

## **Announcing Docutek VRLplus v3.0.04**

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### **INTRODUCTION**

Docutek is pleased to announce the availability of the latest version of our virtual reference software, Docutek VRLplus v3.0.04. Please see below for more information, as well as instructions on how to apply or request the update for your system.

### **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](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**

- Live Chat displayed newest messages at the top of the chat frame. Docutek Support can now set the display order to show newest messages either at the top or bottom of the chat frame.
- Links in emails sent from the system would sometimes break in certain email clients due to line wrapping. This has been fixed.
- When a user submits\replies to an email reference question they may get a "cint" runtime error on line 15 of /vrlplus/classes/clsDBAutoInc.asp; this has been fixed.
- Chat window optimizations to increase performance and improve operation when many users are online.
- Session Transcripts default listing order was by "Category." It has been changed to "Created On."
- Patron surveys loaded via email link would display random characters. This has been fixed.
- The patron co-browse configuration check within Live Chat has been simplified. The test results will no longer be shown and configuration will take place immediately. If the patron cannot configure for PRO mode within 60 seconds they will automatically configure for CLASSIC mode.
- "Other addresses" for True Virtual Desks would not receive notification when patron questions were submitted. This has been fixed.
- The Virtual Desks drop-down list in System Statistics is now sorted by name.

- Users would sometimes see a "File not found" error when attempting to load the email reference submission or Live Chat login forms. This has been fixed.

**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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