



## 7.1.5.2 Release Pack

## Release Pack Contents

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# Welcome to Q-Pulse 7.1.5.2!

Version 7.1.5.2 is a maintenance and feature release which focuses on improving the handling of large files/attachments across the application as well as improving the accuracy of the training matrices within the Training module. In addition, the system now allows you to enter and display details for your local Q-Pulse administrator at login, so they know who to contact for password or system related queries. Finally, there has been some security hardening around information stored within Web Configuration files. For information on all fixes within this release, please refer to the Fixes Included in 7.1.5.2 section.

For those of you who are new to 7.1, this version builds on the new web client that we introduced in the first release of Q-Pulse 7 by introducing the Occurrence and Incidents modules to the web.

This upgrade also ensures your existing data is maintained with no loss of data. The Q-Pulse Windows client will remain and operate concurrently with this release.

## Implemented in version 7.1.5.0, 7.1.5.1 & 7.1.5.2

### 7.1.5.2 Details

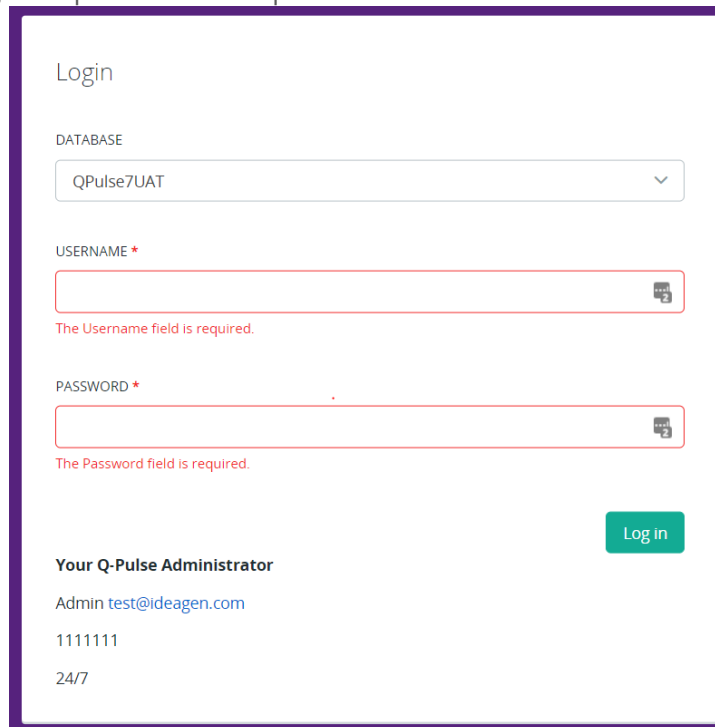
This HotFix focuses on further strengthening the security of the product arounds its handling of cookies. It also brings with it all fixes and features introduced within Version 7.1.5 and Version 7.1.5.1 as shown below.

### 7.1.5.1 Details

This HotFix focuses on resolving issues around the number of Non-conformances being displayed incorrectly within the Audit module. It also brings with it all features introduced within Version 7.1.5 as shown below.

### Displaying Administrator Details

It is now possible to display Administrator details at the point of Login for both the Web and Client. This information can help direct your users to the most appropriate person for help accessing the system or for help with resetting their passwords if required.



Login

DATABASE

QPulse7UAT

USERNAME \*

The Username field is required.

PASSWORD \*

The Password field is required.

Log in

**Your Q-Pulse Administrator**

Admin test@ideagen.com

1111111

24/7

## Encryption and Decryption of information stored within Web Configuration Files

Some information that was previously stored within Configuration files for your Q-Pulse instance has now been encrypted to strengthen the security of Q-Pulse and to ensure there are no passwords being displayed in plain text.

This information may only be decrypted and encrypted by both Ideagen and you, the customer. Further information on this can be found here: <https://q-pulse.help.ideagen.com/hc/en-gb/articles/4403400746898>

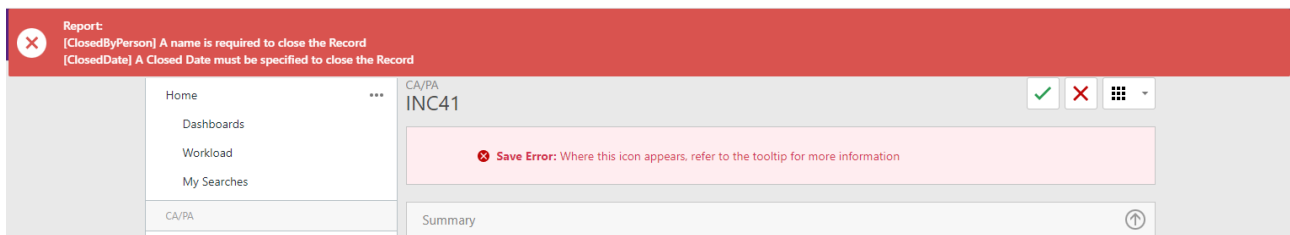
## Implemented in previous versions of 7.1

### Improved Page Navigation on the Web client

It is now possible to jump directly to your desired page when using the Web client document viewer. Simply enter the page you wish to jump to, and the viewer will update to reflect that page.

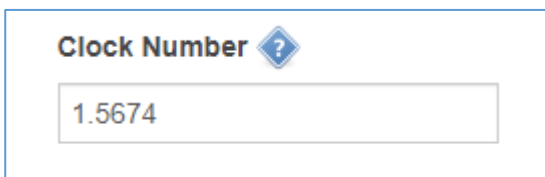
### Improved tooltips warnings when saving on the Web client

We've updated the tooltip warnings that users receive when they try to save a record without filling in necessary information. In addition to receiving the 'Save Error: Where this icon appears, refer to the tooltip for more information' message, users can now see a list of fields that must be completed.



### Web Reporting Number Field now allows decimals

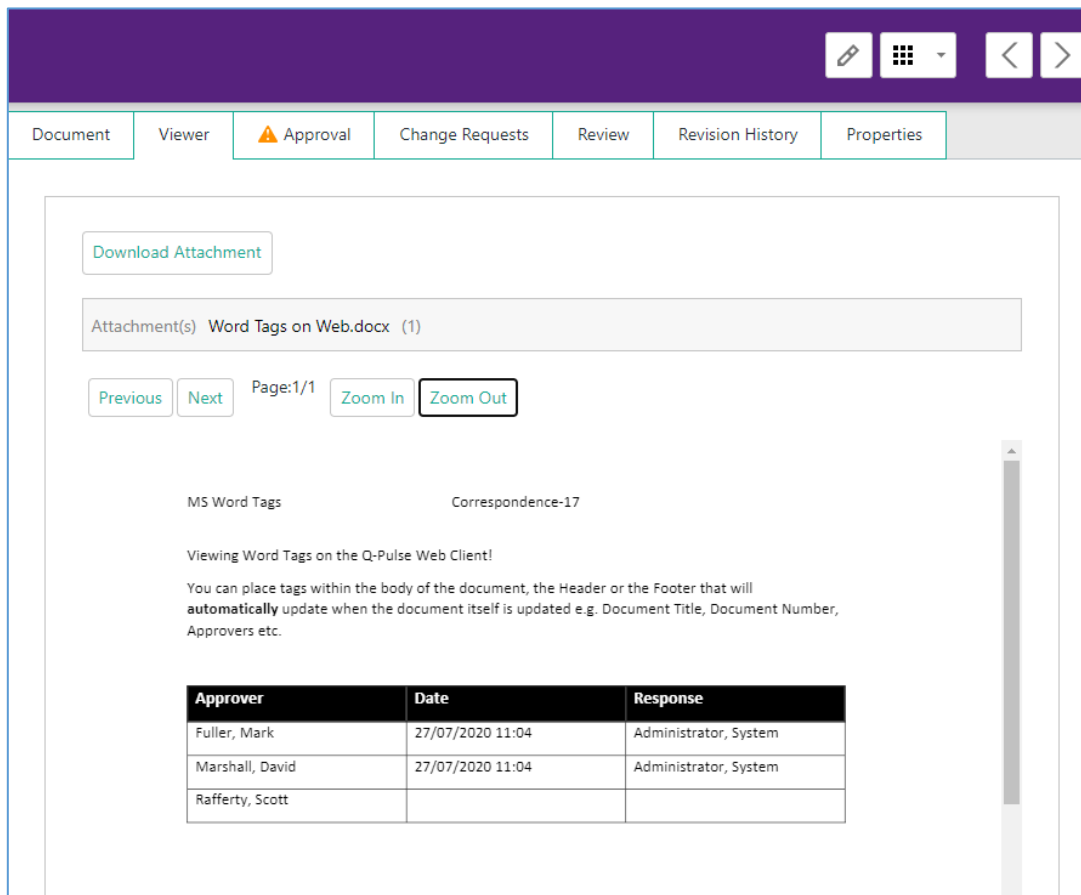
If you have configured your Occurrence reports to use custom number fields, these fields now support decimal points in the Web Reporting feature.



Please note that only one decimal can be set. If you try to add another decimal point, it will automatically be removed by the app. Similarly, commas are not supported. If you add a comma, this will also be removed.

## Word Tags now visible on the Web Client

If you have documents that make use of our Microsoft Word Tag functionality, these word tags can now be viewed in the 'Viewer' tab of the Web Client.



## Audit Recurrence Behaviour changes

When we first launched Q-Pulse 7, we made a slight change to the way the recurring audit series is calculated in the application. This change unfortunately caused some historical recurring audits on user's systems to shift schedule dates.

As a result of this, we've added the ability to toggle between the legacy and standard recurrence behaviours on an individual audit basis. This will allow users with shifted schedule dates to switch these audits back to the original behaviour while also taking advantage of our new recurrence behaviour going forward.

Below you will see the Audit Recurrence Window. At the bottom of the window we've added a drop-down box that will allow you to determine the Recurrence Behaviour.

### Behaviour Example

Today's date is the 22<sup>nd</sup> of September. We need to schedule a recurring audit to occur on the 21<sup>st</sup> day every 3 months for 10 occurrences.

Legacy – As the 21<sup>st</sup> of September has already passed, it discounts this month but skips to the next date in the series. Therefore, the first audit to be schedule in the series has a scheduled start date of 21<sup>st</sup> of

| Title            | Scheduled Start Date |
|------------------|----------------------|
| Legacy Behaviour | 21/12/2020           |
| Legacy Behaviour | 21/03/2021           |
| Legacy Behaviour | 21/06/2021           |

December. 3 months on.

Standard – Rather than skip to the next date in the series, the standard behaviour will look to the next month and begin the series from there. Therefore, the first audit in the series would be the 21<sup>st</sup> of October.

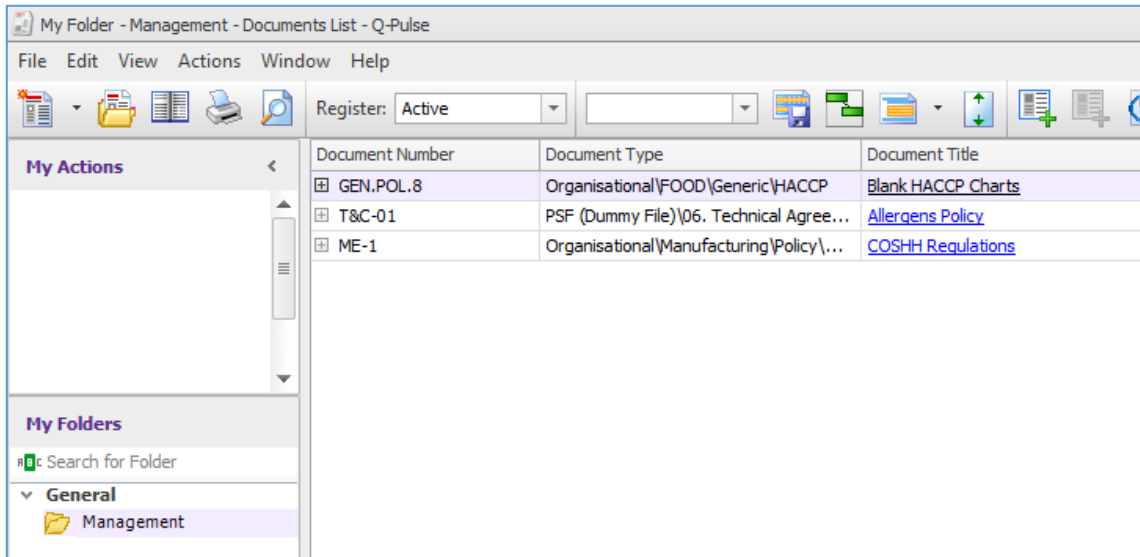
| Title              | Scheduled Start Date |
|--------------------|----------------------|
| Standard Behaviour | 21/10/2020           |
| Standard Behaviour | 21/01/2021           |
| Standard Behaviour | 21/04/2021           |

For more details on the recurrence behaviours, please visit the [Customer Portal](#).

### Folder Names available in Report Designer

We have added the ability to surface your folder names in Report Designer across all modules. When you click into your folders to display records within them, you are then able to generate a report that contains the Folder Name.

In the example below I have clicked into the Management Folder to display the related records.

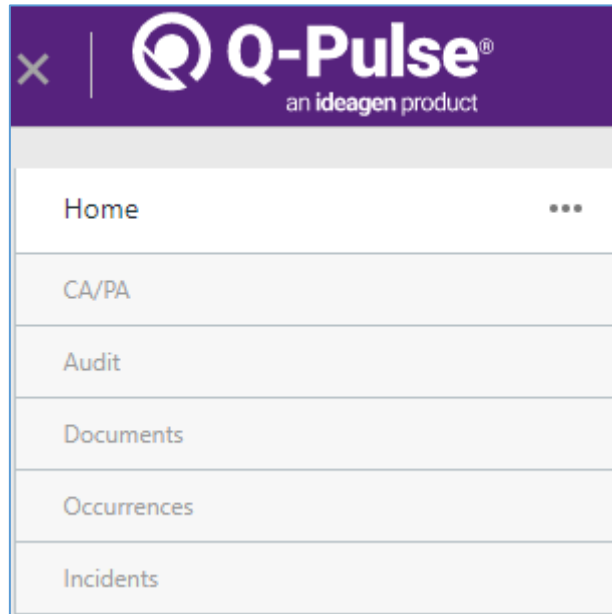


The 'Folder Name' field can then be utilised from the 'Field Bank' to display this in your reports.

**For more details on how to add the 'Folder Name' field to your reports, please visit the [Customer Portal](#).**

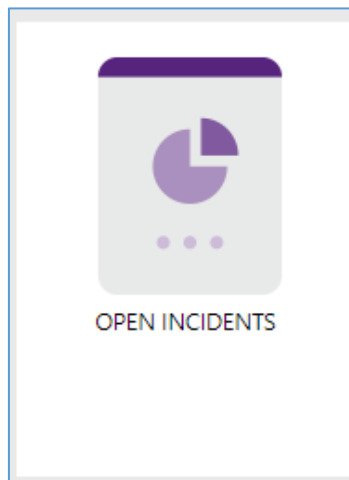
### Occurrences & Incidents in Web

We've added Occurrence & Incidents functionality to the web allowing you full access to the Reporting lifecycle through the web platform.



### Occurrences & Incidents Dashboards

Now that the Occurrences & Incidents modules are available on the web, we've surfaced the ability to generate dashboards related to your data in these modules!



### Improved Dashboard Permissions

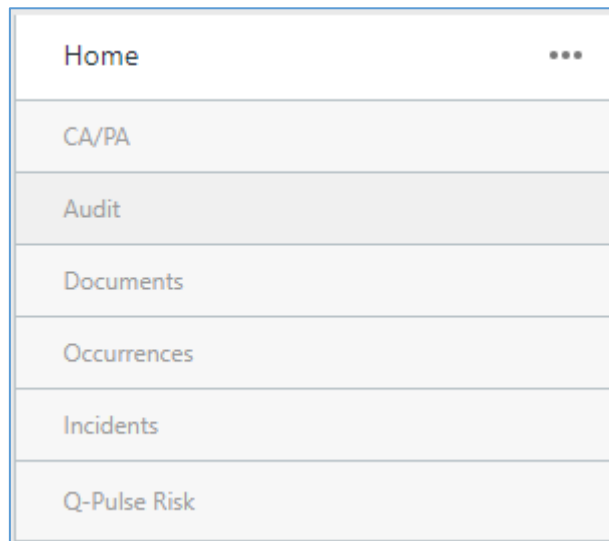
Based on feedback from the first release of version 7.0, we added more granular permissions to allow you better control of the Dashboards.

