GoldMine

Version 2018.2HotFix4 - Release Notes

Updated June 18th, 2019

Please Note

Run the GoldMine Premium 2018.2 installer for a new installation, or to upgrade GoldMine Premium Edition 9.0.0 or newer.

- If you are upgrading from a version of GoldMine prior to 9.0.0, you must first upgrade to version 9.0.0 before upgrading to this version.
- If you are upgrading from a version of GoldMine prior to 2014.2, you must request an upgraded license before upgrading to this version. See https://community.ivanti.com/docs/DOC-67070 for more info.
- If you are switching from GoldMine Plus for Outlook to GoldMine Link for Outlook or vice versa we recommend uninstalling GoldMine Premium and reinstalling choosing desired Outlook option during reinstall. Please select to connect to existing database pointing to the shared GoldMine data folder on the server during the reinstall.
- If you plan to run the GoldMine Unattended Installation, you must first make these manual additions to the configuration file gm_si.ini created at C:\ProgramData\GoldMine\Setup\GoldMine:

    [SQLQueriesWarning]
    READ_SQL_QUERIES_WARNING=Yes
    [TSSCSettings]
    TSSC_SETTING=Yes

  For READ_SQL_QUERIES_WARNING
    - READ_SQL_QUERIES_WARNING is always Yes
  For TSSC_Setting
    - If a certificate was configured on the database server prior to beginning installation or upgrade and that certificate is trusted, TSSC_SETTING=No
    - If on the database server there is no trusted certificate configured, TSSC_SETTING=Yes

Run the GoldMine Connect 2018.2 installer for a new installation or to upgrade GoldMine Connect 2015.1 or newer.

- If you are upgrading from a version of GoldMine Connect prior to 2015.1, it is necessary to uninstall the existing version of GoldMine Mobile or GoldMine Connect and install GoldMine Connect 2018.2 as a new installation.
- It is recommended that you clear the device/browser cache and restart IIS after an installation/re-installation or upgrade of GoldMine Connect.

What's Fixed in GoldMine 2018.2HotFix4

47072	Once a Webimport email contains a charset property special characters are destroyed during the webimport
67625	foreign characters in 'internal' notification emails are destroyed
69562	Outlook Link - When using a € (EUR)/ £ (Pound) sign in the GoldMine Password - Link email failed for every email - Error occured while loading Xml API. Error code: 32 in Log file
69802	User-defined fields in an email template will not auto-populate when using Outlook Link
70547	Outlook Link - searching for an email address straight away Email Linked failed error

What's Fixed in GoldMine 2018.2HotFix3

42571	ACCOUNTNO containing [(maybe also other special characters) will not display phone, title and email after being added to a Relationship
58790	Event log entries and significant performance decrease when browsing through activated Groups or Filters
65684	Constant Contact blank Reference line in History
67186	Reply to Activities Disabled in activity list and pending tab.
67993	Endless spinning wheel when trying to connect Outlook Link to GoldMine
68678	Columns in Task list view of calendar not correct, Reference should reflect Activity type (here e.g. Task or even better Project/Opportunity or Case Task)
68684	When opening "My Activities" within GoldMine Web there is a significant delay (30 sec. to 10 min.)
69163	Price Information in Goldmine Connect entry is counter-intuitive and causes erroneous entries.

What's New in GoldMine 2018.2HotFix2

Upgrade of Redemption library

- The Redemption library was updated to version 5.18

What's Fixed in GoldMine 2018.2HotFix2

65986	Emails with attachments not viewable outside of GoldMine - Multipart/Mixed Error when using IMAP
66091	Cannot add "details" to Contact in GoldMine Web. The "ok" button does not work
67631	GoldMine Sent email reappears in the Outbox when Outlook Link is used with Auto-linking sent emails or emails may duplicate in the History

67695	After Windows 10 1809 update GoldMine will not link emails from Outlook Sent or Outbox. "Link Email Failed" Error Message box displayed. (System Error. Code: 18. There are no more files in GoldMineLink.log)
67747	GoldMine Web Custom details still show default label for fields where custom labels have been configured.

What changed in GoldMine 2018.2HotFix1

- Increased the number of failed passwords tries from 3 to 5 before blocking an account. Due to this, all accounts that were blocked on previous versions become now unlocked and have 2 more tries available.
- Constant Contact integration is currently using TLS 1.2 protocol to establish a secure communication channel to all Constant Contact API endpoints.

What's Fixed in GoldMine 2018.2HotFix1

67308	Block the account after 3 invalid logon attempts is now greyed out and especially not adjustable (between 3-10)
66749	Block account feature not working correctly when shortcut switches are used
67161	diacritical chars shows up as strange chars in reply when using a template with a 'local' picture
67038	GoldSync Service does not start - eventlog shows Invalid user or password. failed: Unknown: ffffffff
67192	Google Sync configuration cannot be opened
67054	The container named "" is not defined in this configuration section
67623	Constant Contact broken

What changed in GoldMine 2018.2
GoldMine Premium Edition/ GoldMine Connect

Password validation
- Due to the added password complexity rules (explained in What's New below) the password validation at login is case sensitive.
- In previous versions of GoldMine all user passwords were converted to UPPER case when saved in the database. Existing users must enter their password using UPPER case at login, otherwise the user will not be able to login.

