

Release Notes

Version 32.0

Release Date: December 7, 2024

Onspring version 32.0 delivers value-packed enhancements for data integration, content version history, user authentication, and portal communications. Among the notable features in this release, a new REST API outcome supports automated integrations when logical conditions are met within records. Through this outcome, you can push data out of Onspring or pull data in at precise moments in your process, ensuring that you have the data you need, where you need it.

Explore the v32.0 release notes to learn about these new features:

- [REST API Outcome for Event-Driven Integrations](#)
- [Version History Usability Improvements](#)
- [Multi-Factor Authentication with One-Time Passwords](#)
- [Welcome Email Customization for External Portal Users](#)



See v32 in Action!

Watch the Release Highlight Reel

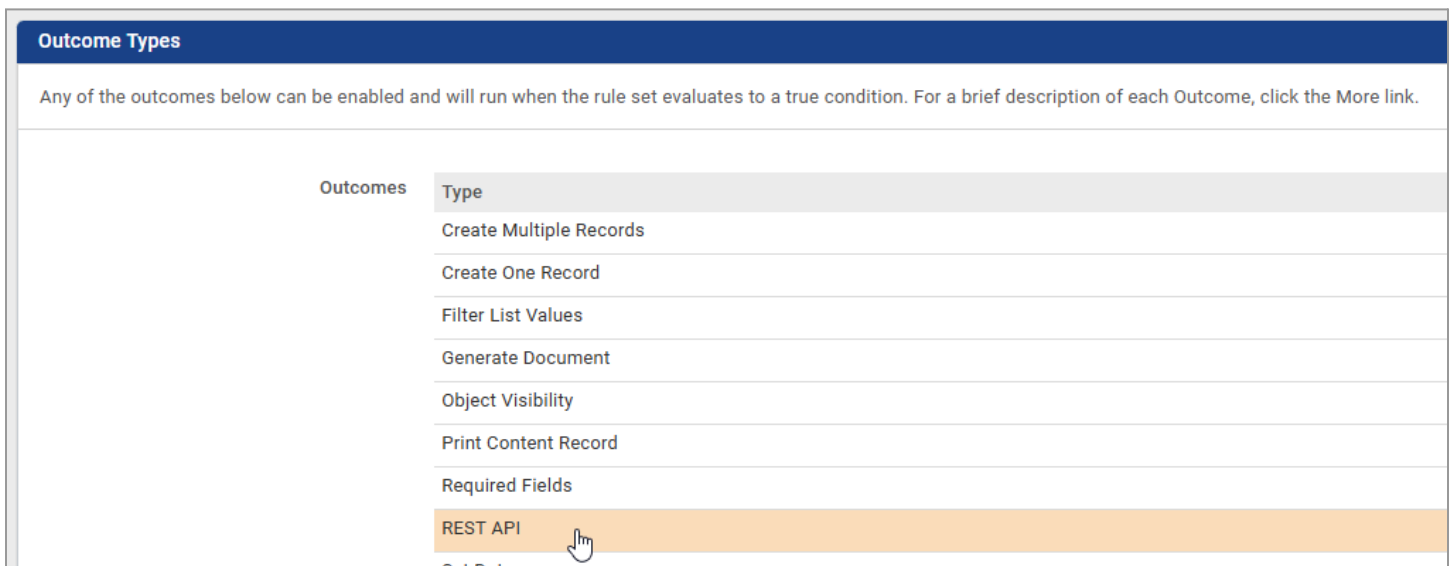
REST API Outcome for Event-Driven Integrations

Your organization may already use Onspring's REST API to send data to external systems or pull data into your Onspring instance. In v32, you'll find powerful new capabilities for executing REST calls automatically, based on logical conditions. Your current API calls likely run on a schedule, but with the new REST API outcome, you can also execute calls via trigger rule(s) when conditions are met within Onspring records.

