

REACH-IT Release Notes

Version 1.01 – 1 June 2008

- Valid until further notice -

1. DOWNLOAD FROM REACH-IT WITH INTERNET EXPLORER DOES NOT WORK

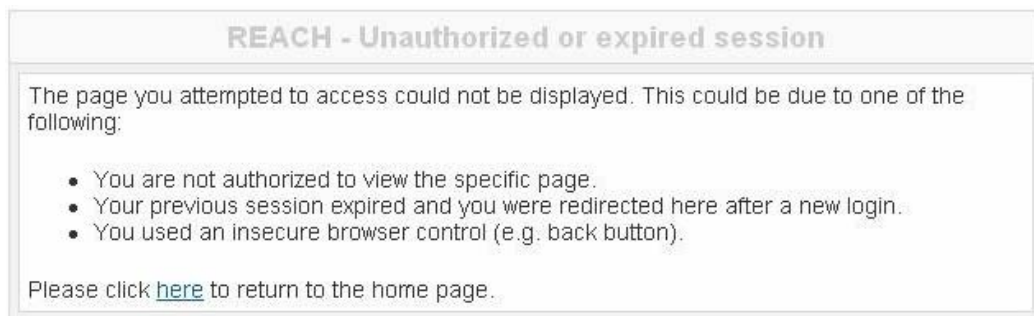
The download from REACH-IT is not working correctly using Internet Explorer. For example the export of Legal Entity (LEO file) in the final step of company sign-up does not work. The user will get an error message which looks something like:



This is not an issue for users of the FireFox2 browser.

2. SESSION TIMEOUT, “REACH - UNAUTHORIZED OR EXPIRED SESSION” ERROR AFTER RE-LOGIN

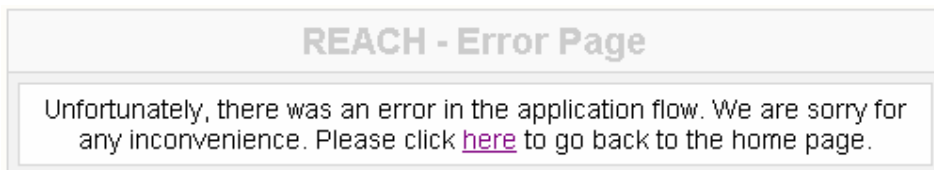
When a user session has timeout, the user will be asked to login when the user performs an action. After providing the login details and pressing the login button, the REACH-IT might give an error message like:



When this has encountered, the user should click on the link 'here'.

3. ERROR PAGE AFTER LOGIN

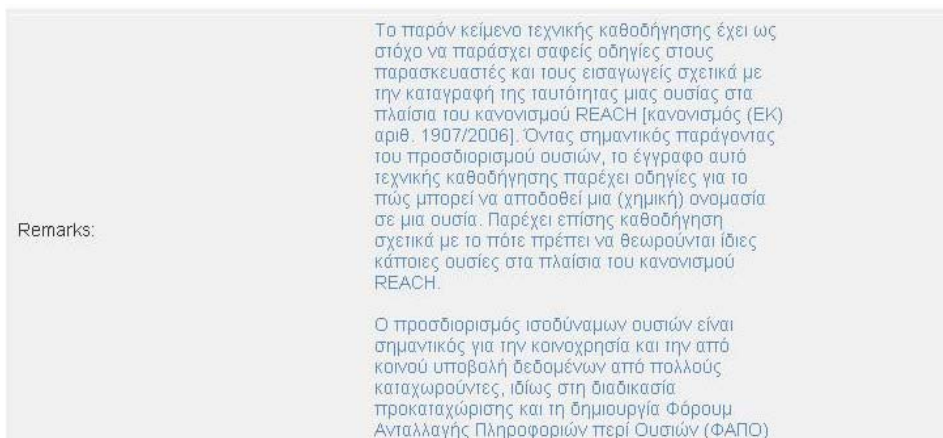
If the user encounters an error page after logging in, that is because the CAPTCHA did not update correctly:



The solution to this is click on the link 'here', click on the web browsers refresh button and try again.

4. ERROR PAGE FROM PRE-REGISTRATION SUBMISSION USING NON-LATIN CHARACTERS

When users enter non-Latin character such as Greek or Bulgarian characters in the pre-registration 'Remarks' box, the limit of 1000 characters mentioned on the page is not calculated correctly:



The user might encounter an error page when submitting the pre-registration. The solution is to use only Latin characters in this field or make the text smaller.

5. THE PRE-REGISTRATION ADDITIONAL CHEMICAL NAMES ARE NOT FOUND IN SEARCH

In the pre-registration there is possibility to add 'additional chemical names' to a substance in addition to the primary chemical names. These additional chemical names are currently not used in searches and are therefore not found when searched for.