

R25 v3.2 and R25 WebViewer v3.2

Release Notes



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R25 Software Version 3.2

Welcome to R25 v3.2

Introduction

The information in this document accompanies the release of version 3.2 of R25 and version 3.2 of the R25 WebViewer.

Distribution

Please distribute copies of this document to all R25 users. It is also available in PDF format in the R25 User Community at the CollegeNET Online Learning Center.

What's in this document?

These release notes contain the following information:

- [Installation and readme files](#)
- [Documentation](#)
- [What's New in R25 v3.2?](#)
- [Fixed Bugs since R25 v3.1](#)
- [Fixed Bugs Reported by Customers](#)
- [Known problems and solutions](#)

Installation and readme files

Installation executables

To perform the installation process for the various components of this release, you need to run an executable (.exe) file. The executable to use depends on the task you're performing:

To install...	You need this file...
R25 3.2 on Windows 95/98	<i>r25w9x32.exe</i>
R25 3.2 on Windows 2000	<i>r25w2k32.exe</i>
R25 3.2 on Windows NT	<i>r25nt432.exe</i>
R25 3.2 on Windows XP	<i>r25wXP32.exe</i>
WebViewer 3.2 on the web server	<i>wv_ws32.zip</i>
WebViewer 3.2 on the Application Server (ASV) for NT	<i>wvasvnt432.exe</i>
WebViewer 3.2 on the Application Server (ASV) for W2K	<i>wvasvw2k32.exe</i>
WebViewer 3.2 on the Application Server (ASV) for XP	<i>wvaswXP32.exe</i>
The documentation set	<i>r25doc32.exe</i>

To obtain the R25 v3.2 and WebViewer v3.2 installation files, please contact CollegeNET Series25 technical support at support@collegenet.com. They will provide the ftp username and password to the download site.

Uninstalling previous versions

You can uninstall any earlier version of Resource25 or R25 by choosing Settings > Control Panel > Add/Remove Programs. Please see the installation manual for specific instructions to uninstall earlier WebViewer installations.

R25 installation instructions

The *R25 Installation Instructions* document provides contextual and procedural information about installing, converting, and running R25 v3.2. It is available as a separate PDF file, *install_instructions.pdf*, on the CollegeNET download site, and is installed in the root R25v3.2 directory.

The manual includes links to instructions for upgrade paths from v2.2 to v3.2, v3.0 to v3.2, v3.0a to v3.2, and v3.1 to v3.2. (If you are upgrading from a version earlier than v2.2, please contact Series25 technical support.)

We suggest that you review the *R25 Installation Instructions* document online to determine which chapters are appropriate for your upgrade path and DBMS, then print just what you need.

Documentation

Product documentation for this release

New and revised documentation for the R25 v3.2 release includes:

- *R25 Guide to Changes* - a document that describes all the functional changes in v3.2 and tells you how to use them. It is divided into sections by user role. **Make sure all R25 users at your school receive this document.**
- Updated versions of the *PSSA-R25 Interface Supplement* and the *Banner-R25 Interface Supplement*.
- Updated online help, accessed by pressing F1 from any R25 form.

The remainder of our documentation set is not being updated for this release. The documentation listed above, and all other current R25 documentation (version 3.1), is available:

- On the product download site
- On the CollegeNET corporate web site—
http://corp.collegenet.com/depts/higher_ed/series/customer/support/documentation/

For information about accessing the product download site, please contact support@collegenet.com.

What's New in R25 v3.2?

Even greater stability and more SIS integration options

R25 v3.2 and R25 WebViewer 3.2 include a number of enhancements based on customer feedback on earlier v3 versions, many bug fixes, and three new reports. Our primary goal for this release was to ensure the long term reliability and stability of our products.

This release also includes five new SIS interfaces (listed on [page 14](#)), and a number of enhancements to the PSSA-R25 Interface and the Banner-R25 Interface, including the addition of final exam scheduling in the Banner interface.

A summary of the enhancements in R25 v3.2 and R25 WebViewer 3.2 begins on the next page.

For additional information, please see:

- The *R25 Guide to Changes* included with this release for detailed information and instructions related to these enhancements.
- The updated PSSA and Banner Interface supplements for detailed information on the installation, configuration, testing, and use of these Interfaces for first time installers and those who are upgrading.

Creating and Editing Events

The following enhancements in R25 v3.2 affect the creating and editing of events:

“Unassign” Assignment Policy permission

Changes to the Assignment Policy for spaces and resources control the ability to remove (“unassign”) individual spaces and resources assigned to a reservation, as well as to assign them.

Users who must request assignment of a space or resource may now be able to remove the assignment (or decrease the quantity of an assigned resource), when necessary, if they have permission to “Request/Unassign” the space/resource. If they don't have this new “Request/Unassign” permission, they can now “Request” unassignment, as well as assignment, of the space/resource.

A new Unassign icon accompanies a request for removal of a space or resource.

See [page 12](#) for more information on this Assignment Policy change.

Enforce Min Capacity

A new “Enforce Min Capacity” field on page 2 of the SpeedBook/Edit Event reservation worksheet (Assign Spaces), when selected, causes R25 to return only spaces whose maximum capacity is at least the value in the Expected Head Count field.

Don't Show Spaces with Conflicts

A new “Don't Show Spaces with Conflicts” field on page 2 of the SpeedBook/Edit Event reservation worksheet, when selected, causes R25 to return only spaces with no conflicts for all the reservation dates/times.

New way to display requests

On page 4 of the SpeedBook/Edit Event reservation worksheet, requested space and resource assignments and removals are now displayed along with any existing assignments, in the right-hand column for the space name selected on the left (that is, request information is no longer stored in a separate “Requests” folder).

Can have multiple related events open for editing

When creating or modifying binding reservations using SpeedBook/Edit Event, you can now have the related events open for editing at the same time. R25 ensures that you change dates/times and assignments in only one event at a time.

Don't need edit rights to related events if you can remap all space assignments

When modifying the dates/times of a binding reservation with space assignments, users no longer need edit rights to the related events if they can successfully remap all the space assignments of the current reservation (that is, when only the times of the current event are changing, so only those space assignments must be changed).

Can bind back-to-back reservations

A new Actions option in the Event Directory lets users bind back-to-back reservations for all the events currently selected. Only reservations with no space assignments, with a preferred space in common, and with the same contact in a specified role (for example, in the instructor role) are bound in this process. Once bound, these reservations can be sent to Schedule25 for space assignment as a bound group needing the same space (see [page 13](#)).

