CCH ONECLICK – KNOWN ISSUES (9 July 2019)

Below is a list of issues reported during the last 12 months that potentially impact a significant number of users.
Our aim is to rectify these issues within 12 months but ideally within the next two quarterly releases.

DATE RAISED	ITS	DESCRIPTION	WORKAROUND (If Available)	SCHEDULED/ FIXED
10/07/2019	n/a	When the subject of email notifications is too large, two words appear without space.	Use less than 65 characters in email notifications subject.	**TBC**
09/07/2019	ITS/59065	Currently when printing messages from the Cloud, when a font is not installed on the local machine, the website returns an Internal Error 500. Equally issues occur on-premise where the Fonts are not installed on the device.	Install all the fonts available in Messages & Documents on your local machine.	**TBC**
05/07/2019	n/a	Publish document to Portal workflow activity is not currently sending the message to the end client. It only saves the message as draft.	No workaround.	**2019.3**
20/05/2019	n/a	Currently, when a conversation that has been sent from OneClick workspace is generated in Document Management, the new lines are missing.	Use the Print option available on client's Message Centre tab within Central.	**TBC**
26/03/2019	n/a	When selecting a text font on the message editor window in Central all font names are written with a default font in the drop-down list.	No workaround.	**TBC**
22/03/2019	n/a	When saving files to local disk the success message appears under the progress bar window and it seems like the files are still downloading.	When you see that are multiple windows please click on the one that contains an 'OK' button	**TBC**
22/03/2019	n/a	When selecting 'To' recipients on mobile view a wrong message appears at the top, 'Select CC recipients' instead of 'Select To recipients'.	No workaround.	**TBC**
22/03/2019	n/a	When copy pasting a formatted text on the new message window some of the fonts, indentation and styles and are not kept.	Please check the formatting after pasting a text on the new message window. Select the text that is not correctly formatted, clear the formatting and select the styles from the top menu.	**TBC**

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22/03/2019	n/a	When printing a conversation that contains bullet points on the first line of the message the alignment is broken.	Please try to avoid adding bullet points on the first line of the message. Or print the conversation from Document Management.	**TBC**
20/03/2019	n/a	The employees that were removed from a client's team are not also removed from the draft messages or in review messages if they were selected as CC recipients.	When opening the draft or in review messages manually remove the employees that are not anymore in the client's team.	**TBC**
14/03/2019	n/a	On the New message view in OneClick when the mouse cursor is on an empty space and a user clicks to deselect a font style from the menu then all font styles get deselected.	No workaround.	**Information only**
14/03/2019	n/a	When suspending an employee OneClick account and replacing him with an employee that was not successfully created Online, the system displays an error message at the end of the process and the suspend action is reverted back, but the Message tracker doesn't display the error.	No workaround.	**TBC**
23/03/2018	n/a	Your client's session will expire after 20-30 minutes of inactivity even if they had chosen 'remember me' option when they logged in.	No workaround.	**TBC**
27/02/2018	n/a	Unable to open PDFs with chrome extensions.	No workaround.	**TBC**
21/02/2018	n/a	On Safari, when the message contains '-' followed by a space the content is not properly displayed.	No workaround.	**TBC**
17/01/2018	57003	Users receive notification emails incorrectly regarding documents or status.	No workaround.	**TBC**
21/11/2017	n/a	Some Portal screens (e.g. Create message) are not properly displayed on high-DPI devices.	Disable DPI virtualization for the Central application. To do this, right click on the Central's shortcut and then click Properties. On the Compatibility tab, select 'Disable display scaling on high DPI settings', and then click OK.	**Information only**

