

RELEASE NOTES

PACE Packager Hub 2.5.0



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1 Overview

PACE Packager Hub is an end-to-end solution fully dedicated to customer servicing, teamwork, and management of packaging tasks in teams of any size. It is designed to significantly ease the fulfillment of packaging quality standards and increase the productivity of each member of the packaging team while providing an efficient tool for the management of the teams and the application packaging lifecycle. It operates as a joining link between customers, supervisors, packaging engineers, and their tools.

The solution is already pre-configured for the packaging processes out of the box, provides the best practices approaches, and has extensive customization options.

PACE Packager Hub consists of the **Task Manager** (Workflow) and **Repository Manager** modules.

Highlights:

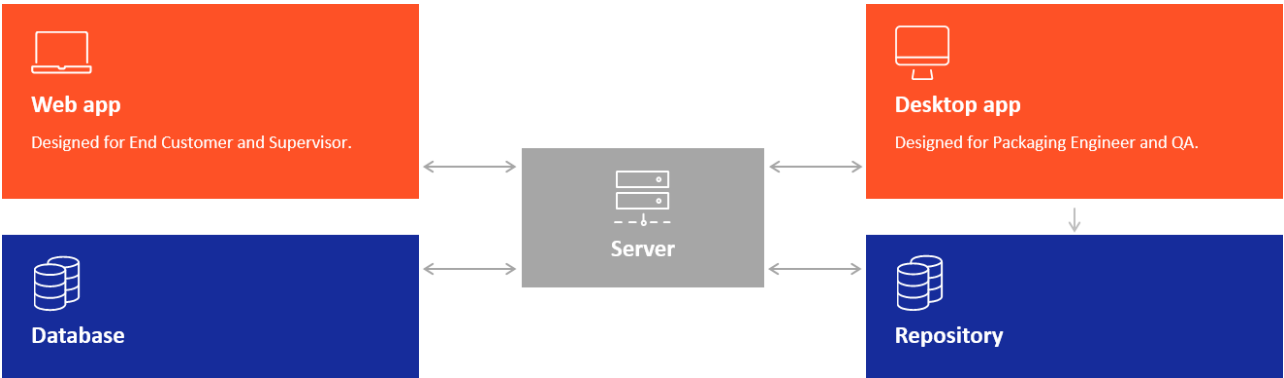
- A central store for all orders for packaging and packages themselves.
- Provides statuses of all packaging orders/tasks.
- Automates the routine operations and stores the results.
- Controls the assignments and completion of orders/tasks.
- Tracks SLA and KPI metrics.
- Balances the workload of team members.
- Manages permissions based on the assigned roles.
- Provides enhanced customization when adding/configuring fields, workflows, and scripts.
- Manages packages and files on various repositories.
- Supports direct upload/download of files of any size.
- Controls the integrity of files.
- Supports multiple isolated projects.
- Provides the REST API for tight integration with clients' ecosystem.

PACE Packager Hub solution consists of the on-premise Server that has a Web interface and Desktop app client.

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On-premise Location



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2 Prerequisites and Requirements

2.1 Server-side Prerequisites

OS Windows or Windows Server OS that supports ASP.NET Core Runtime 3.1

- [ASP.NET Core Runtime 3.1](#)

Install this prerequisite before installing PACE Packager Hub.

NOTE: Please ensure that you are downloading and installing the **Hosting Bundle**.

Middleware

Build apps - SDK

SDK 3.1.426

OS	Installers	Binaries
Linux	Package manager instructions	Arm32 Arm64 x64 x64 Alpine
macOS	x64	x64
Windows	x64 x86	Arm32 x64 x86
All	dotnet-install scripts	

Visual Studio support
Visual Studio 2019 for Mac (v8.10)

Included runtimes
.NET Runtime 3.1.32
ASP.NET Core Runtime 3.1.32
.NET Desktop Runtime 3.1.32

Language support
C# 8.0
F# 4.7
Visual Basic 15.9
[Localized IntelliSense](#)

Run apps - Runtime

ASP.NET Core Runtime 3.1.32

The ASP.NET Core Runtime enables you to run existing web/server applications. **On Windows, we recommend installing the Hosting Bundle, which includes the .NET Runtime and IIS support.**

