Merative Social Program Management 7.0.5.0 iFix5

CONTENTS

Introduction

Welcome to the Merative Social Program Management 7.0.5.0 iFix5 release.

This is a cumulative release that incorporates all improvements, resolved issues, and third-party updates in previous 7.0.5.0 iFix releases. For full details, see the release notes for each of the previous iFix releases.

Release notes for releases from 1 October 2022 are available online at the Merative Support Docs site

Release notes for releases before 1 October 2022 are available online at the IBM Support Portal

For product documentation, see Merative Support Docs

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System Requirements

For information about the supported software for this release, see the Social Program Management Prerequisites.

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Download

Download instructions for this release can be found at Social Program Management support.

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Security Bulletins

Security Bulletins are now available from the Merative Software Downloads, under Knowledge Documents. You must be a technical contact to access this site, see Social Program Management support for details.

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Installation

Before you run the installer, ensure that all the files in your Social Program Management installation are writable.

The basic installation steps are as follows:

- Extract the contents of the .zip file to a local drive location.
- Run the Cúram installer, which you can find in the INSTALLER folder that is in the extracted folder from the previous step.
- After installing the release, you must run the appropriate build targets as necessary for your installation.

You can see additional installation instructions in the IBM Cúram Social Program Management section of the IBM Documentation.

Upgrading

If you are upgrading from a previous version, the Cúram Upgrade Helper contains documentation and tools to help you to upgrade your Cúram application codebase and database. The Cúram Upgrade Guide describes the recommended process for application and database upgrades. The Upgrade Helper contains tools to assist you with implementing the upgrade, including tools to produce a schedule of required migrations for your upgrade, tools to provide

information about database schema changes, and tools to generate initial SQL scripts for applying changes to your database. Download instructions for the latest version of the Cúram Upgrade Helper are available from [Social Program Management support](#).

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Improvements, Resolved Issues and Third Party Updates

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Curam Enterprise Framework

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Application Development Environment

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WorkItem:SPM-126998 - Introduction of a new parameter for the 'stopserver' and 'restartserver' build commands to allow a force shutdown cycle of a Weblogic application server instance

A new parameter has been introduced to allow a 'force shutdown' cycle of a Weblogic application server instance when using the 'stopserver' and 'restartserver' build commands. If the parameter is set when running the 'restartserver' and 'stopserver' commands against a Weblogic application server instance, the application server will move immediately to the shutdown state rather than allowing a graceful shutdown for ongoing application server processing to complete against the application server.

This build parameter should be used only in exceptional circumstances as the application server will not complete its normal shutdown process. An example would be a testing scenario where an abrupt shutdown of a Weblogic application server instance is needed to complete a test objective.

The 'force shutdown' cycle of a Weblogic application server instance can be started by setting the parameter '-Dwls.force.stop' to a value of 'true', 'yes' or 'on' when using the build command syntax as shown below when stopping or restarting a Weblogic application server instance:

- build stopserver -Dwls.force.stop=true
- build restartserver -Dwls.force.stop=on

As part of this change the following files have been updated:

- CuramSDEJ/bin/app_runtimewls.xml
- CuramSDEJ/bin/app_configureWLS.xml

Client Development Environment

[Widgets](#)

PO08468, WorkItem:SPM-127134 - Microsoft Word File Edit Control Panel modal cannot be dismissed after being relaunched from a previous session

Issue Description:
When a user is creating a Microsoft Word communication in Internet Explorer 11, there are issues if the system times out and the Microsoft Word File Edit Control Panel modal is still open. When the user logs in again after the session has timed out, the Microsoft Word File Edit Control Panel modal remains open and it cannot be closed.

User Interface Impact: No

Prerequisitie(s):

1. Set the Application Configuration property tabSessionUpdateCountThreshold=10
2. Set the Application Configuration property tabSessionUpdatePeriodThreshold=120

Steps to Reproduce:

1. Login as a caseworker.
2. Register a Person.
3. Create an integrated case for the newly registered person and open it.
4. Navigate to the Contacts tab and select the Communications navigation tab.
5. Select New Microsoft Word from the options menu and create a new Microsoft Word Communication.
6. With the File Edit Control Panel modal open, allow the application to time out.
7. Login as a caseworker.
8. Issue: The File Edit Control Panel modal opens again and cannot be closed.

