



ENTAKSI SOLUTIONS

SISTEMA DI GESTIONE CERTIFICATO

ISO 9001 | ISO 20000-1 | ISO 22301 | ISO 37001

ISO 27001 | ISO 27017 | ISO 27018 | ISO 27035

SERVIZI FIDUCIARI QUALIFICATI

ETSI 319 401 | ETSI 319 411-1 e 2 | ETSI 319 421 | ETSI 119 511

FIRME E SIGILLI ELETTRONICI - MARCHE TEMPORALI

CONSERVAZIONE A LUNGO TERMINE

Entaksi Solutions SpA

Release notes 2.21

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Indice

Document information.....	1
Revisions	1
Document approval	1
1. Introduction.....	2
2. List of changes	2
2.1. Version 2.21.0.....	2

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Date	Person in charge	Task	Sign
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1. Introduction

This document contains the Entaksi Services release notes for version 2.21.x.

2. List of changes

2.1. Version 2.21.0

Release date: 13/09/2024.

2.1.1. Common on all services

Ticket#	Type	Change description
#12342	Bug-fix	<p>In the Entaksi services, it is possible to insert a Classification Scheme.</p> <p>The Classification Scheme can be inserted only for "information" purposes in order to provide additional details and describe the documents sent for preservation (via the relevant metadata), or it can be 'applied.'</p> <p>In this second scenario, visibility restrictions are automatically configured at both the document management service (eDOC) and the preservation service (eCON).</p> <p>The description of the automatically generated visibility restrictions has been standardized and expanded to display both the Classification Scheme code and its description, in order to assist the user during configuration.</p>
#12437	Bug-fix	<p>For Entaksi services, the company's name can only be changed by a <i>backoffice</i> user.</p> <p>When editing an active company, the activation button located at the top left is disabled. Before the correction was made, although the "Active" button appeared disabled, clicking on it would still showed the activation message. With the modification made, the activation message is no longer displayed.</p>
#12527	Bug-fix	<p>In Entaksi services, users can manually upload files to create processes, add attachments, or create Submission Information Packages.</p> <p>The file name length was not properly controlled.</p> <p>The user could upload or attach files with lengths of more than 200 characters causing to a malfunction of the service.</p> <p>With the correction made, the possibility of uploading files with a length of more than 200 characters has been inhibited.</p> <p>In particular, in the eSIGN service in case of processes with signatory group, a check has been inserted that prevents the start of a process if the file name composed of the original name and tax code of each user belonging to the group exceeds 200 characters.</p>
#12575	Bug-fix	<p>In Entaksi service, fields with errors, such as mandatory fields that are not filled out or values that do not respect specific restrictions are highlighted in red and a descriptive tooltip is displayed below the field, detailing the detected anomaly.</p> <p>In the case of mandatory additional data lists, the list was highlighted in red on the signatory user's detail page, but the descriptive tooltip was not displayed.</p> <p>With the correction made, the behavior of the mandatory additional data lists has been standardized.</p>

Ticket#	Type	Change description
#12609	Bug-fix	<p>In the Entaksi services you can view the pages of interest by clicking on the respective elements in the side menu.</p> <p>When opening the page, the menu must remain open and the selected element must be displayed in a different color.</p> <p>In the case of the eMAN service sub-menu "Configurations→ Digital preservation managers" and "Configurations→Company contact persons", the sub-menu was close, causing the selected element to no longer be visible.</p> <p>With the correction made, the menu now stays correctly open for these two element as well.</p>
#12843	Bug-fix	<p>In the Entaksi services, in pages with lists of elements, a pagination is present at the bottom of the list that indicates the number of elements in the lists, the number of pages and the number of elements per page.</p> <p>By clicking the left and right arrows you can navigate between pages.</p> <p>To change the number of elements in the list, simply select one of the following options: 10, 25 or 50 elements.</p> <p>If the user had set 50 elements in the list and then run a filter then removed, the pagination displayed incorrectly: there was an inconsistency between the elements on the list and the number of elements on the pagination itself.</p> <p>This anomaly has now been fixed.</p>
#12854	Bug-fix	<p>In the Entaksi services users can filter and sort items in a list by clicking the icons in the column headers.</p> <p>The sorting and filter icons, if present, were not aligned, making the page display unattractive.</p> <p>With the modification made, these icons have been aligned making the page display more pleasant.</p>
#12889	Bug-fix	<p>In the Entaksi services, it is possible to filter list items using the global search at the top right.</p> <p>The global search no longer worked properly: even when entering a search term, the items in the lists were not filtered correctly.</p> <p>With the correction made, correct functionality has been restored.</p>