IIS runtime support (ASP.NET Core Module v2)
13.1.22321.32

OS	Installers	Binaries
Linux	Package manager instructions	Arm32 Arm64 Arm64 Alpine x64 x64 Alpine
macOS		x64
Windows	Hosting Bundle x64 x86	Arm32 x64 x86

.NET Desktop Runtime 3.1.32

The .NET Desktop Runtime enables you to run existing Windows desktop applications. **This release includes the .NET Runtime; you don't need to install it separately.**

OS	Installers	Binaries
Windows	x64 x86	

- [IIS Web Server](#)

Only enable and configure this prerequisite before installing PACE Packager Hub with the selected "For Production" purpose of use and if you prefer IIS Web Server over Kestrel.

- [Microsoft SQL Server 2016](#) or higher

Only install and configure this prerequisite before installing PACE Packager Hub with the selected "For Production" purpose of use.

Privileges Administrative privileges on the system

CPU: 64-bit (x64) processor at 2.4 GHz or greater

Hardware RAM: 4 GB

HDD: 1 GB free space

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Network: 100 Mbit

2.2 Client-side Requirements

2.2.1 Supported browsers

- | | |
|---------|---|
| Desktop | <ul style="list-style-type: none">• Google Chrome (Desktop) latest stable release• Latest stable version of Web Browsers based on Chromium |
|---------|---|

NOTE: Please ensure that JS support is enabled.

Display	1280 x 800 resolution or higher
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2.3 Desktop Client Requirements

OS	Windows or Windows Server OS that supports .NET 4.7.2 or higher
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Middleware	Microsoft .NET Framework 4.7.2 or higher
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Privileges	Regular user privileges on the system
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Hardware	CPU: 32-bit (x86) or 64-bit (x64) processor at 2 GHz or greater RAM: 2 GB HDD: 100 MB free space Display: 1280 x 800 resolution or higher Network: 100 Mbit
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3 Release Notes

3.1 About This Release

The new version of **PACE Packager Hub** includes:

- **KPI Tracker** – section 3.2
- **Team's Work Analytics** – section 3.3
- **SLA Widgets for Dashboard** – section 3.4
- **Business Rules Improvements** – section 3.5
- **Extended Public API** – section 3.6
- **Other improvements** – section 3.7

We are very grateful to everyone who has contributed significantly to PACE Packager Hub by responding to our surveys and providing feedback. The obtained information became the basis for the product roadmap.

Share your feedback and suggestions [with us](#) and get the product tailored to your needs.

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3.2 KPI Tracker

KPI metrics

Define KPIs for each workflow status (i.e. task) to measure team performance.

[+ New metrics](#)

Order Type	Working calendar	Actions
App Packaging	System calendar	Edit Delete

Target working time (in minutes)

If working time is not set or the set value is 0, then for this status and attribute value, the time spent will not be tracked. This option can be useful for transitional statuses.

[Check metrics](#)

Status	Complexity = Basic	Complexity = Complex	Complexity = Easy	Complexity = Medium	Complexity = Special
Canceled (Final status)					
Closed (Final status)					
Complexity Approval	60	60	60	60	60
Customer Approval (Final status)					
Incoming Check Clarification	30	60	40	50	90
Incoming Check	30	60	40	50	90
Internal Testing	90	160	120	140	200

Measure the performance of your packaging team by taking advantage of the built-in KPI Tracker. It precisely tracks the time the engineer spends for each order processing phase. The KPI tracker allows you to define time metrics for each Order Type of your project and each specific combination of attributes. The time will be counted according to the defined project's working calendar, where you can set working hours, working days, holidays, etc.

The KPI tracker displays the results of calculations at:

- **Orders > Edit Order > 'KPI metrics' table**

Here you can find detailed information about the spent time for each order phase.

- **Analytics > Reporting > 'Team KPI' widget**

The widget displays (1) the performance index; (2) a number of order phases completed on time (Successful tasks); and (3) number of order phases completed late (Failed tasks). This information is grouped by engineers of the selected projects and includes only orders completed in the selected period of time.

