

Version 3.6+ Release Notes

Last Modified on 02/14/2022 9:33 am EST

Version 3.6.2 (Hotfix)

Bug Fixes

- Portal URLs are no longer overwritten after an org import.
- Large images no longer prevent reports from being exported to PDF.
- Data & Time selectors no longer close on Data Grid when attempting to change the time component.
- Proper header spacing was restored for repeatable forms exported to PDF report.

Version 3.6.1 (Hotfix)

New Features

User Profile Management

- In the [User Profile section](#), administrators can now edit the user's first name, last name, or email address (without needing to contact [Resolver Support](#)). However, the user must finalize any email address updates via the link in the confirmation email sent to their previous email address (which expires in 12 hours and must be re-sent if edits are not finalized).

User Profile

First Name	Last Name
<input type="text" value="John"/>	<input type="text" value="Smyth"/>
Email	
<input type="text" value="coreuserprofilemanagement@gmail.com"/>	
<input type="button" value="CHANGE USER INFORMATION"/>	

Bug Fixes

- Resolver Core's email ingestion feature no longer rejects forwarded or relayed emails.
- Select list field options' null values no longer block formula calculation.

- Opening certain objects no longer re-directs users to the home page.
- A warning now appears when removing a relationship that impacts a data definition.
- The assessments tooltip is no longer cut off when hovering over the last object type listed in the Configuration tab.
- Rich text fields are no longer overwritten when another such field is opened in the palette for another object.
- The X-axis on a multi-page bar chart now remains consistent across each page.
- Objects with a "\" in the name are now returned in searches.
- The Image Date Uploaded timestamp no longer switches to the current time.
- The email template no longer shows blank fields when opened in a new tab.

Version 3.6

New Features

Note: Some new release features may not be added to your software version by default. To enable a particular one within your org, please contact your CSM for more information.

Enabled GRC Agility with Push to Assessments

- You can now apply risk, control, or regulatory library changes to all [applicable assessments](#) – saving you time and reducing chance of error, while cutting back on repetitive data entry for each risk assessment. For example, if your company added a new control (e.g., mandatory COVID-19 vaccinations at your head office), you could push that control out to the risk assessments for all satellite office locations.

Assessments
Review assessments where this object exists and push updates as needed to sync the assessments with the library.

Compliance Assessment

ID	Name	Unique ID	Dimension	Workflow State	Last Sync	Last Modified
CA-1	Corporate Compliance Assessment	Req 157.1	CORPORATE	APPLICABILITY ...	2021-11-18	2021-11-18
CA-2	Shared Services Compliance Assessment	Req 157.2	SHARED SERVICES	APPLICABILITY ...	2021-11-18	2021-11-18

Enriched Third-party Tool Integrations

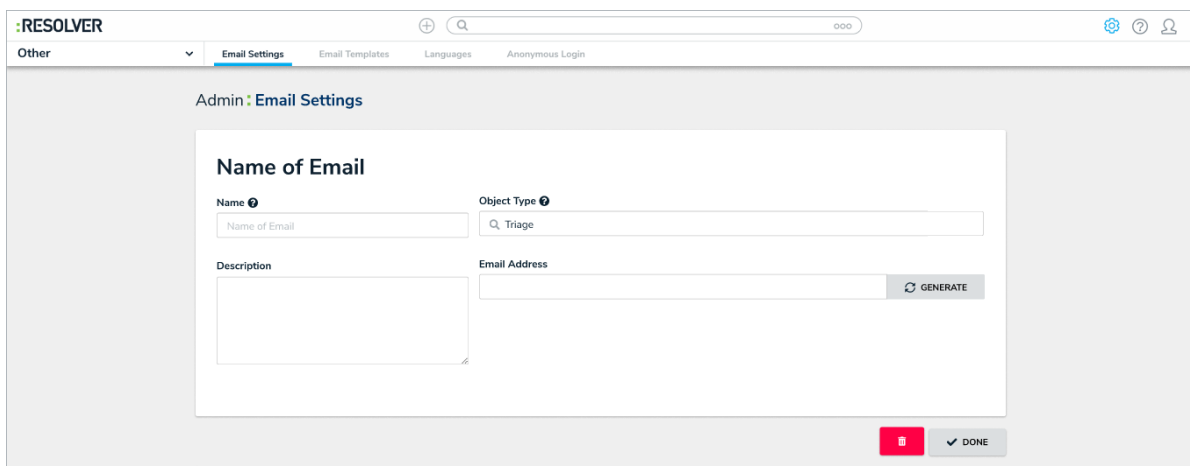
- If your organization (“org”) uses integrations, you can now [subscribe](#) to Core events and automatically update your third-party tools. For example, creating a new incident in Core

can trigger a Slack or Teams notification.

- These dependable and stable real-time integrations prevent potential waste of Application Programming Interface (API) calls, as it recognizes when there is no new data to push between your internal and external tools.

