

GoPro Case Professional Release Notes

Version 4.3.1 build 20071207

GoPro Ltd.

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Legal issues

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1 About GoPro Case Professional

1.1 What is GoPro Case Professional?

GoPro Professional version 4.3 is the latest version of GoPro Professional, the Lotus Notes based Case management system.

1.2 What has changed?

GoPro Case has gone through extensive changes from version 3. The main changes are:

- **User Interface**

The most apparent changes in GoPro Case are in the user interface. The main goal in the development of the new GoPro Case user interface was to provide a simpler and more productive user interface, and consequently a more enjoyable user experience. Close cooperation with current users as well as feedback from other sources, has resulted in increased usability and more transparent use of the system.

The main UI changes are:

- **Wizards:** Wizards are available for common tasks, such as Case creation.
- **Views:** Views have been re-organised to conform better with the work processes. The views are fewer than in version 3 but still provide the same display options as before.
- **Buttons:** Buttons for common actions are now available in views and forms. The available buttons depend on the context of the task being performed.
- **Forms:** All forms have been re-designed for clearer display and easier navigation, as well as simpler task completion.
- **Graphics:** New icons and graphics are employed for guidance and orientation and to simplify system usage.

- **Office and Windows integration**

The system now provides an easy way to connect to the Windows file system and also the MS Office Suite.

- Files can be exported to GoPro Case directly from the desktop using the Send To... function.
- Files can be exported to GoPro Case directly from Office programs (Word, Excel, Powerpoint, Outlook).
- E-mail can be imported to GoPro Case from either Lotus Notes or Outlook.
- All these Import/Export functions provide the possibility to select a particular Case or document to link to in GoPro Case.

- **Modules**

A part of the functionality of GoPro Case 3 has been removed from the system and packaged into "Modules". These modules are installed in GoPro Case using the Module Manager. The Module Manager displays a clear overview of installed modules and available upgrades as well as providing easy installation routines.

The benefits of using the modules is mainly that now it is possible to provide upgrade and maintenance options without needing to upgrade the whole system.

Module Manager can be downloaded from the [GoPro Ltd.](#) website.

GoPro Case is the core of the GoPro Professional product line which includes a number of easily installed modules to add functionality. See the Release Notes for each module for further information.

1.3 Where to find the Latest Information

The latest information about GoPro Case Professional, including all documentation can be found at the [GoPro Ltd.](#) website (www.gopro.net).

2 Things you need to know

2.1 Requirements

2.1.1 Server

GoPro Case Professional version 4.3, requires a Lotus Domino R6 server version 6.0 or higher. Lotus Notes server version 6.5 or higher recommended.

2.1.2 Client

GoPro Case Professional version 4.3 requires Lotus Notes client version 6.0 or higher. Lotus Notes client version 6.5 or higher recommended.

2.2 Installation and setup

GoPro Case comes with a setup program which executes the installation process. The administrator however needs to go through GoPro's setup documents and make the appropriate changes or customizations for the company, including defining fax and letter headers, localization issues for the servers and etc. The administrator also needs to sign the databases after the setup program has installed them.

When upgrading an older release of GoPro Case the setup program creates a copy of the custom database with the same name as the custom template but with '_old' appended to the name. The administrator then needs to go through the old custom template and copy any customizations that have been done to the GoPro custom elements to the new custom database.

See also chapter **3 Migration**.

2.2.1 Module Installation

Modules are installed using the Module Manager. The Module Manager is available for download at the [GoPro Ltd.](#) website.

3 Migration

NOTE!

When upgrading to GoPro 4.2.0 from an earlier version, a new licence code is required. GoPro users with active maintenance agreements for GoPro Professional 4.x, will receive a new licence code soon after upgrading and applying for the code. Other users must contact GoPro Ltd. to apply for our maintenance program.

GoPro should ask for a new Licence code when a user logs in as an administrator. Please update any licence information and re-apply. The licence code application may take 1 - 2 business day to process.

3.1 Migration to version 4.3.0 build 20070615 or later

1. Create roles

New roles have been added to control the access to functionality in GoPro. After upgrading to this version, the new roles need to be applied to users.

The roles are:

- [AllowLock] - Controls access to an agent that locks selected documents. This action was designed to be used by administrators.
- [AllowUnlock] - Controls access to an agent that unlocks selected documents. This action was designed to be used by administrators.
- [AllowOlFilter] - Controls access to a new filter navigation feature in GoPro. By default it is hidden.
- [CloneCases] - Controls access to the Clone case action. The action is also shown if the user has the CreateCase role.

2. Set default values in Constant documents

After upgrading you should go into each constant document and set the default values under "Appearance\View Actions" using the designated action. After doing that you must save the document and fully exit the system. Standard views might not work correctly until you perform this task.

3. Colour schema

You do not have to perform this task - the views will work though this is not set. You do this by opening the Constants view and selecting the "Design\Set view colour schema". Note that after changing the schema the views have to be rebuilt.

4. Custom views

To use features 1 and 2 custom views must be updated. The custom view in the GoPro Custom template can be used to copy columns and actions from it. Note that

you do not have to update the custom view - they should work as is, but they just do not utilize the new functionality. Also you should not update settings or look up views - only views which are displayed to standard users.

Changes are:

- (a) View property "Evaluate actions for each document change" should be set
- (b) Actions in the view should be copy-pasted to each custom view
- (c) To make an action display in a custom view the lists under "Appearance\View Actions" must be updated
- (d) The colour column (first column) should be added to custom views.

3.2 Migration to version 4.2.0 build 20051125

1. Create roles

New roles have been added to the GoPro access control list to control the creation of response document. The roles have the prefix [CreateNew.....] After upgrading to this version, the new roles need to be applied to users. If the roles are not set, the users will lose the ability to create new standard response documents in GoPro.

The roles are:

- [CreateNewEmail] - Allows the user to create e-mails (replies, forwards are included)
- [CreateNewExtDoc] - Allows the user to create external documents
- [CreateNewInDoc] - Allows the user to create Incoming documents
- [CreateNewFax] - Allows the user to create Faxes
- [CreateNewLetter] - Allows the user to create Letters
- [CreateNewMemo] - Allows the user to create Memos (other documents)

By default the standard GoPro Views hide the creation buttons based on these roles. Buttons in customized views will have to be edited to modify the hide formula according to the role.

An example hide formula for an e-mail button would be:

```
!@IsMember("[CreateNewEmail"];@UserRoles)
```

which causes the button to be hidden when the role [CreateNewEmail] is not applied to the user.

Since the fax and Letter are a part of the custom solution, in order to make use of the create roles, the roles [CreateNewFax] or [CreateNewLetter] must be applied to the property 'Who can create documents with this form' located on the last tab of the form properties dialog in Notes Designer, instead of 'All authors and above'.

2. E-mail create buttons

Standard e-mail creation methods have changed in GoPro 4.2.0. Instead of creating using Compose, the forms must be created using special agents. You can launch the agents with the following formulas:

- New e-mail: @Command([ToolsRunMacro];" (nMailUINew)")
- New reply: @Command([ToolsRunMacro];" (nMailUIReply)")
- New reply-all: @Command([ToolsRunMacro];" (nMailUIReplyAll)")
- New reply-history: @Command([ToolsRunMacro];" (nMailUIReplyHistory)")
- New reply-all-history: @Command([ToolsRunMacro];" (nMailUIReplyAllHistory)")
- New forward: @Command([ToolsRunMacro];" (nMailUIForward)")

For the correct functionality after an upgrade to version 4.2.0, all custom views and actions creating mail document must use these agents, in order to work correctly.

3.3 Migration to version 4.1.2 build 20050318

The internal view vwLookupByUNID has been removed from the GoPro Case kernel. All internal calls and uses of this view have been removed. It is however possible that customisations have been made by GoPro users/Business partners, that might be using this view for lookups. Instead of the view lookup we recommend using the Notes formula @GetDocField, or the lotusscript function NotesDatabase.GetDocumentByUNID as an alternative (and more likely a faster solution) to the database lookup into the vwLookupByUNID view.

Installations using the GoPro Case Scanning Module (a part of the GoPro Document Management Professional) must upgrade the Scanning module to the most recent 4.1.2 build 20050318 version to avoid problems because of the view removal..

3.4 Migration from GoPro 2 or GoPro 3

3.4.1 Before running setup

- All clients that are to run GoPro Case must be upgrdated to version 505 of Lotus Notes, or higher. The Lotus Domino server also needs version 505, or higher, for GoPro Case to run properly.
- Make sure templates are in place and inheritance is OK (Kernel and Custom)
- Cleanup customization template
- Remove obsolete forms, views, agents, etc. (forms not used in production)
- Add aliases to custom views with no aliases

- Add aliases to custom forms
- Compact GoPro
- Upgrade database format to ODS 41 during compact
- With size reduction
- Discard view indices
- Backup production database and lookup database with templates.
- Make sure user ID running the setup has administrator rights to both GoPro and the server
- Disable replication during upgrade so that no servers will start replicating during the update process
- Make sure no users are accessing the database during upgrade

3.4.2 Running the setup

- Start the setup (GoPro40.EXE)
- Select upgrade type
- Running the setup might take some time, depending on the database size.

3.4.3 After running the setup

- Add the new template files to your desktop
- Refresh the design of the kernel and production database
- Rebuild all views with the 'updall' server console command
- Check 'allow more fields in database' database advanced properties. (This is done from the custom template and inherited into the database)
- Check if user profiles were converted to main documents (Setup-Administration-Profiles)
- To change values or add profiles, use the profile wizard under Actions in the profiles view)
- Open the custom outline in the custom template and add links to all custom views

- Custom outline includes links to all the standard GoPro views. For new outline entries, copy the action formula from standard GoPro views and change the view alias being opened
- After upgrading custom outline, goto Setup-Administration-Constants run action 'Toggle custom outline on/off' or goto the administration form and click on button 'Toggle custom outline on/off'
- To add your own forms to the Create... and Response... buttons edit the Shared Actions in the custom template
- Select a shared action
- Change the action title
- Add your formname to the formula
- Remove 'Hide from Notes' in hide properties
- Enable GoPro Agents through the constants document.

