was not on the account or the agent was not on the account, the system did not create a note indicating that the inbound call took place.

### **47690: <UNDEFINED> Error When Reversing a New Business Batch**

This fix prevents an undefined error when reversing a new business batch or when rolling accounts from letter service to regular collections.

### **47711: Change Rollover Batch Name**

Previously, the system identified a rollover new business batch by the batch name. This task will no longer go by the batch name but rather, by a newly added field called FANBROLL. The system uses this field to identify new business batches as a rollover batch.

### **47712: Window 2 Salary Field Is Not Populating the a Note**

This change correctly populates the note when the user modifies the salary field in window two of the collect screen.

### **47714: <UNDEFINED> When Attempting to Answering Machine/Voice Mail Throw from Account Window 51**

This task corrects an issue that would cause an <UNDEFINED> error when an agent attempted to throw a call to a script while at the debtor selection prompt in the account tie/untie window (Window 51).

### **47715: Print a Pool Description Does Not Show MCA Fields**

This task adds the MCA pool information to the Print a Pool Description option (FACS Menu 9,5,6,2,7).

### **47739: NSF on Statement without Payment Being on Statement**

If the system reverses a payment while being held, that payment will now have the field DHSMTDTI updated on both the original payment and the NSF payment when the NSF payment appears on the statement as reversed during payment period and will never appear on a statement.

### **47955: Bad Phone Fields Allowed When the System is Configured to Prevent**

Previously, if a user configured the system to “Not Allow Bad Phones”, then the system would keep the bad phone flags. This task prevents the user from saving everything if it is an invalid phone number.

### **48058: Duplicate States for Area Code Prevent Pool Build**

This task corrects an issue that could cause the system to exclude accounts from building into a valid pool when the state on the Maintain Area Code/Time Zone (FACS Menu 4,7,3,1) was changed. Changing this state would cause both states to be required to pass validation before the system could include the account into the pool build.

### **48082: Error Messages Not Visible In Pool Selection Criteria**

This task corrects an issue that could cause the system to exclude accounts from building into a valid pool when the state on the Maintain Area Code/Time Zone (FACS Menu 4,7,3,1) was changed. Changing this state causes both states to be required to pass validation before the system builds the account.

### **48485: 5001 Error When Testing SQL Calls**

Previously, when running an SQL query on the bank codes an error occurred.

### **48928: Manual Term Code Window Can Corrupt Accounts**

This task corrects an issue that would cause agents who were using the Manual Call Termination Window and had placed a manual call and then changed to a different account before hanging up the call to incorrectly see the original account painted on the screen. This would give the impression that the agent could edit or update that original account. In fact, the new account would still be active, and attempting to change fields would cause those field values from the original account to copy to the new account. With this change, the original account will paint on the screen while the agent is selecting a Manual Termination Code, but afterwards the new account will repaint to make it clear which account is active.

### **49025: Implement Account Locking for MCA Calls**

This case adds account locking functionality to the MCA Application. This functionality, enabled through a setting controlled by Ontario Systems, LLC, locks accounts by the MCA application

while they are waiting on a Dialing Attendant to place the calls, or on the Contact Platform to determine the result of the call. This functionality, enabled through the same setting, also affects Auto dialing pools on an Auto Contact Platform.

This functionality requires a Contact Platform upgrade to version 2.3.8. Ontario Systems, LLC does not recommend enabling account locking for MCA namespaces without running that version of the Contact Platform.

### **49472: Invalid Phone Flags Do Not Save**

Previously in FACS Workstation, the system displayed an error that the phone flag was not in the pick list when the following scenario occurred:

1. A phone number and phone flag were blank
2. A user entered a phone number
3. The user tabbed to the phone flag
4. The user entered a lowercase **b**, then saved the account
5. The user went back to the phone flag field, corrected the flag by entering **B** and saved the account

Now, the system does not display an error for this scenario.

## **Release Configuration**

This release is compatible with Caché 2015.2. Ontario Systems, LLC has tested the FACS 22.0 release on Windows Server 2012 R2 with Caché 2015.2, FACS Workstation 5.0.3, Data Link 6.6.0, and FACS DISQ 3.1.3 installed. For a list of the operating system platforms that support Caché, please see the latest InterSystems platform information at <http://www.intersystems.com/services-support/product-support/cache-latest-platform-information-release-notes/>

If your system contains multiple routine namespaces, this release requires that you load the release into the master namespace before you load the release into your remaining namespaces. Contact the Product Support Center for assistance if you need to determine which main routine namespace is the master namespace. This release does not require you to stop and start Caché after loading this release. If resources permit, install the release on a test server before you install the release on the production server.

To receive maximum use of product functionality, maintain the highest product version for each of your products.

To request this release, contact the Product Support Center at 765-751-7200.

## Known Issues

### Artiva Manager

**23627:** When working predictive dialing campaigns, the system does not display holding outbound calls in Artiva Manager. The system does display the holding outbound calls in FACS Workstation so the agents see the calls but the managers cannot see the calls.

**36507:** Supervisors in Artiva Manager can drag an agent into an Unattended Messaging Pool causing the Unattended Messaging Pool to stop, run, and fail.

### FACS General

**36517:** A collector can add cancel codes that are on the cancel code control list and should not be able to add the cancel code.

**40467:** When debtor cash reverses interest prior to the effective date, the interest is not being brought forward to the effective date on route multiples.

### FACS Workstation

**38751:** Menu security definition can stop a user from accessing menu 3,9,3, **Delete a Document**. However, a user can still delete a document in FACS Workstation by using the Delete action when viewing the document list on menu 3,9,1, **Print a Document**, or, menu 3,9,2, **List All Documents**, or menu 3,9,4, **View a Document**. This effectively allows users to take an action that the menu security definition is supposed to deny.

**42443:** Changes to client variables used on the anchor panel and in a design set do not save or audit correctly.

**47577:** When utilizing the DWP (Down Payment) frequency for a payment arrangement, a separate Down Payment Information (A.K.A. Payment Schedule Loan) window (73/SL) is displayed. There are some deficiencies when the SET (Settlement) frequency is utilized as the post-down payment frequency.

- The client Minimum Settlement setting is not utilized in controlling the amount of the Payment Schedule Amount (ESDPFAMT). This is the amount that gets copied to the Minimum Payment Amount (DSMINPAY) when the down payment is received

- Window 73 does not prompt for the required cancel code when utilizing a SET payment arrangement frequency. This creates an issue when receiving the settlement payment and the account is not automatically closed.

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