

☒ CalSAWS M&E☐ CalWIN Migration

Distribution Date:	February 10, 2022
To:	PPOC.Alpine; PPOC.Amador; PPOC.Butte; PPOC.Calaveras; PPOC.Colusa; PPOC.Del Norte; PPOC.El Dorado; PPOC.Glenn; PPOC.Humboldt; PPOC.Imperial; PPOC.Inyo; PPOC.Kern; PPOC.Kings; PPOC.Lake; PPOC.Lassen; PPOC.Local; PPOC.Madera; PPOC.Marin; PPOC.Mariposa; PPOC.Mendocino; PPOC.Merced; PPOC.Modoc; PPOC.Mono; PPOC.Monterey; PPOC.Napa; PPOC.Nevada; PPOC.Plumas; PPOC.Riverside; PPOC.San Benito; PPOC.San Bernardino; PPOC.San Joaquin; PPOC.Shasta; PPOC.Sierra; PPOC.Siskiyou; PPOC.Stanislaus; PPOC.Sutter; PPOC.Tehama; PPOC.Trinity; PPOC.Tuolumne; PPOC.Yuba; PPOC.Local; Committee.Imaging.All; Consortium.RegionalManagers.All
CIT Name:	Imaging – Defects That Affect Finding Documents
From:	CalSAWS Project

PPOCs, please forward to the appropriate impacted staff in your county:

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|--|---|
| <input type="checkbox"/> General | <input type="checkbox"/> Reports |
| <input type="checkbox"/> Policy | <input type="checkbox"/> Fiscal |
| <input type="checkbox"/> CW | <input type="checkbox"/> Caseload Movement |
| <input type="checkbox"/> CF | <input type="checkbox"/> Management |
| <input type="checkbox"/> MC | <input type="checkbox"/> Fiscal |
| <input type="checkbox"/> CMSP | <input type="checkbox"/> Security |
| <input type="checkbox"/> FC/KG/AAP | <input type="checkbox"/> Batch and Interfaces |
| <input type="checkbox"/> Child Care | <input checked="" type="checkbox"/> Imaging |
| <input type="checkbox"/> WtW | <input type="checkbox"/> Migration |
| <input type="checkbox"/> Other Program(s) _____ | <input type="checkbox"/> Conversion |
| <input type="checkbox"/> BenefitsCal | <input type="checkbox"/> Technical |
| <input type="checkbox"/> Your Benefits Now! | <input type="checkbox"/> Training |
| <input type="checkbox"/> Customer Correspondence | <input type="checkbox"/> Help Desk |
| <input type="checkbox"/> Other _____ | |

Description: (Including any step-by-step instructions)	<p>Purpose</p> <p>The purpose of this CIT is to inform counties of the defects that affect a worker's ability to find documents and to provide them with workaround steps to locate those documents. This CIT does not include all Imaging defects, it is specific to defects related to the end user's ability to view/find images. Note: This CIT does not impact Los Angeles County, as all defects noted within this CIT are targeted to be resolved by Los Angeles County's Imaging Go-Live date in March.</p> <p>Background</p> <p>The 39 C-IV Counties went live on the Hyland Imaging Solution in CalSAWS on September 27, 2021. There are key differences between the new solution and the one previously used by the C-IV Counties. Those differences have caused some confusion over how to optimally use the new solution. There have also been some</p>
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defects identified, some already resolved and some new, that have been challenging for end users. The partnership between the project and the counties is key to help get issues identified and resolved as quickly as possible.

Recently, seven (7) imaging issues have been identified which may impact a CalSAWS end user's ability to easily find or see previously scanned images. These issues have been identified via county ticketing or testing by the project teams. The attached table, also inserted below, lists those identified defects, their respective release dates, and the current recommended workaround until the fixes are deployed into CalSAWS.

Note: The only defect without a workaround is CA-240446, it has a target release date of 2/11/22. Background: This defect, discovered last week, identified 42,000 documents of the 114,000 documents restored on 1/7/22 (via CA-239223) are not viewable or searchable by county workers. As noted, this defect will be resolved on 2/11/22.