4 What's New?

4.1 Version 4.3.1 build 20071207

Instant messaging fields added

IM fields has been added to the Contact and Case documents. There you can select the type of IM software you are using and the IM address. Chat can be initiated from the open document or from the view. Three IM programs are integrated with GoPro; Sametime, MSN (Windows only) and Skype. For others use RFC3860 links ("im:john.doe@hotmail.com"). See <http://www.faqs.org/rfcs/rfc3860.html> for more information on RFC3860.

T2007-1325

vCard support

GoPro Professional can now export and import contact information using the vCard standard. This is very useful e.g. when a user has to forward contact information to an external user or has received information from one.

T2007-1337

New meeting action

An action has been added to documents and views to enable the user to quickly create a meeting. This functionality only works if the organization is using Lotus Notes for mail and calendar. When the user selects the action a new calendar entry document is opened and the e-mail addresses from the selected documents or open document is inserted.

T2007-1524

Red icons by confidential cases

In version 4.3.0, a red icon was displayed by Confidential cases in the Case views. The Client views have now been updated to do the same.

T2007-1938

Notification field again optionally editable

The notification field was locked in version 4.3.0 to hinder users from entering external addresses into the field. Some customers were displeased with this decision. Therefore a setting has been added to the constants document that allows you to make the field editable again. GoPro does not validate what is entered into the field.

T2007-2009

Role dependancy when creating incoming documents

A feature was added in a past release whereby a user who had the ArchiveDep or ExtraArchiveDep roles was not set as the document owner of a incoming document. Instead, if the document was created under a case, the case responsible employee was set as the document owner. An option has now been added to the constants document whereby it is possible to select the ArchiveDep or ExtraArchiveDep role for this feature. It is also possible to deselect both, thus disabling it all together. Please note that roles are cached in the Lotus Notes client so the user might have to exit the client after changing the roles.

T2007-2059

Fix: Line feeds in fields used in list

Bug fixed where the linking wizard did not function correctly if e.g. the organisation name had line feeds.

T2007-1529

Fix: License document remains locked

Previously, when prompted for a license when opening the database, and the license dialog was opened and the user then clicked on the Cancel button, the license document remained locked. This has now been fixed.

T2007-1561

Fix: Wrong alias on a view

A profile view had a character missing in the alias. "vwSetupProfileSelGrop" instead of "vwSetupProfileSelGroup". This has now been fixed.

T2007-1599

Fix: Wrong version number in license request

Displayed 4.2.0 instead of 4.3.0. This has now been fixed.

T2007-1815

Fix: Insert standard text error

In an obscure case where a standard text had one tag or where the tag was the last element in the text (excluding line feeds) and the tag value ended with line feeds an error occurred. This seems to be caused by a bug in the NotesRichtextNavigator class. A workaround has been implemented and this should be fixed.

T2007-1818

Fix: Error when removing document locks

Some complicated custom actions left Lotus Notes in a strange state. Security errors were thrown when the action tried to remove locks from documents it was working with. This only seemed to happen to user with author access. To fix this GoPro now maintains a list of documents locked by this action. When releasing the locks, GoPro checks the state of Lotus Notes and if everything is not OK then a fall-back release agent is triggered to remove the locks.

T2007-1842

Fix: Inheritance of Email address

In version 4.3.0 a feature was implemented that added the Email address from the selected Organisation to the Contact document. This feature has now been changed to only inherit the domain - not the entire address.

T2007-1915

Fix: Do not use wizard option disappears

This option disappeared in the Case wizard after selecting the Involved party. This has now been fixed.

T2007-1999

Fix: Change categorisation action missing

This action was missing from the Group I, II and III views. As it is now just a setting in the Constant document defining where actions are displayed, we just added these views to the list of views to display this action. You will have to open the Constants document and set the default values again to fix this.

T2007-2007

Fix: Attachments missing when forwarding documents

If the attachment for some reason was not attached to the Body field but to the document itself it was not included in the new Email. Now we check if the document has this kind of attachments and include them in the Email.

T2007-2054

Fix: Danish translations in Constants document

A few Danish translations in the Constants document were wrong. They have now been fixed.

T2007-2055

Fix: Email address missing

When changing the Contact in an External document the Email address was not populated from the selected Contact. This has now been fixed.

T2007-2102

Fix: Standard texts missing under categories

Two columns in the standard text view had the same programmatic name. This has now been fixed.

T2007-2135

Fix: Wrong version number in licence document

Version 4.3.0 showed 4.2.0 in the licence document. This has now been fixed.

T2007-2143

Fix: Postal code look up

When exiting the postal code/zip field we check if postal codes are defined in the categories view and populate the city field if we find a match. This was not working in version 4.3.0 but is fixed in version 4.3.1.

T2007-2202

Fix: Template support instructions error

The code in the custom template that was by default commented out was not correct. This has now been corrected.

T2007-2247

4.2 Version 4.3.0 build 20070615

Document views changed to utilize them better

All documents in the system are shown in the Document views. That includes Organisation and Contact documents. To display more information about them in the views, the Subject column was renamed Subject/Information and now displays information about the Client.

(T2005-2153)

Improved dictionary support.

When document spell-check is active (set in the user profile document), the standard Lotus Notes client spelling is now used to check the spelling in documents. To configure spell check in the Lotus Notes client go to 'File/Preferences/User Preferences/International/Spell

Check'

(T2005-2174)

Selecting persons/groups in documents

Now the standard NAB dialog is opened if the settings do not require just showing persons or groups. If either of these settings is set then views in the NAB are opened showing only that.

WS2006-0001

Hard-coded values "Note" and "Reminder" removed from Other Document document type list

The hard coded values "Note" and "Reminder" that were included for backward compatibility have been removed from the keyword options of the Document type field in Other Document. To re-enable these values, they must be added into the appropriate keyword list in view Setup-Lists.

(T2006-0011)

New organisation button in contact document

A new action ('New Organisation') has been added to the contact document. The new action is hidden if user does not have the role 'CreateContacts'.

(T2006-0017)

Reply-to option

It is now possible to specify the reply-to address in the delivery options dialog.

T2006-0013

Organisation information in the constants document

Two fields have been added to the Organisation information tab in the Constants document, Email and Reply to.

T2006-0015

A new button in Case link wizard

A new button 'Create and add contact link' has been added to the Case link wizard. It opens a wizard where the user can select a client or add information about him. When the wizard is then closed, a check is performed to see whether the client is registered and if not, created. Finally the contact is linked to the Case.

(T2006-0147)

Creating contact from case wizard

Fixed a bug in the Case wizard when contact is selected from an external database and the user chooses to save the contact automatically within the case wizard.

T2006-0056

Mark an open document for deletion

New feature added where a user can mark an open document for deletion. Before you could only mark documents for deletion by selecting them in views.

T2006-0104

Missing translation on API mail wizard

Missing translation for 'Body' in API mail wizard has been fixed.

(T2006-0318)

Email imported from incoming documents inherits a wrong contact

Fixed an error in contact information when importing emails with incoming documents.

T2006-0158

Improved look-up including field mapping

Using a look-up with an external database, including field mappings from the external documents, a new option has been added to the field mappings section. When selecting 'Do not reset common fields not in mapping', the data already in the contact/company document, not included in the mapping, are no longer overwritten.

T2006-0168

Scheduled agent list in the constants document

Now the list also shows the comments for the agent. This should enable administrators to see quickly what the agent does as the name is seldom very descriptive.

T2006-0184

Mark for deletion in category documents.

Fixed a bug where a category document that is marked for deletion, is still available for selection in documents.

(T2006-0352)

Missing Save button in External Documents

Fixed a bug where the Save button did not appear when an external document was created.

(T2006-0359)

API: Using saveCase

Using the saveCase function in the GoPro Case API, with an incorrect address for an employee signed to the case, returned an error when trying to send notification to the employee. This has been fixed resulting in the case skipping sending the notification to the incorrect address and continuing with the saveCase process.

(T2006-0366)

Create case from template

New role added to show/hide the "Register/Case from template" - "CreateCasesEx".

(T2006-0376)

New case view

New case view added - All case by Contact. This view is categorised by both the organisation and contact. This means that it is very easy to see how many cases belong to a certain organisation and to which contact.

T2006-0212

Rich text tags formulas

Now you can check if the syntax of a formula is correct when entering a formula tag.

T2006-0236

Document locking

All functionality in GoPro has been updated to support document locking. Document locking is a feature introduced with Lotus Notes/Domino 6. Enabling document locking should greatly decrease the number of replication/save conflicts. This feature is enabled/disabled in the database properties, by checking "Allow document locking". Because of a bug in this functionality GoPro recommends that customers upgrade to Lotus Notes/Domino 7.0.3 before using this feature. IBM says that the bug should be fixed in that release which is scheduled in September 2007.

T2007-0039

User friendly changes to the outline

The outline (menu of views to the left in the main GoPro frameset has been changed for increased usability; the selected view is highlighted and there is room for more items, so you can add custom views and folders. You can also filter the items in the outline by cases, clients, documents or administration.

T2007-0056

Context sensitive view actions

A new feature added to GoPro are context sensitive actions in views. This means that depending on which document is highlighted in the view, different actions are shown in the action bar. This was added as an effort to make GoPro easier to use. Please note that the hide-when formulas for all actions have been optimized and that the same should be done for all shared custom actions. If not than the user might experience a lag when selecting documents in the view.