New legend on grids

On the events usage views that are in grid format (Space/Resource Utilization views and Space Schedule view), a legend at the bottom now specifies the meaning of each color that appears in the grid.

Can view space diagrams and photos with Read permission

Users with at least Read permission for a space can now view any attached diagrams or photos when they choose View Space and open the details of a layout.

Divides Into and Subdivision Of spaces included in usage view

Any spaces that are related as Divides Into or Subdivision Of are now included in the events usage view.

Workflow and Task List

The following enhancements in R25 v3.2 affect the use of workflow and task list functionality:

**Affect of
“Unassign”
permission on
workflow**

Schedulers with “Request/Unassign” permissions can remove the space and resource assignments they’ve requested of others. Schedulers with “Request” permission cannot remove assignments, but can generate Removal requests to the workflow of users with “Assign/Unassign” privileges.

Users who handle requests from other schedulers to assign spaces and/or resources, may now receive requests from those schedulers to “unassign” spaces/resources.

Space and resource assignment and removal requests now appear in any task view that includes “Assignments.” (Removal requests can’t be viewed separately.)

See [page 12](#) for more information on this Assignment Policy change.

**Button change on
Edit Event -
Workflow form**

On the Approval tab of the Edit Event - Workflow form, the button for acknowledging an FYI notification is now labeled “Complete” rather than “Approve.”

**Creation date now
in Task List view**

The information returned for the items in a Task List view now includes the Creation Date of the workflow item.

Reports

R25 v3.2 includes changes to report printing, three new reports, and some modifications to existing reports as described below:

Printer setup

Printer setup is now part of printing a Crystal report from R25, so users can, for example, change the output printer, modify the page orientation, or print duplex—any setup you can normally perform before you print.

New Organization Listing and Resource Listing reports

There are two new listing reports: Organization Listing and Resource Listing. A search parameter specifies the items to include in each report.

New Event Resources report

There is a new Event Resources report which is similar to the Event Services report, but doesn't include requirements. The report contains the event setup/takedown information for event occurrences that have the space and resource assignments specified by means of space and resource searches.

Change to Academic Term Summary and Confirmation (Academic) reports

The Academic Term Summary and Confirmation (Academic) reports now include information on bound reservations, where applicable.

Change to Confirmation (Detailed) report

The Confirmation (Detailed) report now includes:

- The text comments attached to the reservation dates
- The weekday as well as the date
- A label and highlighting to identify cancelled occurrences

Calendar of Events reports run faster

The three Calendar of Events reports (3-Day, 5-Day, and 7-Day) have been modified to run faster.

Security

The following functional security enhancement has been made in R25 v3.2:

Override Assignment Policy

Two new functional security rights have been added to allow the R25 administrator (and other “special” users as needed) to assign or unassign any space or resource, no matter what their assignment policy group rights.

- Space: Override Assignment Policy
- Resource: Override Assignment Policy

This is the recommended setting for the Administrator security group, and for those who run the vCalendar import and/or Schedule25.

Space and Resource Assignment Policies

A major change has been made to the assignment policy access levels in R25 v3.2, as described below:

Description of change

Changes to the assignment policy Group Rights settings now allow those defining the assignment privileges of users to specify that the members of a particular security group are authorized to do one of the following:

- Request assignment of and request unassignment of a particular space or resource
- Request assignment of and unassign a particular space or resource
- Assign and unassign a particular space or resource

This change was needed to provide greater flexibility in specifying the assignment/unassignment privileges of users. For example, changing the reservation time or cancelling an occurrence when assignments exist requires removal (“unassignment”) and remapping of the assignments. In past releases, schedulers without “Full Control” assignment rights were prevented from making this kind of change themselves or even requesting the change within R25.

New assignment policy access levels

The new assignment policy access levels in R25 v3.2 are (from the most restrictive to the least restrictive):

- **Request**
The user must request assignment or unassignment of the space/resource. (This differs from the previous No Access in permitting the user to make unassignment requests; otherwise it is the same.)
- **Request/Unassign**
The user must request assignment of the space/resource, but can unassign the space/resource without making a request. (New in this release.)
- **Assign/Unassign**
The user can assign and unassign the space/resource. (This is the same as “Full Control” in previous versions.)

Your existing assignment policy settings are converted as follows when you upgrade to v3.2:

No Access —> Request

Full Control —> Assign/Unassign

The default access level is Request.

Schedule25 Integration

The following enhancements have been made to Schedule25 integration in R25 v3.2:

Dynamic export of features and partitions based on selected spaces

The Schedule25 input data generation process performed by R25 now dynamically determines the features and partitions that should be included in the Schedule25 run, based on the features and partitions of the spaces in the space search. There is still a limit of 96 partitions and features that can be included in any Schedule25 run.

No limit to number of defined features and partitions

There is no longer any limit on the number of Schedule25 space features and partitions you can define in the R25 Space Features master list and the R25 Partitions master list. The previous limitation of 96 has been removed. There is still a limit of 96 partitions and features that can be included in any Schedule25 run.

Back-to-back relationships

As mentioned on [page 8](#), you can now create back-to-back relationships among event reservations in R25, and send the bound events containing those reservations to Schedule25 for space assignment. Schedule25 will assign the same space to all events in the bound back-to-back group.

Changes to how "Ignore Preassignments" is handled

When you select "Ignore Preassignments" prior to running Schedule25, R25 now automatically handles any space assignment conflicts between Schedule25 room placements and R25 space assignments that may occur when you import Schedule25 results into R25. In prior releases, if an event already had a space assignment in R25, and the Schedule25 placement conflicted with that assignment or with the assignment of another event in the same Schedule25 run, the Schedule25 user had to delete the space assignment in R25 by hand prior to importing the Schedule25 results into R25. Now the conflict-checking and resolution are handled automatically.

SIS Interfaces

New interfaces

This release includes five new SIS interfaces:

- SCT Plus-R25 Interface
- Oracle Student System-R25 Interface
- Colleague-R25 Interface
- Universal Transactional Interface - a generic interface that can be used with any SIS (including homegrown) that has JDBC connectivity capabilities
- Universal Controlled Processing Interface - a generic interface that be used with any SIS (including homegrown) and employs the Schedule25 class descriptor format to exchange event data between the SIS and R25

For more information about these interfaces, please contact your CollegeNET sales representative.

Enhancements to PSSA-R25 and Banner-R25 Interfaces

Several significant enhancements have also been made to the PSSA-R25 and Banner-R25 Interfaces:

- A completely revised graphical user interface (GUI)
- Final exam scheduling functionality accessible via the GUI
- Several new configuration options, most notably the ability to have the Interface automatically start and stop the R25 import process during transactional processing

The newly revised *CollegeNET PSSA-R25 Interface Supplement* and *CollegeNET Banner-R25 Interface Supplement* provide all the information you need to install, configure, test, and use the 3.2 version of these Interfaces.