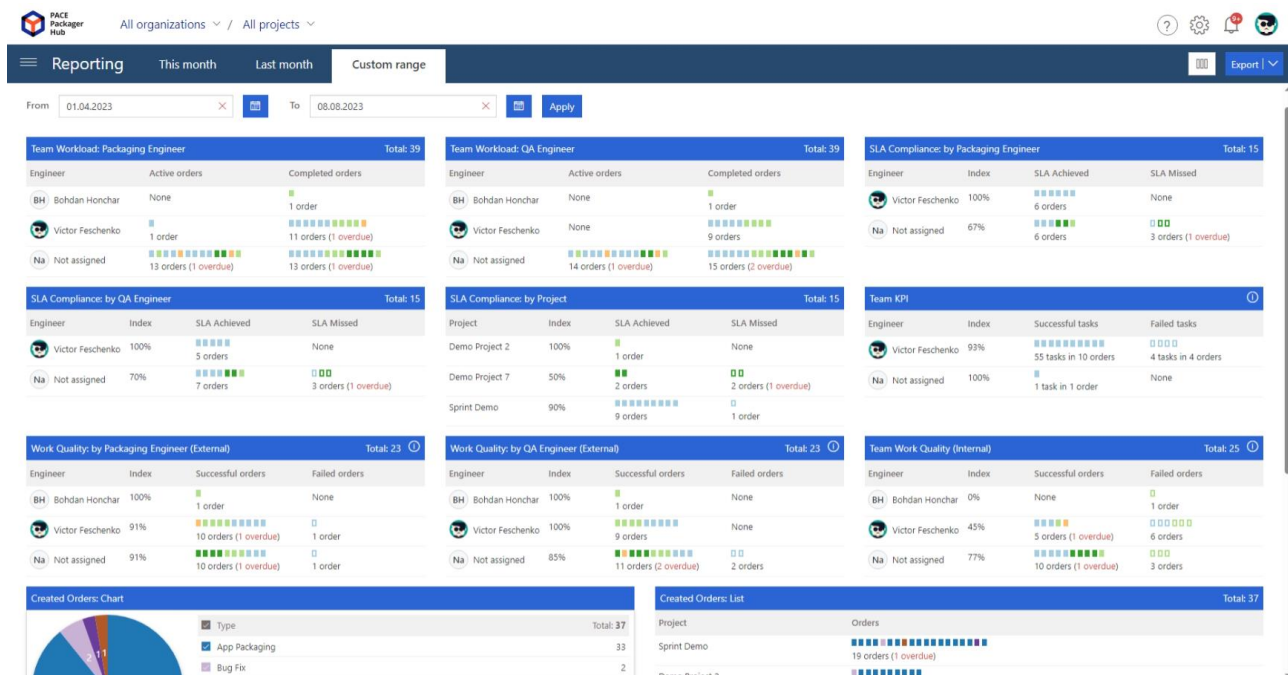
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- Analytics > Reporting > Export > 'Engineer Report'

The created report includes information from the 'Team KPI' widget described above.

3.3 Team's Work Analytics



Based on feedback and demand from our customers, we have re-designed and extended the Reporting module with the following new features:

- Teamwork Quality

A set of several widgets that show (1) External and (2) Internal Quality indices. The External Quality index is based on the correlation between the initial and related bug fixing orders. Whereas the Internal Quality index considers the number of cycles the order has moved through the workflow (more precisely, through workflow statuses with the "Internal Quality Trigger" flag enabled).

- SLA Compliance

A set of widgets that show the index and absolute number of closed orders with the

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achieved and missed SLA metrics separately by projects, packaging, and quality control engineers.