2.1.2. Servizio eMAN

Ticket#	Type	Change description
#12689	bug-fix	<p>In the Entaksi services, pages of interest can be accessed by clicking on the respective item in the side menu.</p> <p>When the page is opened, the menu must remain open and the selected item must be displayed in a different color.</p> <p>In the case of the eMAN service sub-menu 'Configurations → Digital preservation managers' and 'Configurations → Company contact person,' the sub-menu was closed when the selected item was no longer displayed. With the correction made, even with these two items, the menu remains properly open.</p>

2.1.3. eCON service

Ticket#	Type	Change description
#12605	Bug-fix	<p>In the eCON service, users can download previously requested PDDs by accessing to the PDD list detail page.</p> <p>To enhance user experience, in Entaksi services there are descriptive tooltips that are displayed when the mouse is hovered over buttons.</p> <p>In the case of the download PDD button, the tooltip was correctly displayed but it did not disappear when the mouse was moved away, making difficult the operation of the user.</p> <p>With the correction made, the correct behavior of the "Download all PDDs" button's tooltip, has been restored.</p>
#12692	New feature	<p>In the eCON service, it is possible to define visibility restrictions for documents in the eDOC service. The visibility restriction can be set for libraries: a user may have different visibility restrictions on different libraries.</p> <p>Previously, if no restriction was specified, the user was automatically enable to view all documents in the library.</p> <p>With the correction made, it became mandatory to define a visibility restriction for service users: if a user needs to be enabled to view all documents, the restriction must be set on the 'All documents' option.</p>
#12853	Bug-fix	<p>In the eCON service, during SIP uploading, it is possible to import multiple packages at once.</p> <p>By clicking the "Upload all" button, the service starts a massive upload, by clicking "Abort all" the upload must be canceled for all packages not in uploading phase.</p> <p>In case the user has clicked on the "Abort all" button after the first package is uploaded, the undo was not successful and all files after the first one were loaded correctly.</p> <p>With the correction made, has been restored the correct operation of the button abort all: regardless of how many files have been previously successfully loaded, clicking "Abort all" cancels all subsequent uploads that have not already started.</p>
#12855	Bug-fix	<p>In the eCON service, it is possible to create a collection of elements starting from a previously performed search by entering its details, selecting the elements in the list, clicking on "Create collection" and, in the management form, insert a new collection or append the selected elements to an already existing collection in active state.</p> <p>In this case, the list of existing active collections was always displayed empty regardless of whether they were present or not.</p> <p>With the correction made, the correct display of the list of active collections has been restored.</p>

2.1.4. eSIGN service

Ticket#	Type	Change description
#12530	New feature	<p>To provide users with more information on the status of signing processes and signatories users without needing to access the detail page, the following information has been added to the signing process list in the eSIGN service:</p> <ol style="list-style-type: none"> 1. A new column, "Phase in progress" indicates the description of the signing phase currently in progress, which is the phase with the status "To be processed." This column will be empty if the process is new, completed, or rejected. 2. An informative tooltip has been added to the "Signer" column to display the email of the signatory (if it is a single signer) or the list of signatories in the group (if the signer is a group).

