

iTS:Onelog

Onelog 8.2.0.3

Release Notes

05 July 2010

Onelog 8.2.0.3

Info Technology Supply Ltd. (ITS) is pleased to announce the release of the Onelog 8.2.0.3 Client and Server components.

This is a high priority release and ITS recommends that you upgrade to this release as soon as possible. This release requires Cire 2.0

New Features/Improvements:

1. Web Control

Onelog 8.2.0.3 introduces the ability to control user access to web resources. When a client matches a web control URL, two main actions can be performed:

Block Navigation (with optional message)
Redirect to a new URL (with optional message)

2. Resource Web Control

Resource control allows either managed or general resources to perform actions when the resource first starts and whilst running a resource and certain URLs are matched.

On Start
When this event occurs a formatted message can be shown to the user.

On URL Match
When a resource is running and a configured URL is matched then certain actions can be performed.
E.g. Show Message, Block Navigation or Redirect to a new URL.

The Web Control and Resource Web Control features are part of an optional Onelog Module called "Onelog Web Control". If you are interested in this module please contact your ITS account manager or local reseller.

3. Support for 64 Bit Client Platforms

Onelog 8.2.0.3 Client introduces support for 64 Bit Platforms.

4. Support for Windows 7

Onelog 8.2.0.3 Client introduces support for the Windows 7 platform.

5. Currently used Matter Number

The currently used Matter Number can now be displayed as a tool tip when a user places the mouse pointer on the Onelog icon in the toolbar. This feature will appear if the Show Matter Number option is selected on the server.

6. New Resource State

Onelog 8.2.0.3 introduces a new resource state "Off". When a resource state is set to "Off" this will stop the resource from being tracked via Onelog.

7. Filter Results

It is now possible to filter the search results under the Edit and Delete resources section. The following filters have been introduced:

Managed Resource
General Resource
Matter Details
Public Access
Testers Only
Off

8. **Change Resource State**
It is now possible to change the resource state within the Edit Resources section without opening the resource.
9. **Group Membership in Reports**
Group filters under reports can now be selected based on the current group membership of the user.
10. **IP Address and Comments in Reports**
IP Address field is now included in the session detail view of the detail reports. Comment field is now included in the detail view of the reports.
11. **Session Detail View in Reports**
Session Detail view on every report now has Windows Titles, URLs and Open Features all in one continuous list.
12. **Org Details in My Password Report**
Org Details can now be included in the My Password Report. The “Include Org Details in My Password Report” will only be enabled when the “Show User Password Management” option is enabled in Onelog Settings. This option will make Organisation Detail passwords for resources which the user has access to include in the “My Password Report” (accessed using the client option “Manage My Passwords”).
13. **Disable Network Logon Mode**
It is now possible to disable Network Logon Mode from the Onelog server by adding a registry key on the server machine.
14. **IP Address and User Fields blanked from reports**
The User and IP address fields in the reports can now be blanked by changing a registry key on the server machine.
15. **Manage My Password Details Page**
The Manage My Password Details page is now changed to show only the resources that the user has stored details for, at the time of logon.
16. **Matter Number Change When Requiring a Comment**
Onelog 8.2.0.3 introduces the ability to change the Matter Number again after choosing a Matter number which requires a comment. This was not possible in the previous releases.
17. **Matter Numbers Order on Client**
Matter Numbers and Personal Codes are ordered by date last used, with the most recent at the top on the list.

Resolved Issues:

Client:

1. When running Internet Explorer 8 on Vista and Windows 7 the Onelog Client was not performing a complete logout when Internet Explorer's Protected Mode and UAC were enabled. This issue is now fully resolved.
2. The Onelog Client has been re-engineered with the assistance of a beta test group to eradicate various network issues in certain environments.
3. Onelog tray icon would sometimes not appear on heavily loaded Windows XP client computers. This issue has been resolved.