Admin users can now control the following permissions for their users:

- View Dashboard
- View Confidential Dashboard
- Create Dashboard
- Edit Dashboard
- Delete Dashboard

### Risk Integration

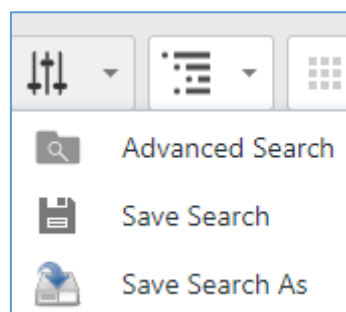
If you are a Q-Pulse Risk customer, you will now be able to surface the risk module in the Web.



### Advanced and Saved Searches

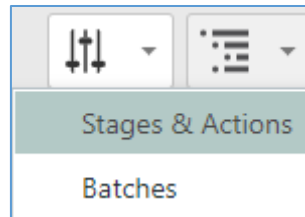
Within each of the modules, you now can use our new filter builder to quickly create and save searches so that you can quickly view items on the web.

Please note that any saved searches on the Windows client are not available in web.



### Nested Views

Nested views have been added to the Audit, CA/PA and Document modules to allow you to see relevant data related to your records in the list view.



### Q-Pulse Messaging

Messaging has now been implemented in the web client. For this to work, a new system account will be added to your Q-Pulse People list, "Messaging Account". This account will automatically be added to the System Wide Access group as this is required for the messaging to work correctly.

It is important to note that if this account is disabled or removed from the system wide access group, messaging in the web client would break.

| Security - People  |      |            |         |         |
|--------------------|------|------------|---------|---------|
| Name               | Type | Department | Licence | AD Name |
| Account, Messaging |      |            | Primary |         |

### Checked out Audit Visibility

We've added functionality so you can clearly see when Audits have been checked out in the system.

| Audit                    |  |        |                                 |                    |                      |                      |  |
|--------------------------|--|--------|---------------------------------|--------------------|----------------------|----------------------|--|
| Search...                |  |        |                                 |                    |                      |                      |  |
| <input type="checkbox"/> |  | Number | Title                           | Status             | Lead Auditor         | Scheduled Start Date |  |
| <input type="checkbox"/> |  | AUD3   | 1 Senior Management Commitment( | Findings Completed | Hall, George Will... | 09/10/2008           |  |
| <input type="checkbox"/> |  | AUD79  | ISO 9001:2008                   | Performed          | Hall, George Will... | 31/08/2012           |  |

Audits that have been checked out will now display as shown below.

### Custom Fields

Any renamed fields in the 'Custom Fields' section of the Administration module will now display on the Web interface.

### Features Still in Development

The first iteration of Q-Pulse 7 worked to deliver the functional end-to-end process of each of the Audit, CA/PA and Document Lifecycles. 7.1's focus was to deliver the Occurrences & Incidents modules with some additional improvements throughout. Over the coming releases we are working to deliver some of the features that haven't yet made their way over to the Web platform.

These include, but are not limited to:

- Reporting / Printing
- My Folders



### Implemented in Version 7.0

- Dashboards - Ability to create and access Dashboard items from the 3 module data definitions (Docs, Audit and CA/PA).
- Audit – The end to end process lifecycle from Audit Scheduling to Closure, including the ability to schedule recurring Audits.
- CA/PA - The end to end process lifecycle from CA/PA Creation to Closure, including the ability to administer and edit CA/PA templates.
- Document – The end to end process lifecycle from creating a new Draft Document to making a Document Obsolete.
- Workload – Ability to drill down into each individual task and go straight to the record!
- Integration with PleaseReview – Ability to check a Document out to PleaseReview which offers more detailed Document reviews when revising a record.

Q-Pulse Version 7 continues the journey of transitioning Q-Pulse into an application that is aligned with user expectations of a modern, web user experience and interface. This iteration of the client replaces the Document web client that was introduced in version 6.5 and is designed to reflect the functionality and processes that were established throughout the development of the Windows Client in our new Web Browser Client.

If you're a current user of the Q-Pulse Legacy Web Client, the files to install this client are still available as part of this release. However, please note that this client has now reached the end of its life cycle and will no longer be maintained in future releases

The Q-Pulse 7 Web Client offered functionality for the Audit, CA/PA and Documents module, with more interactive list and details views, and the well anticipated Dashboard analytics! This not only enhanced the functionality of our client but offered a familiarity for users that have worked with Q-Pulse for some time.

If you wish to perform training on these new features prior to going live with the Version 7.1 Web Client, please perform this in your test environment.

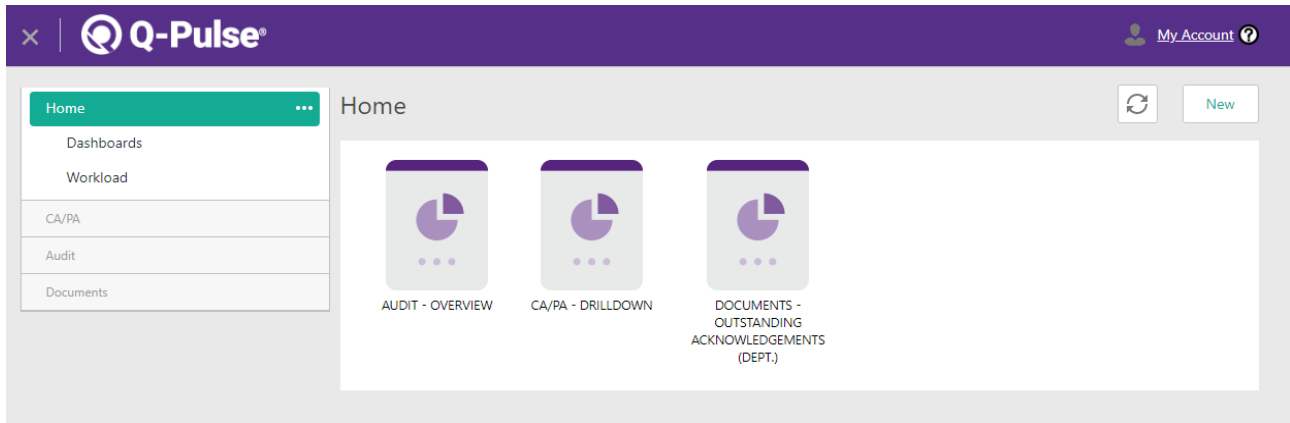
**Please note that the release supports Google Chrome and Internet Explorer 11, however we do recommend that you use Google Chrome. We will be adding support for more browsers in the final release.**

## New Web Client Functionality

The client introduces a Home landing page that is visible at login. This Home page will allow you to view and edit the new Q-Pulse Dashboards!

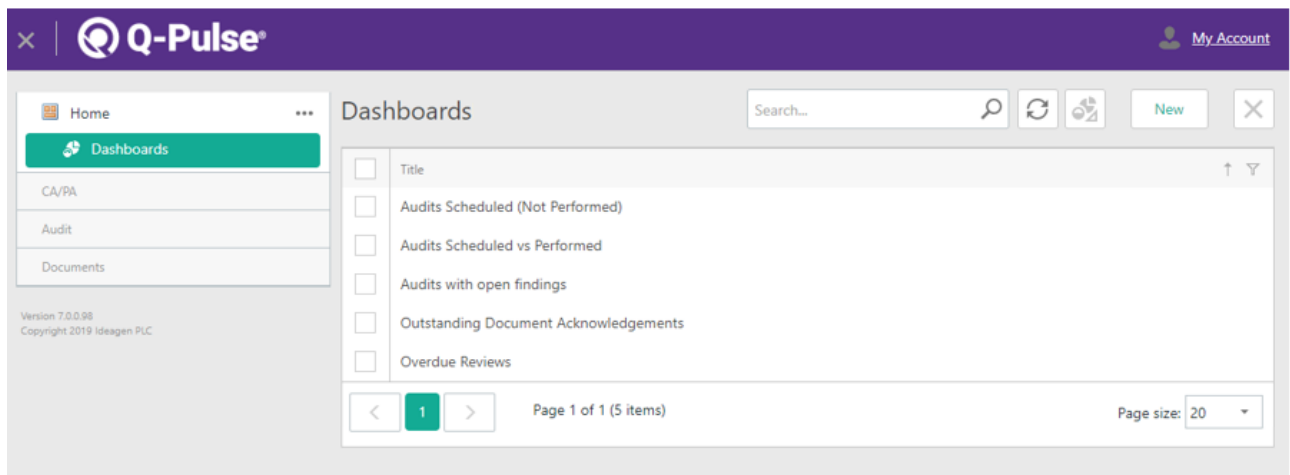
### Home Page

The Home page provides instant access to your Dashboards. Clicking on each dashboard icon opens your dashboard data.



### Dashboards View

The Dashboards View allows you to take control of your dashboards. It is in this window that you can create, edit and delete your dashboards.



Q-Pulse will come pre-loaded with the dashboards seen in the first image. For details on how to create and manage dashboards, please visit the in-built Q-Pulse help file by clicking on the question mark at the top right of the page when you log in.

## Technical Changes

Q-Pulse 7.1 builds on the changes made to the application's infrastructure in 6.5. In this release, we have decommissioned the Q-Pulse API Server and merged it with the Q-Pulse Data Portal. This was a decision made to tidy up the backend features that were required for the web client to work.

The web client now communicates with the API Server using the following link:  
<http://servername/qpulsedataportal/api>

If you've upgraded from an earlier version, you can safely uninstall the Q-Pulse API Server.

This version replaces the angular client that was released in version 6.5 with a new client built on the Dev Express Web Controls. This was done so that our web client could better emulate the processes cemented throughout the Windows client's lifecycle. Users will enjoy a similar experience as they make the switch from Windows to web.

Q-Pulse can now integrate with our Collaborative Document Review, Co-Authoring and Redaction Software, **PleaseReview**.

As we're making the move from a Windows client application to a web application, more processing power and memory is needed on your application server in order to take full advantage of our new Q-Pulse 7 Web Client. For more information on the pre-requisites needed for this release, please refer to the [Q-Pulse 7 Installation Guide](#).

We would also like to reiterate the introduction of the Q-Pulse Attachment service. With this service running, all documents in Q-Pulse will be converted to PDF format. The attachment section of the document record will always show the original file that you uploaded, but the viewer will use the PDF version. It is important to note that with this service turned on, Q-Pulse will use more space on the database server as it is affectively duplicating the file. Those running Microsoft SQL Express must remember that they have a 10GB limit in their database, so this may cause you to reach that limit quicker over time.

## Q-Pulse Footprint Changes

As part of the upgrade, there are some fundamental changes to the resources used by Q-Pulse. (i.e the footprint of the application).



NEW WEB INTERFACE REQUIRES ALL DOCUMENTS TO BE CONVERTED TO PDF WHICH CAN LEAD TO AN INCREASE IN SQL DATABASE SIZE



PDF CONVERSION USES A SEPERATE SERVICE SO THAT THE Q-PULSE SERVICE IS NOT IMPACTED DURING NORMAL USE



INITIAL PDF CONVERSION FOLLOWING THE UPGRADE WILL UTILISE ADDITIONAL SERVER RESOURCES UNTIL ALL DOCUMENTS HAVE BEEN CONVERTED



NEW WEB INTERFACE REQUIRES ADDITIONAL DNS CONFIGURATION BY YOUR IT TEAM BEFORE IT CAN BE ACCESSED BY USERS



NEW WEB CLIENT IS LESS INTENSIVE ON END USER PC'S THAN THE EXISTING WINDOWS CLIENT

# Upgrading to Q-Pulse 7.1.5.1

## Summary of Upgrade Steps

1. [Configure Microsoft .NET Framework](#)
2. [Upgrade the Q-Pulse Database to Version 7.1](#)
3. [Upgrade the Q-Pulse Application Server](#)
4. [Installing the New Web Client](#)
5. [Convert Q-Pulse Wizards and Templates](#)
6. [Upgrade Q-Pulse Clients](#)
7. [Configure Archived User Calculation](#)
8. [Upgrade Additional Q-Pulse Components](#)
9. [Installing the Q-Pulse Microsoft Office Plugin](#)
10. [Upgrade the Offline Audit Database](#)

## Preparing for this Upgrade

### IT Personnel

Before upgrading, please ensure that you have:

- Referred to the new pre-requisites required for Q-Pulse 7.1 found in the Installation Guide.
- A valid **Q-Pulse username and password** for **every database** you are upgrading. These credentials will be needed to migrate the wizards and templates only.
- Fully read through the upgrade steps in this document before proceeding.
- Reviewed all the **important changes** that are documented overleaf.
- Performed a **full backup** of all Q-Pulse databases that are to be upgraded. Please see the Database Backup Guide or the [Customer Portal](#) for additional details.
- Confirmed what additional Q-Pulse components need upgraded (if any) before you begin. Please see the [What Needs to be Upgraded](#) section for further details.
- Full system administrative rights to the server(s).
- Co-ordinated enough downtime with your Q-Pulse team and all users are logged out of the system. You can enforce this remotely using the Administration module's 'Log Out Session' feature.
- Taken a backup of the existing **DBConnections.xml** file and **Q-Pulse.lic** file within the 'Q-Pulse Server' installation folder.
- Launch the QPulseMessageDispatchControlPanel.exe and take a note of all email configuration settings (including SMTP server names, credentials and email addresses).
- Read through the troubleshooting steps contained at the end of the upgrade steps.

### DNS Configuration Required for the New Q-Pulse Client

The new Q-Pulse client makes use of sub-domains to make sure that your databases are properly isolated from each other. To achieve this, you must configure a sub-domain DNS record for each Q-Pulse database you have (e.g. If you have 3 databases showing in your login screen then you will need 3 DNS records).

#### Example:

If you have a "Live" and "Training" database, you would have to create the following sub-domain records in DNS:

**Live.YourServerName**

**Training.YourServerName**

If you choose to use SSL to secure your Q-Pulse connection, you will need a wildcard certificate to secure each database. Depending on your setup, you may require a wildcard certificate that secures two levels.

#### Example:

If your fully qualified domain name is, "qpulse.ideagen.com", and you have a "Live" and "Training" database, you will need a wildcard certificate that can secure "**live.qpulse.ideagen.com**" and "**training.qpulse.ideagen.com**".

This can be achieved with a wildcard for the "qpulse" level. i.e. "**\*.qpulse.ideagen.com**".

These changes are not required if you only have one Q-Pulse database.

## Q-Pulse Administrator

Before going live with this update, please ensure that:

- You have full read through the release pack and have understood the new functionality that this upgrade includes.
- If possible, you have performed user acceptance testing on a separate staging environment.
- You are aware of the security changes included in this upgrade and have reviewed your Q-Pulse security configuration accordingly.
- Users are aware of what to expect when they next log in to Q-Pulse.

## What Needs to be Upgraded?

In addition to the Q-Pulse **client**, **server** and **database** you may have **additional components** to upgrade.

The table below outlines the additional components that are available while providing steps on how to check whether an upgrade is necessary.

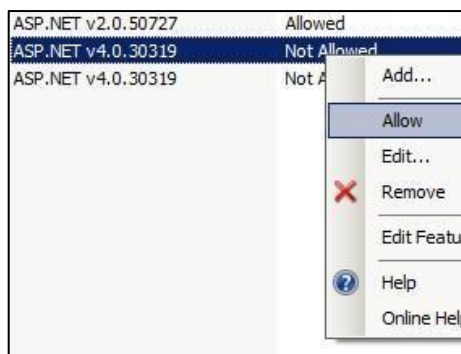
| Component                        | How to Check If Required  |
|----------------------------------|---|
| Q-Pulse Web Interface            | On your application or web server, launch Programs and Features and check if Q-Pulse Web is installed.  |
| Audit Log Viewer                 | Log in to Q-Pulse and go to the Administration module. If Audit Log has been purchased it will be listed in the Licence Information section.  |
| API Web Services                 | On your application or web server, launch Programs and Features and check if Q-Pulse 5 Web Services is installed.<br><br><b>NB</b> This will be needed if you intend to use the Docs for iPad or Reporting for iPad.  |
| Offline Audit Server             | On your application or web server, launch Programs and Features and check if Q-Pulse 5 Offline Audit Server is installed.<br><br><b>NB</b> This will be needed if you intend to use the Audit for iPad or the Offline Audit for Windows.  |
| Offline Audit Windows client     | If purchased, the Offline Audit Windows client will be installed on laptops belonging to your Audit team. If you are unsure if you have purchased this feature, please contact Q-Pulse Support.   |
| Document Retrieval Service (DRS) | On your application or web server, launch Programs and Features and check if Q-Pulse Document Retrieval Service is installed.<br><br><b>NB</b> This feature is free. If you are not using DRS already you can install it for the first time by following the steps outlined in the DRS Installation Manual. |
| Microsoft Office Plugin          | If you use the Microsoft Office Plugin in your organisation, all those responsible for managing documents will need to upgrade their Plugin on their client machine.  |

## Step 1. Configure Microsoft .NET Framework

Before installing Q-Pulse 7.1 you will need to configure the Microsoft .NET Framework. Q-Pulse 7.1.5.1 requires at least Microsoft .NET 4.7.2 on both the client machines and the application server.