Ticket#	Type	Change description
#12567	New feature	<p>Currently, in the eSIGN service, it is possible to define the font and size of editable fields, which are the fields that the signatory user will fill in during the signing phase. The font can be defined both during the creation/modification of a template and during a manual process.</p> <p>The currently available fonts are <i>Helvetica</i>, <i>Courier</i>, and <i>Times New Roman</i>.</p> <p>With the latest update, the <i>Arial</i> font has been added.</p> <p>The available font sizes remain 10, 11, and 12.</p>
#12631	New feature	<p>In the eSIGN service, templates can be inserted to standardize process creation. By creating a template, you can start an infinite number of signing processes resulting from it that will have the same structure.</p> <p>In the previous version, during the template creation, it was not possible to set signers or groups of signers by default: manual input was made at the process creation stage even if such signatories were known and recurrent.</p> <p>With the implementation made, it is now possible to define a signers or group of signers in the template which will be automatically reported in the derived process where, however, they may be modified as required. In case of templates enabled to Advanced Electronic Signature (AdES) agreement acceptance will not be possible to pre-set signer (fields will not be visible) in this case, the signer will always be the one who signs the acceptance.</p>
#12658	New feature	<p>In the eSIGN service, a signatory user could be defined as "exportable" only through agreed additional data and custom export procedures.</p> <p>With the implementation made, a signatory user can be defined as "exportable" directly from Console.</p> <p>This property can be set in four different methodologies.</p> <ol style="list-style-type: none"> 1. Manually. By simply editing the user's profile, enabling the "User is exportable" property in the "Configurations" section, and save the change. 2. Import file . csv of personal data. By Importing a.csv file of signer personal data containing the column "EXPORTABLE" which identifies the property. Setting it to <i>true</i> will configure the user as exportable, whereas setting it to <i>false</i> will define the user as non-exportable. 3. Setting from AdES template. In the AdES template, if the option "Mark the signatory user as exportable" is enabled, present in the definition section of the fields, each AdES agreement acceptance process started either through links or through the registry will define the signatory user as exportable. 4. Setting from a template to third-party data entry. In the template for the insertion of third party registry if the option "Mark the signatory user as exportable" is enabled, present in the definition section of the fields, added through a process derived from this template will be saved as exportable.

Ticket#	Type	Change description
#12723	New feature	<p>In the eSIGN service, the user can launch a process for Advanced Electronic Signature (AdES) acceptance and revoke a previously signed one, or a signatory user can refuse to sign AdES acceptance.</p> <p>With this new implementation, all the above cases are managed directly from the AdES section of the signatory user's registry.</p> <p>To launch a AdES registration, the user can either click on the appropriate button in the AdES section of the signatory user registry, if it has already been added, or, if not, send the acceptance via a link along with the profile creation. In both cases, after the signature is applied and the process is completed, the AdES section not only displays the acceptance date but now also allows the user to locate the signing process by clicking the "Go to signing process" button located in the top right corner.</p> <p>If you wish to revoke a previously signed acceptance, simply click the "Revoke acceptance" button located in the top right corner.</p> <p>After revoking the acceptance, you can start another process at any time by clicking the 'Start the AdES agreement subscribing process' button.</p> <p>If the signing user refuses to apply their signature, the acceptance process will be marked as refused but still in progress. To complete the acceptance, it will be sufficient to restart the rejected process. If the rejected process is difficult to find in the list of processes, simply enter in the signatory user profile in the AdES section, click on "Go to process" and restart the process.</p>
#12732	New feature	<p>In the eSIGN service, when creating a process, it is possible to apply a signature field simultaneously to all uploaded documents.</p> <p>This possibility was excluded during the creation of a template with .pdf. With the modification made, it has been introduced the possibility to apply a signature field simultaneously to all files .pdf (blank or not) uploaded to a template.</p>
#12859	New feature	<p>In the eSIGN service, users can create templates or processes that include editable fields to be filled out by the signatory during the signing phase.</p> <p>The service user can also define properties for such fields, such as the height and length of the field expressed in pixels.</p> <p>With the correction made, editable text fields with a defined height greater than 20 pixels are now automatically converted into text areas: this allows, during the signature phase, to insert larger texts with a well-defined formatting.</p>
#12967	New feature	<p>In the eSIGN service, in the template list, the column "AdES acceptance" has been added. This column indicates whether a template has been checked as a template for AdES acceptance or not: therefore it can assume only with the values 'Yes' and 'No'.</p> <p>This column is not always visible: it must be enabled for the user to view it by clicking on "three lines" next to the global search box.</p>
#13031	New feature	<p>In the eSIGN service, during the signing process, it is possible to attach files to the document by clicking the appropriate button.</p> <p>With the correction made, the order of the attachment types in the list has been changed: the 'Other' type has been moved to the top of the list, followed by the other types of identity documents.</p>
12296	Bug-fix	<p>In the eSIGN service, it is possible to export the list of signing users in .csv format. This feature, in case of a very large list of users (about 10000) did not work properly and did not produce any files.</p> <p>With the correction made, the .csv file export process has been sped up, and in the previous scenario, the file is now correctly generated.</p>

