Archer® Suite

Version 6.9.2 and Later

Release Notes

Contact Information

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Fixed Issues in Release 6.9.2.2

This section is a list of issues fixed in the current release.

Note: When users upgrade from Archer versions prior to 6.9.1.1 to Archer versions 6.9.1.1 or above, the work item cleanup to improve the Advanced Workflow performance might delay the installation.

Component	Issue	Description
Access Control	CE-9708	When users open the Manage Group page of any specific group, the group members are not listed in alphabetical order.
Access Control, Access Control: LDAP	CE-9770	Users can assign groups created using LDAP to Archer users through the Manage Users page.
Access Control: Reports	CE-9635	When email addresses are added to user contact information, if a default email address is not set already, the DB does not recognize existing email addresses as the default email address for the user.
Admin Dashboard, Data Feeds, Reports	CE-9754	The Admin Dashboard reports incorrectly display the values of DFChildFailure and DFChildUpdates.
Appearance	CE-9494	The Advanced section in the Table Properties on text area fields spells "Color" as both "Color" and "Colour."
Application Builder	CE-9498	When XML files are imported as Values List into Archer, and the Values List field is set to a custom sort order, the file is not imported with the correct sort order.
Application Builder	CE-9538	When users delete a module data level, the module layout does not load.
Application Builder, Data Driven Events	CE-9571	When applications are copied, the values of rules with Values Lists that are in Record Permission fields are removed.
Attachments, Section 508	CE-9788	When users upload a file and try to remove that file, JAWS announces the Remove button, but does not announce the selected file name.
Authentication, Navigation	CE-9703	In Google Chrome with Windows Authentication, when users paste a URL into Microsoft Word that copied using the Share button on an Archer record, the URL navigates users to the Archer Dashboard instead of to the record.
Charts and Graphs, Export	CE-117852	Users cannot export charts or dashboards that include charts.
Charts and Graphs, Reports	CE-9727	Statistical Reports configured with two Group By functions do not function properly.
Data Import	CE-9609	When data is imported into sub-forms and the first value after the parent key field Is empty, the sub-form is not created.
Database, Data Feeds, Job Framework, Jobs, Performance	CE-9714	When a large number or errors occur during data feed runs, the SystemCleanupJob cannot clean the data feed history.
Database, Jobs, Performance	CE-9259	Improve performance and prevent transaction lock escalation on heavier work loads.
Database, Jobs, Performance	CE-9384	Job failures of the SystemCleanup job run cause DB growth.
Database, Performance	CE-9465	When filtering Values Lists in large data sets using Does Not Equal, the search performance is periodically slow.
Export	CE-5684	The export component displays angle brackets (<, >) as HTML encoded in all file formats.
Export	CE-9616	Users can see encoded values instead of "<" and ">" symbols in the exported file.
Export, Workspaces, Dashboards and iViews	CE-9625	Dashboard with empty iView charts fail to export.
Globalization and Localization	CE-9502	On the Archer home page, when non-English locale users click Edit on a dashboard, the Cancel and Save buttons are not translated.
Globalization and Localization	CE-9549	The default time zone changes after running the Archer installer.
Globalization and Localization, UI	CE-9673	The Administration menu does not properly display accented characters for French locale users.
HTML Sanitizer, Notifications	CE-9831	When users save Notification Templates, CSS color statements are normalized to rgba() format.
Install/Upgrade	CE-9521	When users upgrade to Archer 6.9 SP2, they receive a database collation conflict error.
Install/Upgrade	CE-9558	The File Creation Restriction option changes after running the Archer installer.
Install/Upgrade	CE-9757	The Archer installer does not remove the ArcherAssemblies symbolic link during upgrade if the Advanced Workflow Service is not installed.

Keyboard Navigation, Workspaces, Dashboards and iViews	CE-9551	Navigating the "Workspace Options Menu" option using keyboard breaks the selection in "Workspace Options Menu."
Notifications	CE-9612	Text fields are no longer available for recipients in On Demand Notifications.
Notifications	CE-9700	When Admin Notifications are modified, users do not receive notifications.
Notifications	CE-9877	When users schedule Scheduled Report Distributions (SRD) in July, monthly, on the first day, the SRD is scheduled weekly.
Packaging	CE-9100	Packaging fails to carry over values list items in the correct sort order.
Record Page	CE-5233	In Google Chrome, when users press SHIFT + CTRL + ENTER to navigate links for Image, Voting, CAST, and Discussion field links on the record page, the key combination does not work.
Record Page	CE-9623	Values List Supporting Information Functionality does not work correctly when the values pop up option is used.
Record Page	CE-9637	Hyperlinks for files and FTP links in Text Fields do not work.
Record Page, Section 508	CE-9629	Focus is not retained when you close the lookup pop up for cross reference field.
Record Page, Web Browser	ARCHER-116566	In Google Chrome, when users press SHIFT + CTRL + ENTER to navigate links for Attachment fields, the key combination does not work.
Record Page, Web Browser	ARCHER-116567	In Google Chrome, users press SHIFT + CTRL + ENTER to navigate links for Cross-Reference fields on the record page, the key combination does not work.
Reports	CE-9463	Statistical reports that use Values List containing "<" or ">" characters display empty charts.
Reports	CE-9660	When users export Statistical reports that use Date values, the report provides incorrect values in all export formats.
Reports	CE-9789	Users receive unexpected error in Statistics Reports when Grouping by Department.
Reports, Search and Search Results	CE-9506	User receive an unexpected error when attempting to create a Statistics Report.
Rest API Suite	CE-9678	Even though users have Configuration Administrator access, the users cannot pull metadata of private fields using the API.
UI	CE-9427	When users select a specific cross-reference field in the Manage Columns option, the Refine by pane displays field values incorrectly.
Web Browser	CE-9659	In Google Chrome, when users press CTRL + SHIFT + ENTER, the Edit link does not work.
Workspaces, Dashboards and iViews	CE-9456	When dashboard names include apostrophes, the dashboard does not load.
Workspaces, Dashboards and iViews	CE-9500	When users configure a Quick Link iView with a Primary Graphic, users cannot remove that graphic.
Workspaces, Dashboards and iViews	CE-9627	Dashboards do not load from the Workspace and Navigation Menu.
Workspaces, Dashboards and iViews	CE-9653	Global iViews display < and > when the iView name uses the < and > characters.
Workspaces, Dashboards and iViews	CE-9657	When users navigate to Dashboards using Quick Links, the Workspace share and options menu do not open.
Workspaces, Dashboards and iViews	CE-9764	Dashboard names display "<" and ">" characters as ">".

Known Issues in Release 6.9.2.2

This section lists reported issues that remain unresolved as of the latest release. Wherever a workaround is available, it is noted or referenced in detail. For many of the workarounds in this section, you must have administrative privileges.

Component	Issue	Description
Access Control	ARCHER-89007	A proper message is not displayed when a non Admin user accesses the links to the backoffice pages through iView & Quicklinks.
Appearance	ARCHER-13566	Some user activity on an Archer webpage does not properly reset the session timeout, causing the warning message to appear randomly.
Appearance	ARCHER-77830	Trending Chart data displays in the UI only after a second save.
Appearance	ARCHER-110841	When changing the menu background color, the text color is changed to reflect in the warning modals. There is no workaround at this time, however a fix will be available in an upcoming patch release.
Appearance	ARCHER-78281	When setting a new background color for the Environment Bar, it does not load the Appearance page.
Application Builder	ARCHER-115025	User can see &lt and &gt instead of < and > throughout Archer (Application Name, Solution Name, Workspace Name etc.)
Application Builder	ARCHER-44013	An empty tab set causes the application copy process to generate an error and prevents data-driven event rules from being copied.
Application Builder	ARCHER-48798	Default text in the text area field is not removed by clicking the field. **Workaround**: Manually select and delete the default text within the text area field.
Application Builder	ARCHER-66315	Adding a new level to an application creates an empty Tasks and Activities field.
Application Builder	ARCHER-102070	When the Available Reference in a Cross-Reference field is set to the Contacts application, if users select a value for the Name field in the Record Lookup Configuration filter, they receive an error. **Workaround:** Select any of the other Name fields in the Record Lookup Configuration filters: -Name (First) -Name (Full) -Name (Last) -Name (Middle)
Application Builder	ARCHER-112412	In all Rich Text Editors in Back Office, the user cannot currently create a link in the editor that opens in a new window. The end user clicking the link can always just right click on the link and open it in a new window or tab via their normal browser functionality
Application Builder	ARCHER-110200	The Archer Online Documentation incorrectly states the total number of numeric characters that Numeric fields support in the topic "Adding Numeric Fields." As of Archer 6.9.2, Numeric fields support a total of 15 numeric characters.
Application Builder, Record Page	ARCHER-70083	For all control types besides value pop-ups, the exclude inactive users option for a record permission field configuration does not exclude inactive users.
Bulk Operations	ARCHER-40769	When bulk update is enabled, the Create and Enable Delete options do not display.
Bulk Operations	ARCHER-41442	When searching for inactive users on Schedule Actions, inactive users display in the search results.
Bulk Operations	ARCHER-41755	When users attempt to access a schedule or action to which they do not have access using deep links, an alert message stating that the users do not have access does not display.
Bulk Operations	ARCHER-41779	You cannot add the Manage Schedule link to the Quick Reference tab.
Bulk Operations	ARCHER-41838	If any of the records selected for Bulk Delete have already been deleted, Bulk Delete fails.

Bulk Operations	ARCHER-76594	The Calculation Editor, available when using the Calculated Operator In Bulk Create Reference Actions, does not correctly throw validation errors when invalid characters are included in formulas. The inclusion of these invalid characters will cause the formula to not save. To save the formula, make sure it does not include any of the following characters: "\"<>/"&"\"<>/"
Bulk Operations	ARCHER-96461	In Bulk Actions, when users configure internal calculated cross references, in the Group By option, they have to choose the number of fields in the Field Value Expression during the initial configuration. If users attempt to add or modify fields after saving the Bulk Action, the Bulk Action is not updated. **Workaround:** Delete the existing Bulk Action, create a new Bulk Action, and add all required fields when initially configuring the Action.
Caching, Packaging	ARCHER-112956	Job Engine not running job when redis cache is enabled
Data Driven Events	CE-9843	When applications are copied, Matrix field values in DDE Rules are removed.
Data Feeds	ARCHER-47727	When a large source file is added to the Source Definition tab, an exception occurs.
Data Feeds	ARCHER-48616	When running a data feed using XSLT 3.0, if the Archer environment does not have internet access, it cannot validate the DTD and gives an error. **Workaround:** When running data feeds using XSLT 3.0, verify that your Archer environment has internet access.
Data Feeds	ARCHER-52938	When running the VSR Import data feed, the following error is included in the log files: Violation of PRIMARY KEY constraint 'PL_tbllVUserContent'
Data Feeds	ARCHER-111874	If a text field or a text area contains a string which is included in angle brackets (ex: <test>), this string including the brackets gets removed with the update from an archer-archer data feed
Data Gateway	ARCHER-85815	Connections must be deleted prior to deleting the associated target. **Workaround**: Delete connections first, then the associated target.
Data Import	ARCHER-40928	A faulted data import erroneously lists the number of records in the file as having been created, when in fact it created none.
Data Publications	ARCHER-87767	In the Data Publication UI, users can select and delete multiple job history rows together, using a master check box. However, if a filter has been applied to the list of job executions, users cannot select or delete multiple job executions at once.
Data Publications	ARCHER-88621	In the Data Publication UI, users can select and delete multiple job history rows together, using the select all master check box. However, if a filter has been applied to the list of job executions and users uncheck the select all check box, the job history page disappears. **Workaround**: Apply the filters before using the select all check box. Alternatively, users can individually select the rows in the grid and delete them, rather than using the select all check box.

Documentation	ARCHER-110275	The following RSA Archer 6.9 SP2 documentation is only available in English: - "User Accounts" in the Archer Online Documentation clarifies that: users cannot log into Archer with a default services account and that associating a data feed Service Account to each feed clarifies the specific feed that made updates. - "Understanding System Administrator and Default Services Account Passwords" in the Archer Online Documentation clarifies that password expiration settings are not enforced for the SysAdmin Account and the Services Account. - "Preparing Archer for Installation" in the Archer Platform Installation Guide recommends that IT Administrators ensure their system meets requirements detailed in the Archer Qualified and Supported Environments available on RSA Link. - "Changing SysAdmin and Services Account Passwords" in both the Archer Control Panel Help and the Archer 6.9 SP2 Security Configuration Guide clarify that password expiration settings are not enforced for the SysAdmin Account and the Services Account. - The Archer 6.9 SP2 Installation and Upgrade Guide and Archer 6.6 & Later Planning Guide includes the following supported version updates: Windows Server 2016 or 2019, (IIS) 10, Redis 6.0, and SQL Server 2017 (64 bit), 2017 for Linux (Ubuntu), or 2019 (64 bit). - The Archer 6.9 SP2 Installation and Upgrade Guide removed the following topic: "Appendix G - Reconciling Advanced Workflow Apply Conditional Layout Action Changes." The Upgrade Installation checklist in Appendix D was updated to reflect this change. - The Archer 6.9 SP2 Installation and Upgrade Guide lists updated requirements as detailed in the Archer Qualified and Supported Environments available on RSA Link. - The "Advanced Workflow" section in the topic "Operation Risk Management Design" was updated to reflect the current workflow of self-assessments. - The "Loss Event Management" use case section in Enterprise & Operational Risk Management was updated to reflect the current changes of the Impact Distribution for the Loss Event feature.
Field Encryption	ARCHER-41772	The Self-Reference Calculation field can be marked for encryption. Encrypted fields cannot be used in calculations. **Workaround**: While editing the self-calculated field, if encryption related warning is shown, disable the encryption status, and then save the field.
Global Print and Export, Print and Export	ARCHER-118164	When users export record content to RTF format, the exported file does not include the RTF Template from Global Print and Export settings.
Globalization and Localization, Print and Export	ARCHER-113693	On export Report to PDF with Word template user can see content overlaps with the footer.
Globalization and Localization, Print and Export	ARCHER-48267	On exported PDF records, field names including Japanese and/or Chinese characters are not displayed properly. This only occurs when user locale language and language used for field names are different.
Globalization and Localization, Search and Search Results	ARCHER-46299	On all Ext pages with panels, the tooltips—which inform users that sections can be expanded or collapsed—display in English for all users, regardless of their language setting.
Help System	ARCHER-75361	The following administration pages do not display the correct context-sensitive help topic: Dashboards, Discussion Forum Reports, Global iViews, Global Values Lists, Job Troubleshooting, Languages, Locales, Schedules, and Training and Awareness Campaigns. The correct topics can be found by searching in the Archer Online Documentation.
Help System	ARCHER-102505	The online help on some Back Office pages do not load their respective Online Help pages, but they load the Online Help home page. **Workaround:** Users can search for the relevant content from the Online Help home page.
Inline Edit	ARCHER-41827	When a Hierarchical Values List field display is not set to drop-down, the last value does not display correctly.
Install/Upgrade	CE-117804	When users upgrade Archer, the confirmation popup for the Archer Instance database upgrade shows an incorrect build number.
keyboard_nav, Reports, UI, WCAG 2.1	ARCHER-90536	In Google Chrome, choosing a report in Related Report using the TAB key traverses through all elements.

