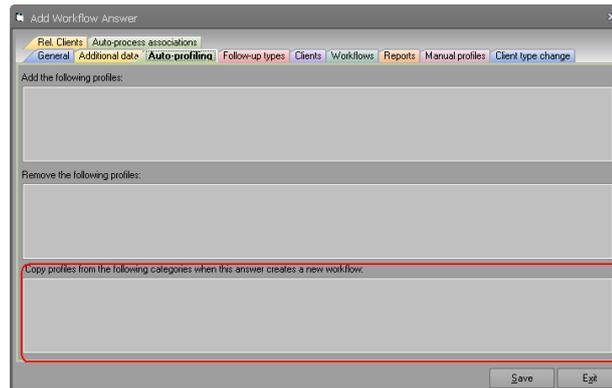


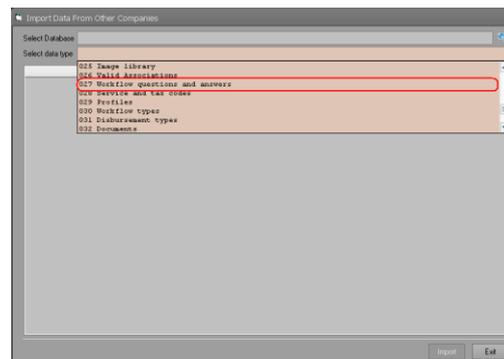
**Modification as at release 11.01.00**

- 1) We have added ability to copy profiles when new matters are created from decision answers. The profile categories can be configured in the answers and will only be looked at during the matter creation process from decisions. Our Software Development Kit has also been amended to cater for this new feature. Please note that only profiles that are allowed to be linked to the new matter will be copied. All those profile categories that are not allowed to be used for the new matter will be ignored.

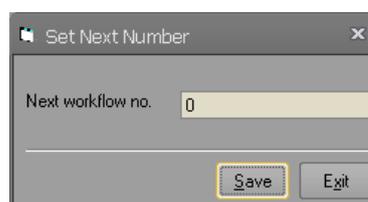


- 2) In light of the above changes, we have enhanced our own importation tool on support tab of housekeeping to allow profile copy configuration.

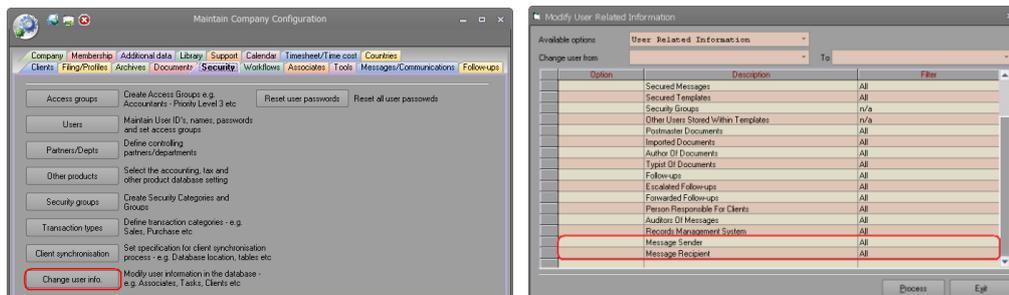
**Please note that features in support tab are strictly for use by ST Synergy Staff and is not for use by clients. Do not use any of the features in the support tab even in the unlikely event that you have miraculously worked out the support password.**



- 3) Fixed a bug in our generic form that allows users to enter numeric values. We noticed this bug when we tried setting a matter number to a specific value from the matters tab of the housekeeping form.