For example:

- When you create a new record in the Devices app, you can execute a REST call to your configuration management database (CMDB) to pull asset metadata into the record.
- When you submit a record in the Findings app, you can execute a REST call to send the data to JIRA as a new issue. (From here, you could use the Jira data connector to manage updates back-and-forth between the two systems.)
- When you mark a Contact as "Needs Portal Account," you can execute a REST call to create a portal user within the Users app in your Onspring instance.

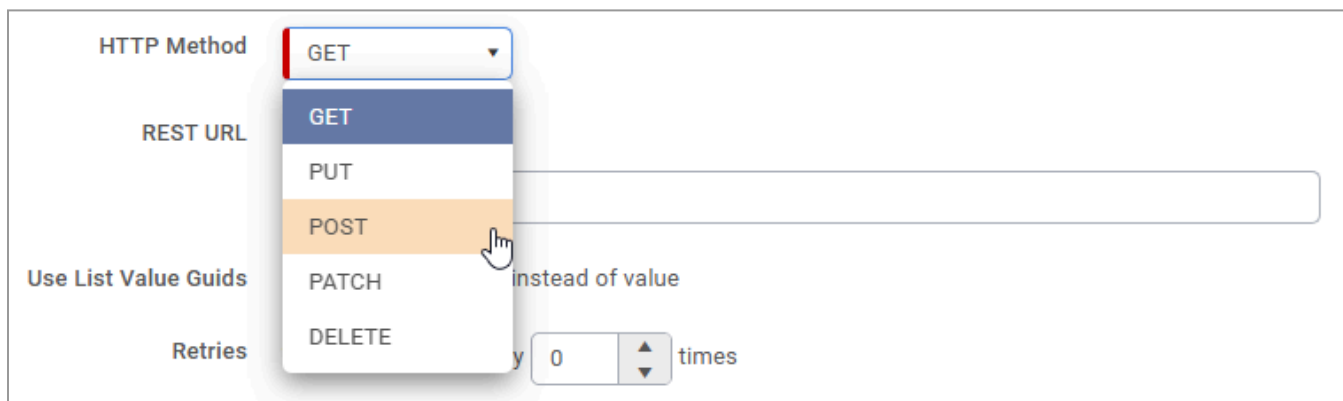
These are just a few of the ways you can use the REST API outcome to automate your integrations. To get started, visit the Triggers tab for an app. Then click REST API in the Outcomes listing.



NOTE: Using this new outcome type requires a working knowledge of REST API development. If you do not have this working knowledge, you may need to engage a technical resource within your organization. You may also contact your Onspring account manager to discuss options for engaging an Onspring technical resource. Onspring Support cannot provide API development assistance.

Within the REST API outcome configuration, you can execute the following types of calls:

- **GET:** Retrieve data from a target location
- **PUT:** Create or update data in a target location, allowing full overwrites of existing data
- **POST:** Create or update data in a target location
- **PATCH:** Update data in a target location, allowing partial updates to existing data
- **DELETE:** Delete data in a target location



The screenshot shows a configuration interface for a REST API outcome. A dropdown menu for 'HTTP Method' is open, displaying options: GET, PUT, POST, PATCH, and DELETE. The 'POST' option is highlighted in orange and has a mouse cursor clicking it. Below the dropdown, there is a 'REST URL' input field, a 'Use List Value Guides' checkbox, and a 'Retries' section with a numeric input set to '0' and a 'times' label.

Additional configuration options for the REST API outcome include:

- **Header Information:** Metadata in the form of key-value pairs to be included in every request and response.
- **Run Configuration:** Ability to execute the outcome only on direct user save or also on system/indirect save, such as formula calculations, bulk edits, changes in related records, etc.
- **Authorization Type:** Method by which Onspring will authenticate with the target API. Options include API key, bearer token, basic user authorization, OAuth 2.0, and no authorization.
- **Request Body:** Used to send data from the Onspring record from which the outcome is executed to a target API. May be formatted as multipart/form-data or raw JSON.
- **Data Mapping:** Specifies each data point from the source location and the associated field it should be saved to within the triggering Onspring record.