Resolution:
This issue has been resolved by ensuring a record of the Microsoft Word File Edit Control Panel modal being opened is never stored in the tab session, therefore the File Edit will never be relaunched from a previous session following login.

Widgets

PO08737, WorkItem:SPM-127045 - Microsoft Word Integration feature not working in Google Chrome if the client has more than one Chrome profile

Issue Description:
When using the Google Chrome browser and the Microsoft (MS) Word integration feature, sometimes MS Word does not launch properly if the client has more than one Chrome profile set up.

User Interface Impact: No

Prerequisites:

1. Install the IBMCuramWordIntegrationAssistant.msi which is located in IBM/Curam/Development/CuramCDEJ/lib/curam/installers.
2. Install the 'Curam File Edit Native Messaging Bridge' extension from the Chrome Web Store.
3. Set a JRE_HOME Environment variable to point to the location of an installed JRE.
4. Create a new browser profile in Chrome, as described here: https://support.google.com/chrome/answer/2364824.
5. Switch to the new profile in Chrome.

Steps to Reproduce:

1. Login as a system administrator.
2. Navigate to MS Word Templates under Communications in the shortcuts panel.
3. Choose a sample template that you would like to edit through the application.
4. Set the Category to be All Communication - All Communications and click Save.
5. Login as a caseworker.
6. Register a Person.
7. Click on the Client Contact tab and select Communications.
8. From the page action menu select New Microsoft Word.
9. On the first modal, check the Client is Correspondent check-box and click Next.
10. In the next modal, fill in the required fields and select the Microsoft Word Template created previously.
11. Click Save.
12. Issue: Microsoft Word fails to open.

Resolution:
The Curam File Edit Native Messaging Bridge assumed that the Chrome profile was called Default. When there is more than one profile, they are named Profile 1, Profile 2, etc. The bridge has been fixed to properly identify the correct Chrome profile when attempting to launch Word.

Business Services

Correspondence Management
Word Integration

DT036278, WorkItem:SPM-127038 - Microsoft Word does not open with the Curam File Edit feature on Chrome if AppData and Local AppData don't share the same parent folder

Issue Description:

Microsoft Word fails to launch and an error message appears on screen after the almost ready message is displayed for users that have a remote Appdata folder and a default Local Appdata folder setting on their profile.

User Interface Impact: No

Prerequisite(s):

1. Windows user profile configured to have a remote Appdata folder and a default Local Appdata folder.
2. Install Microsoft Word.
3. Install a supported (supported for Social Program Management Word Integration) Java Runtime Environment.
4. Install Google Chrome.
5. Install and enable the Cúram File Edit Native Messaging Bridge Extension for Google Chrome. This is available on the Chrome Web Store.
6. Install the Social Program Management Word Integration Assistant. This is distributed with the Cúram Client Development Environment.
7. Log in as a system administrator.
8. Navigate to Microsoft Word Templates under Communications in the shortcuts panel.
9. Select the New page action to create a new Microsoft Word template.
10. Enter a name and template document ID for the template and upload a file to be used as the template.
11. Select a suitable category and sub-category. To allow the template to be used for any communication, set the category to All Communication and the subcategory to All Communications. Click Save.

Steps to Reproduce:

1. Log in as a caseworker.
2. Navigate to a Person homepage.
3. Go to the Client Contact tab and choose Communications.
4. Click on the page-level menu to create a new Microsoft Word communication.
5. On the New Microsoft Word Communication modal, specify a Correspondent and click Next.
6. Enter the Subject and Address. Choose the Template Name that was configured previously. Click Save.
7. The Word File Edit Screen is loaded in the Tab Content page and the File Edit Control Panel modal is shown.
8. Issue: Microsoft Word fails to launch and an error message appears on screen after the almost ready message is displayed.

Resolution:

A new Word Integration Bridge installer has been released to address the issue when user configured to have a remote Appdata folder and a default Local

Appdata folder.