Server:

1. Adding general resources with the default language set to a language other than English was not possible. This issue is now completely resolved.
2. The Unused User Report was showing the resources with used User Credentials. This issue is now fully fixed.
3. When searching by a letter or a combination of letters which were located anywhere in the resource name it would not return results based on your search. This issue is now resolved.
4. When adding a resource to Onelog where the description field contained "Carriage Returns" the descriptions would not be displayed correctly in the Portal. This issue is now fully resolved.
5. A server error was produced when sorting reports by Timekeeper ID if there were sessions with no Timekeeper ID. This issue is now fully fixed.
6. When the number of resources added to Onelog was greater than 201 and less than 220 then it was not possible to view any page from eleventh page onwards within the Edit and Delete resources section. This issue is now fully resolved.
7. Users were allowed to leave the Timekeeper ID field blank when validating TimekeeperID. This issue is now completely resolved.
8. Running Irregular Usage Reports would produce no data in rare occasions. This issue is now fixed.
9. Adding more than nine subcategories was not displayed correctly in the Onelog portal. This issue is now resolved.
10. When searching for a configured resource the search will be performed within the entire title and not just from the beginning.

The Upgrade Process

Upgrading to the latest release of Onelog X8 from previous versions is a relatively straightforward process.

Please make sure you backup both your Onelog & Cire databases before uninstallation. The Cire database is as critical to your Onelog system as the Onelog database. Please note this release will require Cire 2.0.

Cire Upgrade Instructions

1. Before upgrading to the latest Cire 2.0 it is essential that a backup is made of the Cire database and ensure that you have access to your .cire license file which may be required. Do not proceed any further until you are certain that you have access to this file. Please contact ITS Support if you do not have one.
2. Next uninstall the existing version of Cire via the Windows Control Panel, Add or Remove Programs before installing the latest versions.
3. Next install Cire 2.0 following the instructions in the Onelog Setup and Installation Guide

Server Upgrade Instructions

1. Uninstall Onelog 8.1.xx.x Server manually via the Windows Control Panel, Add or Remove Programs following the instructions in the relevant Onelog installation manual.
2. Next install the latest Onelog X8 Server by following the instructions in the Onelog Setup and Installation Guide.

Client Upgrade Instructions

1. First uninstall the existing Onelog 8.1.xx.x Client manually via the Windows Control Panel, Add or Remove Programs or perform a silent uninstall following the instructions in the Onelog Setup and Installation Guide.
2. Next install the latest Onelog X8 Client by following the instructions in the Onelog Setup and Installation Guide.

If you have any questions about this release of Onelog then please do not hesitate to contact ITS Support via email at support@itsltduk.com or call +44 (0)20 8869 1960.

Previous Versions Change Log

8.1.0.9 – (14 April 2010)

New Features/Improvements:

1. Firefox Support

The Onelog 8.1.0.9 client introduces support for the Mozilla Firefox web browser running on all supported Windows platforms. All the available features in the Internet Explorer client are introduced in the Firefox client apart from the following limitation: In Internet Explorer, if you navigate to a tracked resource (e.g. Lexis) and then open a new browser window and navigate to the same resource, there will be two resource sessions started (one for each browser window). In Firefox, by performing the same actions, only one resource session will run (the session in the second window joins the same sessions as the first).

Resolved Issues

Client:

1. The Onelog form logon box was shown when the user pressed ALT+TAB for the first time after login. This issue is now fully resolved.

Server:

1. The Unused Resource report was not sorted alphabetically by default. This has now been changed to display alphabetically ordered by resource name.
2. Password reports for specific users were showing every single resource which was configured to use individual Username/Passwords, irrespective of whether the user actually had credentials configured for that resource. This issue has now been fully resolved.
3. An incorrect list of master resources was shown when a resource was configured to use linked logon details. This issue has now been fully resolved.
4. It was not possible to add more than two groups to a group policy. This issue has now been fully resolved.
5. It was not possible to view the eleventh page via the Edit/Delete resource screens if the number of resources added to the system was between 200 and 220. This issue has now been fully resolved.
6. Configuration options in the Onelog Main Menu were visible to users only when they had both "System Configuration" and "Password Management" permissions assigned. This issue has now been fully resolved.
7. It was not possible to view resources from the second page onwards while searching for resources via the Edit/Delete resource screens. This issue has now been fully resolved.
8. Running reports with default dates was always displaying data for the current month. This issue has now been fully resolved.