keyboard_nav, Search and Search Results, Section 508, UI, WCAG 2.1	ARCHER-90950	In Microsoft Edge, users cannot select more than one value in the Refine By pane using the TAB key.
Mobile App(s)	ARCHER-77586	When logging into the Archer Business Continuity & Disaster Recovery mobile application, users are unable to log in when using the full Archer URL. Users should use the Archer base URL to avoid this error.
Navigation	ARCHER-48703	After clicking a quick link that opens in a new window, the new window does not display correctly.
Navigation	ARCHER-52673	When using Internet Explorer or Safari, if the user routes through a text field on a page that does not use Microsoft Silverlight and then immediately clicks on a button, the user must click a second time to initiate the action.
Notifications	ARCHER-95257	When an administrator clicks on any report in the Notification Reports listing page, a blank white screen displays and there is considerable delay before the screen displays the report's details page. There is no workaround.
Notifications	ARCHER-111561	On-Demand Notification not formatting table as configured
Notifications	ARCHER-111139	The slider option in the new color picker would not update the Hex or the RGB code of the color in the first attempt. The value will be updated only when user selects a specific color from the palette. The issue doesn't stops users from picking the color of their choice using either the Hex/RGB codes or by directly clicking on the color palette.
Offline Access	ARCHER-114914	User is unable to load little Archer Home page after offline sync
Offline Access	ARCHER-88885	When a user is logged into the Archer user interface on the client machine and encounters an offline record conflict, the taskbar tray presents a selection option called Resolve Conflict. The Resolve Conflict selection option is inoperable. When a user is logged into the Archer user interface on the client machine and must restart record synchronization, the taskbar tray presents a selection option called Restart Sync. The Restart Sync selection option is inoperable.
Offline Access	ARCHER-91314	When Offline Access is upgraded, in order for the offline sync to be successful, disable the Offline Access checkbox for the instance in the Archer Control Panel, save the changes, and then enable the Offline Access checkbox for the same instance.
Offline Install	ARCHER-58656	When users upgrade Archer Offline access from a version pre-6.5 to 6.5 or later, the offline installer does not update the SQL Server 2012 LocalDB to SQL Server 2017 LocalDB and also the registry key. As a result, the offline access sync does not complete. Workaround: Uninstall SQL Server LocalDb manually, and also delete a key from the registry using the Registry Editor in order to upgrade a client that previously had Offline Access installed on it. The registry key depends on unique IDs and user names, but will look similar to the following example: Computer\HKEY_CURRENT_USER\Software\Microsoft\Microsoft SQL Server\UserInstances\{0A643155-0194-4FCF-84D3-FA5DF16E36B1} The key that needs to be removed will have a DataDirectory value similar to the following: C:\Users\usernameGoesHere\AppData\Local\Microsoft\Microsoft SQL Server Local DB\Instances\OfflineArcher
Print and Export, Search and Search Results; Workspaces, Dashboards, and iViews	ARCHER-118161	When Dashboards are exported to PDF format, all records are exported instead of the percentage configuration number of records.
Questionnaires	ARCHER-43967	If a questionnaire has Advanced Workflow configured with the Updated Records and User Initiated enrollment options, the User Initiated button does not appear.
Questionnaires	ARCHER-55683	In a Questionnaire configuration, creating a campaign with the same name as an existing campaign generates an error.
Questionnaires	ARCHER-70906	When a sub-form record is saved on a record containing multiple sub-forms, the save control brings you to the beginning (or topmost section) of the record rather than bringing you to the original scroll position.
React	ARCHER-81851	In Google Chrome, grid tool tips can overlap the header when scrolling.

React	ARCHER-87807	The new version of third party component used for rich text management in text areas modifies the HTML generation logic. The existing Header and Footer settings do not require change upon migration. However, if they are edited, users must ensure that the content format is updated again to the specified style.
React Common Component(s)	ARCHER-96544	In the Dual Pane Selector, rendering large lists may cause performance issues in the browser. If this issue occurs, use the Search field to reduce the number of selectable items.
React Common Component(s)	ARCHER-101438	When the Access Roles listing page loads, the Records Found message is displayed partially outside of the section, instead of completely within the section. The Manage Global Print and Export Settings page performs a similar behavior is when users add new templates.
Record Page	ARCHER-41877	When you add and attempt to copy a record containing the Last Updated field, the time in the Last Updated field changes while in Copy mode.
Record Page	ARCHER-51604	The Values drop-down list doesn't respect selection and deselection of a value if the user types in the value to select one from the drop-down list.
Record Page	ARCHER-64892	An image contained in a private image field, that is embedded in a text area field via the Image Copy and Paste feature or other means, will display in an email notification that contains that text area field if the receiving user has access to the text area field but not access to the image field.
Record Page	ARCHER-70972	When performing an inline edit with a cross-reference field containing a Field Value Match filter condition, selecting the lookup option throws an exception.
Record Page	ARCHER-83329	Cross-reference field selections are removed if the record is saved prior to filling out all required fields.
Record Page	ARCHER-102102	When users select an option from the Target field drop-down in the Findings application, the ellipses to open the Record Lookup is not available for all options in the Target field.
Record Page	ARCHER-104625	In some applications, when users use the rich text editor and select the Delete Table option when there is no table present, the entire text field disappears. **Workaround:** Refresh the page to display the text field again.
Record Page, UI	ARCHER-71765	When a user opens an Access pop-up window to review the access details for a specific record page, pressing Tab to navigate through the UI stops working.
Reports, Search and Search Results	ARCHER-77917	In a leveled application, the order of the levels selected for a report's Manage Columns is not maintained.
Search and Search Results	ARCHER-38890	When a statistical search field is moved up or down in the order, the associated statistical operation is lost and must be reselected.
Search and Search Results	ARCHER-56179	Count drill-in when sorting by a Values List value that is in the 2nd or more level does not display results.
Search and Search Results	ARCHER-65661	When an application has 8,000 or more records, if the standard PIN type is changed to the custom type by Value, the browser occasionally closes while opening a Map Report.
Search and Search Results	ARCHER-66161	Additional records imported using the Import option on the Map report page are not reflect in the Map. **Workaround**: After import, click Modify. Then, click Search and the Map will show the newly imported records.
Search and Search Results	ARCHER-67154	Modifying the Map Report results in loading the Advanced Search page forever for cross-reference and leveled applications.
Search and Search Results	ARCHER-69750	The Indexing Service does not respect the specified Content Batch Size parameter from the configuration file.
Search and Search Results	ARCHER-94530	The Sum row is automatically hidden in the Advanced Search Results page because Inline Edit is activated by default.
Search and Search Results	ARCHER-94687	When the Filter By pane is activated in the Advanced Search Results page, the Sum value of numeric fields are not updated.
Search and Search Results, Usability	ARCHER-89127	Horizontal scroll bar does not appear when manually resizing columns on the Search Results screen beyond the screen width.

Search and Search Results; Workspaces, Dashboards and iViews	ARCHER-97037	The EQUALS filter fails to return content when the field value contains an ampersand.
Section 508	ARCHER-106450	If a workspace does not include a dashboard, the screen reader does not narrate the Option Menu on the workspace home page.
Solutions, User Admin and Preferences, User Profile	ARCHER-77184	Users cannot paste text into back-office text area fields in the Microsoft Edge browser.
Services	ARCHER-115309	Missing URL ACL's for core service and ops risk service.
UI	ARCHER-69076	If a date selector is open and user tries to scroll the page, the date selector begins to scroll.
User Admin and Preferences	ARCHER-65417	On some front office pages, the Tab key may not focus on or open a tooltip icon as expected.
User Profile	ARCHER-76420	In Internet Explorer 11, using the keyboard command Ctrl+V to paste text that is 3,500 characters or longer into some back-office text areas results in the browser becoming unresponsive. **Workaround**: Right-click inside the text area, then click Paste.
Workflow (AWF)	ARCHER-47401	When working in the Advanced Workflow builder, interacting with the process or node properties pane causes the pane to scroll to the top, which makes configurations difficult to control.
Workflow (AWF)	ARCHER-55655	Orphan tasks that are in progress cannot complete after restarting Advanced Workflow.
Workflow (AWF)	ARCHER-103656	When designing the advanced workflow for a module, the Update Content node text field does not reflect the text when users type in the field.
Workspaces, Dashboards and iViews	ARCHER-41794	Users with Create, Read, Update, and Delete rights to global dashboards from the Administration menu cannot edit global dashboards in the end-user interface.
Workspaces, Dashboards and iViews	ARCHER-76293	The Add New Personal Dashboard drop-down option fails to open after other drop-down options have been opened.
Workspaces, Dashboards and iViews	ARCHER-76294	In Mozilla Firefox, in the dashboard header Options menu, previously selected options remain highlighted.
Workspaces, Dashboards and iViews	ARCHER-87843	An unexpected error occurs when attempting to add a Quick Reference Link for the Job Monitor feature to any Workspace or administrator page.
Workspaces, Dashboards and iViews	ARCHER-96097	When adding a new video iView or editing an existing video iView to a dashboard, the new video iView does not load. There is no workaround at this time; however, a fix will be available in an upcoming patch release.
Workspaces, Dashboards and iViews	ARCHER-96810	When users select the help icon within the Manage Workspaces page, the displays an incorrect help page. **Workaround:** Users can search for Manage Workspaces in the search bar, which provides the correct help content for Manage Workspaces.
Workspaces, Dashboards and iViews	ARCHER-101965	When General Users use the Advanced Search Quick Link, they receive an error.
Workspaces, Dashboards and iViews	ARCHER-102487	When creating a Global Landing page iView, adding a new configuration does not display Standard and Custom options. **Workaround:** - Back Office: iViews - Front Office: Add iView Content
Workspaces, Dashboards and iViews	ARCHER-116763	User cannot clear the background image of Landing Page iViews.
Workspaces, Dashboards and iViews	CE-5463	Users cannot clear the Primary Graphic when modifying a Global Search iView.

Fixed Issues in Release 6.9.2.1 Hotfix 4

This section is a list of issues fixed in the current release.

Note: When users upgrade from Archer versions prior to 6.9.1.1 to Archer versions 6.9.1.1 or above, the work item cleanup to improve the Advanced Workflow performance might delay the installation.

Component	Issue	Description
Application Builder, Performance, Reports	CE-9850	After the upgrade to Archer 6.9.2.1.3, users experience a significant impact to performance in both the SaaS and Hosted environments.
HTML Sanitizer, Notifications	CE-9493	When users save Notification Templates, CSS color statements are normalized to rgba() format.

Known Issues in Release 6.9.2.1 Hotfix 4

This section lists reported issues that remain unresolved as of the latest release. Wherever a workaround is available, it is noted or referenced in detail. For many of the workarounds in this section, you must have administrative privileges.

The 6.9.2.1 HF4 upgrade has resolved crucial Notification issues introduced in release 6.9.2. Some minor issues still remain that involve margins, spacing and table borders for templates that contain HTML. The HTML for these attributes is not being retained in 3 specific scenarios:

1. Edit and save an existing template containing HTML
2. Newly built Notifications containing HTML will save inaccurately
3. Packaging from a lower environment treats the templates as a new save even if nothing in the template was altered

If you are a SaaS or Hosted customer and lose formatting within a previously existing template that you edited or packaged over, you may contact Technical Support for assistance in retrieving it. A resolution is being researched for these issues, but no timeline for deployment has been determined.