### To install .NET:

1. Download the Microsoft .NET 4.7.2 framework. The download files can be located [here](#).
2. Run the setup file and follow the on-screen instructions.
3. Launch Microsoft Internet Information Services (IIS).
4. Open ISAPI and CGI Restrictions.
5. Right click on any ASP.NET 4 entries and select "Allow".



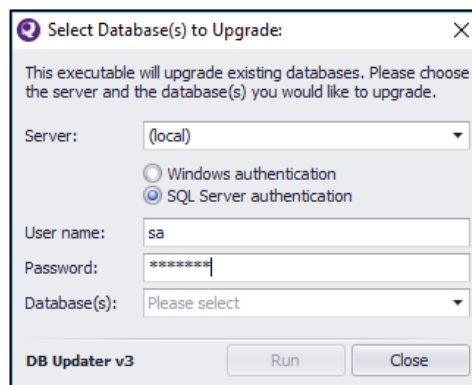
6. Run the setup file and follow the on-screen instructions.

## Step 2. Upgrading the Database

The length of time required to upgrade the Q-Pulse database will vary depending on the overall size of your database. However, the upgrade process should generally only take a few minutes to perform.

### To upgrade the database:

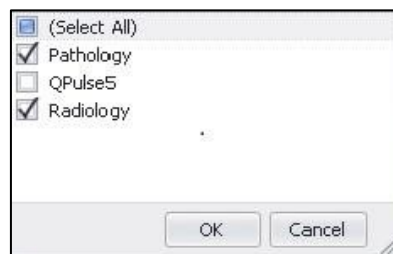
1. **Backup all databases** that are to be upgraded. You can find the Q-Pulse database backup guide available in the Documents folder of the installation files or on the [Customer Portal](#).
2. Browse to the **DBUpdate** folder.
3. Launch GaelDatabaseMigrator.exe
4. In the 'Server' box, type the name of your SQL Server (and instance if required). This will come in the format of:
  - **(local)** for SQL Server default instance
  - **(local)\SQLEXPRESS** for SQL Server Express default named instance



**NB** References to '(local)' assume the utility is being run directly on the server hosting the database. If the utility is being run on a separate computer, provide the full address to the database server.

E.g. **DBServer01\SQLEXPRESS**.

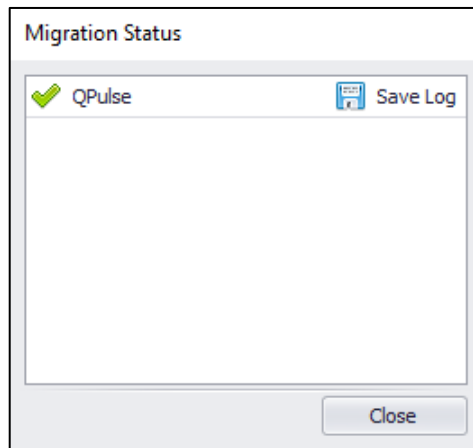
5. Select the database(s) you want to upgrade from the multi select drop down list. By default, the database will be QPulse5.



**Important Note:** Please only select the database(s) you wish to upgrade. You can check which database(s) need to be upgraded by checking the **DbConnections.xml** file for the display name of each Q-Pulse database. This file is located in the following directory: C:\Program Files (x86)\Gael Ltd\Q-Pulse Server.

6. Click [Run].

- Click [Save Log]. This will allow the logs to be stored and reviewed as confirmation of a successful upgrade.



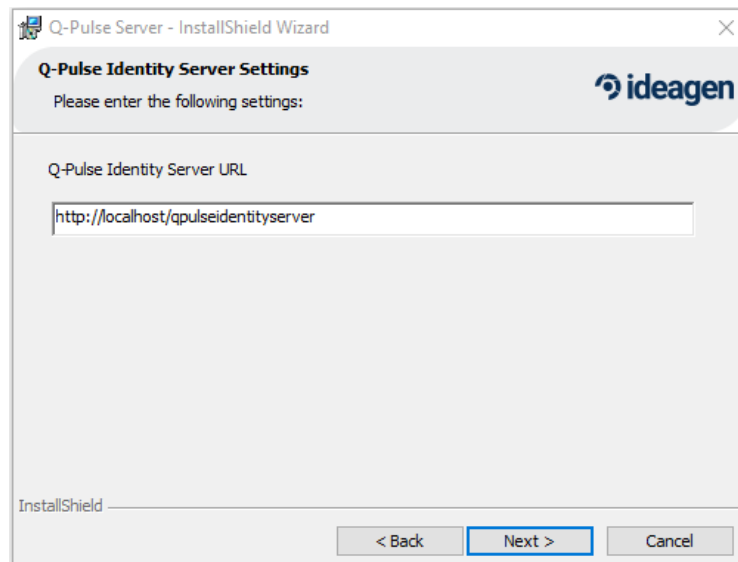
**NB** If any of the database upgrades fail, additional details on the reason for the failure will be found in the log file. Please see the 'Troubleshooting: The Database Failed to Upgrade' section for additional information.

### Step 3. Upgrade the Q-Pulse Application Server

To upgrade the Q-Pulse application server:

- Browse to the Server folder in the installation files and run the Setup.exe
- Enter your Q-Pulse Identity Server URL. Although you may not have installed this yet, it will be in the following format:

<http://<servername>/qpulseidentityserver>



**Important Note:** If you're upgrading from a previous iteration of version 7, the installer will bypass this window as it already has the information.

- Click [Next] and then [Install] to install the Q-Pulse Server upgrade.
- Once completed, click [Start], then [Administrative Tools], and then to [Services].
- Start the Q-Pulse Server service (NB this will begin the background processing).

## Step 4. Installing the New Q-Pulse Web Client

### Q-Pulse Credentials Requirements

Before proceeding with the below steps please ensure you have a valid set of Q-Pulse admin credentials. It is recommended that the credentials used are for service use and does not belong to a real user (e.g. create a new user called "Web User").

This account acts like a Service account within the configuration files and it must never be disabled Q-Pulse.

### Q-Pulse Identity Server

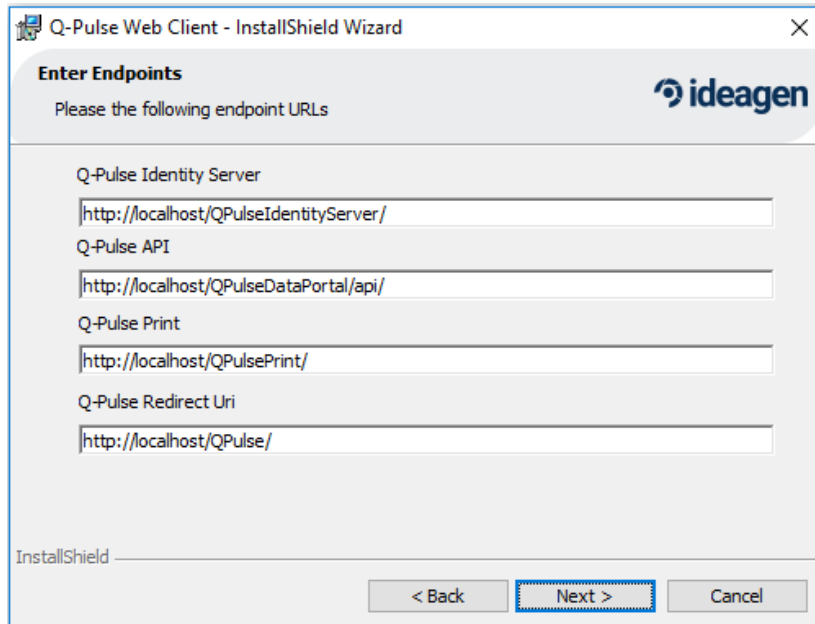
1. Browse to the Identity Server folder.
2. Double click on setup.exe, then follow the on-screen instructions until you are prompted to enter the Application Server.
3. Enter the **host name** of your Q-Pulse application server. This should be entered in the format of **<servername>**. Click [Next].
4. Enter the **host name** of your identity server. This should be entered in the format of **<servername>**. Click [Next].
5. Enter a valid set of Q-Pulse Admin credentials then click [Next] and follow the on-screen instructions.
6. Click [Install].
7. Click [Finish] to complete installation.
8. Browse to the related web.config file in \inetpub\wwwroot\QPulseIdentityServer and make sure that all references to localhost are updated to the correct server name.

### Print Server

1. Browse to the Print Server folder.
2. Double click on setup.exe, then follow the on-screen instructions until you are prompted to enter the Application Server
3. Enter the **host name** of your Q-Pulse application server. This should be entered in the format of **<servername>**. Click [Next].
4. Enter a valid set of Q-Pulse credentials then click [Next] and follow the on-screen instructions.
5. Click [Install].
6. Click [Finish] to complete installation.
7. Browse to the related web.config file in \inetpub\wwwroot\QPulsePrint and ensure that all references to localhost are updated to the correct server name.

## New Web Client

1. Browse to the Q-Pulse Web Client installation folder and run the setup.exe.
2. Follow the on-screen instructions until you reach the **Enter Endpoints** screen.
3. Enter Q-Pulse Identity Server, Q-Pulse API and Q-Pulse Print Server endpoint addresses using the Q-Pulse Application server name or the FQDN



4. Click [Next] and then click [Install].
5. Click [Finish] to complete installation.
6. Browse to the related web.config file in \inetpub\wwwroot\QPulse and ensure that all references to localhost are updated to the correct server name.
7. Test that the new client works by browsing to:

<http://servername/QPulse>

Please note: If you have not upgraded your .NET Version, this installer will ask you if you want to install .NET 4.7.2 before continuing.

## Step 5. Migrating Wizards and Templates

**Important Note:** These steps are only required if you are upgrading from Q-Pulse 5.93 or lower. If you are upgrading from Q-Pulse 5.95 or Q-Pulse 6.0 then please proceed to **Step 6. Upgrading QPulse Clients**.

To provide new functionality that was introduced in Q-Pulse 5.95, the Wizards and Templates need to be migrated to a new format. The migration must be performed if:

- You are upgrading to Q-Pulse 5.95.
- You are upgrading to Q-Pulse 6.0 from 5.93 or lower

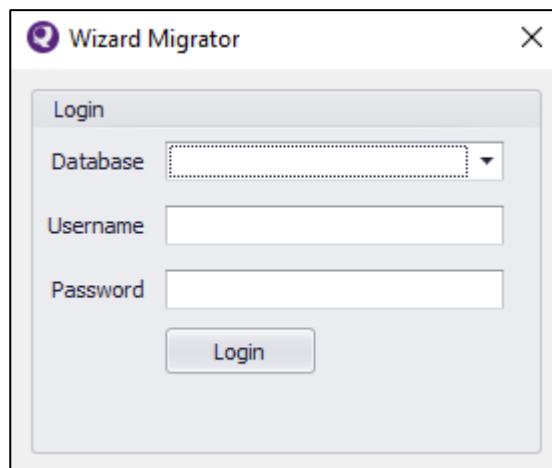
If the migration is not performed, then these templates and wizards will not be accessible.

### Important Notes:

- Before running the migrator, please ensure you have a valid Q-Pulse username and password.
- The Wizard and Template migrator will use the default port 80 to perform the migration. If you are running Q-Pulse via a different port, please refer to the [Custom Configuration](#) instructions below.

### Default Configuration (i.e. Port 80)

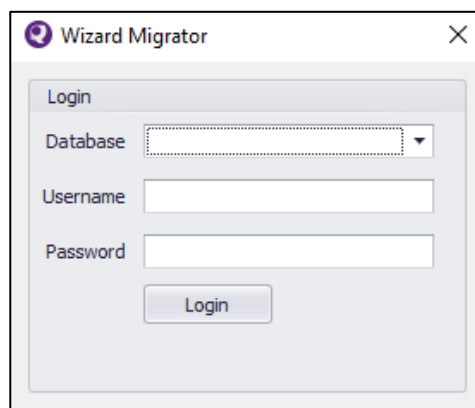
1. Visit the [Wizard and Template Migrator Download Centre](#) on the Customer Portal and download the Q-Pulse Wizard and Template Migrator.
2. Unzip the Wizard and Template Migrator.
3. Run the WizardTemplateMigrator.exe.



4. Select the database you would like to migrate.
5. Enter your Q-Pulse username and password.
6. Click [Login].
7. Click [Start Migration] and then repeat for each database when done.

## Custom Configuration (i.e. Not Port 80)

1. Visit the e on the Customer Portal and download the Q-Pulse Wizard and Template Migrator.
2. Unzip the Wizard and Template Migrator.
3. Browse to the Wizard and Template Migrator folder.
4. Open the WizardTemplateMigrator.exe.config with Notepad.
5. Update the below values to include the port number (replacing <port> with the number):
  - o DataPortalServer: ghttp://localhost:<port>/QPulse/DataPortal.rem
  - o CslaDataPortalUrl: ghttp://localhost:<port>/QPulse/RemotingPortal.rem
6. Save the WizardTemplateMigrator.exe.config.
7. Run the WizardTemplateMigrator.exe.



8. Select the database you would like to migrate.
9. Enter your Q-Pulse username and password.
10. Click [Login].
11. Click [Start Migration].
12. Repeat for any additional databases.



### Additional Assistance Available!

Additional information on how to perform the Wizard and Template migration is available in the Articles section of the Customer Portal. Please visit the article [How to Migrate Wizards and Templates \(Using a Different Port\)](#) for details.

## Step 6. Upgrade Q-Pulse Windows Clients

The new Q-Pulse client can be deployed manually, automatically using ClickOnce deployment or automatically by a deployment tool such as Microsoft SMS (SCCM).

The upgrade process varies depending on the version of Q-Pulse you are currently running. The steps outlined in this section cover how to upgrade the Q-Pulse client manually (i.e. if the client has been installed directly on a PC) and automatically via ClickOnce.

If required, please refer to the Q-Pulse installation manual for further details.

### Manual Installation (Non ClickOnce)

The upgrade steps vary depending on the version of Q-Pulse you are using.

#### To upgrade Q-Pulse 5.70 or higher:

1. Browse to the Client folder in the installation media.
2. Run the file 'Setup.exe'.
3. Follow the on-screen instructions to complete the upgrade.
4. Launch the Q-Pulse client to confirm you can log in to the system.

#### To upgrade Q-Pulse 5.61 or lower:

1. Go to Control Panel and then to Programs.
2. Locate the Q-Pulse 5 client.
3. Click Uninstall/Remove.
4. Follow the on-screen instructions to remove Q-Pulse.
5. Browse to the Client folder in the installation media.
6. Run the file 'Setup.exe'.
7. Follow the on-screen instructions to complete the upgrade.
8. Launch the Q-Pulse client to confirm you can log in to the system.

## ClickOnce Deployment

The steps outlined below cover how to upgrade your client using ClickOnce. If you already have the clients installed and would like to switch to a ClickOnce deployment, please refer to the installation manual for the steps on how to setup ClickOnce for the first time.

Before deploying using ClickOnce, ensure that you have a valid class 3 code signing certificate issued by a company such as VeriSign or have generated your own certificate using a tool such as Makecert.exe (available from [http://msdn.microsoft.com/en-us/library/bfskty3\(VS.80\).aspx](http://msdn.microsoft.com/en-us/library/bfskty3(VS.80).aspx)).

### To prepare for configuration:

1. Browse to the ClickOnceManual folder that is shared on your network
2. Delete the ClientFiles folder.
3. Copy the ClientFiles folder from the Q-Pulse installation files and place it into the ClickOnceManual folder.

Once completed, you are now ready to configure the client files to connect to your Q-Pulse application server.

