

# **RECFind**

## **VERSION 5.0.0H**

### **SERVICE PACK 1**

### **RELEASE NOTES**

#### *INTRODUCTION*

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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 5.0.0H and on completion will upgrade your installation to RecFind Version 5.0.0I.

## *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 5.0.0H.

Customers currently using RecFind 5.0.0G or earlier must upgrade to RecFind 5.0.0H 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 (ie. '**RF500H1.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

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This service pack includes the following changes:

### RecFind

- When creating a new file, manual changes to the sequence were overwritten with the next number. Users can now overwrite sequences which was permitted in previous versions. [F1125]
- When creating a new file, if your file number format contained a series of '\*' in the mask, the file number sequence would appear twice. [F1126]
- When exporting files, files located in a box would have a current location of REGISTRY causing the incorrect Now At information to be displayed when re-imported. [F1122]
- Corrected spelling error in message box that appears when trying to archive a frozen record. [F1123]

### RecQuery

(no updates)

### RecQueryTC

(no updates)

### Button

- When adding a document the record may not be indexed and therefore unable to be located using a document text search. [F1086]
- When adding a document the folio number is blank, this causes document maintenance to allocate a folio number of "1" when next modified. [F1121]
- When adding a document the internal document number was not padded with zeros causing the attached document list to be sorted incorrectly. [rel F1011]

## GETTING HELP

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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 8913 9300.

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](http://www.knowledgeonecorp.com) for information on the latest Knowledgeone Corporation products, support issues and training dates.