T2007-0062

Expand/collapse view icon

Standard views now contain +/- icon instead of the green triangle.

T2007-0068

Logo placement on the GoPro main page

To increase the area for the Navigation pane the GoPro logo has been moved to the top. The GoProp logo is now is also a drop-down action menu, which can be customised. By default it contains actions to open the user profile and more.

T2007-0066

Four address fields possible in the client forms.

It is now possible to add two more addresses in the client forms as additional address fields have been added. The number of address fields to use, can be set in the Constants document under "Appearance/Various settings".

T2007-0074

Local replica wizard

With GoPro we now supply a hook in into the advance replication settings. This is to help users create a local replica of the database with only cases they are involved in and so on. Please note that local replicas should be encrypted for security reasons and that the ACL should be enforced on all replicas using the settings in the database ACL dialog. Local

replicas can be hard to maintain so plan your work and test before you role out.

T2007-0073

All cases by status view

This view has by request been added to the standard product again.

T2007-0134

New front page

A new front page was created. It has more possibilities and can be customized.

T2007-0219

Contact type in Case created with case wizard

When a case was created with the case wizard and an Organisation selected as the case contact, the contact type (Organisation) was missing from the radio-button. This has now been fixed.

WS2007-0001

Employees of a case can get automatic author access

A setting has been added defining what kind of access users in the 'Other employees' field of a case will get automatically. In earlier version these users got reader access.

T2007-0282

Copying closed documents

When copying a closed document, the status of the new document can now be changed.

T2007-0466

Email address of company inherited in the contact form.

When creating a contact under a company the email address of the company is now inherited and the email field can contain multiple email addresses.

T2007-0498

External Names and Address book with Client information in GoPro.

GoPro can now make contact and organisation information available in an external Names and Address book (NAB) (Directory Assistance configuration also required). In the past this information was sometimes made available by adding a couple of views from the

standard NAB template to GoPro. This had some side effects as sometimes documents would get locked. Another problem was that this way the data could not be made available via LDAP. Look under the Settings/Other Settings tab in the Constants document. There you find a few settings for the NAB pump. After specifying where to store the NAB and configuring what data you want you can click the button which creates the NAB and initializes it. There are two agent you must enable and sign, UpdateNABHourly and UpdateNABWeekly.

T2007-0534

ExtraArchiveDep role not showing all actions

Users with ExtraArchiveDep role did not see all actions as users with only ArchiveDep. This has now been changed so users with only ExtraArchiveDep role do see all actions for ArchiveDep including the extra actions designed for ExtraArchiveDep role.

WS2007-0004

Responses under links

Two new settings have been added to the Constants document which hinder the creation of documents under links. The new context sensitive view action menu uses these settings.

WS2007-0009

Instruction in edit field

Instructions are now created in an editable field instead of a dialog prompt. This feature helps for instance adding new lines in instructions text.

WS2007-0017

NAB look-up button in Case Wizard

The NAB look-up button in Case Wizard now checks configuration in constants document. The button is only displayed in the case wizard if configured in the constants document.

WS2007-0016

Changing status on response documents when a case is closed.

When closing a case and choosing to change status on all response documents as well, the response documents that already have been closed/locked or archived are not affected by the status change.

WS2007-0021

Instructions notifications prompting for recipients

Now when instructions are sent to case employees, the user is prompted to select employees to receive the notification. By default all employees are selected.

WS2007-0018

Icelandic translation fixed

Fixed Icelandic translation in dialog prompting to send email with new instructions to case employees.

WS2007-0019

Clone cases

A new role has been added to allow users, that do not have access to create a new case, to clone cases. This new role is "CloneCases". If the user has the CreateCases role he is also allowed to clone a case.

WS2007-0023

Users available to receive incoming document notifications

A new setting has been added to the constants document ('Settings/Other settings' tab) for Notifications. It is now possible to select 'Allow none GoPro users' and 'Allow external addresses' to be receivers for incoming document notifications.

WS2007-0027

Standard text view not visible to standard users anymore

This view is now under Setup/Administration instead of Setup/Other. This means that only users with the Administration role see it in the Navigation pane (Outline).

T2007-0663

New administration action - 'Action.../Send version for debugging'

This action sends a copy of the design and settings to GoPro ("maintenance@gopro.net"). Can be very handy when you are having problems with the system and need support from the GoPro service department.

T2007-0680

Flag case over deadline

Cases over deadline can now be highlighted in a view using an agent. This agent runs each night and only marks cases that are past their deadline. These cases then show up in the view "Cases/Over deadline" and can also be highlighted using the new color schema feature.

T2007-0751

View colour schema

Now client, cases and document views in GoPro can highlight documents or change the text colour. Existing custom views have to be updated to support this feature. Which colours are used is set on database level, that is each user can NOT set his own colours. To set the colours you have to be an administrator. To set the colours schema go to the Constants view and select "Design.../Set view colour schema". Then go through the wizard and set up how you want documents displayed in the views. Please note that after setting/changing the colour schema the views have to be re-indexed.

T2007-0757

Navigation filtering

A new feature added is navigation or outline filtering. This feature is hidden by default but is enabled by adding the "AllowOIFilter" role to the users. By clicking the GoPro logo the user can navigate to the filters and for instance select to show only case views in the navigation pane. Behind the scenes GoPro is switching between outlines. The outlines are customizable and other custom outlines can be added by editing the "subAddonNavigation" subform. Custom actions for the drop down menu can also be added by editing the same subform.

T2007-0770

Possible to send a copy of the system for debugging.

It is now possible to send a version of the system, and if required a selection of documents, directly to GoPro maintenance for debugging if an error occurs in the system.

T2007-0778

Synchronize case and contact links

Sometimes the case and contact links get out of sync with the documents they link to. This happens e.g. because of access restrictions in the links and so on. To enable the administrator to synchronize the links, two actions have been added in the Constants view.

T2007-0876

Control over in which views actions are displayed

New feature has been added to allow the administrator to control where to show view actions. This is done in the Constants document under "Appearance/View Actions". Changing these lists requires some knowledge of Notes and GoPro design. Existing custom views have to be updated to utilize this new feature. Please see the custom view supplied with GoPro custom template. All actions in the custom view have to be copied to the view that is being updated.

T2007-1074

External formula

A new feature added is external formulas. Sometimes formula tags are used and they get very long. This feature allows you to maintain the formula itself in a separate document and just reference it in the tag. This also allows the user to reuse the formula in multiple texts. To use it you create a Main category and select the look-up key as "FormulaExternal". Then simply create a sub category document and insert the formula. In the tag wizard just select Source type as Other and Source as External Formula. Then select the external formula you want to use.

T2007-1082

Fix: Changes to Case employees not logged in history

When Case employee was changed using the view action, the changes were not logged in the history of the Case. This has now been fixed.

WS2005-0100

Fix: Postal code button shown although no postal codes defined

Now the button is not shown if no postal code Category root is defined.

T2005-0512

Fix: Prompt to register a contact that is already registered.

If an individual was created with no ID-number from a case and then a new case is registered with this person as the involved party the system offered to register the contact. The system now recognizes that the contact has been created although no id number is registered.

T2005-0517

Fix: Create a document under a Case link

Issues solved where a user could create a document under a Case link even though settings in the Constants document did not allow it.

(T2005-2154)

Fix: Circular reference in the Case hierarchy functionality

Validation fails and the user is able to create a circular reference. This has now been fixed.

(T2005-2172)

Fix: Problems with the tag wizard

The Tag wizard has now been improved.

(T2005-2215)

Fix: Date field in E-mails

Bug fixed where the Date field was set differently depending on how the E-mail was created.

T2005-0538

Fix: Default view in database

Default view was the main Client view. In a few projects using GoPro this view was replaced with a custom view which lead to problems as the database did not have a default view anymore. Now the default view is a hidden constants document look up view.

T2005-0554

Fix: Contact name mandatory but no check mark shown

Issue fixed.

T2005-0558

Fix: User profile button removed

Button moved to the drop down menu when clicking on the GoPro logo.

T2005-0592

Fix: Size of formula field corrected

The size of the formula field in the rich text tag wizard has been increased.

T2006-0034

Fix: Frameset title

The database title was always set as the database title if the Home page was not used, instead of the combination "Title - View Name". This has now been fixed.

T2006-0036

Fix: Active statuses include 'Active' and 'In progress' as default

These statuses were missing in the default constants document.

T2006-0039

Fix: Reply to all with history

The sender is now added to the to field receivers from the selected mail are put into the "cc"- field.

T2006-0058

Fix: Access problems with Contact link

When a user updates a Contact document the changes are pushed to the contact links under Cases. The issue is that sometimes the user does not have access to the links due to access settings in the Case. This has now been fixed.

T2006-0096

Fix: Subject of standard text is mandatory but is not always applicable

The subject field is now not mandatory.

T2006-0100

Fix: Users with profiles created through the wizard after upgrade could not create Emails

This has now been fixed.

T2006-0102

Fix: Problem with the locked status

A document is now not locked until the user has closed it.

T2006-0149

Fix: Problems with adding and removing links

Link functionality improved so GoPro has a better handle on how to open linked documents. Also better checks and error handling added.

T2006-0151

Fix: Danish translation corrected.

”Sagsnafn” changed to ”Sagsnavn”.

T2006-0155

Fix: Create a new Contact/Organisation from a Case

Wizard action under the Case contact tab in the Case has been improved. It now checks if the Organisation and/or Contact exists in GoPro. If it exists then the system prompts the user with that information. If it does not exist then the user is prompted to create it.