What's New in GoldMine 2018.2
Includes all functionalities added after GoldMine 2018.1.0

GoldMine Connect

Use of https by default
- For new installations GoldMine Connect will be installed to use port 443 by default
  - The https implementation requires a certificate installed on the web server
  - If you don't have a certificate from an external trusted authority, then you must create a self-signed certificate. Please see https://community.ivanti.com/docs/DOC-55023 for more information.
- For existing installations there will be a redirect from http to https
  - Please note that in the case of existing installations, we use URL Rewriter to perform the redirect. If URL Rewriter is not installed previously, then the GoldMine Connect installer will download it from the internet, which will require an internet connection, and do the installation.
  - In the case of an upgrade if there is no certificate installed on the web server, the admin must configure a certificate prior to the upgrade. If you don't have a certificate from an external trusted authority, then you must create a self-signed certificate. Please see https://community.ivanti.com/docs/DOC-55023 for more information.

Email Merge Code for primary and additional contact
- Added E-mail Merge Code in Contact Record > Details section > Email address
- Added E-mail Merge Code in Contact Record > Additional Contacts section

GoldMine Link for Microsoft Outlook

Upgrade of Redemption library
- The Redemption library was updated to version 5.16
Support for TLS 1.2
- In 2018.2 version we added support for TLS 1.2, the most used cryptographic protocol
- TLS1.2 requires SQL Server 2008 SP4 / SQL Server 2008 R2 SP3 or newer

GoldMine Premium Edition

Chilkat-upgrade
- The Chilkat library was updated to version 9.5.0.71. The following known issues in GoldMine were fixed by this library upgrade:
  - The boundary string appended to the end of Gmail emails will no longer be added
  - Emails with the charset *charset iso-2022-jp* will be properly parsed
  - Some spaces that were being added to the subject of emails will be fixed/removed (at least for HTML emails)

E-mail center encoding
- If the "Encode E-mails using character set" value is empty in a user's E-mail Options, GoldMine will use "utf-8" as the default character set.
- The following charsets are fully supported in the current version:
  - UTF-8
  - ISO-8859-1
  - ISO-8859-15
- Full support of UTF-8 in the body of the emails. Although in previous versions we could set the utf-8 as a

charset we could not compose emails is some foreign languages (e.g. Arabic), but we could receive them. This issue was fixed in the current version.

- Enabling the Dynamic Update Exchange protocol (DDE)

Open SSL upgrade
- Open SSL library was upgraded to version 1.0.2n which is their latest LTS version
- This version uses TLS 1.2 by default

TLS 1.2 support for database communication
- Support for TLS 1.2, the most used cryptographic protocol, was added
- TLS1.2 requires SQL Server 2008 SP4 / SQL Server 2008 R2 SP3 or newer

Encrypted database connection
- GoldMine uses protocol encryption and validate database server certificate by default to adhere to the "Secure by default" security principle and "Privacy by default" principle
- A new step "Database Encryption" was added to the installer, where the user is asked if he wants to validate that the database server certificate is a trusted one. The default option is Yes.
  - If a certificate was configured on the database server prior to beginning installation or upgrade and that certificate is trusted, then the user should leave the default selection and press Next button
  - If on the database server there is no trusted certificate configured, then the user must choose No in this step, otherwise GoldMine will not be able to connect to the database after the installation/upgrade is complete.

User password complexity
- As a part of security enhancements, a password complexity is in place. All defined passwords must respect the following rules:
  - Have a length of 8 characters or the length setup by the administrator in Tools > Configure > System Settings > Password Policy
  - Contain 1 uppercase character
  - Contain 1 lowercase character
  - Contain 1 digit
  - Contain 1 special character like! #@$%&/ ()? etc.
- The password complexity is enforced by default for newly created users
- For existing users, password complexity will not be enforced by default, but the user must enter existing password in all UPPER case. Once the user changes the current password, the newly set password must to respect the password complexity.

Administrative user changes
- For all fresh installations of GoldMine, the user named "master" will not be created by default. A new step was added at the end of the installation process requiring the creation of a user with master rights which will have full administrative access to the application.
- For existing installations there will be no changes to the user named Master, however we advise that the default password be changed or to create a new user with full administrative rights and disable the default one, to strengthen the security of your application.