The configuration of a REST API outcome will depend on the API with which you are communicating. Please consult the documentation for your target API.

IMPORTANT: Clients in the GovCloud environment should contact support@onspring.com for guidance on enabling the REST API outcome for your instance.

Sample REST API Outcome Configuration

Configuration

HTTP Method

REST URL

Use List Value Guides Use list value guid instead of value

Retries This outcome will retry times

Header Information 0 Total Value(s)

key	value
No items to display	

Run Configuration Direct Save System/Indirect Save

Authorization

Authorization Type

Key

Value

Request Body

Request Body Required? Enable request body

Body Type

Raw

Fields
1 {
2 "appId": 2,
3 "fields": {
4 "46": "{:Name (First)}",
5 "39": "{:Name (Last)}",
6 "40": "{:Email Address}",
7 "1": "4564cc0a-13f8-41ca-8060-1a897b984ab0",
8 "12597": "726d956d-f1a2-4a10-a0ea-ea0d67d6622e",
9 "43": "{:Name (First)}.{:Name (Last)}",
10 "13208": "{:Vendor (All Contacts)::Record Id}",
11 "13299": "{:Record Id}",
12 "38": 73
13 }
14 }

A few additional notes about the REST API outcome:

- REST API outcomes do not require separate hosting, unlike a traditional API. You can configure REST API outcomes directly in your Onspring instance to interact with your API(s) of choice.
- Daily API rate limits apply to REST calls via the REST API outcome. Your daily rate limit is specified in your Onspring contract.
- As part of the configuration process, you can assign users to receive error/issue notifications. Emails will be sent every 8 hours for any errors that occurred within a specific REST API outcome or when the daily API rate limit for your instance is reached.
- You can test a REST API outcome before enabling it. On the Request tab of the outcome configuration, you'll find a Test Request button, which allows you to execute the outcome against a specific record in the triggering app. Any errors will be noted in the test results.

IMPORTANT: Testing a REST API outcome will cause the outcome to execute if the configuration is valid. This could result in the addition, modification, or deletion of important business data. Changes cannot be undone.

- Onspring provides a new REST API Trigger and Outcome Errors system report that enables you to monitor failures. The error code and error response are provided to support your troubleshooting process. You'll find this report in the Administration panel under System Reports > Apps & Surveys.

Version History Usability Improvements

Onspring v32 improves your ability to track changes to records over time and to identify specific changes made between each version of a record. When viewing version history, you will now be presented with a nested display for each record version, showing the fields where changes occurred, who made the changes, the previous value in each field, and the updated value.

Version History ✕

User Fields Export Report

From To

i Based on the available data, this version history list may be partially incomplete. [View Version History Help](#)

Version	User	Fields Updated	Actions															
11/5/2024 10:09 AM	Monica Barlow	5																
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr style="background-color: #f2f2f2;"> <th>Field Name</th> <th>Updated Version</th> <th>Previous Version</th> </tr> </thead> <tbody> <tr> <td>Business Owner</td> <td>Ben Wyatt</td> <td>James Hopper</td> </tr> <tr> <td>Last Saved By</td> <td>Monica Barlow</td> <td>Sarah Stuart</td> </tr> <tr> <td>Last User Save Date</td> <td>11/5/2024 10:09 AM</td> <td>11/4/2024 11:35 AM</td> </tr> <tr> <td>Updated By</td> <td>Monica Barlow</td> <td>Sarah Stuart</td> </tr> </tbody> </table>				Field Name	Updated Version	Previous Version	Business Owner	Ben Wyatt	James Hopper	Last Saved By	Monica Barlow	Sarah Stuart	Last User Save Date	11/5/2024 10:09 AM	11/4/2024 11:35 AM	Updated By	Monica Barlow	Sarah Stuart
Field Name	Updated Version	Previous Version																
Business Owner	Ben Wyatt	James Hopper																
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Last User Save Date	11/5/2024 10:09 AM	11/4/2024 11:35 AM																
Updated By	Monica Barlow	Sarah Stuart																

Prior to v32, you could track changes between historical versions of records and the current version but not changes between two historical versions. Onspring v32 makes it simpler to pinpoint when specific changes occurred and who made them.

