

## Technical Support Knowledge Base

### Perspective® Version 4.6 Known Issues

Perspective Version 4.6 has been officially released, and like past releases, we've provided in-depth release notes detailing fixes, enhancements, and known issues.

To ensure our clients are kept up-to-date, we've created this ongoing known issues document and will continuously update it with any known issues discovered—and applicable fixes—between Version 4.6's release and the next major release of Perspective.

*Note: More information on enhancements, bug fixes, and new features are listed in **Perspective Release Notes**, available on our Client Site's Perspective software page. If you don't have a User ID and Password to the Client Site, request one from PPM Customer Service.*

#### PERSPECTIVE DESKTOP CLIENT

##### Administration

Issue # 29105

Incorrect error message appears when using Windows Authentication only, and the user account setting 'change password on next login' is active.

Issue # 29413

No error dialog is displayed when using a random string for Linked Person.

##### Analysis Expert

Issue # 18555

AE queries shared to users who do not have access to some fields will automatically and permanently remove that field from the query when they run it.

Issue # 20673

If the client machine and server machine are running on two different time zones, the "Created Time" and the "Last Run Time" will not be consistent.

Issue # 20979

The "Between" operator does not work with Sealed Date/Time fields.



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WHEN YOU THINK 'INCIDENT MANAGEMENT' — THINK PPM.

Issue # 20788

When working with pivot grids, the date drilldown labels may not appear in a logical order.

Issue # 20189

A large red "X" may appear while using AE.

*Workaround: If this occurs, log off and log back in.*

Issue # 29144

In Queries, investigation information is displayed to user accounts that don't have the Investigator role.

## **Custom Reports**

Issue # 15911

The UDF under Incident Items displays on a report with incorrect formatting.

Issue # 20056

Export of Custom Reporting is not functional.

Issue # 28950

An internal error may occur when saving a report to the same location consecutively.

Issue # 20776

If two Analysis Expert queries have the same name, only one displays in the Custom Reports "Choose Source Table" menu.

*Workaround: Give all of your queries different names.*

Issue # 19011

If a custom report is designed using a particular column name, that column cannot be changed when modifying the custom report later.

## **DataForms**

Issue # 29451

Under Cases-Links a confirmation message is not displayed when a record is deleted.

## **DispatchLog**

Issue # 38424

Read only user can see selection when right click Activities grid but no action is taken.

Issue # 37764

Scheduled Dispatch can be deleted in real time when it is being edited by another user.

Known Behavior:

DispatchLog performance will decrease and users will experience delays in data transmission if more than 6 Dispatchers are concurrently using the DispatchLog System. An increase in processing power can improve user experience. Recommended: 2 Core/16GB of Ram.

## **Gateway**

Issue # 29910

In eReporting, the phone number and email address of Involved Person is lost after Accept to Incident is selected.

Issue # 29911

Employee Number is not being displayed and transferred to Incident after Accept to Incident is selected.

## **Person History**

Issue # 28192

Rapidly advancing through Detailed Person History freezes the page.

## **Portal**

Issue # 29511

Calendar controls behave differently depending on the browser being used.

Issue # 36847

Cannot Log into Perspective Portal for the first time after a database upgrade.

*Workaround: Please execute the Select statement present in the workAround in the Bug in TFS.*

## **Service Manager**

Issue # 29484

Double-clicking Indexing Table checkboxes causes mismatch.

Issue # 29691

Indexing tag is not created for subsequent databases.

*Workaround: Manually adding the indexing tag into the database connection should fix this problem.*

## **Miscellaneous**

Issue # 38053

Active Desktop session from other users disappear after a user opens maps.

Issue # 19790

The cover page and Incident Details sub reports are missing when a user only has Add Only rights for Incidents.

Issue # 16646

If a user has multiple narratives and one of them is longer than 2,500 words, that narrative will repeat itself on the other narrative's printout.

*Workaround: Keep narratives under 2,500 words.*

Issue # 12360

When an Incident is submitted through the iOS App using User Defined Fields, the UDF data may not display on the Perspective Desktop Client.

Issue # 12480

Business names with a comma will not appear in Business Unit hierarchy reports.

*Workaround: Do not use commas.*

## **PERSPECTIVE iOS APP**

Issue # 29097

Unable to add Item Involvements that have certain fields populated.