

# **REC FIND**

## **VERSION 5.0.0B**

### **SERVICE PACK 3**

### **RELEASE NOTES**

#### *INTRODUCTION*

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Service packs add improvements and provide fixes to problems discovered by GMB and our customers. Note that the symptoms (problems) described below may not be experienced by your site. Many of these symptoms are due to a unique set of circumstances that your site may not experience. Not all of the 'fixes' are because of faults in the RecFind code; many are 'work-arounds' for problems found in network, operating system or database products used by RecFind but not supplied by GMB.

The service pack accompanying these release notes provide corrections and improvements for RecFind Version 5.0.0B and on completion will upgrade your installation to RecFind Version 5.0.0D.

## APPLIES TO

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This service pack applies to customers who have the following products installed:

- RecFind Corporate/RecFind Professional/RecQuery/ RecQuery TC/RecFind Button version 5.0.0B **or** version 5.0.0B with Service Pack 1 or 2.

*Note: This service pack includes all fixes and changes that were distributed in service pack 1 and 2. You do not have to install service pack 1 or 2 prior to loading service pack 3.*

Customers currently using RecFind 5.0.0A or earlier must first upgrade to RecFind 5.0.0B prior to applying this service pack.

## INSTALLATION

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*NOTE! In order for the service pack to update the RecFind application files, please ensure that there are no users running RecFind prior to installing the service pack.*

To install the service packs, double-click the service pack file that you have downloaded (eg. '**RF500B3\_A4.EXE**' or '**RF500B3\_US.EXE**'). This file will self-extract and load the installation program. When prompted, select the directory where RecFind is installed, and click 'Continue'.

Repeat this process on any local installations of RecFind that you have.

Please note that the RecQuery TC service pack must be installed using the IIS web server. Prior to installing the service pack the IIS services must be stopped and then restarted after installation.

### Creating New Indexes

After installing the service pack, run the application '**500dIndexes.exe**' located in your RecFind directory. This utility will update the RecFind database with new indexes to improve the

performance of attachment profile and extended metadata searches. (Note: this is optional but recommended. RecFind will still function even if the new indexes do not exist). You only need to run this utility once.

### New Printing Routine

The service pack also introduces a new printing routine which requires the manual registration of a new DLL file. On each workstation, run the following command:

```
RegSvr32 R:\RECFIND\VBPRNDLG.DLL
```

(where R:\RECFIND is the directory containing your RecFind software)

If the above library isn't registered, some printing functions (primarily label printing) will cease to function. Standard reports (i.e. those that utilise Crystal Reports) will however not be affected.

## NEW FEATURES & CHANGES

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*This service pack includes all changes distributed in Service Pack 1 and 2. For information on the changes included with Service Pack 1 and 2, please refer to the release notes for those service packs.*

This service pack includes the following changes:

### RecFind

- We now allow the use of a "." in a user name. [ENH]
- Relocated the INDEX.LOG file from the RecFind application directory to the TMP sub-directory. [ENH]
- Optimized the AIM indexing of attachments.
- Corrected error where importing files using the Import/Export utility may cause the message "Error adding file: -1" to appear in the exception log and the records are not imported [F998]
- Addressed issues with Document Purging which may cause documents not to be purged when they should be [F997]
- Fixed error "Subscript out of range" if an extended metadata search returned more than 500 results. [F996]
- Corrected issue in Barcode module where files that haven't moved (i.e. are located at Registry) are moved to Registry again. [F994]
- Changed the audit trail module so that it can correctly detect and read audit trail dumps performed by earlier versions of RecFind [F993]
- Corrected issue in Pick List module where it changes the Windows default printer if you select a non-default printer [F989]
- Fixed problem in box movement where the Previous page button on the space list would become unavailable [F988]
- Corrected issue where the following error could occur when changing databases, "Error in ConfigRecWin- 'Visible' property can't be set on this control" [F985]
- Fixed error "-2147217900 Microsoft OLD DB Provider for ODBC Drivers in AddNewAttachment" in the File Filter [F984]
- Modified file maintenance module to apply the longest retention period based on file titles instead of using the lowest title level. [F983]

- Corrected sorting of Keyword descriptors when viewing Keyword details via File Maintenance [F981]
- Corrected File Reports to show dates correctly (Oracle only) [F978]
- Through products like Citrix & Windows Terminal Services, corrected issue where double-clicking a record may select the incorrect record or add a blank record [F977]
- Corrected issue where the entire abstract field was highlighted when selecting the field [F975]
- Corrected issue where the Audit Trail report title was incorrect when customised [F974]
- Allowed modification of documents dated prior to 1984 and checking for working day/non-working day is enabled [F970]
- Allowed the sorting of To Do list entries by clicking on the column headings [ENH/F969]
- Resolved issue with Audit trail incorrectly handling US format dates [F967]
- In report writer, the Hours Spent column is now populated correctly [F966]
- With customised privilege levels, you may experience an error 'You security level does not permit you to run this module'. This is because the privilege level doesn't exist in the Standard database [F965]
- Corrected issue where the default document number when using the attachment move function didn't update [F964]
- Resolved issue where the incorrect security may be applied to a record if you had several security codes that were very similar [F963]
- Modified the To Do function to only permit the selection of any action officer if the current user has the privilege right to access the Actions module [F962]
- Corrected issue with box searches when a user has "Search only access" to a box. [F960]
- Addressed a problem in File Maintenance and Search where words become joined together within a term's scope note field [F955]
- Resolved issue where old Series number search may sometime state that a record was not found [F954]
- Corrected issue where the security field is blank when performing a global search [F952]