Basic keyword search in the Version History modal has been replaced with more powerful filtering capabilities, enabling you to narrow down results by the user(s) who made changes, the specific fields where changes occurred, and date range. The results (filtered or unfiltered) can be exported in Excel format.



The screenshot shows a 'Version History' modal window. At the top left, it says 'Version History' with a close button. Below this, there are two dropdown menus: 'User' set to 'Monica Barlow' and 'Fields' set to 'Business Owner'. Below these are two date pickers labeled 'From' and 'To'. To the right of these filters is a blue button labeled 'Export Report'.

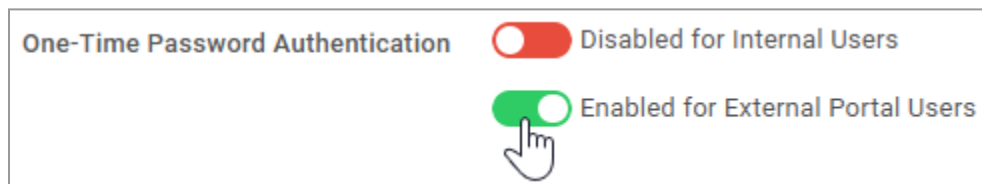
IMPORTANT: The nested display of field-value changes for each entry in version history will begin with the v32 release. For version history captured prior to v32, the nested display will not be available. However, you will still be able to use the Compare, Merge, and Restore features for those pre-v32 historical versions.

NOTE: If your app has an active workflow process, the workflow system fields will be visible in version history only while records are enrolled. When records exit workflow, the workflow system fields will no longer be visible in version history. Also, while records are enrolled in workflow, only the Compare option will be available; Merge and Restore will be disabled. This is consistent with pre-v32 functionality.

Multi-Factor Authentication with One-Time Passwords

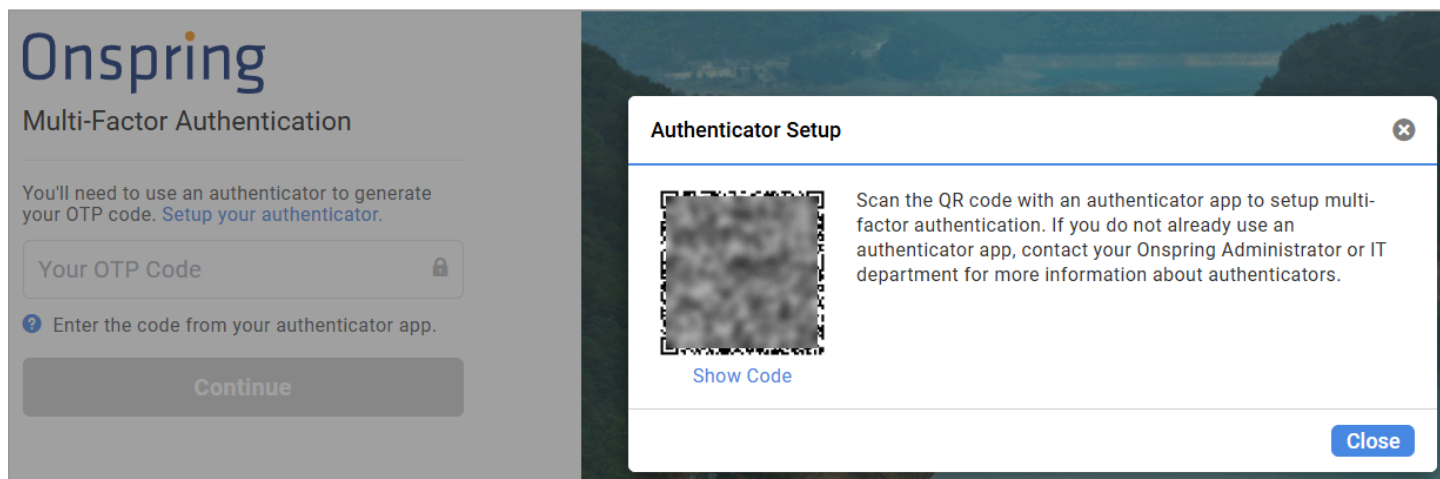
With the v32 release, you can add One-Time Passwords (OTP) authentication, requiring users to enter a temporary passcode from an authenticator app after providing their username and password.