T2006-0163

Fix: Adding E-mail recipients

Typing the short name of a recipient and then pressing F9 or Return on the keyboard resolves the short name to the full name.

T2006-0175

Fix: Case reference in E-mail

Case reference was not added when the E-mail was created from a view. This has now been fixed.

T2006-0176

Fix: Job title missing in read mode

In the Contact form the Job title was not displayed in read mode.

T2006-0210

Fix: Notification recipients issue

All Case employees are now the default recipients for notifications.

T2006-0231

Fix: Lotusscript numbering

When moving a database between servers there was no way to change the existing sequence number documents so they would contain the new server name. A new action has been added in the Constants document to enable an administrator to update the sequence documents.

T2006-0239

Fix: The Contact job title not visible in read mode

This has now been fixed.

T2006-0281

Fix: Protected flag set on items in documents in GoPro

Some organisations are using GoPro as a Names and Address book by adding a few views from the standard NAB template to GoPro. Due to a bug in the Domino server, items in documents got the Protected flag set and as a result changes to the document were not committed to the database. To fix the documents that already have this flag set, an administration action has been created in the Constants view to remove this flag. Also to hinder that this occurs again GoPro, now supplies a pump that makes the client information in GoPro available in a standard Name and Address book.

T2006-0300

Fix: Copy document action bug

If a user copied a document, selected itself as the target and check marked that he wanted to include responses then an infinite loop occurred and over 100 documents were created.

T2006-0426

Fix: Reply to all with history put everybody in the Send to field

This has now been fixed.

T2006-0441

Fix: Error message displayed when using the Delete button

Due to global variables being reset in GoPro. Now the delete event routine starts by checking if the globals are still set and resets them if they are not.

T2006-0457

Fix: Bug in the Set supervisor role action

Error occurred if the user canceled the action.

T2006-0482

Fix: Notes crash when saving user profiles

Issue with a licence prompt displayed in the Post save event in the user profile document. This has now been fixed.

T2007-0104

Fix: Copying locked documents

When using the action "Copy Document" on a locked document the original document remains locked for editing.

T2007-0125

Fix: Current replica mark field in cases

This field was incorrectly set in cases. This is not a commonly used feature in GoPro. It allows organizations which have many replicas of the database to set up selective replication of cases.

T2007-0138

Fix: Infinite loop in the Tag functionality

An infinite loop occurred when a tag could not be processed. This has now been fixed.

T2007-0156

Fix: Missing attachment when forwarding External document from a view

When forwarding an External document from a view the document attachment was lost. This issue has been fixed.

T2007-0173

Fix: Forward External document in edit mode

If an External document in edit mode is forwarded a warning message is displayed, stating the user must save the document so the changes will be included in the Email attachment.

T2007-0174

Fix: Columns in forms get uneven on screen or when printing

This was caused by check boxes and radio buttons which contained long text strings. We ran over all the forms in GoPro and modified the fields where we could so this would not happen.

T2007-0203

Fix: Replacing tags in Rich text tags

Problem where new lines did not work when replacing tags in rich text fields. Now GoPro parses the rich text field and adds a new lines after inserting the tag value.

T2007-0220

Fix: Link documents and the Preview Pane

Problem with link documents and preview pane. Link documents changed so GoPro has a better handle over how links are opened.

T2007-0224

Fix: Double click text area

In previous versions when the user double clicked the text area he got a prompt with user who could edit that section. This was caused by an access controlled section surrounding it. This has now been modified so the user does not get this prompt.

T2007-0364

Fix: Closing a Case with ESC did not present the user with a save dialog

This has now been fixed.

T2007-0465

Fix: Wrong Email used when forwarding incoming Email

When the sender was changed the old Email was still used. This was due the ReplyTo field not being set and the Email functionality picks up this field if set. The action that changes the sender now also sets the ReplyTo field.

WS2007-0012

Fix: Group name in place of email addresses in the "to"- fields of email is displayed according to settings

It is a part of the system settings to display group name instead of a long list of email addresses in the "to", "cc" and "bcc" fields of emails. In some cases in the earlier version the email addresses were displayed in spite of the settings.

WS2007-0013

Fix: Inherited information when cloning a case

Physical Location is no longer inherited when cloning a case.

WS2007-0024

Fix: Numbering agent history entry

The numbering agent adds a entry to the history when adding a valid number to a document. The issue was that the temporary number contained an illegal character. That

character is now removed before adding to the history.

T2007-0772

Fix: Linking Organisations with illegal letters or very long names caused error.

When Organisations whose names were very long or contained characters not supported in the ui were unlinked, the error message: "Nothing was selected" appeared. In this current version the name is truncated and unsupported characters are replaced before removing the link so it is recognised.

T2007-0806

Fix: Synchronize links

When a user updates a Contact document the links referencing that Contact are also be updated. This could be a problem if the user did not have access to the links. Now, if the synchronization fails, a server side agent tries to update the link. An administrator action was also added - see a special entry in the documentation for more information.

T2007-0856

Fix: Title in the Contact form has a small font

This has now been fixed.

T2007-0894

Fix: Fields missing when printing a Contact document

The missing fields were the contact type and language fields. This has now been fixed.

T2007-0901

Fix: Show Case Hierarchy action

Problem with the Show case hierarchy action where the action stated that a circular reference was detected has been fixed.

T2007-0921

Fix: Problems with Case templates that included a custom subform

When a Case template that includes a custom subform is selected, the Case document has to be reopened for Notes to show the custom subform. This caused problems which have now been solved.

T2007-0985

4.3 Version 4.2.0 build 20060227

Extension added when missing.

When creating an external document from a word template and deleting the extension by mistake, the extension is now added automatically according to the configuration in the external application class.

T2006-0048

Fix: Constant document field 'Use custom view for open in view' made editable

Fixed a problem that occurred when the new field 'Use custom view for open in view' was added to constants document, and users could not add values to the field. The field is now editable.

T2006-0050

Fix: Special characters in external document filenames.

Using special characters in filename, automatically replaced by GoPro with more simple characters to use for filename, resulted in problem editing/changing the external document. This problem have been solved.

T2006-0069 Imtiaz Mohammad

4.4 Version 4.2.0 build 20060201

Customisation: Added possibility to overwrite 'Principal' fields in e-mails through customisations.

It is now possible for developers to overwrite the 'Principal' field (display name of e-mail senders) when sending an e-mail from GoPro. By placing the field 'setPrincipal' with the desired value on the e-mail form/document, it will override the default value (usually the current user name) in outsent e-mails.

(T2006-0087)

Fix: Fixed problem when using [] characters within a rich text tag formula.

It is now possible to nest [] values within a rich text tag formula (for populating standard text and external templates with data), allowing for more complex formulas to be created to extract data.

T2006-0035

Fix: Fixed problem when replying to e-mails with history in Notes 7 clients.

When replying with history to some insert e-mails in GoPro, which are MIME encoded (field in Incoming document is of type MIME part, instead of Notes rich text) the e-mail body was sometimes empty when viewed by the recipient. Re-sending the document fixed the problem, as well as saving the incoming document before creating the reply with history. The problem only came up when using a Notes 7 client for sending the e-mail to the Internet, while Notes 6.5.x clients seemed to be unaffected. The problem did not appear when sending the e-mail internally within the Notes domain. This problem was fixed by adding a Newline after the inherited document body (the reply history content).

(T2006-0151)

4.5 Version 4.2.0 build 20060113

Added support for 'SpecialStatus' list document

Support has been added for a 'SpecialStatus' list document, which provides the option of defining statuses which are only available for roles ArchiveDep and ExtraArchiveDep. If the 'SpecialStatus' list is defined, the Case and Document status lists will contain extra options for these roles. Thus, users with the aforementioned roles, can set these special statuses, which could be used for Locking, archiving etc.

(T2006-0014)

Fix: Fixed problem when looking up organisation for a contact

Fixed a problem where some contact fields were cleared while looking up organisation info in the contact document, using the organisation lookup button.

T2005-0528

Fix: Fixed unnecessary updates when using action 'Change organisation info'

When clicking on 'Cancel' the Wizard is now exited immediately instead of starting to update links for each of the unchanged documents.

(T2005-2211)

Fix: Fixed display of phone numbers in case document

When displaying phone numbers in case document read mode, the captions for types of phone numbers have now been added.

T2005-0537

Fix: Create case from template now listens correctly to case creation restrictions

When using the action 'Create case from template', the case creation is now correctly stopped if case creation is restricted to only allow cases created from organisation and contact documents.

T2005-0586

Fix: Fixed inheritance using API create function.

Fixed inheritance of Response category when creating responses through the back-end functions.

T2005-0585

Fix: Fixed problem with automatic status setting for sent e-mails.

When users with author access to the GoPro database were sending e-mails, GoPro was setup to automatically lock sent e-mails, the status change could not be saved to the document. This has now been fixed.

(T2005-2411)

Fix: Fixed problem pressing ESC after creating cases from a template

When pressing ESC after creating a case from a template, the user is now prompted to save, instead of exiting the case without saving.

T2005-0594

Fix: Fixed format of DocOwner name field

Fixed a problem where DocOwner field could get a name field formatted canonically (ex. CN=John Doe/O=Acme).

T2005-0595

Fix: Case/Document numbers now added to reference documents.

Reference documents (link documents) now contain DocumentSerialNumber field matching the document being linked to, as well as containing the case number of the linked document, if registered under a case, in field _RefCaseNumber.

(T2006-0013)

Fix: Fixed case template selection in case category settings.

Fixed a problem where new case templates did not appear as options in the case category setup documents until user had exited and re-entered GoPro.

