



Rsam Platform

Known Issues

Version 10.0 | June 25, 2020

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About this Document

This document provides a list of known / confirmed issues that exist in the latest release of the Rsam platform. While most issues are specific to certain scenarios or configuration combinations, the intent is to help customers and partners understand such potential defects ahead of time. Most known issues get resolved in subsequent releases, which may be immediate or longer term depending on the nature of the issue and resolution.

Rsam 10.0.1005.2 – June 25, 2020

This section explains the known issues in this release.

General

Multiple images added in a Redlined attribute do not appear in the Redlined Value field

After adding multiple images (around 3-4) in a Redlined textbox attribute and updating the record, when users click on the Redlining icon, the images do not appear in the **Redlined Value** field of the **Value** tab and the **Show/Hide Redlining** button also becomes unresponsive.

Exception error in My Preferences pop-up for some users

When users, who have no workflow or system roles assigned, access the **My Preference** pop-up, it displays an exception error.

Home Page feature

Screen goes blank for a few seconds on Mobile Devices when changing orientation

When viewing Home Pages on Mobile Devices, when the user changes orientation from Portrait to Landscape (and vice versa), the screen goes blank for a few seconds and then comes back.

Dragging existing widgets to end of page

Existing widgets cannot be dragged to the bottom of a page directly, which is beyond the screen display. Instead, you can reposition it to the end of the screen display and repeat till you reach the required position.

No loader icon when widgets have same priority

If all widgets on a page are set to the same priority, the loading icon may not show (widget frames will display) while the data loads or when users navigate to other home pages back and forth while the widgets are being loaded.

Buttons not displaying properly on Saved Search Results widget

For certain browser versions on Windows 7, the buttons within the Saved Search Results widget may be hidden behind the widget. To perform those button-based actions, you may need to navigate to the Saved Search Results page and complete the action.

Unable to navigate and scroll through widget data in Edit mode

For widgets that have data in grid layout, navigation buttons and scroll bars do not work when in the Edit mode. Once the layout is saved and rendered, the scroll works fine.

Data display issue when collapsing or expanding widgets quickly before it loads

When a widget is expanded or collapsed before the data loads completely, it may sometimes cause the widget to not load the complete data. In such a case, you can refresh (🔄) the widget to load the complete data.

Dynamic filter configuration slow when more widgets associated to page

Configuring dynamic filters may be slow when there are a lot of widgets associated to the page.

Auto Arrangement of widgets when upgrading from 9.2

When upgrading a 9.2 instance of Rsam to version 10, the **Auto Adjust Layout** option is enabled by default and widget arrangements of existing pages will change in such a way that empty spaces that are vertically above widgets will be removed and the below widgets will be pulled upwards.

Column layout issue with Object Selection Details widget

The column layout of data within Object Selection Details widget may not display correctly when resizing the widget using the arrows. However, the layout is displayed properly while rendering the page.

Scheduler feature

Keyboard keys not supported in Date and Time Picker

Navigation and Enter keys on the keyboard are currently not supported in the Date Time picker; however, usage of mouse is supported.

Progress percentage problem when ODG Profile is in a Task Group

When a task group (with an Offline Data Gathering task running) is stopped during execution, the progress percentage in the Component Pop-up for the individual task goes to 100% and then after a few seconds comes back to the actual percentage.

Log details issue when importing users from multiple zip files

When importing users from multiple zip files, the Event History tab does not show log details of the last file in the zip folder.

Error handling issue with Geolocation Validation task

When a Geolocation Validation task encounters an error during execution, the task stops with an error message on the Dashboard, but the Component Pop-up keeps showing the running icon.

Sync Tasks and Manual Imports do not stay on the Dashboard for 5 minutes

After completing execution, the manual imports (run from the Import page) and Sync Rsam/HighBond Instance tasks disappear from the Dashboard after a few seconds.

No log details for Metric Generator and Log Cleanup

The Event History tab does not show log details of the following task types when stopped by the user during execution: *Metric Generator* and *Log Cleanup*.

Error handling issue with Manual Imports

When configuring the import, if a mapping is missed and the import is run, no error is shown and the Component Pop-up appears with Completed status even though the import has not been done.

Progress percentage problem when importing users

When importing users is in progress, the progress bar shows 100% and then after a few seconds refreshes and reverts to the actual progress percentage.

Unable to stop task when importing users from a zip file

When importing users from a zip file, the import process continues to run in the Dashboard tab even after stopping the task.

No Component Pop-up and log details for Sync HighBond task

The Component pop-up does not appear and the Event History tab does not show log details for the Sync HighBond instance task; however, you can view status of the Sync task in the Tasks tab.