Correspondence Management

DT036653, WorkItem:SPM-127033 - X error message displayed on File Edit Control Panel

Issue Description:

When using the Microsoft Word Integration feature in SPM and an error occurs, sometimes the message displayed on the File Edit Control Panel just shows the message 'X' instead of a meaningful message.

User Interface Impact: No

Prerequisite(s):

1. Install Microsoft Word.
2. Install a Java Runtime Environment.
3. Install Google Chrome.
4. Install and enable the SPM File Edit Native Messaging Bridge Extension for Google Chrome. This is available on the Chrome Web Store.
5. Install the Social Program Management Word Integration Assistant. This is distributed with the Client Development Environment.
6. Make a directory, eg "C:\Chrome\User Data\"
7. Modify Chrome's shortcut properties to point to this new folder by appending this string: --user-data-dir="C:\Chrome\User Data"

Steps to Reproduce:

1. Open a document for editing in the SPM application.
2. The prerequisites above should cause an error because the Word Integration Assistant is not configured to look in the user data folder specified.
3. Issue: Microsoft Word fails to open and the File Edit Control Panel displays an error with the text 'X'.

Resolution:

Now when an error occurs, a meaningful message will be displayed on the File Edit Control Panel, and in addition the exception will be logged to the NativeMessagingBridge.log file.

WorkItem:SPM-127036 - Word integration crashing when opening Word

Issue Description:

When using the Microsoft Word Integration feature in SPM with a 64-bit Java Runtime Environment, Word fails to open.

User Interface Impact: No

Prerequisite(s):

1. Install Microsoft Word.
2. Install a 64-bit Java Runtime Environment.
3. Install Google Chrome.
4. Install and enable the SPM File Edit Native Messaging Bridge Extension for Google Chrome. This is available on the Chrome Web Store.
5. Install the Social Program Management Word Integration Assistant. This is distributed with the Client Development Environment.

Steps to Reproduce:

1. Open a document for editing in the SPM application.
2. Issue: Microsoft Word fails to open and the File Edit Control Panel remains open.

Resolution:

This issue was caused by a defect in a third party library. This library has been updated and editing with a 64-bit JRE now works as expected.

Word Integration

PO09745, WorkItem:SPM-127039 - Edits to Word document on Google Chrome browser are not saved when the Word editing session is closed and user delays in confirming the edits

Issue Description:
Using the Microsoft Word Integration feature in the Google Chrome browser, when a user makes an update to a Word document they can choose to save their changes. Saving can be done either by closing the Word Editing session and confirming in a pop-up modal that is displayed or by selecting the commit changes button on the File Edit Control Panel. When users select to save changes by closing the Word editing session, if they wait more than 5 seconds before confirming in the pop-up dialog that appears in the browser (asking if they want to save their edits to the Cúram server), the edits are not saved.

User Interface Impact: No

Prerequisite(s):

1. Install Microsoft Word.
2. Install a supported (supported for Social Program Management Word Integration) Java Runtime Environment.
3. Install Google Chrome.
4. Install and enable the Cúram File Edit Native Messaging Bridge Extension for Google Chrome. This is available on the Chrome Web Store.
5. Install the Social Program Management Word Integration Assistant. This is distributed with the Cúram Client Development Environment.
6. Log in as a system administrator.
7. Navigate to Microsoft Word Templates under Communications in the shortcuts panel.
8. Select the New page action to create a new Microsoft Word template.
9. Enter a name and template document ID for the template and upload a file to be used as the template.
10. Select a suitable category and sub-category. To allow the template to be used for any communication, set the category to All Communication and the subcategory to All Communications. Click Save.

Steps to Reproduce:

1. Log in as a caseworker.
2. Navigate to a Person homepage.
3. Go to the Client Contact tab and choose Communications.
4. Click the page-level menu to create a new Microsoft Word communication.
5. On the New Microsoft Word Communication modal, specify a Correspondent and click Next.
6. Enter the Subject and Address. Choose the Template Name that was configured previously. Click Save.
7. The Word File Edit Screen is loaded in the Tab Content page and the File Edit Control Panel modal is shown.
8. Microsoft Word opens.
9. Make an edit to the Word document.
10. Close the Word editor.
11. The pop-up dialog appears in the browser window asking if you want to save your edit to the Cúram server. Wait 5 seconds, then press OK.
12. Issue: The file changes are not saved to the Cúram server.