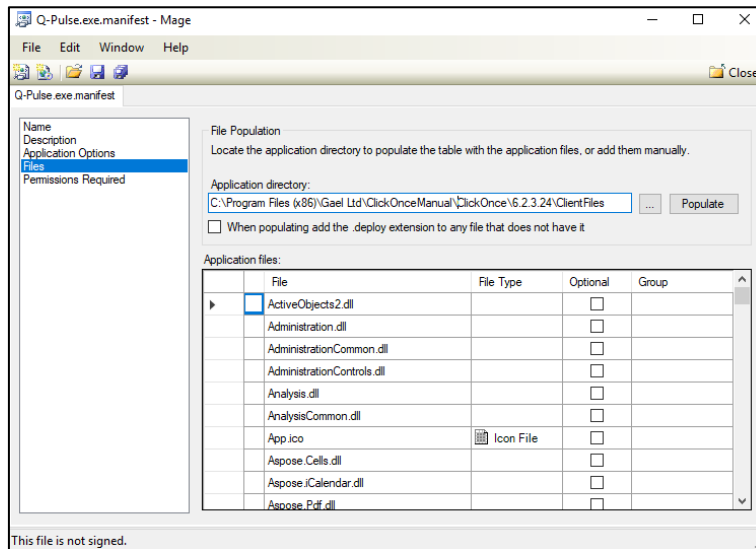
### To configure the client installation files:

1. Browse to our publishing directory.
2. Open the ClientFiles folder.
3. Open the Q-Pulse.exe.config file with Notepad
4. Amend all references of 'SERVERNAME' to the IP address of your Q-Pulse application server
5. Save the Q-Pulse.exe.config

**NB** If the Q-Pulse server is installed behind a proxy server which requires authentication please refer to the [ClickOnce Proxy Configuration](#) section for additional configuration details.

### To populate the manifest:

1. Browse to the Tools folder on the installation media and launch MageUI.exe as administrator, right click [Run as Administrator].
2. Click [File], then [Open] and then select the manifest file contained in the ClientFiles folder.
3. When the file opens, confirm that the correct version of Q-Pulse is displayed.
4. On the navigation pane at the left, select [Files].
5. Confirm that the folder structure shown is the correct path to your ClientFiles folder, then click [Populate]

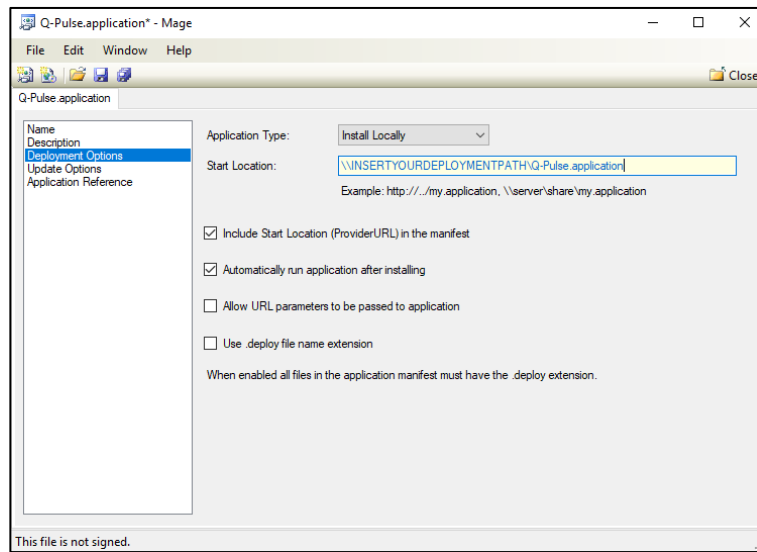


6. Once the files have populated, browse the file list for a "Thumbs.db" file. If found, make this file optional by ticking the optional box, as it is a hidden file created by Microsoft Windows and is not needed for the installation.
7. Click [File], then [Save].
8. Select your Personal Information Exchange (PFX) certificate file and enter the correct password for the file.
9. Click [OK]

### To configure the .application:


1. Replace the Q-Pulse.application in your publishing directory with the Q-Pulse.application file from the Q-Pulse installation files.
2. In MageUI, click [File], then [Open] and then select the Q-Pulse.application file contained in the ClickOnceManual folder.
3. When the file opens, confirm that the correct version of Q-Pulse is displayed. Note: This should match the version shown in the Q-Pulse.manifest file.
4. On the navigation pane at the left-hand side, click [Deployment Options].

- Update the Start location field with the shared path to your Q-Pulse.application file.



- Click [Update Options] and ensure that Specify a minimum version for this application has been selected.
- Click [Application Reference] and then click [Select Manifest].
- Browse to the ClientFiles folder and select the Q-Pulse.manifest file.
- Click [File], then [Save].
- Select your Personal Information Exchange (PFX) certificate file and enter the correct password for the file.
- Click [OK]

Once this has been configured all users will be automatically updated to the client as they launch Q-Pulse.



**Additional Assistance Available!**

Additional information on how to deploy the Q-Pulse client using ClickOnce is available in the Articles section of the Customer Portal. If you are using ClickOnce to deploy the client for the first time please visit the article [Installing the Q-Pulse Client Using ClickOnce](#).

## FDM Aerobytes Integration

If you have integrated Q-Pulse with an FDM system via a plugin (e.g. Aerobytes) then please contact the Q-Pulse Support team for further assistance on plugin deployment.

## Configuring ClickOnce to Use a Proxy

If the Q-Pulse server is installed behind a proxy server which requires authentication the following must be completed in the Q-Pulse.exe.config file.

A method of authentication may be specified. If this is not specified, the user will be prompted to enter a username and password to authenticate with the proxy server before being allowed to logon to Q-Pulse.

**NB** Ensure only **ONE** method of authentication is specified.

### To configure Q-Pulse to use the proxy:

1. Specify the URI of your proxy server in the ProxyServerURI entry:

```
<add key="ProxyServerURI" value="<URI of PROXY SERVER>:<PORT>" />
```

2. Set HttpUseGlobalProxy to true by adding the following entry to the <channel> element. For example:

```
<channel  
type="Belikov.GenuineChannels.GenuineHttp.GenuineHttpClientChannel,  
GenuineChannels" ConnectTimeout="10000" InvocationTimeout="45000"  
HttpUseGlobalProxy="true" Compression="true">
```

### To configure proxy authentication via the logged in users credentials:

Set the ProxyServerUseLoggedOnCredentials to true. For example: <add key="ProxyServerUseLoggedOnCredentials" value="true" /> **To**

### configure proxy authentication via pre-defined credentials:

1. Specify the required username in ProxyServerUsername. For example:

```
<add key="ProxyServerUsername" value="<USERNAME>" />
```

2. Specify the password associated with the required username in ProxyServerPassword. For example:

```
<add key="ProxyServerPassword" value="<PASSWORD>" />
```

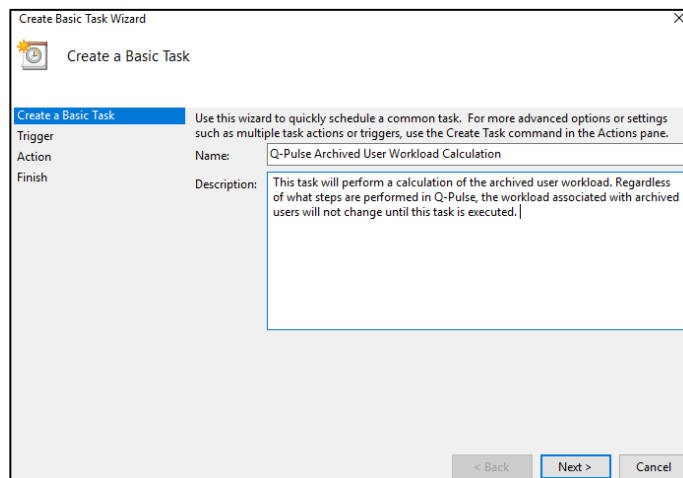
## Step 7. Configure Archived User Service

Q-Pulse includes a workload metric for the Administrator. This displays a metric for any archived users who still have responsibilities (e.g. a CA/PA action to complete) within the system.

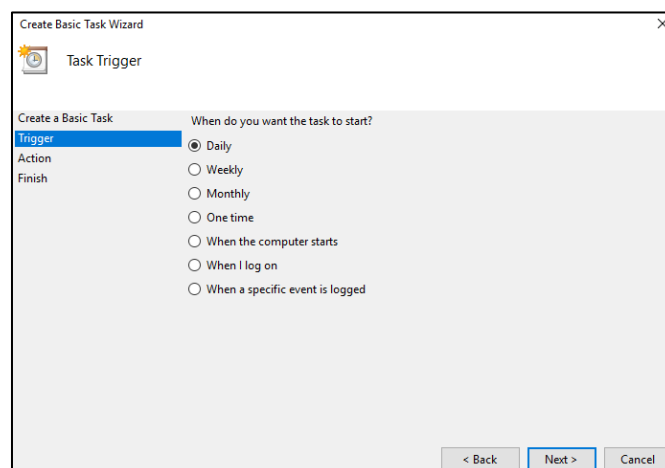
The purpose of this workload is to allow the Administrator to re-assign the responsibilities in order to ensure all actions are performed. An additional service must be scheduled in order to enable this calculation.

### To configure the Archived User calculation:

1. On the application server, launch the Task Scheduler.
2. On the Actions pane, click on [Create Basic Task...]
3. When the wizard starts, enter a name of this scheduled task. E.g. 'Q-Pulse archived user workload calculation'. You may also wish to enter a description of the task at this time.



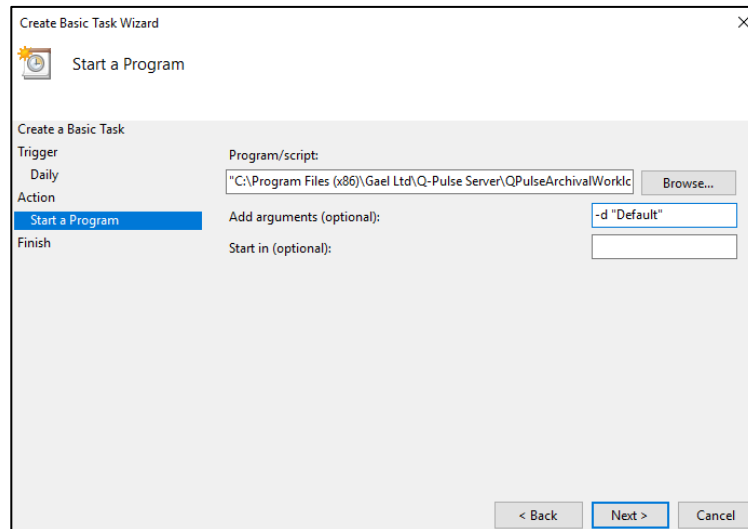
4. Click [Next]
5. Click the Trigger for this task. You can decide which trigger to use based on your requirements. For the archived workload calculation, it is recommended to run this on a daily basis as the workload associated with archived users will not change until this task is executed.



6. Select the Start date and time.
7. Click[Next].
8. Select the task you wish this task to perform. In this case select [Start a Program].

9. Click [Next].
10. Click [Browse] and then navigate to the Q-Pulse Server directory. By default, this is:
  - **32bit Windows:** C:\Program Files\Gael Ltd\Q-Pulse Server
  - **64bit Windows:** C:\Program Files (x86)\Gael Ltd\Q-Pulse Server

**Note:** If you have upgraded your Q-Pulse System from an older version your Server Directory may be listed as Q-Pulse 5 Server.
11. Select the QPulseArchivalWorkload.exe
12. Within the 'Add arguments' box, add "-d ", then the display name of the database as named in the DBConnections.xml. e.g. -d "Default" or -d "Live".



13. Click [Next].
14. A summary will now be presented. Ensure the checkbox titled 'Open the Properties dialog for this task when I click finish'. Check the details are correct and if correct, select [Finish].
15. Click the [General] tab and under 'Security Options' ensure a user who has network permissions to run a scheduled task is entered. If not, select [Change User or Group] and enter a user who has permissions.
16. Click [OK] when all details have been entered and are correct.

You can confirm the scheduled task has been created by selecting [Task Scheduler Library]. The task you have just created should appear in this list along with any other tasks which have been configured.

## Step 8. Upgrade Additional Q-Pulse Components

Additional upgrade steps will need to be performed depending on the Q-Pulse features you are using. You can find the steps to confirm what you need to upgrade in the [What Needs to be Upgraded](#) section.

### Q-Pulse Legacy Web Interface

The Q-Pulse web interface is a legacy web-based add-on for Q-Pulse that provides limited access to the Document, CA/PA, Audit and Occurrences module. If this is used in your organisation then it will need to be upgraded.

#### To upgrade the web interface:

1. Browse to the Control Panel and then 'Add/Remove Programs' or 'Programs and Features'.
2. **Uninstall** the existing 'Q-Pulse Web' application.
3. Browse to the **Web** folder on the installation media.
4. Run the file '**Setup.exe**'
5. Follow the on-screen instructions. When prompted, enter the **IP address** of the server hosting your Q-Pulse application.

To confirm the web is functioning, launch Internet Explorer on the server and visit the address <http://localhost/qpulseweb/default.aspx>

### Audit Log Viewer

The Audit Log Viewer is a licenced feature that allows key users to access the audit log associated with your Q-Pulse database. If you have not purchased the audit log, then you do not need to go through these steps.

The Audit Log Viewer can be deployed either manually or using a deployment tool such as Microsoft SMS (SCCM). You can find instructions for manual deployment below. For automated deployment instructions, please refer to the documentation supplied with your chosen deployment tool.

#### To upgrade the Audit Log Viewer:

1. Uninstall the Audit Log Viewer from the client machine.
2. Browse to the Audit Log Viewer folder on the installation media.
3. Run the '**Setup.exe**'.
4. Follow the on-screen instructions.
5. Launch the Audit Log Viewer to confirm the installation has been successful.

## Document Retrieval Service

The Document Retrieval Service (DRS) is a free web-based tool that allows you to link directly to documents that have been embedded in Q-Pulse.

### To upgrade the DRS:

1. Download the installation files of the DRS from the [DRS Download Centre](#) on the Customer Portal.
2. Unzip the installation files and run the **Setup.exe**.
3. Follow the on-screen instructions.

To confirm the DRS has been upgraded successfully launch Internet Explorer on the server and visit the address <http://localhost/qpulsedocumentservice>

## Offline Audit Server

The Offline Audit Server is used to connect the Audit app for iPad and the Offline Audit Windows Client to Q-Pulse.

### To upgrade the Offline Audit Server:

1. Download the installation files of the Offline Audit Server from the Offline Audit Server Download Centre on the Customer Portal.
2. Unzip the installation files and run the Setup.exe.
3. Follow the on-screen instructions.

## Offline Audit Windows Client

The Offline Audit Windows Client is a licenced add-on that allows Audit records to be downloaded to a portable Windows machine and performed offline. **To upgrade the**

### Offline Audit Windows Client:

1. Contact the Q-Pulse Support Team for the installation files.
2. Unzip the installation files and run the **Setup.exe**.
3. Follow the on-screen instructions.