- Corrected error in Keyword Thesaurus report that can occur in very unique circumstances. Error stated “Reports, CtlMisc, CreateReport8, Err :Method ‘~’ of object ‘~’ failed” [F951]
- Corrected Action control entries report to display the action’s action officer rather than the document’s action officer [F950]
- Removed hidden fields from the report generated from a Text Search result list [F945]
- Increased the width of the user box number column in box movements [F944]
- Corrected error where the Global Search function said there were no matching records if a user didn’t have access to the standard database [F942]
- Added ‘Next review date’ to the field selection list for Report Writer [F938]
- Added ‘Last Review date’ and ‘Next review date’ to the selection criteria screen for Report Writer [F937]
- RecFind will now allow a user box number to commence with a space [F933]
- Corrected the File Filter utility to handle more than 38 different filters. More than 38 filters would cause an error “Runtime Error: 9 Subscript out of range” [F932]
- Import/Export utility will now display customised filed captions for Boxes [F931]
- Corrected problem where moving one part of a file from a box caused all parts of the file to be moved from the box [F930]
- When performing a global search, if you specified a “Second set of words” without specifying the “First set of words”, wsearch.exe would crash [F929]
- Corrected the sorting of a user box number order report [F906]
- Addressed issue where a file’s title will appear as ‘\*\*\* FILE NOT FOUND \*\*\*’ or ‘\*\*\* ACCESS DENIED \*\*\*’ when running a box contents report [F904]
- Corrected issue where RecFind would ignore changes made to the printer tray selection for a printer [F836]
- In the resubmit module, corrected a problem where manually entering an action officer code failed if two codes were very similar [F823]
- Added support for file parts with more than 1000 parts [F784]

## RecQueryTC

- Implemented change to allow the SETUPTC.INI configuration file to be stored in Windows System32 directory. This now means that the SETUPTC.INI can be located in the Windows System 32 directory, the RecFind directory or the RecQueryTC directory. [ENH]
- Improved of attachment profile searches performance to provider quicker responses.
- Relocated the search button when performing an attachment profile search to avoid unnecessary scrolling.
- Relocated the 'View' link on the attachment list to avoid unnecessary horizontal scrolling for attachments with long descriptions.
- Corrected issue where file folder profiles may not be visible in RecQueryTC if they are within a box that the user's AO doesn't have access to. Caused by using the AO security from the Standard database rather than the current database. [F992]
- Corrected issue where duplicated records may be displayed when performing a Attachment Profile search [F986]
- Fixed issue with displaying attachments from an ISYS text contents search, Word Documents were displayed double-spaced, and RTF files always started with a "\ " character [F982]
- Corrected Next Page/Prev Page for box numeric searches [F979]
- Correct issues searching box boxes that contained more than 500 characters in the 'other contents' field [F976]
- Removed hard-coded title line values [F968]
- Corrected issue where adding an attachment may fail is the document has had attachments deleted from it [F953]
- Included the document registration number on workflow e-mails triggered by the RecQueryTC To-Do function [F948]
- Search results will now be displayed according to the search options within RecFind, e.g. if RecFind is configured on only display the last line of title, RecQueryTC will display it in the same way [F947]
- Corrected 'overflow error' when adding an attachment if the system contained more than 32,657 attached [F946]
- Prevented users from checking out older versions of a document even though the option was configured to 'Allow checkout of latest version only' [F914]

## Button

- If you check in a document that was checked out by RecQueryTC, the previous version remained checked out.
- Corrected issue where the registration number field updated after you enter a number which overwrote what you were entering [F941]
- Corrected an error that would occur when a filename contained a ' character [F827]
- Added the ability to define the document type, action officer and delegator fields. Should the document type be linked to workflow, necessary actions will be created including sending e-mail notifications. [ENH]



## *GETTING HELP*

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Should you experience difficulties during the upgrade, please contact our International Support Center by:

Email: support@gmbsupport.com

Phone: 1888 325 1614 (United States toll free)  
1800 221 061 (\*Australia toll free)  
1888 405 9019 (Canada toll free)  
0800 445 438 (New Zealand toll free)

\* Please note, the Australian toll free number excludes Sydney customers. Sydney customers please phone 9420-8511.

To speed the technical support process, please have ready the following information before contacting the International Support Center:

- GMB Customer Number
- GMB Incident PIN Number (If you have purchased support 'Incidents')
- Product Version
- Type of Database Server (Oracle/MSSQL Server) and Version

### **GMB Web Site**

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