8.1.0.4 Client and 8.1.0.3 Server – (04 March 2010)

New Features/Improvements:

1. The Onelog Client's performance has been improved in situations where there is no communication between the Onelog Client and the Server.
2. The memory usage of the Client (loginapplication.exe) has been reduced.
3. Reports have been redesigned to show Timekeeper ID.
4. Reports have been redesigned to show total values.
5. First Name and Last Name are now shown along with the Username in the review user details section after selecting a user under User Password Management.
6. A new feature has been introduced to enforce a minimum Timekeeper ID length where Timekeeper IDs are not validated.

7. Matter search on the Client has been improved so that it will restart when the user switches the matter search method from "Matter Number" to "Matter Name" or vice versa in the matter search window while selecting a Client matter number.
8. Ability to resize the matter name and matter number column width in the Matter Search box.
9. Ability to edit and change the name of the first "User Details" added to Onelog which was always set to read as "Default" previously.
10. A red "X" in the "Add New Logon Details" window has been introduced which will be visible until both the entered passwords match.
11. A message has been introduced prompting the user to change the Matter Number in the resource when the user clicks the Onelog Client toolbar and changes the matter number.

Resolved Issues

Client:

1. There were certain situations where the Onelog client login would fail. This was due to a delay in the Onelog client service starting up. This issue has now been fully resolved.
2. On several occasions the Onelog Client was slowing down the performance of Internet Explorer when the user carried out searches within resources including Pacer and Westlaw. This issue has now been fully resolved.
3. Duplicate user sessions were created from the same Client machine for each login attempt when the Onelog Client was not communicating with the Server. This was causing a load on the Onelog Server whilst the Client was trying to send all the session information when the Client reconnected to the Server. This issue has now been fully resolved.
4. Clientsessionsservice.exe consumed high amounts of CPU resources when the Client was not communicating with the Server and if the user had several IE windows/tabs open at that time. This issue has now been fully resolved.
5. IP Zone information in reports showed as "unzoned" due to the events being recorded as if they were off-line. When resource events are unable to be sent to the Server for the first time they are set to be "RecordedOffline" this meant that when they were next uploaded to the Server the IP Zone was not queried as the address was not the one which was used when the resource was started. This issue has now been fully resolved.
6. The choose resource window displayed incorrect resources in certain cases.
7. Users were prompted to choose between the same resources. This was due to the Onelog Client intercepting the URL rules used by the Client as separate resources. This issue has now been fully resolved.
8. The Onelog Client was not capturing letters with acute accents like á, é, ó, etc.
9. An Internet Explorer window was left open after closing Westlaw resources when the user initially navigated to <http://westlaw.com> instead of <http://www.westlaw.com>. This issue has now been fully resolved

Server:

1. Occasionally the Onelog Server service went to an unstable state. This resulted in the Onelog automatic script update service not running periodically. This issue has now been fully resolved.
2. The user session view screen was not showing more than 30 sessions. This has now been fixed.
3. The user details of resources which were set to "Testers Only" were not shown in password reports.
4. While using Onelog with English (US) language settings, the horizontal axis in the unique users reports was not in US format.
5. Adding a matter range in the matter policy allowed users to use invalid matter numbers matching the range specified in the matter range. This issue has now been fully resolved.
6. It was not possible to upload user details using Resource Vault Management while running Onelog Server on Windows 2008 Server. This was due to Onelog not setting permission to the "Tempstore" folder in the Onelog web directory.
7. Resources with title names containing the "&" symbol were not displaying correctly on the "Edit" and "Delete" resources screens.

8.0.23.2 – (23 November 2009)

New Features/Improvements:

There are no new features.