## Step 9. Installing the Microsoft Office Plugin

### Pre-Requisites

#### Minimum Version

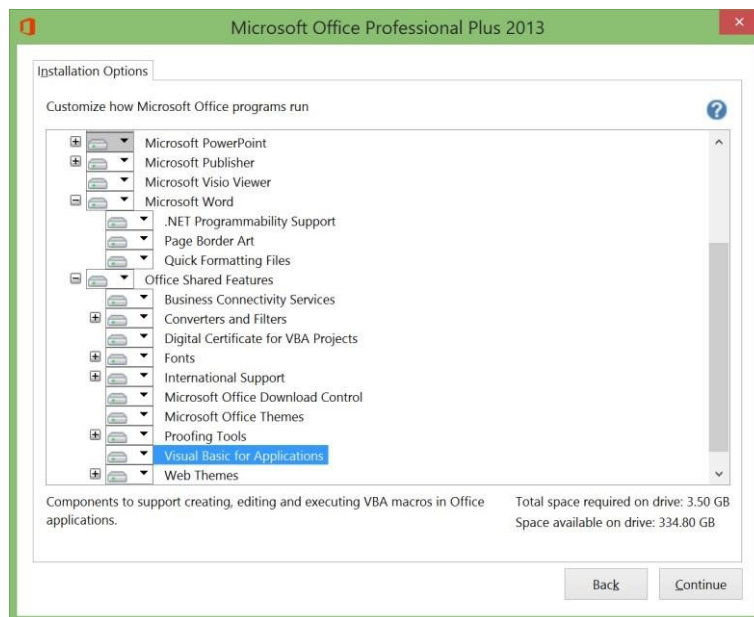
Q-Pulse includes a plugin for Microsoft Office which can be used in:

- Word 2010 (32-bit and 64-bit versions)
- Word 2013 (32-bit and 64-bit versions)

### Visual Basic for Applications

To install Visual Basic for Applications:

1. Browse to Programs and Features
2. Locate Microsoft Word or Microsoft Office
3. Right click and select [Change]
4. Expand Office Shared Features and then choose to install Visual Basic for Applications



### Visual Studio 2010 Tools for Office Runtime

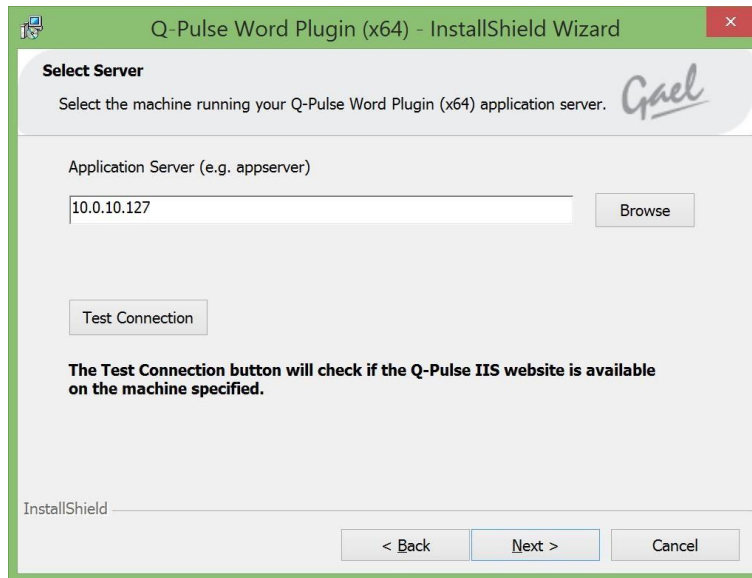
Visual Studio 2010 Tools for Office Runtime are required for the Microsoft Office plugin to function. If this is not installed, the installer will automatically connect to Microsoft and download the required tools.

If it is not possible to connect to Microsoft during the installation process then the required tools can be downloaded [here](#).

## Installing the Plugin

To install the plugin:

1. Run setup.exe
2. When prompted, agree to the license agreement and then click [Next]
3. Enter the IP address of your Q-Pulse application server



4. Click [Test Connection] to confirm you can reach your Q-Pulse server. If the server is valid, click [Next]
5. Click [Next] and follow the on-screen instructions

## Limitations and Notes

- The Microsoft Office plugin can be disabled via the Microsoft Word options via the Trust Centre. However, access to the Trust Centre can be disabled via group policy.
- When launching attachments via Q-Pulse Web or Document Retrieval Service (DRS), Microsoft Word will open attachments in Protected Mode and so the Microsoft Office Plugin will be disabled by default. To prevent this from taking place, the Q-Pulse Web and DRS should be added to Internet Explorer's Trusted Websites.

## Step 10: Updating the Offline Audit Database

Due to the improvements made in the Audit module, it is necessary to perform an upgrade to the Offline Audit database. **This is only required if you use the Offline Audit for Windows or Audit for iPad app.**

To upgrade the database:

1. Browse to the Offline Audit DB Updater folder
2. Locate the DBMigration.sql file
3. Execute this against the OfflineAuditTempDB

## Post-Upgrade Checklist

Following the Q-Pulse upgrade it is strongly recommended that you perform the below checks:

| Check  | Steps  | Resolution   |
|--|--|--|
| CA/PA Wizards are Available  | To check wizard availability: <ol style="list-style-type: none"> <li>1. Log in to Q-Pulse.</li> <li>2. Launch the CA/PA module.</li> <li>3. Click [Edit], then [CA/PA Wizards].</li> <li>4. Confirm the wizards can be opened.</li> </ol>  | If the wizards are not accessible, please perform the Wizard and Template migration as documented in <a href="#">upgrade step 4</a> .                    |
| CA/PA Templates are Available  | To check template availability: <ol style="list-style-type: none"> <li>1. Log in to Q-Pulse.</li> <li>2. Launch the CA/PA module.</li> <li>3. Click [Edit], then [CA/PA Templates].</li> <li>4. Confirm the templates can be opened.</li> </ol>  | If the templates are not accessible, please perform the Wizard and Template migration as documented in <a href="#">upgrade step 4</a> .                  |
| Incident Templates are Available   | To check template availability: <ol style="list-style-type: none"> <li>1. Log in to Q-Pulse.</li> <li>2. Launch the Incident module.</li> <li>3. Click [Edit], then [Incident Templates].</li> <li>4. Confirm the templates can be opened.</li> </ol>  | If the templates are not accessible, please perform the Wizard and Template migration as documented in <a href="#">upgrade step 4</a> .                  |
| Q-Pulse Messaging Configured   | To check the messaging: <ol style="list-style-type: none"> <li>1. Browse to the Q-Pulse Server directory.</li> <li>2. Locate and open the QPulseMessageDispatchControlPanel.exe.</li> <li>3. Ensure the configuration is in place.</li> </ol>  | Update the message details if needed on the Dispatch Control Panel.<br><br>For additional details, please refer to the Q-Pulse Mail Configuration Guide. |
| The Q-Pulse Escalation service task is pointing to the correct file location | To check the escalation service: <ol style="list-style-type: none"> <li>1. Launch Task Manager on the Q-Pulse application server.</li> <li>2. Open the Escalation scheduled task.</li> <li>3. Confirm the file path (including the folder name) to the Escalation.exe is correct.</li> </ol> | Update the path to the escalation.exe on the scheduled task.<br><br>For additional details, please refer to the Q-Pulse Mail Configuration Guide.        |

# Fixes Included in Q-Pulse

## 7.1.5.2

### General

1. **QPL-13407:** Mark Cookies as Secure
2. **QPL-13977:** [HIGH] Session Cookie not marked as Secure (Development)
3. **QPL-14348:** [HIGH] Session Cookie not marked as Secure (Production)

## Fixes from Previous Versions

If you are upgrading from an earlier version of Q-Pulse, then you will also receive the fixes from the versions below:

### Additional Fixes from Q-Pulse 7.1.5.1

#### General

4. **QPL-14822:** [Web Client] App Pool setting to default to 64-Bit Applications
5. **QPL-14824:** Timeout when calling reference lists when attempting to sync to mobile

#### Audit

1. **QPL-564:** "Number of Non-Conformances Raised" column in the Audit module is not pulling data through correctly
2. **QPL-14925:** [Legacy Web] "Number of Non-Conformances Raised" column in Audit module is not pulling data through correctly.
3. **QPL-14926:** [Web Services] "Number of Non-Conformances Raised" column in Audit module is not pulling data through correctly.
4. **QPL-14932:** [Web Client] 'Non-Conformance Raised' column is not pulling data correctly
5. **QPL-13190:** [Mobile] Checklist Question with attachment issues
6. **QPL-2773:** Competency Matrix showing all master competencies when none are assigned to the user

#### Occurrences

1. **QPL-2750:** Unable to group by form fields in the Occurrence module
2. **QPL-13190:** Web reporting blank box giving wrong value
3. **QPL-14125:** Field Validators do not update the LastUpdated Field (not synced to the mobile device)
4. **QPL-14824:** Timeout when calling reference lists when attempting to sync to mobile

## Additional Fixes from Q-Pulse 7.1.5.0

### General

1. **QPL-2525:** Word Plugin – Configuration file uses old Data Portal
2. **QPL-12511:** Go to record on message dispatch admin doesn't work with new web client
3. **QPL-13660:** Messaging account does not log out after sending message
4. **QPL-13697:** [Q-Pulse Web] – Saved Searches do not save View settings
5. **QPL-13932:** Application Pool using Excessive RAM and Crashing when uploading/downloading attachments

### Documents

1. **QPL-13813:** Document change details added in draft state is not saved during document activation
2. **QPL-14558:** Q-Pulse Crashes when trying to approve draft document following certain steps

### People & Training

3. **QPL-2599:** Requirements Matrix does not update when associated document training record is revised.
4. **QPL-3371:** Requirements Matrix showing all requirements in Q-Pulse when none are assigned to the user
5. **QPL-2773:** Competency Matrix showing all master competencies when none are assigned to the user

### Incidents

1. **QPL-4670:** Custom Incident Status does not display on Audit record and caused Server Error closing Audit

### Occurrences

2. **QPL-13610:** New Web Client Dashboard for Occurrence: Managed List is displaying the ID instead of Names for each entry
3. **QPL-13695:** Poor performance with larger number of records in Q-Pulse Web
4. **QPL-13883:** High memory consumption when open occurrence in Edit mode
5. **QPL-13985:** Managed List/Multi-Select: Dashboard occurrence field showing ID instead of value
6. **QPL-14084:** [New Web Client] Attachment list is not opening when there are multiple attachments in an occurrence record

## Additional Fixes from Q-Pulse 7.1.4.1

1. **QPL-8798:** Handle exception 'an error has occurred' after web session expired.
2. **QPL-13020:** Session timeout not working in Q-Pulse Web & Desktop clients.
3. **QPL-14061:** Enhanced UI when a session is timed out on the Web client.
4. **QPL-14062:** Windows Client Session timeout not working when set to a high value.

5. **QPL-14181:** Application Error in the Web Client when session is timed out.
6. **QPL-14183:** High number of sessions causing performance issues on the Web client.
7. **QPL-14207:** Handle exception for 'Reentrancy or cross thread operation detected' error on Web.

## Additional Fixes from Q-Pulse 7.1.4.0

1. **QPL-573:** Document Attachments layout changing when opened from Q-Pulse.
2. **QPL-670:** Converting secondary tags to a PDF using PDF convertor delete the data.
3. **QPL-711:** Styling issues with tags used in converted PDF document.
4. **QPL-2560:** Adding a 'Status = Active' rule to the Document View permission removes hyperlinks.
5. **QPL-2683:** Delete original document option only respected when Document Type is set to 'Link to the Attachments'.
6. **QPL-3215:** Child items in Audit checklist not reordering following changes to the question bank.
7. **QPL-4755:** Field label pulls through name of the Detail Report when in preview mode.
8. **QPL-8707:** "Locate a particular document revision' option not following attachment's indexing rule.
9. **QPL-10071:** Area of Standard calculated paths not updating correctly.
10. **QPL-11240:** Crashing when moving a custom page up a level when using 'CA/PA wizard based on' functionality.
11. **QPL-12299:** Print Preview search option crashes the application.
12. **QPL-12691:** [Web] Inability to filter by Department or Reference group when adding Copyholders.
13. **QPL-13196:** Slow loading Supplier managed list.
14. **QPL-13281:** [Web] Option to implement change request for document activation.
15. **QPL-13373:** [Web] Filter builder does not respect list tree structures.
16. **QPL-13378:** [Web] Audit Checklist functions differently in Web client
17. **QPL-13492:** Difference in Audit search count between Windows and Web clients on one Audit Calendar.
18. **QPL-13613:** Recurring Audits not displaying correct "To Perform" Workload count or records.
19. **QPL-13614:** Reminders & Escalations fail when Audit Series Info contains BySetPos. (DTSTART is not defined)
20. **QPL-13616:** Audits not visible in client when Audit Series Info contains BySetPos.
21. **QPL-13621:** [Web] Incident Routing not working.
22. **QPL-13868:** Invalid PDF structure error shown when word tag is enabled on the Document Type.

23. **QPL-13754:** [Web] 'Audits to Perform' workload action not showing in Web Client.

## Additional Fixes from Q-Pulse 7.1.3.2

1. **QPL-2478:** Users unable to view audit scope document unless unrulred Document View permission is assigned directly or via a static group
2. **QPL-7478:** Crashing in Question Bank when adding and editing questions
3. **QPL-10010:** Audit Module on the Legacy Web Client broken
4. **QPL-11787:** Classification Management performance issues when trying to associate types with large amounts of supplier
5. **QPL-11924:** Documents appear in Word when they have been converted to PDF in the Windows Client during activation
6. **QPL-12309:** Office Use Only fields not applying in Web Reporting
7. **QPL-12473:** Q-Pulse crashes when trying to delete multiple checklist questions which exceed 2100 rows
8. **QPL-12575:** Document Folders crashing after publishing Searches
9. **QPL-12701:** Accepting a Change Requests incorrectly updates other Change Requests
10. **QPL-12761:** Downloading / Extracting documents breaks word tag functionality
11. **QPL-12977:** Next button greyed out sporadically when navigating through details of multiple documents
12. **QPL-12792:** Signature section in People Module displaying records from the Incident Module
13. **QPL-13045:** Populating the Q-Pulse Web URL breaks the reminders process
14. **QPL-13274:** Documents Module list View crashing while scrolling
15. **QPL-13566:** Q-Pulse crashes when editing the Base Report in Report Designer
16. **QPL-13734:** Slow Web Performance when editing an Occurrence report which has large managed list field

## Additional Fixes from Q-Pulse 7.1.2.0

1. **QPL-2633:** Attachment conversion service creating .pdf files in temporary folder.
2. **QPL-10707:** Users can download original documents even without permissions to do so.
3. **QPL-12408:** Historical Incident Findings that do not have a target date set pull through incorrectly on the mobile app.
4. **QPL-12518:** MSI Installers are not able to upgrade existing installation.
5. **QPL-12591:** Poor Audit Module Performance when the database has many audits. **Windows client now reflects change in web client.**
6. **QPL-12609:** Electronic Signature does not respect Q-Pulse Authentication login.
7. **QPL-12681:** All Messages and Reminders have a conditional recipient added after upgrading to 7.1.
8. **QPL-12711:** 'Acknowledge / Close Record' button still enabled after cancelling signature page.
9. **QPL-12800:** Historical audits are downloaded to the mobile app when there is no functional use for them.
10. **QPL-12804:** Issues with Electronic Signatures in the web.
11. **QPL-12818:** Help File – Occurrence title page requires an update.
12. **QPL-12863:** Document Read Permission with Rules shows error when user completes Document. Action.
13. **QPL-12961:** Installers not working when upgrading.
14. **QPL-12980:** Removing 'ghost' conditional recipient group then attempting to edit recipients of reminder causes crash.
15. **QPL-12995:** Automatically Raised Findings are not matched with pre-defined checklist template response.
16. **QPL-13009:** Removing 'ghost' conditional recipient groups stop the message from sending.
17. **QPL-13096:** Web Client Installer failed during major upgrade.
18. **QPL-13193:** Wrong Attachment Opens when Clicking on a hyperlink in the document register.

## Additional Fixes from Q-Pulse 7.1.1.0

1. **QPL-633:** Drag-And-Drop functionality not working for 'My Folders'
2. **QPL-807:** Unable to Edit Workflow templates
3. **QPL-9027:** Inconsistent UI on Launch Pad (Web Client)
4. **QPL-9160:** No Refresh button on Workload Page
5. **QPL-9498:** Can Document Acknowledge on behalf of users in Web Client without permission
6. **QPL-10340:** Performance issues when users inherit Document Read and View from multiple groups with rules
7. **QPL-11810:** Concurrency user Issue during the Create Operation
8. **QPL-12027:** Bold letter found in Help File
9. **QPL-12029:** Link formatted in plain text rather than hyperlinking to the next section
10. **QPL-12032:** Word in the help file reads as 'issues' rather than 'issued'
11. **QPL-12197:** Concurrency Issues in the Incident Module
12. **QPL-12218:** Not able to add attachment against Occurrence at Submission
13. **QPL-12256:** Rejecting a Document without a comment breaks the continue workflow button
14. **QPL-12363:** Document Acknowledgement Workflow Improved
15. **QPL-12445:** Allow Update Notes on a Submitted Occurrence
16. **QPL-12535:** Concurrency message when deleting Document Review
17. **QPL-12536:** Concurrency message when creating a new revision when the previous revision has an open review
18. **QPL-12541:** Concurrency message prompted when editing Document Record
19. **QPL-12591:** Poor Audit Module performance when the database has many Audits. **Web Only. Windows Client will be fixed in a future release.**
20. **QPL-12616:** Error on Audit record when redirected from Dashboard

## Additional Fixes from Q-Pulse 7.1.0.32

1. **QPL-11636:** Workflow Permission not Working
2. **QPL-12249:** Standardize Icons in each module
3. **QPL-3538:** Error generated when adding a Supplier Scope Item
4. **QPL-8183:** Duplicate Audit Numbers when changing the frequency of a recurring series
5. **QPL-12391:** Question Score not updating upon save from 'Edit Checklist'
6. **QPL-12398:** 'Object reference not set to an instance of an object' error when completing a checklist.
7. **QPL-11955:** Unable to revert to draft from register until you open a draft approved document.
8. **QPL-12117:** Completing a Review Action without 'Outcome' shows a save error without a tool tip to point the user to field that must be filled in.
9. **QPL-12191:** 'New Document' button has no text.
10. **QPL-12417:** Concurrency message is prompted when reopening a review.
11. **QPL-11383:** Completing a Requirement that belongs to multiple competencies updates the wrong completed date.