Added Email Ingestion

- You can now triage objects generated by [external email reports](#) without leaving the platform or giving out extra Core licensing and new access. For example, if a Store Manager wants to report an incident to their corporate office, they can email `incident@org.com` to generate a new incident in their company's Core org.
- Email ingestion helps Incident and Case Management teams to gather information seamlessly and avoid missed emails, errors, or omissions as you collaborate to triage the applicable object types (like that above Store Manager's incident).
- As part of this feature, emails used to create objects can be displayed in the [External Messages](#) section of that object's form.



The screenshot shows the Resolver Admin interface for 'Email Settings'. The page title is 'Admin: Email Settings'. The main content area is titled 'Name of Email' and contains a form with the following fields:

- Name:** A text input field with the placeholder 'Name of Email'.
- Object Type:** A dropdown menu with 'Triage' selected.
- Description:** A large text area for entering details.
- Email Address:** A text input field with a 'GENERATE' button next to it.

At the bottom right of the form, there is a red 'STOP' button and a 'DONE' button with a checkmark.

Enhanced Data Audit Trails

- The [Data Audit Trail](#) records all changes in an org, helping you with observability and troubleshooting. We've upgraded it to include the user and system actions (i.e., the drivers of data access or changes) and events (i.e., the resulting data changes from those actions), so you can make smarter data-driven decisions.
- With the correct permissions enabled, you can see all changes in a specific [object history](#), which can help you to detect fraudulent activity and then identify your next steps. For example, if an Incident Investigator wrongly removed an interview from an incident record, both the Data Audit Trail and object history records that deletion and its value.
- This feature is more user-friendly than the previous version, with a better looking and more accessible list that shows the:
 - Date and time a change was made

- User who made the change
 - Object/object type the change was made on
 - Action/event that caused the change
 - Details of the change made (including both the previous and new values).
- The new Data Audit Trail will include all changes made after November 2021. The previous Data Audit Trail shows changes up to November 2021, found via the Admin Overview > Tools > [Data Audit Archive Export](#). You can continue to export these past records and will be notified to do a full export (if required) before we retire it from future software.

Time	Performed By	Object Unique ID	Object Name	Object Type Name	Action	Event	Value
November 13, 2021 2:02 AM	Resolver Workflow workflow@resolver.com	INC-113	113 2021-11-04 Social Engineering	Incident	Nightly Trigger	Update Formula	Updated formula Business Days Since Reported from 6 to 7 by nightly trigger.
November 13, 2021 2:02 AM	Resolver Workflow workflow@resolver.com	INC-113	113 2021-11-04 Social	Incident	Nightly Trigger	Update Formula	Updated formula Hours from 454642 to 10 by nightly trigger.

Extended Integration Options

- If you're a Workato integration customer, you can now choose to host and process your integration data in a dedicated data centre that services all the European Union (EU). This Germany-based data center's infrastructure can support you with both internal security requirements and/or General Data Protection Regulation (GDPR) concerns.
- For example, when a Human Resources team integrates Core with an HR application (e.g., Workday) that brings in employee data. This data is considered Personally Identifiable Information (PII) and is often restricted to that EU region, due to its confidentiality.
- The Workato data centre securely protects such sensitive information, as it does not share or transfer customer data across regions. However, integrations built in the EU environment will have access to the same Workato connector functionality. Updates to the connector are to be applied across both EU and US environments.

- Integrations with Resolver Core now support user profile edits so you can automatically toggle profile attributes such as **Active**, **Admin**, and **All Access**.

The screenshot shows a web interface for updating a user in Core. At the top, there's a title bar with the Resolver logo and the text 'Update a user in Core'. Below the title bar, there are three interactive elements: a search icon labeled 'Find', a toggle for 'Show optional fields', and a toggle for 'Group map data'. The main form area contains four sections, each with a dropdown menu:

- Lookup Email Address**: A dropdown menu with the value 'ABC'.
- Is Active**: A dropdown menu with the value 'Yes'.
- Is Admin**: A dropdown menu with the value 'No'.
- All Access**: A dropdown menu with the value 'No'.

Bug Fixes

- All Data Analytics exports now have a consistent column order.
- A once missing My Tasks page tip now appears on language export sheets.
- The attachment deletion confirmation popup no longer gets cut off-screen in the palette view.

General Enhancements

- Geolocation address components in report tables now export to Excel as individual columns.
- Core language configurations now include:
 - Thai
 - Kinyarwanda
 - Kiswahili
 - Amharic

- Oromo
- Sinhala
- Tamil
- Bangla
- Indonesian.

End of Internet Explorer Support

Beginning in 2022, Core will be ending support for Internet Explorer 11. If you are currently using Internet Explorer 11, we recommend that you switch to another [supported browser](#). Read more [here](#) about Internet Explorer becoming an End of Life (EOL) software.