

RESOLVER

PERSPECTIVE HOTFIX DEPLOYMENT GUIDE

Version 5.3.1.2

November 2017

Perspective by Resolver Inc.™

Version 5.3.1.2

Distributed November 2017

Copyright © 2017 Resolver Inc. and its licensors. All rights reserved.

Resolver, the Resolver logo, Perspective by Resolver, Dispatch by Resolver, the Perspective by Resolver logo, Perspective Focal Point, and the Incident management from every angle logo are trademarks or registered trademarks of Resolver Inc.

Information in this document is subject to change without notice.

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.

Microsoft, Windows, Windows Vista, Windows Server, SQL Server, Access, Internet Explorer, Excel, PowerPoint, Outlook, Active Directory, Visual Studio, Visual Basic, the Office logo, .NET logo, and Microsoft Gold Independent Software Vendor (ISV) Partner logo are trademarks or registered trademarks of Microsoft Corporation in the U.S. and other countries.

Wi-Fi is a registered trademark of the Wi-Fi Alliance.

All other products, brands, names, or trademarks mentioned in this document may be trademarks or registered trademarks of their respective owners.

Table of Contents

Introduction.....	1
Important Notes	1
Deploy the 5.3.1.2 Hotfix	2
Contact Information	4
Technical Support.....	4
Resolver Inc.	4

Introduction

The Perspective 5.3.1.2 hotfix is designed to correct performance issues for Dispatch users with a large number of locations. To review the issues addressed in this hotfix, see the [Perspective 5.3.1.2 – Bug Fixes](#) release notes article.

Important Notes

- **If you're a new customer or you're updating from version 5.2 to 5.3.1.1**, review and follow the instructions in the [Perspective Update Guide 5.3.1.1](#) document **before** following the instructions in this guide.
- **If your current version of Perspective is 5.3.1.1**, you can deploy the hotfix without performing any additional steps by following the instructions below.

Deploy the 5.3.1.2 Hotfix



If you're a new customer or your current version of Perspective is 5.2, you must follow the instructions in the [Perspective Update Instructions 5.3.1.1](#) guide before completing the steps below.

To deploy the 5.3.1.2 hotfix:

1. Open the **Perspective 5.3.1.2_hotfix.zip** file.
2. Complete the following steps for the files in the **Perspective 5.3.1.2_hotfix.zip** file:
 - **Perspective.IntegrationService.dll:**
 - a. Copy the **Perspective.IntegrationService.dll** file to your clipboard.
 - b. Paste the file in the **Integration Services** bin folder to replace the existing **Perspective.IntegrationService.dll** file. By default, this folder is located at `C:\inetpub\wwwroot\Perspective5.3.1\IntegrationServices`.
 - c. Recycle the **Integration Services** application pool in Internet Information Services (IIS).
 - **DispatchClient.zip:**
 - a. Extract the contents of the **DispatchClient.zip** file into the **Perspective Services Client\ClickOnce** folder in **Perspective 5.3.1.2_hotfix.zip** to replace the existing files.
 - b. Recycle the **Perspective Services** application pool in Internet Information Services (IIS).
 - **Dispatch.Client.msi:**
 - a. Copy the **Dispatch.Client.msi** file to your clipboard.
 - b. Paste the file into the **Perspective Services Client\MSI** folder in **Perspective 5.3.1.2_hotfix.zip** to replace the file.

- **SQLScript_Update_5.3.1.1 to 5.3.1.2.sql:**
 - a. Run the **SQLScript_Update_5.3.1.1 to 5.3.1.2.sql** script against all Perspective databases.

Error! Bookmark not defined.

Contact Information

Technical Support

Toll Free: 1-877-776-2995
Phone: (780) 448-0616
Email: 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
Website: <http://www.resolver.com>