:RESOLVER

PERSPECTIVE KNOWN ISSUES

Version 5.0

April 2016

Perspective Known Issues by Resolver Inc.
Version 5.0
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Table of Contents

Perspective Version 5.0 Known Issues 1

Perspective Desktop 1

Perspective iOS App 2

Dispatch 2

Dashboard 3

Contact Information 5

Technical Support 5

Resolver Inc. 5

Perspective Version 5.0 Known Issues

Perspective 5.0 has been officially released and, like past releases, we've provided in-depth release notes detailing fixes, enhancements, and known issues.

To ensure our customers are kept up-to-date, we've created this ongoing known issues document and will continuously update it with any known issues and workarounds, if available, between Version 5.0 and the next major release of Perspective.

For more information on enhancements, bug fixes, and new features, see the Perspective Release Notes, available on the **Resolver Support** site.

Perspective Desktop

Administration

- No error dialog is displayed when using a random string for Linked Person (Issue #29413).

Analysis Expert

- A large red "X" may appear while using AE (Issue #20189). *Workaround: Log off then log back in.*
- In queries, investigation information is displayed to users who aren't investigators (Issue #29144).

Custom Reports

- Export of custom reports is not supported (Issue #20056).
- An internal error may occur when saving a report to the same location consecutively (Issue #28950).
- If two Analysis Expert queries share a name, only one will appear in the Custom Reports "Choose Source Table" menu (Issue #20776). *Workaround: Give all of your queries unique names.*

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- If a custom report is designed using a particular column name, that column cannot be changed when modifying the custom report later (Issue #19011).

DataForms

- In the Links section of a case, a confirmation message is not displayed when a record is deleted (Issue #29451).

Gateway

- In eReporting, the phone number and email address of an involved person is lost after "Accept to Incident" is selected (Issue #29910).

- The employee number is not displayed and transferred to an incident after "Accept to Incident" is selected (Issue #29911).

Service Manager

- Double-clicking Indexing Table checkboxes causes a mismatch (Issue #29484).

- Indexing tag is not created for subsequent databases (Issue #29691). *Workaround: Manually add the indexing tag into the database connection.*

Perspective iOS App

- For iPad only, when in Landscape mode, navigation back to Home from Settings may crash the application when pressed rapidly (Issue #41105).

Dispatch

- Client memory is not released in some cases when panels are closed (Issues #38306, 38307, 38382, 38383). *Workaround: Close the Dispatch application and re-open to release the memory.*

- Multiple dispatches created at the exact same time may have identical dispatch numbers. (Issue #40687).

- Using Integration Services to update a record may not create a lock in some cases. (Issue #38250).

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- Using the Dispatches panel with RTAs configured and the Officers panel with Alerts configured can cause larger amounts of CPU usage when these panels are opened (Issue #39991).

- Dispatches on the Dispatches panel may not sort correctly when both prefixed and non-prefixed numbers are present (Issue #40682).

- Some closed dispatches may not migrate to Activities when dispatch location labels are matching with a Site lookup record in a language other than Base Language. (Issue #40623).

- When only one task exists for an organization, selecting it does not auto-focus the Map view. (Issue #41298).

- Adjusting minutes in a scheduled dispatch using the up and down scroll buttons only adjusts the hours (Issue #40032). *Workaround: Minutes have to be manually entered.*

- The Password field is not cleared after a failed login attempt (Issue #40139).

- A newly assigned Officer task may appear ahead of other tasks already in progress (Issue #41645).

- On occasion, you may see duplicate data in the Officers view (Issue #36992).
  Workaround: Reset your layout or close and re-open the application.

Dashboard

- Charts cannot be created if there are no values in Case Categories lookup (Issue #41515).

- Some labels are not available for language translation (Issue #41486).

- Adjusting widgets on a dashboard with multiple widgets may result in overlapping widgets. Overlapped widgets may cause an application crash if they are moved beyond the boundaries of the Dashboard window (Issue #25616).

- The Password field is not cleared after a failed login attempt (Issue #40140).

- During daylight saving time, Integration Services incorrectly deems the year as starting on January 1, 2015 at 1:00 AM and ending on January 1, 2016 at 12:59 AM. As a result, if a record was created on January 1, 2016 between 12:00 AM and 1:00 AM, its data will not be displayed in the KPI widget. Once daylight saving time has ended, the record's data will appear in the widget, if queried to do so (Issue #31487).

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- Users logging into Dashboard for the first time may experience lengthy loading times, due to the cache building. The amount of time this will take depends on a number of factors, including the user's location and network settings. Users should continue to wait until the application is done loading. Subsequent logins should be significantly faster (Issue #42493).

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