Component	Issue	Description
Access Control	ARCHER-89007	A proper message is not displayed when a non Admin user accesses the links to the backoffice pages through iView & Quicklinks.
Appearance	ARCHER-13566	Some user activity on an Archer webpage does not properly reset the session timeout, causing the warning message to appear randomly.
Appearance	ARCHER-77830	Trending Chart data displays in the UI only after a second save.
Appearance	ARCHER-110841	When changing the menu background color, the text color is changed to reflect in the warning modals. There is no workaround at this time, however a fix will be available in an upcoming patch release.
Appearance	ARCHER-78281	When setting a new background color for the Environment Bar, it does not load the Appearance page.
Application Builder	ARCHER-115025	User can see < and > instead of < and > throughout Archer (Application Name, Solution Name, Workspace Name etc.)
Application Builder	ARCHER-44013	An empty tab set causes the application copy process to generate an error and prevents data-driven event rules from being copied.
Application Builder	ARCHER-48798	Default text in the text area field is not removed by clicking the field. **Workaround**: Manually select and delete the default text within the text area field.
Application Builder	ARCHER-66315	Adding a new level to an application creates an empty Tasks and Activities field.
Application Builder	ARCHER-102070	When the Available Reference in a Cross-Reference field is set to the Contacts application, if users select a value for the Name field in the Record Lookup Configuration filter, they receive an error. **Workaround:** Select any of the other Name fields in the Record Lookup Configuration filters: -Name (First) -Name (Full) -Name (Last) -Name (Middle)
Application Builder	ARCHER-112412	In all Rich Text Editors in Back Office, the user cannot currently create a link in the editor that opens in a new window. The end user clicking the link can always just right click on the link and open it in a new window or tab via their normal browser functionality
Application Builder	ARCHER-110200	The Archer Online Documentation incorrectly states the total number of numeric characters that Numeric fields support in the topic "Adding Numeric Fields." As of Archer 6.9.2, Numeric fields support a total of 15 numeric characters.
Application Builder, Record Page	ARCHER-70083	For all control types besides value pop-ups, the exclude inactive users option for a record permission field configuration does not exclude inactive users.
Bulk Operations	ARCHER-40769	When bulk update is enabled, the Create and Enable Delete options do not display.
Bulk Operations	ARCHER-41442	When searching for inactive users on Schedule Actions, inactive users display in the search results.
Bulk Operations	ARCHER-41755	When users attempt to access a schedule or action to which they do not have access using deep links, an alert message stating that the users do not have access does not display.
Bulk Operations	ARCHER-41779	You cannot add the Manage Schedule link to the Quick Reference tab.
Bulk Operations	ARCHER-41838	If any of the records selected for Bulk Delete have already been deleted, Bulk Delete fails.

Bulk Operations	ARCHER-76594	The Calculation Editor, available when using the Calculated Operator In Bulk Create Reference Actions, does not correctly throw validation errors when invalid characters are included in formulas. The inclusion of these invalid characters will cause the formula to not save. To save the formula, make sure it does not include any of the following characters: "\"<>/"&"\"<>/"
Bulk Operations	ARCHER-96461	In Bulk Actions, when users configure internal calculated cross references, in the Group By option, they have to choose the number of fields in the Field Value Expression during the initial configuration. If users attempt to add or modify fields after saving the Bulk Action, the Bulk Action is not updated. **Workaround:** Delete the existing Bulk Action, create a new Bulk Action, and add all required fields when initially configuring the Action.
Caching, Packaging	ARCHER-112956	Job Engine not running job when redis cache is enabled
Data Feeds	ARCHER-47727	When a large source file is added to the Source Definition tab, an exception occurs.
Data Feeds	ARCHER-48616	When running a data feed using XSLT 3.0, if the Archer environment does not have internet access, it cannot validate the DTD and gives an error. **Workaround:** When running data feeds using XSLT 3.0, verify that your Archer environment has internet access.
Data Feeds	ARCHER-52938	When running the VSR Import data feed, the following error is included in the log files: Violation of PRIMARY KEY constraint 'PL_tbllVUserContent'
Data Feeds	ARCHER-111874	If a text field or a text area contains a string which is included in angle brackets (ex: <test>), this string including the brackets gets removed with the update from an archer-archer data feed
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Data Publications	ARCHER-87767	In the Data Publication UI, users can select and delete multiple job history rows together, using a master check box. However, if a filter has been applied to the list of job executions, users cannot select or delete multiple job executions at once.
Data Publications	ARCHER-88621	In the Data Publication UI, users can select and delete multiple job history rows together, using the select all master check box. However, if a filter has been applied to the list of job executions and users uncheck the select all check box, the job history page disappears. **Workaround**: Apply the filters before using the select all check box. Alternatively, users can individually select the rows in the grid and delete them, rather than using the select all check box.
Documentation	ARCHER-110275	The following RSA Archer 6.9 SP2 documentation is only available in English: - "User Accounts" in the Archer Online Documentation clarifies that: users cannot log into Archer with a default services account and that associating a data feed Service Account to each feed clarifies the specific feed that made updates. - "Understanding System Administrator and Default Services Account Passwords" in the Archer Online Documentation clarifies that password expiration settings are not enforced for the SysAdmin Account and the Services Account. - "Preparing Archer for Installation" in the Archer Platform Installation Guide recommends that IT Administrators ensure their system meets requirements detailed in the Archer Qualified and Supported Environments available on RSA Link. - "Changing SysAdmin and Services Account Passwords" in both the Archer Control Panel Help and the Archer 6.9 SP2 Security Configuration Guide clarify that password expiration settings are not enforced for the SysAdmin Account and the Services Account. - The Archer 6.9 SP2 Installation and Upgrade Guide and Archer 6.6 & Later Planning Guide includes the following supported version updates: Windows Server 2016 or 2019, (IIS) 10, Redis 6.0, and SQL Server 2017 (64 bit), 2017 for Linux (Ubuntu), or 2019 (64 bit). - The Archer 6.9 SP2 Installation and Upgrade Guide removed the following topic: "Appendix G - Reconciling Advanced Workflow Apply Conditional Layout Action Changes." The Upgrade Installation checklist in Appendix D was updated to reflect this change. - The Archer 6.9 SP2 Installation and Upgrade Guide lists updated requirements as detailed in the Archer Qualified and Supported Environments available on RSA Link. - The "Advanced Workflow" section in the topic "Operation Risk Management Design" was updated to reflect the current workflow of self-assessments. - The "Loss Event Management" use case section in Enterprise & Operational Risk Management was updated to reflect the current changes of the Impact Distribution for the Loss Event feature.

Export	ARCHER-112212	The export component displays angle brackets (<, >) as HTML encoded in all file formats.
Field Encryption	ARCHER-41772	The Self-Reference Calculation field can be marked for encryption. Encrypted fields cannot be used in calculations. **Workaround**: While editing the self-calculated field, if encryption related warning is shown, disable the encryption status, and then save the field.
Globalization and Localization, Print and Export	ARCHER-113693	On export Report to PDF with Word template user can see content overlaps with the footer.
Globalization and Localization, Print and Export	ARCHER-48267	On exported PDF records, field names including Japanese and/or Chinese characters are not displayed properly. This only occurs when user locale language and language used for field names are different.
Globalization and Localization, Search and Search Results	ARCHER-46299	On all Ext pages with panels, the tooltips—which inform users that sections can be expanded or collapsed—display in English for all users, regardless of their language setting.
Help System	ARCHER-75361	The following administration pages do not display the correct context-sensitive help topic: Dashboards, Discussion Forum Reports, Global iViews, Global Values Lists, Job Troubleshooting, Languages, Locales, Schedules, and Training and Awareness Campaigns. The correct topics can be found by searching in the Archer Online Documentation.
Help System	ARCHER-102505	The online help on some Back Office pages do not load their respective Online Help pages, but they load the Online Help home page. **Workaround:** Users can search for the relevant content from the Online Help home page.
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keyboard_nav, Reports, UI, WCAG 2.1	ARCHER-90536	In Google Chrome, choosing a report in Related Report using the TAB key traverses through all elements.
keyboard_nav, Search and Search Results, Section 508, UI, WCAG 2.1	ARCHER-90950	In Microsoft Edge, users cannot select more than one value in the Refine By pane using the TAB key.
Mobile App(s)	ARCHER-77586	When logging into the Archer Business Continuity & Disaster Recovery mobile application, users are unable to log in when using the full Archer URL. Users should use the Archer base URL to avoid this error.
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Navigation	ARCHER-52673	When using Internet Explorer or Safari, if the user routes through a text field on a page that does not use Microsoft Silverlight and then immediately clicks on a button, the user must click a second time to initiate the action.
Notifications	ARCHER-95257	When an administrator clicks on any report in the Notification Reports listing page, a blank white screen displays and there is considerable delay before the screen displays the report's details page. There is no workaround.
Notifications	ARCHER-111561	On-Demand Notification not formatting table as configured
Notifications	ARCHER-111139	The slider option in the new color picker would not update the Hex or the RGB code of the color in the first attempt. The value will be updated only when user selects a specific color from the palette. The issue doesn't stops users from picking the color of their choice using either the Hex/RGB codes or by directly clicking on the color palette.
Offline Access	ARCHER-114914	User is unable to load little Archer Home page after offline sync
Offline Access	ARCHER-88885	When a user is logged into the Archer user interface on the client machine and encounters an offline record conflict, the taskbar tray presents a selection option called Resolve Conflict. The Resolve Conflict selection option is inoperable. When a user is logged into the Archer user interface on the client machine and must restart record synchronization, the taskbar tray presents a selection option called Restart Sync. The Restart Sync selection option is inoperable.
Offline Access	ARCHER-91314	When Offline Access is upgraded, in order for the offline sync to be successful, disable the Offline Access checkbox for the instance in the Archer Control Panel, save the changes, and then enable the Offline Access checkbox for the same instance.

Offline Install	ARCHER-58656	When users upgrade Archer Offline access from a version pre-6.5 to 6.5 or later, the offline installer does not update the SQL Server 2012 LocalDB to SQL Server 2017 LocalDB and also the registry key. As a result, the offline access sync does not complete. Workaround: Uninstall SQL Server LocalDb manually, and also delete a key from the registry using the Registry Editor in order to upgrade a client that previously had Offline Access installed on it. The registry key depends on unique IDs and user names, but will look similar to the following example: Computer\HKEY_CURRENT_USER\Software\Microsoft\Microsoft SQL Server\UserInstances\{0A643155-0194-4FCF-84D3-FA5DF16E36B1} The key that needs to be removed will have a DataDirectory value similar to the following: C:\Users\usernameGoesHere\AppData\Local\Microsoft\Microsoft SQL Server Local DB\Instances\OfflineArcher
Questionnaires	ARCHER-43967	If a questionnaire has Advanced Workflow configured with the Updated Records and User Initiated enrollment options, the User Initiated button does not appear.
Questionnaires	ARCHER-55683	In a Questionnaire configuration, creating a campaign with the same name as an existing campaign generates an error.
Questionnaires	ARCHER-70906	When a sub-form record is saved on a record containing multiple sub-forms, the save control brings you to the beginning (or topmost section) of the record rather than bringing you to the original scroll position.
React	ARCHER-81851	In Google Chrome, grid tool tips can overlap the header when scrolling.
React	ARCHER-87807	The new version of third party component used for rich text management in text areas modifies the HTML generation logic. The existing Header and Footer settings do not require change upon migration. However, if they are edited, users must ensure that the content format is updated again to the specified style.
React Common Component(s)	ARCHER-96544	In the Dual Pane Selector, rendering large lists may cause performance issues in the browser. If this issue occurs, use the Search field to reduce the number of selectable items.
React Common Component(s)	ARCHER-101438	When the Access Roles listing page loads, the Records Found message is displayed partially outside of the section, instead of completely within the section. The Manage Global Print and Export Settings page performs a similar behavior is when users add new templates.
Record Page	ARCHER-41877	When you add and attempt to copy a record containing the Last Updated field, the time in the Last Updated field changes while in Copy mode.
Record Page	ARCHER-51604	The Values drop-down list doesn't respect selection and deselection of a value if the user types in the value to select one from the drop-down list.
Record Page	ARCHER-64892	An image contained in a private image field, that is embedded in a text area field via the Image Copy and Paste feature or other means, will display in an email notification that contains that text area field if the receiving user has access to the text area field but not access to the image field.
Record Page	ARCHER-70972	When performing an inline edit with a cross-reference field containing a Field Value Match filter condition, selecting the lookup option throws an exception.
Record Page	ARCHER-83329	Cross-reference field selections are removed if the record is saved prior to filling out all required fields.
Record Page	ARCHER-102102	When users select an option from the Target field drop-down in the Findings application, the ellipses to open the Record Lookup is not available for all options in the Target field.
Record Page	ARCHER-104625	In some applications, when users use the rich text editor and select the Delete Table option when there is no table present, the entire text field disappears. **Workaround:** Refresh the page to display the text field again.
Record Page, UI	ARCHER-71765	When a user opens an Access pop-up window to review the access details for a specific record page, pressing Tab to navigate through the UI stops working.
Reports, Search and Search Results	ARCHER-77917	In a leveled application, the order of the levels selected for a report's Manage Columns is not maintained.
Search and Search Results	ARCHER-38890	When a statistical search field is moved up or down in the order, the associated statistical operation is lost and must be reselected.
Search and Search Results	ARCHER-56179	Count drill-in when sorting by a Values List value that is in the 2nd or more level does not display results.

