Problems in Colleague and Portico that have been solved

Here's a list of problems you may have had before with our old program, UI 4.3, and the solutions the 4.4 update offers.

The problems are **in bold** and are sorted by type of problem under the headings *in italics.*

Browse the list for problems you've encountered and see how this new version fixes them!

Session Time-Out Problems:

You were logged out and your records were locked after your session timed out, but the program didn't notify you: Now, the system will alert you when your session has timed out, instead of after the fact.

You couldn't log back in after your session timed out because the program was locked: The program will now let you log back in without encountering these problems.

Issues with Log In, Log Out, System Lock, and System Crash:

You were logged out or the program locked when you tried to print to a local printer from a form: You won't be logged out when you attempt this anymore.

While a user's security was being looked at by an administrator, the system locked and no one could log in: Now, only the user whose security is being looked at will be locked out.

Double click resulted in log-out: Resolved.

If someone with a higher level of a form logged out of the form, everyone was logged out: Now, people with access to lower forms can still access them even when the higher-ranked person logs out.

Program shut down after you typed over 100 characters in a computed column: Before, entering over 100 characters for the name of an individual or organization would crash the program, but now the system just disables typing in the column after 100 characters.

Update Issues:

Phone numbers and addresses not updated: The Person Card (upper right-hand corner) will now be updated for individuals/organizations when a phone number or address changes.

Seasonal addresses not updated with the season: The system still does not have the capabilities to keep up with changes in seasonal addresses, but now the User Interface Manual indicates that up-front.

When you were updating a person's address, you had to type a different source of the address, **even if the new address had come from the same source:** Now you can enter the same source for an address change.

Confusing/ineffective messages or labels:

"Record not found" message appeared in transition from the Person Card to a form: Now, when you go from a Person Card to a form, the information from the card will be filled out on the form.

Error message said "object reference not set to an instance of an object": All known causes of this error message are fixed, and if there is still an error there will be a more specific error message.

When you tried to drag and drop in the Favorites section, a message appeared by your cursor that said you could drop the selected item into a specific place in the Favorites list, but it didn't actually do it: This misleading message has now been eliminated.

Privacy warning only flashed briefly on the screen, risking the user not seeing it: The privacy warning will now stay on the screen until you dismiss it yourself.

When you used the Autoclose option, the "Processing, please wait" message came up, and the program stopped responding: All known issues causing the program to stop responding have been fixed.

The instructions provided by tooltips about shortcuts for next page/previous page (Page Up/Page Down functions) in Search Results were backwards: The instructions have been corrected.

The description of activity underneath the percentage bar showed information about past processes that you didn't need: The description of what the system is doing as it loads will now be more current.

Security issues:

Unauthorized users could see secure information, i.e. social security numbers, when they clicked "Save" or "Cancel": Secure information is no longer displayed when this happens.

Directory browsing made it easier for unauthorized persons to change information by simply altering a URL: The system now prevents these actions, making it more secure.

Program not remembering settings:

You had to constantly reset your options for form display because the program didn't remember them: The program will now remember the options you select.

You had to reset your settings for exporting to a PDF every time you logged in: You can now save your settings so that they will be the same the next time you log in.

Failures while using Firefox:

- **The browser became unstable when a message box popped up.**
- **You had problems entering text into the "look up" part of a form.**
- **When you pressed different keys on a Mac, the program didn't always recognize them.**

These problems with Firefox should no longer occur.

Display problems:

You used the zoom feature on a form and it messed up the layout/formatting of the form: Format and layout will now be accurate and appropriate to the new form size.

Screenshot made using the Print Form button was fuzzy: This form will now be clear.

Files saved as "P_0000" in the Cash Receipt Entry, Sponsor Payment Entry, or Transcript Print Banner forms: Now, the file name will correspond to your user ID and your session.

If a person had a country code, the column would only display the country and not the region (e.g. only said "Canada" instead of "Ontario, Canada"): The column now displays region.

You typed too many characters in a form and it showed only a blank page when browsing: The actual page of information will now be displayed.

You saw a blank screen in the GRID view of the search results when the description in a column was too long: The results will now display properly, even if there is a large amount of data.

In the comments section, there were sometimes too many characters on one line: The appropriate number of characters will now always be on each line.

When the Edit Comments form had enough data to need a scroll bar, and you tried to put a timestamp on the window, the timestamp would be hidden: Inserted timestamps will now be visible.

Online PCB version of the program looked different than PC version: Discrepancies between the Process Correspondence Batch (online program) and the Desktop Client (the program installed on a PC) are now solved; the two versions of the program look and act identically.

Export Issues

You exported search results to an Excel spreadsheet, and the actual date in the results was replaced with the date 12/31/1967: The correct date will now appear when export search results.

When you exported a form, the program used the database name instead of the form name, creating confusion as to which form it was: The program will use the form name now instead of the technical name it has in the database.

Links not working properly:

If there were multiple email addresses in the Context Area, the one you clicked on would sometimes link you to the wrong email: You will now be able to link to the email you clicked on instead of a different one on the list.

In the "Help" section of the program, if there were both lowercase and uppercase letters in a link, the link wouldn't work: Now, the link should work regardless of the letter cases in it.

General Malfunctions:

You right-clicked and pasted information into a form, but the pasted information didn't save: The pasted information will now save.

If there was an error in a download, the program wouldn't try to download it again and just went to the error message: The program will now attempt to download something every time you tell it to do so.

Strange things happened when you used the Page Up and Page Down keys: These keys will now perform their designated functions.

When you tried to upload a new version of an older file that you already had on Colleague, the new file did not overwrite the old one if the file had the same name: The file should now be overwritten when you upload a new version, even if it has the same name as the old file.

If a browser session was closed while a file transfer was in progress, the session didn't fully close but remained on the system: The session will now be terminated in a timely manner.

ELF (Electronic File Transfer) used "word wrap" when you were importing data into Colleague and caused problems with generating: ELF no longer uses word wrap, so this process should be seamless now.

While browsing search results after using the Soundex index (grouping words together by sound to enhance search), some results were skipped over (e.g. from search result 1 to search result 4): The results will not be skipped over now.

A broadcast message appeared when you logged in, and it caused the QuickTour video to flicker: Resolved.

Masked date wasn't working correctly: Resolved.