Perspective by PPM™

Version 4.6.2

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Contents

System Requirements for On Premise (Subscription and Perpetual) Version 4.6.2

The following requirements are for Perspective™ operating in a traditional LAN/WAN environment with the Web server component running on a separate Microsoft® IIS box. These configurations are for planning purposes only—please work with your PPM 2000 account manager for a specific assessment of your needs. These requirements apply to Perspective™ V.4.6.2 and Perspective Focal Point™ V.1.2.

	Minimum	Recommended
Client Machine		
Processor Speed	1.5 GHz	3 GHz+
Memory	1 GB	2 GB+
Operating System	Windows® Vista SP 3, Windows 7 SP 1, Windows 8, Windows 8.1	
.NET Framework	Version 4.5	
Web Browser – Launch Perspective	Internet Explorer® versions 8.0; 9.0; 10.0; 11.0	
Web Browser – Web Portal	Internet Explorer® 10.0+, Chrome™ v29+, Safari® iOS 6, Android™ Browser 4.2+	
Third Party Applications	Adobe® Reader® 9.4.0+ Sun Java™ Runtime Environment 7 U71, 8 U25[2] QlikView™ Analyzer Plug-in for Internet Explorer[3]	
Mobile iOS App	iOS 6, iOS 7, iOS 8	
Web Services Server[4]		
Available Disk Space[5]	1 GB	1 GB
Processor Speed	2 GHz	2 GHz multicore or better
Memory	4 GB	8 GB+
Operating System	Windows Server® 2012, Windows Server 2012 R2 Microsoft Distributed Transaction Coordinator (MSDTC), IIS with net.tcp binding on port 808[6]	
.NET Framework	Version 4.5 with http and non-http activation	
C++ Runtime Libraries	C++ 2010 SP1 Runtime Libraries (x64) 10.40219	
QlikView™ Server[7]	64-bit Version 11.20 SR1	
SQL Server® Machine[4]		
Available Disk Space	2 GB	20 GB+, SCSI Hard Drive
Processor Speed	3 GHz	64-bit Server Dual Core or Multiple Processors
Memory	2 GB	4 GB+
Database Server	SQL Server® versions 2008 SP3; 2008 R2 SP2; 2012 SP1; SQL 2014	
Reporting Services	SQL Server 2008 Reporting Services, SQL Server 2012 Reporting Services	

1. This requirement only applies if using the Visual Analysis component.
2. This requirement only applies to Perspective Focal Point.
3. These requirements are for systems with 5 to 25 users. For Perspective systems with more than 25 users, please contact your PPM account manager for a specific assessment of your needs.
4. Depending on the size of your Perspective database, more disk space may be required for Perspective Focal Point and the Workflow component.
5. The net.tcp binding only required if using Dispatching (included with Perspective SOC and Perspective EIM).
6. This requirement only applies to Perspective Focal Point. A limited QlikView™ Server license is included with Focal Point.

Deployment Note: Perspective client is deployed as a ClickOnce application, launched from Internet Explorer; it has a zero client footprint and does not require administrative rights to launch.
Network Note: If single sign-on authentication or add from Active Directory® is used, the Active Directory Services must be enabled on the Perspective Web Server.
DTC Note: Perspective Integration Services requires the Microsoft Distributed Transaction Coordinator (DTC) service to be installed and enabled on the Internet Information Services (IIS) for Windows Web Server and the Microsoft SQL Server for Perspective.

System Requirements For Hosted (Subscription and Perpetual) Version 4.6.2

The following requirements are for Perspective™ operating in PPM's cloud environment with the Web server and SQL servers managed by PPM.

