

*Email Sent on Monday, December 17, 2018, 11:00am.*

Good Morning

As promised, a report update will be distributed state wide later today. We have had a few questions about the font and the report release itself which has delayed the distribution this morning. I would prefer not doing a report release midday, so we will be distributing the release after hours this evening. That way, users are not caught off guard by an update this afternoon.

An email will be sent this evening to confirm the report release has been applied. Again, the first time users start Workflows in the morning on 12/18, they may be unable to setup/schedule reports. Please have your users restart workflows to ensure the updates are applied properly. Report templates will not be impacted and no other workflows functionality will be impacted.

While we expect the vast majority of users will not experience problems, if you have users report they are unable to schedule a report or they are unable to see the output options tab for an INFOhio report, please have them restart Workflows one more time. If that does not correct the problem, the user may not have adequate permissions to apply the report update. The simplest fix for MAC users in this situation is to have their tech person uninstall/reinstall Workflows for them. For PC users, there is a quick fix included in the attached document or they may also uninstall/reinstall Workflows.

For questions or help with installation problems, please open a ticket with support at <https://support.infohio.org>.

IMPORTANT! MAC users must have the Free 3 of 9 (free3of9.ttf) font installed on their machine in order to view INFOhio barcode label reports correctly. Users may test and/or troubleshoot their MAC by viewing or downloading a test document and guide from the Workflows handbook at <https://www.infohio.org/library/workflows-handbook/category/handbook-setup> (click Barcode Font – Free3of9.ttf MAC & PC ). As a general rule, users who cannot install fonts on their machine will most likely be unable to apply the report update. For this reason, please alert your local tech staff, especially those supporting MACs, that users will be receiving a report update this evening.

The report release contains minor sorting fixes along with the following enhancements:

- **CAT – Shelf List** – Added patron ID / Name to output options on long/spreadsheet reports.
- **Label Reports** – All label reports now use the same Free3of9.ttf font for both PC and MAC reports. Templates are not impacted by this change but MAC users must have the Free3of9.ttf font installed (see above).

Again, please open a ticket with state support (<https://support.infohio.org>) if one or more of your users is unable to schedule reports tomorrow morning.

**Michael Ridinger**

INFOhio Technical Support  
**The Management Council**

*End of message*