Interface configuration migration

If you're upgrading from version 3.1 of the PSSA-R25 Interface or the Banner-R25 Interface, you have the option of having your current interface configuration data automatically migrated to the new version. The SIS Type dialogue panel in the R25 installation process now includes a "migrate" checkbox. If you select this checkbox, you're prompted for the location of your old interface configuration file. When the installation runs, your new interface configuration file is appropriately populated with data from your old file.

Note: Even if you choose this option, you must still go into the Interface configuration form to check the migrated data and enter additional data new for this release.

**R25 changes
related to interface
processing**

A number of changes have been made in R25 that affect the data exchange between your SIS and R25, whether you've created a vCalendar interface or licensed one from CollegeNET:

- The enforced second cycle has been eliminated. A second Request/Reply cycle is no longer needed.
- Auto-Replies are processed and vCalendar To Dos are created *after* the processing of all existing Request files to ensure proper handling of second and subsequent imports of reassigned bound event reservations.
- There are two new options on the vCalendar Processing Options system definitions form:
 - “Clear all reservations on TRANSP:1import” regulates processing of cancelled reservations. If set to On, when a vEvent is imported into R25, all current reservations for the event are deleted in R25 and replaced by the reservations in the vEvent. This ensures that if a reservation has been cancelled in the SIS, it is also deleted in R25. If set to Off, reservations that have been cancelled in the SIS are not deleted in R25, because the imported vEvent doesn't carry cancelled reservation information.
 - “Only assign spaces if all dates are available” regulates processing of preassignments for events with multiple occurrences. If selected, preassignments are honored on import into R25 only if the assigned space is available for all the individual occurrences of the event. If not selected, preassignments are honored whether or not their assigned space is available for all occurrences.
- You can now naturalize a number of events at once in the Event Directory.

WebView

Several enhancements have been made to the R25 WebView in version 3.2:

List/grid toggle

On the Events and Locations tab, a text link under the date/title allows users to select "View as a list" or "View as a grid" to toggle from the current view, where appropriate.

Legend on event views grid

On the event views in grid format, a legend at the bottom specifies the meaning of each color.

Scrolling

On the Location matrices, the row and column headers now remain visible when scrolling.

Complete FYIs

On the My Workflow pages, users can now open FYI notifications and "Complete" them. Completed FYIs are removed from the To Review list.

Technical Modifications

A number of technical modifications have been made in R25, the R25 database, and the R25 WebViewer for this release:

Technical changes in R25

The following technical changes have been made in R25:

- The tracing of internally generated SQL is now output on the Generated SQL option instead of the Application Tracing | General option.
- More detailed tracing on the OCX controls can be seen when OCXTRACE=4 is set in the *usys.ini* file.
- Hooks have been added to the various logon procedures to allow customers to influence the logon process. The use of these hooks in customer-created C code allows connection to any authorization and authentication scheme, for example, an LDAP server. A new technical paper on this subject will be available from the customer area of the CollegeNET web site in mid-July, 2003.

Technical changes in the R25 database

The following technical changes have been made in the R25 database:

- Changes have been made to the assignment policy rights and the tracking of requests that have been cancelled in R25.
- The SP_RSRV_ATTENDEE table has been recast to the RSRV_ATTENDEE table, removing the room reference. The *<dbms>up32.sql* script migrates data from SP_RSRV_ATTENDEE to RSRV_ATTENDEE.
- New *<dbms>cv32.sql* scripts contain updated definitions for SP_PEND_CFLCT_VW and SP_RSRV_CFLCT_VW.

Technical changes in WebViewer

The following technical changes have been made in the R25 WebViewer:

- The application server (ASV) becomes unavailable cleanly if an *unavailable.html* file is placed in the *lhts* directory.
- *r25bgstart.exe* now runs faster and removes old data from WWW_COOKIES.

Help!

The comprehensive R25 online help has been completely updated in R25 v3.2. To use online help, simply press F1 from any R25 form.

Join Support Session

When you call Series25 support with an R25 problem, the tech rep will often ask you to go to the CollegeNET WebEx site and join a support session that they start for you. You can go directly to the support session from within R25 by selecting Help > Join Support Session.

R25 will launch a browser window and take you to the support session. The rep will give you a session number to enter, and then you're ready!

CollegeNET e-learning

Many of you have already participated in the online R25 learning opportunities offered by CollegeNET. You can go directly to the e-Learning Center from within R25 by selecting Help > CollegeNET e-Learning.

The e-Learning Center is home to many structured online classes as well as the user communities for R25, the R25-PeopleSoft Interface, and the R25-Banner Interface. For class registration and schedules, go to http://corp.collegenet.com/depts/higher_ed/series/learning/

In the R25 User Community, you will find several free online tutorials designed to give you quick familiarity with R25 topics or forms. If you're working in R25 v3.2 and you want to jump right to a tutorial or discussion in the e-Learning Center, simply go to Help > CollegeNET e-learning.

If you are not yet a member of the R25 User Community, please contact support@collegenet.com for enrollment information.

Fixed Bugs since R25 v3.1

Where's my bug?

During the rigorous QA process leading up to the release of R25 v3.2, many bugs have been fixed. To find out if your "favorite" bug is among them, read through this section and look at the "Fixed Bugs Reported by Customers" section that follows. If you don't find the bug you're looking for and know for sure that CollegeNET verified it was a bug (and not an intentional design feature or environmental anomaly), it is highly likely that the bug has been addressed.

Patches released since v3.1

Following the release of R25 v3.1, we released several patches which have been incorporated into R25 v3.2.

R25 WebViewer patches

- The date/time on WebViewer Events|By Date for one day no longer wraps to the next line.
- When a user logs off the WebViewer, it no longer retains the previous name on the Welcome page on subsequent browser connections by the same user.
- WebViewer Events By Date filters for Week and Month have improved performance.
- One of the files used by *r25bgstart.exe* has been fixed.
- Events that span midnight no longer incorrectly show up multiple times in the WebViewer. Note that sometimes multiple incidents of the same event are legitimate, so not all multiple occurrences of a spans-midnight event will necessarily disappear.

