



SUPPORT SERVICE BULLETIN

VIQ Support Services – June 24, 2008

This is a Service Bulletin provided by VIQ Solutions Support Services to provide our dealers, customers and Value Added Resellers (VARs) with important information that may affect the maintenance of a VIQ Digital Recording Solution. Service Bulletins will be updated regularly as well as published as required. Contact VIQ Support Services if there are any concerns or questions regarding the listed bulletins.

Encompass 1.0 Update

VIQ Solutions has recently released an update to address various technical issues that have been identified in Encompass 1.0.

This update upgrades Encompass 1.0 to version Encompass 1.0.0.3. Please note this is only applicable to the following Encompass setups:

- **Encompass 1.0 Standalone**
- **Encompass 1.0 Network (Control Station install only)**

This patch is not applicable to any other Encompass installs including Encompass 1.0 Network Public Annotator and Private Annotator installs or users with Encompass Backup. This patch will not work with those versions of the product; you will need to use an alternate patch. This update is forthcoming and will be announced when available.

If you are running this patch on an Encompass 1.0 Network install, you will only need to run this update on the server.

You can download this update from:

http://public.viqsolutions.com/support/Encompass_1.003_Patch/

The details of what this update addresses are contained in the “Revisionv1003.hst” file which can also be found at the link above.

Please contact Support at support@viqsolutions.com for further details or questions which may arise.