Search and Search Results	ARCHER-65661	When an application has 8,000 or more records, if the standard PIN type is changed to the custom type by Value, the browser occasionally closes while opening a Map Report.
Search and Search Results	ARCHER-66161	Additional records imported using the Import option on the Map report page are not reflect in the Map. **Workaround**: After import, click Modify. Then, click Search and the Map will show the newly imported records.
Search and Search Results	ARCHER-67154	Modifying the Map Report results in loading the Advanced Search page forever for cross-reference and leveled applications.
Search and Search Results	ARCHER-69750	The Indexing Service does not respect the specified Content Batch Size parameter from the configuration file.
Search and Search Results	ARCHER-94530	The Sum row is automatically hidden in the Advanced Search Results page because Inline Edit is activated by default.
Search and Search Results	ARCHER-94687	When the Filter By pane is activated in the Advanced Search Results page, the Sum value of numeric fields are not updated.
Search and Search Results, Usability	ARCHER-89127	Horizontal scroll bar does not appear when manually resizing columns on the Search Results screen beyond the screen width.
Search and Search Results; Workspaces, Dashboards and iViews	ARCHER-97037	The EQUALS filter fails to return content when the field value contains an ampersand.
Section 508	ARCHER-106450	If a workspace does not include a dashboard, the screen reader does not narrate the Option Menu on the workspace home page.
Solutions, User Admin and Preferences, User Profile	ARCHER-77184	Users cannot paste text into back-office text area fields in the Microsoft Edge browser.
Services	ARCHER-115309	Missing URL ACL's for core service and ops risk service.
UI	ARCHER-69076	If a date selector is open and user tries to scroll the page, the date selector begins to scroll.
User Admin and Preferences	ARCHER-65417	On some front office pages, the Tab key may not focus on or open a tooltip icon as expected.
User Profile	ARCHER-76420	In Internet Explorer 11, using the keyboard command Ctrl+V to paste text that is 3,500 characters or longer into some back-office text areas results in the browser becoming unresponsive. **Workaround**: Right-click inside the text area, then click Paste.
Workflow (AWF)	ARCHER-47401	When working in the Advanced Workflow builder, interacting with the process or node properties pane causes the pane to scroll to the top, which makes configurations difficult to control.
Workflow (AWF)	ARCHER-55655	Orphan tasks that are in progress cannot complete after restarting Advanced Workflow.
Workflow (AWF)	ARCHER-103656	When designing the advanced workflow for a module, the Update Content node text field does not reflect the text when users type in the field.
Workspaces, Dashboards and iViews	ARCHER-41794	Users with Create, Read, Update, and Delete rights to global dashboards from the Administration menu cannot edit global dashboards in the end-user interface.
Workspaces, Dashboards and iViews	ARCHER-76293	The Add New Personal Dashboard drop-down option fails to open after other drop-down options have been opened.
Workspaces, Dashboards and iViews	ARCHER-76294	In Mozilla Firefox, in the dashboard header Options menu, previously selected options remain highlighted.
Workspaces, Dashboards and iViews	ARCHER-87843	An unexpected error occurs when attempting to add a Quick Reference Link for the Job Monitor feature to any Workspace or administrator page.
Workspaces, Dashboards and iViews	ARCHER-96097	When adding a new video iView or editing an existing video iView to a dashboard, the new video iView does not load. There is no workaround at this time; however, a fix will be available in an upcoming patch release.
Workspaces, Dashboards and iViews	ARCHER-96810	When users select the help icon within the Manage Workspaces page, the displays an incorrect help page. **Workaround**: Users can search for Manage Workspaces in the search bar, which provides the correct help content for Manage Workspaces.
Workspaces, Dashboards and iViews	ARCHER-101965	When General Users use the Advanced Search Quick Link, they receive an error.
Workspaces, Dashboards and iViews	ARCHER-102487	When creating a Global Landing page iView, adding a new configuration does not display Standard and Custom options. **Workaround**: - Back Office: iViews - Front Office: Add iView Content

Fixed Issues in Release 6.9.2.1 Hotfix 2

This section is a list of issues fixed in the current release.

Note: When users upgrade from Archer versions prior to 6.9.1.1 to Archer versions 6.9.1.1 or above, the work item cleanup to improve the Advanced Workflow performance might delay the installation.

Component	Issue	Description
Data Feeds, Database, Job Framework, Jobs, Performance	ARCHER-107290	When a large number of errors occur during a data feed run, the SystemCleanupJob cannot clean the data feed history.
Database, Performance	ARCHER-116092	When filtering Values Lists in large data sets using Does Not Equal, the search performance is periodically slow.
Globalization and Localization	ARCHER-116677	The default time zone changes after running the Archer installer.
Globalization and Localization	ARCHER-116479	The File Creation Restriction option changes after running the Archer installer.
Install/Upgrade	ARCHER-114937	The Archer installer does not remove the ArcherAssemblies symbolic link during upgrade if the Advanced Workflow Service is not installed.
Install/Upgrade	ARCHER-115804	When users upgrade to Archer 6.9 SP2, they receive a database collation conflict error.
Notifications	ARCHER-116097	Text fields are unavailable to select as recipients in On Demand Notifications.
Notifications	ARCHER-116089	When Admin Notifications are modified, users do not receive notifications.
Record Page	ARCHER-116250	Hyperlinks for files and FTP links in Text Fields do not work.
Workspaces, Dashboards and iViews	ARCHER-116110	Dashboard names display "<" and ">" characters as ">".

Known Issues in Release 6.9.2.1 Hotfix 2

This section lists reported issues that remain unresolved as of the latest release. Wherever a workaround is available, it is noted or referenced in detail. For many of the workarounds in this section, you must have administrative privileges.

Component	Issue	Description
Access Control	ARCHER-89007	A proper message is not displayed when a non Admin user accesses the links to the backoffice pages through iView & Quicklinks.
Appearance	ARCHER-13566	Some user activity on an Archer webpage does not properly reset the session timeout, causing the warning message to appear randomly.
Appearance	ARCHER-77830	Trending Chart data displays in the UI only after a second save.
Appearance	ARCHER-110841	When changing the menu background color, the text color is changed to reflect in the warning modals. There is no workaround at this time, however a fix will be available in an upcoming patch release.
Appearance	ARCHER-78281	When setting a new background color for the Environment Bar, it does not load the Appearance page.
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Offline Install	ARCHER-58656	When users upgrade Archer Offline access from a version pre-6.5 to 6.5 or later, the offline installer does not update the SQL Server 2012 LocalDB to SQL Server 2017 LocalDB and also the registry key. As a result, the offline access sync does not complete. Workaround: Uninstall SQL Server LocalDb manually, and also delete a key from the registry using the Registry Editor in order to upgrade a client that previously had Offline Access installed on it. The registry key depends on unique IDs and user names, but will look similar to the following example: Computer\HKEY_CURRENT_USER\Software\Microsoft\Microsoft SQL Server\UserInstances\{0A643155-0194-4FCF-84D3-FA5DF16E36B1} The key that needs to be removed will have a DataDirectory value similar to the following: C:\Users\usernameGoesHere\AppData\Local\Microsoft\Microsoft SQL Server Local DB\Instances\OfflineArcher
Questionnaires	ARCHER-43967	If a questionnaire has Advanced Workflow configured with the Updated Records and User Initiated enrollment options, the User Initiated button does not appear.
Questionnaires	ARCHER-55683	In a Questionnaire configuration, creating a campaign with the same name as an existing campaign generates an error.
Questionnaires	ARCHER-70906	When a sub-form record is saved on a record containing multiple sub-forms, the save control brings you to the beginning (or topmost section) of the record rather than bringing you to the original scroll position.
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Record Page	ARCHER-41877	When you add and attempt to copy a record containing the Last Updated field, the time in the Last Updated field changes while in Copy mode.
Record Page	ARCHER-51604	The Values drop-down list doesn't respect selection and deselection of a value if the user types in the value to select one from the drop-down list.
Record Page	ARCHER-64892	An image contained in a private image field, that is embedded in a text area field via the Image Copy and Paste feature or other means, will display in an email notification that contains that text area field if the receiving user has access to the text area field but not access to the image field.
Record Page	ARCHER-70972	When performing an inline edit with a cross-reference field containing a Field Value Match filter condition, selecting the lookup option throws an exception.
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Reports, Search and Search Results	ARCHER-77917	In a leveled application, the order of the levels selected for a report's Manage Columns is not maintained.
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Search and Search Results	ARCHER-56179	Count drill-in when sorting by a Values List value that is in the 2nd or more level does not display results.
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Search and Search Results	ARCHER-66161	Additional records imported using the Import option on the Map report page are not reflect in the Map. **Workaround**: After import, click Modify. Then, click Search and the Map will show the newly imported records.
Search and Search Results	ARCHER-67154	Modifying the Map Report results in loading the Advanced Search page forever for cross-reference and leveled applications.
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Search and Search Results; Workspaces, Dashboards and iViews	ARCHER-97037	The EQUALS filter fails to return content when the field value contains an ampersand.
Section 508	ARCHER-106450	If a workspace does not include a dashboard, the screen reader does not narrate the Option Menu on the workspace home page.
Solutions, User Admin and Preferences, User Profile	ARCHER-77184	Users cannot paste text into back-office text area fields in the Microsoft Edge browser.
Services	ARCHER-115309	Missing URL ACL's for core service and ops risk service.
UI	ARCHER-69076	If a date selector is open and user tries to scroll the page, the date selector begins to scroll.
User Admin and Preferences	ARCHER-65417	On some front office pages, the Tab key may not focus on or open a tooltip icon as expected.
User Profile	ARCHER-76420	In Internet Explorer 11, using the keyboard command Ctrl+V to paste text that is 3,500 characters or longer into some back-office text areas results in the browser becoming unresponsive. **Workaround**: Right-click inside the text area, then click Paste.
Workflow (AWF)	ARCHER-47401	When working in the Advanced Workflow builder, interacting with the process or node properties pane causes the pane to scroll to the top, which makes configurations difficult to control.
Workflow (AWF)	ARCHER-55655	Orphan tasks that are in progress cannot complete after restarting Advanced Workflow.
Workflow (AWF)	ARCHER-103656	When designing the advanced workflow for a module, the Update Content node text field does not reflect the text when users type in the field.
Workspaces, Dashboards and iViews	ARCHER-41794	Users with Create, Read, Update, and Delete rights to global dashboards from the Administration menu cannot edit global dashboards in the end-user interface.
Workspaces, Dashboards and iViews	ARCHER-76293	The Add New Personal Dashboard drop-down option fails to open after other drop-down options have been opened.
Workspaces, Dashboards and iViews	ARCHER-76294	In Mozilla Firefox, in the dashboard header Options menu, previously selected options remain highlighted.
Workspaces, Dashboards and iViews	ARCHER-87843	An unexpected error occurs when attempting to add a Quick Reference Link for the Job Monitor feature to any Workspace or administrator page.
Workspaces, Dashboards and iViews	ARCHER-96097	When adding a new video iView or editing an existing video iView to a dashboard, the new video iView does not load. There is no workaround at this time; however, a fix will be available in an upcoming patch release.
Workspaces, Dashboards and iViews	ARCHER-96810	When users select the help icon within the Manage Workspaces page, the displays an incorrect help page. **Workaround:** Users can search for Manage Workspaces in the search bar, which provides the correct help content for Manage Workspaces.
Workspaces, Dashboards and iViews	ARCHER-101965	When General Users use the Advanced Search Quick Link, they receive an error.
Workspaces, Dashboards and iViews	ARCHER-102487	When creating a Global Landing page iView, adding a new configuration does not display Standard and Custom options. **Workaround:** - Back Office: iViews - Front Office: Add iView Content

Fixed Issues in Release 6.9.2.1

This section is a list of issues fixed in the current release.

Note: When users upgrade from Archer versions prior to 6.9.1.1 to Archer versions 6.9.1.1 or above, the work item cleanup to improve the Advanced Workflow performance might delay the installation.

Component	Issue	Description
Access Control	ARCHER-111317	Access Control Administrators cannot add permissions to any access roles.
Access Control	ARCHER-111568	Access Control Administrators have permissions to assign System Administrator roles to any group.
Access Control	ARCHER-113183	When users set a date in the Date Disallowed section of Security Parameters, the displayed date is one day prior to the selected date.
Access Control, Navigation, Performance	ARCHER-99608	When Archer contains a large number of users, the Manage Users page does not always function as expected.
Access Control, Reports	ARCHER-109740	When users open the ellipses (More Options) menu on a report, the Print option does not display.
Access Control: Access Roles	ARCHER-111327	The dashboard selector does not show an error message or a required field icon on the Access Manager Role page.
Access Control: LDAP	ARCHER-114229	Users cannot set a User or Group Filter value over 256 characters in an LDAP Configuration.
Access Control: Reports	ARCHER-106132	The Access Control Reports allow users to select more than one user or group from the multiple value selector without a warning that only one selection is allowed.
API (Web, Rest, other), Web API suite	ARCHER-112931	ExecuteSearch and SearchRecordsByReport methods do not include User's middlename attribute in the API response.
Application Builder	ARCHER-107291	The last updated time on Global Values Lists are incorrect.
Application Builder	ARCHER-109360	When users populate the required Target field in the Findings application and save the application, a warning message is displayed that says the Target field is required.
Config Service Client, Job Framework	ARCHER-104072	At the end of a jobs lifecycle, the job attempts to incorrectly open a port.
Content Save and Delete	ARCHER-107296	Users cannot create new records in the Business Processes application.
Data Import	ARCHER-107614	Users cannot cancel Data Import jobs using the Cancel Job button.
Data Import	ARCHER-112728	Warning message prevents importing into a sub-form if a cross reference field is required on the module and isn't mapped
Data Import, Performance	ARCHER-111660	Data import performance is inconsistent between different imports.
Database, Jobs	ARCHER-104626	When field history records with large batch sizes are deleted, database timeouts may occur, after which Archer attempts to delete the records again.
Database, Performance	ARCHER-111970	Users see intermittent slow performance in data feeds.
Elasticsearch, Install/Upgrade	ARCHER-110183	When the ElasticSearch index rebuild processes PDF attachments, the rebuild does not complete successfully.
Export, Global Print and Export, Reports	ARCHER-111875	If users add MS Word templates to Archer and export reports to PDF, they receive an error and the export is unsuccessful.
Global Print and Export	ARCHER-114018	The record page and mail merge exports fail.
Global Print and Export, Globalization and Localization	ARCHER-107632	When users set to locales other than English export reports and hover over the Close icon on the Export dialogue box, the Close icon text is not translated.
Globalization and Localization, Inline Edit	ARCHER-110356	If a module includes a Text Area field with Inline Edit, the name of the Inline Editor in search results, for a Spanish locale user, is not translated.

