

REC FIND

VERSION 5.0.0E

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 5.0.0E and on completion will upgrade your installation to RecFind Version 5.0.0F.

APPLIES TO

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

- RecFind Corporate/RecFind Professional/RecQuery/ RecQuery TC/RecFind Button version 5.0.0E.

Customers currently using RecFind 5.0.0D or earlier must first upgrade to RecFind 5.0.0E 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. '**RF500E1_A4.EXE**' or '**RF500E1_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.

NEW FEATURES & CHANGES

This service pack includes the following changes:

RecFind

- Implemented logon screen for running 'User Reports'.
- Improved performance of 'List box movements' report. [F1038]
- When purging and you received "Audit trail is nearly full" the message would repeat itself for each record purged. The message will now only be displayed once. [F1039]
- When performing a report by File Title, title lines 3 and 4 were not populated fully. [F1041]
- Action officer barcodes of 8 or more characters were not detected in some modules. [F1043]
- ISYS text result would not display the Original Filename field if the path referred to a server that no longer existed. [F1044]
- The To Do list showed all action officer codes instead of restricting them based on organisational units. [F1045]
- Report Preview window would not display a horizontal scroll bar and cursor key would need to be used.
- The total field would not calculate correctly on the footer of some reports. [F1048]
- When emailing a document profile & attachments, if one of the attachment's filenames contained [, % or], the e-mail will fail. [F1046]
- When you attempted to modify a loose document with a file number immediately after creating it, you received an error "Can't modify document". This issue was corrected. [F1052]
- When assigning a box number to a file via file maintenance, the file would inherit the security of the box instead of remaining with the selected security code. [F1056]
- When you attempted to modify a box immediately after creating it (including using the clone feature), the incorrect box record would be display. [F1060, F1068]
- When adding a box, the retention code drop-down was populated with values from current database rather than the Standard database. [F1062]

- When moving a box you may have received an error that “Action officer xxxx is not permitted this box”. Only occurs when not in the Standard database and the Action Officer doesn’t exist in the current database. [F1063]
- The system would appear to lock-up when writing an action to the audit trail. This was caused by an issue with the box movements module resetting the internal counter and the correct counter would need to be re-calculated. [F1064]
- A Report Writer document report restricted by routing continued to print all documents regardless of routing. [F1065]
- When viewing versions via Search and Document Maintenance, the version modify date is in dd/mm/yyyy format even when it configured via Windows Regional Settings to be mm/dd/yyyy. [F1066]
- Box text search incorrectly stated that “No record was found to match the search criteria” when you perform a second search and you have just viewed the contents of a box. [F1067]

RecQueryTC

- Now include in the Audit Trail the addition of electronic documents attachments made via RecQueryTC. [F939]
- Corrected issue where boxes were still shown as in a records centre when a box is retrieved back from a records centre and moved to an action officer. [F1034]
- Previously for sites with the date format dd/mm/yyyy the version date of an attachment was stored in mm/dd/yyyy format. [F1047]

Button

- Now include in the Audit Trail the addition of electronic documents attachments made via the Button. [F939]
- Corrected issue where the REPLY action wasn’t generated when the selected document type specifies a reply period. [F1049]
- When you attach a document to an existing document profile, if the document had a reply due date it would be cleared. [F1070]

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.