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21/11/2017	n/a	When a user tries to download a file that has special characters in the name such us "è" from the Portal using Edge, IE 11 or Safari browser the file name looks like this: =_utf-8_B_VGVzdCBjaGFyYWN0ZXJzw6guZG9jeA==_= and the file extension is not added.	Use Chrome/Mozilla browser or select the correct program to be able to open the file.	**TBC**
25/10/2017	n/a	Portal Homepage control in Central is not showing the messages when the Tasks control is failing and is on the same view with our control.	Remove the Tasks control from your Homepage.	**Information only**
10/04/2017	n/a	After upgrade, message service does not restart properly.	Stop and start the CCH Portal Message Service again through the Services window.	**TBC**
29/03/2017	n/a	After you minimize the new message window in Central and the To field contains multiple contacts, when maximize it you are not able to add a content/subject.	Close and open the new message window again.	**TBC**
29/03/2017	n/a	When you minimize the new message window in Central for the first time, the window is not visible when you have the mouse over the Central icon from taskbar.	Click ALT +TAB and select the window or minimize Central and maximize it again.	**TBC**
28/03/2017	n/a	When you delete a file that is uploading from the Documents window in Central, the message that contains the file will not be send to the client. The message can be seen in Central even if the message was not sent. This can cause issues if you later want to reply to it.	Wait until the file is uploaded and delete it afterwards.	**TBC**
23/03/2017	n/a	If a PDF is over 80MB you might not be able to download it from Central. This is because system tries to download it from a single piece and not in smaller chunks.	Compress PDFs over 80MB with Zip/RAR or other software.	**TBC**
21/09/2016	n/a	On iPhones/iPads devices, if a client will scroll on the messages list, the focus will remain on the message client is pressing.	No workaround.	**TBC**

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20/09/2016	n/a	On an iPad device, if a client will open a tutorial on portrait view, when they will switch to landscape view, sometimes the "Ok, got it" button is not accessible.	Clients should switch to portrait view to be able to close the tutorial.	**TBC**
20/09/2016	n/a	Currently, messages sent for review are showing the name of the reviewer employee in the To field in the Portal Messages home page control and on the Message Centre tab. If those messages are opened in the messages editor the To field does not contain the employee name anymore.	No workaround.	**TBC**
15/09/2016	n/a	If clients try to use portal on a device with the version older than iOS 9, some of the items are not displayed correctly and some functionalities are not working as expected.	Upgrade to the latest iOS version.	**Information only**
14/07/2016	n/a	When an employee receives a new message, a pop-up appears in the lower right corner of the screen. If you click on it, you will be redirected to Message Centre screen and the pop-up appears again. If you don't click on it, after a short time the pop-up it will appear again.	No workaround.	**TBC**
14/07/2016	n/a	If an employee receives a single new message within a few seconds, then the task bar icon does not appear as this is marked as read when the Home page/Message Centre is checking for new messages.	No workaround.	**TBC**
01/04/2016	n/a	When logging in as an existing client who has not set the security questions previously, while on the page to set the questions, if your clients remove the "v2016-1/SecurityQuestions/" from the end of the URL, it will bypass the setting of the questions.	The Security questions screen appears again on the next login.	**TBC**
24/03/2016	n/a	If the clients have entered wrong answers to the security questions, when they refresh the Security Questions screen or they go to the Activation ID screen and come back to the	No workaround.	**TBC**

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		Security Questions screen, system displays a confirm form resubmission message.		
24/03/2016	n/a	On Edge 12 browser your clients cannot select and answer to the security questions. There is a refresh issue.	The clients should upgrade to the latest Edge version or use another browser.	**Information only**
24/03/2016	n/a	On iOS devices the longer questions go beyond the available screen display and they are not fully displayed.	Clients can still select the question, but we suggest using another device or a desktop to view all the questions.	**TBC**
28/09/2015	n/a	On mobile devices the popup about the cookies does not fit the screen and the information is not totally displayed.	Use a desktop to read the information about the cookies.	**TBC**
28/09/2015	n/a	If clients create a new message on a device with iOS and enter a long message, the message text box increases but the pointer icon is hidden by the keyboard.	The client can manually scroll the screen.	**TBC**
18/05/2015	n/a	If the client's internet connection fails/goes down during an upload of a large file, the system will attempt to re-connect a total of 10 times per file. If their internet connection does not come back up after the 10 attempts, the percentage indicator will become red and read 'NaN%' for that file and they will have to upload the file again on a new message or delete the file by clicking on the recycle bin.	No workaround.	**Information only**