

Announcing Docutek VRLplus v3.0.03

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INTRODUCTION

Docutek is pleased to announce the availability of the latest version of our virtual reference software, Docutek VRLplus v3.0.03. Please see below for more information, as well as instructions on how to apply or request the update for your system. Note: this update contains all the fixes and improvements from the v3.0.02x versions, which were never officially released to customers.

SPECIAL NOTE FOR VERSION 2.X CUSTOMERS

Customers currently using any of the v2.x versions of Docutek VRLplus will be prompted for a password before they can receive this update. We ask that before you request this update you review the training videos located at http://www.docutek.com/support/training_vrlplusv3.html. These short videos will provide you with some basics you will need before using Docutek VRLplus v3.x as a librarian or administrator. Once you are comfortable with the changes please follow the instructions at the bottom of this email to have the update applied to your system.

CHANGES AND IMPROVEMENTS

- An error would occur on the KB search page when no virtual desk id was specified on the querystring. This has been fixed.
- General live chat optimizations. Added a "select" link next to each active patron to allow patron selection from the Active Users tab.
- When composing a reply to a submitted question the "From" address was not using the value set in the "Compose Reply Email Properties" section of "Email Settings." This has been fixed.
- Sometimes when a patron would click on the link to send a follow-up question the past messages would not be displayed and the message was not treated as a follow-up. This has been fixed.
- Sometimes an operator would get a "Type mismatch: 'genNewPatronMessageNotificationPopUp'" error when switching between patrons. This has been fixed.
- Sometimes an operator would get an error in the chat message or tabs frame when switching/accepting patrons while other events were occurring (e.g. patron enters queue). This has been fixed.
- Fixed the following errors on the patron side:
 - KB search page
/english/eb_entries_patron.asp
|567|80040e14|Syntax_error_(missing_operator)_in_query_expression_'Desks.ID_='.
 - Submitting a survey in Mozilla
/english/vrleb_survey_tally.asp |31|800a03ea|Syntax_error
 - Chat message frame
/english/vrl_chat_patron.asp
patronid=103160547|133|80040e14|Syntax_error_(missing_operator)_in_query_exp

ression_'vars.Name_='VRLWaitMessage'_AND_vcfg.VirtualDeskID=__AND_vars.ID
_=_vcfg.VariableID'.

- o "Continue Waiting?" pop-up
/english/vrl_alert_newpatron.asp
contentfileparms=WAIT|133|80040e14|Syntax_error_(missing_operator)_in_query_e
xpression_'vars.Name_='URLHomeRedirect'_AND_vcfg.VirtualDeskID=__AND_vars
.ID=_vcfg.VariableID'.
- Sometimes patrons who failed the co-browse (PRO mode) configuration test would not have the ability to continue in CLASSIC mode. This has been fixed.
- General optimization and cleanup of operator logout processing.

UPDATE INSTRUCTIONS

To install this update ask your server admin to run the "WebUpdate-VRL" 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. After each update it's a good idea to run "WebUpdate-VRL" again to make sure there are no other available updates; when you are completely updated you will see a message that says "no sites will be updated". If you are prompted for a password, or if you need help, please contact Docutek Support via our new online support form at <http://www.docutek.com/support>.

MAINTENANCE REMINDER FOR HOSTED SYSTEMS

On the first and the third Monday of each month Docutek will have an open maintenance window between 11:00 am and 1:00 pm PST for our hosted systems. During this time you may not be able to connect to your Docutek VRLplus website if you are using our hosting service. In addition, if you are using a Docutek cobrowse server you may not be able to configure properly while we are performing maintenance.

CLOSING

Thank you for choosing Docutek VRLplus as your virtual reference system! We are always looking to improve our product, so please send any comments or suggestions to your regional sales manager or Docutek Support using our online support form at <http://www.docutek.com/support>.

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