

REC FIND

VERSION 5.0.0D

SERVICE PACK 1

RELEASE NOTES

INTRODUCTION

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 5.0.0D.

APPLIES TO

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

- RecFind Corporate/RecFind Professional/RecQuery/ RecQuery TC/RecFind Button version 5.0.0D

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

INSTALLATION

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. '**RF500D1.EXE**', '**TC500D1.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.

NEW FEATURES & CHANGES

This service pack includes the following changes:

RecFind

- To be released at a later date

RecQueryTC

- Added a new option to allow users to change their password within RecQueryTC [ENH]
- Corrected error “Error in FILE_Fill_Up Subscript out of range” that may occur when performing a File Text Search [F1001]
- Corrected issue where users viewing Resubmits were incorrectly told that they didn’t have the required security to view the list of records. This affected Oracle sites only. [F1014]

Button

- To be released at a later date

GETTING HELP

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

Visit our web site at www.gmbsupport.com for information on the latest GMB products, support issues and training dates.