

## 2018.12.17 Report Release Notes and Troubleshooting Guide

Release has been scheduled for December 17, 2018 at 9:30pm (evening).

Updates included in this release:

1. **CAT – Shelf List**
  - a. Patron Name/ID included in output options for long and spreadsheet version of report.
  - b. Patron Name/ID is displayed for items that are checked out or lost
2. **Label Reports**
  - a. Both PC and MAC users will now use the Free3of9.ttf font. The updated font may be downloaded from the workflows handbook at <https://www.infohio.org/library/workflows-handbook/category/handbook-setup> (Click Barcode Font – Free3of9.ttf)
  - b. PC users will not be impacted at all by this change.
  - c. This change will not impact previously scheduled reports or report templates.
3. **Minor Bug / Sorting Fixes**

### Important Notes

**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 ).

### Troubleshooting

If users are unable to see the new report screens or cannot view/schedule a report, they must restart Workflows at least twice before the updates are applied. If this does not resolve the problem, the users permissions level may not be adequate to fully apply the report release, so manual intervention will be required.

#### For MAC users:

This report release is a simple screen update. If users cannot apply this update, their permission level is restricted which means future updates will be problematic. The simplest solution for MAC users is to have the local tech staff uninstall and reinstall Workflows.

#### For PC user (quick fix):

If a PC user cannot schedule reports or if they cannot see the output options tab for INFOhio reports, you can quickly fix the issue by copying the “custom.jar” file to C:\Windows\Program Files (x86)\Sirsi\JWF\Customjar\custom.jar. The new custom.jar file can be downloaded from [https://www.infohio.org/images/ZOO\\_DOCS/wfhandbook/Reports/INFOhio/updates/custom.jar](https://www.infohio.org/images/ZOO_DOCS/wfhandbook/Reports/INFOhio/updates/custom.jar) (In the Workflows handbook at <https://www.infohio.org/library/workflows-handbook/category/handbook-reports>).

### Support

We do not anticipate issues with the vast majority of users. However, if there are problems which cannot be resolved, please open a ticket with support at <https://support.infohio.org>.

*INFOhio State Support Team*