



CEO's Report

The big news this month is the availability of RecFind 6 version 2.2. This is both the latest update of RecFind 6 and the product that merges our Knowledgeone (K1) and RecFind product suites.



This newsletter includes a full list of the changes in RecFind 6.

RecFind 6 2.2 is downloadable from our website as an upgrade for all RecFind and K1 customers under a current ASU. All K1 customers will be sent a CD with the required license files for RecFind 6 as well as a product CD. RecFind customers already have their license files and can download 2.2 either as an update to RecFind 6 2.0 or 2.1. Note that if you wish to install on a 64 bit platform or use SQL Server 2008 you will need a new CD. Please contact support in this case on support@k1corp.com.

This month also marks the first time in 25 years we have offered extended maintenance for old, decommissioned versions of RecFind. This is to provide ongoing maintenance and support for those customers that for whatever reason will be unable to install RecFind 6 by December 31st 2009. This newsletter includes a link to a PDF explaining this new policy.

As the calendar year draws to an end we are also offering our traditional end of year special. This year it is a two for one offer for RecFind client licenses and it expires as usual on December 31st 2009. Please contact sales@k1corp.com if you are interested in taking advantage of this offer.

We are also broadening our services offering by including RecFind 6 hosting as an option for new and existing customers. That is, offering RecFind 6 under the Software as a Service model (SaaS). Once again this newsletter includes a link to a PDF explaining this new service.

On the subject of services we are receiving more and more requests from RecFind 6 customers to build triggers, scheduled tasks and reports. All three can of course be done by the customer using the tools delivered with RecFind 6 but it appears we can do it faster and at a lesser cost to the customer's onsite or outsourced support. I guess this makes good sense because no one knows RecFind 6 better than us. So, if you would like to personalize your copy of RecFind 6 please contact your old friends at support at support@k1corp.com, they will be happy to assist.

My staff tell me they are getting more and more inquiries for customers about setting up local RecFind 6 user groups. We are obviously more than happy to help make this happen but we also need the active support of our customers. Janine has volunteered to co-ordinate this activity so if you

are interested in participating in a local RecFind 6 users group, please contact Janine on j.morris@k1corp.com.

For our US customers and prospects I am pleased to be able to tell you that RecFind 6 is now on a Federal GSA schedule, number GS35F0370U. This makes the acquisition process much simpler and standardizes all costs including training, at guaranteed lowest prices.

For the benefit of all our customers, I have also written a short paper on Windows 7, the Vista and XP replacement now being shipped by Microsoft. And yes, this CEO's report is being written on my desktop which is running Windows 7 and RecFind 6 2.2 and K1 1.6. I think Windows 7 is a much better product than either Vista or XP and I predict that this time, our customers will upgrade.

And finally, yes we are working on RecFind 6 version 3 and it will include a lot of (good) surprises. However, do not expect this release until well into next year.

Best Regards,
Frank McKenna, CEO

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RecFind 6, version 2.2 new features

RecFind 6 is the latest release in the ongoing development cycle of this new product. This is in fact the 'merged' product combining our Knowledgeone (K1) and RecFind product lines into a single product line.

Even though RecFind 6 is actually a development of K1, we chose the RecFind brand for the merged product because it is much better known worldwide; most of the inquiries we receive through our website still refer to us as the "RecFind Company".

Please see the following link for a PDF detailing all of the changes in RecFind 6 version 2.2, [click here](#).

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RecFind User Groups need your support

RecFind 6 has rekindled a lot of interest in our RecFind User Groups. The RecFind User Group or RUG is a great way for different users to get together and swap information on ways to best use and extend RecFind 6.

However, RUGs need active participation from end users not just from us so please participate. If you are interested in meeting regularly please contact Janine Morris and she will handle the initial organization and co-ordination.

Please contact Janine on j.morris@k1corp.com and let her know you are interested in becoming a part of a local RUG.

Remember we also have an online Forum for the RUG. [See this link](#).

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RecFind 6, version 2.2 Update

RecFind 6 V2.2 has been released and is now available for download from our website.

Requirement: Customers MUST have already installed RecFind 6 V2.0 or 2.1 BEFORE installing this upgrade.

To download the RF6 V2.2 update please go to the "Downloads/Service Packs" area of our website.

[Click here](#) for the RF6 V2.2 Update.