R25 patches

- The second and subsequent reservations of imported events now appropriately inherit Space Preferences from their parent folder.
- It no longer takes excessive amounts of time and RAM to generate vCalendar replies for a large number of events.
- The R25 vCalendar export now outputs a single meeting pattern event in two vEvents when the UIDs were different in the header and reservation objects of the event when it was imported into R25.
- Space preferences are no longer overwriting space assignments when exporting a *datain.dat* file.
- The Object Security icon now works when you OK out of a directory form after setting object security for one record and then attempt to set object security for another record.

- The import process now appropriately checks against the boundary dates of an imported event's folder to determine if the event is within the date range, rather than against the start/end dates of the event header in the vCalendar file.
- The export process is now correctly entering the UID of the reservation in the generated Counter file.
- These four reports have been fixed: Functional Security by Security Group, Event Space Monthly Calendar, Space Activity Date Grid, and Space Activity Date Time Grid.
- The 3, 5, and 7day calendar reports now generate correctly when running against Oracle.
- To Dos with names containing special characters (double quotes, ampersands, and so on) now appear on a Task List search.
- The space preferences defined in parent folders, for individual events, and in saved searches from directories are now appropriately applied to imported events.
- Using a date/time template for an event no longer makes R25 hang when running against Oracle.
- An assigned resource no longer incorrectly shows as '(private)' for certain event occurrences in SpeedBook.
- Event Directory cabinets expand more quickly.
- Auto-replies are now processed only after the processing of all existing vCalendar request files to ensure the proper handling of second and subsequent imports of reassigned bound event reservations.
- The 'Enter Parameter Values Parameter Fields: RPT_RUN_ID' message is no longer incorrectly presented when running reports.
- Approval tasks for spaces and other items no longer disappear if you unassign and then reassign the space or other item requiring approval before initial approval was received.

Banner-R25 Interface patches

- SIS_VERSION now gets updated when changed on the interface configuration form.
- Each member of a multiple meeting pattern now receives the appropriate meeting number. Note that this fix applies only to those schools who are not using the SSRMEET_CATEGORY in Banner to track the individual meeting number of multiple meeting events.
- The "View Banner Subject to R25 Organization Mapping" has been removed from the interface main menu. We recommend you prepare R25 Organization data to support use of the R25 default event routing rule instead.

PSSA-R25 Interface patches

- Room assignments are no longer being removed on the import of the second request into R25.
- The interface now generates the correct location property when the KEEP_BATCH_ASSIGN or KEEP_TRANS_ASSIGN configuration option is turned off. Second requests generated in the vCal cycle now contain the TRANSP:1 property.
- The PSSA Final Exam interface now uses the correct file name for processing.
- You can now choose one of these files:
R25_Funclib_no_msg.pc
R25_Funclib_w_msg.pc
to indicate whether or not you want a message to display when a change is made to a class. See the *PSSA-R25 Interface Supplement* for more information on these messages.

Fixed bug categories

The fixed bugs described beginning on the next page are divided into the following categories (arranged alphabetically):

- Event Creation/Editing/Viewing
- Event Structure (cabinets/folders)
- Directories
- Master Lists and Records
- My R25
- Operating Systems
- Pricing
- Reports
- Schedule25 and Class Descriptor Load
- Security
- SIS Interface
- WebViewer
- Workflow

**Event
Creation/Editing/
Viewing fixes**

A number of bugs related to the creation, editing, and viewing of events were fixed including, but not limited to, the following:

- When mapping occurrences, spaces are no longer shown as not available if the Allow Shared Space Within an Event system definition is set to off.
- When deleting a reservation with reservation-specific workflow items, workflow is now cancelled too.
- Space conflicts with other events now show up appropriately.
- The space grid now shows pending events.
- Resource stock level no longer says “(not set)” on its initial day.
- When you start creating a new event from within a folder containing multiple event types, the event type of the new event now defaults to (unspecified).
- The Save error on the Review/Modify Reservation page of Edit Event has been corrected.
- Resource names no longer show up as (Private) on the Review/Modify Reservation page of Edit Event when no space has been assigned.
- Assigning space to two bound reservations following a Schedule25 run now appropriately assigns space to all occurrences of both reservations.
- Sharing space is now handled properly for Also Assign spaces.
- The Also Assign space on the Review/Modify Reservation page of Edit Event now shows the attendance after you've set an individual attendance on the Assign Space page.
- The Allow Sharing checkbox is now grayed out for the Also Assign space on the Assign Space page of Edit Event when Sharing is set to No.
- Email Event attachment functionality is now operating correctly.
- When you assign a resource after saving an event and then accessing the Event Quote report, the resource assignment is now preserved.
- WebViewer requests with custom attributes but no event type no longer cause SpeedBook errors.
- The Reservation Summary no longer displays an erroneous error message when dealing with a large number of event occurrences.
- Errant rows in the SP_PEND_RSRV table are now removed when a space is assigned to an event that fails to get routed.
- Attendance now matches the Expected Head Count if you set the expected head count after doing a space check.
- Closing the E-Commerce form no longer closes SpeedBook.
- The Compare Spaces form now launches correctly from SpeedBook when My R25 is open.
- Long layout names no longer cause a store error on the Assign Space page of Edit Event.

- The Naturalize button is now appropriately disabled after you naturalize an event from the Edit Event form.
- You can now change the Type field of a copy of a copied event that has been set to Draft state.
- You can now delete an event with a cancelled occurrence using the Event Directory form.
- You can now delete an event that has takedown time using the Event Directory form.
- Clicking the event name link on the Event Calendar for Selected Organization(s) form now displays the Edit Event form correctly.
- You can now initiate the creation of a new event from a folder in the Event Directory form using the right-mouse button menu.
- If you delete an event, its bound reservations are now deleted also, and the Primary Reservation field is not blank.
- All available layouts for a space now appear in the Layout field of the Modify Space Assignment form.
- A space is no longer shown with a conflict if its "Subdivision Of" space has a blackout for the requested date/time.
- Subspaces are now displayed in the event calendar view when the parent space is selected.
- Edit Event Reservations|Summary no longer displays "(+23 days)" when an alien event spans 55 days.
- The Layout field on the Modify Space Assignment form is no longer blank if you modify a space assignment made via a request.
- If an occurrence time overlaps two space assignment policy exceptions, one of which pertains to an assignment request, you are now prevented from assigning the space.
- When copying events, the copied space preferences are now staying.
- One and seven day views now present multi-day occurrences in a clearer manner.

**Event Structure
(cabinets/folders)
fixes**

Several bugs related to cabinets, folders, and data inheritance have been fixed including, but not limited to, the following:

- Cabinet and folder names are now correctly formatted based on the Event Name format specified in the Data Entry Options system definition.
- Inherited values overridden on the local folder or event level are no longer overridden on a second inheritance from the parent cabinet or folder.
- Cabinets no longer take an inappropriately long time to expand when OLS is turned on.
- Inherit Data performance has been improved.