Addition of a read-only account for SQL Query and Filters
- The SQL Query Editor functionality is required to be enabled from Edit Alias window and a read-only user to be set
    - A section "SQL Query" was added to Edit Alias (Tools->Databases->Alias Manager->Edit Alias) to enable the SQL Queries functionality and create the read-only user
    - Once the functionality is enabled, define a username and password and press the OK button to automatically create the MS SQL user with the appropriate access in the database
- To be able to create/update Filters or Groups based on SQL Query, the SQL Query Editor functionality must be enabled and the read-only database user defined.

Versioning of installation files
- All .exe and .dll files created by the GoldMine application during installation are versioned
- The version on the files are the same version you will find in Help > About GoldMine screen

File signing
- All .exe and .dll files created by the GoldMine are signed, using SHA256 digest signature.

SQL Native Client usage as Database connector
- SQL Native Client 11 is used as a Database Connecter starting with GoldMine 2018.2
- If SQL Native Client 11 is not previously installed on the machine, then it will be downloaded from the internet and installed by the installer. This requires an internet connection during installation.

What's Fixed in GoldMine 2018.2
Includes issues that were addressed after GoldMine 2018.1.0

14641	When will GoldMine Support TLS 1.2 for SQL?
34413	having a friendly name with a special character and a comma, the e-mail address is not parsed correctly within GoldMine GoldMine recognizes first part of name as e-mail address
36294	Sorry, but Microsoft Office was not installed. This document cannot be previewed when opening an Microsoft Excel file (xlsx) document from Links tab
40133	Select Table message and no successful mail merge on localized OS / localized Office
41008	Contact Search Center (CSC) returns incorrect data when using AND operator and Contact (primary or additional) as further criteria
44034	Outlook Com Error!, Error: PDA table was not initialized when trying to sync with Outlook
44062	The added column, "GM Company" does not populate in Outlook using the full GMPlus Integration add in for linked emails versus the GoldMine Link add in.
49718	Outlook Link - immediate crash of Outlook - when connecting to GoldMine, when activating Outlook Link Add in or if loaded already when simply starting Outlook

49801	Error when closing Outlook: GoldMine PLUS Lite for Microsoft Office has fired an exception. Click the Details to see the detailed information about the error.
49845	Outlook application crash when the GoldMine link for Outlook is enabled.
49862	Sporadic - 'Link Email Failed' Error message when trying to manually link certain emails to GoldMine
51055	regression of 253836 - Special characters (e.g. French) will be destroyed when saving an email template >> also when sending such an email to a contact the special characters are gone
51057	Add New Member(s) context menu on exiting contact groups does nothing
51066	Original menu item Log into HEAT was changed to Login into Ivanti - this needs either to be changed back or to removed completely as HEAT integration is officially not supported anymore since GoldMine 2014.1
51067	When changing Theme from any of the new Modern themes to a different the Toolbar will disappear
51068	Typo in Dialog message: In order to apply some visual changes, you must restart GoldMine instead of restart GoldMine
51885	Right click >> Complete - context menu takes up to 15 seconds to show for non-master users when looking in the activity list for a generic user who has 1500+ activities scheduled that all users pull activities from.
52073	Certain characters are changed/destroyed after linking an email from Outlook Link and open it within GoldMine.
52078	GoldMine Link not auto-linking Sent messages when the Sent folder is set (through Outlook settings) to the 'online' Sent folder instead of the local Sent (.pst)
52120	Special Characters corrupted when linking Email to GoldMine from Outlook using UTF-8 encoding.
52665	Linked Emails linked with the Original GoldMine Plus for Microsoft Outlook cannot be unlinked with the new Outlook Link
55031	Hyperlinks within GoldMine open in IE although Edge was set as Default browser
55364	The operation cannot be performed because the message has been changed. when linking an email and then changing any property of the email (for example flag the email)
56779	In opportunities we create some fields, when were closing a sale, the fields clear and they go back to blank.
56835	Document templates for a particular machine lost the ability to be updated.
58806	When attaching files to an edited email, the body changes to part of the MIME Type info, --nqp=nb64=
58814	Not all additional contacts showing in GoldMine Web - GMWEB shows only a maximum of 20 Additional Contacts
58817	Email Draft/Queue Issue
58827	Searching Contact from Outlook Link is Very Slow - took 0 seconds in GoldMine 2017.1 versus 10-25 seconds in GoldMine 2018.1
58833	Email already exists in GoldMine being erroneously reported by new Outlook add-in
63623	When linking emails in Outlook with GoldMine Link installed - "Link email Failed"
64067	.P7M digitally signed Emails
64070	Outlook link disconnects and errors when linking new contact
64392	If they re-direct a message to another user, if that user hits reply it will not be sent to the sender but rather the redirector.

64528	Contact search center Error: The multi-part identifier "cs.CONTACT" could not be bound
64578	Outlook GM Link - When trying to do a search to link a contact all contacts are not shown.
64766	GM2018 HF2 - When replying to internal messaging that was addressed to a specific user - It goes to ALL
65161	Unable to link emails to contacts with apostrophe's in their name
65754	Closed activities in a user's calendar are showing as Private when the call was not marked as private.