## Additional Fixes from Q-Pulse 7.0.0.205

1. **QPL-2752:** Windows Automatic login broken on Web Client
2. **QPL-2435:** 'Test Connection Button Broken on Installers
3. **QPL-4069:** Administrator unable to undo document checkout.

## Additional Fixes from Q-Pulse 6.8.4.4

1. **QPL-2664:** Document Content search not working correctly

## Additional Fixes from Q-Pulse 6.8.4.3

### General

1. **QPL-593:** Security Groups list slow to pull back information
2. **QPL-2467:** Issues installing the 6.5 client on Windows 7 32-bit machines
3. **QPL-2474:** No 'Change Password' popup when you reset a user's password and the new password matches the old
4. **QPL-2576:** Windows Automatic Login view does not update when changing to a separate database on different authentication methods
5. **QPL-2854:** Invalid endpoint address in the Word Plugin
6. **QPL-2715:** Can't upgrade database due to high volume of data in the dbo.AuditChecklistQuestion table

### Audit

1. **QPL-647:** Signature not required when sub sequential edits on record – Audit Report Acceptance
2. **QPL-2184:** Session Timeout whilst in Checklist crashes Q-Pulse
3. **QPL-2478:** Users unable to view audit scope document attachment unless unrulred Document View is assigned directly or via static group

## CAPA

1. **QPL-596:** CA/PA Stage Action Edit Permission gives permission to edit target date

## Customer

1. **QPL-704:** Error shows when you create a new customer
2. **QPL-2660:** New customer and suppliers contact not showing in the CAPA wizard list

## Documents

1. **QPL-1462:** Document Review action complete signature does not activate when creating and saving a review
2. **QPL-2570:** Q-Pulse crashes when editing historic approval in "Approved By" when the user is not an approver
3. **QPL-2572:** Can double an approver and change their approval response on an active document
4. **QPL-2571:** The wrong approver response is updated when double clicking that user's name
5. **QPL-2696:** Q-Pulse force embeds document attachments explicitly designed for storage on a network drive
6. **QPL-2784:** Cannot select draft revision of document in document-based training
7. **QPL-2478:** Users unable to view audit scope document attachment unless unrulred Document View is assigned directly/via static group

## Documents Web Client

1. **QPL-2736:** Q-Pulse Document web client does not log in on IE
2. **QPL-2763:** If you put a rule against the 'Document Read' permission, you cannot view any documents on the client

## Legacy Web Client

1. **QPL-2094:** Raising an incident finding from an audit in the Legacy Web client is broken
2. **QPL-2582:** Unable to response to a document – Legacy Web

## Occurrence and Incident

1. **QPL-580:** Incident Actions for deputies have no emails assigned to them
2. **QPL-2795:** 'Associate Existing Finding' action doesn't respect Parent / Child source structure if a rule is applied to CAPA Read
3. **QPL-2796:** Users can launch a CAPA from an Incident record when they do not have permissions to read it in the CAPA module

## People and Training

1. **QPL-587:** Searching and applying Job Roles crashes client
2. **QPL-1550:** You can delete a user that is linked to a training event

## Supplier

1. **QPL-2660:** New customer and suppliers contact not showing in the CAPA wizard list

## Additional Fixes from Q-Pulse 6.7.1.29

### General

1. **QPL-2436:** Identity Server Installer fails if you don't already have .NET Framework 3.5 Installed
2. **QPL-2546:** Certain regional settings not supported – Culture is not supported error
3. **QPL-558:** Pressing F1 for help in the Signatures section in Properties causes crash
4. **QPL-452:** Core Login process should not allow multiple users to be assigned the same AD name
5. **QPL-654:** Can't Remove data from a managed list field

### Audit

1. **QPL-1630:** Auto Filter Row in the 'List View' crashes the client.
2. **QPL-2558:** Audit Recurrence start date not working as expected
3. **QPL-1467:** Question Bank slow and freezes when changing the question order and adding children to a parent question
4. **QPL-2354:** Non-Conformance Raised Date incorrect when raising a Non-Conformance from an Audit
5. **QPL-2276:** When audit numbering has been disabled, changes made to an audit record's Number field value can result in degraded database performance
6. **QPL-2223:** Area of Standard is not added to Question Bank when importing Checklist
7. **QPL-2287:** Child Items in Audit Checklist in the Question Bank are Randomly Re-Ordering
8. **QPL-2125:** If you change the header 'Other Subject' for Audit Scope, the Type still reads as, 'Other Subject'
9. **QPL-653:** Incident Findings Collection fields from the audit module does not return the correct data
10. **QPL-635:** Checklist Description reduced to 200 characters
11. **QPL-813:** Auditor Action section visible when editing a question in the question bank

### CAPA

1. **QPL-822:** CA/PA Stage Reaction Time is Predefined to 1 Day
2. **QPL-584:** Setting a document as default in CA/PA wizard doesn't work
3. **QPL-2224:** Shortcuts not working
4. **QPL-1310:** CA/PA stage action 'closed date' field is static
5. **QPL-664:** Incorrect status of CA/PA stage in list view
6. **QPL-662:** CA/PA stage action number and number fields not sorting correctly in report designer
7. **QPL-639:** CAPA stage action field doesn't move when window is expanded

### Documents

1. **QPL-2434:** Document training records that are created using "Based On..." do not change the attachment if this is subsequently edited
2. **QPL-1521:** Can raise a change request against an obsolete and inactive document

## Legacy Web Client

1. **QPL-1115:** Unable to print CAPA report
2. **QPL-2568:** Unable to print Audit report
3. **QPL-1101:** If a PDF Document is linked in storage location and paired with the .docx document, Q-Pulse web will through an error

## Occurrence and Incident

1. **QPL-2048:** Incident Collection in the Occurrence Module Report Designer is Missing
2. **QPL-1171:** Crash when removing label names in Risk Matrices
3. **QPL-2617:** Searching for multi-select fields fails when converting to integer
4. **QPL-1094:** 'New Non-Mandatory Occurrence' take 1-5 minutes to return from the Workload section
5. **QPL-655:** Expanding a section in an Occurrence form will jump the view up to the top of the form
6. **QPL-2422:** Office Use Only fields can be modified after Occurrence has been closed
7. **QPL-2333:** Searching for empty Occurrence field – XML data issue
8. **QPL-1182:** Cannot delete Classification from the Incident Template
9. **QPL-507:** Search Folders Are Extremely Slow in Incident Module
10. **QPL-1173:** Risk Assessment Perspective Collection in Incident record report doesn't pull data through
11. **QPL-605:** Faulty rule permission against 'Occurrence View Confidential Fields' results in no records being returned.
12. **QPL-2004:** Add Classification drop down doesn't select the correct value
13. **QPL-672:** Incident Stage action field is static
14. **QPL-666:** Date fields do not show the correct format in report designer from the list view
15. **QPL-656:** Managed Classifications Showing 'Expandable' when they are not
16. **QPL-645:** User can type values into a fixed list on an Occurrence form
17. **QPL-638:** Finding Description shows Incident and finding number rather than description
18. **QPL-625:** Random dates appear in Incident closed date when using arrows
19. **QPL-623:** Occurrence Routing – users added as main recipient instead of being BCC'd in

## People and Training

20. **QPL-609:** Archived users showing in Training Matrix

## API

1. **QPL-2589:** Date Fields cannot be set before 01/01/1970
2. **QPL-2337:** Unable to submit report if reporter's name includes foreign characters

## Web Reporting Portal

1. **QPL-802:** Default Values shown on fields when they have no defaults set
2. **QPL-505:** List 'cache' refresh mechanism broken

## Additional Fixes from Q-Pulse 6.6.4.5

### General

1. **QPL-2313:** Audit Log installer issue.
2. **QPL-2277:** Identity Server installer issue.
3. **QPL-2171:** Unused permissions found in the Administration module
4. **QPL-2158:** Print Server Application has a different naming convention from the virtual directory folder
5. **QPL-598:** 'Document Revised' metric in the advanced workload shows incorrect documents
6. **QPL-1617:** Unable to clear User Defined Fields
7. **QPL-2062:** Asterisk in Default Label of a field breaks advanced searches

### Audit

1. **QPL-1959:** Audit crashes when creating a new audit on the Windows client
2. **QPL-1341:** Checkbox control group does not respect the Occurrence Office Use Edit permission

### Customer

1. **QPL-1639:** Server Error when trying to create a new Customer

### Documents

1. **QPL-1988:** Check Out / Check In feature changes the layout of the document
2. **QPL-1763:** PDF viewer does not display more than 1 page of a converted document with word tags enabled on the document type.

### Documents Web Client

1. **QPL-2221:** No validation on Revision Number
2. **QPL-2213:** "Change details Updated" shown instead of "Change Details" during the document creation wizard
3. **QPL-2207:** Can add approval actions to an active document
4. **QPL-2168:** Custom Fields are being copied across databases
5. **QPL-2156:** Activating a new draft document asks if the previous active revision will be moved to obsolete or inactive
6. **QPL-2143:** No option to ignore approvals and proceed with Draft Approved status
7. **QPL-2064:** Approval Template having no approvers shows 'Edit Workflow' option.
8. **QPL-2057:** Revising a document associated to a training event doesn't update training event
9. **QPL-2037:** Change Details field doesn't paginate on inline edit
10. **QPL-2022:** Changing Document Type doesn't change the attachment storage type
11. **QPL-1852:** Additional Fields dropdown checkboxes issue

### Legacy Web Client

1. **QPL-594:** Error generated when adding a Batch on the Legacy Web Client

### Occurrence and Incident

1. **QPL-1835:** Server droppage when creating Occurrence fields in database with large data sets.

## People

2. **QPL-1835:** Intermittent crashes in the People module

## Additional Fixes from 6.5.21.6

### General

1. **QPL-526:** We have improved performance when many people and suppliers exist.
2. **QPL-571:** Fixed the issue with the data portal configuration of (non-infrastructure) endpoints.
3. **QPL-1282:** Resolved a performance issue relating to client freezes in various modules.
4. **QPL-1647:** Resolved the transport sink error by allowing the customisation of MaxContentSize
5. **QP-1813:** Fixed a crash caused by session timeouts after idle time.
6. **QP-1983:** Resolved a system out of memory issue in the email message digest.

### Analysis

1. **QPL-708:** Fixed a "pareto line" issue in CA/PA and Incident Analysis so it can be applied to a graph.

### CA/PA

1. **QPL-553:** Solved an issue where 'hidden' default source values not respected in CA/PA wizards.
2. **QPL-614:** CA/PA read permission rules not respected by incident findings search

### Documents

1. **QPL-567:** Fixed a problem of activating "Draft Approved" records with open change requests without implementing the change requests.
2. **QPL-591:** Fixed an issue where 'document approvers' could change their response on a live document.
3. **QPL-613:** Resolved missing 'locate record link' from the 'review action added to document' notification.
4. **QPL-619:** Resolved an issue of not being able to click on hyperlinks in the PDF viewer.
5. **QPL-668:** Fixed instances where document attachments could become corrupt.
6. **QPL-669:** Resolved an issue of editing actions in the active register.
7. **QPL-673:** Problem with multiple recipients on Q-Pulse review message email fixed.
8. **QPL-791:** Issue with the wrong 'change request' accepted is resolved.
9. **QPL-1548:** Permission to add a copyholder template revised.
10. **QPL-1597:** Using an underscore in the keyword search field not returning any results fixed.

### Document Retrieval Service

11. **QPL-847:** Fixed issue of not being able to download attachments from the Document Retrieval Service on Google Chrome.

### Occurrence and Incident

1. **QPL-568:** Resolved performance crash when closing Incident Record Window.
2. **QPL-634:** Fixed the occurrence event date defaulting to "01/01/0001" when you select a time.
3. **QPL- 1175:** Repaired the keyword search in the occurrence module.

4. **QPL-1348:** Failure to raise an automated incident finding from a checklist if a signature is not added to the audit issue resolved.
5. **QPL-1355:** Inability to save incident with one stage fixed.
6. **QP-2692:** Delay when creating new Occurrence immediately after logging in to Q-Pulse resolved.
7. **QPL-855:** Default Value Error in Occurrence Forms

### Web Reporting Portal

1. **QPL-524:** Checklist issue with 'completed date' showing wrong date resolved.
2. **QPL-526:** Performance issue with Q-Pulse becoming unstable when many people and suppliers exist.
3. **QPL-579:** Fixed issue with Web Reporting stops working if Occurrence Type picture name is too long.
4. **QPL-1894:** Default values don't show in Web Reporting

### Workload

1. **QPL-560:** Fixed the issue of CA/PA costs with decimal places breaking the Analysis Report.

### Additional Fixes from 6.2.3.24

1. **QP-1100:** Searches including XML fields take longer to return records
2. **QP-1094:** Issue with loading time of 'New Non-Mandatory Occurrence' list
3. **QP-552:** Cannot drill down in Incident Analysis module

### Additional Fixes from 6.2.3.23

1. **QP-2692:** Delay when creating new Occurrence immediately after logging in to Q-Pulse
2. **QP-2012:** Audit Incident crashes on save
3. **QP-2703:** Raising an Incident Finding from an Audit where a Scope item has been deleted from the managed list, causes client to crash
4. **QP-2814:** Performance depreciation when using large manage lists in the advanced search
5. **QP-2302:** Can't use apostrophes when searching for people or groups

### Additional Fixes from 6.2.3.10

#### General

1. **QP-292:** An issue where the dictionary in preferences was not properly saving custom words has been resolved.
2. **QP-1881:** Client no longer crashes when trying to use windows authentication off the domain
3. **QP-1905:** Error initialising application and application pool crash caused by security groups being members of each other no longer occurs.
4. **QP-2093:** Q-Pulse web is no longer missing files.
5. **QP-2142:** An issue where date fields were pre-populating across the application has been resolved.
6. **QP-2288:** Database login issues no longer occur.

7. **QP-2354:** An issue where the Advanced Search was broken for searchable fields in all XPO modules has now been resolved.
8. **QP-1612:** Print Preview no longer crashes when a Multi-select field is added to report and the field is empty.
9. **QP-1983:** Message Digest emails are now sending without issue.
10. **QP-2451:** Q-Pulse no longer suffers useability issues when many people and suppliers exist.

### Analysis

1. **QP-2306:** Right Clicking on value with Analysis to drill etc. no longer causes the client to crash.
2. **QP-2380:** Viewing Incident Analysis in Full Screen Grid/Graph no longer crashes Q-Pulse.
3. **QP-2355:** Time period breakdown graph no longer causes error when print previewing in CA/PA Analysis.
4. **QP-2418:** Incident Analysis "Linear Trend Line Overlay" view no longer causes an application crash.

### Assets

1. **QP-1735:** User Defined Field 5 and 6 now show values in Assets list view.
2. **QP-1856:** An issue in which saving a new view in the Asset module was causing Q-Pulse to crash has now been resolved.
3. **QP-2194:** Asset Activity Type Edit permission works dynamically

### Audit

1. **QP-2301:** Audits uploaded from Audit App for iPad no longer generate multiple Incident findings.
2. **QP-2379:** Q-Pulse no longer crashes when right-clicking on the List View tiles in Audit module.
3. **QP-2558:** Audit module does not crash Q-Pulse upon opening.
4. **QP-2561:** NC's raised within Audit on Mobile App V2 appear in Windows Client when uploaded.

### Customer

1. **QP-1855:** Performance issues related to opening a customer record with large numbers of CA/PA records attached has been resolved.

### CA/PA

1. **QP-1839:** User can no longer change CA/PA stage action target date without the Stage Action Edit Target Date permission.
2. **QP-1897:** Default value of Product/Service field in CA/PA wizards now holds the specified value
3. **QP-1903:** Removing fields from one page on a CA/PA Wizard and adding them to another now commits the change
4. **QP-2352:** Search now drills down from parent to child on Source / Type in CA/PA and Documents modules.