- Inherit Date Range now handles date/time constraint inheritance correctly for folders.
- Changes to folder date boundaries are now processed correctly.

Directory fixes

A number of bugs related to directories have been fixed including, but not limited to, the following:

- The right-mouse button Edit Cabinet function now consistently works correctly.
- The Object Security icon on the Event Directory now consistently works correctly.
- The search function on the Event Directory form now works correctly when searching for a “starts with” string in a custom attribute value.
- Space, resource, and organization Assignment and Notification Policies can no longer be updated simultaneously by two people from the directory forms.
- Events and folders hidden by user preference options are now also copied when you copy a cabinet.
- You can now delete an imported vCalendar event from the Event Directory form.
- When a Quick Search on the Contact Directory finds multiple entries, the message explaining why only one entry can be displayed is clearer.

Master List and Record fixes

The small number of bugs related to master lists and space, organization, and contact records were fixed including, but not limited to, the following:

- R25 no longer crashes when you add a new space feature to the Space Features master list and then press Enter.
- Spaces that users have No Access to in OLS are now displayed as “(private)” on the Edit Space|Relationships form.
- Changes to Space Instructions are now processed correctly.

My R25 fixes

Bugs related to My R25 were fixed including, but not limited to, the following:

- The favorites of other concurrent users of R25 no longer appear if you open, then close the Space Directory with My R25 open.

Operating System-related fixes

Several bugs that are specific to various Windows operating systems were fixed including, but not limited to, the following:

- Windows XP users in the User security group no longer get a “You do not have access to make the required system configuration modifications” message when attempting to run R25.
- Windows 2000 users in the User security group no longer get a “You do not have access to make the required system configuration modifications” message when attempting to run R25, as long as it has been run by a member of the Administrator security group.
- The Same User Name in DBMS field is no longer grayed out if you are logged on as ‘sa’ on SQL Server 2000.

Pricing fixes

Several bugs related to pricing were fixed including, but not limited to, the following:

- You can now delete or modify an existing price adjustment for an event.

Report fixes

A number of bugs related to reports were fixed including, but not limited to, the following:

- The Summary reports now consistently show the correct date information when you run the report from the Define Dates/Times form.
- An RPT_RUN_ID message is no longer displayed when your RPT_PARM_VALUE table exceeds 40000 records.
- The Summary reports now consistently show new generated data when you regenerate one of them without closing the report output from the previous run.

Schedule25 and Class Descriptor Load fixes

Several bugs related to the data preparation and running of Schedule25 and the Class Descriptor Load process were fixed including, but not limited to, the following:

- Cancelled occurrences are now processed correctly in generating the Schedule25 event input file.
- NSM/WSM pairs are now treated as two separate events when their event titles differ.
- The load log report now correctly shows assignment requests.
- There are now leading zeros in military time designations.
- The Class Descriptor Load no longer incorrectly displays an error message when you load a preassignment.
- Schedule25 results now appear correctly in folders.

- Events are no longer split into separate occurrences when the date span for a Schedule25 run crosses calendar years.
- The *datain.dat* file generated by R25 no longer contains redundant records for the same space preassignment.

Security fixes

A number of bugs related to security were fixed including, but not limited to, the following:

- Setting and changing OLS on multiple objects now works correctly.
- Authorized R25 users can now take ownership of a space with no owner.
- Security group access exceptions are now appropriately retained.
- All FLS descriptions are now correct.
- FLS for Events:Cabinets and Events:Folders now works correctly.
- FLS access to request Notes is now appropriately applied to both the WebViewer event requestor and the WebViewer seat.

SIS Interface-related fixes

In addition to the patches that have been made to the PSSA and Banner interfaces (see [page 20](#)), a number of bugs have been fixed related to the processing of imported and exported events by R25, including, but not limited to, the following:

- Inherited space preferences are now appropriately applied to imported events.
- The end date of the event in a vCalendar Request file containing the RRULE property is now calculated correctly.
- Clicking the Stop button on the Import vCalendar Files form now stops the import, even when the import cycle time is set to 0 (zero).
- When the Importing Cancelled vEvents setting on the vCalendar Processing Options form is set to "Delete Event," and you do a second import of events in a vCalendar Cancel file without logging off and back on, those events are now deleted in R25.
- An "error storing" message no longer occurs for the import of automatically generated SIS Reply files, because they are no longer generated.
- Binding space assignments are now consistently processed correctly on import.
- The import log now correctly indicates the reservations a space was assigned to.
- The Primary Organization is no longer overwritten on import.

WebView fixes

Some WebView problems may be specific to your environment—the particular combination of hardware and software you're using. The list below includes some of the general WebView bugs that have been fixed in R25 v3.2:

- Space custom attributes now display properly.
- The Quick Search functionality no longer appends the search results for successive queries.
- When viewing events by date, the Location Details link is now active, even when OLS is disabled.
- You can now type significantly longer entries in the Servlet URL field of the WebView configuration form.
- When an event's OLS setting is reset to No Access, it is no longer displayed in the My Reminders portion of the WebView for unauthorized users.
- Two people can no longer modify the same workflow item at the same time.
- URL custom attribute links are now active.
- The WebView seat can no longer issue a lock on an event using WebView workflow functionality.
- WebView approval no longer closes when you click the Mark as Unread button, and the item is marked appropriately.
- The event name link in My Reminders is now updated when the event name is changed in R25.
- Private events are no longer displayed in the Month View.
- The Event Request Summary no longer hangs the browser and the web server when you click Submit for an event with multiple custom attributes selected.
- WebView logon now consistently works correctly.
- WebView custom attribute values now display properly in R25.
- Cancelled events are no longer inadvertently marked as "hot."
- You can now add a reminder for an event with no space assignment.
- Reminders now show up on today's date when appropriate.
- Event titles now appear when you mouseover the event name in My Workflow.
- You can no longer see request comments on approved requests when the WebView seat has No Access FLS on Events|Notes.
- Event request confirmation emails now include event requirements and resources.

Workflow fixes

A number of bugs relating to the workflow capabilities of R25—assignment policies, notification policies, To Dos, Task List, and so on—have been fixed including, but not limited to, the following:

- If only one of several people must complete an approval request, and an authorized user approves the request via the WebViewer, the request no longer appears as an outstanding task for the other authorized approvers.
- When an event is cancelled, any unread To Dos for the event are also cancelled.
- Resource assignments and approvals made on the Edit Event Workflow form are now processed correctly.
- You can now complete Export REPLY To Dos on the Edit Event Workflow form when the event has been cancelled during a second import into R25.
- If you change the due date or priority of a To Do you created for someone else, the entry in the Assigned To field is now maintained and you can successfully save the To Do.
- The workflow count displayed in the status bar now matches what's displayed in the Task List.