	Minimum	Recommended
Client Machine		
Processor Speed	1.5 GHz	3 GHz+
Memory	1 GB	2 GB+
Operating System	Windows® Vista SP 3, Windows 7 SP 1, Windows 8, Windows 8.1	
.NET Framework	Version 4.5	
Web Browser – Launch Perspective	Internet Explorer® versions 8.0; 9.0; 10.0; 11.0	
Web Browser – Web Portal	Internet Explorer 10.0+, Chrome™ v29+, Safari® iOS 6, Android Browser™ 4.2+	
Third Party Applications	Adobe® Reader® 9.4.0+ Sun Java™ Runtime Environment 7 U71, 8 U25[1] QlikView™ Analyzer Plug-in for Internet Explorer[2]	
Mobile iOS App	iOS 6, iOS 7, iOS 8	
Web Services Server[4]		
Provided by PPM		
SQL Server® Machine[4]		
Provided by PPM		

Deployment Note: Perspective client is deployed as a ClickOnce application, launched from Internet Explorer; it has a zero client footprint and does not require administrative rights to launch.
Network Note: If single sign-on authentication or add from Active Directory® is used, the Active Directory Services must be enabled on the Perspective Web Server.
DTC Note: Perspective Integration Services requires the Microsoft Distributed Transaction Coordinator (DTC) service to be installed and enabled on the Internet Information Services (IIS) for Windows Web Server and the Microsoft SQL Server for Perspective.

1. This requirement only applies if using the Visual Analysis component.
2. This requirement only applies to Perspective Focal Point.

Perspective 4.6.2

New Features

- A new option in Service Manager allows administrators to force all email to have a single Reply-To email address on their domain, regardless of the user initiating an email from within Perspective.

- DispatchLog now supports read-only rights that limit users to viewing activity details and notes only.

- Users will now be prompted to confirm they wish to delete a scheduled activity before it's removed from DispatchLog (Idea Portal).

- Users without activity delete rights can no longer delete scheduled activities from DispatchLog.

- Users will now be asked if they want to save unsaved activity notes before closing DispatchLog.

- The columns and all their data in DispatchLog are justified to the left for easier viewing.

- Activity details for a highlighted activity in DispatchLog can now be opened using the Enter key.

Fixes

- Fixed an issue with incremental indexing that would cause the index file size to increase after editing a record with attachments (36125).

- Fixed an issue that was preventing updates to the Address 1, Address 2, and Postal Code fields in an activity form to be saved (37934).

- Fixed an issue in DispatchLog that caused the application to freeze for users if another dispatcher was creating activity notes (38114).

- Fixed an issue that caused indexing errors on records that contained password protected Word documents (37703).

- Integration Services calls can now be made for incident items with class rollups (37876).

- License Management now displays all users and sessions logged into all databases (37080).

- DispatchLog no longer freezes when multiple users are working within the application (35753).

- Fixed an issue that caused the sublevels of a rollup to appear blank when you used both your keyboard and mouse to select rollup data in the Data Forms (4907).

- Fixed an issue in Quick Find that displayed both a field's name and description as two separate search results (29838).

- When a Quick Find query times out, a "Search timed out" error message is now displayed instead of "Not found" (34798).

- Fixed an issue that allowed locked role workgroups to be changed when creating a new user (3231).

- Fixed an issue that caused all the text in Incident Narratives to be bulleted when only a portion of the text was selected for bulleting (12182).

- Officer notes now display in their entirety when generating reports (21268).

- Fixed an issue that caused edits to be applied to a dispatch in an incorrect workgroup after a workgroup filter was applied (28108).

- Fixed a real time issue that caused a dispatch to disappear from a user's screen. This issue would appear after one user made edits to a dispatch and assigned it to a workgroup the other user has access to. This dispatch would then appear on the other user's screen, but would disappear once he or she tried to add notes to the record (28348).

- Fixed an issue that prevented the Visibility nodes from appearing for Vehicles and Persons in Analysis Expert (28540).

- Fixed an issue that prevented Activity attachment edits from being saved (36471).

- Users can no longer see Incident Flags that are invisible to their workgroup (7269).

- Fixed an issue that prevented a user from importing a Saved View XML file for data forms that had investigator criteria (12644).

- Fixed an issue that prevented case-sensitive changes from being saved in Activity or Incident summaries (14562).