### Documents

1. **QP-26:** Check in option now available when document checked out
2. **QP-1233:** PDF Viewer no longer changes layout when printing.
3. **QP-1305:** Warning messages now appear when a document is checked out by another user

4. **QP-1525:** An issue where selecting multiple documents in the list view was not allowing users to distribute has been resolved.
5. **QP-1826:** An issue where the "Document New Review" Signature window was experiencing a "Please Wait" error has been resolved.
6. **QP-2346:** 'Draft Documents to activate' metric in My Actions no longer returns a server request error.
7. **QP-2254:** An error which arose when in Change Request and Grouped by Raised Against no longer occurs.
8. **QP-2352:** Search now drills down from parent to child on Source / Type in CA/PA and Documents modules.
9. **QP-2246:** An issue in which an error was displayed when searching for any search term via the Advanced Search in the Documents module is now resolved.
10. **QP-2378:** PDF Viewer no longer encounters issues when copying text.

### Occurrence and Incident

1. **QP-1392:** Manually entering dates in the Incident Module no longer causes Q-Pulse to crash.
2. **QP-2559:** 'New Based On' Occurrence forms are no longer crash when fields are edited.
3. **QP-2537:** Occurrence details will now save when tab is opened in a separate window.
4. **QP-1397:** Users can now delete Classifications from the Incident Template.
5. **QP-2541:** Closing an Incident record window no longer causes Q-Pulse to crash.

### People and Training

1. **QP-2359:** Viewing Competency Matrices no longer hang when many people with competencies are selected.

### Supplier

1. **QP-1752:** Changing the 'Supplier / Company Number' label is now reflected in the Suppliers list view.

### Web Reporting Portal

1. **QP-1086:** Significant delays in loading the Web Reporting portal in v6+ compared to 5.95 no longer occur.
2. **QP-1811:** Hidden field labels are now hidden in the Web Reporting Portal.

## Additional Fixes from 6.2.1.15

### General

1. **QP-1655:** An issue where, if a group is a member of another group, the user does not inherit the permissions from the parent group has now been resolved.
2. **QP-1658:** Fields no longer missing in Report Designer.
3. **QP-1730:** Session reconnect now works with Windows Automatic authentication.
4. **QP-1634:** An issue where the Archival workload appears to fail when application server isn't a domain member has been resolved.

### API

5. **QP-1665:** Unhandled exception when using the, "GetOccurrenceGotoUrl" method in APIs no longer occurs.

## Audit

1. **QP-950:** Making changes to a recurring Audit no longer resets the Audit numbering sequence.

## Documents

1. **QP-1629:** Keyword search no longer causes crashes in grouped list view
2. **QP-1678:** An issue in which the Save functionality in Word was blocked by Office Plugin, after using Save As to save an active document attachment, no longer occurs.
3. **QP-1712:** Viewing change requests from My Actions no longer throws an error.

## Occurrence and Incident

1. **QP-1360:** A memory leak in the Incident and Occurrence modules has now been resolved.
2. **QP-1633:** Sorting by Number column in Incident Action register will not result in a client crash.

## Additional Fixes from 6.2.1.4

### General

1. **QP-1487:** An issue where the "Notification Only" message sends a message to everyone on the Notify Only list when distributed to only one person has been resolved.

### CA/PA

1. **QP-1551:** "Audit" column in CA/PA list view now shows [Audit Number- Audit Title].

### Documents

1. **QP-1223:** Office Plug-In no longer causes distortion of attachments.
2. **QP-1569:** PDF conversion no longer fails.
3. **QP-1608:** Attachments now successfully attach when electronic signatures are enabled.
4. **QP-1609:** MS Office plugin title tag with a long name no longer cuts the end off.

### Occurrence and Incident

1. **QP-239:** An issue in which the list view does not refresh when deleting an occurrence has been resolved.
2. **QP-344:** The "Status" column now shows the correct value in the Incidents List View.

## Additional Fixes from 6.2.0.113

### General

1. **QP-413:** Security calculations hardcoded to be performed by 'QPulseAppUser' user have been updated.
2. **QP-13:** Q-Pulse password expiry flag is no longer returned when using Windows Prompted Authentication.
3. **QP-921:** Multi-Select Managed List fields are no longer displayed by ID in List View report.
4. **QP-27:** There is no longer a Report Designer error when generating a current view report with nested views for Stages and Actions or Batches.
5. **QP-1014:** 'Locate Record' in Team Member added email message no longer causes client crash.
6. **QP-631:** Occurrence security calculations model has now been revised.
7. **QP-1262:** Timeout when updating database has been resolved.
8. **QP-1071:** Database upgrade to 6.1 now works with a non-English default language.

9. **QP-633:** 'Go to record' not returning results issue has been resolved.

## API

10. **QP-621:** Now able to retrieve documents using API if Document attachment is a URL and is set as Index.

## Analysis

1. **QP-1154:** Y-axis legend no longer forces an alphabetical order when printed in Analysis modules.
2. **QP-944:** Order has been corrected in the Data Table on Printed output of an CA/PA Analysis "Current View".

## Assets

1. **QP-1016:** An issue where entering the wrong date can prevent the creation of new activities in Asset records has been fixed.

## CA/PA

1. **QP-1083:** Searches in the CA/PA Action register now return results when using the Non-conformance source field in the search criteria.
2. **QP-1084:** Cannot group by 'Workflow Status' in CAPA List view has been resolved.
3. **QP-968:** A Memory leak relating to Q-Pulse crashes within the CA/PA module has been resolved.
4. **QP-27:** Stages, actions and batches errors in CA/PA reports have now been resolved.

## Documents

1. **QP-1003:** 'Approval Status' and 'Approval Basis' fields no longer display the supplier name value when they contain archived values.
2. **QP-574:** If an attachment is open on the user's machine, Q-Pulse will no longer save this record to a temp file instead of embedding it in the database.
3. **QP-1120:** An issue that could change the formatting of a Word document when using the Check Out / Check In feature with the Word plugin has been resolved.
4. **QP-908:** 'Document Respond' permission issues when applied to the 'Document Approvers' dynamic group have been resolved
5. **QP-665:** Double Clicking on a list view will now open a change request.
6. **QP-910:** 'New Active Revision Available' message is now working as expected

## Occurrence and Incident

1. **QP-1492:** OccurrenceIncident title column in the database is now set to nvarchar(255) for new installations.
2. **QP-1132:** An issue that could cause performance issues when large quantities of Dynamic Fields are used in the incident module has been resolved.
3. **QP-1130:** Results will now be returned in Stage or Action registers when performing an Advanced Search on Occurrence Details fields.
4. **QP-1078:** You can now search by 'Recorded By' in the Occurrence Advanced search.
5. **QP-1066:** Occurrence number fields do not use the decimal places in Report Designer correctly.

## People and Training

1. **QP-722:** Performance of Requirements and Competency matrices has been improved.
2. **QP-1094:** An issue that allowed attendees to edit 'Event Details' has been resolved.

3. **QP-31:** Completing a scheduled learning event will now automatically update the associated requirement.
4. **QP-1108:** Changing 'Group Interval' when list grouped by 'Event Date' no longer causes crashes client.

### Web Reporting Portal

1. **QP-1170:** Numbering sequences that contain special characters will no longer break the 'Success' page in the Web Reporting Portal.
2. **QP-1126:** Hidden labels on groups are now hidden in the Web Reporting Portal.

## Additional Fixes from 6.1.1.21

### General

1. **QP-200:** Correct results are now returned through advanced workload click-through.
2. **QP-266:** Missing DLL error when launching .EXE files on Windows 7 or Windows 2008 has been resolved.

### Administration

1. **QP-830:** Manager Options now show in escalation recipients.
2. **QP-500:** Reference groups can now be assigned as recipients on CA/PA messages.
3. **QP-475:** Values in managed occurrence type section of occurrence type configurations no longer appear in the occurrence types section.
4. **QP-401:** Editing 'Incident mandatory report due' does not throw an error.

### Analysis

1. **QP-385:** Time period breakdown now filters correctly on Occurrence type.
2. **QP-622:** Tab navigation now allows hands free entry in Occurrences.
3. **QP-305:** Reaction time in CA/PA is no longer pre-defined to one day.

### APIs

1. **QP-483:** APIs can now be configured to require a token to retrieve a list of users.

### Audits

1. **QP-103:** Associating a non-conformance with an Audit now respects security.
2. **QP-426:** Attachments are no longer blanked when added to a recurring audit.
3. **QP-227:** Performance has been improved when opening a large Audit Checklist.

### Audit app for iPad

4. **QP-661:** An issue that could cause the Audit app for iPad to crash while downloading audits has been resolved.

### CA/PA

1. **QP-176:** An issue that could cause user defined 3 and user defined 4 field data from being lost has been fixed.
2. **QP-39:** Batches are now being ordered by Batch number.
3. **QP-223:** An issue that could cause a crash when searching in the CA/PA module has been resolved.
4. **QP-195:** Adding the 'duration measure' field to a CA/PA wizard no longer causes a crash.

5. **QP-594:** Stage action owner is now showing in the list view.
6. **QP-324:** Searching on stage type now works in the CA/PA action register.

### Documents

1. **QP-132:** Document action messages now include the 'locate.record' attachment.
2. **QP-251:** Document content search behaviour now works as expected.
3. **QP-337:** It is now possible to acknowledge documents by right clicking on the record in list view.

### Occurrences and Incidents

1. **QP-179:** An issue that prevented users from creating an Occurrence record if they have a special character in their name has been resolved.
2. **QP-402:** The client will no longer crash when saving changes to Incident/Occurrence records where the occurrence is linked to an Incident with the same number.
3. **QP-201:** Secondary saves in the attached Occurrence records are now saved correctly.
4. **QP-369:** Correct non-conformance is previewed from the Incident Investigation stage.
5. **QP-366:** Priority field no longer re-sets when closing an incident.
6. **QP-289:** It is now possible to view more than 5 lines of text on 'office use only' fields.
7. **QP-221:** Non-associated classifications are now correctly hidden from view.
8. **QP-435:** 'This record has signatures' icon is now displayed in Incidents.
9. **QP-291:** Numerous text summary fields no longer cause SQL timeouts.
10. **QP-278:** Occurrence Office Use Edit permission is no longer needed to view more than 5 lines of office use only fields.

### People and Training

1. **QP-584:** Fields can now be edited when creating a training event from the new based on option.
2. **QP-430:** The hyperlink for document-based training now opens the correct attachment.
3. **QP-169:** Master Job role updated message can now be edited.

### Report Designer

1. **QP-137:** Saved list view reports now have the correct fields within collections.
2. **QP-334:** Related area of standard field now displays in report designer.

### Supplier

1. **QP-491:** Supplier name is not visible when in trainer group view.
2. **QP-428:** Q-Pulse.exe.config file for ClickOnce is now correctly formatted.
3. **QP-403:** Audit Log viewer performed by search no longer crashes the Audit Log Viewer.

### Web Reporting Portal

1. **QP-562:** Anonymous login now works correctly in Web Reporting Portal when Windows prompted authentication is activated.
2. **QP-459:** Default to current date/time now works correctly.

## Additional Fixes from Q-Pulse 6.0 (Maintenance Updates)

### CA/PA

1. **QP-12:** Additional zeroes have been removed from CA/PA cost field.
2. **QP-103:** Associating existing NC to an Audit now respects security settings.
3. **QP-121:** CA/PA Source now links to the template as expected.
4. **QP-194:** 'Action Owner' advanced search in the CA/PA module now works as expected.
5. **QP-195:** Adding the "Duration Measure" field to a CA/PA wizard no longer causes the client to crash.

### Administration

1. **QP-7:** Archiving a user who is an auditee no longer removes all auditees.
2. **QP-22:** An issue that could prevent historical data from being maintained when archiving a user has been resolved.
3. **QP-29:** Applying a rule to Incident read will not hide the Incident tab from Occurrence record.
4. **QP-34:** An issue that could prevent quick-adding to classification managed lists has been resolved.
5. **QP-37:** Asset managed list shows details rather than number.
6. **QP-255:** People drop down list now load in the message section of the admin module on large datasets.

### Occurrences and Incidents

1. **QP-9:** Confidentiality is now respected in the Incident Analysis module.
2. **QP-11:** Occurrence Recorded by field is now treated as confidential.
3. **QP-27:** A report designer error when generating current view reports has been resolved.
4. **QP-117:** Excessive loading time / timeouts when searching Occurrences have been resolved.

### Report Designer

1. **QP-28:** Report designer current view report with copyholder nested band now includes required data bands.
2. **QP-51:** Current view report now returns all pages.
3. **QP-66:** Incident stages sub-grid is now displayed.
4. **QP-27:** Report Designer now longer displays an error when generating current view report with nested views for Stages and Actions or Batches.
5. **QP-171:** Print Preview of a report from analysis now launches as expected.
6. **QP-216:** Exporting Pie chart from Incident Analysis now includes Legends.

### Documents

1. **QP-145:** Change requests can now be deleted from the list view.
2. **QP-167:** The Document type field now displays the full path in a list view
3. **QP-209:** 'Copy Holder Acknowledged By' advanced search now works as expected.
4. **QP-218:** 'Has Acknowledged' field in Copyholder band has been fixed.

5. **QP-219:** Advanced search 'Copy Holder Copy Type' now works as expected.

## Analysis

1. **QP-217:** Go to records now returns expected records.

## General

1. **QP-118:** Searching for more than one related process on a Document no longer fails.
2. **QP-200:** Correct results are now returned by Advanced Workload click-through.
3. **QP-222:** Spaces in resource key no longer cause an exception when licence count is reached.
4. **QP-225:** Launchpad Panel Preferences can now be disabled.
5. **QP-231:** Conditional Static Read now works in Documents, CA/PA, Occurrence and Incident modules.
6. **QP-250:** Active Directory group integration no longer causes excessive Q-Pulse Server service memory usage.
7. **QP-289:** DRS no longer shows an error when searching with Windows (prompted) authentication enabled.
8. **QP-292:** Adding custom words to dictionary now saves.

## Offline Audit for Windows

1. **QP-228:** Windows (Automatic) authentication now works on the Offline Audit Client for Windows.

## Audit app for iPad

1. **QP-23:** Audit app for iPad can now use Windows Authentication.
2. **QP-62:** An issue preventing the upload of an audit from the iPad app if questions have an automatically raised Incident finding has been resolved.

## APIs

1. **QP-75:** API cache no longer prevents downloading of documents in the app.

## Web Reporting Portal

1. **QP-177:** The location dropdown now returns more than the first 10 items.

## Additional Fixes from Q-Pulse 6.0

### General

1. **BC-8631:** An issue related to excessive memory usage and reduced performance when deleting managed list items has been resolved.
2. **BC-8700:** The Q-Pulse service will no longer 'stop' as a result of two static security groups having been set as members of each other.
3. **BC-8715:** An issue where column names would overlap when exporting to Excel file formats has been resolved.
4. **BC-8736:** An issue that would cause searches to fail when using non-English characters (e.g. Arabic) has been resolved.

### Administration

1. **BC-8562:** Custom fields are now reflected in 'keyword search' menu.
2. **BC-8630:** A field mismatch in the 'NC Action Completed' message body has been resolved.

## Analysis

1. **BC-8581:** Changes to the field labels 'Mandatory', 'Priority' and 'Type' are now carried to all areas of the system.

## Assets

1. **BC-8713:** It is now possible to quick-add an activity.

## CA/PA

1. **BC-8630:** Owner fields in the 'NC Action Completed' email now point to the correct field.
2. **BC-8869:** Q-Pulse will no longer crash when the Currency field is used in a CA/PA wizard.
3. **BC-8855:** Q-Pulse will no longer crash when adding a new customer contact with a CA/PA wizard.

## Documents

1. **BC-7250:** The change request numbering sequence will no longer increment if a user closes the 'Change Request' window and doesn't commit the change.
2. **BC-8715:** Column names no longer overlap when exporting to Excel (.xls).

## Incidents and Occurrences

1. **BC-8643:** An issue where some searches using the keywords field would return incorrect results has been resolved.
2. **BC-8720:** The Occurrences 'Event Date' search field will now default to the current date.
3. **BC-8727:** An issue where some users may be unable to view Occurrence or Incident records due to background processing in the database has been resolved.
4. **BC-8742:** Q-Pulse will no longer crash if the Occurrence number exceeds 2147483647.
5. **BC-8800:** Advanced searches using 'Containing Incident Number' will now work as expected.
6. **BC-8532:** An issue that would cause an Occurrence form to jump to the top of the screen when clicking an expanding section has been resolved.

## Q-Pulse Web

1. **BCW-410:** An issue where the data in user-defined fields 3 and 4 is lost when completing a CA/PA has now been resolved.

