# Go Integrator Cara PC Client

## Release Notes

**Version:** 4.1.3.2160

**Release Date:** 11 October 2021

## New Features

Now supports the scenario of when an Access Code is no longer available (deleted)

Removed non-working "Department" field from API response to OwnerContact

API is disabled in Configuration when disabled in Controlled Features

Outlook Web Access CRM - Show contact now works when called from API

Introduced a branding setting ("BehaviorAlwaysHideAnswerDevicesStringArray") that allows us to always hide the Answer button

New branding setting BehaviorPresenceShowGroupingStringArray to control which Grouping options appear in the Presence window

New branding setting "GeneralDefaultCountryCodeString" to allow us to specify a country when one is not available from the device. Values would be in the format like "+44"

Profile Provider now has a timeout to protect against non-responding DMS (5 seconds)

Resolved crash when user has DND feature removed from them from Broadworks profile

Now stopped repeated requests for Teams login to appear once the user has rejected (closed) the window. If the user does want to login then the easiest thing would be to log out and in again, or to restart the client

Added 2105 Legacy Addin Library ( Bosys, Faster Forward,  Thinkka 'SAM', Untermstrich)

Disable the Automatic Number Presentation configuration control (in Config) when the user doesn't have the relevant license

Generic Installer of Integrator now installs to Program files(x86)\Integrator

"Show preview for missed calls" is fixed

Improved the translations for Missed calls

Bug fixed: The peer window hookstate isn't updating when the peer's hookstate changes

Now support GeoRedundancy of Sip Proxies. When connecting we first enumerate the list using DNS records at: _sip._udp.<proxy name>

Ringing sound now plays for inbound call on Softphone

Resolved Softphone audio problem (introduced in previous version)

Fixes to Uc Tapi Driver both 32 and 64 bit

Fixed: Small UI artifact at the bottom of the Toolbar window

Further Dutch language translation fixes

## Improvements

On upgrade we now force the creation of a dynamic shortcut if one does not already exist

Removed "Dial button" on Missed Call and Call History windows when number is withheld (anonymous call)

The local HTTP API port now is changed to 10088

resolved issue with webex not able to transfer due to "Blocked by Outgoing Calling Plan"

Made a protocol handler "IntegratorLaunch" to start Integrator. The syntax is:
IntegratorLaunch:<userid, name or email>,<phone number /ddi /device end point>[,<accesscode>]

Added "Unload" method to the Http API

Support for IntegatorLaunch to include access code

Api search results now include addin name

Api Registration: When deselecting an application registration it now removes it when the configuration form is saved

Prevented access from API to data of certain CRMs (for legal reasons)

Enabled SSL to be on automatically during install

Improvements made to Call History - AppBar only

Resolved XSI initial Agent state on startup and visibility of ACD tab on appbar

Added a new ACD page (when the user has "ACD" controlled feature) to the AppBar and Tray menu

Changed the LoadLicenses function so that DummyLicense can be used without having to set CheckLicense to false

Now Unsubscribe from all XSI subscriptions on exiting software.

Fixed: Configuration -> Crm Integrations is not showing properly and crashes
Note: this problem was introduced and fixed in this version

Fixed: MS Access driver is crashing when used but not configured

View Others Calls feature implemented - Presence window - When the users has the controlled feature "OthersCalls" then replace the words "On a call" with the "otherparty" that the peer is speaking to.

Added a new First run wizard window - not to be used in this version

Fixed: In Missed Calls form, the button "Dismiss" is not translated

Fixed translation/text for "<x missed calls>"

## Bug Fixes

resolved Crm searching fails when the user has an incomplete DDI", ie +44 only

Resolved Salesforce regression

On upgrade from 4.1.0 to higher, Configured CRMs are imported

can now dial numbers including * or #

Call events now output Call.Start parameter should as user's time zone / local settings

Deleting Directory entries with "#" in Name or Company field is fixed

Fixed: Presence - Opening and leaving contact popup open breaks the ability to search presence.

Windows Dialler  is now able to use UC-TAPI driver

Salesforce now shows authorization UI if token refresh fails

Call events / Call duration now in seconds.

Hotkeys sorted in the selected language alphabetic order is fixed

resolved issue where focus dialling is not working with .net applications

Ringback tone when making an outbound call in softphone mode is fixed.

Activity Logging: Do not log unanswered/missed calls

Resolved unhandled exception when searching in addressbook and Google Contacts active.

