



GoFileRoom, v.16.2.6
User Bulletin 8575: Update

3 August, 2018

This user bulletin describes changes made with this update of GoFileRoom®.

CHANGES

Internet Explorer Compatibility View settings for GoFileRoom

You no longer need to include gofileroom.com in the Internet Explorer Compatibility View settings.

To ensure seamless access to GoFileRoom after this update, follow these steps to remove gofileroom.com from the compatibility view settings.

1. In Internet Explorer, choose Tools > Compatibility View Settings.
2. If gofileroom.com appears in the **Websites you've added to Compatibility View** pane, select it, click Remove, and then click Close.

Security and integration

If you use GoFileRoom on a computer or server on which the [Upload Documents Service](#) is installed, but the GoFileRoom Client Add-In is not installed, follow the steps for Upload Documents Service users in the [Recommended registry changes for TLS 1.2 article](#) to accommodate TLS v.1.2 security updates.

Additional changes

- You can now perform all actions available in Administration > Manage Users & Groups through the API.
- You can successfully open Word and Excel documents in GoFileRoom without receiving either of the following messages: "Error in try catch EditOfficeAddin"; "Please reinstall the latest GoFileRoom Office add-in."
- When you hide columns in Options > Set Preferences within the My Work screen, the visible columns now remain on the left side of the My Work screen.
- When you open XLSX files in the View mode, they are now displayed as XLSX files (rather than XLS).
- When you add documents to GoFileRoom, [sticky index fields](#) that you tick now retain their values.
- When you add fields to a workflow under a service type that was removed and to which workflows are not mapped, you'll no longer see an error message.
- Workflows that appear in the Administration > Manage FirmFlow > Permissions tab now also appear in the Administration > Manage FirmFlow > Lists tab.
- When you add a document to GoFileRoom from UltraTax CS®, the time stamp on the document now remains unchanged.
- When checkboxes are disabled in the Administration > Manage Fileroom > Fileroom tab, the visible checkboxes and descriptive text are now aligned properly for the selected drawer.

HELP & SUPPORT

Help & How-To Center

For answers to questions on using GoFileRoom, access the Help & How-To Center by clicking 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 Center](#).

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.