

CCH OneClick – KNOWN ISSUES (03 December 2020)

Below is a list of issues reported during the last 12 months that potentially impact a significant number of users.

Our aim is to rectify these issues within 12 months but ideally within the next two quarterly releases.

DATE RAISED	ITS	DESCRIPTION	WORKAROUND (If Available)	SCHEDULED/ FIXED
15/06/2020	n/a	WKA - Link to the organisation belonging to a client with Deleted OneClick account is shown in the WKA account switcher (access denied error) When you delete OneClick access for a client from Central, the link in the organisation switcher is still present for all client users. If the user clicks the link, they may receive an access denied error and will not be able to proceed. Suspending an associated contact's access to a client workspace will remove the option in the WKA organisation switcher.	If you still have historic data impacted by this issue, please contact CCH Customer Care & Support.	FIXED – November 2020
15/06/2020	n/a	WKA (.EU domain) Inappropriate error message is displayed on a relevant second browser window when the timeout is up If a user has multiple tabs open in OneClick, and OneClick times out, one of the open tabs may show an unusual WKA error page. The user will not be able to access OneClick however. It is recommended that users only load 1 OneClick tab.	Open all OneClick links in the same browser tab..	
15/06/2020	n/a	WKA user with access to multiple OneClick practices When a user with access to 2 or more OC practices, if the user is logged in to one of the instances of OneClick, and then attempts to access another, they will see a "bad request" error.	Either log into the second OC practice using an incognito web browser tab, or clear the browser cache for the login.wolterskluwer.eu site.	
03/12/2020	60603	"Input string was not in a correct format" When activating a Client or an Employee results in this error message being shown in CCH Central, this is due to historic data issue.	If you encounter this error, please contact CCH Support providing the affected user's email address and related client code (if applicable)	FIXED – November 2020