Resolution:
When a user closes the Word Editing session, the changes are now saved. The Word Integration Assistant no longer deletes the Word file from the local file system before the browser code can attempt to save the changes to the Cúram server. The delete of the local file now only happens after the operation to save the document to the Cúram server has finished.

PO09747, WorkItem:SPM-127040 - File Edit Control Panel is closed on Google Chrome without informing the user that an error has occurred

Issue Description:
Caseworkers are able to edit the contents of Word documents using the Word Integration Assistant. When the Word Integration Assistant is used through a Google Chrome browser and a user chooses to save changes by closing the Word Editing session, if an error is encountered the File Control Panel closes. In this instance, the caseworker is unable to see that an error has occurred. This is in contrast to when a user uses the commit changes button on the File Control Panel to save periodically to the Cúram server, where the same error is visible in the File Edit Control Panel.

User Interface Impact: No

Prerequisite(s):

1. Install Microsoft Word.
2. Install a supported (supported for Social Program Management Word Integration) Java Runtime Environment.
3. Install Google Chrome.
4. Install and enable the Cúram File Edit Native Messaging Bridge Extension for Google Chrome. This is available on the Chrome Web Store.
5. Install the Social Program Management Word Integration Assistant. This is distributed with the Cúram Client Development Environment.
6. Log in as a system administrator.
7. Navigate to Microsoft Word Templates under Communications in the shortcuts panel.
8. Select the New page action to create a new Microsoft Word template.
9. Enter a name and template document ID for the template and upload a file to be used as the template.
10. Select a suitable category and sub-category. To allow the template to be used for any communication, set the category to All Communication and the subcategory to All Communications. Click Save.

Steps to Reproduce:

1. Log in as a caseworker.
2. Navigate to a Person homepage.
3. Go to the Client Contact tab and choose Communications.
4. Click on the page-level menu to create a new Microsoft Word communication.
5. On the New Microsoft Word Communication modal, specify a Correspondent and click Next.
6. Enter the Subject and Address. Choose the Template Name that was configured previously. Click Save.
7. The Word File Edit Screen is loaded in the Tab Content page and the File Edit Control Panel modal is shown.
8. Microsoft Word is launched.
9. Copy and paste the content of a 1MB text file into the Word document. The resulting Word document will be too large to be saved by the Cúram server and will cause an error.
10. Close the Word editor.
11. The File Edit servlet responds with a 500 HTTP response code indicating an error and the document is not saved.
12. Issue: The File Edit Control Panel closes. It should remain open and display an error message to the user. Having reviewed the error message, the user should be able to close the File Edit Control Panel.

Resolution:
The FIle Edit Control Panel modal now stays open so the error is visible to the user. The user can then close the modal after they have been shown the error message.

Technical:
The issue has been resolved by updating the functionality so that the browser does not close the File Edit Control Panel modal if there are any errors during the saving of the document. The user will be able to close the modal manually.

PO09782, WorkItem:SPM-127041 - Microsoft Word closes unexpectedly in Google Chrome if an unrelated Chrome browser is also open and is closed

Issue Description:
When using the Microsoft Word Integration feature through the Google Chrome browser, if a separate Chrome browser window is also open and a user closes this browser, Microsoft Word closes unexpectedly in the other browser.

User Interface Impact: No

Prerequisite(s):

1. Install Microsoft Word.
2. Install a supported (supported for Social Program Management Word Integration) Java Runtime Environment.
3. Install Google Chrome.
4. Install and enable the Cúram File Edit Native Messaging Bridge Extension for Google Chrome. This is available on the Chrome Web Store.
5. Install the Social Program Management Word Integration Assistant. This is distributed with the Cúram Client Development Environment.
6. Log in as a system administrator.
7. Navigate to Microsoft Word Templates under Communications in the shortcuts panel.
8. Select the New page action to create a new Microsoft Word template.
9. Enter a name and template document ID for the template and upload a file to be used as the template.
10. Select a suitable category and sub-category. To allow the template to be used for any communication, set the category to All Communication and the subcategory to All Communications. Click Save.