(T2006-0028)

4.6 Version 4.2.0 build 20051209

Extra images in Case Hierarchy

When using the action "Case Hierarchy..." in the Case document, in a Notes client higher than 6.5.3 it would display extra images at the bottom of the hierarchy. This has been fixed.

(T2005-1402)

Fix: Fixed performance issue when saving documents with a large number of fields

In GoPro databases , performance problems could come up during the saving of documents with a large number of fields, such as case documents with customisation. This could cause a delay of up to 7 seconds during the saving of a case in one sample database. The problem could come up in any document using the subCommonHeader subform.

T2005-0565

Fix: Fixed problem when setting roles for case contacts.

When company name contained a comma (,) character, the name was split up during the role selection dialog, requesting a role for the 2 items separated with the comma character. This has now been fixed.

T2005-0567

Fix: Fixed backend calculation of firstname, middlenames and lastname fields when using wizard dialogs

When creating/looking up contact information through wizard dialogs with the setting for separation of the name fields into 3 fields, active, the 3 fields are now correctly moved to the document being saved/updated with the name information.

T2005-0566

4.7 Version 4.2.0 build 20051202

Constant Save prompts in External document

Constant Save prompts, when working in External documents with support for external application, have been fixed.

T2005-0545

Fixed check for empty standard texts

Standard text is now checked before inserting to prevent the error 'Document command is not available' when inserting standard texts that are empty.

(T2005-2284)

Customisation: Added support to list fields to inherit to responses in constants documents.

Added support for configuring response document inheritance when using GoPro backend functions to create responses. Using the field 'inhFldResp', containing a ; seperated field list. GoPro backend API function CreateResponse() will use this list to inherit fields from parent to new response document. The field can contain a list of fields or field mappings i.e. 'Subject;From;ParentDate=Date'.NOTE: The first version of this supports requires the 'inhFldResp' field to be set with a custom agent, saved in the constants document. The final version of this functionality is likely to store the field in another location.

(T2005-2281)

Fix: Fix main tables of various forms.

Fixed misalignment of tables and table width problems in various forms introduced in GoPro 4.2.0 build 20051125.

T2005-0539

Fix: Fixed response document numbering with move document action

When a document is moved between cases, and response document numbers are unique within cases, a new response document number is now generated for the moved document. The number change of the document is logged within the document history.

T2005-0541

Fix: Fixed problem with 'Advanced categories' and phase creation

Fixed a problem where the appropriate phases were not created when selecting 'advanced categories' from the case form itself. The phases were however correctly created if they were selected from the case wizard instead.

(T2005-2280)

Fix: Fixed hiding of document create buttons in unsaved documents.

Fixed the hiding of document create buttons when working in an unsaved document created from back-end functions. This caused the notes formula @IsNewDoc to return FALSE even if the document had not been saved. Hide formulas are now using the formula @NoteID = "NT00000000", which returns TRUE while the document is new.

(T2005-2285)

4.8 Version 4.2.0 build 20051125

Version number now appears in the document header

If GoPro Versioning module is installed and the document is under version control, the version number is now displayed in the document header.

(T2004-0590)

Fixed reply and forward so they no longer use clipboard to inherit

The clipboard is no longer used when replying with history and forwarding documents in GoPro. So anything on the users clipboard will now remain there, when forwarding or replying with history.

T2004-0624

The 'Name' column in case views now also displays the organisation location

The 'Name' column in case views only displayed the name of the organisation. This has been changed so that the organisation location is also displayed if registered.

T2004-0651

Defining a default view to open when using the 'Open in view' action

When using the Open in view action from within a document, the GoPro client view has been opened, pointing to the document within that view. Now it is possible to define within

the constants document which view to open (either another standard view in GoPro, for example a case view, or some other customised view). This is configured in a field called **Use custom view for 'open in view' action** and is located in the **Settings – Lookup** section of the constant documents.

(T2004-3169)

When sending e-mails, the first sent date is shown in document views.

When sending e-mails from gopro, the view dates are no longer updated when resending the e-mail documents. Instead the e-mail history will log a **Mail resent** entry, maintaining the first sent date of the mail as the primary date.

T2004-0683

Fixed clearing of sender when importing mail

Sender field is now properly cleared when importing e-mail with the Get-email function.

T2004-0689

Updated check for finished date in incoming documents

Finished date of Incoming document is now set to the incoming documents reply - and if the status of the incoming document is still active the status is synced with the reply.

T2004-0697

Update to e-mail forms and functionality

E-mail, replies, forward forms have all been updated to work through the same form. Various issues are being solved using the new functionality, as well as standardising the functionality of the forms.

- forwarding and replying no longer uses the clipboard to copy data.
- forward layout can be customized using standard texts and rich text tags
- send prompt only appears for first send, after that user must click on send button
- agents are now used for composing e-mails (listed in another ticket)
- notifications are routed through the same e-mail system, allowing custom notifications through standard texts

.

T2004-0712

Case name can be defined in case templates.

Default case names can now be defined in case templates, allowing special text tags to dynamically extract information into the case subject if needed.

(T2005-0243)

Added possibility of optional formatting of GoPro Rich-text tags in the Insert Rich-text tag dialog in standard texts.

Formatting can now be supplied when using field values from GoPro Rich text tags. By adding the formatting in parentheses following the field name (currency example: [TopParentDoc*TotalAmount(0.00)] or date example: [TopParentDoc*FollowUpDate(yyyymmdd)]) the resulting text string will be formatted using the LotusScript Format\$ function, using the format defined in the parentheses. For formatting options view the Format\$ function in LotusScript in the Lotus Notes Designer help

(T2005-0302)

Case type and case category added to case related email notifications.

E-mail notifications regarding case documents did not include information about case type and case category. This is now included in case related email notifications if applicable.

T2005-0035

It is now possible to enter the default case subject for a case created from a case template

When cases were created from a template users always had to manually type in the case name. This has been changed so that now there is an option to type in a default case name for cases created from case template. This default value is configured in the case template setup document. Ticket T2005-0243 addresses the same issue.

T2005-0070

'Department' field in the user profile document now looks up possible values from a list document

'Department' field in the user profile document now looks up possible values from a list document. This new list document has the Lookup key value "Departments".

T2005-0094

Added possibility to use 3 fields for names (First, Middle, Last)

It is now possible to use 3 fields for contact names, in contact and case documents, defining first middle and last separately. The setting must be activated in the constants document.

T2005-0115

Added possibility to override e-mail notification messages

E-mail notification messages can now be customized using standard text and rich text tags. By creating a new standard text, and selecting one of the predefined lookup keys, the notification text and subject will use the text from the standard text. Use the rich text tags in standard text to dynamically insert values from the document being notified on.

T2005-0117

The lookup key for a list document is now displayed in the list views

The value from the 'Lookup key' field was not displayed in views. A new sortable column that displays the value from this field has been added to the 'Setup-Administrator-Lists' and 'Setup-Other-Lists' views.

T2005-0132

The action 'E-mail...Incoming' is now accessible in the GoPro documents

The action 'E-mail...Incoming' was only accessible in the GoPro views. This action is now available in the GoPro documents along with other E-mail actions.

T2005-0134

The header information for each document is now displayed using a black font instead of a gray font.

The header information for each document was displayed using a gray font. This has been changed to a black font so when viewed and printed, this header information is displayed more clearly.

T2005-0147

Access tab removed from the external document dialog

When a new external document is created a dialog box came up that had 'Access' tab to set the access for the external document. This access tab has been removed from the external document dialog and users now set/modify access settings in the external document itself.

T2005-0156

The action "Tools-Insert standard text..." is now available in all standard GoPro documents

The action "Tools Insert standard text..." is now available in all standard GoPro documents. This action brings up a dialog box where user can select the standard text to be inserted into the Text field of the document. This can come in handy when the user needs to insert a standard text at a certain place within the current text (when using the standard text button above the Text field the standard text is always inserted at the beginning regardless of the position of the cursor within the field).

T2005-0179

No default 'Owner' is specified in incoming document if created by a user in the [ArchiveDep] or [ExtraArchiveDep] role

When an incoming document was created the default owner of the document was always the current user. This has been changed so that if the current user is assigned the roles [ArchiveDep] or [ExtraArchiveDep] no default value is assigned to the fields.

T2005-0200

Trash now contains an action to delete archived documents.

When using the Archive Module (a part of the GoPro Document Management product line) all documents that were moved to the archive database by running an archive rule ended up in the trash bin. No distinction was visible between these documents and normally deleted documents so deleting only the archived documents was rather difficult to achieve. The view Setup-Administrator-Trash, now contains an action that is displayed when the Archive Module has been installed. This action allows administrators to delete only those documents from the Trash, that have been archived to an external GoPro database.

(T2005-1301)

Contact information added to the external document

The external document now contains the same contact information fields as the note document (memo).

T2005-0258

Added an option to allow fields in rich text tags (standard texts) to populate as an empty value.

An option has been added in the Insert-Rich text tag dialog in standard texts, to allow the insertion of empty fields, instead of showing the empty field placeholder ("[.....]") after populating a standard text with using the rich text tags.

T2005-0276

Phases created after cloning a case

When cloning a case with the Phases module installed, Phase documents are now created if the case document type/category is associated with Phase creation. Issue also addresses in ticket T2005-0178.

(T2005-1436)

Users now warned when access settings for a case has been changed and access in response document will not automatically change

When a user changes access settings in a case and the user is a member in the [Administrator] or [ArchiveDep] role he gets prompted and asked if he wants to update access to all the response documents as well. When a regular user changes the access settings in the case he is not prompted. This has been changed so that when a regular user (not in the [Administrator] or [ArchiveDep] role) changes the access settings in the case he gets a message saying the case access has successfully been changed but no changes have been made to the access control of the response documents.

