



September 30, 2019

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This user bulletin describes changes made for this release of GoFileRoom.®

## CHANGES

### GoFileRoom Client Add-In (v.19.0.3)

- We have updated the GoFileRoom Client Add-In to version 19.0.3 to address a .NET framework error that some users experienced while installing or uninstalling the the application in a Windows 10 environment.

### Notes

- Users working in a 32-bit environment will need to uninstall the previous GoFileRoom Client Add-In (v.19.0.2 or earlier), and then reinstall the new GoFileRoom Client Add-In (v.19.0.3) for this update.
- Users working in a 64-bit environment just need to install the new GoFileRoom Client Add-In (v.19.0.3).

### Paired devices

- We have addressed an issue that, in certain circumstances, paired devices with names that contained special characters (phone or tablet), could not be unpaired from GoFileRoom. (To unpair a device, click the Remove Device button in the Preferences screen when Multi Factor Authentication is turned on.)

### Documents

We have addressed the following issues for Documents.

- You can now publish documents to NetClient CS® while in View mode.
- You can now edit the original document when you select and right-click a document and choose Version Control.
- You can now open documents from QuickBooks® without encountering an error.

## HELP & SUPPORT

### Help & How-To Centre

For answers to questions on using GoFileRoom, access the Help & How-To Centre 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 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).