Announcing Docutek ERes v5.0.06

INTRODUCTION
Docutek is happy to announce the v5.0.06 update for Docutek ERes! More than 25 feature requests have been included in this update; please see below for a complete description of the changes.

HELP SYSTEM UPDATES
As part of our ongoing effort to provide as much assistance as possible within the Docutek ERes software itself, we have made some changes to the help system in this version. The first is the addition of several videos focused on instructors, and their most common tasks. To help make these videos easier to locate in the system we have added a video link to the bottom of the "Main Menu" page...every user should see the link after logging in. In addition we have also created a new video index page at the top of the help system that lists all the help videos by title.

The second change is the addition of what we call "quick help" icons to some of the admin pages. The quick help is represented by a small question-mark icon next to the textbox, dropdown menu, etc. on the screen. When a user clicks on the icon a small window opens, providing more information about the field and how it's used in the system. Quick help icons can easily be added to any field in the system, so if we missed a spot please let us know via the support form link at the bottom of this email.

A NOTE ABOUT PROXIES
We have seen some instances of people having problems accessing Docutek ERes, or any other ASP.NET based page, via a proxy. Usually these problems manifest themselves as a "view state" error or as pages that never return any content. In many cases this problem has been fixed by simply updating the proxy to a version that works with the ASP.NET framework. If you are using a proxy, and you feel you may be having this problem please contact us via the link at the bottom of this email.

WINDOWS 2003 REMINDER
At this time it appears that Microsoft has not released an official patch that fixes the JET database bug in Windows 2003 Server / IIS6. This bug in the operating system can cause IIS websites to stop responding under heavy load. Docutek strongly recommends that you contact Microsoft for a copy of the pre-release patch if you are running a Window 2003 server; Windows 2000 is not affected by this problem. More information on the problem, and how to obtain the patch, can be found at http://support.microsoft.com/default.aspx?scid=kb;EN-US;838306.

SYSTEM IMPROVEMENTS

- Additional grouping options have been added to the copyright charge report. You can now group the report by department, course, instructor, publisher or document.
- Coursepage specific stats have been added to the page management screen for each course.
- You can now rename files that are attached to a document, as well as files waiting in your personal staging area and the DocuFax staging area.
- The modify, delete and export buttons have been removed from the popup selection screens; a save selection button has been added.
- Database IDs have been removed from the statistic reports, as well as the export function.
- You can now specificy an email address to receive data via the export function on each management screen.
- Fixed a problem that caused the same entry to show up multiple times in the document hits report, when grouped by date.
- The document info window now includes course information in its header.
- Added an option to the system configuration screen to always include instructors on any emails sent out to the alert list for their course.
- Added additional file types to the database, so that more file extensions will be recognized on the coursepage.
- Fixed "double error" that showed up when creating a course in rare cases.
- Created an image slideshow to replace the "multipage image" function from Docutek ERes v4.
- Added several new videos to the help system explaining how to perform tasks from an instructor viewpoint.
- Added a video link to the main menu page for all logged in users; created a video index in the help that shows a list of all available videos.
- Fixed a problem that caused departments with no internet resources to show up on the internet resource search page (IR module only).
- The "Help" link in the header is now customizable; both the text and the link target can be modified by Docutek support.
- Students can no longer change the "to", "cc", or "bcc" field when using the email form to contact their instructor or system manager.
- Fixed a problem on the document creation page that caused the document list to be incomplete when logged in as a faculty member.
- Documents that contain both hard copy information and a web link will now display as "Hard Copy Reference with Link" (rather than "Multiple Formats") on the coursepage.
- Fixed a problem that caused the document management screen to display incorrectly when showing very long web links.
- Users can now view/print/save their chat transcripts when leaving a coursepage chat room (COMMS module only).
- Users can no longer right-click in the document view window; this helps increase security for the document links.
- A few more variables have been added to the letter template table.
- Added a close window function to the logout link; this function is turned off by default.
- Fixed problem that caused the coursepage to display an error whenever it contained a password protected folder. This was also included in the v5.0.05 update for most users.
- The normal browser menu bar has been added to the document info window, allowing users to print materials properly.
- Added quick help feature that explains the purpose of fields on the management pages.
- Improved message displayed when a document has been added to the system, or to a coursepage.

INSTALLING THE UPDATE
To install this update ask your server admin to run the "WebUpdate - ERes" icon from the server desktop. If you receive a warning message during the download please wait a minute and try once more, as the download servers may be busy. Follow the instructions that are displayed, and reboot the server if prompted to do so. Once you have run the update it's a good idea to run "WebUpdate - ERes" until you will see a message that says "no sites will be updated"; this shows that you are at the latest release. If you need help, or would like to request the update be applied to your hosted system, please use the link at the bottom of this email to contact Docutek support.

JOIN THE DOCUTEK ERES USER GROUP
If you have not yet joined the Docutek ERes Usergroup, we would recommend doing so. It is the best place to discuss the real-world application of your electronic reserves system, and get recommendations from other users. To join, send an email to ereserves@docutek.com with the word 'Subscribe' in the Subject field.

CLOSING
As always, thank your for your support of Docutek ERes, and for the user feedback that helps improve our system! If you have any comments, questions or suggestions please send those to us via our new support request form at http://www.docutek.com/support.

-Docutek Support
support@docutek.com

Docutek, a Sirsi Company
http://www.docutek.com/support

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SUBSCRIPTION INFORMATION
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«Contact_Name»
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