

# **RESOLVER**

## PERSPECTIVE KNOWN ISSUES

Version 5.8.2

May 2020

## **Perspective Known Issues by Resolver Inc.**

Version 5.8.2

Distributed May 2020.

## **Notices and Intellectual Property Information**

### **Notice**

The materials contained in this publication are owned or provided by Resolver Inc. and are the property of Resolver or its licensors, and are protected by copyright, trademark, and other intellectual property laws. No trademark or copyright notice in this publication may be removed or altered in any way.

### **Copyright**

Copyright ©2020. Resolver Inc. All rights reserved. All materials contained in this publication are protected by Canadian, the United States, and international copyright laws and no part of this publication may be reproduced, modified, displayed, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, photocopying, recording or otherwise, without the prior written consent of Resolver, 111 Peter Street, Suite 804, Toronto, Ontario M5V 2H1, Canada or, in the case of materials in this publication owned by third parties, without such third party's consent. Notwithstanding the foregoing, to the extent any material in this publication is reproduced or modified in any way (including derivative works and transformative works), by you or on your behalf, then such reproduced or modified materials shall be automatically assigned to without any further act and you agree on behalf of yourself and your successors, assigns, heirs, beneficiaries, and executors, to promptly do all things and sign all documents to confirm the transfer of such reproduced or modified materials to Resolver.

### **Trademarks**

Protect What Matters, RiskVision and/or other products or marks referenced herein are either registered trademarks or trademarks of Resolver Inc. in Canada, the United States and/or other countries. The names of actual companies, trademarks, trade names, service marks, images and/or products mentioned herein may be the trademarks of their respective owners. Any rights not expressly granted herein are reserved.

### **Changes**

Companies, names, and data used in the examples herein are fictitious unless otherwise noted.

Although every precaution has been taken in preparation of this document, Resolver Inc. assumes no responsibility for errors or omissions. Neither is any liability assumed for damages resulting from the use of the information contained herein.

Permission to modify and distribute this document strictly for the purpose of internal user training is hereby granted, provided that it is made evident the document has been modified, and that all copies contain all proprietary notices set forth in or on the original version. Resolver Inc. assumes no responsibility for errors or omissions resulting from the modification of this document. Resolver Inc. expressly waives all liability assumed for damages resulting from the modification of the information contained herein. Notwithstanding the permission granted herein, no part of this document may otherwise be reproduced, transmitted, disseminated or distributed, in any form or by any means, electronic or mechanical, for any other purpose, without the express written permission of Resolver Inc.

# Table of Contents

- Perspective Version 5.8.2 Known Issues ..... 1**
  - Perspective Desktop..... 1
  - Perspective iOS App..... 2
  - Dispatch..... 3
  - Connect..... 4
  - Officer Mobile..... 4
  - Dashboard..... 4
- Contact Information ..... 6**
  - Technical Support..... 6
  - Resolver Inc. .... 6

# Perspective Version 5.8.2 Known Issues

To ensure our customers are kept up-to-date, we've created this ongoing known issue document and will continuously update it with any known issues and workarounds, if available, between version 5.6 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.
- Chinese characters are not correctly displayed on generated reports for users running Windows 10.

### Analysis Expert

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

### Custom Reports

- Export of custom reports is not supported.
- An internal error may occur when saving a report to the same location consecutively.

- If two Analysis Expert queries share a name, only one will appear in the Custom Reports “Choose Source Table” menu. *Workaround: Give all of your queries unique names.*
- If a custom report is designed using a particular column name, that column cannot be changed when modifying the custom report later.

## Data Forms

- In the Links section of a case, a confirmation message is not displayed when a record is deleted.
- For Hosted customers, creating an incident on a computer with a different time zone than the server will display an incorrect incident creation date.

## Service Manager

- Double-clicking Indexing Table checkboxes causes a mismatch.

## Perspective iOS App

- An “Error is Required” message appears when submitting a record from the app. *Workaround: The user submitting the record must be granted Supervisor permissions OR “Allow elevate on new records for Access Level” must be enabled from Perspective Administration.*
- For iPad only, when in Landscape mode, navigation back to Home from Settings may crash the application when pressed rapidly.
- Workgroup names that are several characters long are not fully displayed in the Workgroup Controls section of the app.

## Dispatch

- In some cases, client memory is not released when panels are closed. *Workaround: Close the Dispatch application and re-open to release the memory.*
- 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.
- Dispatches on the Dispatches panel may not sort correctly when both prefixed and non-prefixed numbers are present.
- Some closed dispatches may not migrate to Activities when the dispatch location labels are matched to a site lookup record in a language other than Base Language.
- When only one task exists for an organization, selecting it does not auto-focus the Map view.
- Adjusting minutes in a scheduled dispatch using the up and down scroll buttons only adjusts the hours. *Workaround: Minutes must be manually entered.*
- The Password field is not cleared after a failed login attempt.
- Duplicate data may occasionally appear in the Officers panel. *Workaround: Reset your layout or close and re-open the application.*
- Data entered into the Request Assigned To Person and Contact Person fields are saved to the record, but are hidden in Dispatch after clicking away from a newly created Service Request.
- Users are unable to see lookups or rollups in a dispatch if they don't have visibility rights to that lookup or rollup in Perspective.
- Dispatches are not sorted correctly in the Dispatch panel. The records should sort alphabetically by prefix then numerically by dispatch number.

- For some users with multiple monitors, moving the Create Dispatch panel away from the primary monitor will cause the dropdown menus to display incorrectly.
- You cannot select an indoor location point for alarm alerts through the location picker  
*Workaround: Enter keywords in the “Search locations” field, then select the indoor location from the search results.*

## Connect

- Location images are not shown when the Dispatch connector Service URL doesn't contain the HTTPS protocol.

## Officer Mobile

- In iOS, the screen may not return to its original state if you tap the Home or Lock button while entering login information.
- Push notifications appear for Android users while they are actively working in the app.
- Indoor location point pins do not appear in the correct areas on floorplan images in the app.

## Dashboard

- Charts cannot be created if there are no values in Case Categories lookup.
- Some labels are not available for language translation.
- 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.
- The Password field is not cleared after a failed login attempt.

- 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.



# Contact Information

## Technical Support

**Toll Free:** 1-877-776-2995  
**Phone:** (780) 448-0616  
**Email:** [support@resolver.com](mailto:support@resolver.com)  
**Website:** <https://support.resolver.com>

## Resolver Inc.

**Toll Free:** 1-888-776-9776  
**Phone:** (780) 448-0616  
**Fax:** (780) 448-0618  
**Email:** [information@resolver.com](mailto:information@resolver.com)  
**Website:** <http://www.resolver.com>