Imaging – Defects That Affect Finding Documents

Defect #	Target Date	Defect Description/Next Actions	Workaround steps for locating documents
CA-237374	2/11/2022	Short Description: Case Linked E-Apps Submitted to Imaging with Blank Case Number. Impact: Upon linking e-Applications to cases, documents are updated to case context without case numbers. Documents are not searchable by case number.	Documents can be located by using the CalSAWS Point of Service link on Task navigation bar via Case Summary page.
CA-240446	2/11/2022	Short Description: Retro Active fix to folders not in workflow Impact: ~42,000 restored documents are not viewable on case after submission from workflow due to processing error of the workflow folder.	No Workaround: Users should submit tickets for the Imaging team to manually resolve until the retro fix can be deployed by the Imaging vendor.
CA-239493	2/16/2022	Short Description: Retro Active fix to documents impacted by CA-235161 – Person Drawer Case Documents. Impact: Documents impacted prior to defect CA-235161 release do not show up in search results when searching for document by case number in the "All Case Archived" search or Images button links.	Users can search for the impacted documents by performing a search using the Case Number in the place of CIN via the "All Persons Archived" search.
CA-237631	2/18/2022	Short Description: System Queue Times seen taking up to 4-hours to process items. Impact: When submitting documents from the QA and Indexing queue, they may take up to 4-hours to appear on a case depending on the system load.	Users may need to wait up to 4 hours for documents to show up on cases.
CA-239697	3/4/2022	Short Description: QA & Indexing Queue "Created by" Constraint not working. Impact: When using the "Created by" search constraint from within the "QA & Indexing Queue" results in no returned search results.	Users can add an additional constraint such as "Folder creation date" or "Bundle ID" to narrow the number of results. Users can also use the browser find option "Ctrl+F" to search for usernames in the creation user column.
CA-239725	3/4/2022	Short Description: Socket Timeout Error for search filter "All Case Archive: Captured by User by Dates" Impact: Users are unable to use the default search filter "All Case Archive: Captured by User by Dates".	Users can use the other All Case Archive default search filters to narrow down results or create a custom search; however, using the "Created By" constraint will result in the "java.net.SocketTimeoutException: Read timed out" error.
CA-236442	3/4/2022	Short Description: Newly scanned documents are merged/appended with archived documents. Impact: In some cases, documents classified by OCR do not honor the "Applicable Date" values when indexing is updated. This may result in newly scanned documents appending to previously archived documents on the same case with matching document context.	Documents can be found by searching for the case and form number. Users should look at documents with larger than normal page counts to easily identify appended documents.

Additional Information:

CalSAWS will host a webcast for the 39 impacted counties to go over any questions counties may have concerning this topic. The PPOCs will receive a meeting invitation (TBD) with the details and PPOCs will need to forward that invite to those in their county tasked with messaging Imaging issues to impacted staff.

In addition, the Imaging team is developing an enhanced communication process to provide weekly updates on the Imaging solution and defects impacting county users.

	<p>Counties can find additional Imaging resources in the following location:</p> <p>[REDACTED]</p> <p>Fact Sheets and other resources on searching for documents are located in the "Functional Resources" folder.</p> <p>Since these resources are posted to the CalSAWS Web Portal, which requires a license to access, County PPOCs, or other Web Portal Licensees within the county, may wish to download these resources to a local shared drive so they can be easily accessed by all staff.</p> <p>County Action:</p> <ol style="list-style-type: none"> 1. Share this CIT with your end users to equip them with the temporary workarounds to the identified issues. 2. If your county would like a list of the documents affected by CA-240446, please reach out to your Regional Manager. The individual county lists will be saved to the CalSAWS Web Portal County folders as requested. 3. Continue to ticket any issues end users identify. <p>If you have questions on this CIT, please reach out to the Primary Contact and cc your Regional Managers.</p>
Primary Project Contact: (Name and email address)	<p>Toby Barnes</p> <p>BarnesTC@CalSAWS.org</p>
Backup Project Contact: (Name and email address)	<p>Rhiannon Chin</p> <p>ChinR@CalSAWS.org</p>
Attachments:	<p>CIT 0046-22 Imaging – Defects That Affect Finding Documents attachment.docx</p>
Web Portal Link:	<p>[REDACTED]</p> <p>OR</p> <p>You may also retrieve the CIT document and attachments by following these steps:</p> <ol style="list-style-type: none"> 1. Click on the CRFIs & CITs link at the top of the page. 2. Click on the "CalSAWS Information Transmittal (CIT)" folder. 3. Click on the "2022" folder. 4. Click on the appropriate CIT # folder.