

## Technical Support Knowledge Base

# Perspective Version 4.5 Known Issues

Perspective Version 4.5 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 4.5'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 Version 4.5 Known Issues

### PERSPECTIVE DESKTOP CLIENT

#### Analysis Expert

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.

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.

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

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

A large red "X" may appear while using AE. *Workaround: If this occurs, log off and log back in.*

Data charts in AE will result in a "Render Chart" error if an apostrophe is used. *Workaround: Do not use apostrophes.*



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PPM 2000 Inc.  
10025 102A Avenue, Suite 1200  
Edmonton, Alberta T5J 2Z2

T 888 776 9776  
P 780 448 0616  
www.ppm2000.com

WHEN YOU THINK 'INCIDENT MANAGEMENT' — THINK PPM.

## **Custom Reports**

Export of Custom Reporting is not functional.

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

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.*

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

Editing a custom report and changing column labels will cause an error message to appear if the query being used in the report is for Incidents and includes the fields Reported Date/Time and Access Level.

## **Gateway**

If an Incident with an Involved Person employee number is submitted through Portal or eReporting and that record is then viewed in Gateway, the Involved Person employee number may not display or be carried over.

Setting Gateway Privileges “Visibility” for ePersons may not be saved.

## **DispatchLog**

Hot keys work regardless of which form or tab is active.

DispatchLog may reflect the incorrect time zone if two users from different locations are working on the same Activity at the same time. It will use the time zone from the user who created the Activity.

While editing an Activity in DispatchLog, it may not be visible in the Clone Activities screen.

## **Administration**

When deleting lookups or rollups in Workgroup Visibility in Administration, all workgroups will be unchecked.

## **Miscellaneous**

Any service account will cause License Management to appear blank when session is in use. Ending the session will allow License Management to appear correctly.

The Perspective License Management screen does not show the correct session when Mapping is opening. *Workaround:* Close Mapping, click Refresh in the License Management screen, and the active session should display.

If you uninstall Perspective 4.5, the Perspective MSI Client will not delete all files. *Workaround:* *Manually delete the files from the default installation path.*

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

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.*

Perspective may log you out if you try to access a Person record that has many links in the History that are associated with the Person record.

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

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.*

Business names with a comma will not appear in Business Unit hierarchy reports. *Workaround:* *Do not use commas.*

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

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

Currency does not allow for Turkish Lira.

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.*

## **PERSPECTIVE iOS APP**

Moving an Officer to "off duty" while he/she has outstanding assignments may cause a login error.