Perspective Mobile Fixes

- Fixed an issue that caused timeouts when searching for Incident, Person, Organization, Item, and Vehicle records that are linked to several other records (21019).

- Fixed an issue that prevented the application from downloading lookups with null values (12645).

- Search results are now sorted alphabetically (23809).

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New Features

- Outlook 2003 and 2007 integration is no longer supported. Mail is now integrated in the web services and can be configured to use mail SMTP services.

- Messaging added on the Login Screen informing users of current promotion has been removed. Users can visit the Client Site for all news and updates.

Fixes

- Fixed an issue with custom reports in our hosted environment that could cause reports to display an error when generating (32909).

- Fixed memory issues in the real-time service to improve stability (34160).

- Fixed an issue where activities from dispatch may be automatically archived (32131).

- Fixed issues with the spellcheck dictionary becoming corrupt (32533).

- Fixed issues with Quick Find searching that may cause results to occasionally timeout and not be displayed (31771).

- Fixed an issue that caused some locked officers to not be visible in administration (31569).

- Fixed various issues that may cause DispatchLog to temporarily freeze up (32949).

- Fixed a configuration issue with Integration Services that would prevent connection with running in mixed mode authentication (33791).

- Fixed a randomly occurring issue with creating new activities in dispatch (32615).

- Fixed an issue that could cause connection issues during the date entry for new activities if the screen is open for an extended period of time (32948).

- Fixed an issue with integration services that would prevent saving new using when using the API (33516).

- Improved default logging options (14759).

- Updated default Web Portal configuration settings (32294).

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New Features

- Quick Find tool now supports fuzzy text search to find misspelled words and phonetic searches to look for similar names.

- Indexing supports additional entities and fields such as Activities, Lookups, and UDFs.

- Performance improved on complete indexing rebuilds.

- Scheduled indexing now supports incremental indexing.

- New options in the Service Manager for configuration of entity and field indexing.

- Named Users licenses will permit concurrent logins from users accessing multiple applications (Desktop, Mobile, Portal, etc.).

- Additional encryption and compression of client server calls improves performance across lower connection speeds.

- Various security improvements across services.

- Improved services support for load balanced environments.

- Minor layout improvements to UDFs in Portal.

Fixes

- Fixed an issue where Geo Coordinates were being rounded to zero when updating sites for certain SQL servers.

- Fixed an issue with the desktop application signatures timestamp causing some customers to not be able to run Perspective.

- Fixed an issue with integration licenses where it was incorrectly consuming extra licenses.

- Fixed an issue with an email setting that would attempt to use Outlook client instead of SMTP server for sending mail.

- Fixed an issue that would prevent Integration Services from creating or updating a user record.

- Fixed an issue with the Officer list in DispatchLog and Activities that would display incorrectly for non-supervisor users.

- Fixed an issue where users could not immediately log into Perspective after being forced to change their password.

- Fixed an issue with Analysis Expert related to time zones when searching on Occurred To and Occurred From date/time fields.

- Fixed an issue that would cause an error in Analysis Expert when searching on a Duration field that has incorrect data stored.

- Fixed an issue in DispatchLog causing object reference error when submitting an Activity.

- Fixed an issue with Delete Rights not working if record was not in your default Workgroup.

- Fixed an issue that would cause Perspective to crash when you try to access a person record that has a large number of links in detailed history associated with the person record.

- Fixed an issue that would prevent deleting an activity that was created in DispatchLog.

- Fixed an issue in Gateway where Involved Person Employee Number was not displayed or carried over when the incident is accepted.

- Fixed an issue in Gateway allowing some incidents to be accepted without validating all fields.

- Fixed an issue in Analysis Expert for users who do not have access to Investigations still seeing the field labels when creating queries.

- Various improvements to default labels and languages packs.

- Fixed an issue in Web Portal when additional fields in create incident were hidden, added label indicating more field next to the arrow to expand the section.

