



## **SUPPORT SERVICE BULLETIN**

**VIQ Support Services – November 27, 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 or 1.0.0.x to version Encompass 1.0.0.5. If you are running version 1.0 you will not need to apply any previous patches that have been released, as this patch is cumulative.

Please note this is applicable to the following Encompass setups:

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

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://downloads.viqsolutions.com/support/Enc\\_1.0.0.5/](http://downloads.viqsolutions.com/support/Enc_1.0.0.5/)

The details of what this update addresses are contained in the "Revisionv1005.hst" file which are detailed on the following page:



Version 1.0.0.5

Release Revision# 20082808

In this release the following changes and updates have occurred:

- New audit history items were added for the following user actions (Encompass Player, Archive Manager)

  - Case selected for playback

  - Edit Annotation

  - Playback activated

  - Carry Away

  - Export audio only

  - Export video only

  - Audio CD preparation

- Fix for problem with audio backup feature on multiprocessor machines.
- Fix for problem carry away option and true speech files in Archive Manager.
- Fix for problem with audio reports showing a wrong seconds in Archive Manager.
- Fix for problem updating a user in Encompass Administrator.
- Fix for problem selecting a sealed case in the "Easy Search" screen in Encompass Player.
- Clock integration in Session Manager.
- Fix for problem editing a sealed case in Session Manager.
- Significant optimizations and improvements to the core wave recording and monitoring functionality (viqrecordingII).

- Addition of a recording verification monitor for the audio files. This monitor will now alert the user if the levels of audio drop to 0 across all channels, or if the growth of the audio files indicates a possible problem with recording.

- Fix for problem with using volume controls in Encompass Player.

- Fix for problem with using copy, cut, paste functionality in the outside of Encompass applications when playing audio with Encompass Player.

- Added Annotation XML output with the Carry Away feature in the Encompass Archive Manager.

- Fix for the problem with Date/Time search from the View/Reports window in the Encompass Archive Manager.

- Fix for the problem with License Violation during outside record request in the Encompass Session Manager.

- Fix for a problem with case identification after using "Edit any case" option in the Session Manager.

- Working with Encompass Backup when using Encompass Network.