Globalization and Localization, User Profile	ARCHER-113160	The Archer Time Zone settings displays the incorrect time zone for Moscow.
Install/Upgrade	ARCHER-115846	
Licensing, Questionnaires	ARCHER-105892	When users refresh the Archer license key, the status of all user created modules changes.
Mail Merge	ARCHER-105494	The Table of Contents links in exported Mail Merge documents do not function properly.
Notifications, Workflow (AWF)	ARCHER-114918	Users cannot receive Subscription notifications when AWF content enrollment is complete.
Notifications	ARCHER-104066	Scheduled Report Distributions that are scheduled to be sent out monthly are sent out twice a month.
Notifications, Reports	ARCHER-106746	Users see numerous Templates are missing when attempting to filter on them.
Packaging, Workflow (AWF)	ARCHER-109422	Users receive an error when installing packages that include AWF rules.
Questionnaires	ARCHER-110068	When Question Rules use OR or brackets in the Advanced Logic Operator, the logic fails.
Record Page	ARCHER-106296	The record page layouts include Values List columns that are not configured properly.
Record Page	ARCHER-110064	In Edit mode, when users edit Text Area fields, long phrases are split into two instead of wrapping properly and moving to the next line.
Record Page	ARCHER-114596	Users can see Values list values layout positioning scrambled on layout.
Record Page, UI	ARCHER-107513	The Cross-Reference record lookup window is small and resizable, and does not display the content properly.
Reports	ARCHER-105809	When users run record or report searches using both the Equals and Does not Equal filters together, the search results return incorrect results.
Reports	ARCHER-110597	After users upgrade Archer to version 6.9 SP1, users cannot modify statistical reports.
SAML, Training and Awareness	ARCHER-109435	When users log into Archer using SAML, users cannot view Quizzes in Training and Awareness Campaigns even with the Force Acceptance skip setting configured.
Search and Search Results	ARCHER-104004	When users search for records using the Advanced Search filter that includes logical operators such as (&, <, etc.)., no results are returned.
Search and Search Results	ARCHER-109855	When users click the number to go to the next page on an application's Search Results page, the sorting order of displayed fields is incorrect.
Task-driven landing screen	ARCHER-106512	The Tasks widget on the Archer landing page incorrectly shows due dates as one day earlier than the actual due dates of tasks.
Workflow (AWF)	ARCHER-109795	Users cannot enroll records into Advanced Workflow.
Workflow (AWF)	ARCHER-112370	The AWF cleanup workflow job does not delete the AWF jobs.
Workspaces, Dashboards and iViews	ARCHER-108328	Changing the iView properties using a non-English locale user does not properly translate iView links on dashboard pages.
Workspaces, Dashboards and iViews	ARCHER-108776	When users hover over iView names on the Global iViews page, the page displays the incorrect ID.

Known Issues in Release 6.9.2.1

This section lists reported issues that remain unresolved as of the latest release. Wherever a workaround is available, it is noted or referenced in detail. For many of the workarounds in this section, you must have administrative privileges.

Component	Issue	Description
Access Control	ARCHER-89007	A proper message is not displayed when a non Admin user accesses the links to the backoffice pages through iView & Quicklinks.
Appearance	ARCHER-13566	Some user activity on an Archer webpage does not properly reset the session timeout, causing the warning message to appear randomly.
Appearance	ARCHER-77830	Trending Chart data displays in the UI only after a second save.
Appearance	ARCHER-110841	When changing the menu background color, the text color is changed to reflect in the warning modals. There is no workaround at this time, however a fix will be available in an upcoming patch release.
Appearance	ARCHER-78281	When setting a new background color for the Environment Bar, it does not load the Appearance page.
Application Builder	ARCHER-115025	User can see &lt and &gt instead of < and > throughout Archer (Application Name, Solution Name, Workspace Name etc.)
Application Builder	ARCHER-44013	An empty tab set causes the application copy process to generate an error and prevents data-driven event rules from being copied.
Application Builder	ARCHER-48798	Default text in the text area field is not removed by clicking the field. **Workaround**: Manually select and delete the default text within the text area field.
Application Builder	ARCHER-66315	Adding a new level to an application creates an empty Tasks and Activities field.
Application Builder	ARCHER-102070	When the Available Reference in a Cross-Reference field is set to the Contacts application, if users select a value for the Name field in the Record Lookup Configuration filter, they receive an error. **Workaround:** Select any of the other Name fields in the Record Lookup Configuration filters: -Name (First) -Name (Full) -Name (Last) -Name (Middle)
Application Builder	ARCHER-112412	In all Rich Text Editors in Back Office, the user cannot currently create a link in the editor that opens in a new window. The end user clicking the link can always just right click on the link and open it in a new window or tab via their normal browser functionality
Application Builder	ARCHER-110200	The Archer Online Documentation incorrectly states the total number of numeric characters that Numeric fields support in the topic "Adding Numeric Fields." As of Archer 6.9.2, Numeric fields support a total of 15 numeric characters.
Application Builder, Record Page	ARCHER-70083	For all control types besides value pop-ups, the exclude inactive users option for a record permission field configuration does not exclude inactive users.
Bulk Operations	ARCHER-40769	When bulk update is enabled, the Create and Enable Delete options do not display.
Bulk Operations	ARCHER-41442	When searching for inactive users on Schedule Actions, inactive users display in the search results.
Bulk Operations	ARCHER-41755	When users attempt to access a schedule or action to which they do not have access using deep links, an alert message stating that the users do not have access does not display.
Bulk Operations	ARCHER-41779	You cannot add the Manage Schedule link to the Quick Reference tab.
Bulk Operations	ARCHER-41838	If any of the records selected for Bulk Delete have already been deleted, Bulk Delete fails.

Bulk Operations	ARCHER-76594	The Calculation Editor, available when using the Calculated Operator In Bulk Create Reference Actions, does not correctly throw validation errors when invalid characters are included in formulas. The inclusion of these invalid characters will cause the formula to not save. To save the formula, make sure it does not include any of the following characters: "\"<>/"&"\"<>/"
Bulk Operations	ARCHER-96461	In Bulk Actions, when users configure internal calculated cross references, in the Group By option, they have to choose the number of fields in the Field Value Expression during the initial configuration. If users attempt to add or modify fields after saving the Bulk Action, the Bulk Action is not updated. **Workaround:** Delete the existing Bulk Action, create a new Bulk Action, and add all required fields when initially configuring the Action.
Caching, Packaging	ARCHER-112956	Job Engine not running job when redis cache is enabled
Data Feeds	ARCHER-47727	When a large source file is added to the Source Definition tab, an exception occurs.
Data Feeds	ARCHER-48616	When running a data feed using XSLT 3.0, if the Archer environment does not have internet access, it cannot validate the DTD and gives an error. **Workaround:** When running data feeds using XSLT 3.0, verify that your Archer environment has internet access.
Data Feeds	ARCHER-52938	When running the VSR Import data feed, the following error is included in the log files: Violation of PRIMARY KEY constraint 'PL_tbllVUserContent'
Data Feeds	ARCHER-111874	If a text field or a text area contains a string which is included in angle brackets (ex: <test>), this string including the brackets gets removed with the update from an archer-archer data feed
Data Gateway	ARCHER-85815	Connections must be deleted prior to deleting the associated target. **Workaround**: Delete connections first, then the associated target.
Data Import	ARCHER-40928	A faulted data import erroneously lists the number of records in the file as having been created, when in fact it created none.
Data Publications	ARCHER-87767	In the Data Publication UI, users can select and delete multiple job history rows together, using a master check box. However, if a filter has been applied to the list of job executions, users cannot select or delete multiple job executions at once.
Data Publications	ARCHER-88621	In the Data Publication UI, users can select and delete multiple job history rows together, using the select all master check box. However, if a filter has been applied to the list of job executions and users uncheck the select all check box, the job history page disappears. **Workaround**: Apply the filters before using the select all check box. Alternatively, users can individually select the rows in the grid and delete them, rather than using the select all check box.

Documentation	ARCHER-110275	The following RSA Archer 6.9 SP2 documentation is only available in English: - "User Accounts" in the Archer Online Documentation clarifies that: users cannot log into Archer with a default services account and that associating a data feed Service Account to each feed clarifies the specific feed that made updates. - "Understanding System Administrator and Default Services Account Passwords" in the Archer Online Documentation clarifies that password expiration settings are not enforced for the SysAdmin Account and the Services Account. - "Preparing Archer for Installation" in the Archer Platform Installation Guide recommends that IT Administrators ensure their system meets requirements detailed in the Archer Qualified and Supported Environments available on RSA Link. - "Changing SysAdmin and Services Account Passwords" in both the Archer Control Panel Help and the Archer 6.9 SP2 Security Configuration Guide clarify that password expiration settings are not enforced for the SysAdmin Account and the Services Account. - The Archer 6.9 SP2 Installation and Upgrade Guide and Archer 6.6 & Later Planning Guide includes the following supported version updates: Windows Server 2016 or 2019, (IIS) 10, Redis 6.0, and SQL Server 2017 (64 bit), 2017 for Linux (Ubuntu), or 2019 (64 bit). - The Archer 6.9 SP2 Installation and Upgrade Guide removed the following topic: "Appendix G - Reconciling Advanced Workflow Apply Conditional Layout Action Changes." The Upgrade Installation checklist in Appendix D was updated to reflect this change. - The Archer 6.9 SP2 Installation and Upgrade Guide lists updated requirements as detailed in the Archer Qualified and Supported Environments available on RSA Link. - The "Advanced Workflow" section in the topic "Operation Risk Management Design" was updated to reflect the current workflow of self-assessments. - The "Loss Event Management" use case section in Enterprise & Operational Risk Management was updated to reflect the current changes of the Impact Distribution for the Loss Event feature.
Export	ARCHER-112212	The export component displays angle brackets (<, >) as HTML encoded in all file formats.
Field Encryption	ARCHER-41772	The Self-Reference Calculation field can be marked for encryption. Encrypted fields cannot be used in calculations. **Workaround**: While editing the self-calculated field, if encryption related warning is shown, disable the encryption status, and then save the field.
Globalization and Localization, Print and Export	ARCHER-113693	On export Report to PDF with Word template user can see content overlaps with the footer.
Globalization and Localization, Print and Export	ARCHER-48267	On exported PDF records, field names including Japanese and/or Chinese characters are not displayed properly. This only occurs when user locale language and language used for field names are different.
Globalization and Localization, Search and Search Results	ARCHER-46299	On all Ext pages with panels, the tooltips—which inform users that sections can be expanded or collapsed—display in English for all users, regardless of their language setting.
Help System	ARCHER-75361	The following administration pages do not display the correct context-sensitive help topic: Dashboards, Discussion Forum Reports, Global iViews, Global Values Lists, Job Troubleshooting, Languages, Locales, Schedules, and Training and Awareness Campaigns. The correct topics can be found by searching in the Archer Online Documentation.
Help System	ARCHER-102505	The online help on some Back Office pages do not load their respective Online Help pages, but they load the Online Help home page. **Workaround:** Users can search for the relevant content from the Online Help home page.
Inline Edit	ARCHER-41827	When a Hierarchical Values List field display is not set to drop-down, the last value does not display correctly.
keyboard_nav, Reports, UI, WCAG 2.1	ARCHER-90536	In Google Chrome, choosing a report in Related Report using the TAB key traverses through all elements.

keyboard_nav, Search and Search Results, Section 508, UI, WCAG 2.1	ARCHER-90950	In Microsoft Edge, users cannot select more than one value in the Refine By pane using the TAB key.
Mobile App(s)	ARCHER-77586	When logging into the Archer Business Continuity & Disaster Recovery mobile application, users are unable to log in when using the full Archer URL. Users should use the Archer base URL to avoid this error.
Navigation	ARCHER-48703	After clicking a quick link that opens in a new window, the new window does not display correctly.
Navigation	ARCHER-52673	When using Internet Explorer or Safari, if the user routes through a text field on a page that does not use Microsoft Silverlight and then immediately clicks on a button, the user must click a second time to initiate the action.
Notifications	ARCHER-95257	When an administrator clicks on any report in the Notification Reports listing page, a blank white screen displays and there is considerable delay before the screen displays the report's details page. There is no workaround.
Notifications	ARCHER-111561	On-Demand Notification not formatting table as configured
Notifications	ARCHER-111139	The slider option in the new color picker would not update the Hex or the RGB code of the color in the first attempt. The value will be updated only when user selects a specific color from the palette. The issue doesn't stops users from picking the color of their choice using either the Hex/RGB codes or by directly clicking on the color palette.
Offline Access	ARCHER-114914	User is unable to load little Archer Home page after offline sync
Offline Access	ARCHER-88885	When a user is logged into the Archer user interface on the client machine and encounters an offline record conflict, the taskbar tray presents a selection option called Resolve Conflict. The Resolve Conflict selection option is inoperable. When a user is logged into the Archer user interface on the client machine and must restart record synchronization, the taskbar tray presents a selection option called Restart Sync. The Restart Sync selection option is inoperable.
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Search and Search Results; Workspaces, Dashboards and iViews	ARCHER-97037	The EQUALS filter fails to return content when the field value contains an ampersand.
Section 508	ARCHER-106450	If a workspace does not include a dashboard, the screen reader does not narrate the Option Menu on the workspace home page.
Solutions, User Admin and Preferences, User Profile	ARCHER-77184	Users cannot paste text into back-office text area fields in the Microsoft Edge browser.
Services	ARCHER-115309	Missing URL ACL's for core service and ops risk service.
UI	ARCHER-69076	If a date selector is open and user tries to scroll the page, the date selector begins to scroll.
User Admin and Preferences	ARCHER-65417	On some front office pages, the Tab key may not focus on or open a tooltip icon as expected.
User Profile	ARCHER-76420	In Internet Explorer 11, using the keyboard command Ctrl+V to paste text that is 3,500 characters or longer into some back-office text areas results in the browser becoming unresponsive. **Workaround**: Right-click inside the text area, then click Paste.
Workflow (AWF)	ARCHER-47401	When working in the Advanced Workflow builder, interacting with the process or node properties pane causes the pane to scroll to the top, which makes configurations difficult to control.
Workflow (AWF)	ARCHER-55655	Orphan tasks that are in progress cannot complete after restarting Advanced Workflow.
Workflow (AWF)	ARCHER-103656	When designing the advanced workflow for a module, the Update Content node text field does not reflect the text when users type in the field.
Workspaces, Dashboards and iViews	ARCHER-41794	Users with Create, Read, Update, and Delete rights to global dashboards from the Administration menu cannot edit global dashboards in the end-user interface.
Workspaces, Dashboards and iViews	ARCHER-76293	The Add New Personal Dashboard drop-down option fails to open after other drop-down options have been opened.
Workspaces, Dashboards and iViews	ARCHER-76294	In Mozilla Firefox, in the dashboard header Options menu, previously selected options remain highlighted.
Workspaces, Dashboards and iViews	ARCHER-87843	An unexpected error occurs when attempting to add a Quick Reference Link for the Job Monitor feature to any Workspace or administrator page.
Workspaces, Dashboards and iViews	ARCHER-96097	When adding a new video iView or editing an existing video iView to a dashboard, the new video iView does not load. There is no workaround at this time; however, a fix will be available in an upcoming patch release.
Workspaces, Dashboards and iViews	ARCHER-96810	When users select the help icon within the Manage Workspaces page, the displays an incorrect help page. **Workaround:** Users can search for Manage Workspaces in the search bar, which provides the correct help content for Manage Workspaces.
Workspaces, Dashboards and iViews	ARCHER-101965	When General Users use the Advanced Search Quick Link, they receive an error.
Workspaces, Dashboards and iViews	ARCHER-102487	When creating a Global Landing page iView, adding a new configuration does not display Standard and Custom options. **Workaround:** - Back Office: iViews - Front Office: Add iView Content

Fixed Issues in Release 6.9.2

This section is a cumulative list of issues that have been fixed since the last non-patch or service pack release, Archer 6.9.1.