Fixed Bugs Reported by Customers

This table lists all the fixed bugs that were reported by customers since R25v3.1, sorted by school.

School	Bug Number	c.Support Number	Reported bug
Bowling Green State University	4263	AGON-5JN226	Edit Space Assign Space or Resource: 0130 error on field RSRVS; too many subfields specified
	4335	EIZA-5KDPHY	"R25-EV_E_SPRSRVD -This space has already been reserved" message occurs if you complete an assignment task after already assigning a closed space
	4350	TELT-5KC2BF	If you change the due date or priority of a To Do you created for someone else, the "Assigned To" field goes blank and you get an R25-SY_ESAVEERR upon saving
	4444	AGON-5KXQ8W	For binding reservations, approving a space assignment for an event creates a space preference rather than assigning the space
	4565	MBOR-5MC39U	Subspace events don't display in the event calendar view when the parent space is selected
Bucknell University	4194	MJEN-5CELFS	An RPT_RUN_ID message occurs when your RPT_PARM_VALUE table exceeds 40000 records
	4465	TELT-5M3UA3	"R25-EV_E_NOETYPENAME - Please enter an event type name" message occurs when you do an initial upgrade logon to certain databases
	4516	MBOR-5L94DK	Opening a To Do on the task list using the Open button occasionally opens an unrelated event
	4517		Event names containing quotes don't show up
California Polytechnic State University, San Luis Obispo	4047	TELT-5L8394	The WebViewer Quick Search appends the search results of multiple, successive queries
	4176	TELT-5L83DN	"UIActl Run-time error 13: Type mismatch" message appears if you attach a file to an email and click the checkbox
	4202	EIZA-5E4P36	Task List: Workflow item for readded workflow is not showing in Task List as expected
	4666	AGON-5L9SJ7	Task List: Mismatch between workflow count displayed in the status bar and what actually displays in the task list

What's New in R25 v3.2?
Fixed Bugs Reported by Customers

School	Bug Number	c.Support Number	Reported bug
California State University, Monterey Bay	4201	MBOR-5JC48W	Locations > By Date > Space Detail Information defaults to current date, not previously selected date
	4203	TELT-5J52TS	WebViewer: The display order of cabinets is incorrect
	4482	MJEN-5LDM8V	WebViewer My Workflow: Complete option doesn't appear for FYIs
Carroll Community College	4556	EIZA-5L9VLN	Schedule25 Class Descriptor Load: An event occurring only on Thursdays is assigned to both Tuesday and Thursday when the Thursday day code is "TH"
CIS	4170	TELT-5HEV8Z	Edit Space Features: Pressing Enter after adding a new feature crashes R25
Cleveland State University	3823	(none)	Cancelled "hot events" are still showing up in WebViewer
	4576	AGON-5MBS3P	Contact Directory Quick Search for queries with multiple results fails to instruct user to narrow the search requirements
College of the Holy Cross	4011	MJEN-5DAV88	Event Directory: Search for "starts with" string on a custom attribute field returns incorrect results
Dalhousie University	3286	EIZA-5LGQ54	Contact Directory Quick Search for queries with multiple results fails to instruct user to narrow the search requirements
	4546	AGON-5M9PLH	FLS for Events:Cabinets and Events:Folders has no impact
Emory University	4486	(none)	Deleting a contact also deletes the OLS data for objects owned by that R25 user

School	Bug Number	c.Support Number	Reported bug	
Dartmouth College	3986	EIZA-5JHV3B	Utilization for Selected Spaces(s): Line: 1028 Char:6 Error: 'Rsrv994162_58_1' is undefined Code:0 error occurs if you mouse-over event name and Generate Summaries quickly	
	4480 4481	AGON-5LFQBK	Blackouts for "Schedule With" spaces don't appear on the utilization grid when all spaces are selected	
	4504 4505 4506 4507 4508 4509	MBOR-5LXLT9 AGON-5M4LY2	If you add setup or takedown time after an event has been saved, on the date/time mapping form the event time is changed and the setup or takedown time is not added	
	4569	TELT-5MGLZQ	Space names with apostrophes are returned in the Space Directory Quick Search but not via Search tab itself when there are multiple matches	
	Fort Lewis College	4654	MBOR-5N2U6P	Edit Event Review/Modify Reservations: Of three alien events that are bound before import, only one is assigned, and they remain bound after import
	Georgia Southern University	4170	MJEN-5J7TKU	Edit Space Features: Pressing Enter after adding a new feature crashes R25
Georgia State University	4336	TELT-5JX3DW	The user can't complete the REPLY To Do if the second import cancelled the event	
	4337	TELT-5JX3DW	A Needs Space To Do is created if you import an event with METHOD:CANCEL	
Indiana State University	4212	MJEN-5JGRNJ	SpeedBook: No R25-SY_W_DATAMOD prompt appears on second X-out if an R25-EV_E_NOROUTE prompt is given, leaving an errant row in SP_PEND_RSRV	
	4239	MBOR-5JK2TD	WebViewer Events By Date: A seven day Spans Midnight event appears 6, 7, or 5 times on various days rather than once	
Maryville University	4209	MBOR-5JJU9G	Edit Contact R25: The Same User Name in DBMS is grayed out if you are logged on as "sa" on SQL Server 2000	
Metropolitan Community College	4477	AGON-5L8RXX	vCal Import: Importing an event with a different set of RDATEs does not store	

