

GoldMine

Version 2019.1 HotFix 3 - Release Notes

GoldMine Premium 2019.1.3 / GoldMine Connect 2019.1.3

Updated June 2020

Please Note

Run the GoldMine Premium 2019.1 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://forums.ivanti.com/s/article/How-to-Request-a-GoldMine-Upgrade-License-for-Version-2014-2-and-Above> 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 are upgrading from a version of GoldMine prior to 2018.2, you must be aware of changes made in GoldMine 2018.2. See <https://forums.ivanti.com/s/article/GoldMine-Release-Notes-2018-2> for more information. We strongly recommend a review of the entire document paying close attention to these topics:
 - GoldMine Unattended Installation
 - Password validation
 - Encrypted database connection
 - User password complexity
 - Addition of a read-only account for SQL Query and Filters
 - SQL Native Client usage as Database connector

Run the GoldMine Connect 2019.1 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 2019.1 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.
- If you are upgrading from a version of GoldMine Connect prior to 2018.2, you must be aware of changes made in GoldMine Connect 2018.2. See <https://forums.ivanti.com/s/article/GoldMine-Release-Notes-2018-2> for more information. We strongly recommend a review of the entire document paying close attention to this topic:
 - Use of https by default

What's Fixed in GoldMine 2019.1 HotFix 3

GoldMine Premium 2019.1.3 / GoldMine Connect 2019.1.3

16497	Invalid object name 'NOTES' when you have the column 'Notes' in the Contact search center and you open a different Database than the one with the notes table in it.
37132	Error message when first trying to use Softphone.... Softphone cannot be loaded.
42825	Unlinked activities appear in the Daily Daytimer detailed report shows as linked activities - the contact information is filled with a contact name from other linked activities.
47501	Duplicate first name appearing in the contact field after Outlook Sync
65292	From address changes to primary email address after a reply
68342	Forwarding a sent email linked with Outlook Link within GoldMine >> The date/time of the forwarded email REFERENCE (the prior send of the email) is changed to the current date/time.
72939	The shortcut switch /m:8xx for starting a macro does not work anymore, macro recording and execution do not work at all anymore as if the feature is gone.
73414	GoldMine ignores time zone in meeting request from Outlook (this was fixed as problem 65374)
73689	GoldMine Email Center - When a user sends an email, the recipients receives ' ' in the body of the email

What's Fixed in GoldMine 2019.1 HotFix 2

GoldMine Premium 2019.1.2 / GoldMine Connect 2019.1.2

68449	When you add Name (additional) as a further criteria in the Contact Search Center (CSC) an error appears The multi-part identifier "cs.RECID" could not be bound.
70938	Website field of a Contact Record will not allow a trailing hyphen; the hyphen is removed on save.
71984	GoldMine crashing when opening an email with updated meeting information
72578	Could not login into GoldMine Incorrect Password! - Your Password does NOT meet the Security Policy when logging on with a proper and meeting the security requirements password or changing it
72728	Additional contacts tab does not display additional contacts when opening from the Contact Search center and already looking at additional contacts tab.
72748	Contact Search Center does not display additional contact's name when Name(additional) is NOT a column and Search By column is used.
72750	When E-mail column is added in Contact Search Center and the Search by field is set to to Name (additional) an error appears The multi-part identifier "cs_em.CONTSUPREF" could not be bound.
72754	Additional Contacts tab column names needs to respect the AddContactFaxLabel GM.INI file setting
72931	When there are email addresses with LINKACCT is NULL, newly created additional contact records are not displayed if they don't have an email address
72932	When there are email addresses of additional contact records with ADDRESS1 is NULL, the email address for additional contact records is not displayed in the Additional Contacts tab
72949	Event log error: The multi-part identifier "CS.ACCOUNTNO" could not be bound.
73185	When an Accountno has an apostrophe no additional Contacts are displayed neither existing nor newly created ones, although they are in the database

What's New in GoldMine 2019.1 Hotfix 1

GoldMine Premium 2019.1.1 / GoldMine Connect 2019.1.1

GoldMine Premium Edition

Email address and Mobile phone (FAX field) are now displayed on Contact Record > Additional Contact tab list view.

What's Changed in GoldMine 2019.1 HotFix 1

GoldMine Premium 2019.1.1 / GoldMine Connect 2019.1.1

GoldMine Premium Edition

In order for campaigns to sort correctly by Date Sent in Go To >> Campaigns >> Constant Contact Campaigns, ensure that Control Panel > Change date, time or number formats > Administrative tab > Current language for non-Unicode programs matches the Format set on the Formats tab on all machines.