- Fixed an issue in Web Portal that would display an identifier when removing an involved person with UDF lookup fields.

- Fixed an issue with Web Portal where no labels for Submit and Cancel icons would be displayed.

- Fixed an issue in Web Portal to improve error message when Occurred To date is before Occurred From date.

- Fixed an issue in Web Portal where Involved Person Birthdate displays improper result when before 1970.

- Fixed an issue in Web Portal where Lookup UDF would default to first value.

- Fixed an issue in Administration that would allow a user to be saved without selecting a valid linked person.

- Fixed an issue with languages that would prevent a language from being reset to English.

- Fixed an issue in Analysis Expert that would cause a user to not be able to search Incident Flag Notes.

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Fixes

- Fixed the auto refresh issue on DispatchLog where every 10 minutes there was an issue when creating an activity.

- Fixed workgroup visibility on Available Panel in DispatchLog where non supervisor users could still see all Available officers.

- Fixed workgroup visibility on Assigned Panel in DispatchLog where non supervisor users could still see all Assigned officers.

- Real Time service logger issue fixed. LoggingSource key is configurable in web.config where you can either set the value to empty string to use the default RealTime event source our use a specific event source based on entered value

- Perspective service logger issue is fixed, which sets the event source to its default value if the LoggingSource key is set to empty string.

- Fixed an IS issue against CreateUser and UpdateUser endpoint.

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New Features

- Added an option for the desktop application to quickly access the Client Site from the Help menu (found on Perspective's toolbar).

Maps

- With our new Mapping tool, users can now see, in real time, where a Dispatch, Activity, or Incident is occurring (or has occurred).

- You can define the records you want to see with our filter function.

- The mapping tool displays relevant tooltips that contain information like the Class, Category, Priority, and Status.

- Use the tooltips to filter by time: pinpoint Dispatches, Activities, or Incidents that are occurring (or have occurred) within specific time frames by scrolling through the time bar at the bottom of the Maps section, or by using drag and drop.

- Find a record on the map, and open it to look at it in more detail.

Analysis Expert

- Access Analysis Expert by going into the new Analyze and Report module.

- New user permissions to control who can create, share, and execute queries.

- If you have permissions, you can use the toolbar, or right-click a specific query to share queries to users or share to roles.

- You can decide to give a user Manage rights when you share a query to him/her.

- The *shared* icon will appear beside queries you have shared so you can easily keep track of your shares.

- Added a "Shared By" column to queries to see who created and shared the query with you.

- Optimized queries now run faster when large datasets are being used.

- Analysis Expert can now search for null (or missing) data by using the operator IS EMPTY.

- In the criteria designer, you can now search for users (you can search by first name or last name, and select the specific query you want to search by).

- You can also search for date ranges in the criteria designer.

- You can now create query categories so that similar queries appear in the list together.

- The new pivot grid allows you to choose how you view your results. You can select columns, rows, and measures of your data to group and aggregate on. You can filter by variables, and continually modify the results displayed.

- Easily display your pivot date as a chart with the following types: pie, column, area, line, or waterfall. You can also add a title and subtitle, zoom in or out on your results, save the image or copy it, plus more.

- With the data slicer (found in the pivot grid), you can narrow your results by hierarchy level, building location, criminal activity type, etc.

- Queries can now be run in the background. As a result, you can set up the next query, design a report, or review a record while waiting for the results notification to appear.

Reports

- Access Reports by going into the new Analyze and Report module.

Custom Reports

- Access the new Custom Reports component of Perspective by going into the Analyze and Report module.

- With custom reports, you have the ability to take queries that you've built in Analysis Expert and customize their layouts into custom reports.

- You can create, edit, share, delete, and execute custom reports.

- With new permissions you can control who can create, share, and execute custom reports.

- If you have permissions, you can use the toolbar, or right-click a specific query to share queries to users or share to roles.

- The "Shared By" column shows you who created and shared a custom report with you.