Note: When users upgrade from Archer versions prior to 6.9.1.1 to Archer versions 6.9.1.1 or above, the work item cleanup to improve the Advanced Workflow performance might delay the installation.

Component	Issue	Fix Version	Description
Access Control	ARCHER-103869	6.9.2	If a group contains a large number of users, the Manage Groups page becomes unresponsive.
Access Control	ARCHER-103898	6.9.1.3	Access Control Reports that include Group descriptions containing HTML export with line breaks.
Access Control	ARCHER-107268	6.9.1.4	Users cannot delete Security Parameters even when all users assigned to a parameter have been deleted.
Access Control: Access Roles, User Profile	ARCHER-106538	6.9.1.4	When new users are created and the General User access role is manually removed, the General access role still appears in the Roles tab.
ACP, Documentation, Globalization and Localization	ARCHER-97310	6.9.1	The Archer Control Panel Help for the Japanese language does not launch from within the Archer Control Panel. The Italian version opens instead of the Japanese version. **Workaround:** Download the Archer 6.9 Control Panel Help for the Japanese language from RSA Link.
ACR	ARCHER-109578	6.9.2	The CreateRecord WebAPI (SOAP) does not output the correct value for seconds in the date field.
API (Web, Rest, other)	ARCHER-101175	6.9.1.1	The ExecuteSearch API method returns only one level of data for Cross-Reference fields.
API (Web, Rest, other)	ARCHER-104662	6.9.1.2	If an access role is already assigned to a user, the AddUserToRole method fails with an Invalid access role error.
API (Web, Rest, other)	ARCHER-108249	6.9.1.4	DeleteUser calls for web services and REST methods return a value of 1, even on API failures.
Appearance, Questionnaires, UI	ARCHER-100020	6.9.1.3	Questionnaire Text Area-fields do not wrap text made up of long, continuous strings of characters.
Application Builder	ARCHER-103236	6.9.1.2	When a non-sysadmin, non-English locale user edits a Global Values List created by a sysadmin user and saves the changes, the user receives an error. The Values List also disappears from the Manage Global Values List page, and its Field Type is demoted.
Application Builder	ARCHER-104393	6.9.1.2	Tracking all fields in a History Log causes excessive database growth.
Application Builder	ARCHER-109331	6.9.1.4	When users copy existing applications with numeric fields set to values greater than the maximum allowed Int32 value, the application copy fails.
Application Builder	ARCHER-87497	6.9.1.1	The copyright year of Archer Silverlight pages is incorrect.
Application Builder, Documentation	ARCHER-93083	6.9.1	The Archer Online Documentation incorrectly refers to the TRUC function as TRUNC in "Functions and Operators for Calculated Field Formulas."
Application Builder, Globalization and Localization	ARCHER-102986	6.9.1.3	When a user's Locale and Language are different, the days of the week are not translated to the correct language on a date picker.
Application Builder, Record Page	ARCHER-101553	6.9.1.2	Cross-reference fields in leveled applications do not sort alphabetically.
Attachments	ARCHER-105831	6.9.1.4	In both Microsoft Edge and Google Chrome, when users drag and drop email attachments into Archer from Microsoft Outlook, Outlook deletes the email.
Audit Engagement	ARCHERSOL-9906	6.9.1	The Access Role of Audit: Staff misspells the word "depending" as "dependng" in the Description.

Bulk Operations	ARCHER-104090	6.9.1.2	If an application contains at least 1000 records and the Display Options in a report is set to limit the results–but the limit exceeds 1000 records–the Bulk Delete option deletes all records within the application.
Charts and Graphs	ARCHER-102140	6.9.1.1	The colors on sunburst charts are inconsistent with those on a tree map.
Charts and Graphs	ARCHER-102970	6.9.1.1	When a Text field includes the < > characters, the characters do not display properly on drill-down charts.
Charts and Graphs	ARCHER-104677	6.9.1.4	Chart image files impact the size of the company_files folder.
Charts and Graphs, Reports, Workspaces, Dashboards and iViews	ARCHER-108641	6.9.1.4	If reports display only one group, both the Stacked and Full Stacked Charts do not display custom colors.
Charts and Graphs, Search and Search Results	ARCHER-101552	6.9.1.1	Chart labels and legends display the < > characters incorrectly.
Compliance Solution	ARCHERSOL-9641	6.9.1	When users install the Archer 6.8 Issues Management and Financial Controls Monitoring package into an Archer 6.9 environment, they receive an error.
Content API, IIS Web Server	ARCHER-105697	6.9.1.4	The Content API returns incorrect records in multi-instance environments that share the IIS website and application pool.
Content Save and Delete	ARCHER-100624	6.9.1.3	When users delete records in applications, they receive an error.
Content Save and Delete, Jobs	ARCHER-101707	6.9.1.1	The OrphanSubformContentCleanup job does not clean up the Orphan subform contents.
Data Driven Events	ARCHER-99758	6.9.1.1	When users filter items in a Values List that use either a Radio Button or Check Boxes display control type, the field displays a blank space when values are hidden.
Data Driven Events, Notifications	ARCHER-102192	6.9.1.2	DDE Generate Notification migration fails to convert Advanced Operator logic.
Data Driven Events, Notifications, Packaging	ARCHER-106981	6.9.1.3	Packaging fails to migrate the Delivery and Criteria filters correctly for DDE Notifications.
Data Feeds	ARCHER-25223, ARCHER-57991	6.9.2	Key fields containing ampersands do not update when Archer Web Services Transporter data feeds run.
Data Feeds	ARCHER-47556, ARCHER-60308	6.9.2	Cross-reference links do not appear on the content from a feed when there is an ampersand in the key field value.
Data Import	ARCHER-103595	6.9.1.2	If the same pre-defined sub-form references multiple sub-forms, the Manage Data Import page does not display all of the sub-forms.
Data Publications	ARCHER-106985	6.9.1.4	When the Data Publication Service Job targets an Oracle database, the job fails.
Database	ARCHER-104067	6.9.1.4	Hosted environments that involve the stored procedure usp_async_job_queue_remove_running_job have database deadlocks.
Database	ARCHER-104620	6.9.1.3	In an Archer database table, index scans returning large numbers of rows cause performance issues.
Database, Install/Upgrade	ARCHER-102472	6.9.1.1	When users upgrade from Archer 6.6 to Archer 6.8, they receive the FK_tblXlViewReport_tblReportBase error.
Database, Questionnaires	ARCHER-108626 ARCHER-108670	6.9.1.4	When a new questionnaire is created, the auto-generated Year Values List field does not contain valid year selections. Existing questionnaire Year fields could have values that end with the year 2020.
Documentation	ARCHER-88273	6.9.1	The Data Feed Tokens topic in the Online Documentation does not state that the BatchContentSave data feed token ignores key field definitions and may create duplicate records.

Documentation	ARCHER-96107	6.9.1	In the Archer Online Documentation, the topic "Configuring RSA Archer for the RSA Archer Mobile App" incorrectly lists Cross-Reference/Related Record and Attachments as Read-Only fields rather than Update Fields.
Documentation	ARCHERSOL-9848	6.9.1	In the Enterprise & Operational Risk Management solution area overview, the documentation incorrectly stated that the Archer Business Impact Analysis use case was a prerequisite for the Archer Top-Down Risk Assessment and Archer Operational Risk Management use cases. The documentation now lists the correct prerequisites for the use cases. This documentation fix is only available in English.
Documentation	ARCHER-48940	6.9.2	A calculated cross-reference can filter on Related Records. The Archer Online Documentation currently lists Related Records as unsupported by calculated cross-references.
Documentation	ARCHER-99665	6.9.2	The following Archer 6.9 SP1 documentation is only available in English: - In the Enterprise and Operational Risk Management solution area overview, the documentation now includes the correct prerequisites for the Archer Top-Down Risk Assessment and Archer Operational Risk Management use cases. - "Deleting Fields" in the Archer Online Documentation clarifies that deleting fields in active AWF jobs can cause the jobs to enter into an error state. - In the Archer Online Documentation, math functions that previously said TRUNC now say TRUC. - The "Secure Deployment and Usage Settings" topic in the Archer Security Configuration Guide includes the section "Access-Control-Allow-Origin Header."
Documentation	ARCHER-102201	6.9.2	In the Archer Online Documentation, the topic "Secure Deployment and Usage Settings" does not include the section "Access-Control-Allow-Origin Header." Workaround: See the same topic in the English language deliverable of the Archer 6.9.1 Security Configuration Guide for the section "Access-Control-Allow-Origin Header."
Elasticsearch	ARCHER-101339	6.9.1.1	As Elasticsearch version 6.8.3 is EOL'ed, Elasticsearch version 7.9.2 is now supported. Supported versions: Elasticsearch: Elasticsearch-7.9.2-Windows-x86_64 Search guard: search-guard-suite-plugin-7.9.2-46.2.0 Upgrade steps recommended: 1. Stop indexing service (Optional; if not stopped, indexing service will keep logging failed sniffing cluster state errors when Elasticsearch goes down). 2. On the Elasticsearch nodes, upgrade Elasticsearch to 7.9.2 (Refer to Elasticsearch documentation). 3. Remove existing join-search-plugin on the Elasticsearch nodes. 4. On Elasticsearch nodes, Install the new join-search-plugin-7.9.2.zip available under <Archer_Install_Dir>\Tools\join-search-plugin-7.9.2 folder. 5. Start indexing service if stopped.
Enterprise Solution	ARCHERSOL-9365	6.9.1	The calculated fields Average Value and Standard Deviation in the Metrics application do not properly display Metrics Results.
Export	ARCHER-102423	6.9.1	When users export records to the CSV and Excel formats, the exported records do not include HTML tags.
Export, Global Print and Export	ARCHER-101655	6.9.1.1	When users export reports as a PDF, the export does not include the Global RTF template header and footer.

Export, Globalization and Localization	ARCHER-105857	6.9.1.3	The German translation on the Export dialogue box is incorrect.
Faceted Search, Reports	ARCHER-103451	6.9.1.3	When users make Inline Edit changes to fields in reports, select a Refine By filter, and click Apply or Cancel, any unsaved changes are discarded.
Global Print and Export	ARCHER-106718	6.9.1.4	When users export leveled applications, the exports fail.
Globalization	ARCHERSOL-9373	6.9.1	The wording changes of the Tenable.sc and Tenable.sc Dates sections in the Vulnerability Library application do not include translations.
Globalization	ARCHERSOL-9766	6.9.1	Missing translations prevent the end user from modifying the design language at the application, questionnaire, and sub-form levels.
Globalization and Localization	ARCHER-105726	6.9.1.3	Failed language imports do not provide users with error messages in the notification email.
Globalization and Localization	ARCHER-85154	6.9.1.4	Different Windows Server region settings display incorrect date formats.
Globalization and Localization	ARCHER-92021	6.9.1	The errors encountered during a language import are now displayed in the error dialogue.
Globalization and Localization	ARCHER-99654	6.9.1.2	When non-English locale users hover over text box tools, the tool strings are not translated.
Globalization and Localization, Record Page	ARCHER-107754	6.9.1.4	Read-only Cross-Reference fields for non-English locale users incorrectly display the Add New and Lookup options.
Globalization and Localization; Workspaces, Dashboards and iViews	ARCHER-102277	6.9.1.3	The iView name is not translated to the selected iView language.
Globalization and Localization; Workspaces, Dashboards and iViews	ARCHER-97605	6.9.1.1	The iViews and Closed Tasks header options are not translated in the French Locale.
GPES, UI	ARCHER-87917	6.9.1	In a smaller screen, the rich text editor tool bar displays controls through ellipses extension. Once it is opened, doesn't disappear when user scrolls the page.
Help System	ARCHER-96802	6.9.1	In Mail Merge Templates, clicking the Help icon brings the user to the incorrect help page.
Inline Edit, UI	ARCHER-97325	6.9.1.1	A display issue occurs with Rich Text Editor during inline editing.
Instrumentation Service	ARCHER-100542	6.9.1.3	Archer is retiring the Instrumentation Service capability. The service is no longer available with Archer Suite Release 6.9 forward. Its continued inclusion in the installer was in error and it will be removed going forwards. As an optional component, no action is required to those installations that are using releases 6.9 and 6.9 SP1 who have it present, other than deactivating the service via the Windows Services control panel.
Jobs	ARCHER-100399	6.9.1	Scheduled jobs run repeatedly.
Jobs	ARCHER-100399	6.9.1.1	Scheduled notification jobs run repeatedly.
Jobs, Notifications	ARCHER-102113	6.9.1.4	SendNotification Jobs appear to stop running.
keyboard_nav, Record Page, Section 508, UI, WCAG 2.1	ARCHER-83934	6.9.1.1	Users cannot access the Advanced Search grid sorting buttons using keyboard navigation.
LDAP Synchronization	ARCHER-96130	6.9.1.2	LDAP sync runs for inactive LDAP configurations.