What's New in R25 v3.2?
Fixed Bugs Reported by Customers

School	Bug Number	c.Support Number	Reported bug
Middle Tennessee State University	4216	TELT-5FW2ZS	Event Cabinets: Inherit Data is slow
	4463	MBOR-5L2N8X	Print Event: If you choose to Preview when multiple events are selected, multiple copies of the report are displayed, but all for the same event
	4484	MBOR-5L2MNH	Edit Event:Reservations coinciding with Constraint Dates are not showing up in the event calendar, the event summary, or the event summary report
New Jersey Institute of Technology	3153	AGON-5JHLLY	If you reassign a space for which an assignment notification was already created, completed, and deassigned, no assignment prompt is created
Ohio State University	4047	AGON-5G2L9T	The WebViewer Quick Search appends the search results of multiple, successive queries
Plymouth State College	4287	AGON-5JHLZ8	Edit Event Assign Space: Long layout name causes store error
Point Loma Nazarene University	4239	MJEN-5L6MLW	WebViewer Events By Date: A seven day Spans Midnight event appears 6, 7, or 5 times on various days rather than once
Portland Community College	4409	AGON-5KSV22	Load Class Descriptor file doesn't correctly handle inherited organizations based on the User Preference
Princeton University	4688	EIZA-5N8VDC	Events are split into separate occurrences when the date span for a Schedule25 run crosses calendar years
Saginaw Valley State University	4047	MJEN-5LDPVC	The WebViewer Quick Search appends the search results of multiple, successive queries
Salve Regina University	4242	AGON-5HV7NL	"You do not have access to make the required system configuration modifications" message occurs when you run R25 on Windows 2000 as a member of the User security group after running it as a member of the Administrator security group
Sinclair Community College	4170	TELT-5HNU95	Edit Space Features: Pressing Enter after adding a new feature crashes R25
Stanford University	4234	EIZA-5JQW26	URL custom attribute links are not active links.
	4240	EIZA-5JR2B9	WebViewer: Locations By Day View, make it easier to open the link to Location By Name from the icon in another window
	4427	EIZA-5LGQC9	WebViewer Locations By Name: Space name link is not activated and you can't select it for a certain browser

School	Bug Number	c.Support Number	Reported bug
Stonehill College	4479	TELT-5LEVJA	The Space Utilization grid doesn't display events for Divides Into spaces when they are selected with their parent space
Towson University	4363	TELT-5KAUYV	Edit Event Space Assignment page: Space search criteria staying, even after being disabled
	4485	TELT-5LPU7S	Edit Event - <Event Name> - vCalendar: Clicking the "Naturalize" button gives R25-EV_W_ORGNATURAL error
University of Auckland	4550	MBOR-5MAN3C	Windows Regional Settings invert date syntax in R25
University of Cincinnati	4622	AGON-5MRRS4	Four FLS settings have incorrect descriptions
University of Memphis	4238	AGON-5JGV62	Session IDs in iPlanet are too big for the 40 character limit in WebViewer
	4704	MJEN-5MXLM2	Primary organization is overwritten upon vCalendar import
University of Michigan - Flint	4107	AGON-5N7M9E	Schedule25 input error message: VALID M-RECORD DOES NOT PRECEDE THIS R-RECORD
University of Utah	4367	MJEN-5JMRW3	Import vCalendar Files: "Error storing TCS10361546" message occurs if you import a Banner event, export Counter, import the auto-Request from Banner, and import a second change
University of Vermont	3891	TMAY-5N9S9G	Schedule25: The results don't appear in any folders
	4559		You can see a comment of your request once the event is approved when the WebViewer seat has No Access FLS on Events:Notes
	4656		Notes text from SpeedBook is appearing in the approved requests comments field in the WebViewer
University of Wisconsin - Madison	4693	AGON-5NETCM	The datain.dat generated by R25 has redundant records for the same space preassignment
Western Michigan University	4372	TMAY-5KEQWB	Report Maintenance Custom Reports: New button is not available
	4478	MBOR-5LB2UN	Attempt to adjust head count for reservation bound to another cancelled reservation returns an alien event error

Known problems and solutions

If you have a question or a problem...

Version testing

R25 v3.2 and R25 WebViewer 3.2 have undergone rigorous testing. However, even with due diligence, we know that there are still some unresolved issues, some of which involve third party software. This section lists the most evident problems we know about and, if there are any work-arounds, a description of them.

If you find a problem

Some problems we can't fix, but most we can. We appreciate you telling us about an issue as soon as you experience it. If you find some unexpected behavior in R25 v3.2, please ask your authorized contact to send a message to the technical support team at CollegeNET. Here are some guidelines for reporting problems:

If you find something that...	Please...
Is an annoyance or is related to noncritical functionality	Ask your authorized contact to create a problem report on the CollegeNET web site at http://corp.collegenet.com/depts/higher_ed/series/request/
Prevents you from installing the application	Ask your authorized contact to create a problem report on the CollegeNET web site at http://corp.collegenet.com/depts/higher_ed/series/request/
Prevents you from scheduling events, assigning spaces or resources	Contact support directly
Corrupts your data	Contact support directly

If your problem exists in your production environment and is preventing users from doing their jobs or is corrupting your data, your issue will receive highest priority. Issues in a test environment and general questions about functionality are put into the queue behind critical production problems.

Issues related to installation of R25 v3.2

Compatibility with Windows XP

R25 v3.2 is available on XP for DB2, MS SQL Server, Oracle 9, and Solid. R25 v3.2 is *not* available on XP for Informix or Sybase unless you install the Windows 2000 version of R25 v3.2 and run *r25start.exe* in Windows 2000 compatibility mode.

OCX controls

If a user reports seeing a message containing 'OCX' or 'UACtl' *controls.exe* was not run during installation.

Solution: Run `~r25v32\system\controls.exe`. This must be done on the user's PC, even if R25 is running on a file server. This step is included in the installation instructions.

'Invalid Versions' message upon install

If the client PC has an old version of `~\system32\msvbvm60.dll`, you will see the message 'Invalid Versions' when you run *r25start.exe*.

Solution: Click Yes to install the updated version.

Issues related to reports

“Memory Full” on report configuration

During the report configuration, you may see a “Memory Full” message during the report configuration process. There is no adverse effect; it is only a fault in the Crystal Automation Server.

Solution: None needed. Click OK to each message to proceed with the configuration.

Empty report directory

If the Report Maintenance list or the Report Directory is blank, the *r25report.xml* file has not been imported with the Data Exchange utility.

Solution: From the root R25 directory, run the exchange utility (*r25exchg.exe*). Follow the instructions for an *import*, and import the *r25report.xml* file.

Can't have two versions of Crystal on the same PC

Two different versions of Crystal Reports cannot reside on the same PC. If you are running other applications which use a version other than 8.5, use the report server for R25 v3.2.

Solution: To run reports from a report server, see the *R25 Installation Instructions* document.

Informix ODBC driver causes R25 to crash

The Informix-supplied ODBC driver closes cursors after completing a process. In R25, ODBC is used to run reports, so when a user finishes running a report, the closed cursors cause the entire R25 application to crash.

Solution: Purchase the ODBC driver from OpenLink Software (www.openlinksw.com) or use a report server to run R25 reports. (See the *R25 Installation Instructions* document for information about setting up a report server.) Other third party ODBC drivers might also work. CollegeNET has no relationship, marketing or otherwise, with OpenLink, but we have tested Informix connectivity with the OpenLink driver.