- The *shared* icon will appear beside custom reports you have shared so you can easily keep track of your shares.

- You can decide to give a user Manage rights when you share a query to him/her.

- In the Report Designer, you can: customize your report title, logo(s), and image(s), change your font and color, format table fields, add page numbers, choose from a variety of page layouts, change the background theme, plus more.

- Supports multiple output formats including preview, PDF, Word, and HTML.

DispatchLog

- Made several performance improvements.

Fixes

- Fixed synchronization issues in the Dispatching component.

- Fixed an issue where if a user was typing an Activity Note while the Dispatching component automatically refreshed, the notes would not save.

- Fixed an issue in Analysis Expert where the No Results screen would sometimes appear even if the query did have results.

- Fixed an issue in the Incidents data form, where when switching between Investigations, a date error would occasionally occur.

- Fixed an issue where an involved vehicle was unable to be added to eReporting.

- Fixed an issue where when launching Visual Analysis against a record, a script error would appear.

- Fixed an issue where users could not delete an Activity that was created in the Dispatching component.

- Fixed an issue where a user could not search rollups if the search results had more than 1,000 records.

- Fixed an issue where an error message would appear telling the user that he/she did not have the latest data.

- Fixed an issue where if two officers were creating an Activity at the same time, an error message would appear.

- Fixed an issue where Analysis Expert query results were displaying more records than expected.

- Fixed an issue where on the Dashboard, if a user selected an Activity by Month without specifying the year, an error would occur and display the incorrect chart.

- Fixed an issue in the Dispatching component where if a column was moved into the viewing pane that was originally outside of the main panel, an error would appear.

- Fixed an issue in the Dispatching component where if two dispatchers entered a note to the same Activity within minutes of each other, only one of the note entries saved.

- Fixed an issue where Activities that were created in the Dispatching component were not being displayed in the Data Forms module.

- Fixed an issue with searching in Quick Find.

- Fixed an issue where some users may have had access to records they weren't given permission to access.

- Fixed an issue where a Perspective user could not log into the Desktop Client when the concurrent logins were equal to or greater than the number of active service accounts.

- Fixed an issue where closed Activities may have reappeared in the Dispatching component.

- Fixed an issue where an Activity may not have been accessible from the Dispatching component.

- Fixed an issue where Windows and Perspective authentication could not be used at the same time on the same database ID.

- Fixed an issue in Activities where tabbing on code and/or two level call categories may have caused the values to change.

- Fixed an issue where an error message appeared when some users would change their password during login.

- Fixed an issue where the mailto link in the "File/About" section redirected users to the incorrect place.

- Fixed an issue with iPhone time zones.

- Fixed an issue where entering Activity Notes allowed access to supervisor fields for non-supervisors.

- Fixed an issue on the Dashboard where if Chart 4 was changed to something other than its default, it would revert back to default when logging back into Perspective.

- Fixed an issue in the Dispatching component where there was no indication when a user could not close an Activity when the officer was on scene or on route.

Perspective 4.0.2

New Features

Web Portal for Desktop and Mobile Browsers

- Themes for Portal are more customizable. You can add an image, and/or change the following items: gradient top and bottom, fonts, and the appearance of corners, shadows, and borders.

- User Defined Fields (UDFs) can now be used in Portal. Any UDFs that have been set up in Perspective can be carried over to Portal.

- Request an Officer: you can request an officer now, or schedule for an officer to be dispatched at a later time/date.

iOS App

- The Perspective iOS app is GPS supported. If enabled, the location of where an Incident was entered can be tracked and displayed on a map.

- Investigation Details can now be added to Incidents.

Connect

- AMAG SMS connector has been added to Perspective Connect.

- Code Blue connector has been added to Perspective Connect.

- Acknowledge alarm has been added for OnGuard connector.

Fixes

- Fixed an issue where Analysis Expert query results displayed more records than expected.

- Fixed an issue where generating/printing an Incident report with an attachment failed to print the attachment.