Ticket#	Type	Change description
#12528	Bug-fix	<p>In the eSIGN service, it is possible to upload additional data or signatory personal data by importing a .csv file.</p> <p>Previously, if the imported file had a very long name, the import screen display was incorrect: the import button (which contained the selected file name) would extend outside the screen, making it difficult to use. With the correction made, the button now remains in the screen. If a file name is very long, it is shortened with three dots ("...") at the end.</p> <p>The full name is visible through a tooltip that appears when hovering over the button with the mouse.</p>
#12573	Bug-fix	<p>In the eSign service it is possible to add editable fields in a document to be signed, which must be filled out by the signatory during the signing process.</p> <p>The user, during the process or template creation phase, can define whether the completion of these fields is mandatory or optional.</p> <p>If an editable field is set as mandatory, it should appear in red with a descriptive tooltip to guide the signatory on how to complete it correctly.</p> <p>Previously, this behavior applied to all editable fields except for numeric fields.</p> <p>With the correction made, the behavior for numeric fields has been aligned with that of other editable field types.</p>
#12584	Bug-fix	<p>In the eSIGN service, a uniqueness check has been inserted in previous versions: it is not possible to enter a signatory user who has the email, phone number or tax code of a user already present and not outdated.</p> <p>This uniqueness check was also applied in the AdES acceptance phase, but in this case outdated signers were not excluded: leading to error in acquiring an AdES acceptance.</p> <p>With the modification made, the check during AdES acceptance has been modified: it is now possible to add or modify signatory users with the same tax code, email, or phone number as an existing user only if the existing user is marked as outdated.</p>
#12824	Bug-fix	<p>In the eSIGN service, it is possible to start a signing process from a template that includes additional fields to be filled out by the signatory.</p> <p>During the signing phase next to the "Documents to Sign" section, there is a button with an alert icon that allows users to complete the required fields.</p> <p>By clicking on this button, the user can enhance the required additional fields.</p> <p>Once the data is saved, the icon must update to three horizontal lines to indicate that the fields have been correctly filled in and saved.</p> <p>Previously, this update did not always occur correctly, leading to confusion for the signatory.</p> <p>With the change made, the correct behavior of the "Fill Form" icon has been restored, ensuring a clear indication of the correct filling and saving of the fields.</p>

Ticket#	Type	Change description
#12825	Bug-fix	<p>In the eSIGN service, during the creation of a signature template, you can insert a validation pattern for editable fields in order to check the correct format of the data entered.</p> <p>In Entaksi services, incorrect data input by the user is displayed with a red field color and an explanatory tooltip.</p> <p>Before correction, during the signing process, if a signatory user entered a value in an editable field that did not conform to the required format, the incorrect input was not highlighted upon saving the form but was only indicated later through a message, forcing the user to go back into the mask to edit correctly the wrong field which was not displayed in red with its tooltip.</p> <p>With the correction made, in case the user enters a data not conforming to the required validation pattern, the box becomes red with a descriptive tooltip preventing saving and allowing an immediate correction.</p>
#12840	Bug-fix	<p>In the eSIGN service, it is possible to insert documents attached to the signatory user registry, which can be both identity documents and generic documents. The insertion can be done through a process derived from template with third-party entry, by importing files .csv or manually directly from signatory user's registry.</p> <p>In the last two cases it must be possible to register the document without necessarily inserting the annex.</p> <p>In case of not including the attachment, instead, the service returned an error, making it mandatory to attach a file.</p> <p>With the correction made, the correct behavior has been restored: in manual insertion or by importing a file .csv of an ID document or a generic attachment is not required to attach a file.</p>
#12846	Bug-fix	<p>In the eSIGN service, texts, tooltips, and icons on the signing page have been updated. The explanatory text at the top right of the page now highlights the indication to complete the form's editable fields (when present). The text of the tooltips has been modified to better explain the actions of the various buttons.</p> <p>The icon for the attachment button has a white background when no attachments are present and a green background when attachments are available. The presence or absence of attachments is also indicated in the explanatory tooltip.</p> <p>If any editable fields have not been filled in and saved, the button icon is an alert with a white background.</p> <p>If the editable fields have been filled in and saved, the button icon is a list (three lines) with a green background.</p>
#12849	Bug-fix	<p>In the eSIGN service, .pdf templates can only be deleted if they are not present in any active configurations.</p> <p>If the user attempts to delete a .pdf template that is part of an active configuration, the service will display an error message.</p> <p>Previously, the error message was not displayed, and the page would remain stuck on the confirmation screen.</p> <p>With the correction made, the correct functioning of the .pdf template deletion control has been restored.</p>
#12857	Bug-fix	<p>In the eSIGN service, it is not possible to delete a signing process once it has been started and signatures have already been applied.</p> <p>The inability to delete such a process is communicated to the user via an error message.</p> <p>Previously, the error message was no longer displayed, and the page would remain stuck on the deletion confirmation screen.</p> <p>With the update, the correct functionality has been restored.</p>