Issues related to converting from Resource25 v2.2

Upgrading from Resource25 v 2.2

The upgrade/database conversion process creates some very large transactions. If transaction logging is not turned off, the logging could exhaust the memory of the DBMS or the DBMS server hardware. The upgrade appears to 'hang' or go extremely slowly.

Solution: Turn transaction logging off while doing the upgrade.

Event framework conversion from Resource25 v2.2

If any of your event frameworks in Resource25 v2.2 include folders with reservations and you have sub-events (also with reservations) under those folders, *the folder will remain, but without reservations. The folder will also be copied as an event under the folder, retaining reservation data.* (Reservation data can be reported through SQL.) The new/copied event will have an event type that includes the old event type plus a suffix, to make the new event type unique.

For example, if you create a separate folder for each conference (a folder for Summer Band camp, another folder for the Annual Women's Studies Conference, and so on) and if you create reservations in those folders (the conference goes from June 21-28, 2003), the reservation information will not appear in the R25 v3.2 folder, but it will appear in the new/copied Annual Women's Studies Conference event, which will be placed beneath the folder of the same name. *In R25 v3.2, only the lowest level events have reservation and space assignment information.*

Solution: Review your event frameworks carefully, so you understand how they will look once your data has been converted.

Object security conversion from Resource25 v2.2

A point of clarification to R25 administrators who are converting data from Resource25 v2.2: Assignment Policies are a new feature in R25 v3.x. If "Enable Object Level Security" is checked On when your v2.2 data is converted, the space assignment policies will be populated with the v2.2 object security settings for spaces. If not, all security groups will have Full Control Group Rights access for the assignment policy for all spaces. In either case, the v3.x Space: Group Rights system definition default is No Access.

Some shortcuts don't convert

Some Resource25 v2.2 shortcuts do not convert cleanly to R25 v3.x. In some cases, the shortcuts are to forms that no longer exist.

Solution: Create new shortcuts or use Favorites in R25 v3.2.

Issues related to using R25 v3.2

Duration fields don't display minutes

On SpeedBook and other forms where you can enter days, hours, and minutes in a duration field (setup and takedown, for instance), you might not see the full field, and it will look like the minutes segment is missing.

Solution: Run the dp.reg script with values of -1.

Pressing <Enter> on a space availability check

On page 2 of the SpeedBook worksheet, if you press <Enter> to activate the space availability search, the progress bar display is corrupted and you can't stop the search midway.

Solution: Don't use the <Enter> key. Always use your mouse to click the Check button.

Incorrect form is displayed when closing another form

The good news is that in R25 v3.2 you can have a lot of different forms open at the same time. The bad news is that sometimes forms lose "focus" and the wrong form is "brought forward" when you close another form. This is a third-party software issue.

Solution: To bring focus to the correct form, either click in a field on the form (not just the title bar) or go to the Help|Window List and select the form you want. Some forms are only started once (for example, directories), so clicking a toolbar button or menu option brings them to the foreground if they are already open.

Can't print graphical matrices

All matrices in R25 require that Internet Explorer version 5.5 or higher be installed on the PC. If you can't print graphical forms from R25, such as the matrices, check your IE preferences.

Solution: Set your IE preferences to print graphics:

1. Click Tools|Internet Options|Advanced on the Internet Explorer window.
2. Scroll down the list of options until you see Printing with a small printer icon to the left of the word.
3. Make sure the check box next to "Print background colors and images" is checked.

If you do not have the check box checked, your matrix will most likely just print an outline of any colored boxes.

Functional security does not affect reports

R25 reports do not suppress data as dictated by functional security settings. For example, if a user has No Access to Account Number but they can print the Invoice report, they will see the Account Number.

Solution: Modify the report to remove the private information.

Searches failing to find matching objects

On Oracle and DB2 databases, the “Ends With” searches may fail to find matches, because these databases pad the character string with spaces.

Solution: None. This is a function of the database management system.

Last folder in a directory is empty

Users may find that the last folder on the Index tab of a directory is empty (usually the “Z” folder). This is a database configuration issue, and the default sorting order has been set to case-independent.

Solution: For all directories except the Contact directory, use the Full List tab or another tab in place of the Index tab. There is no Full List tab for the Contact directory. You can also create a final folder of ZZZ.

You may also reinstall your database to use case-dependent or binary sort order.

Closing SpeedBook after coming from a space matrix closes the matrix

From any space matrix you can click on an empty cell and open SpeedBook for that date, time, and space. If you then click the close button (X) on SpeedBook without first giving focus to SpeedBook, the space matrix closes instead.

Solution: When SpeedBook opens, be sure to click your cursor in any field before closing SpeedBook. This will give the focus to SpeedBook and leave the space matrix open.

Opening Task List from My R25

Occasionally, if you click on any of the links or the header “Workflow” on My R25 to access the Task List, R25 crashes.

Solution: Open the Task List from the menu (Scheduling > Task List...) or from the Toolbar.

Creating space blackouts for times when events are scheduled

When you create a space blackout as part of a space assignment policy, R25 will not warn you if you have events already scheduled for the dates and times of the blackout.

Solution: Before creating a space blackout, view events or run an event search for all events in that space during the times of the proposed blackout.

R25 crashes

R25 crashes on exit, though rare, still occasionally occur. In addition, a few customers have reported random crashes when using R25. Our development staff is currently endeavoring to pinpoint the exact cause of the problem. Most reports have been from clients using Windows XP and Oracle.

Issues related to the WebViewer

WV displays no data or old data

If the WebViewer displays no data or data that looks out of date, it may be that the WebViewer cache needs to be refreshed or that WebViewer processes are no longer linked to the database because of a database shutdown.

Solution: If the database server is shut down, be sure to:

- Shutdown the web server
- Shutdown the stale r25_www.exe processes
- Clear the WWW_CACHE table in the database
- Restart the web server

Incorrect Custom Attributes defaults

Custom Attributes with a Boolean data type may be set to Null in R25 but be displayed as No on the WebViewer.

Solution: Be sure to designate a Yes or No value for all Boolean custom attributes in R25.

Layout diagrams and photos not appearing

Layout diagrams and photographs may not appear on the Space Details page when using Internet Explorer 5.2 on a MAC.

Solution: Use another browser (for example, Netscape)

Row and column headings don't scroll

The row and column headings may not scroll when using Internet Explorer 5.2 on a MAC.

Solution: Use another browser (for example, Netscape)

Known problems and solutions
Issues related to the WebViewer