



11 August, 2017

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## CHANGES

### Add-Ins

#### Add-Ins

We've released v.16.2.5 of the [GoFileRoom Client Add-Ins](#) to implement structural changes for increased efficiency of features related to Add-Ins.

- With the exception of the ControlPanel Add-In, the local directories for Add-Ins have changed from C:\Program Files (x86)\GoFileRoom to C:\Program Files (x86)\DMSPlatform and from C:\Program Data\GoFileRoom to C:\Program Data\DMSPlatform.
- Add-In components were renamed as follows:
  - For the 32-bit version of Microsoft® Office, **Keeper.exe** is now named **DMSKeeper.exe**.  
**Note:** 64-bit version of Microsoft Office, users will continue to use TR.WorkFlowTools.Keeper.exe.
  - **GFRInfoStore.exe** is now named **DMSInfoStore.exe**.
- Microsoft Office Add-Ins stored logs and temporary files in the C:\Users\\AppData\Roaming\Thomson Reuters folder; logs and temporary files are now stored in C:\Users\\AppData\Roaming\DMSPlatform.
- As of this update, we are discontinuing support for the Lotus Notes Add-In.

### Additional changes

We've resolved the following issues.

- In Microsoft Excel® or Word®, when you click the Display Local Files button on the GoFileRoom tab, you can now click a document to open it.
- Users running Windows 8.1 or Windows 10 can now open PDF files in View Mode.
- GoFileRoom no longer generates an error message when you create a ControlPanel profile with the **Document Date** checkbox ticked.
- ControlPanel no longer closes if you select a date in the **Current Date / Current Time** field more than once.
- Clicking the Show Mapped Contacts button when you send email messages to GoFileRoom through a Microsoft Outlook folder designated for ControlPanel no longer generates an error message.
- The Edit Document command is no longer disabled when you right-click a generic document file (.txt) in the search results list.
- The Edit button is now available in the the QuickLaunch search results.
- When Outlook 2010 and 2013 users added emails to GoFileRoom, a duplicate copy of an email was created when the **Add As Separate Files** option was selected.
- Installed GoFileRoom Add-Ins no longer generate exception errors when you are working in shared Outlook calendars.
- QuickLaunch no longer generates a "Login failed" message when a user's password is set to be changed in the next GoFileRoom session.
- You can now upload Outlook email messages to GoFileRoom with attachments that include "&" in the filename.
- When you store an Outlook email in GoFileRoom using the Add to GoFileRoom button or Add Outgoing Email to GoFileRoom button, the tab order advances in an order that is consistent with the other index screens.

## Known issues


We're working to resolve the following issues.

- When you edit a document in Adobe® Acrobat® DC, the index values (not the document ID) are displayed in the header.
- When printing documents from UltraTax CS® to GoFileRoom, UltraTax CS prompts you to log in after 15 minutes, even if you are already logged in.
- When editing PDF files, the document ID appears in the header instead of the index values for the current document.
- In Adobe Acrobat DC, the Add to GoFileRoom button is active for protected documents, which should show this button as inactive (greyed-out).

## HELP & SUPPORT

### GoFileRoom help topics

The GoFileRoom help includes information about application features and related procedures. Click the

**Help** link in the GoFileRoom menu. You can also enter text in the search field and click the Search  button. For more information, including sample searches, see [Finding answers in the Help & How-To Centre](#).

## PRODUCT SUPPORT

You can request support via Submit Ticket through the [Support Portal of our website](#). To speak directly with a Support Representative, call us on **0845 180 909**. Select the appropriate option when prompted. You can also send a message to [digita.support@thomsonreuters.com](mailto:digita.support@thomsonreuters.com).