Mail Merge	ARCHER-103737	6.9.1.2	Users cannot upload Mail Merge Templates that are greater than 10 MB in size.
Mail Merge	ARCHER-105214	6.9.1.3	When users download a Mail Merge Template from Management Reporting, the users are redirected to the instance home page.
Mail Merge	ARCHER-95831	6.9.1	When users select the Public radio button option within the Edit mode of a selected Mail Merge Template with Private Access, the items from the Selected section disappear. When users select the Private radio button option, they can see the selected items list.
Mail Merge	ARCHER-96348	6.9.1	Users with create and read-only access (but no configuration privileges on the related application) will get an exception when they try to create a new mail merge template.
Master Report Listing, Reports, Search and Search Results	ARCHER-106730	6.9.1.4	When the ACP is not configured with a Microsoft Map Application Key, the Map Report Format option is still displayed.
Mobile-Platform	ARCHER-105480	6.9.1.2	Federation SSO (ADFS) does not work for the Archer Mobile App.
Nav Menu	ARCHER-96567	6.9.1	Archer allows a user to view their recent activities. However, after a system update, activities done before the update are not displayed in the list of Recent Activities; only the ones after the update are visible. There is no workaround at this time, however a fix will be available in an upcoming patch release.
Notifications	ARCHER-102067	6.9.1.2	If Subscription Reminder Notifications are set up with more than 44 criteria, the notifications do not send.
Notifications	ARCHER-104066	6.9.1.4	Scheduled Report Distributions that are scheduled to be sent out monthly are sent out twice a month.
Notifications	ARCHER-98088	6.9.1.4	Manual on demand notifications send duplicate emails.
Notifications	ARCHER-99977	6.9.1.1	Subscription notifications of delivery frequency type weekly are not being sent.
Notifications, Workspaces, Dashboards and iViews	ARCHER-107491	6.9.1.4	Manage Email Subscription external links redirects users to a blank page.
Offline Access, Offline Sync	ARCHER-97689	6.9.1.1	Offline sync throws a nullable object error.
Offline Audit	ARCHER-96983	6.9.1	When users create records in core applications that include a History Log field and then sync those records, an error occurs upon launch of client, but the error does not affect the functionality of the instance. **Workaround:** 1. Close the error message. 2. Delete the History Log field from the core application in question.
Offline Sync	ARCHER-104034	6.9.1.1	Offline sync fails if the Big Archer and Little Archer date formats are different.
Packaging	ARCHER-104167	6.9.1.3	Package installation does not update the layout for some modules.
Packaging	ARCHER-107805	6.9.1.4	Package Mapping maps packages to the incorrect level on target applications.
Packaging, Workflow (AWF)	ARCHER-101901	6.9.1.1	While generating a package with AWF, Archer fails with the error Object reference not set to an instance of an object on the GenerateWorkpointWorkflows method.
Questionnaires, Record Page, UI	ARCHER-108348	6.9.1.4	When users add a new record in a Questionnaire with a name greater than 25 characters long, the Add New Record text is trimmed.

Questionnaires	ARCHER-108626	6.9.1.4	Questionnaire Auto-generated Custom Values List at Questionnaire Creation No Longer Supports Valid Year Selections
React Common Component(s)	ARCHER-90744	6.9.1	Some grids in Back Office do not display tool tips for column headers with truncated text, due to grid size.
React Common Component(s)	ARCHER-96349	6.9.1	In a dual pane selector, when an Archer Administrator adds items from the Available section to the Selected section, and then searches for a value, the order of the items in the Selected section can sometimes re-shuffle. This creates no functionality issue or data loss.
Record Page	ARCHER-100063	6.9.1.2	When a non-English locale user creates multiple records in an application, the View All option is unavailable.
Record Page	ARCHER-103484	6.9.1.2	When users copy records where they set the User Group List field value back to the record creator, they receive an error.
Record Page	ARCHER-104538	6.9.1.2	When using the number pad on a keyboard, certain numbers do not populate in IPv6 fields in Archer.
Record Page	ARCHER-107522	6.9.1.4	Nested Values Lists that use Checkboxes or Radio Button control options do not retain the same layout on records in the application.
Record Page	ARCHER-108092	6.9.1.4	When users upgrade to Archer 6.9 SP1 Patch 1 (6.9.1.1), the layouts that include Values List checkboxes are not configured properly.
Record Permissions	ARCHER-103232	6.9.1.1	When users select values from a Values pop-up option or a Checkbox option, the maximum selection validation does not occur until users save the record.
Record Permissions	ARCHER-105021	6.9.1.2	Cross-reference fields with record permission rules that remove users' permission to fields are displayed to the user.
Report Object, Reports	ARCHER-102816	6.9.1.1	When users add a Report Object into an application layout with a report displayed using the Column - Hierarchical format, and click + to expand a record in the Report Object, the loading cursor continues to remain loading.
Reports	ARCHER-102197	6.9.1.1	Charts in statistical reports represent users incorrectly when the Group By function is used on User fields in combination with both the Group By and Count Of functions of another field.
Reports	ARCHER-102298	6.9.1.1	Drilling into a Featured Metric report does not display the same number of records outlined in the report.
Reports	ARCHER-103064	6.9.1.1	When users filter by Current User, reports do not return any results.
Reports	ARCHER-105660	6.9.1.3	When users export data in Archer as a PDF, the export adds a blank page after every printed page.
Reports, Search and Search Results	ARCHER-101279	6.9.1.1	In Advanced Search, when users filter by a field using the Equals operator, the search results do not return the correct results.
Reports; Workspaces, Dashboards and iViews	ARCHER-101395	6.9.1.1	When users create a report including records with sub-forms, select the Expand All Results in the Advanced Search, and add this report to an iView, if there is more than one sub-form in a record, only the first sub-form displays in the iView.
Reports; Workspaces, Dashboards and iViews	ARCHER-106111	6.9.1.3	When users run reports and do not have permissions to the related modules, they receive an error.
Reports; Workspaces, Dashboards and iViews	ARCHER-96633	6.9.1.2	Hierarchy reports in iViews do not display child record data correctly.
Search and Search Results	ARCHER-101889	6.9.1.1	An unexpected error occurs when navigating to the last page in the search results page.
Search and Search Results	ARCHER-102245	6.9.1.1	Users cannot clear the Values field in the Values List filter once the report is saved.

Search and Search Results	ARCHER-105675	6.9.1.3	In Advanced Search, when users select AppID or the SystemID option in the Tracking ID field, and filter by Workflow Process version "less than 100," the results display all records meeting the filter criteria.
Search and Search Results	ARCHER-106231	6.9.1.3	Statistical searches cause performance issues.
Search and Search Results	ARCHER-106545	6.9.1.4	Users receive an error when sorting sub-form field columns in Advanced Search.
Section 508, UI, WCAG 2.1	ARCHER-83959	6.9.1.3	The screen reader focus does not move to the Microsoft Standards and Access control(Ac)-Requirements by Standards controls when users navigate using the down arrow key. Dropdown report selector in the IView does not focus.
Section 508; Workspaces, Dashboards and iViews	ARCHER-108159	6.9.1.3	The JAWS reader does not announce the selected Dashboard as a page header.
Security	ARCHER-99304	6.9.1.1	The HTTP Strict Transport Security Configuration is missing for the Advanced Workflow port.
Security	ARCHER-111634	6.9.2	Black Duck Discovered: underscore.js in Meridionalis is vulnerable to CVE-2021-23358.
Security, Workflow (AWF)	ARCHER-104338	6.9.1.1	Excessive memory, buffer usage, and other performance issues with Advanced Workflow.
Security	ARCHER-112381	6.9.1.5	Black Duck Discovered: underscore.js is vulnerable to CVE-2021-23358 [6.9.1.5].
Session, Tableau Web Data Connector	ARCHER-101447	6.9.1.3	The Tableau Desktop is unresponsive after the Archer Session times out.
UI	ARCHER-87923	6.9.1	In some instances, if the user navigates to another page from the Rich Text editor without first closing it, the Rich Text toolbar does not disappear. To avoid this, click the ellipsis icon to close the popup window, before navigating away from the page.
Workflow (AWF)	ARCHER-102645	6.9.1.1	Long running AWF jobs cause performance problems when retrieving the job histories.
Workspaces, Dashboards and iViews	ARCHER-100612	6.9.1.1	When users navigate between workspaces, the Quick Links area on the workspaces fail to update.
Workspaces, Dashboards and iViews	ARCHER-104113	6.9.1.1	When users navigate to a Dashboard's layout tab, select Landing Page as the iView Type, and leave both the Background field and Configuration section empty, they do not receive a warning message. **Workaround:** View the warning message displayed from "Add iView Content " and "Manage Global iViews."
Workspaces, Dashboards and iViews	ARCHER-99379	6.9.1.1	When users deactivate an iView, and then searches for the deactivated iView, the iView does not appear in the search results, and cannot reactivate the iView.
Workspaces, Dashboards, and iViews	ARCHER-102182	6.9.1.1	When users navigate to a Dashboard's layout tab, select Landing Page as the iView Type, and leave both the Background field and Configuration section empty, they do not receive a warning message. **Workaround:** View the warning message displayed from Add iView Content and Manage Global iViews.

Known Issues in Release 6.9.2

This section lists reported issues that remain unresolved as of the latest release. Wherever a workaround is available, it is noted or referenced in detail. For many of the workarounds in this section, you must have administrative privileges.

Component	Issue	Description
Access Control	ARCHER-89007	A proper message is not displayed when a non Admin user accesses the links to the backoffice pages through iView & Quicklinks.
Appearance	ARCHER-13566	Some user activity on an Archer webpage does not properly reset the session timeout, causing the warning message to appear randomly.
Appearance	ARCHER-77830	Trending Chart data displays in the UI only after a second save.
Appearance	ARCHER-110841	When changing the menu background color, the text color is changed to reflect in the warning modals. There is no workaround at this time, however a fix will be available in an upcoming patch release.
Appearance	ARCHER-78281	When setting a new background color for the Environment Bar, it does not load the Appearance page.
Application Builder	ARCHER-44013	An empty tab set causes the application copy process to generate an error and prevents data-driven event rules from being copied.
Application Builder	ARCHER-48798	Default text in the text area field is not removed by clicking the field. **Workaround**: Manually select and delete the default text within the text area field.
Application Builder	ARCHER-66315	Adding a new level to an application creates an empty Tasks and Activities field.
Application Builder	ARCHER-102070	When the Available Reference in a Cross-Reference field is set to the Contacts application, if users select a value for the Name field in the Record Lookup Configuration filter, they receive an error. **Workaround:** Select any of the other Name fields in the Record Lookup Configuration filters: -Name (First) -Name (Full) -Name (Last) -Name (Middle)
Application Builder	ARCHER-112412	In all Rich Text Editors in Back Office, the user cannot currently create a link in the editor that opens in a new window. The end user clicking the link can always just right click on the link and open it in a new window or tab via their normal browser functionality
Application Builder	ARCHER-110200	The Archer Online Documentation incorrectly states the total number of numeric characters that Numeric fields support in the topic "Adding Numeric Fields." As of Archer 6.9.2, Numeric fields support a total of 15 numeric characters.
Application Builder, Record Page	ARCHER-70083	For all control types besides value pop-ups, the exclude inactive users option for a record permission field configuration does not exclude inactive users.
Bulk Operations	ARCHER-40769	When bulk update is enabled, the Create and Enable Delete options do not display.
Bulk Operations	ARCHER-41442	When searching for inactive users on Schedule Actions, inactive users display in the search results.
Bulk Operations	ARCHER-41755	When users attempt to access a schedule or action to which they do not have access using deep links, an alert message stating that the users do not have access does not display.
Bulk Operations	ARCHER-41779	You cannot add the Manage Schedule link to the Quick Reference tab.
Bulk Operations	ARCHER-41838	If any of the records selected for Bulk Delete have already been deleted, Bulk Delete fails.