Resolved Issues

Server:

1. When the Onelog Server service was performing an automatic script update any changes made to the Script Update Management settings prior to this would get lost. For example, if the user configured Onelog to use a proxy then those settings would need to be re-entered. This issue is fixed now.

8.0.23.1 - (11 November 2009)

New Features/Improvements:

1. Onelog X 8.0.23.1 introduces the user logon details linking feature. With this feature it is now possible to configure more than one resource to use the same user logon details.

For example:

Resource A is configured as a “Master” resource

Resource B is configured as a “Linked” resource linked to the user details of “Resource A”

In the above scenario, a user will be able to use the same user details for both the resources.

Please refer to the Onelog Administration Guide for more information on how to configure these options.

2. Adding a URL rule with a query string did not work before, as the query string was always being ignored by the Client.

For example:

Resource 1 with rule “*.abc.com”

Resource 2 with rule “*.abc.com?test=Onelog”

If the user navigates to www.abc.com?test=onelog with the updated Onelog Client it will now record the usage as Resource 2.

3. The way that resources are recorded with configured IP Zone policy has changed.

With resources, users and IP Zones set in the following way:

User A in Zone A

User B in Zone B

User C not in either Zone,

Resource A allowed only in Zone A (URL rule *.testurl.com)

Resource B allowed only in Zone B (URL rule *.testurl.com)

Scenario1: With setting “Record Unauthorised Applications” not checked under Settings in the Onelog Main Menu.

User A navigates to URL www.testurl.com and is recorded as using Resource A.

User B navigates to URL www.testurl.com and is recorded as using Resource B.

User C navigates to URL www.testurl.com and is not recorded.

Scenario2: With setting “Record Unauthorised Applications” checked under Settings in the Onelog Main Menu.

User A navigates to URL www.testurl.com and is recorded as using Resource A.

User B navigates to URL www.testurl.com and is recorded as using Resource B.

User C navigates to URL www.testurl.com and is recorded as using whichever unauthorised resource is found first.

4. There are now more user friendly messages displayed on the Onelog web interface when performing script updates.

Resolved Issues

Client:

1. Sometimes the “Resync” option in the Onelog Client system tray menu stays in a “disabled” state and therefore the user is unable to select this option while using resources with irregular URL rules configured.
2. If the Onelog Client has never connected to the Onelog Server before, then the Onelog Client will not attempt to login automatically after the Onelog Server becomes available.
3. The Matter search option in the Onelog Client will not display all results if the number of matter numbers matching the matter search string entered in the search field is between 10 and 20.
4. The Onelog Client will try to restart and fail in an instance where the actual PC is shutdown or restarted. This issue has now been fully resolved.
5. The Onelog Client did not always fill in forms for certain websites that specifically removed the logon details e.g. merlindata.com & accurint.com. Clicking the green refresh button did not work because the page refresh caused the login pop up window to disappear. The green refresh button now has amended functionally; it no longer reloads the entire web page, but just attempts to fill in any forms (logon fields) that are on the currently loaded page.

Server:

1. When adding a resource to Onelog where the description field contains “Carriage Returns” the descriptions would be displayed in the portal with the text “
” replacing each line break. (“Carriage Returns” are generally referred to pressing the “Enter” or “Return” key while typing).
2. The Onelog “Categories” screen was unable to display more than 32 categories.
3. Certain customers’ scripts were not getting updated while running the Onelog script update because the data being returned to the central Server was not being formatted properly.

8.0.22.5 - (24 September 2009)

New Features/Improvements

1. Now there is a tooltip added to the Onelog Client toolbar refresh button which reads “Refresh”
2. The Group column name in the relevant Onelog reports has been changed to read “Group” rather than “Groups”

Resolved Issues

Client:

1. If there was more than one resource configured to use the same script then users were unable to access those resources when the Client was in a logged off state or there was no communication between the Client and Server.
2. Onelog was ignoring the “.” (dot) in URL rules. For example, if there is a resource added with the URL rule “*.ft.com”, when accessing www.microsoft.com Onelog would start recording usage as if it was for the resource with URL rule “*.ft.com”.