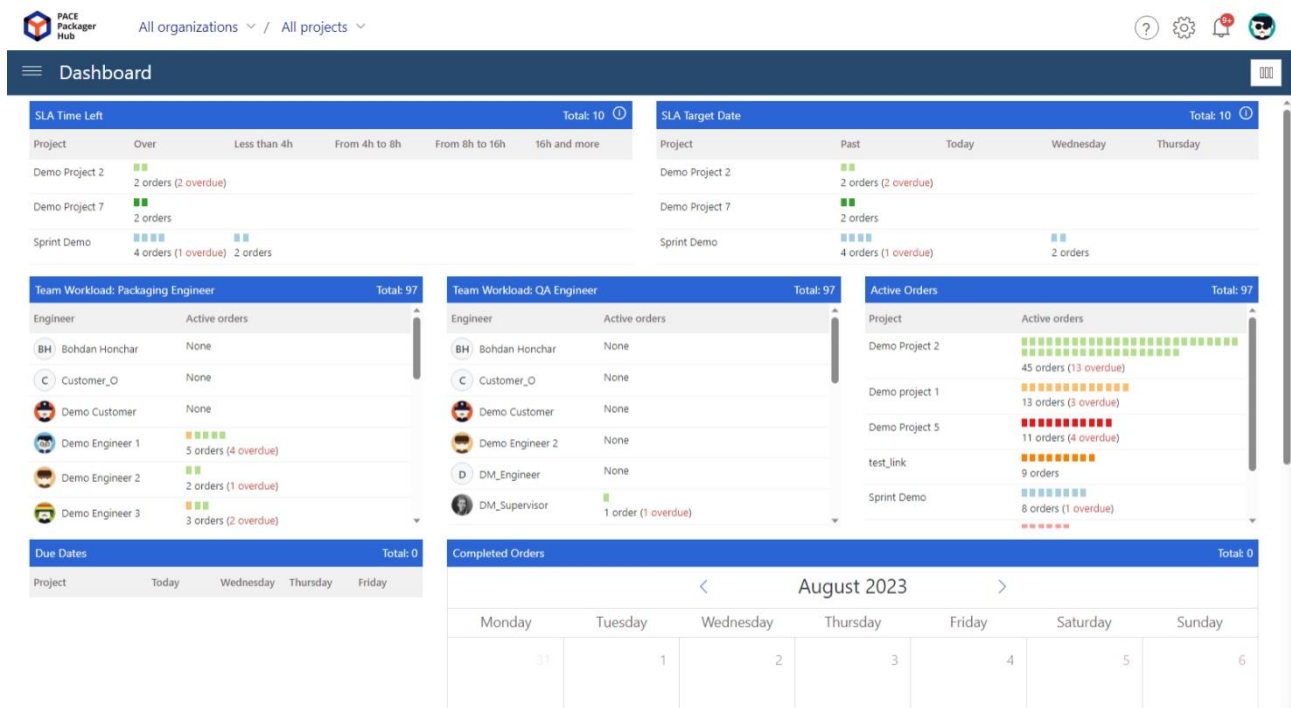
- **Team Workload**

Widgets that show the number of active and completed orders in the selected projects and period separately by packaging and quality control engineers.

- **Engineer Report**

A functionality that creates the XLSX report, which includes the workload, SLA compliance, Internal Quality, External Quality, and KPI metrics by each engineer of the selected project(s) and during the defined period.

3.4 SLA Widgets for Dashboard



To simplify the control of the implementation of the defined SLA metrics, we have developed two more widgets for the Dashboard:

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- **SLA Time Left**

Shows non-completed orders of the selected projects for which the estimated 'SLA Time Left' is over or will be ended soon (0-4 working hours; 4-8 working hours; 8-16 working hours; etc.)

- **SLA Target Date**

Shows non-completed orders of the selected projects for which the calculated 'SLA Target Date' points on Today or next few days. The number of days displayed in the widget can be customized in the appearance settings.

3.5 Business Rules Improvements

The screenshot displays the 'Business rule' configuration window in the PACE Packager Hub. The window is titled 'Business rule' and has a close button (X). It contains several sections:

- Name:** A text field containing 'Test rule 1'.
- Rule triggers:** Two radio buttons: 'By event' and 'By time'. 'By time' is selected.
- Order conditions:** A section titled 'If All of the following conditions are met:'. It contains two conditions:
 - Condition 1: 'Order type' is one of 'App Packaging x', 'Bug Fix x', and 'Change Request x'.
 - Condition 2: 'Order SLA attribute' 'Time left in minutes (Number)' is less than '60'.
- Perform actions:** A section titled 'Perform actions'. It contains two actions:
 - Action 1: 'Change order attribute value' with 'Assignee (System user)' and '[%PackagingEngineer%]'.
 - Action 2: 'Send email notification' with 'message' to 'user' and 'Victor Feischenko x'.

