

## Highlights

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- Jiglu now comes in two editions. **Jiglu for teams** is the full enterprise suite with everything that teams need for internal or cross-organisational collaboration and communication. **Jiglu for communities** focusses on the features needed for effective engagement with customers or other stakeholders residing outside the organisation.
- Jiglu has a brand new, more contemporary look. The core navigation has also been revamped to bring it closer to social media services that users are already familiar with.
- New features for community spaces and blogs include better support for question-and-answer groups, moderating content containing blocked words such as profanity and better protection against malicious users.
- New features for monitors include the ability to search the full text of items, previewing of item content, better metadata from spidered documents, improvements to processing and working with sentiment analysis and additional content analytics.
- Improved GDPR support, with the ability to download all a user's information and to erase all their personal data.
- Lots of small improvements across the product designed to make Jiglu easier and faster to use.

## For end users

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### Navigation and look

- Changes have been made to the appearance of the system to give it a more contemporary look and bring it closer in layout to websites that users are already familiar with. Of note, the links previously at the top right of the page have been moved to the right of the navigation bar as icons and you now access the user menu by selecting your photo icon here. The navigation bar will now remain at the top of the screen as you scroll down the page. Clicking on the site banner will also now return you to *My radar*.
- A new icon on the navigation bar will take you to your notifications. This also shows the number of notifications that you have not yet read.
- Because of the navigation changes, all users will be shown the tour again when they first log on after the upgrade.
- The blog, monitors and spaces indexes now show the icon for the group.

### Radar

- The radar has a new *Overview* option in the *My stream* section in the left column. When selected, this displays all the groups that you are an activated member of and, for each group, a count of the number of new activities since your last session and the last activity that took place.
- Users that had not uploaded a photo would previously have an icon taken from the website that matched their email address. However, this confused people and did not work well when many were from the same domain. Instead, the user's initials are now used for the icon.
- New groups on the Radar are now represented by their icon. When an icon has not been uploaded for a group then it will be represented by the first letter of its simple name.

### Spaces

- Discussion threads can now have an accepted answer for the thread, which will be shown first in the thread. On the discussion thread index page there is a new search filter allowing you to search for threads that are answered or not answered.
- When you drag and drop files into a blog post, discussion message and knowledge entry editor or onto a talk page, the page will now indicate the action that is taking place.
- Thumbnails are now generated for SVG image format attachments.

### Monitors

- You can now search the full text content of source items. Previously only the title, description and URL were searchable. This includes the content of non-HTML documents that were spidered, such as Microsoft Word and PDF format documents.
- You can now preview the text of a source item, when available, by selecting the dropdown menu next to the right of its name and choosing the *Preview item* option. A sub-window will appear showing the text that is held for that item.

- For documents that were spidered, such as those in Microsoft Word or PDF formats, additional metadata is now held, including the media type, size, document tags, author and last modified date.
- On the Insight page, you can now filter by sentiment for the *Activity*, *Top tags*, *New tags*, *Content sources* and *Content domains* charts.
- When viewing a tag, there is a new *View content sources proportion chart* option. This pie chart shows which sources have items with a specified tag but as a proportion of the total number of items from that source. This may be useful when some sources publish much more content than others.
- When viewing a tag, the *Activity*, *Content sources*, *Content sources proportion* and *Content domains* charts now use the current sentiment filter in their results.
- When viewing a tag, the *View sentiment trend chart* option has changed. This now shows you a plus and minus percentage figure on the y-axis and the range is now for the average positive and average negative percentage scores.
- When you hover over the icon showing the sentiment for a source item, a tooltip will now show you the positive and negative percentage sentiment scores for that item. Instead of the 9-point scale used before, the assigned sentiment is now only *strongly negative*, *negative*, *neutral*, *positive* or *strongly positive*.
- On the sources index and tag view search forms, the sentiment filter choices have now changed to reflect the changes to the assigned sentiment above.
- You can no longer manually change the sentiment for a source item. (This is still possible using the Java API.)

