

# Cara Version 4.2.3.4173

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## New Features

New Addin Library 2206

Improved name for IntegratorHelper when launched from a browser displays the branded Product name as the App

Added option to allow user to switch between PPL and Cloud contacts - branding controlled

Now supports "Mute" with softphone in Caller Preview window.

Introduction of password expiry warning

Support added for Software activation from Activation web page

## Improvements

Dutch Translations are now added or modified correct

Hubspot Changes to use API Token

Edge Legacy has been removed as no longer supported by Microsoft

Large Directory Mode search in pesence the request now defaults to 50 results.

Dutch translation updates

Plus Addins now deployed to <installpath>\Plus Addins

Added new event parameter for E164 formatted tel

Added support for Environment in PortaOne Azure function

Presence window pin button does not change when window is docked / undocked

Added control of the max number of CRMs that can be configured by branding and by Licensemapping

Handle XSI Subscriptions Terminated by platform after 12 hours

## Bug Fixes

Outgoing as issue resolved

3 presence import feature for LDM

Toolbar functions better now as when Dialback call control is active

xsi-cti sometimes does not offer dial-back - on primary device - only hangup

Cisco XSI Contacts now uses the DNS-resolved server (when present)

Alt+F4 can no longer close the Preview window

CRM configuration screen is automatically shown after a CRM unlock code has been accepted

Searching Surname in Large Directory Mode on Cisco is not possible

Fixed: Telephone number formatting not working correctly when a user's DDI number is only a country, ie +31

Fixed: Cloud licensing doesn't work properly for the rare case when a user has a "+" in their username

Resolved Double click does not always work with Focus Dialling enabled

Use the Broadsoft Config.XML to determine whether to use TCP/TLS on softphone, - new supported tag -  
<transport>

Fixed crash in Salesforce configuration

Translated "No Search Results"

Duplicate Activity Call Logs on incoming calls for Venus and Legacy Add-ins

# CRM Addins Release Notes: 3.2.2206.124

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PC Client Version 4.2.3.4173 Includes Addins Library Version 3.2.2206.124

## New Standard CRM's

Supponic

Codex

Efficcy

RecruitNow Cockpit

Zoho Bigin

Catch

Microsoft Dynamics Business Central

Clio

## New Controlled CRM's

Emis Web

Zammad

CommTrak

AllianceStaffManager

Cx Housing & Management

Acumatica

## Improvements/Bug Fixes

Freshdesk: Update addin so that default option is to use API key for authorisation

Freshdesk: Option to only cache contacts with a verified state.

GoldMine: Add support for Call Activity logging

Goldmine: SQL set as default connection method

Microsoft Dynamics 365 CRM: Migrate from ADAL to MSAL for authentication

SharePoint Lists: Use MSAL.NET and rewrite internal service client code

Syneton/AdminIS: Change configuration of addin to allow configuration of Host

Faster Forward: Add 'Import XML' option to Configuration

Hubspot: Endpoint updated

Exact Synergy Enterprise: Fix for SQL Client connection

Orthomatic: Fixed issue with phone numbers stored as just trunk-number (i.e. 0614555887)

MS Dynamics 365: Update addin to work with 'Government'

Exact Online - Adjusted timings for refreshing tokens using API

Fix Act! addin for environments where custom field mapping is not being used

Support for Act! v24 (64-bit)

ODBC: Improve data preview in Configuration

in2crm: Caching option removed

Carerix: Support searching for internationally formatted national numbers

iConnect - For caching purposes, integration now only requests authorisation token at the beginning, and then only if the token fails will it re-request it

crmSeries: Improved error messages

Outlook: Update to Redemption v6.1 to support Microsoft Store edition of Outlook