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New - Availability of a hosting service for RecFind 6

We are now offering an alternative to you having to install and maintain the RecFind 6 server(s) on your premises. This new service is generally referred to as "Software as a Service" or SaaS.

For a PDF explaining this new service please [click here](#).

 To request a quotation please contact [Sales](#)

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New Imaging and Document Processing Services for RecFind 6

We are now offering an alternative to you having to scan/capture and manage large volumes of documents and then manage and process them to support critical business processes such as accounts payable processing or student registration.

 To request more information on this new service please contact [Sales](#)

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Product Decommission Notice for RecFind v5 - Reminder

Every software vendor needs to decommission old products in order to release support and development resources for newer products. In our case this means releasing people (programmers and support specialist) and servers.

With the release of RecFind v6 (December 2008), all RecFind 5 development has ceased and no further code changes will be made.

If a problem is identified in RecFind 5 that cannot be fixed by installing any of the current service packs we will advise the customer to upgrade to RecFind 6, or if the problem still exists in RecFind 6,

a fix will be applied to RecFind 6 and released as a service pack.

Knowledgeone Corporation will cease all support of any kind for RecFind v5 (i.e. v5.0.0A to v5.0.0J) from 31st December 2009. This is approximately 12 months after the release of RecFind v6, therefore providing ample time for customers to perform their upgrades.

If you are unable to install RecFind 6 by December 31 2009 or if you require support for any decommissioned product please see our new extended support offer, [click here](#).

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Email Support now Free

We had this article in the last newsletter but are repeating it because we are still receiving questions about this new free service.

A number of years ago we introduced our free e-mail support service, allowing customers with a current ASU agreement to obtain unlimited support via our web site.



To avoid confusion we have now decided that all support requests received via e-mail will also not require support incidents. Any customer with a current ASU agreement will now be able to obtain support by sending an email to Support at support@knowledgeonecorp.com.

We still encourage users to submit requests via the free e-mail support form on our web site as it will prompt you for important information that will assist us in diagnosing your issue more quickly, however it is no longer a requirement to avoid the incident charges.

Please note that email support is still for low priority issues only. If you require urgent support, please contact the Knowledgeone Corporation support department by phone (*this requires a pre-purchased support incident - [order now](#)).

» [Click here for free email support](#)

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New White Papers

Frank McKenna has been tapping away again on his computer writing more white papers on how to get the best out of RecFind as well as on current subjects topical to our industry. Please download the PDFs from the following links:

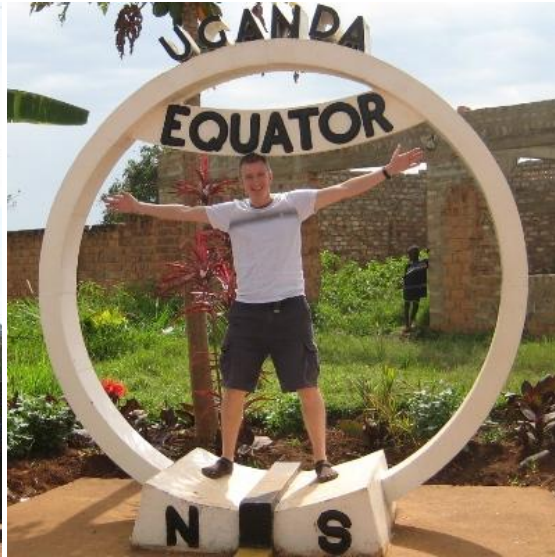
» [Windows 7 - Frank's views](#)

» [Hosting RecFind 6](#)

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Customer Focus

Trevor's Excellent African Adventure



Late September saw Knowledgeone Trainer Consultant Trevor Coombs venturing over land, ocean, desert, continents and hemispheres for a week of consultancy and training at the Ministry of Public Services in Kampala, Uganda; one of our newest RecFind 6 customers.

Part of the consultancy involved upgrading RecFind from the Medieval 3.2 version to the sparkling new Version 6. Once onto the new version there was huge enthusiasm to start using Version 6 not least because there was now a shiny new PC in the Registry.

"It was very interesting to see how well the Ministry's Records were managed, without some of the luxuries and with a fraction of the IT resources that our other sites around the world have at their disposal. But despite the conditions and a huge amount of manual processing, some of our Australian and North American clients could certainly learn a thing or two from the staff at the Ministry. Their enthusiasm, knowledge and ability to do so much with so little really amazed me".