Resolved unable to add or remove form call queue after a device reload - Caused by Queue join state may be invalid after internal device reload is triggered

Resolved App bar mode: Call History > no tooltips shown when unpinned

Tray Menu/App Bar tooltip and view header inconsistencies

Resolved App Bar - Pin icon doesn't change when pinned & unpinned

Resolved App Bar Help Window size can't be increased or reduced

Fixed: AppBar on the Right side of screen has bad width when you dock it

Resolved App Bar options have font case inconsistencies

Resolved App Bar options have naming inconsistencies

Remote party avatar displayed (MS Teams) showing for softphone calls

Bluetooth latency reduced (5s > 1.5s)

Webex - added support for Telephony and History feature

Webex - Removed non-working Tranfer-on-ringing option

Resolved conference setup  call on Xsi Http causes an error message

Resolved setting Outcomes via CTI causes a 5000 timeout error (HTTPs is fine)

Resolved Toolbar shows Queue DDI rather than (my own number) - 'Make outgoing calls as <chosen>'  in Broadsoft is shown by default when disabled

Resolved call events filter for if set to internal.

Fixed: Comet port disconnecting after long period of time

Resovled Tab sequence when editing a PPL contact is incorrect

Improved error message when adding a PPL contact with mandatory Phone field not set

Fixed: Tab sequence when editing a Cloud Contact record is incorrect

I don't know my Access Code' URL is now correct.

Resolved Google Contacts - No contacts shown when searching address book

Salesforce: Resolved "Phone Activities" not being available

Fixed: "No license to use this addin" error with unlock codes

Removed non-working events variables from Insert menu

Able to dial South African Format numbers 01127 or +27 - new configuration option is added

Hotkey settings fixed for showing correctly in Configuration->Interface Window

Configuration->Log->Identity - Rows hidden that are null, ie Webex-Department

"There was no response from the server" notification is now shown when server not responsive on login

Presence > Teams  availability > Returning from a long flight mode state

Resolved Network recovery causing "Wait Chain" in Client when trying to make calls

Fixed: Presence - When on a call, 'make call' is shown when you hover over a users sub-menu

Resolved Automatic Call activity logging saving the call log twice when preferred device set to softphone

Softphone doesn't resume after Windows sleep

Resolved Softphone > Outbbound Connected call showing two preview windows.

Fixed: Client with Softphone enabled does not appear to detect network outages

Softphone - Does not detect network up (Stays Grey)

Fixed: Sip device Crashing after hibernation

Unhandled Exception error when changing language with Toolbar visible

Fixed: Toolbar icons obscured/missing after changing language

Translation:  Toolbar > Translations - English button text and undersized buttons

Fixed: Reorder of CRM's and saving creates duplicates

Fixed: Cannot Answer second call with preview window when UC One as preferred device

Resolved crash when "Recommended update" popup is ignored during download process

Upgrade from V3 > Import CRM configuration > Confirm Import

Fixed: Upgrade from V3 > Import CRM configuration > Confirm Import

# Go Integrator Cara CRM Addins

## Release Notes

**Version:** 3.2.2108.119

**Release Date:** 11 October 2021

## New Features

New PC V3 Add-in Zoho Creator

[Controlled] New PC V3 add-in Kaseya BMS

[Controlled] New PC v3 add-in Chirotouch

[Controlled] New PC V3 add-in Freshworks CRM

[Controlled] New PC V3 Add-in Liquid Bubble / Prideview CRM

[Controlled] New PC V3 Add-in iConnect

[Controlled] New PC v3 add-in unameit LEF

[Standard Select] New PC v3 add-in Arbor Education

[Controlled] New PC V3 add-in Intelligent Office

[Controlled] New PC V3 add-in OGL Profit4

## Improvements

Update defaults in CODAS add-in

Update OAuth configuration for v3 add-ins

Dynamics Customer Engagement Integration

Update Prideview avitar to show a generic logo

Update Clear Vantage add-in to include userid in passed parameter

Update v3 add-in name of 'Microsoft Dynamics 365 Customer Engagement' to 'Microsoft Dynamics 365'

Update Mirage Salesforce connector Logo

OGL Profit4

Cliniko Integration

EMIS Pop confirm

Add call activity logging to Pipedrive V3 add-in

Add 2 new GUID's for EMIS Web (for Welsh+Irish NHS)

Clio CRM Integration Auth Page blank or shows 'Invalid Authorization Request'

Zendesk V3: Add option to create ticket comment as public or private

Use webview for Xero (2) oauth

[Controlled] Update to Reflex 3000

Mirage Salesforce add-in

ConnectWise - Rest API

## Bug Fixes

Dynamics 365 Customer Engagement cnm_address1_stateorprovinceidname error

Itris View Point

API now requires a redirect URL

Zoho CRM - Only caches first page of each entity type

API change for Candor SIS

Bitrix24

Mirage v3 add-in sends 'unused call' signal