

# Signature Agent 2022 (2.5) Release Notes

**Last Modified:** December 02, 2022

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## Installation Note

After upgrading, users will need to re-enable the Canceled trigger.

## Signature Agent 2.5.18 - November 2022

Case #	Description
SMS-1921	Advanced Communications email are now being sent as expected when Client Protocols is set to only TLS 1.2.
SMS-2034	This release is a compatibility update for the Signature 18.05b07 release.

## Signature Agent 2.5.11 - April 2022

Case #	Description
SMS-1694	We've fixed an issue where the disabled AdvComm-TechnicianArrived-v2 trigger was firing when the standard Appointment-TechnicianArrived trigger was fired.
SMS-1833	We've added TLS 1.2 support for Signature Agent standard trigger emails.
SMS-1842	We've added an additional text field to the K2ACDC.appointment table for various Adv Comm customizations.

Case #	Description
SMS-1862	<p>Some users have experienced a query timeout with the JOIN to the SV000805 (Note) table. By eliminating this JOIN, query performance is significantly improved from taking minutes to run to now only seconds.</p> <p>If you are not using the Service_Desc_Note field (long note description) when defining standard or advanced communication event emails, we recommend that you manually set "ExcludeNotes" to "true" to remove the JOIN.</p> <p>To remove the JOIN to table SV000805:</p> <ol style="list-style-type: none"> <li>1. Go to C:\Program Files (x86)\Signature\Signature Agent.</li> <li>2. Right-click on SignatureAgentService.exe.config and select Edit.</li> <li>3. Change the value to "true" for the following line: <pre>&lt;add key="ExcludeNotes" value=" false " /&gt;</pre> </li> <li>4. Save the file.</li> </ol>

## Signature Agent 2.5.7 - March 2022

### Bug Fix

Case #	Description
SMS-1735	We've fixed an issue where the event query execution was timing out at 30 seconds. The command timeout was extended to 60 seconds.

## Signature Agent 2.5.6 - November 2021

### New Features

Case #	Description
SMS-1334	We've relocated the Restore Default Triggers button to the Tenant tree view menu bar. This button is now only enabled when a company level node is selected in the tree view. This button was previously in the Edit Company Connection on the Database tab. See <a href="#">Restoring Default Triggers</a> <sup>1</sup> .
SMS-1363	We've updated the entities that are turned on by default when you created a new company and install the CDC objects to only those that are needed for out of the box communication for standard and advanced communications. These entities are: Appointment, GP Customer, Location, Service Call, Service Option, and Technician. You are able to still enable/disable additional entities as needed. See <a href="#">Completing Signature Agent Configuration</a> <sup>2</sup> .

<sup>1</sup> <https://docs.key2act.io/display/SignatureAgent25/Restoring+Default+Triggers>

<sup>2</sup> <https://docs.key2act.io/display/SignatureAgent25/Completing+Signature+Agent+Configuration>

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## Bug Fixes

Case #	Description
SMS-1386	Users can now remove files that they have added to the header or footer in the Advanced Communications Properties window.
SMS-1413	The Event Viewer window is now brought to the front if it is already open when the user selects the Event Viewer button.