### Insight

- You can now download the tree map visualisations of tags as SVG format image files or start a discussion around them, as with other charts.
- The colour scheme used for the tree map visualisations, such as *Top tags*, has changed, with the colour getting lighter as a tag gets older.
- Improvements have been made to the look of many charts.
- If you have selected a time span that ends in a date in the future, such as *This week* or *This month* then the chart axis will now only go up to the current date and the title will also show this.

### Fixes

- On the blog post, discussion message and knowledge entry editors, if you cancel the uploading of an attachment or the upload fails then it is now correctly removed from the list of attachments.
- Refreshing the Talk page in the Firefox browser could result in it stopping working. This has been resolved.
- Some layout issues on mobile phones and tablets, notably with the display of instant messages, have been resolved.

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## Changes in the March 2022 release



- An issue when reading discussion messages that could cause a system error when updating the last message read in a thread has been fixed.
- An issue in the content analysis subsystem that could cause a system error when submitting content using certain names with titles (e.g. Princess Royal) has been resolved. This could also affect items from sources, which would cause that item to be repeatedly retried.
- When using an LDAP directory server to authenticate users, if a username was longer than 32 characters then it would not be possible for that user to use status updates and some pages that showed status updates would give system errors. This has been resolved.
- A number of performance improvements have been made across the product.
- A number of other minor issues have been fixed.

## For group administrators

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### Spaces and blogs

- Jiglu now supports actions on discussion messages, blog comments and instant messages based on the presence of banned words, such as profanity. Checks are made on the main text of these contributions, though not any attachments or shared files. The detection algorithm supports finding similar sounding words and also words that have been obfuscated, such as by interspersing punctuation, spaces or by using repeated letters.

If a banned word is found in a discussion message or blog comment then it can be sent for moderation, rejected, discarded or let through as normal. This is controlled using the *Action to take if a message contains banned words* setting in the *Discussion message workflow* or the *Action to take if a comment contains banned words* setting in the *Blog comment workflow* settings category.

If a banned word is found in an instant message, then the user will not be able to send that message until they change it. Whether banned word filtering is turned on in a space is controlled using the *Block banned words* setting in the *Instant message filtering* settings category.

- The *Instant message file filtering* settings category has been renamed to *Instant message filtering*.
- In a discussion thread you can mark a message as the accepted answer, which will be shown first when viewing a thread. To do this, select the *Actions* button beneath the message and select the *Choose as accepted answer* option. If you change your mind then instead choose the *Remove as accepted answer* option. When a user chooses one of these actions it will be recorded in the group activity log.
- When editing the group home page or a newsletter, for the *New discussion threads* section there is now an option to show only threads that have been answered or have not been answered.
- In a space, when you edit the *Member defaults* settings for available delivery methods, whether members have a choice in receiving attachments or the default choice for receiving attachments, then members will be updated to match the new settings.

### Monitors

- When you add or edit a source, if you choose the *Monitor this page and add items when new URLs appear* option then you can now set how often that page is polled for updates.
- When you add or edit a source, you can now choose whether to analyse the sentiment for items from that source.
- In both the group home page and newsletters, the *New source items* section type now includes the sentiment and reflects the changes to the assigned sentiment above.
- You can now set banner and icon images in a monitor by going to the *Banners* settings category in the monitor.
- When spidering some sites there was an issue retrieving the `robots.txt` file, possibly as a result of anti-robot protections, which could cause the spider to hang. This has been resolved.

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- Deleting a source now fully cleans up all the data related to that source. Previously it was possible for data used by the search and content analysis subsystems to remain.

#### **Other changes**

- The browser 'favicon' for groups is now always the icon set for the system, rather than the one for groups.
- An issue in some browsers with being unable to submit the form when adding a new member profile heading has been resolved.

## For system administrators

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### Features and look

- This release introduces two different editions of the product, *Jiglu for teams* and *Jiglu for communities*, selected through the licence key. For existing customers there is no change in available features.
- When you log on with your system administrator password, the border around your photo on the navigation bar will change to red.
- The banner at the top of the page has been reduced in height to 60 pixels and now appears on all pages. On the *Banner images* system settings page, you may wish to upload a new *System page banner* for this new size. The *Group page default banner* and *Group page system logo* banners on this settings page have been removed as they are no longer used.

