

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.

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.

Service Manager

Issue # 29484

Double-clicking Indexing Table checkboxes causes mismatch.

Issue # 29691

Indexing tag is not created for primary databases.

Miscellaneous

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 # 13852

When adding an attachment to an Incident as an Outlook email message, the attachment cannot be viewed.

Workaround: Go to a different Incident and then return to the original one; the attachment can now be viewed.

Issue # 12480

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

Workaround: Do not use commas.

Issue # 12644

In Incidents, when importing XML Saved View with an Investigator, the Saved View may not get imported.

Issue # 12182

Using bullets in a Narrative will automatically use bullets for all text lines.

Issue # 8334

Currency does not allow for Turkish Lira.

Issue # 4907

Mixing the use of auto-populated fields when picking drop-downs may lead to blank rollups.

Workaround: Use the mouse to select the field, or Tab between fields, use the arrow keys to select, and press Enter.

Issue # 29838

A Quick Find search involving a field (that's impacted by the issue) will return a duplicate result labelled as "Description."

PERSPECTIVE iOS APP

Issue # 29097

Unable to add Item Involvements that have certain fields populated.