

REC FIND

VERSION 5.0.0F

SERVICE PACK 1

RELEASE NOTES

INTRODUCTION

Service packs add improvements and provide fixes to problems discovered by Knowledgeone Corporation 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 Knowledgeone Corporation.

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

APPLIES TO

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

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

Customers currently using RecFind 5.0.0E or earlier must upgrade to RecFind 5.0.0F 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 (ie. '**RF500F1.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.

STORED PROCEDURE UPDATE

A stored procedure update is required for Oracle sites only. Those sites using Microsoft SQL Server may ignore this section.

After installing the service pack, a file called `sp_recfind_rowlock.txt` will be found within the RecFind application directory.

This file contains a query which updates the `recfind_rowlock` stored procedure. To update your procedure please load SQL*Plus and run this script.

NEW FEATURES & CHANGES

This service pack includes the following changes:

RecFind

- Added support for Microsoft SQL Server 2005. [ENH]
- In an Oracle environment, the AIM may re-index all attachments, not just those recently added. [F1084]
- When using the Thesaurus transfer function, part of the scope notes for a term may not be correctly transferred. [F1087]
- When scanning the following error occurred “frmViewer.Scan1.Scan: File not Found (32504)”. Can occur when using the ‘insert’ function or if two workstations are scanning concurrently [F1090 / F1094]
- With secure attachments enabled, if an attachment was deleted and immediately replaced the following error occurred: “SecureComponent Error Number = 94. Invalid use of NULL.” [F1092]
- When adding a document with a PDF attachment, the profile may not be indexed. [F1096]
- When using the Import/Export utility to modify box records, the other content’s field was not modified. [F1098]

- Certain characters within the barcode number field caused an invalid barcode label to be generated. Effected characters were a “/” followed by a A through to O, or a Z. [F1099]
- The import/export utility experiences a “Error adding document: 5” when importing documents. Note: Caused by a locking issue and requires stored procedure update – refer to earlier section in these release notes. [F1101]
- When re-attaching a document to a file, the workflow actions for the document would be duplicated. [F1102]

RecQuery

- Added support for Microsoft SQL Server 2005. [ENH]

RecQueryTC

- Added support for Microsoft SQL Server 2005. [ENH]
- Improved attached document search option to search on full words, not just characters. [F1095]

Button

- Added support for Microsoft SQL Server 2005. [ENH]
- From within Microsoft Outlook, when adding a post (inc. an item from a public folder) an error would occur stating “Object doesn’t support this property or method”. [F1082 / F1093]

GETTING HELP

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

Email: support@knowledgeonecorp.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)
0808 234 8828 (UK 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:

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

Web Site

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