

## 07-15-2025 XRAE Release Notes



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### XRAE: July 2025 Release

**Release Date:** July 15, 2025

#### **Note:**

- *Core feature* = feature is active for applicable users automatically (some configuration may be needed / desired)
- *Exploitable feature* = feature can be turned on / off by the client

### NEW FEATURES / ENHANCEMENTS

#### Bypass rejection of Mailgun email due to DMARC policy

**Impacts / Availability:** Core Feature

**Overview:** Logs from Mailgun and XRAE were showing emails that were failing as a result of the sender's domain DMARC policy. The failure was happening when Mailgun tried to send an email on behalf of a carrier domain (e.g. <http://massmutual.com>) to an email address in another domain.

[INFO: An SPF (Sender Policy Framework) policy is a system that verifies the sender of an email by checking if the sending mail server is authorized to send emails on behalf of the domain in the sender's address.]

Normally for Mailgun to be able to send an email from the carrier's domain, Mailgun would need to be authorized by the carrier's domain in their SPF policy. With that authorization missing, Mailgun fails the security check, resulting in the error:

*"Access denied, sending domain <carrier domain> does not pass DMARC verification and has a DMARC policy of reject."*

We have resolved this by changing the "From" address to our own domain (e.g. [xraemail.com](http://xraemail.com)) instead of sending the email from the carrier's domain (e.g., <http://massmutual.com>). This bypasses the SPF validation issue and allows Mailgun to successfully send the email.

**Benefit(s):** Changing the "From" address to an iPipeline domain that already authorizes Mailgun the email will no longer be blocked by the SPF check.

#### Improved performance when loading the *Required Info* screen

**Impacts / Availability:** Exploitable - This is an exploitable feature that is available for all XRAE client but OFF by default.

**Overview:** This addresses performance improvements for the XRAE *Required Info* screen to ensure faster loading times for users. The issue involved slowness when loading the *Required Info* screen on open cases, impacting the user workflow for both Admin and Agent roles.

The solution involved the changing the UX in the *Required Info* screen by changing the drop-down Agent Name field into a searchable textbox.

The screenshot shows the 'Required Information' screen. At the top right, it displays 'Xrae ID #: 1009077 | Client: Caseaaaaaa | Agent: Bajuyi Gudafu'. A green status bar at the top left says 'Case Not Flagged'. The 'Agent Name' field is a searchable textbox, currently showing a list of suggestions for 'Pab'. A red box and arrow highlight this field. Other fields include 'Date of Birth' (01/01/1950), 'Gender' (Male/Female), 'Face Amount' (\$250,000), and 'State' (California). A 'Reset' button is at the bottom left, and a 'Next Section' button is at the bottom right.

The textbox will display matching users as you type the name rather than always retrieving ALL users from a drop down. *NOTE: This change is exploitable and can be turned ON for the carrier, by default the Agent Name field will continue to use the original drop down control.*

**Benefit(s):** By changing the Agent Name field from a drop down to a searchable textbox, the performance when loading the *Required Info* screen has been dramatically improved. This is because it no longer retrieves all Agent users and instead retrieves only the matching users.

## FIXES

- **Missing 'External' Carriers from the *Print* screen:** *(Applies to all XRAE clients)* Any responses that were received from *external* carriers did not show up in the list allowing print of the carrier responses.
- **Reset the Scroll Position of the Screen When Changing Screens:** *(Applies to all XRAE clients)* Each time a user navigates between screens in XRAE, the scroll bar on the right should "reset" to the top so that the user is always landing on the top of the new screen.
- **Improved Performance when Loading the Case List in the XRAE Application:** *(Applies to all XRAE clients)* The application was making the 'GetCaseView' request multiple times causing the case list to load slowly when there are large number of cases retrieved. Making sure to eliminate unnecessary requests reduced the load times to under 5 seconds.