The interface also shows a sidebar with 'Project: Sprint Demo' and 'Business' settings, and a right-hand panel with 'Last run status' and 'Actions'.

We continue to develop the Business Rules functionality that allows automation of packaging processes, saves time, and avoids human errors.

This release brings the following improvements:

- Many new options for the **By Time** rule trigger allow running a rule exactly when it's needed.

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☒ By time

Select value

Every 10 mins

Every 15 mins

Every 20 mins

Every 30 mins

Every 1 hour

Every 2 hours

Every 3 hours

Every 4 hours

Every 6 hours

Every 8 hours

Every 12 hours

Every 1 day

Every 2 days

Every 3 days

Every 1 week

Every 2 weeks

Every 1 day of the month

Daily with time

Weekly with day and time

Monthly with day and time

- With the rule, set a new value for the order attribute that includes values of any other attributes. Reference the needed attributes by their identifiers. Example: "Order for [%AppVendor%]_[%AppName%]_[%AppVersion%]_[%your-attribute-ID%]"

Perform actions

+ New action | v

Change order attribute value

Order Title (Text - single line)

Order for [%AppVendor%]_[%AppName%]

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- With the rule, send an email notification to the custom email address.

Perform actions

+ New action | v

Send email notification

message  to


user email

your-email@company.com X

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- Use SLA Tracker information in the rule conditions to select only the needed orders.

Order conditions

If All of the following conditions are met: + Condition | v + Group

Order SLA attribute	Time left in minutes (Number)	is less than	60	
---------------------	-------------------------------	--------------	----	--

State (Dropdown list - single choice)
 Start date (Date)
 Target date (Date)
 Time metric in minutes (Number)
Time left in minutes (Number)

- When writing a template of email notification, you may use not only the system-specific variables (syntax: <%system-variable%>), but also insert a value of any order attributes referencing them by identifiers. Example:

"[%AppVendor%]_[%AppName%]_[%AppVersion%]_[%your-attribute-ID%]"

Email message editor

① Use the **system-specific variables** to place the information you need in the right places.

Subject *

Custom Subject

Email body *

Custom Body with variables:

System-specific variable: <%order-title-link%>

Attribute value by ID: [%AppVendor%]