Ticket#	Type	Change description
#12860	Bug-fix	<p>In the eSIGN service, it is possible to update additional data list by importing a .csv file. If an additional data field is modified but is present on a template or it is valued in a signatory user's profile, the user is asked to confirm the operation.</p> <p>By confirming, the service returns a message indicating either an error or successful execution of the operation to inform the user of the import results.</p> <p>Previously, no message was displayed, and the page would remain stuck on the confirmation screen for the operation to be performed.</p> <p>With the update, the correct functionality has been restored.</p>
#12861	Bug-fix	<p>In the eSIGN service, it is not possible to delete a template if it is associated with an unstarted signing process: this restriction is communicated to the user via an error message.</p> <p>Before, the error message was not displayed, and the page would remain stuck on the deletion confirmation screen.</p> <p>With the update, the correct functionality has been restored.</p>
#12870	Bug-fix	<p>In the eSIGN service, it is not possible to delete additional data if it is associated with a signing process: this restriction is communicated to the user via an error message.</p> <p>Before, the error message was not displayed, and the page would remain stuck on the deletion confirmation screen.</p> <p>With the update, the correct functionality has been restored.</p>
#12894	Bug-fix	<p>In the eSIGN service, it is possible to filter list items using the text box at the top of the list, before the items.</p> <p>During the creation or modification of signing user groups, it should be possible to filter the list of available signing users and those belonging to the group.</p> <p>Previously, these two lists were not filtered correctly. With the correction made, the correct functioning of the filter of these lists has been restored: it is now possible to filter again the available signatory users and those belonging to the group.</p>
#12943	Bug-fix	<p>On the process page in the "Signer" column the signatories for each stage of the process are displayed, whether it involves a single signatory or a group.</p> <p>Hovering the mouse over the column appears a tooltip where the emails of the signatories (in the case of an individual signatory) or the names of the signatories belonging to the group (if present) are displayed.</p> <p>In case of a process with group of signers and individual signer, the mail of the individual signer was displayed in sequence with the group signer emails, making it difficult to read.</p> <p>With the correction made, each email is now listed on a new line in the tooltip, improving readability for users.</p>
#12957	Bug-fix	<p>In the eSIGN service, it is possible to configure templates for AdES acceptance requests or for the inclusion of third-party profiles, specifying the requirement for signatory users to provide identity documents during the signing process.</p> <p>During the process creation phase, if the service user first selected a template as described above and then deselected it and set the process in another way, the mandatory requirement for attaching documents during signature remained.</p> <p>This, in fact, meant that the signatory user could not sign the documents without attaching any identity documents.</p> <p>With the correction made, in the scenario described above, during the signature phase, the user is no longer obliged to insert identity documents.</p>

Ticket#	Type	Change description
#12988	Bug-fix	<p>In Entaksi signing processes, it is possible to view the .pdf document to be signed on the left side of the screen.</p> <p>For editable fields and signature fields in the documents, the signing user should be able to see descriptive tooltips with relevant information by simply hovering over them with the mouse.</p> <p>During the document signing process, the informational tooltips for editable and signature fields were no longer displayed in the preview.</p> <p>With the correction made, the correct display of tooltips for editable and signature fields has been restored.</p>
#13007	<p>In the eSIGN service, it is now possible to define a user as outdated, meaning that the user can no longer be included in the creation of new groups or new signing processes. It was not possible to mark a user as outdated if there were ongoing signing processes where the user was involved either as a single signer or as part of a group. With the correction made, the check has been refined to focus only on the signatures required from the signer, rather than the entire process, this means that a user can now be set as outdated even if there are processes that still need to be completed, provided that the signer has already completed all the signing operations that are their responsibility.</p>	#13042

