

Customer Services Notice

SIGNIFICANT FAULT NOTIFICATION: SW36576

A significant fault has been raised with DefineNow that prevents access to files and version history.

When a define file is created using a template containing special characters like double quotes (") the version history of the previous or newly created files for the same study do not appear on the Version history pane. When a define file is created using this template, the user will be able to create new files and view the audit trail, but will be unable to upload, edit or download any file because the version history pane doesn't show history of these files.

The following special characters have been identified for this issue.

- Double quote
- Backspace
- Form feed
- Newline
- Carriage return
- Tab
- Backslash

This fault affects version 2.0.0 of DefineNow and will be addressed in the planned deployment of DefineNow 2.1.1.

Advisory: Until you receive notification from Instem that this patch has been applied please do not use the characters detailed above in a template, and discontinue the use of any template that is affected.

Please contact the Instem Help desk referencing Provantis fault SW36576, if you use this functionality and are impacted by this issue or require further information.

Product and Module impacted

- DefineNow 2.0.0

Please contact the Help Desk for further information
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