T2005-0285

Changed layout of case contacts in Case links dialog

Case contacts are now displayed in role order, allowing easier overview when browsing case contacts. Status and role were also added under case links under contacts in views.

(T2005-1487)

Removing supervisor's role from profile documents.

When administrators need to remove people from a specific supervisor role they needed to go into each and every profile document and clear the supervisor role from the user profile. Now administrators can go into the supervisors user profile document and select which profiles to clear the supervisor role field.

(T2005-1493)

Ability to change access control of documents being moved/copied

In the move/copy dialog a new checkbox has been added. This checkbox offers the option of changing the access control of the document to the same access as the document it is being moved/copied to.

T2005-0301

Users in the [ArchiveDep] and [ExtraArchiveDep] roles can now edit the document date field in incoming document after e-mail has been imported into the document

Users were not able to change the 'Document date' field in the incoming document after e-mail has been imported. This has been changed so that users in the [ArchiveDep] and [ExtraArchiveDep] can now modify this field after e-mail has been imported (happens when emails are forwarded to archivists for filing).

(T2005-1529)

Fixed problem sending maintenance reports

Fixed problem when sending maintenance reports saved in the directory structure including spaces, which caused the preview of the maintenance report to fail.

T2005-0312

The view "Cases-Case number" now displays the case journal key

A new column has been added to this view to display the journal key number. If the case has multiple journal keys they are separated in the view with comma.

(T2005-1766)

Case roles enhanced

It is now possible to define in the constant document whether to select case roles when contacts are linked to a case. Also, administrators can define whether case roles are mandatory and whether case roles options are limited to predefined list only. When contacts are being linked to a case, users can use "Back" and "Previous" buttons to see other contacts that are being linked at the same time.

T2005-0397

New roles for hiding actions and forms from users

In GoPro it was not possible to block users from creating documents of a specified type. A change has been made in GoPro to achieve this. This has been done by adding some new roles into the GoPro access control list (these roles being: `CreateNewEMail`, `CreateNewFax`, `CreateNewLetter`, `CreateNewMemo`, `CreateNewIndoc` and `CreateNewExtDoc`). These roles gives users access to create various document types. Please note that this change requires an update of the currently existing ACL of GoPro since after the update only users with these roles will be able to create the document type specified by these roles. Further information is available in the migration chapter for this version.

T2005-0403

Simplified move/copy document wizard

Prompt for target document no longer appears before the wizard dialog is displayed. The user must now select the target on the wizard dialog, using a lookup button.

T2005-0410

Default value for document owner in Incoming Documents has changed

If a user is either in the [ArchiveDep] or [ExtraArchiveDep] role the default value for the 'Document owner' field is now defaulted to empty. But if the new incoming document is registered on a case the 'Document owner' field default value is set to the person responsible for the case. Issue also addressed in ticket T2005-0200.

(T2005-1874)

Confidential cases are now identifiable in the "Cases-Case number" view

In the view "Cases-Case number" confidential cases are now identifiable. A small red diamond shaped icon is displayed to the left of the casenumber in the view if the case is marked as confidential. Please note that does not indicate in any way that the access to the case has been limited, only that the case as such has been marked as confidential.

T2005-0425

Contact role and status displayed in case links in views.

Case links under contacts now display the contacts role in the case, as well as the case status.

(T2005-1914)

Added override view for 'Open in view' action

The action 'Navigate-Open in view' can now be changed to open in a view specified in the constants document. The field is located in the Lookup tab under Settings in the GoPro constants document. Issue also addressed in ticket T2005-3169.

T2005-0463

Added possibility to override document forward layout.

Using standard text with rich text tags, it is now possible to override the layout when forwarding GoPro documents. By specifying a standard text with the lookup key `TEXT_FORWARD_(FORM NAME)` where form name is the value of the FORM field of the document being forwarded, the complete layout of the forwarded document can be

controlled, using the rich text tag [ParamDoc*....] to define the source for the rich text. Example: To override the layout of the case document when using Mail-Forward, define a standard text with the lookup key TEXT_FORWARD_MAINDOC. To show the case number and case name in the body use the tags [ParamDoc*CaseNumber] and [ParamDoc*Subject]. Issue also addressed in ticket T2005-2156.

T2005-0466

Date settings from constants settings now used when creating dates in rich text tags.

The rich text tags display of dates is now based on the date settings, in the appearance tab of the constants document. If no date settings are defined, system settings will be used.

T2005-0478

Changed 'NumberingDocuments' agent for casenumbers

Case numbers are now only set to documents containing # as first and last character of the case number field, and new casenumbers are only created if field isCaseDoc="1".

T2005-0509

Added ACL wizard to setup-categories view

ACL wizard was added to the setup-categories view, to modify ACL- settings in multiple documents.

(T2005-2076)

Fixed Numbering agent to correctly update temporary numbers in custom main documents.

When a temporary number exists in a custom main document, that does not have the lsMainDoc="1", the document is now properly processed by the agent.

(T2005-2147)

Ability to override the layout of documents being forwarded

When forwarding documents (other than e-mail and incoming e-mails) it is now possible to create a standard text with rich text tags to override the default layout of forwarded documents (today RenderToRTItem is used). To override the default behaviour then create a standard text with the name TEXT_FORWARD_[FORMNAME] (example: TEXT_FORWARD_MAINDOC), which will override the layout of forwarded case documents. Use rich text tags from Paramdoc (example: [ParamDoc*CaseNumber] to insert fields from the case document). Issue also addressed in ticket T2005-0466.

(T2005-2156)

Creating case from a template

The option to create a case directly from a previously defined case template has been made available for the [ArchiveDep] and [ExtraArchiveDep] roles. This option is available from the "Register..." view action. When advanced case categories are being used this option will then present the advanced case categories as before - but otherwise a list of all available case templates will be presented.

(T2005-2256)

Customisation: Added flag for emails to disable Send prompt on close

Setting the field `_MailPromptDisable = "1"` will disable Send prompt in e-mail forms, during QueryClose. This is useful for example when e-mail is being passed through a review cycle, to stop each of the reviewers from getting the Send prompt while they are reviewing.

T2004-0552

Customisation: Added possibility to override links sent in notifications.

When sending notifications, the links added to the mail sent, can be overwritten to point to another document within the database. By setting the field `tmpNotificationDocLinks` with the unique ID of another document, links sent point to that document instead. The field can also contain multiple unique IDs, in which case multiple doclinks will be added. The text assigned to the doclink can also be overwritten by adding the text to the field separating with a pipe character. Example: `tmpNotificationDocLinks = "(32 char UNID)—Click this to open the document"`

(T2005-0301)

Customisation: Customised information can now be displayed in the header of the case document

It was not possible to add any additional information to the header information (the gray area) on the case document. This has been changed so that if a field named 'dspCustom-Header' exists on the case form the information from that field will be displayed in the case header (the gray area)

(T2005-1488)

Customisation: New documents get a field ”_OrigServer” containing server name

All documents created now get a field ”_OrigServer” which contains information about the server name of the server the document was created on. If document is created in a local replica this field gets information about the current user name.

T2005-0289

Customisation: It is now possible to exclude documents from the mark for deletion action

It was not possible to exclude documents from the ”Mark for deletion” action in GoPro views. This has been changed so that if a document has a field ”_blockDel” with the value ”1” then the document will not be marked for deletion. It is also possible to set custom message for the document in a field called ”_blockDelMsg”. This message is displayed along with the message that all selected documents could not be deleted.

T2005-0311

Customisation: New status field has been added to GoPro documents

A new status field ’IsDocStatusOnHold’ has been added into GoPro documents. If the document is in hold status the value of this new field is 1 otherwise it is 0.

T2005-0380

Customisation: It is now possible to replace the standard client lookup in GoPro with a custom built lookup

It is now possible to create custom agents that will be used to replace the standard client lookup functionality in GoPro. To create a custom lookup for a form, a custom agent named ”CUSTOM_” + FormUsed + ”_LOOKUP” must exist. To create a custom lookup to use in the case document a agent called CUSTOM_MainDoc_LOOKUP must exist. If the agent is created - then simply get the UIWorspaces.currentdocument to add fields to the document. Dialogboxes also work well in this context.

T2005-0396

Customisation fix: The Tools-References dialog now only shows a list of reference documents

When a custom action was put into case documents to allow users to manage references, the list of references also included a list of contacts and organisations linked to the case. This

has been fixed so the dialog to manage references now only shows reference documents.

T2005-0282

Customisation fix: When a document is marked for deletion the \$Ref field is now disabled

When a document was marked for deletion it still did show up in views using the @AllDescendants formula. This has been fixed by copying the content of the \$Ref field to a field called \$OriginalRef when a document is marked for deletion. When a document is restored from the trash the \$Ref field is restored by copying the original value from the \$OriginalRef field.

T2005-0448

Fix: In order to use the 'Clone case' function users now only need to have the [CreateCases] role

Users needed to have the [ArchiveDep] or [ExtraArchiveDep] roles to be able to use the 'Clone Case' action. This has been changed so that users now only need the [CreateCases] role in order to use this function.

T2004-0677

Fix: When users copy document(s) they are added to the list of allowable authors

Users got errors when they tried to copy documents they did not have access to update (meaning that they had only read access to the document, not write access). This has been fixed by giving the user author access to the newly created (copied) document.

T2004-0690

Fix: Type of case is now displayed in the name of the case link document

When cases have been linked together the link documents showing the linked cases are visible beneath the case document itself. These link documents did not show the case type of the case document being linked to. This has been fixed so that the case type is now displayed in the name of the link document.

T2004-0704

Fix: No change visible after managing case links

When users used the manage links action in case documents no changes were visible in the view until the view was refreshed. This has been fixed so that the active view is updated

immediately to reflect the changes.