3. When logged into a resource which had user logon details set if the user navigated to another Onelog-tracked resource using the address box of the same browser window and was then prompted to provide their username and password for the second resource and the user cancelled this window Onelog would pass the user details from the previous resource to the newly accessed resource.

Server:

1. At customer sites the Onelog Scripting Service window, launched from Onelog Admin, was always reverting back to the Onelog main menu when clicked where proxy Servers are used to access the Internet.
2. Adding any item in Onelog main menu with double quotes in the name field (Resource Names or Policy Names) would make the Onelog web interface display a blank page whenever the item added was should be shown.
3. It was not possible to browse through page numbers greater than 10 in the Onelog Matter search results window.
4. User Common details were not shown in the "All Passwords" reports.
5. The list of resources displayed in the "User Password Management" page, accessed via Onelog Client system tray icon, were not shown in alphabetical order when.

8.0.22.3 - (11 August 2009)

New Features/Improvements

1. The Matter Name length has been increased from 255 characters to allow up to 2GB of text.
2. Two command windows appeared during Client installation even when performing a silent install. These windows are now suppressed.
3. An update has been made to form filling to support certain resources where the logon form opens in a separate AJAX window after clicking a link. E.g. www.law360.com.

Resolved Issues

Client:

1. Users were able to close the Onelog Client using task manager allowing them to access resources without using Onelog.
2. Incorrect session durations were recorded when changing Matter Number via the Onelog toolbar.
3. If there was more than one resource configured using the same script users were presented with a resource selection dialogue even when the Client was in a logged off state or there was no communication between the Client and Server. Selecting a resource from the selection dialogue did not take the user to the resource and the user was unable to access the resource.
4. The Onelog Client could remain in a "Logging in" state until the user logged off from the PC if the user opened a resource which is managed by Onelog when the Onelog Client was in a logged off state. This issue only happened if the Onelog Client was installed in "Offsite" mode.
5. Session duration was recorded incorrectly for resources that had the option "Remove cookies on logout" enabled.
6. User details were not completed for the resources that had multiple instances of the login form on the same page.
7. Incorrect session durations were recorded if users navigated from a Onelog tracked resource, with no logout enabled, to another Onelog managed resource.
8. The Onelog Client would throw an exception when a link from a Onelog managed resource opened a PDF document in the browser.
9. The Re-sync option in the Onelog Client system tray icon would remain in disabled state if the user closed the "Multi Resource Selection" box without clicking on a resource.
10. Users were unable to enter a Matter Number manually in the resource if they skipped the matter selection box even where Matter Input was enabled for the resource.
11. The Onelog Client would always start after installation even if "START_CLIENT=0" is specified when building a custom MSI.
12. On some occasions an issue could arise when switching between resources in the same browser that could lead to multiple browser windows being opened.

13. It was possible when using resources that share URL Rules that a new resource could start when a logoff window was called.
14. Resource logout would fail with IE 6 used in conjunctions with a pop up blocker such as that provided by the Google toolbar.

Server:

1. If a resource was configured to use a "Resource Only Matter Policy" and there was a Matter Range already added to the policy it was not possible to edit the saved Matter Range.
 2. If a specific password-type report was run with a resource filter applied the report data would include other types of username-password information that did not match the password type selected.
 3. A Server error was produced when password reports were run with a filter applied but no items selected in the filter.
 4. A Server error was produced when reports were run with nothing selected to display under Display Options.
 5. Option tabs that did not relate to password report types were enabled in error.
 6. In Activity View the User Session View did not update to reflect closed sessions unless the user clicked went to the Onelog Main Menu and returned back to Activity View.
 7. Clicking the "X" button in the Onelog admin interface did not take the user back to the previous menu when using Internet Explorer (Firefox was OK).
 8. When searching for a resource in the resource password vault, it would display all resources matching the search criteria. Now it will display only resources with that support user logon authentication, resources that do not require authentication or that use organisational usernames and passwords are excluded.
-