

REC FIND

VERSION 5.0.0I

SERVICE PACK 3

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

APPLIES TO

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

- RecFind Corporate/RecFind Professional/RecQuery/ RecQuery TC/RecFind Button version 5.0.0I, including service pack 1 or service pack 2.

Customers currently using RecFind 5.0.0H or earlier must upgrade to RecFind 5.0.0I 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. '**RF500I3.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

- Corrected issue where deleting an Action Officer that was attached to a User ID would prevent that user from viewing files through File Maintenance. [F1141]
- Resolved issue where taking a screen dump from within RecFind and you receive the error “Runtime Error ‘75’ Path/Access Error”. [F1143]
- The Author field which only stores 50 characters now correctly limits the number of characters that can be entered. [F1144]
- The Hoarders report no longer lists files that are located in the Registry. [F1147]
- 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. [F1148]
- When adding a document and the ‘Controlled Media Type’ option is enforced, a ‘Media Type’ will now need to be selected [F1149]
- Improved performance of document deletions [F1150]

This service pack also includes fixes already released in service pack 1 & 2, they were:

- Improved the performance of paging through files when the user has very restrictive permissions within a large database. [ENH]
- Improved the performance of loading of file maintenance – particularly noticeable when there are a large number of “codes” and running over a WAN connection. [ENH]
- Import/Export utility now correctly handles the importing of box location information (ie. “Now at” field). [F1124]
- In a “local” install of RecFind, the Indexing module will no longer look for a local TMP for the log file and correctly use the server TMP directory. [F1127]
- With a large number of records downloaded from a portable barcode reader, the paging functions within the Barcode module

was not allowing access to all records. This is now repaired.
[F1130]

- Corrected issue in file maintenance where if you scanned an invalid barcode when selecting a file you would receive a “Run-time error 5”. [F1132]
- Import/Export utility will now automatically generate the barcode number if RecFind is configured for automatic barcode generation [F1135]
- When changing the disposition of a file in file maintenance, the file wasn’t correctly archived and the Now At field within search wouldn’t be correct. [F1136]
- When exporting files, the export may prematurely stop exporting files when a certain condition is met. This was corrected. [F1137]
- If your logon name is greater than 10 characters, the picklist and retention module may not display your picklist contents. [F1140]
- Corrected issue with the files located with action officer report. Previously it may exclude some records if the same file number existed in another database and it’s archived to a box. [F1142]

RecQuery

This service pack includes fixes already released in service pack 1 & 2, they were:

- Improved the performance of paging through files when the user has very restrictive permissions within a large database. [ENH]

RecQueryTC

This service pack includes fixes already released in service pack 1 & 2, they were:

- When used with Microsoft SQL Server 2005 and database compatibility “10”, issues can occur logging on (saying that the user doesn’t have an associated action officer) or when viewing file folders (Now at field is incorrect). [F1133]

Button

- When two users add an attachment at the exact same time one of the attachments is attached to the incorrect Document profile. This has been corrected. [F1145]

This service pack also includes fixes already released in service pack 1 & 2, they were:

- Enabled integration with DocsCorp's pdfDocs product which includes a new workstation setup program. In order for the integration to function, the RecFind Button Workstation setup must be rerun on each workstation. [ENH]
- Significantly improved the performance of the Button when transferring the attachment. Effects will mainly be seen at those sites implemented on a WAN. [F1131]
- Corrects issue where the Button would incorrectly store the internal document number, therefore causing the Document Maintenance module to report a "Record already exists" error when adding a document to the same file. [F1129]
- Significantly improved the performance of the Button when transferring the attachment. Effects will mainly be seen at those sites implemented on a WAN. [F1131]
- Corrects issue where the Button would incorrectly store the internal document number, therefore causing the Document Maintenance module to report a "Record already exists" error when adding a document to the same file. [F1129]

Note! All other modules not mentioned (eg. RecScan, GEM, etc) remain compatible with this release of RecFind. No updates are necessary for these products and will continue to function as normal.

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 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 for information on the latest Knowledgeone Corporation products, support issues and training dates.