### Moderation

- On the *User limits* system settings page, the *Maximum at moderation* setting has been replaced by the *Maximum submissions per day* setting. This sets a hard limit on the number of contributions that a user can submit for publication each day in all the groups that they are a member of, giving improved protection against malicious users flooding the system.
- The user profile page now shows the last date that the user submitted a contribution and the number of contributions that they have submitted today. This will only appear for users with user administration rights.
- There is a new system settings category *Banned words* from which you can administer the list of words that are not permitted within discussion messages or blog comments. By default, this list will be empty.

### GDPR

- To support GDPR requirements, you can now create an export file containing a user's personal information and all the content that they have created. From either the user index or user profile pages choose the *Export user content* action.
- To support GDPR requirements, you can now erase a deactivated user's personal information. This will remove all personally-identifying data and reset other properties of the user to their initial defaults. From either the user index or user profile pages choose the *Erase personal information* action.

### Other changes

- In the *Member defaults* group default category, if the settings are changed for available delivery methods, whether members have a choice in receiving attachments or the default choice for receiving attachments, then members in all groups will be updated to match the new settings.
- In the *Page elements* system settings category, there is a new *Robots meta tag* setting which can be used to control search engine indexing of the site.

- The *Source updating* group settings category (normally only accessible by systems administrators) has been removed. Source updating is now either controlled through the source itself or the *External content* system settings page.

### **Fixes**

- Some issues have been resolved with actions on users on the user index and user profile pages using incorrect logic to determine if they should be shown. Actions to clear a user's two-factor authentication key, resend a confirmation email and send a password change email also now take place without causing the page to be refreshed.
- An issue in some browsers with being unable to submit the form when adding a new user profile heading has been resolved.
- Activities for new groups in the activity stream are now expired the same as other activity types.
- If a user has not logged on then no browser cookies are now created.

## For operations engineers

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### Upgrade

- Because of a new licence key system and changes to licensing, it will be necessary for non-hosted customers to obtain a new key from Jiglu Support and install it. The new key will enable different features depending on which edition is licensed. If there is a problem with the key being used then the exact reason will now be given.
- Because of improvements to the content analysis system, all content will need to be retagged. See <https://support.jiglu.com/spaces/installation/knowledge/retagging-content> for instructions on how to do this if you host your own system.
- Because of an upgrade to the search system, search indexes will need to be rebuilt. See <https://support.jiglu.com/spaces/installation/knowledge/rebuilding-search-indexes> for instructions on how to do this if you host your own system.

### Other changes

- An issue in Multitool with reindexing individual contribution types has been resolved.
- Improvements have been made to the system status page, notably for agent workload.
- Jiglu can now be configured to use Amazon Comprehend for sentiment analysis rather than its own internal algorithm.
- RPMs are now signed. For more information and the key see the download page <https://www.jiglu.com/download/>.
- Improvements have been made to the event subsystem. Asynchronous events related to actions in the webapp now take priority over those that are less time dependent. Efficiency improvements and changes that will reduce resource contention have also been made.
- The feed and spidered content ingest systems have been made more resilient and now recover better when they encounter an item from a source that they are unable to process.
- Third-party libraries have all been updated to their latest recommended versions.

### Security

- Jiglu now supports the `Sec-Fetch` headers as an additional defence against cross-site request forgeries.
- This release includes fixes for critical security issues in the log4j logging component, used both by the product and many of the third-party libraries that it uses. This was also fixed in new builds of the previous release. (CVE-2021-45105, CVE-2021-45046, CVE-2021-44228)
- A potential denial of service issue in a third-party library causing resource exhaustion with specially crafted HTML content or an XML attachment has been resolved. (CVE-2021-33813)

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## Changes in the March 2022 release



- A potential denial of service issue in a third-party library causing an infinite loop or resource exhaustion with a specially crafted PDF document has been resolved. (CVE-2021-31812, CVE-2021-31811).
- An arbitrary code execution vulnerability in the PostgreSQL database driver has been resolved. (CVE-2022-21724)
- A cross-site scripting vulnerability in a third-party JavaScript library has been resolved, although no path should have existed allowing it to be exploited. This was also fixed in new builds of the previous release.