(T2005-0022)

Fix: When category document is saved GoPro verifies that the document status is configured in the constant document

Category documents could be saved with a status that was not defined in the constant document. The result was that the category became by default inactive, regardless of the name of the status. This has now been fixed and when a document is being saved it is checked if the status is defined as 'Active', 'Completed' or 'Hold' in the constant document. If not, the user is alerted.

(T2005-0238)

Fix: Case category field in case document not visible.

When the list document for case category was empty or a constant document setting was set to use advanced case categories the case category field was not displayed in previously created case documents. This has been changed so that the case category field is always displayed in case documents if a case category list document exists.

(T2005-0265)

Fix: Action to copy/move documents

Users were able use action to move/copy documents to parent documents regardless of the settings in the constant document. These actions now check the constant document to see if the parent document type is valid and if the status of the parent document allows responses.

T2005-0042

Fix: Journal Key version number was not registered in the case link document

The version number of a journal key was not registered into the case link documents and therefore response documents created below the case links did not inherit this number. This has been fixed so the version of the journal key is now registered in the case link document and updated automatically if needed.

T2005-0066

Fix: When contact name or organisation name is modified the link documents are now updated immediately

When contact name or organisation names were modified in organisation or contact documents the name of link documents did not update immediately in the views. This has been fixed so that the new contact name or organisation name is displayed immediately in the views.

T2005-0071

Fix: Clearing the list of recently used case categories

When selecting a case category for a case the user was not able to clear the list of recently used case categories. This has been fixed and the user can now press a 'Clear' button in the case category selection dialog to clear all the recently used case categories. If a user has a default case category defined in the use profile document that category will not be cleared from the 'Recently used' list.

T2005-0084

Fix: The agent (nMarkForDelete) now checks if the current user is a member in the [AllowMarkDelete] role

It was possible to create a custom action to run the (nMarkForDelete) action and allow every user that has access to this action to run it. This has been changed so that the agent itself checks if the user is a member in the [AllowMarkDelete] role and only allows it to be run if that is the case.

T2005-0141

Fix: The view action 'Change organisation information' no longer triggers multiple change list entries

The view action 'Change organisation information' caused multiple change list entries which resulted in the document history list to be duplicated. This has now been fixed so the document history is updated correctly when this view action is used.

T2005-0143

Fix: E-mail address in organisation document is now inherited into the case when case is created for a selected organisation

When a new case was created the e-mail information from the organisation document was not inherited into the case document. This has been fixed, so that when a new case document is created the e-mail information from the selected organisation document is inherited into the case.

T2005-0145

Fix: Users able to move review documents

Users were able to move review documents causing the related review cycle to fail. This has been fixed so that review documents are now excluded from the move action. Also the move action does not move documents with the field value 'exMoveDoc' set to '1'.

T2005-0159

Fix: External documents are shown in the view immediately after creation

When a new external document was created it did not become visible in the view until the view was refreshed. This has been changed so that the new external documents shows up immediately in the view after being created .

T2005-0175

Fix: Cloning of a case now also includes creation of the appropriate phases

Case cloning only cloned the case as such, not taking into account that the case might require phases to be created as well. This has now been fixed so that if the case being cloned has relations to some phase definitions they are now created as well. Issue also addresses in ticket T2005-1436.

T2005-0178

Fix: External document not displaying the 'Date' field both in read and edit mode

External document only displayed the 'Date' field when the document was in edit mode. This has been changed so that this field is now displayed both in read and edit mode.

T2005-0196

Fix: Phase documents were shown in descending order in the view 'Cases - Case number'

Phase documents were shown in descending order in the view 'Cases - Case number'. This view has been fixed and phase documents are now sorted in ascending order as in all other GoPro views.

T2005-0199

Fix: The view 'Cases - Case number' is now collapsed by default

In GoPro version 4.1.2 20050323 the view 'Cases - Case number' always opened in expanded mode. This has been fixed so when the view 'Cases - Case number' is opened it now opens

in collapsed mode.

T2005-0227

Fix: Case links not displayed correctly in views.

The case link documents were sorted by case number. When the casenumber had a prefix to it, or a temporary case number, the case link documents were not always grouped together correctly and did not show up right beneath the main document. This sorting of case link documents has been fixed so that case link documents are now grouped together and are displayed correctly beneath the parent document. Issue also addresses in ticket T2005-0334.

T2005-0248

Fix: Users are now able to sort and search the available postcodes by city and number

When selecting postcode from a lookup users were not able to search the postcode table by city, only by postcode number. Users are now able to sort and search the available postcodes by city as well.

(T2005-1354)

Fix: When defining custom lookup for case, client, and document the users are prompted with predefined lookup views

When administrators defined a custom lookup view for cases, clients and documents they had to manually type in the name of the views. Now they can choose from already predefined lookup views or type in the name of their preferred lookup view.

(T2005-1371)

Fix: The name of case link documents shown in views are now updated when case is allocated a new casenumber

Link documents created when the case still had a temporary casenumber were still displayed in views with the temporary case number when the case document had automatically been allocated a new case number. This has now been fixed so when a new case number is allocated to a case the name of the case link document is updated to display the new case number.

(T2005-1408)

Fix: When sending a fax where multiple fax domains are configured the user is prompted to select the preferred fax domain.

When sending a fax where multiple fax domains are configured the user was not able to select which fax domain to use, the fax was always sent by using the first domain in the list. This has been changed so that when multiple fax domains are available the user can now select which one to use

T2005-0279

Fix: Format of the rich text tag "[Date]" changing between GoPro versions.

When using the standard text rich text tag "[Date]", the format is now pulled from the constants document date setting. - Another tag "[ShortDate]" has also been added that always displays dates in their short format, using the "Short Date" format in the LotusScript Format\$ function. Ticket (T2005-0302) has also been implemented, allowing the user to include the format of the rich text tag for date fields.

(T2005-1419)

Fix: Fixed problem with response document numbering

Response document numbering will now work if a response is immediately put into a "Locked" status, when user has "Author" access to the database. The users keeps the edit access to the document long enough to create a document number.

T2005-0283

Fix: GoPro documents not editable when viewed in the preview pane

GoPro setup documents were editable in the preview pane, This has been fixed so that no GoPro documents are editable in the preview pane.

T2005-0296

Fix: When moving/copying selected documents user is now warned if one or more of the selected documents can not be moved/copied.

When moving/copying documents GoPro automatically excluded documents if the document type does not allow move/copy. This has been changed so that the user is warned if it is not allowed to move/copy one or more of the selected documents. A reason can for example be that the user is trying to move a link document or document that has locked status.

T2005-0299

Fix: When an e-mail is imported in the Incoming document the sender information now displays the e-mail address of the recipient or sender of the imported e-mail.

When an incoming document is created the sender information is retrieved from the currently selected document in the view. When e-mail was imported into the document the sender information still displayed the same sender information. This has been changed so that when an e-mail is imported into the incoming document the sender information now displays the e-mail address of the recipient or sender of the imported e-mail.

T2005-0304

Fix: Link documents not sorted correctly in the view "Cases – Case number"

Link documents in GoPro version 20050323 were not correctly sorted in the view "Cases – Case number". This has been fixed, the phases come right beneath the case, then all case link documents and then contact and organisation link documents. Issue also addresses in ticket T2005-0248.

T2005-0334

Fix: Fixed 'Manage links' dialog to support case and contact links from version 2.1 of GoPro

The 'Manage links' dialog did not correctly display and manage link documents created in version 2.1 of GoPro. This has been fixed.

T2005-0335

Fix: Department field cleared when changing from Organisation contact to Individual

Fix: When type of contact was changed from 'Organisation contact' to 'Individual' the field value in the 'Department' field still existed and showed up in the views. This has been changed so that when contact type is being changed to 'Individual' the 'Department' field is cleared.

T2005-0387

Fix: Category headers in 'Documents' views are now bold as in other standard GoPro views

Category headers in the 'Documents' views did not have the font settings in bold as in other standard GoPro views. This has been changed. so that category headers in the

'Documents' view are now bold.

T2005-0394

Fix: Incoming document - when clearing contact information the department name is now also cleared

When an incoming document was created it inherited contact information from the selected main document. If the contact information was cleared or a new contact information was entered in the original contact department name was not removed from the document.. Also, when no job title was registered for the contact the contact department name was displayed as ", department name". This has been fixed so that the comma is not displayed if the job title field is empty.

T2005-0395

Fix: Error when creating links in the "Manage links" action

When users used the Manage Links action in a case document were they were not listed as document author they got the message "Notes error: You cannot update or delete the document(s) since you are not listed as allowable Author for this document" when a new contact or case link was created. This was because the user was not registered as allowable Author to the newly created link document. This has been fixed so that the user is no longer prompted by this message.

T2005-0402

Fix: Users can now click on the "casenumber" column in the Cases – Case number view to restore default sort order for the view.

When users were in the Cases – Case number view they have the option to sort the cases by subject. To restore the default sorting order users had to click on the 'Subject' column again. This has been changed so that users can also click on the 'Case number' column to restore to sorting by case number.

T2005-0413

Fix: Postcodes for Iceland are now displayed in dative format

Postcodes for Iceland used to be displayed in nominative format. This has been changed so that future Icelandic GoPro setup will include the postcodes in their dative format.

T2005-0418

Fix: Link documents now display information in the preview pane

When viewing link documents (Case/Contact links and Reference links) in the preview pane, they now display basic information about the link document, instructing the user to

open the document for more information.