Steps to Reproduce:

1. In Google Chrome, go to 'chrome: settings/system' and enable 'Continue running background apps when Google Chrome is closed.'
2. Open a second browser tab and move it out to be its own window.
3. In the first window, log in as a caseworker.
4. Navigate to a Person homepage.
5. Go to the Client Contact tab and choose Communications.
6. Click the page-level menu to create a new Microsoft Word communication.
7. On the New Microsoft Word Communication modal, specify a Correspondent and click Next.
8. Enter the Subject and Address. Choose the Template Name that was configured previously. Click Save.
9. The Word File Edit screen is loaded in the Tab Content page and the File Edit Control Panel modal is shown.
10. Microsoft Word opens.
11. Close the second browser window (the one that did not open the Word editing session).
12. Issue: Microsoft Word closes after the browser window is closed.

Resolution:
When an unrelated Chrome browser window is closed, the browser window in which the Word editing session opened is no longer closed.

Technical:
The code executing in the browser mistakes the event of closing an unrelated Chrome browser window as the closing of the browser window that started the Word editing session. Therefore, a message is sent in error by the browser to the Word Integration Assistant instructing it to close Word and then itself. The Word Integration Assistant now ignores these events from other Chrome browser windows. Changes were also made to bring the actual behavior in line with the preferred behavior described here [[https://www.ibm.com/docs/en/spm/8.0.2?topic=reference-file-edit-widget]]. If the user chooses to leave the page, the editing session is terminated and the document or Microsoft Word (if it was the only document open) closes along with the browser.

PO09746, WorkItem:SPM-127042 - Editing a Word document on Google Chrome browser displays 'X' error randomly

Issue Description:
Caseworkers are able to edit the contents of Word documents using the Word Integration Assistant. An intermittent issue occurs after a caseworker edits a document and then shuts down the Word Integration Assistant when the Google Chrome browser is used. When the caseworker then tries to edit another document, a red X icon is displayed in the File Edit Control Panel in the browser window.

User Interface Impact: No

Prerequisite(s):

1. Install Microsoft Word.
2. Install a supported (supported for Social Program Management Word Integration) Java Runtime Environment.
3. Install Google Chrome.
4. Install and enable the Cúram File Edit Native Messaging Bridge Extension for Google Chrome. This is available on the Chrome Web Store.
5. Install the Social Program Management Word Integration Assistant. This is distributed with the Cúram Client Development Environment.
6. Log in as a system administrator.
7. Navigate to Microsoft Word Templates under Communications in the shortcuts panel.
8. Select the New page action to create a new Microsoft Word template.
9. Enter a name and template document ID for the template and upload a file to be used as the template.
10. Select a suitable category and sub-category. To allow the template to be used for any communication, set the category to All Communication and the subcategory to All Communications. Click Save.

Steps to Reproduce:

Note that this is an intermittent issue, there is no known method to force this.

1. Log in as a caseworker.
2. Navigate to a Person home page.
3. Go to the Client Contact tab and choose Communications.
4. Click the page-level menu to create a new Microsoft Word communication.
5. On the New Microsoft Word Communication modal, specify a Correspondent and click Next.
6. Enter the Subject and Address. Choose the Template Name that was configured previously. Click Save.
7. The Word File Edit Screen is loaded in the Tab Content page and the File Edit Control Panel modal is shown.
8. Microsoft Word opens.
9. Make an edit to the Word document.
10. Close the Word editor.
11. The document will be saved and the File Edit Control Panel will close.
12. In the same browser window, try editing another Word document.
13. Issue: A red X icon appears in the File Edit Control Panel.

Resolution:
A caseworker is now able to edit multiple Word documents without seeing the red X icon.