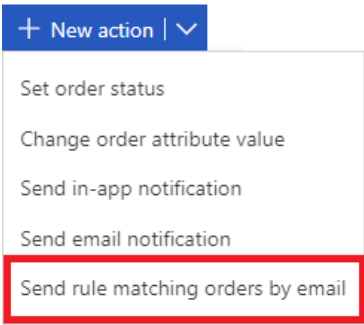
B I U Normal Normal

Save Cancel

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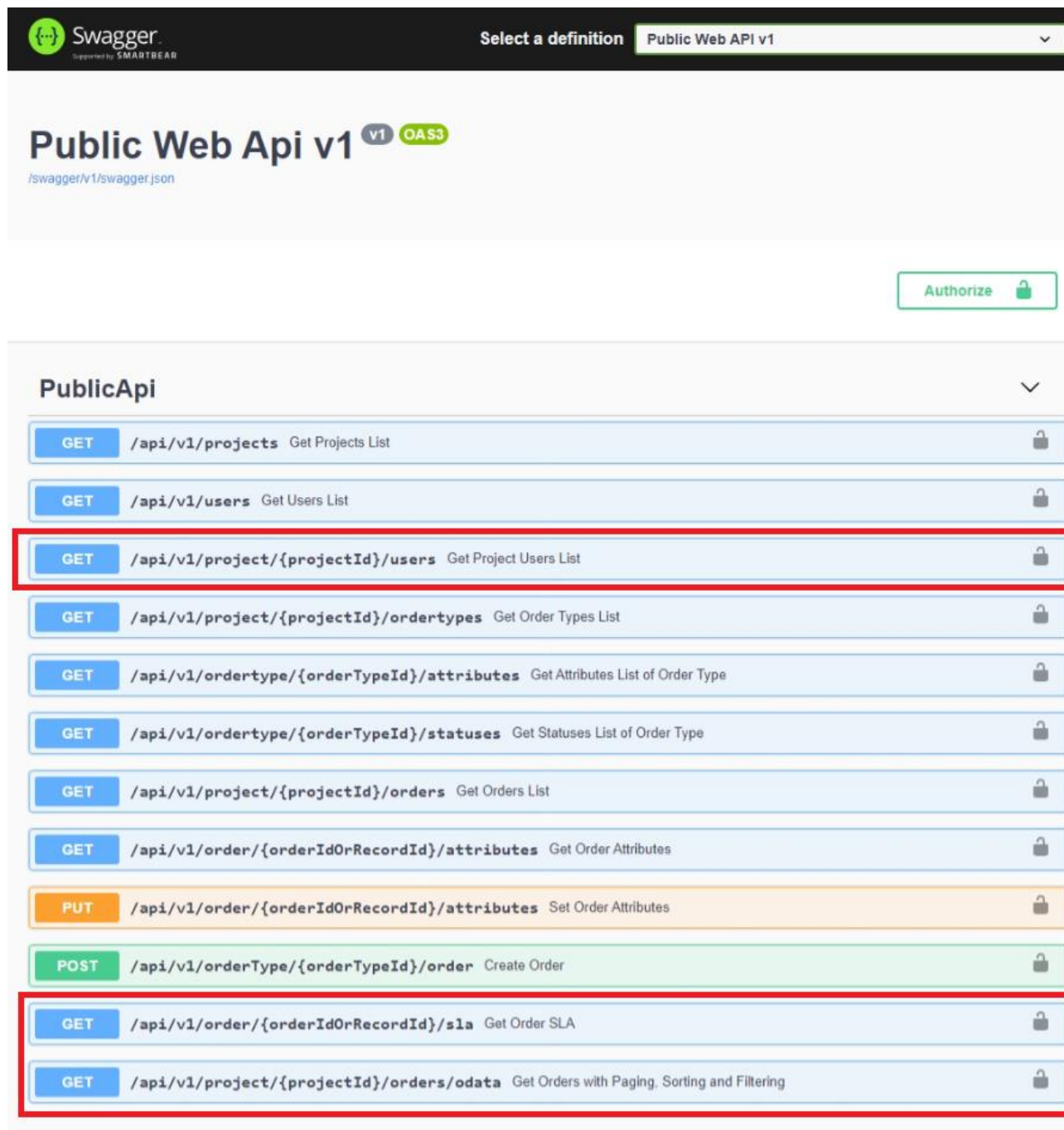
- With the rule, grab all orders that match the defined conditions and send them in a single email.



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3.6 Extended Public API



Swagger

Select a definition Public Web API v1

Public Web Api v1 ^{v1} ^{OAS3}

/swagger/v1/swagger.json

Authorize

PublicApi

Method	Endpoint	Description	Lock
GET	/api/v1/projects	Get Projects List	Lock
GET	/api/v1/users	Get Users List	Lock
GET	/api/v1/project/{projectId}/users	Get Project Users List	Lock
GET	/api/v1/project/{projectId}/ordertypes	Get Order Types List	Lock
GET	/api/v1/ordertype/{orderId}/attributes	Get Attributes List of Order Type	Lock
GET	/api/v1/ordertype/{orderId}/statuses	Get Statuses List of Order Type	Lock
GET	/api/v1/project/{projectId}/orders	Get Orders List	Lock
GET	/api/v1/order/{orderIdOrRecordId}/attributes	Get Order Attributes	Lock
PUT	/api/v1/order/{orderIdOrRecordId}/attributes	Set Order Attributes	Lock
POST	/api/v1/orderType/{orderId}/order	Create Order	Lock
GET	/api/v1/order/{orderIdOrRecordId}/sla	Get Order SLA	Lock
GET	/api/v1/project/{projectId}/orders/odata	Get Orders with Paging, Sorting and Filtering	Lock

The public API was extended with the new methods:

- Get SLA Tracker details of the order;
- Get a list of users assigned to the project;
- Get project orders with filtering and paging features.

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3.7 Other improvements

- Displaying Order Title in the header of browser window/tab;
- Ability to duplicate a project with its settings;
- Automatic creation of the default workflow for the newly added Order Types;
- Improved navigation to the main page;
- Updated style of SLA Status Bar;
- Ability to enable/disable SLA tracker for the specific projects;
- Fixed the counter of unread notifications.