What's Fixed in GoldMine 2019.1 HotFix 1

GoldMine Premium 2019.1.1 / GoldMine Connect 2019.1.1

23185	When creating a contact record and adding an email address via the E-mail Addresses dialog the lookup list for E-mail merge field is wrong and instead from the normal merge code field
26984	Forwarding emails with multiple attachments does not include any attachments after an attachment name with an apostrophe in it
39082	If a field contains an apostrophe, a ' (single quote) or double (") in the label >> subsequent fields cannot be selected anymore in Column Selection of Contact Search Center and GoldMine crashes when field is selected
39694	Delete button cannot be disabled in cases
55921	Websites over 40 characters and that have multi-line notes, when the website is edited notes on line 2 and after are deleted.
58868	Fax attachments are stripped from GoldMine emails

63601	Drafted emails, removing HTML/Rich text, will remove also all line breaks (regression to 2017.1.0.422 and also 2016.1.0.188)
64866	Cannot change Alarm option in the user preferences from Pop-up to Task-bar notification
65813	Subject line in email cuts off after 87 characters
66945	Contact Search Center - Name (additional) is the Search by field and error message when column is added or not displayed in CSC when Search By column is used
67621	NEW emails: Foreign characters are destroyed when using field macros in email templates
68323	Selecting Printer icon at the top of an open case, the report that is generated shows no History Activity value and is missing the Pending Activities
68721	Constant Contact >> New Email List dialog has typo and misleading information about mapping and no other user's groups can be selected, although this works from contact groups
68754	After changing the Activity Type for an Automated Process (AP) in Perform Actions >> Create History >> Options >> Activity Type the original selected Activity is still recorded
69428	Sending emails with images will occasionally cause the filename to be changed from image.png to image..png, breaking the image.
71168	Multi-User activity against an additional contact will change on the receiving site to an activity scheduled against the primary contact record
71350	GoldMine exported calendar .ics file does not contain a hyphen for the "VALARM:TRIGGER"
71351	Date sent on Constant Contact Campaigns are not sorting correctly when system is set to a non US english date format (only campaigns after the 13th of month are then recognized correctly)
71433	Sending an Encrypted email using Digital ID to a contact record, where the certificate was imported >> The authenticity of the 'Public Key' portion of the recipient's certificate cannot be verified
71475	With GoldMine Link for Outlook enabled, Outlook uses 3x the CPU that it uses with the add-in disabled
71928	FRESH installation of GoldMine Premium causes the following error: File NOT found: C:\Program Files (x86)\GoldMine\OnlineHelp\default.htm

What's New in GoldMine 2019.1

GoldMine Premium 2019.1.0 / GoldMine Connect 2019.1.0
Includes all functionalities added after GoldMine 2018.2.0

GoldMine Premium Edition

Compatibility

- Microsoft Windows Server 2019
- Microsoft SQL Server 2019
- Microsoft Office 2019 (32 bit; does not include App Store versions)

Upgrade of Redemption library

- The Redemption library was updated to version 5.20

Upgrade of Add-in Express

- Add-in Express was updated to version 9.3.4641

GoldMine Connect

Compatibility

- Microsoft Windows Server 2019

GoldMine Web

- Create new cases
- Add and Edit Opportunity Notes
- Clear entries in F2 lookups with single action

GoldMine Link for Microsoft Outlook

Upgrade of Redemption library

- The Redemption library was updated to version 5.20

Upgrade of Add-in Express

- Add-in Express was updated to version 9.3.4641

What's Changed in GoldMine 2019.1

GoldMine Premium 2019.1.0 / GoldMine Connect 2019.1.0

Includes all functionalities added after GoldMine 2018.2.0

GoldMine Premium Edition

GoldMine WebImport Script Generator now utilizes secure HTTPS connection

What's Fixed in GoldMine 2019.1

GoldMine Premium 2019.1.0 / GoldMine Connect 2019.1.0

Includes issues that were addressed after GoldMine 2018.2

58790	Event log entries when browsing through activated Groups or Filters
65374	GoldMine ignores time zone in meeting request from Outlook
65684	Constant Contact blank Reference line in History
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
66749	Block account feature not working correctly when shortcut switches are used
67038	GoldSync Service does not start – Event log shows Invalid user or password. failed: Unknown: ffffffff
67054	The container named "" is not defined in this configuration section
67161	Diacritical characters show up as strange characters in reply when using a template
67186	Reply to Activities disabled in Activity List and Pending tab.
67192	Google Sync Configuration cannot be opened
67229	GoldMine Plus for Outlook - GoldMine panes are outside of Outlook and are not usable, titles show AdxTaskPane
67267	GoldMine Link for Outlook - Outlook headers doubled and panel misplaced
67308	Increased the number of failed passwords attempts from 3 to 5 before blocking an account.
67623	Constant Contact integration updated to TLS 1.2 protocol to establish a secure communication channel to all Constant Contact API endpoints.
67625	Foreign characters in 'internal' notification emails are destroyed
67631	GoldMine Sent email re-appears 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.
67993	Endless spinning wheel when trying to connect Outlook Link to GoldMine
68678	Columns in Task list view of calendar are 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 Web entry is counter-intuitive and causes erroneous entries.
69562	Outlook Link - When using a € (EUR)/ £ (Pound) sign in the GoldMine Password - Link email failed for every email - Error occurred 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
69881	Only up to 100 Email templates are displayed within GoldMine Link for Microsoft Outlook
70547	Outlook Link - searching for an email address immediately causes an Email Linked failed error

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