- Fixed an issue in DispatchLog where user needs to manually select the Workgroup filter to display "All" in the Activity panel.

- Fixed an issue where the Permissions attribute was missing from Visual Analysis.

- Fixed an issue on SaaS where Quick Find was not displaying search results properly.

- Fixed an issue in Perspective where active service accounts used all of the concurrent logins allowed.

- Fixed an issue where the trigger for EAttachments did not work for databases that ran the revised update script for PSV3.3 to PSV4.0.

- Fixed an issue where Involved Vehicles could not be added in eReporting.

- Fixed an issue where using the Tab key in Activities between the Code and/or two level Call Category fields caused values to change.

- Fixed an issue where users could not use Windows and Perspective Authentication at the same time on the same database ID.

- Fixed an issue in DispatchLog where Activities go missing.

- Fixed an issue where users could not close an Activity in DispatchLog when the officer's status was On Scene or On Route.

- Fixed an issue in DispatchLog where closed Activities would reappear.

- Fixed an issue in DispatchLog—when two Dispatchers enter an Activity Note within minutes of one another, only one of the notes saved.

- Fixed an issue where records would not display in data forms when closed from DispatchLog.

- Fixed an issue in DispatchLog where Activity Notes were not being saved when DispatchLog automatically refreshed.

- Fixed an issue in Perspective where switching between two Investigations would sometimes cause a date error to occur.

- Fixed an issue in DispatchLog where RealTime was not displaying the changed status of an Officer.

Perspective 4.0

New Features

Desktop Application

- Person History tab now features an Activity History tab, as well as the Incident History tab.

- Organization History tab now features an Activity History tab, as well as the Incident History tab.

- Vehicle History tab now features an Activity History tab, as well as the Incident History tab.

- Item History tab now features an Activity History tab, as well as the Incident History tab.

- Person History tab now features a Detailed History tab to show all recent events linked to that person.

- Dispatching communications have been improved to update all dispatchers in real time with automatic screen refreshes.

- Dispatching indicates when another dispatcher has an activity open for edit and prevents other dispatchers from editing at the same time.

- Dispatching now supports the High Contrast Windows theme for users in low light environments.

- Support for Windows 8, Windows Server 2012, and Internet Explorer 10 has been added.

- Improvements to the Service Manager License validation and you now have the option to disable automatic license entitlement synchronization.

- Improvements to the storage of picture attachments to better preserve the display and print quality of the images.

- Expanded the field length of all Address and Postal\Zip Code fields. Address 1 and Address 2 fields now support up to 250 characters, and Postal\Zip Code fields now support up to 50 characters.

- Attachment tab now includes a photo area to quickly view pictures associated to the record without downloading them.

- Administration now includes a License Management area where you can view the number of licenses in use and the number of license still available.

- From the License Management area you can end sessions if a user has forgotten to log out or was unable to log out successfully.

- Improved client and service event and error handle. More information is available in the Windows event log.

- Performance improvements to Analysis Expert allow queries to run faster to return larger result sets in a shorter time.

- Analysis Expert allows for the searching of any entity or sub entity including specific criteria for sub entity results.

Web Portal for Desktop and Mobile Browsers

- All new web accessible communication tool for Perspective.

- Post important information for others to see, including Announcements, BOLOs, and important Links.

- Allow anyone to report an incident directly to Perspective's Gateway for follow up and review.

- Ability for anyone to request an officer with a simple request form to track the type, location, and details of who is requesting.

- Configuration options for administrators to set up multiple workgroup portals, custom messages and logo, and determine which features and fields are available to each portal page.

- Easy to use on any desktop or mobile phone.

iOS App Features

- Perspective's iOS app features an all new user interface which is more intuitive, easier, and faster to navigate.

- The new Mobile Launcher allows you quick access to information and features.

- Save Drafts option will let a user start an incident or make edits to the incident on the device, and when complete, submit information back to Perspective to be saved.

