

Features, Enhancements and Bug Fixes in the ResourceMate 4.1.16.0 build

Version Build Date: Apr 23, 2024

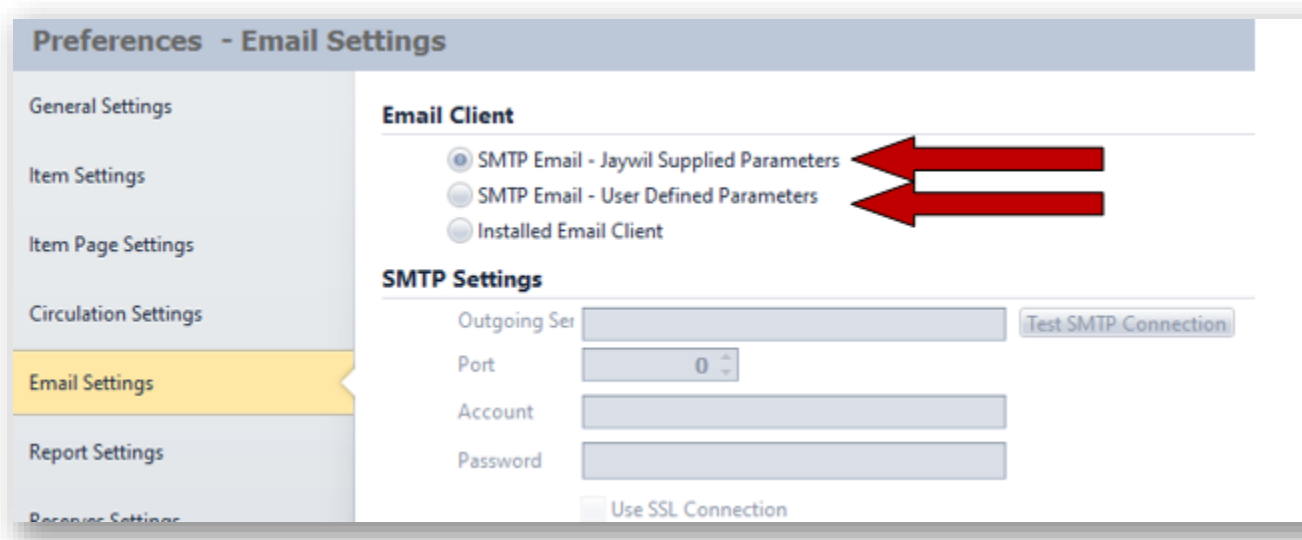
Version Release Date: Apr 24, 2024

Note: This is an emergency release to target a specific problem. Version 4.1.15.0 of both the Volunteer Entry and Patron Search/Self Circulation software is compatible with this release and neither needs to be updated to work with 4.1.16.0 of the ResourceMate software.

Bug Fixes

- **Mail out Reminders**

Those operators wishing to send **Mail Out Reminder** notices to any of their patrons with overdue items have two choices relating to the actual mechanism used to transmit them. These choices are presented in the **Utilities > Preferences > Email Settings** form (note that the **Installed Email Client** option can be selected, but is no longer supported).



The screenshot shows the 'Preferences - Email Settings' interface. On the left is a navigation menu with 'Email Settings' highlighted. The main content area is divided into two sections: 'Email Client' and 'SMTP Settings'. In the 'Email Client' section, three radio buttons are visible: 'SMTP Email - Jaywil Supplied Parameters' (which is selected), 'SMTP Email - User Defined Parameters', and 'Installed Email Client'. Two red arrows point to the first two options. The 'SMTP Settings' section contains several input fields: 'Outgoing Set', 'Port' (with a value of 0), 'Account', and 'Password'. There is also a 'Test SMTP Connection' button and a 'Use SSL Connection' checkbox.

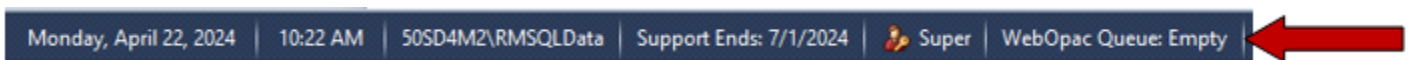
The vast majority of our customers prefer the convenience of selecting the **SMTP Email – Jaywil Supplied Parameters** option. This will trigger the **Special Mail Out Processing** function of the **Mail Out Reminders** program to connect to and relay off a third-party SMTP provider contracted by ResourceMate – no local parameters need to be entered, as is the case with the **SMTP Email – User Defined Parameters** option.

Recently however, our provider implemented a change to their systems that prevented the **Special Mail Out Processing** function from connecting to their SMTP server. No exception or warning messages were displayed to the operator to notify them that connection to our third-party SMTP server were denied. The only symptom of the problem was that patrons aren't receiving overdue notices via Email. (note that this issue is unrelated to the general problem that patrons using Google Mail, Yahoo! Or AOL as their Email providers are not receiving overdue notices. Please consult [this online document](#) for further information in that regard).

- **Web OPAC Synchronization**

Recently, many customers have experienced issues with the synchronization of the data in their ResourceMate and Web OPAC databases. The symptom is that additions, changes or deletions performed against records in either the Items or the Patrons tables in ResourceMate aren't reflected in the corresponding Web OPAC database.

A further symptom is the record count displayed in the **WebOpac Queue** panel displayed on the ResourceMate Status Bar:



In the normal course of synchronization, if no work is done in ResourceMate for about ten minutes, this panel should read **Empty**. Those customers experiencing the synchronization problem will see the record count climb in the **WebOpac Queue** panel.

Should ResourceMate operators become aware that synchronization between the two databases is no longer occurring, a new **Utilities > Web OPAC > Reset Scheduled Task** should be run. When the process is complete, the operator will be greeted by a dialogue box advising them to restart their copy of ResourceMate. Once they have done so, the **WebOpac Queue** panel should read **Empty** within about ten minutes.

If the WebOpac Queue count does not return to Empty, operators are requested to [notify ResourceMate Technical Support](#) as soon as possible.

Our support hours of operation are Monday – Friday, 9AM – 5PM Eastern.