T2005-0421

Fix: Users in the [ExtraArchiveDep] are no longer prompted if they want to update status of response document(s) to a case

When a case was saved after being put into completed or locked status users in the [ExtraArchiveDep] role were prompted with the question if they would like to update the response documents to have the same status. This has now been changed so users in the [ExtraArchiveDep] role are no longer prompted for this. Users either have to be in the [Administrator] or [ArchiveDep] role go get this prompt.

T2005-0424

Fix: Case template names containing commas causing problems

Fixed a problem where a comma within the case template name caused problems when creating a case using that template.

T2005-0433

Fix: Fixed display of links between cases with long subjects

When linking together cases with long subjects, the display fields showing a preview of the case links will not extend the window boundaries. The display of the subject is now cut off after a specific number of characters.

T2005-0432

Fix: Document templates being saved without having a name

When creating a document template and pressing the "Edit" button before typing in a subject for the category document (the container document) - the category document was saved without having a name. This has been fixed.

(T2005-1986)

Fix: Quicksearch not working in postal code lookup

When inserting a postal code into a document GoPro prompts with a picklist containing all the postal codes. The user was not able to type in the start of the postal code and thereby jumping directly to it by using the standard Lotus Notes quicksearch. This has been fixed.

(T2005-2022)

Fix: Fixed update of contact links when using 'Change organisation' action in views.

The view action 'Change organisation info' for updating organisation info in multiple documents, now correctly updates all links under cases pointing to the changed documents.

T2005-0482

4.9 Version 4.1.2 build 20050323

Improved usability when registering senderrecipient of incoming documents as well as registering case involved party

The dialog used for selecting/registering the sender/recipient of incoming documents as well as registering case involved party on a case has been improved considerably. The aim of these changes is to make registration fast and easy. A summary of the improvements follow:

- All fields to register are visible within one tab (instead of two tabs)
- When using lookup (either from GoPro or another external source) the cursor will be placed in the first empty field, ready for typing in additional information
- The ESC keyboard button can now be used in the same way as normally with documents, displaying a confirmation dialog to approve the changes of the dialog to be inserted into the document below (meaning that the typical ESC-ENTER key combination is now supported).
- When using external lookup databases the improved dialog analyzes the incoming data, finds out if this is an individual, contact or organisation and selects automatically the appropriate type.
- A new checkbox at the bottom of the dialog, called "Register client document if it is not found", is now available. When checking this box the individual, contact or organisation will be registered automatically in GoPro if it does not already exist.
- When using lookup and the ID number is a part of the incoming data, the ID number will be read-only, making sure that the field will not be changed by accident.

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(T2005-0239)

Marking document as confidential now prompts for ACL changes

When marking a document as confidential no automatic access control changes are made to the document. Since this may not be transparent to the user a prompt now appears

asking if the user wants to change the access control. If the answer is yes then the standard ACL wizard is displayed allowing readwrite access to be changed as needed.

(T2005-0247)

The view vwLookupByUNID has been removed

The internal view vwLookupByUNID has been removed and all formulas / scripts using that view have now been modified to use NotesDatabase.getDocumentByUNID function instead, or use the @formula @GetDocField. Note: This change can cause problems for previous customisations if they have been utilizing this view. To fix problems either change customisation code accordingly, or an older version of the view can be supplied by Hugvit hf, if needed.

(T2005-0728)

Case involved party - change of column title

Column title of involved party tab in case document now changes according to the type of involved party

(T2005-0251)

Document type used as column title when printing

The "General" column title of incoming documents, other documents and external documents has been changed. When such a document is printed the line showing the document type is now skipped from the printout but the document type itself is instead placed as the column title. This results in more compact printing without losing any data from the printout.

(T2005-0256)

The "Outgoing" checkbox in incoming documents has been moved

The ability to mark incoming documents as outgoing has been moved into the "Document options" dialog.

T2004-0698

Standard help dialog improved

The standard help dialog now includes information on link management and phase diagrams.

(T2004-3251)

Access control section now shows all readers and writers of the document

The access control section did previously not contain a full list of all those with access to the document since some users got access through other fields (like case responsible, case employees etc.) and were automatically added to the ACL lists and not were changeable through the normal ACL window. The contents of those other standard ACL field values are now displayed "grayed out" under the standard ACL list in GoPro.

T2005-0030

New formatting possibilities for LotusScript numbering

LotusScript numbering of documents now supports settings for Formatting, Rollovers as the DLL and the servlet versions do. The new LotusScript numbering sequences also support possibilities of maintaining individual numbering sequences within cases. All counter information is stored within the database, accessible in the (Sequences) view or from a button in the constants document.

T2005-0067

Access control of standard texts improved

The same ACL settings available in other documents in GoPro now apply to the standard text documents, including NAB lookups.

T2005-0085

Maximizing external documents when editing

A new switch has been added into the "Appearance/Various" settings tab of the GoPro Case constants document . The new switch is called "External documents - Maximize external documents when edited". When checked this results in external documents using the Template Support Module (using supported applications like MS Word) to be opened maximized when editing or creating the external file itself.

(T2005-0612)

Document deletion routines

Users with normal user rights are now limited to deleting only up to 10 selected (main) documents (responses not counted) at a time. Administrators and ArchiveDep roles can delete unlimited amounts of document, with response checking disabled when selected documents are more than 100, to improve performance. Instead a warning is displayed that all responses will be removed as well.

(T2005-0730)

Paperclip now visible in views even when attachments are stored in GDM

A paperclip is always visible in standard views when a document contains an attachment. When, however, creating an incoming document by using the Scanning Module then the attachments are stored outside of the GoPro Case database (stored within GoPro Document Management) - resulting in no paperclip becoming visible in the views. This has now been improved so that the paperclip will be visible even if the attachment is being stored in GDM.

(T2005-0818)

Customisation: It is now possible to customise subject in outsent e-mail notifications for "New employees" and "Instructions":

By using the fields tmpNotifySubject and tmpInstructionSubject it is possible to customise the subject sent out with e-mails to employees of cases. Either by setting a hard coded value or by using formula language to make it evaluate on the fly.

T2005-0092

Customisation fix: API function RemoveListFromList not to change the parameter values.

API function RemoveListFromList from the script library libGoPro_StringAndListFunction, has been fixed, not to change the value of the supplied parameters.

T2005-0123

Customisation fix: API function initCase to apply case profiles.

Case templates are now used when calling the API function initCase, as well as using the nAPIInitCase and nAPISaveCase agents, if the CaseProfile field contains a valid case template name.

(T2005-0881)

Customisation fix: Notes API agent nAPIInitResponse fixed

The nAPIInitResponse agent now attaches the response document to the correct parent document using the PARUNID value from the document being created.

T2005-0009

Customisation fix: API function initResponse fixed to correctly calculate initials, creation date etc.

The function `initResponse`, now correctly initialises hidden / back end fields such as author initials, author and creation date.

T2005-0075

Fix: Journal key version not copied when using case templates

The field `JournalKeyVersion` field was not copied correctly when a case was created from a case template - which resulted in the lack of journal key version information in the case document as well as its responses. This has been fixed.

(T2005-0423)

Fix: Working simultaneously with more than one external document

A user can now create 2 or more documents from the same template at the same time, using the same filename.

(T2005-0908)

Fix: Default value of "Allow publish" field.

The default value lookup formula for the "Allow publish" field set the document as default allowed for publication if the case number of the parent case document was in conflict with other case documents (which only happens if multiple cases have the same case number). This has been addressed.

(T2005-0838)

Fix: Contact links appearing under "Related cases"

When displaying a case hierarchy, contact links were being displayed as related cases . This has been fixed.

T2005-0124

Fix: Case client links - "Contact" put in front of links to organisations.

When cases are linked to organisation documents the view now shows the text "Organisation" instead of showing "Contact". New client links will contain the correct value, while the older links will be updated as soon as the organisation document is changed.

T2005-0122

Fix: View entry for external documents.

The view entry for the external document has been changed so that the lamp icon displays properly (it did not always show up, depending on how the users saved the document) as well as now displaying the document type in views instead of the constant text "External document".

T2005-0019

Fix: View action changing responsible employee not logging correctly

When using the view action "Change responsible employee" the action was performed correctly but the change was not being logged the same way as when changing the responsible employee from within the case document itself. This has been fixed.

(T2005-0253)

Fix: Tools-Sort function in list documents not working

The sort function from the Tools menu of the action bar was not working at all. The automatic sorting function of the list document was, however, functioning properly. This has been fixed.

(T2005-0255)

Fix: Problem with twisties in view Cases by number

Fixed the problem when the view twisties got "stuck" in expand mode, not allowing the users to collapse the view again.

T2005-0107

4.10 Older versions

To obtain **Release notes** for older version of **GoPro Professional** contact info@gopro.net.

5 Troubleshooting

5.1 Attachment access error

Attachment access error when using Domino server 5.0.10

Due to a bug in the Domino server 5.0.10, some attachments in GoPro Case documents cannot be opened or detached from the document. The problem appears as an access error message when users try to view or detach an attachment inside a GoPro document. Please upgrade the Domino Server to fix this error.

5.2 Lotusscript errors

Frequent lotusscript errors when using database

When inheriting design elements from the custom to kernel templates, some Notes clients inherit design element placeholders from the custom template to the kernel, even if there is an element with the same name in the kernel, not allowing refresh/replace to overwrite it. If this occurs the kernel and NSF database will contain 2 copies of the same design element, and in some cases the design element from the custom will be used instead of the correct one from the kernel. This can result in strange graphics appearing, and/or lotusscript errors appearing frequently when using common actions in GoPro. It is possible to fix this, either by removing all graphics and script libraries from the custom template, and replacing the kernel template with a fresh one, to get rid of the unwanted design elements, or simply by copying and pasting the design elements causing the problems in the custom template, making their creation date more recent than the matching design elements in the kernel template.