- Work Offline mode has been added to give you access to drafts at any time. Now without a data connection, you can start recording incident details, and save the information to be submitted when a data connection is available.

- Mark as Favorite option allows frequently accessed Incident or Person records to be saved so they are always quickly and easily accessible.

- Attach Picture, Video, or Audio file to any record from your device. Uploading attachments are done in the background so you can continue working while the files are sent to Perspective.

- View attachments already saved to the record including photos, videos, and audio streaming, or PDF and text file viewing.

- UDFs have been added to Mobile to view and edit while accessing information on the mobile device.

Fixes

- Fixed an issue where Analysis Expert queries caused high CPU hit with losses.

- Fixed an issue where Analysis Expert queries run on a large database caused an error.

- Fixed an issue where deleting a single user in Administration caused problems with adding, editing, or deleting users.

- Fixed an issue where the Privacy and Legal Statements pop-up window title and the OK button were not label bound.

- Fixed an issue where Role and User Reports rights showed Cases and Investigations with all licenses.

- Fixed an error where editing Site Rollups would cause the system to run out of memory.

- Fixed an issue where the attachments icon was missing from the All Records list.

- Fixed an issue where Administrators with no licensing for Dispatching saw the Dispatching tab.

- Fixed an issue where drop-down lists were not retaining child drop-down list values.

- Fixed an issue where users were able to delete a lookup value from attachment types that were linked to a record.

- Fixed an issue where Dispatched By criteria would search for User Account records when it should have been searching for Person Records.

- Fixed an issue where the Height field was not saving correctly in Involved Persons.

- Fixed an issue where uploading an image in Cases > Investigations > Evidence/Property would allow editing an image when in preview mode.

- Fixed an issue where the Audit Info was not refreshing properly within the Audit Shield.

- Fixed a tabbing issue in the Vehicles data form.

- Fixed an issue in Gateway where Height and Weight were not displaying correctly for Involved Persons.

- Fixed an issue in Dispatching where the value in the Height field for Involved Persons would not save.

- Fixed an issue in Dispatching where cloning resources and Activities did not obey workgroup filters.

- Fixed an issue where officer names with apostrophes would result in an error message in Dispatching.

- Fixed an issue where adding a Person From Source failed after one use.

- Fixed an issue where any condition that made the database not available caused an error in Service Manager.

- Fixed an issue where tabbing on a Call Category in an Activity would cause the priority to change back to its default.

- Fixed an issue with multi database configurations that could cause the "license expired" message to be displayed.

- Fixed an error where all SOPs would be listed regardless of what was searched for.

- Fixed an error message with invalid SMTP port number.

- Fixed an issue where users could not see the OK and Cancel buttons if computer was set to High Contrast #1 and DPI 125.

- Fixed an issue where Quick Find was not working when users tried to Incidents containing certain words.

Known Issues

Any issues discovered between this release and the next will be posted in an article in PPM's Knowledge Base via the PPM Client Site.

Client Site: http://clientsite.ppm2000.com

Knowledge Base: http://clientsite.ppm200.com/corporate_wiki

Note: The Client Site, including the Knowledge Base, requires a user name and password. If you don't have these credentials, please send a request to PPM Customer Service at customer.service@ppm2000.com.

Supporting Documentation

Additional information on Perspective and its features can be found in the Documentation folder provided with the installation files. The dates shown below indicate the month and year in which the most recent edits were made.

Perspective Core

- Perspective Administrator's Guide (January 2016)
- Perspective Installation Guide (January 2016)
- Perspective Release Notes—Version 4.6.2 (January 2016)
- Perspective System Requirements (January 2016)
- Perspective Update Instructions (January 2016)
- Perspective User's Guide (January 2016)
- Perspective Focal Point Installation Guide (June 2015)
- Perspective Focal Point User's Guide (June 2015)
- Perspective Mobile User's Guide—Apple® iOS Edition (June 2015)
- Perspective Workflow Installation Guide (June 2015)
- Perspective Workflow User's Guide (June 2015)

Contact Information

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