Technical:
This issue was caused by the improper handling of an initial exception that occurs when the user attempts to shut down the Word Integration Assistant Java process. The Java process is prevented from exiting correctly after the Word editor is closed. The red X icon is the result of starting a second Word

Editing session in an inconsistent state. The fix also contains changes to ensure the problem state data that was previously long-lived is now short-lived.

WorkItem:SPM-127043 - Add system level install capability to Word Integration Assistant installer

Issue Description:
IBM Word Integration Assistant is installed at the user level and not at the system level. When installed, the Assistant is available at C:\Users\
<user>\IBM\WordBridge and a registry key is created at the user level. For machines that support multiple user accounts, the installer has to be run by each user in order to use the Word Integration functionality with Google Chrome.
To facilitate customers who have shared machines with multiple user accounts, we are introducing a means of installing the Word Integration Assistant at the system level, so that the Word Integration Assistant installer needs only to be run once on such a machine.

User Interface Impact: No

Steps to Reproduce:

1. Copy the IBMCuramWordIntegrationAssistant from the Cúram Client Development Environment
   (CuramCDEJ\lib\curam\installers\IBMCuramWordIntegrationAssistant.msi) to the client machine.
2. Run the MSI installer.
3. The installer installs the install artefacts to:

   - `C:\Users\<user>\IBM\WordBridge`

4. The Installer creates a registry key here:

   - `Computer\HKEY_CURRENT_USER\Software\Google\Chrome\NativeMessagingHosts\curam.fileedit.chrome.nativebridge`

5. Issue: For every user on a shared machine that needs to use the Word Integration Assistant, the above steps must be repeated.

Resolution:
We now support an install property that can be passed when running the installer using msiexec that will install the Word Integration Assistant at the system level.

These steps must be run as an Administrator of the target machine:

- `msiexec /i IBMCuramWordIntegrationAssistant.msi ALLUSERS=1 /l*v UIPerMachineInstall.log`

The install location will be:

- `C:\Program Files (x86)\IBM\WordBridge`

The installer will create the registry key here:

- `Computer\HKEY_LOCAL_MACHINE\Software\Google\Chrome\NativeMessagingHosts\curam.fileedit.chrome.nativebridge`

If the user does not specify the ALLUSERS=1 install property, the installation process will be as described in the 'Steps to Reproduce'.

PO09352, WorkItem:SPM-127044 - Microsoft Word integration feature in Google Chrome fails to launch intermittently with NullPointerExceptions in Word Integration Assistant debug logs

Issue Description:

When a system administrator attempts to create or edit a Microsoft Word Communication in IBM Cúram SPM using the Google Chrome browser, Microsoft Word fails to launch intermittently. When this happens, an error displays in the File Edit Control Panel modal dialog. If debug logging is enabled for the Word Integration Assistant, its logs show a NullPointerException when calling the method
'curam.util.tools.fileedit.common.WordManagement.openWordApplication'.
User Interface Impact: No
Prerequisite(s):

1. Install Microsoft Word.
2. Install a Java Runtime Environment (JRE) version 8.
3. Install Google Chrome.
4. Install and enable the Cúram File Edit Native Messaging Bridge Extension for Google Chrome. This is available on the Chrome Web Store.
5. Install the SPM Word Integration Assistant. This is distributed with the Cúram Client Development Environment.
6. Login as a system administrator.
7. Navigate to Microsoft Word Templates under Communications in the shortcuts panel.
8. Select the New page action to create a new Microsoft Word template.
9. Enter a name and template document ID for the template and upload a file to be used as the template.
10. Select a suitable category and sub-category and click Save.

Steps to Reproduce:
Note: Though this issue can occur intermittently, the error can be forced using the following steps.

1. Login as a system administrator.
2. Navigate to Microsoft Word Templates under Communications in the shortcuts panel.
3. Click on the edit link for the template configured above.
4. The Word File Edit Screen is loaded in the Tab Content page, and the File Edit Control Panel modal is shown.
5. Microsoft Word is launched. Close Microsoft Word.
6. A pop-up appears in the browser window. Click OK.
7. Open a new browser tab and go to chrome://settings/clearBrowserData
8. Clear the data for the last hour.
9. Return to the first tab and repeat steps 1 to 4.
10. Issue: Microsoft Word does not launch the second time, and an error icon is shown in the File Edit Control Panel. If debug logging is enabled for the Word Integration Assistant, the log shows a NullPointerException stack trace.

