

CTF Forum Q&A

Last updated: 04 September 2018

Q: How is a workstation patch deployed? Does it have to be run on all workstations?

21/08: If deployed from SOLUS 3 this workstation patch will automatically be pushed out to all the workstations. No other action needs to be taken.

Q: Is there a non-SOLUS3 version of the workstation patches available?

21/08: These are available for SSUs via links added to the My Account newsfeed today (21 August 2018).

If using this method, we would recommend that this is deployed to all workstations, not restricted to only those where CTF functionality is expected to be used.

Q: What is a workstation patch?

21/08: A workstation patch contains both a database and an application (front-end) fix.

Q: Why did this need to be a workstation patch? Was this just to introduce the message / splash screens?

21/08: No, in addition to introducing the message / splash screens we needed to make an update to the CTF software functionality.

Q: What is patch 24212? Can this be used independently?

21/08: Patch 24212 is the database part of the workstation patch. This should not be extracted and applied on its own.

Q: Can I have the DBDiagnose script to run ahead of the non-SOLUS 3 version of the workstation patch being available?

21/08: This can be provided to SSUs on the understanding that the workstation patch will be applied before incorrect links are remedied by a school.

Our recommendation is that this is only used to assess how much data needs to be checked but that data is not updated. The reason is that the patch also contains an update to the CTF software functionality.

Q: Workstation patches are confusing to customers?

21/08: This feedback has been acknowledged and we will review the naming convention for future fixes of this kind. A workstation patch is the only way to deliver the fixes in this instance.

Q: Will everyone see the splash screen on logon and how do they clear this?

21/08: Only those staff who belong to a SIMS permission group that includes CTF import / export will see this message (primarily administration staff). Please note that there is a further message within the CTF menu routes which needs to be acknowledged confirming that the patch and data cleansing has been undertaken. Once this has been acknowledged/ticked the logon message will stop appearing.

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Q: What does the “clean-up” patch 24213 do?

21/08: Following remedial manual action taken by schools (fixing the incorrectly linked pupils) several orphan admitted applications links will remain in the database which cannot be deleted from the SIMS front-end. This patch removes these incorrect links.

Q: Do I need to clear all checks flagged by Database Diagnostics prior to re-enabling my online service?

28/08: No, however please ensure that any Check 99 output has been corrected before continuing to step 4 – apply patch 24213

Q: If Check 99 is indicating a possible problem, that the school has checked and decided that it is not a problem, can the indication of the possible problem be cleared?

04/09: Such indications of possible problems cannot be cleared from Check 99, but they can be ignored as soon as the school has looked into the matter and decided that it is not actually a problem.

Q: Is the CTF contact issue confined to schools that import CTF to pre-admission groups?

04/09: No it is not confined only to the pre-admissions group.

While CTF contact issue is more likely to have occurred when CTFs were imported to pre-admission groups it could have occurred in other ways. For example, if a CTF file is imported to on-roll (or to pre-admission) and includes a link between a learner and a contact that the learner lives with, the address for the contact will not be present in the CTF file. This could result in the existing address for that contact in SIMS being given an end date.

Q: How do I edit the history of a contact’s address?

04/09: The history of a contact’s address is not directly editable. If an incorrect address is displayed you can click on Delete to remove it. Where Check 99 has indicated a date when the correct address was ended, you can add the correct address again and give it a start date of the day after Check 99 indicated that it was previously ended. This will ensure a correct history of the contact’s address.