Located on the System Information page in the Administration panel, the OTP option may be enabled for internal users and/or external portal users.



The screenshot shows two toggle switches for 'One-Time Password Authentication'. The first toggle is labeled 'Disabled for Internal Users' and is currently turned off (red). The second toggle is labeled 'Enabled for External Portal Users' and is currently turned on (green), with a hand icon pointing to it.

The first time a user logs in with OTP Authentication enabled, they can click a “Setup Your Authenticator” link and scan a QR code with their authenticator app of choice. (Alternatively, they can copy a URL key into their authenticator app.) Once the setup process is complete, they can use their authenticator app to generate temporary passcodes for use in the Onspring login process.



Additional notes:

- If you enable OTP Authentication for internal users and you also use SSO, internal users who log in via SSO will **not** be prompted for an OTP code. They would see the OTP prompt only if they bypassed SSO and logged in via public link (ex: [subdomain].onspring.com/Public/Login/Local).
- For existing users, they will be prompted to set up their authenticator app on their next login (after you enable the feature). If they are logged in at the time you enable OTP Authentication, their user session will not be disrupted.
- For new users, the welcome email will include updated text, communicating that the user needs to establish their password and set up their authenticator app to log in.
- The OTP Authentication feature is compatible with any type of authenticator app, including Microsoft Authenticator, Google Authenticator, Authy, and others.
- If a user needs to change authenticators or perform the setup process again, you can regenerate the user's secret key. You'll find a new Authenticator Reset link on the Security tab of the Users admin page. The user would then be prompted to perform authenticator setup again on their next login attempt.

IMPORTANT: OTP Authentication is not supported in GovCloud instances because SSO is required for all users.

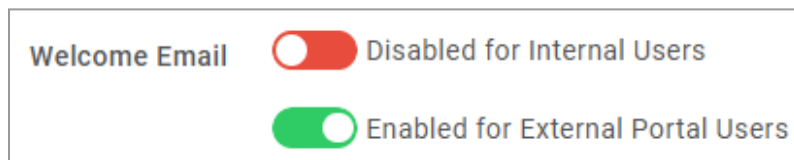
Welcome Email Customization for External Portal Users

If your organization uses the Portals feature to engage third-parties, you'll benefit from three key enhancements in v32—all tied to the welcome email, your first point of contact with portal users. You'll find the new controls on the System Information page under New User Settings.

Separate Status Controls for Internal and External Welcome Emails

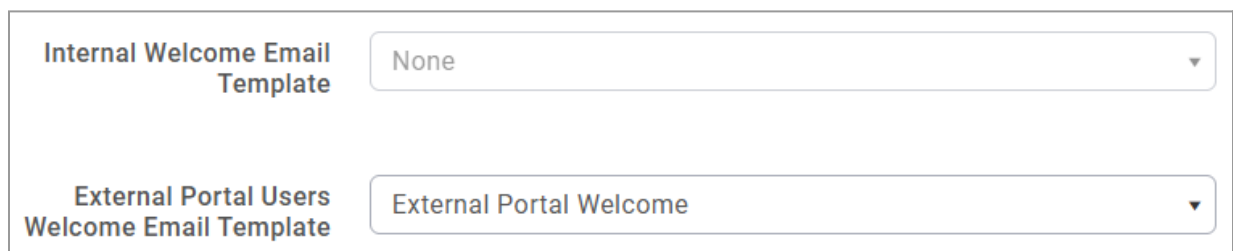
Onspring v32 allows you to enable or disable the welcome email for internal users separately from external portal users. This is especially valuable if your organization uses SSO for internal users. You can disable the internal welcome email since those users won't need to establish a password to access Onspring. But you can leave the welcome email enabled for external portal users, who will require the notification to access the portal experience.