## Report Designer

1. **BC-8711:** Clicking on the 'Scripts' tab at the bottom of the Report Designer interface will no longer cause the Q-Pulse client to crash.
2. **BC-8725:** Stage actions should no longer duplicate in the Incidents module.
3. **BC-8744:** Calculated fields should now display results correctly when added to a Stage.Actions band in an Incident List report.
4. **BC-8756:** The 'Workflow Status' field will no longer cause an error when previewed.
5. **BC-8853:** An Occurrence list view report should now include all fields in the 'Field List' section.
6. **BC-8719:** An issue that could cause duplicate fields to appear on an Excel file while exporting from Report Designer has been resolved.

## Additional Fixes from Q-Pulse 5.95

### Administration

1. **BC-7872:** The reminder & escalation overdue message "Change Request Not Actioned" now generates the correct number of messages.
2. **BC-8485:** An issue that caused an "error communicating with the Q-Pulse server" when adding, editing or deleting from Incident Cost Category managed list has been resolved.
3. **BC-8498:** Embedded images will now display in emails.
4. **BC-8505:** An issue that would prevent the NC created message being sent if an attachment is added via the CA/PA wizard and the CA/PA creator does not have the CAPA Read permission has been resolved.
5. **BC-7990:** If added, the Raised Against Supplier and Raising Customer fields will now display information on email messages.
6. **BC-8359:** E-Mails are no longer sent to archived users.

### Documents

1. **BC-6483:** Document read permission set with rule 'Document status is Active' will now work correctly.
2. **BC-8314:** Document wizards have been updated to allow longer customised field names.
3. **BC-8372:** An issue that could cause Q-Pulse to shut down when running on Italian regional settings and attaching documents has been resolved.
4. **BC-8465:** An issue where the approval workflow was not respected has now been resolved.
5. **BC-8468:** The 'Go to' record attachment on the Document Overdue escalation email now returns the correct records.
6. **BC-8546:** Active document attachment is no longer deleted when a new revision is created and the storage options have been changed from suggested locations to enforced locations.
7. **BC-8550:** A spelling mistake in Draft Approval Wizard has been corrected.

### Audit

1. **BC-8367:** Audit findings fields will now populate in emails.
2. **BC-8408:** Q-Pulse no longer shuts down when editing an instance of a recurring audit when start time set to 00:00.
3. **BC-8541:** Checklist responses can no longer be edited after audit is closed.

### CA/PA

1. **BC-7921:** CA/PA Stage Action Target date can now be displayed in the list view.
2. **BC-8449:** An issue that could allow CA/PA stages to be closed from the Stages register when they should be blocked due to workflow has now been resolved.

### Suppliers

1. **BC-7990:** Raised Against Supplier and Raising Customer address fields will now display on emails.

### Assets

1. **BC-8466:** The 'Go to' file attached to the Asset Activities Overdue reminder email no longer returns a list of all assets and now correctly lists only the assets relevant to the email.
2. **BC-8529:** Customised field names now correctly display in the list view screen.

## People and Training

1. **BC-8020:** Scheduled date now shows on Training plan report.
2. **BC-8397:** Multiple managers can now see events on the events register relating to their subordinates.
3. **BC-8512:** Advanced search on Attachment Name now returns correct results.
4. **BC-8564:** Reminder emails are no longer sent for archived users with outstanding renewable training events.

## Occurrences and Incidents

1. **BC-8288:** Incident details report will now list stages according to workflow.
2. **BC-8464:** Occurrence Accepted Conditional messaging condition will now filter on location.
3. **BC-8480:** Occurrence Created Conditional messaging does not filter on location. Location does not work
4. **BC-8491:** An issue that could cause stages to be displayed in the wrong order on an incident template has been resolved.
5. **BC-8553:** An issue that allowed an occurrence to be accepted twice resulting in an orphaned incident has been resolved.
6. **BC-8556:** An issue that could block the Occurrence number sequence when manually editing the number has been resolved.
7. **BC-8026:** An issue that would cause an exception error when deleting an Incident classification that has been associated with an Incident template has been resolved.
8. **BC-5888:** Removing Confidentiality from an Occurrence record no longer deletes the data in confidential fields.
9. **BC-8627:** Confidential fields are no longer deleted when an Occurrence is accepted by a user without the "Occurrence View Confidential Fields" permission.
10. **BC-8610:** An issue that could allow users to enter information directly into a fixed list has been resolved.
11. **BC-8488:** The Location field no longer appears empty when opening a record using the '.qpulse' attachment on emails.
12. **BC-8623:** Incident records now export faster for STEADES submission.

## Analysis

1. **BC-7929:** Analysis search folders that run reaction time queries now function correctly.
2. **BC-8021:** Trend\Compare periods & time breakdown returns correct results after drilling on a different dimension.
3. **BC-8443:** The legend in Trend Breakdown now displays correctly.
4. **BC-8509:** An issue that caused the Go to Record to return no records when performing Incident Analysis with two Classifications in the Scope has been resolved.

## LaunchPad

1. **BC-8019:** It is now possible to change My Actions look ahead days for Training courses in LaunchPad user preferences.

## Report Designer

1. **BC-8234:** Reports now display the correct signature time.

2. **BC-8033:** An issue that would prevent the Occurrence record collection from being filtered when multiple number sequences are used has been resolved.
3. **BC-7983:** Sorts now function correctly on People module reports.

### General

1. **BC-8529:** Customised field names are now displayed in list views.
2. **BC-8539:** Electronic Signatures are now based on the authentication method used to log in. E.g. If you use Q-Pulse credentials to log in then you will need to sign using Q-Pulse credentials.
3. **BC-8571:** The correct web URL format is now displayed in the Message Dispatch Control Panel on the server when setting up SMTP details.
4. **BC-8601:** The correct spelling of "Administrator" is now used on the log in screen.

### Q-Pulse Web

5. Cross-site security vulnerabilities have been resolved.

## Additional Fixes from Q-Pulse 5.93

### Occurrences and Incidents

1. **BC-8481:** An issue that could cause Incident target dates to be calculated differently depending on what way the Occurrence is appended to the Incident has been resolved.
2. **BC-8475:** An issue that could disassociate an occurrence record from an Incident by editing the occurrence after closing it using standard events has been resolved.
3. **BC-8490:** Q-Pulse no longer crashes when saving forms or occurrence records if session has timed out.
4. **BC-8497:** Q-Pulse no longer crashes when saving a modified incident if session has timed out.
5. **BC-8486:** An issue that caused the department field to appear empty when opening an Incident record after first login to Q-Pulse has been resolved.
6. **BC-8489:** It is now possible to view Findings details on an Incident record if the stage is closed.
7. **BC-8494:** An issue that stopped Standard Events from functioning if Microsoft .NET 4.5 is installed on the application server has now been resolved.

### Q-Pulse APIs

1. **API-183:** Performance has been improved when returning Person records. **Important Note:** This will improve the experience for users working in the Reporting app for iPad.

## Additional Fixes from Q-Pulse 5.92

### Occurrences and Incidents

1. **BC-8481:** Incident target dates are now calculated based on the current date rather than the Occurrence Event Date.
2. **BC-8475:** It is no longer possible to disassociate an occurrence by editing the occurrence after closing it using standard events.
3. **BC-8490:** An issue that could cause a crash when saving forms or occurrences if session has timed out has been resolved.
4. **BC-8497:** An issue that could cause a crash when saving a modified Incident record if session has timed out.
5. **BC-8486:** Department field no longer appears empty when opening Incident after first login to QPulse.

6. **BC-8489:** You can now view Findings and NC's on a closed Incident Stage.
7. **BC-8494:** An issue that would stop the user from closing an Incident using Standard Events if Microsoft .NET 4.5 is installed on server has been resolved.

## API Changes from Q-Pulse 5.9

**Breaking Changes: The below changes were implemented in Q-Pulse 5.90 and affects customers using the Q-Pulse Web Service APIs and in particular, the methods outlined below.**

To make use of DataFields of type ReferenceList consistent throughout the Occurrence API a breaking change has been implemented which changes existing behaviour in the Occurrence service. For methods which use the DataField contract the service will expect the 'Value' field to reference the list items's ID value and it will always return the list item's ID as the DataField's 'Value'. The friendly display value of the reference list will be returned in the Datafield's 'ListItemDisplayValue' field and if that field is populated in a CreateOccurrence call, the service will attempt to resolve that display value to the item's ID (unless an ID has also been supplied in the Value field, in which case that will be used).

The AuditQuery, DocumentQuery, NonConformanceQuery and DateCondition classes are now properly marked as DataContracts and have been added to the common global namespace.

### Q-Pulse Web Service API enhancements:

- DocumentSummary contract has been updated to add information about whether the current user can view the associated document record.
- A new DynamicFieldOperator called 'IdEqualTo' has been added for use within the DynamicFieldCondition contract. For all existing operators the service will treat the 'Values' field as a list item's display value, however, if the new IdEqualTo operator is used the 'Values' field will be treated as a list items ID value.
- Various Defect Fixes (including JSON datetime issues).
- GetServerInfo operation contract has been added to the Core service to surface information about the current licence, the list of managed databases and their authentication types and the web services version.
- Document service updated to add basic support for creating an active revision of a document. The following operation contracts have been added to support this case:
  - ReviseDocumentToActive – Enables a user to revise a document to a new revision.
  - AddUrlAttachmentItem – Enables a user to add a URLattachment item to an attachment of a particular document's revision. If no existing attachment exists for the revision an attachment is created with a name matching the document number.
  - DistributeActiveDocument – Enables a user to distribute an active document to its copyholders.
  - DeactiveDocument - Enables a user to deactivate an active document to Obsolete or Inactive revision status.

## Additional Fixes from Q-Pulse 5.8

### Administration

1. **BC-7867** Images can now be added to messages.
2. **BC-8039** Closing a reminder message when the recipients list is still loading will no longer cause the application to crash.
3. **BC-7972** Field Management Defaults now shows the name rather than the ID.
4. **BC-8014** Escalations will no longer ignore shelf-life if the primary email address differs from the default email address.
5. **BC-8017** Escalations now work correctly when messages are addressed to reference groups.
6. **BC-7971** Changing Classification list to parent/child structure is now respected when applying classification to an Incident.
7. **BC-7434** The Audit Read permission will no longer allow users to edit an observation.
8. **BC-8016** Incident messages will now be sent if risk assessment is applied.

### Analysis

1. **BC-7840** Analysing by classification will now return the correct results where the item analysed exists on multiple classification lists.

### Assets

1. **BC-8069** A rule being applied to asset read will no longer prevent users from viewing records in the activity register.
2. **BC-7973** If an asset is set as unavailable or no future activity required new activities will no longer be scheduled automatically.

### Audit

1. **BC-7434** The Audit Read permission will no longer allow users to edit an observation.
2. **BC-8011** Create CA/PA Audit permission will now allow users to raise CA/PA records via the same methods in both the list and details views.

### CA/PA

1. **BC-8025** Linking to CA/PA record from Audit will now show the Audit Number in the Audit field.
2. **BC-8011** Create CA/PA Audit permission will now allow users to raise CA/PA records via the same methods in both the list and details views.

### Documents

1. **BC-7597** Draft documents can now be checked out if their file collection includes a URL.
2. **BC-6109** Tooltip over Create New Document icon will now display the correct text for documents of any status.
3. **BC-7596** When creating a new draft revision, the new file collection can now be based on the original if the original file collection includes a URL.
4. **BC-8036** The Change Attachment in Properties Additional Fields section of a document can now be edited after the document is saved.

### General

1. **BC-7968** Changing DPI settings should no longer cause display issues.
2. **BC-8089** The time taken to display data on fields bound to large managed lists will no longer increase every time Q-Pulse is re-launched.

3. **BC-7785** Embedded multiple files with delete original selected will no longer result in data loss if upload fails because one or more of the files are open.

### Occurrences and Incidents

1. **BC-7938** "Recorded By" field now respects confidentiality in line with the 'Reported by' field.
2. **BC-7461** Pressing TAB on an Occurrence form will no longer cause the focus to move back to the top of the page.
3. **BC-8002** Clicking reply to emails relating to confidential Occurrences will no longer carries the reporters address as the reply-to address. Instead the 'from address' is used as configured in the message dispatch control panel on the server.
4. **BC-8016** Incident messages will no longer fail where a risk assessment is applied.
5. **BC-7988** User created fields can now be added to the Occurrence nested view in the Incident module.
6. **BC-8129** 'Occurrence Accepted' will now be sent to default recipient 'Incident Owner'.
7. **BC-7978** Selecting a value from a list on an Occurrence form will no longer cause the focus to move back to the top of the page.
8. **BC-8066** When creating or editing a risk matrix within the Incidents module the text when editing the Y axis value is now correct.

### People

1. **BC-8047** Attaching files to a Person Review will no longer cause application to crash.

### Report Designer

1. **BC-7902** Incident actions are now displayed on list view report even if the nested list has been collapsed.
2. **BC-7912** Risk assessment title and actions are now displayed in Incident module list reports.

# Troubleshooting

## Unable to install the .NET 4.7.2

If you are unable to install the .NET 4.7 update, please ensure:

- You have enough disk space for the patch to operate (**NB** the .NET install process may take up to 1Gb in disk space during the installation, but it will be released once installation has been complete).
- You are running the .NET installation as a system administrator.

## The Q-Pulse Server Service will not start

If the Q-Pulse server service will not start, please check:

- You have installed the .NET 4.7.2 patch. If this has not been installed, then the service will not be able to start. This patch will be listed in the Programs and Features menu.
- You have run the ServerConfigUtil.exe to import your licence and DBConnections.xml.

## No Document, CA/PA, Occurrence or Incident Records Appear on the List Screen

If you run a search for Document, CA/PA, Occurrence or Incident records but no records are displayed on the screen this suggests the background security updates have not yet completed. The time for this process to complete is dependent on the number of records you have in each module and the specification of your database server. As a result, it may take some time to complete.

If this occurs, please wait a while and try again later. If the same issue persists, please contact Q-Pulse Support for additional assistance.

## A Connection Error Appears on the Document, CA/PA, Occurrence or Incident List

This suggests you are using an out-dated version of the Q-Pulse.exe.config (e.g. if you have copied the previous config file into the new Q-Pulse client directory).

You can fix this by either:

- Removing and then re-installing the client (this will create the Q-Pulse.exe.config required for QPulse 6).
- Replacing the Q-Pulse.exe.config in the ClickOnce ClientFiles directory with the Q-Pulse.exe.config from the ClientFiles folder contained in the Q-Pulse 6 installation files. You will need to configure all instances of <SERVERNAME> with the name or IP address of our server (**Note:** IP address is recommended for connectivity). Please see the Click Once instructions for additional details.

## No Wizards or Templates are Visible in the CA/PA or Incidents Module

If you are seeing a blank list in the template or wizard editor lists, then this means that the Wizard Migrator has not been run on your database.

## The Database Failed to Upgrade

If your database upgrade fails using the Q-Pulse 6 database migrator, no changes will be committed to your database and you will have an opportunity to save a log file with additional details on the cause of the error. Once the reason for the failure is fixed you can re-run the upgrade.

If you experience a database upgrade failure, you can check the reason for the failure by:

- Click [Save Log...]
- Select a destination folder and click [Save]
- Open the log file
- Scroll to the bottom of the file

The reason for the upgrade failure will be displayed at the bottom of the log.

If you are unable to identify the reason for the failure, please contact the Q-Pulse Support Team for further assistance.

## Searching for Server

If after launching the Q-Pulse client, you continually see “Searching for Server” displayed on the log in screen this may indicate an issue communicating with IIS.

To confirm the reason for this please check the Q-Pulse data portal in IIS. You can find additional details on how to perform this check in the [How to Check the Q-Pulse Data Portal](#) article on the Customer Portal.

## Can't Sign Back in with Using Session Timeout

If you find that you cannot sign back in after your session has been timed out, it could be that you're using Windows Authentication but you're trying to use Q-Pulse credentials to log back in. As explained in the 'What's New?' section, the Session Timeout feature now makes use of your Windows credentials.

# Support & Further Assistance

If you have a valid Q-Pulse maintenance contract, help is just a click or a call away.

## When Is the Q-Pulse Support Helpdesk Available?

Q-Pulse support is now available 24 hours a day, 7 days a week, 365 days of the year.

## How Can I Contact the Support Team?

- Telephone (**UK Customers**): 01629 699 400
- Telephone (International Customers): +44 1629 699 400
- E-Mail: support.qpulse@ideagen.com
- Customer Portal: <https://q-pulse.help.ideagen.com>