Resolution:
The Word Integration Assistant Java code has been updated so that the circumstances leading to the NullPointerException cannot occur.

PO09822, WorkItem:SPM-127046 - Microsoft Word integration feature in Google Chrome fails to save changes when the application is in the background

Issue Description:
When using the Microsoft Word Integration feature in a Google Chrome browser tab, if users close the Word editing session on a tab that is not the active tab or if the browser window is covered by another application window, no pop-up modal is displayed asking if they want to save their edits. The File Edit Control Panel closes and any edits made to the document are not saved.

User Interface Impact: No

Prerequisite(s):

1. Install Microsoft Word.
2. Install a supported (supported for Social Program Management Word Integration) Java Runtime Environment.
3. Install Google Chrome.
4. Install and enable the Cúram File Edit Native Messaging Bridge Extension for Google Chrome. This is available on the Chrome Web Store.
5. Install the Social Program Management Word Integration Assistant. This is distributed with the Cúram Client Development Environment.
6. Log in as a system administrator.
7. Navigate to Microsoft Word Templates under Communications in the shortcuts panel.
8. Select the New page action to create a new Microsoft Word template.
9. Enter a name and template document ID for the template and upload a file to be used as the template.
10. Select a suitable category and sub-category. To allow the template to be used for any communication, set the category to All Communication and the sub-category to All Communications. Click Save.

Steps to Reproduce:

1. Log in as a caseworker.
2. Navigate to a Person homepage.
3. Go to the Client Contact tab and choose Communications.
4. Click the page-level menu to create a new Microsoft Word communication.
5. On the New Microsoft Word Communication modal, specify a Correspondent and click Next.
6. Enter the Subject and Address. Choose the Template Name that was configured previously. Click Save.
7. The Word File Edit Screen is loaded in the Tab Content page and the File Edit Control Panel modal is shown.
8. Microsoft Word opens.
9. Either switch to another tab in the same browser window or maximize Word so that it completely obscures Google Chrome.
10. Make changes in Word and then exit by closing the Word editor.
11. Issue: The changes are not saved and the File Edit Control Panel closes automatically without prompting the user to save their changes.

Resolution:
When a tab in Google Chrome is not in focus, or if the whole browser application is not in focus, Chrome does not allow the pop-up dialog to launch which should prompt users to save their changes to the Word document. When the Word editing session is closed, to prevent the loss of updates made by the user in instances such as these, the application now automatically saves any changes made to the document. The File Edit Control Panel is closed without displaying a confirmation modal to the user, logging the save operation in the developer console and the native messaging log.

Third Party Updates

WorkItem:SPM-127037 - New File Edit Native Messaging Bridge extension required for use with the Word Integration Assistant

Social Program Management uses a Google Chrome browser extension that enables users to edit Microsoft Word documents through the application. Google is updating its extension platform from Manifest Version 2 (MV2) to Manifest Version 3 (MV3) and the changes will impact all Social Program Management customers that use the Word editing feature in a Chrome-based browser.

Customers must update browsers and roll out the new extension to all clients that use the Word Integration Assistant for editing Word documents in SPM. The Google Chrome MV2 support timeline states that from January 2023, MV2 extensions will no longer run in Chrome.

The following steps need to be completed on each client environment:

1. Update the user's browser to Chrome version 104 or Edge version 104 or later.
2. Install the "SPM File Edit Native Messaging Bridge" extension from the Chrome Web Store.
3. Update the Cúram Word Integration installer to use the version included with the iFix.

The new version of the Cúram Word Integration installer is delivered in this iFix at the following location:
* CuramCDEJ/lib/curam/installers/IBMCuramWordIntegrationAssistant.msi

Known Issues

Please refer to the [Known Issues documented for IBM Cúram Social Program Management 7.0.5.0](#) on the Support Portal.

Notices

Before using this information and the product it supports, read the information in ["Notices"](#)

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