If you disabled the welcome email prior to the v32 release, the Internal Users toggle will remain disabled. However, the External Portal Users toggle will be enabled by default for all instances.



Separate Templates for Internal and External Welcome Emails

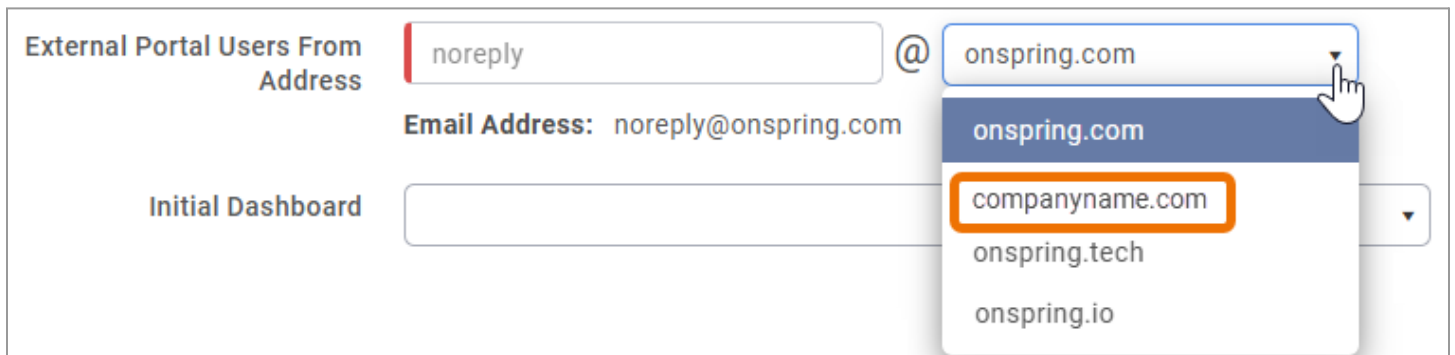
Assigning a custom email template to the welcome email allows you to apply your branding and standard language to the message. In v32, you can assign different email templates to the welcome email for internal users and external portal users. This allows you to incorporate alternate language for external portal users, such as terms of use, instructions, and contact information.



NOTE: If the welcome email is disabled for internal users or external portal users, the corresponding template dropdown will also be disabled.

Ability to Send External Welcome Emails from Your Custom Sending Domain

Because your portal experience is branded for your organization, you may wish to apply your custom email sending domain to the portal welcome email. This may help to prevent confusion for external portal users who would expect the email to come from you, not from Onspring.



The screenshot shows a configuration form with two main sections. The first section, 'External Portal Users From Address', has a text input field containing 'noreply' and an '@' symbol followed by a dropdown menu. The dropdown menu is open, showing a list of domain options: 'onspring.com', 'onspring.com', 'companyname.com' (highlighted with an orange border), 'onspring.tech', and 'onspring.io'. A mouse cursor is pointing at the top of the dropdown. Below this, the text 'Email Address: noreply@onspring.com' is displayed. The second section, 'Initial Dashboard', has an empty text input field.

The default From Address for the welcome email is `noreply@onspring.com`. However, if you have configured and verified a custom email sending domain in your instance, you may choose that domain from the dropdown and replace "noreply" with your desired mailbox.

IMPORTANT: Custom email sending domains are not supported for GovCloud instances.