



Release Notes

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1 Improvement and Fixes

1.1 Referring page URL restored in Qwidget and email

A bug which prohibited the display and reporting of the referrer page from which patrons sought to use the V.4 Qwidget and/or QuestionPoint email form has now been repaired. Chatting librarians and users of the Ask module will be able to see the referring URL as part of the patron information, and reports generated from Review Transcripts will now correctly report the referring URL of the page from which the service was accessed.

1.2 Name and email fields corrected in “Patron Practice Chat form”

A bug in the Practice Chat form which failed to display the chat patron name and email as part of patron information for Practice sessions has been repaired. Now when librarians are practicing chat, they will see the proper patron information in the fields, so as to emulate the live chat experience, as well as permit the practice workflow all the way through to the Ask module.

1.3 Policy Page linking/unlinking to Worldcat registry restored

A bug which in some cases would not allow an editor to unlink a particular Policy Page field from a previously linked Worldcat registry entry has been repaired. Unlinking and text data entry has been restored, so as to allow an editor to change information in the fields. A similar inability to update information in the “Policy Page Email Contact field” has also been repaired. Editors can now change or update the email addresses in the Contact field.

1.4 XML FTP data encapsulation bug repaired

Those clients who participate in our XML transcript FTP service will no longer miss receiving transcripts containing “illegal” characters. Those characters have now been encapsulated so as to prevent rejection.

2 Cobrowse retirement

As a result of the previously announced decision to retire the cobrowse feature in the Chat module, the cobrowse button has been removed from the interface. The librarian can still use the “Preview” button in the URL tab of the chat interface to open a separate window and preview any URLs that they wish to send to the patron.

Libraries may still offer the “Chat with Viewport” form to users. The viewport allows the patron to see web pages from URLs sent by the librarian in the chat monitor.

This change will allow those librarians who were still using Java 6 version 7 to upgrade their version of Java to whatever version their Systems Administrators recommend. There will no longer be specific isolated QuestionPoint requirements regarding Java for chatting librarians.