

Core Release Bulletin

*IDI Solution
25.1 Release*

January 2025

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About this Document

IDI's Core Release Bulletins describe new Core functionality introduced with the release through either Adaptive (AR) or Feature (FR) requests. Core functionality is defined as a capability that is available to all customers that upgrade to the release, although in some cases additional custom work may be required to use it. This document includes an overview of the new capabilities as well as the required configuration or setup information. Supporting documentation can be found on E-Support under [Resources > Knowledge Center and Resources Help Resources](#).

Additional training opportunities are also available through IDI University. Please contact your Account/Project Manager for more information.

1 Release Summary

1.1 Change Orders/Enhancements

The following change orders and other enhancements are included in this release.

Functional Area	AR/FR	Description
Customer Portal	FR 3626	<p>Self service enhancements</p> <p>This lets service providers set up Customer Portal profiles so subscribers can open and manage support requests directly from their Customer Portal. Providers can also add up to five helpful links to be displayed on the portal <i>Support</i> page for their subscribers' convenience.</p> <p>This functionality will be made available by a Customer Portal deployment <i>targeted</i> for mid-January 2025. A comprehensive knowledge article on how to set up and use this functionality will be posted to the IDI Knowledge Center at that time.</p>
Customer Portal	FR 3645	<p>Account lock indicators for port outs and SIM changes</p> <p>In support of FCC compliance guidelines, this lets subscribers indicate when SIM changes and/or port outs are prohibited on their accounts. This is similar to the account lock functionality for Customer Care provided in the 24.11 release.</p> <p>With this functionality:</p> <ul style="list-style-type: none"> Providers can set up portal profiles to enable/disable subscribers' ability to set and view account lock settings for SIM changes and port outs. Subscribers can set and view account lock status when the functionality is enabled for them. <p>Note: These settings and corresponding indicators are for information only to provide a warning not to perform these actions. They do not prevent orders from performing these actions.</p>
Provisioning	FR 3633	<p>Provisioning request processing improvement</p> <p>When a default value is configured for a variable, the default value will be sent to the provisioning provider when no matching variable outcome/SKU combination is found on the order.</p>
Usage Processing	AR 9397	<p>Skip PRR roaming records in CellSite table with a BSID</p> <p>Logic has been added to skip all PRR (Periodic Rated Records) records that contain a BSID (base station ID) and is roaming in the preprocessor. Without the logic in place, millions of records were set to <i>unguidable</i> and needed to be manually removed. This update will remove a manual process allowing for greater efficiency.</p>

1.2 Resolved Known Issues

The following known issues have been resolved in this release.

Functional Area	PR	Description
Orders	84831	<p>My Registers performance enhancements</p> <p>In some cases, loading the My Registers results in the Orders web application would take longer than expected.</p> <p>The process has been optimized to load the results more efficiently.</p>
Tickets Web Module	84788	<p>Create Journal workflow action not setting <i>Internal</i> flag on tickets</p> <p>The Add/Edit Journal Type Data Management form Use in OnlineBill setting drives the Internal Only check box when you create/edit a ticket in the Tickets web module. This check box determines whether subscribers can view the ticket in their Customer Portal:</p> <ul style="list-style-type: none"> • Use in OnlineBill unchecked (default) = Internal Only check box is checked making the ticket not viewable in the Customer Portal. • Use in OnlineBill checked = Internal Only check box is uncheck making ther ticket viewable in the Customer Portal. <p>Tickets created via the Create Journal workflow action were not honoring the Use in OnlineBill setting such that the <i>Internal</i> flag would never be set on tickets created by the action, regardless of journal type.</p> <p>The Create Journal action has been updated so the Internal Only check box is correctly set based on the journal type Use in OnlineBill setting.</p>
Communications	84725	<p>Select/deselect rows on grids not behaving correctly</p> <p>The Bounced Email grid did not behave as expected when deselecting selected rows. The following behavior would occur in this specific scenario:</p> <ul style="list-style-type: none"> • Rows were selected on the current page. • You used the grid's paging buttons to navigate away from and then back to the original page where rows were selected. • You unselected those rows, selected other rows and then invoked an action on those rows. <p>In this case the system did not recognize the previously selected rows were unselected. Consequently, the action would be applied to the currently selected rows (as intended) AND the rows that were previously selected and now unselected (unintended). The only way to properly reset those rows was to refresh the page.</p> <p>This grid now handles selection changes correctly. Note: This fix was deployed for Customer Care and Tickets in the 24.9 release.</p>

Functional Area	PR	Description
Payment Gateway	N/A	Internal maintenance