Ticket#	Type	Change description
Bug-fix	In the eSIGN service, during the signing phase, a signer who has previously installed the Entaksi app can now send the signing request directly to their device. By authorizing the request on the app, the signer completes the signing phase. Previously, due to a bug, when attempting to send the signing request to the app, the service would return an error, preventing the request from being sent and effectively making it impossible to sign via the app. With the correction made, the function to send the signing request to the signing app has been restored.	#13004

2.1.5. ePLUS service

Ticket#	Type	Change description
#12531	Bug-fix	In the ePLUS service, when creating a SIP (Submission Information Package), users can upload multiple files and add them to the submission package. This upload can be done in several stages: users can either return to the upload mask later or upload files in blocks without leaving the mask. Previously, in this last scenario, users were unable to exit the mask because the "Close" button at the bottom right remained disabled. With the recent update, the "Close" button is now always enabled, even when uploading documents in blocks as described.
#12721	Bug-fix	In the ePLUS service, in order to create your own Submission Information Packages, it is necessary to upload the files to be submitted and assign the metadata. Metadata can be entered either globally or in-line. Previously, if a user wanted to enter or modify a date-type metadata field by clicking the "three dots" button, they had to select the date from the calendar: the manual imputation was not handled correctly and the text was displayed "invalid date". With the correction made, in the above scenario, the user can now enter or modify a date either by imputing it manually or selecting it from calendar.

Ticket#	Type	Change description
#12848	Bug-fix	<p>In the ePLUS service, in order to form the Submission Information Package correctly, it is necessary to upload the documents for preservation.</p> <p>In the upload mask, clicking several times on "Add to SIP" button the uploaded files were not correctly managed by the service, causing several errors and preventing the correct formation of the index.</p> <p>With the correction made, even by clicking several times consecutively on the "Add to SIP" button, the files are uploaded correctly and the index of the package is properly formatted.</p>
#12873	Bug-fix	<p>In the ePLUS service, a package cannot be launched if there are errors in the index or if the files required to compose the SIP (Submission Information Package) have not been uploaded.</p> <p>The inability to start the package should be communicated to the user through an error message.</p> <p>Previously, if there were errors or missing files, the error message was not displayed, and the page remained stuck on the cancellation confirmation screen.</p> <p>With the correction made, the correct functionality has been restored, and users are now properly notified of any issues preventing the initiation of the package.</p>
#12956	Bug-fix	<p>In the Entaksi services, a new control has been added during document uploads: if a document name contains special characters, those characters are automatically removed.</p> <p>Documents can be uploaded by a user in the following scenarios:</p> <ol style="list-style-type: none"> 1. By "Uploading documents" phase when creating a new Submission Information Package; 2. During the creation of a template or signing process in the eSIGN service; 3. By manually uploading documents (such as identity documents or other attachments) in the signatory user's registry; 4. During the signing phase, including any attached documents; 5. By creating a daily protocol registration. <p>Previously, in the "Uploading documents" phase, this substitution wasn't working correctly, and modified files were not marked with the green checkmark to indicate successful uploads.</p> <p>With the correction made, every correctly uploaded file is now marked with a green checkmark, ensuring proper functionality.</p>

2.1.6. Servizio eCONFÉ

Ticket#	Type	Change description
#12850	Bug-fix	<p>In the eCON FE service, Public Administrations can send a notification of the client's outcome to the sender of a received invoice.</p> <p>To send this notification, users must access the detail page of the received invoice and, by entering the dedicated form, input the required data.</p> <p>Previously, the data display in this form was incorrect.</p> <p>With the change made, the title of the list in "Invoice data" and the header of the column "Year" have been corrected.</p>

2.1.7. ePRI service

Ticket#	Type	Change description
#11172	New feature	<p>A page for managing received or sent emails and their subsequent registration has been introduced.</p> <p>On the upper left side of the page, you can select the previously configured e-mail address: simply choose one of the e-mail addresses displayed in the list.</p> <p>Once an e-mail address is selected, the corresponding e-mails will be displayed on the right side of the page. Users can choose from the following categories:</p> <ul style="list-style-type: none"> * Received: are the emails received in the selected e-mail address; * Logged: are the logged e-mails; * To be logged: the e-mails are still to be logged; * Sent: are the e-mails sent from that e-mail address. <p>By clicking on the e-mails listed on the right side of the page, you can view the e-mail body and any attachments. If an e-mail has not yet been logged, you can proceed to the logging by clicking the button in the upper right corner.</p> <p>To return to the list, click the "back" button in the upper left corner.</p>