Trevor would like to say a huge thank you to all of his new friends in Uganda who made him very welcome and also introduced him to some very interesting cuisine during his lunch breaks. It certainly beats those boring sandwiches from the scheduled RecFind 6 training sessions!!

Trevor then took the opportunity to venture out on safari around Uganda and Kenya for his delayed honeymoon. But don't worry he returned safely to Knowledgeone HQ despite a few close calls with the wildlife.

The last couple of months have also seen a large number of sites going live with RecFind 6 and

immediately reaping the huge benefits of upgrading.

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Pre-Xmas Offer

Every year about this time we announce a special Xmas or pre-Xmas offer.

This year it is a two for one offer for RecFind license.

Please see this link for details, [click here](#).

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Extended Support Option for 'old' versions of RecFind

This the first time we have ever offered support for old and decommissioned versions of RecFind and it is primarily to accommodate those customers that will be unable to install RecFind 6 by December 31 2009. It also however applies to any 'old' version of RecFind.

For full details of this new option please [click here](#).

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New Faces @ K1 Corp



Daniel Romano - Corporate Account Manager (HQ)

We are pleased to announce the appointment of Daniel Romano as our new Corporate Account Manager. Daniel is filling some big shoes while Samantha is away on Maternity leave.

Daniel has almost twenty years experience in the IT Industry primarily in customer and service delivery. Having started his career as a mainframe operator, Daniels career progression has included roles as Project Manager, Service Delivery Manager and Customer Care Manager.

He has worked for both large and small IT organisations ranging from outsourcing to software development companies and his clients include a long list of both private and government organisations.

Having recently relocated to Sydney after one too many Canberra winters, Daniel has spent a fair amount of his spare time thawing out. Now unfrozen, he can be found spending his spare time either searching for what will become his new favourite eateries, out and about enjoying the sights of Sydney with his partner Nicole or just satisfying his slight motorcycle obsession.

As your Corporate Account Manager, Daniel can be contacted on 61-2-8913-308 or d.romano@k1corp.com

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Training Update

Enthusiasm for RecFind 6 remains high with customers looking forward to getting it into production. The end users seem to love the new user interface and the fact that they use the same Windows product whether they work on the LAN or over the Internet.

The second half of 2009 has seen us conducting many more RecFind 6 upgrades, training and consultancies. Our consultants and trainers are now virtually booked out until Xmas

Upcoming Training Schedule - Australia

	Sydney	Melbourne	Brisbane	Adelaide	Perth	Hobart
January						
User						
Admin						
February						
User						
Admin						
March						
User			1/2			
Admin			3/4			
April						
User	19/20					
Admin	21/22					
May						
User		17/18				10/11
Admin		19/20				12/13
June						
User					21/22	
Admin					23/24	
July						
User			26/27			
Admin			28/29			
August						
User				23/24		
Admin				25/26		
September						
User		6/7				
Admin		8/9				

October						
User	18/19					
Admin	20/21					
November						
User			8/9			
Admin			10/11			
December						
User						
Admin						

To book your place at one of these upcoming training courses simply click on the following links:

RecFind Courses:

<http://www.knowledgeonecorp.com/services/enrolonline.htm>

For Europe, Africa, and North America we will be running RecFind 6 training course 'on demand' because of the vast geographical distribution of our customers

If you have any questions regarding our Training courses or one of Knowledgeone Corp's Consulting services please email the [Training Department](#).

Training Tips

Drag and drop

"Drag and drop" functionality gives End Users a seamless method of storing electronic documents into the RecFind 6 database. "Drag and drop" is available not only within the RecFind 6 button but also within the RecFind 6 client EDOC window.

Hotkeys

Looking to speed up data entry? Try using the RecFind 6 hotkeys. Select the F1 function key on the keyboard to open RecFind 6 online help. Select the search tab then type in hotkeys for a comprehensive list of keyboard shortcuts.

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Contact Update

Have you recently shifted office or changed contact person?

For any updates, simply give us your new particulars, as listed below, and email them to our [Sales Department](#).

Please include the following details:

Company Name, Contact Person, Job Title, Address, Email Address, Telephone Number, Fax Number, and Customer Number (if known)

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