Bulk Operations	ARCHER-76594	The Calculation Editor, available when using the Calculated Operator In Bulk Create Reference Actions, does not correctly throw validation errors when invalid characters are included in formulas. The inclusion of these invalid characters will cause the formula to not save. To save the formula, make sure it does not include any of the following characters: "\"<>/"&"\"<>/"
Bulk Operations	ARCHER-96461	In Bulk Actions, when users configure internal calculated cross references, in the Group By option, they have to choose the number of fields in the Field Value Expression during the initial configuration. If users attempt to add or modify fields after saving the Bulk Action, the Bulk Action is not updated. **Workaround:** Delete the existing Bulk Action, create a new Bulk Action, and add all required fields when initially configuring the Action.
Config Service Client, Job Framework	ARCHER-104072	All specified ports are in use" error message found in Job Engine Logs.
Caching, Packaging	ARCHER-112956	Job Engine not running job when redis cache is enabled
Data Feeds	ARCHER-47727	When a large source file is added to the Source Definition tab, an exception occurs.
Data Feeds	ARCHER-48616	When running a data feed using XSLT 3.0, if the Archer environment does not have internet access, it cannot validate the DTD and gives an error. **Workaround:** When running data feeds using XSLT 3.0, verify that your Archer environment has internet access.
Data Feeds	ARCHER-52938	When running the VSR Import data feed, the following error is included in the log files: Violation of PRIMARY KEY constraint 'PL_tbllVUserContent'
Data Feeds	ARCHER-111874	If a text field or a text area contains a string which is included in angle brackets (ex: <test>), this string including the brackets gets removed with the update from an archer-archer data feed
Data Gateway	ARCHER-85815	Connections must be deleted prior to deleting the associated target. **Workaround**: Delete connections first, then the associated target.
Data Import	ARCHER-40928	A faulted data import erroneously lists the number of records in the file as having been created, when in fact it created none.
Data Publications	ARCHER-87767	In the Data Publication UI, users can select and delete multiple job history rows together, using a master check box. However, if a filter has been applied to the list of job executions, users cannot select or delete multiple job executions at once.
Data Publications	ARCHER-88621	In the Data Publication UI, users can select and delete multiple job history rows together, using the select all master check box. However, if a filter has been applied to the list of job executions and users uncheck the select all check box, the job history page disappears. **Workaround**: Apply the filters before using the select all check box. Alternatively, users can individually select the rows in the grid and delete them, rather than using the select all check box.

Documentation	ARCHER-110275	The following RSA Archer 6.9 SP2 documentation is only available in English: - "User Accounts" in the Archer Online Documentation clarifies that: users cannot log into Archer with a default services account and that associating a data feed Service Account to each feed clarifies the specific feed that made updates. - "Understanding System Administrator and Default Services Account Passwords" in the Archer Online Documentation clarifies that password expiration settings are not enforced for the SysAdmin Account and the Services Account. - "Preparing Archer for Installation" in the Archer Platform Installation Guide recommends that IT Administrators ensure their system meets requirements detailed in the Archer Qualified and Supported Environments available on RSA Link. - "Changing SysAdmin and Services Account Passwords" in both the Archer Control Panel Help and the Archer 6.9 SP2 Security Configuration Guide clarify that password expiration settings are not enforced for the SysAdmin Account and the Services Account. - The Archer 6.9 SP2 Installation and Upgrade Guide and Archer 6.6 & Later Planning Guide includes the following supported version updates: Windows Server 2016 or 2019, (IIS) 10, Redis 6.0, and SQL Server 2017 (64 bit), 2017 for Linux (Ubuntu), or 2019 (64 bit). - The Archer 6.9 SP2 Installation and Upgrade Guide removed the following topic: "Appendix G - Reconciling Advanced Workflow Apply Conditional Layout Action Changes." The Upgrade Installation checklist in Appendix D was updated to reflect this change. - The Archer 6.9 SP2 Installation and Upgrade Guide lists updated requirements as detailed in the Archer Qualified and Supported Environments available on RSA Link. - The "Advanced Workflow" section in the topic "Operation Risk Management Design" was updated to reflect the current workflow of self-assessments. - The "Loss Event Management" use case section in Enterprise & Operational Risk Management was updated to reflect the current changes of the Impact Distribution for the Loss Event feature.
Export	ARCHER-112212	The export component displays angle brackets (<, >) as HTML encoded in all file formats.
Field Encryption	ARCHER-41772	The Self-Reference Calculation field can be marked for encryption. Encrypted fields cannot be used in calculations. **Workaround**: While editing the self-calculated field, if encryption related warning is shown, disable the encryption status, and then save the field.
Globalization and Localization, Print and Export	ARCHER-48267	On exported PDF records, field names including Japanese and/or Chinese characters are not displayed properly. This only occurs when user locale language and language used for field names are different.
Globalization and Localization, Search and Search Results	ARCHER-46299	On all Ext pages with panels, the tooltips—which inform users that sections can be expanded or collapsed—display in English for all users, regardless of their language setting.
Help System	ARCHER-75361	The following administration pages do not display the correct context-sensitive help topic: Dashboards, Discussion Forum Reports, Global iViews, Global Values Lists, Job Troubleshooting, Languages, Locales, Schedules, and Training and Awareness Campaigns. The correct topics can be found by searching in the Archer Online Documentation.
Help System	ARCHER-102505	The online help on some Back Office pages do not load their respective Online Help pages, but they load the Online Help home page. **Workaround:** Users can search for the relevant content from the Online Help home page.
Inline Edit	ARCHER-41827	When a Hierarchical Values List field display is not set to drop-down, the last value does not display correctly.
keyboard_nav, Reports, UI, WCAG 2.1	ARCHER-90536	In Google Chrome, choosing a report in Related Report using the TAB key traverses through all elements.
keyboard_nav, Search and Search Results, Section 508, UI, WCAG 2.1	ARCHER-90950	In Microsoft Edge, users cannot select more than one value in the Refine By pane using the TAB key.

Mobile App(s)	ARCHER-77586	When logging into the Archer Business Continuity & Disaster Recovery mobile application, users are unable to log in when using the full Archer URL. Users should use the Archer base URL to avoid this error.
Navigation	ARCHER-48703	After clicking a quick link that opens in a new window, the new window does not display correctly.
Navigation	ARCHER-52673	When using Internet Explorer or Safari, if the user routes through a text field on a page that does not use Microsoft Silverlight and then immediately clicks on a button, the user must click a second time to initiate the action.
Notifications	ARCHER-95257	When an administrator clicks on any report in the Notification Reports listing page, a blank white screen displays and there is considerable delay before the screen displays the report's details page. There is no workaround.
Notifications	ARCHER-111561	On-Demand Notification not formatting table as configured
Notifications	ARCHER-111139	The slider option in the new color picker would not update the Hex or the RGB code of the color in the first attempt. The value will be updated only when user selects a specific color from the palette. The issue doesn't stops users from picking the color of their choice using either the Hex/RGB codes or by directly clicking on the color palette.
Offline Access	ARCHER-88885	When a user is logged into the Archer user interface on the client machine and encounters an offline record conflict, the taskbar tray presents a selection option called Resolve Conflict. The Resolve Conflict selection option is inoperable. When a user is logged into the Archer user interface on the client machine and must restart record synchronization, the taskbar tray presents a selection option called Restart Sync. The Restart Sync selection option is inoperable.
Offline Access	ARCHER-91314	When Offline Access is upgraded, in order for the offline sync to be successful, disable the Offline Access checkbox for the instance in the Archer Control Panel, save the changes, and then enable the Offline Access checkbox for the same instance.
Offline Install	ARCHER-58656	When users upgrade Archer Offline access from a version pre-6.5 to 6.5 or later, the offline installer does not update the SQL Server 2012 LocalDB to SQL Server 2017 LocalDB and also the registry key. As a result, the offline access sync does not complete. Workaround: Uninstall SQL Server LocalDb manually, and also delete a key from the registry using the Registry Editor in order to upgrade a client that previously had Offline Access installed on it. The registry key depends on unique IDs and user names, but will look similar to the following example: Computer\HKEY_CURRENT_USER\Software\Microsoft\Microsoft SQL Server\UserInstances\{0A643155-0194-4FCF-84D3-FA5DF16E36B1} The key that needs to be removed will have a DataDirectory value similar to the following: C:\Users\usernameGoesHere\AppData\Local\Microsoft\Microsoft SQL Server Local DB\Instances\OfflineArcher
Questionnaires	ARCHER-43967	If a questionnaire has Advanced Workflow configured with the Updated Records and User Initiated enrollment options, the User Initiated button does not appear.
Questionnaires	ARCHER-55683	In a Questionnaire configuration, creating a campaign with the same name as an existing campaign generates an error.
Questionnaires	ARCHER-70906	When a sub-form record is saved on a record containing multiple sub-forms, the save control brings you to the beginning (or topmost section) of the record rather than bringing you to the original scroll position.

React	ARCHER-81851	In Google Chrome, grid tool tips can overlap the header when scrolling.
React	ARCHER-87807	The new version of third party component used for rich text management in text areas modifies the HTML generation logic. The existing Header and Footer settings do not require change upon migration. However, if they are edited, users must ensure that the content format is updated again to the specified style.
React Common Component(s)	ARCHER-96544	In the Dual Pane Selector, rendering large lists may cause performance issues in the browser. If this issue occurs, use the Search field to reduce the number of selectable items.
React Common Component(s)	ARCHER-101438	When the Access Roles listing page loads, the Records Found message is displayed partially outside of the section, instead of completely within the section. The Manage Global Print and Export Settings page performs a similar behavior is when users add new templates.
Record Page	ARCHER-41877	When you add and attempt to copy a record containing the Last Updated field, the time in the Last Updated field changes while in Copy mode.
Record Page	ARCHER-51604	The Values drop-down list doesn't respect selection and deselection of a value if the user types in the value to select one from the drop-down list.
Record Page	ARCHER-64892	An image contained in a private image field, that is embedded in a text area field via the Image Copy and Paste feature or other means, will display in an email notification that contains that text area field if the receiving user has access to the text area field but not access to the image field.
Record Page	ARCHER-70972	When performing an inline edit with a cross-reference field containing a Field Value Match filter condition, selecting the lookup option throws an exception.
Record Page	ARCHER-83329	Cross-reference field selections are removed if the record is saved prior to filling out all required fields.
Record Page	ARCHER-102102	When users select an option from the Target field drop-down in the Findings application, the ellipses to open the Record Lookup is not available for all options in the Target field.
Record Page	ARCHER-104625	In some applications, when users use the rich text editor and select the Delete Table option when there is no table present, the entire text field disappears. **Workaround:** Refresh the page to display the text field again.
Record Page, UI	ARCHER-71765	When a user opens an Access pop-up window to review the access details for a specific record page, pressing Tab to navigate through the UI stops working.
Reports, Search and Search Results	ARCHER-77917	In a leveled application, the order of the levels selected for a report's Manage Columns is not maintained.
Search and Search Results	ARCHER-38890	When a statistical search field is moved up or down in the order, the associated statistical operation is lost and must be reselected.
Search and Search Results	ARCHER-56179	Count drill-in when sorting by a Values List value that is in the 2nd or more level does not display results.
Search and Search Results	ARCHER-65661	When an application has 8,000 or more records, if the standard PIN type is changed to the custom type by Value, the browser occasionally closes while opening a Map Report.
Search and Search Results	ARCHER-66161	Additional records imported using the Import option on the Map report page are not reflect in the Map. **Workaround**: After import, click Modify. Then, click Search and the Map will show the newly imported records.

Search and Search Results	ARCHER-67154	Modifying the Map Report results in loading the Advanced Search page forever for cross-reference and leveled applications.
Search and Search Results	ARCHER-69750	The Indexing Service does not respect the specified Content Batch Size parameter from the configuration file.
Search and Search Results	ARCHER-94530	The Sum row is automatically hidden in the Advanced Search Results page because Inline Edit is activated by default.
Search and Search Results	ARCHER-94687	When the Filter By pane is activated in the Advanced Search Results page, the Sum value of numeric fields are not updated.
Search and Search Results, Usability	ARCHER-89127	Horizontal scroll bar does not appear when manually resizing columns on the Search Results screen beyond the screen width.
Search and Search Results; Workspaces, Dashboards and iViews	ARCHER-97037	The EQUALS filter fails to return content when the field value contains an ampersand.
Section 508	ARCHER-106450	If a workspace does not include a dashboard, the screen reader does not narrate the Option Menu on the workspace home page.
Solutions, User Admin and Preferences, User Profile	ARCHER-77184	Users cannot paste text into back-office text area fields in the Microsoft Edge browser.
UI	ARCHER-69076	If a date selector is open and user tries to scroll the page, the date selector begins to scroll.
User Admin and Preferences	ARCHER-65417	On some front office pages, the Tab key may not focus on or open a tooltip icon as expected.
User Profile	ARCHER-76420	In Internet Explorer 11, using the keyboard command Ctrl+V to paste text that is 3,500 characters or longer into some back-office text areas results in the browser becoming unresponsive. **Workaround**: Right-click inside the text area, then click Paste.
Workflow (AWF)	ARCHER-47401	When working in the Advanced Workflow builder, interacting with the process or node properties pane causes the pane to scroll to the top, which makes configurations difficult to control.
Workflow (AWF)	ARCHER-55655	Orphan tasks that are in progress cannot complete after restarting Advanced Workflow.
Workflow (AWF)	ARCHER-103656	When designing the advanced workflow for a module, the Update Content node text field does not reflect the text when users type in the field.
Workspaces, Dashboards and iViews	ARCHER-41794	Users with Create, Read, Update, and Delete rights to global dashboards from the Administration menu cannot edit global dashboards in the end-user interface.
Workspaces, Dashboards and iViews	ARCHER-76293	The Add New Personal Dashboard drop-down option fails to open after other drop-down options have been opened.
Workspaces, Dashboards and iViews	ARCHER-76294	In Mozilla Firefox, in the dashboard header Options menu, previously selected options remain highlighted.
Workspaces, Dashboards and iViews	ARCHER-87843	An unexpected error occurs when attempting to add a Quick Reference Link for the Job Monitor feature to any Workspace or administrator page.
Workspaces, Dashboards and iViews	ARCHER-96097	When adding a new video iView or editing an existing video iView to a dashboard, the new video iView does not load. There is no workaround at this time; however, a fix will be available in an upcoming patch release.
Workspaces, Dashboards and iViews	ARCHER-96810	When users select the help icon within the Manage Workspaces page, the displays an incorrect help page. **Workaround:** Users can search for Manage Workspaces in the search bar, which provides the correct help content for Manage Workspaces.
Workspaces, Dashboards and iViews	ARCHER-101965	When General Users use the Advanced Search Quick Link, they receive an error.
Workspaces, Dashboards and iViews	ARCHER-102487	When creating a Global Landing page iView, adding a new configuration does not display Standard and Custom options. **Workaround:** - Back Office: iViews - Front Office: Add iView Content