



### Browser Related:

- **[116087] Erratic behaviour in Safari on iPad (iOS version X) with new TinyMCE WYSIWIG editor component used for drafting emails.**

Due to JavaScript browser restrictions on the device the keyboard popup and content focus cannot be controlled. This results in the content jumping around or the cursor appearing in another place when the user touches the email content section. There is currently no workaround for this.

- **[115811] Icons used to jump up/down task content screen does not support frames in Safari on iPad (iOS version X).**

The main WorkPool menu on the interface is in its own frame (window inside a window) to ensure delivery of events and easy navigation. Each mobile browser implements frames on devices in a different way due to challenges around opening multiple pages on the same screen. Safari does not support hyperlink jumps within frames in the standard way. In the long term WorkPool will move away from using frames on the mobile platform or replace the browser access with a WorkPool app entirely.

- **[120504] Bullets and Numbering not functioning as expected with new TinyMCE WYSIWIG editor component used for drafting emails.**

This issue lies with the way that the email composer component (TinyMCE) is being used to achieve the bullet as well as numbered lists, updating this component will form part of the next major release of WorkPool as it is part of planned work for the upcoming release. While this issue should be resolved by updating TinyMCE in WorkPool, we cannot correct this issue in WorkPool 4.7 at this late stage as this will expose our clients to serious risk.

- **[120501] BUG: Spell checking causes corrected words to jump to new line or become duplicated.**

An update in Firefox (somewhere between version 38.4 and the latest version) has caused the spell checker in the WorkPool email composition screen to either duplicate a word or move the word onto the next line in the email, after correcting the spelling of the word.

At the beginning of every major WorkPool release we revise and update components due to new features which they may provide or because they have corrections and bug fixes that will resolve known issues in WorkPool. These components are typically written by a third party and as such we do not have control over their release cycle or content (bug fixes) of their releases. That being said we always try to ensure that the updated components function correctly before they are publicly released to our clients by testing these components in-house for a period of time as we many times need to add additional code on top of these components to make them work in-line with our WorkPool methodology. In some cases (as with this one) software vendors such as Mozilla will update their software products such as Firefox, after we have completed testing and released an update, causing issues which did not exist initially, and we then need to either compensate for the issue or find a workaround.

According to our records this issue only occurs in the standard version of Firefox (installed by default) and can be resolved in the interim by using one of the following browsers instead:

1. Internet Explorer 9 - 11 (the newer versions are better, this does however **NOT** include Edge).
2. Firefox ESR (<https://www.mozilla.org/en-US/firefox/organizations/all>) - available for Windows, Mac and Linux and can be installed over Firefox.
3. Safari (for the Mac user).