Introduction

Release Date: January 12, 2021

Relais 2021.4

New services/application updates:

• Windows hosted and client side applications have been updated to utilize the latest .NET RequestFlow rules based on SQL query syntax

Bugs exterminated:

• Zendesk ticket: 477945 - ensure DeliveryEmail application does not send an email to the requester when the image associated with a request cannot be found

Portal 3.8

New features are available in Portal 3.8:

• Staff substitute (super) user - this feature enables customers operating in a shared Relais system to designate staff as a "substitute (super) user". This designation will enable substitute users to switch to and act as another institution staff member when deemed necessary.

Staff Portal improvements based on customer feedback:

• Addition of a configurable call number override to ensure, for e-resource material without call numbers, that the grid of requestable locations presented to staff can include these items
• Enable copy and paste from pinned unparsable alert
Recommended actions

We encourage you to review all of the items in the release notes to determine whether there are other items that might require additional action or follow up by your institution.

Administrative actions

These items require immediate action or decisions.

<table>
<thead>
<tr>
<th>ACTION</th>
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<tbody>
<tr>
<td>IMPORTANT: If your library would like to take advantage of the enhanced RequestFlow configuration utilizing the latest .NET RequestFlow rules based on SQL you will be required to upgrade your local client install of Relais to version 2021.4</td>
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<tr>
<td>Relais 2021.1.4</td>
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<tr>
<td>Download the Relais 2021.4 build from either the North American server or the Australian server.</td>
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<tr>
<td>Relais 2021.x install/upgrade instructions can be found <a href="https://help.oclc.org/Resource_Sharing/Relais_ILL/Relais_ILL_release_notes_and_known_issues/2022_release_n...">here</a>. Relais 2021.x application, service, and DLL versions can be found <a href="https://help.oclc.org/Resource_Sharing/Relais_ILL/Relais_ILL_release_notes_and_known_issues/2022_release_n...">here</a>.</td>
</tr>
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</table>

Portal 3.8

The staff substitute (super) user feature requires desired staff user(s) to be designated as a substitute (super) user. To request staff to be designated as a substitute (super) user please enter a Zendesk ticket with the OCLC Relais (Ottawa) support team.

Follow-up actions

In an effort to keep your staff informed of new features and changes, you may also want to consider these items.

<table>
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<tr>
<td>Share these release notes with your colleagues.</td>
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<tr>
<td>Review the Relais documentation at <a href="https://help.oclc.org/Resource_Sharing/Relais_ILL/Relais_ILL_release_notes_and_known_issues/2022_release_n...">Relais ILL</a>.</td>
</tr>
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New features and enhancements

Relais 2021.4

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Portal 3.8

• Staff substitute (super) user - this feature enables customers operating in a shared Relais system to designate staff as a "substitute (super) user". This designation will enable substitute users to switch to and act as another institution staff member when deemed necessary.

Bug fixes and enhancements

Relais 2021.4

• Zendesk ticket: 477945 - ensure DeliveryEmail application does not send an email to the requester when the image associated with a request cannot be found

Portal 3.8

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Known issues

There are no known issues to report at this time.

Support website(s)

Support information for this product and related products can be found at:

• Relais ILL