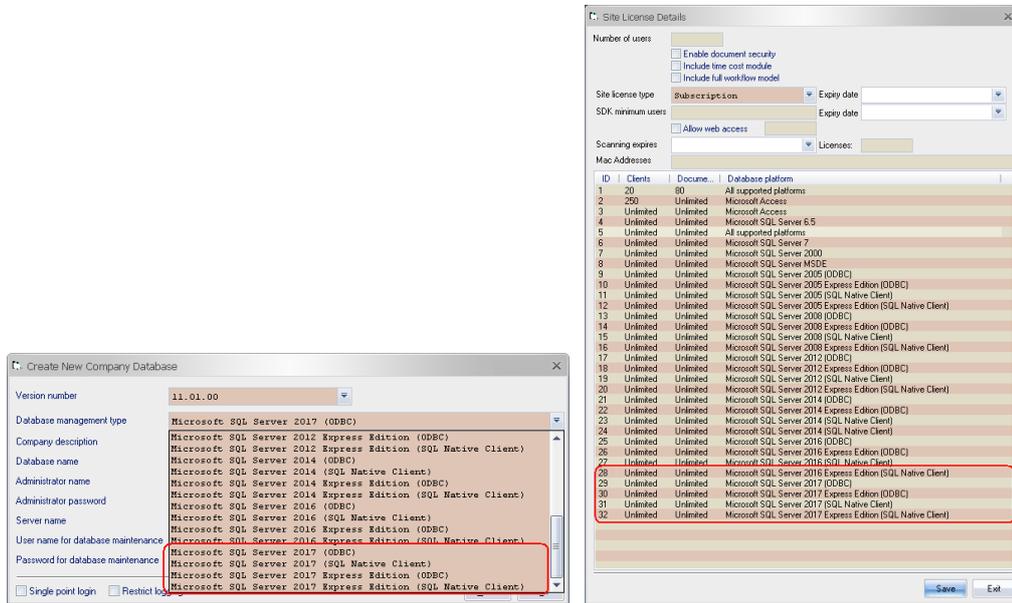


- 4) We have added ability to add security groups and users to the workflow item class in our Software Development Kit. With the addition of these features, developers can now secure the matters created via our Software Development Kit. Please note that this feature is only available on exiting matters. You cannot secure the matters while creating them. We were also notified that users that were not allowed to change matter users (person responsible, secondary responsibility, approver, and assigner) could do so using Software Development Kit. Please note that we have fixed this security related bug in our Software Development Kit.
- 5) As you are aware, we had added our invoicing and time cost module into our Software Development Kit in previous versions. With addition of this module, developers can now create invoices from our Software Development Kit. Please note that in creating invoices, the actual invoice document is most likely to be a Microsoft Word document. Our Software Development Kit library was checking to see if the selected master document was password protected in our database and used to raise the **InvoiceDocumentPassword** event for the developers to trap and provide the password before processing the document. In addition to this password, the actual Word document may also have embedded password protection and for our library to be able to do the replacement and mail merge, it will need to know the password so that the document can be unprotected. In previous version, the library was just displaying a message box which is not the best approach to get data from developers. In this version, we have changed this and now the invoice class is raising an **EmbeddedDocumentPassword** event that developers can trap and provide the password to the library. Please note that the process of creating the invoice document will be halted while until this event returns control to Software Development Kit library. Microsoft Word needs to be installed on machines that are using this feature and it has to be configured properly. For instance, some versions of Word will need to do certain configuration for first time use and therefore, it is developers' responsibility to ensure that Word is configured properly and will not be displaying pop-ups of this nature. Our Software Development Kit test application has been amended to provide sample code in handling this event.
- 6) We have added two new options to change user information form, message senders and message recipients. Please note that only unsent messages can be transferred from one person to another. You cannot change the sender of messages that already have been sent. However, you can always transfer messages from one user to another if the user is set as the recipient.

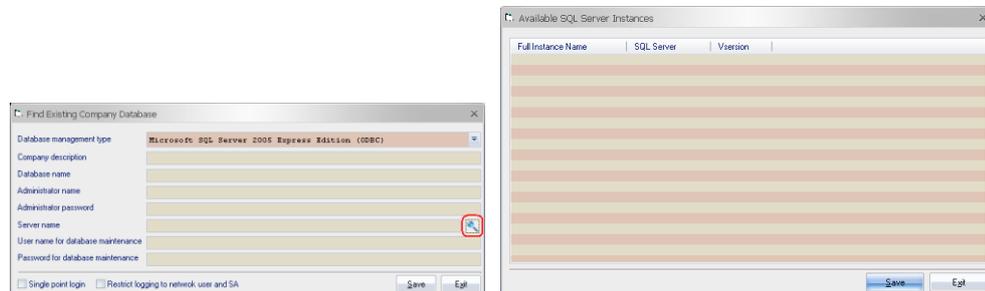


- 7) As you all know, SQL Server 2017 RC2 has been released. We have to host SQL Server database on 2017 platform. We have tested our products with

Release Candidate 2 and everything has worked seamlessly. We will continue our testing as Microsoft releases new versions of this product but unless Microsoft makes changes drastically, we are not anticipating any issues using this platform. If you are planning to move to this new platform, we recommend you to install SQL Server 2017 platform on a test environment and test Synergy products that you are using on this new platform.



- 8) We have added a new button to our company upgrade form that allows administrators to discover all the SQL Server instances accessible from the machine. The ability to type the server and instance name is still available. Please note that the first time this button is clicked, the information is gathered and caches for any subsequent use. This is done deliberately for performance reasons. Enquiring the instance names on each button click could impose unacceptable overheads. Please also note that if an error occurs during the caching of the instance names, the button will be made invisible and you will have to enter the server and instance name manually as was the case in previous versions. To refresh the instance name, the form has to be closed and reopened before clicking the button again.



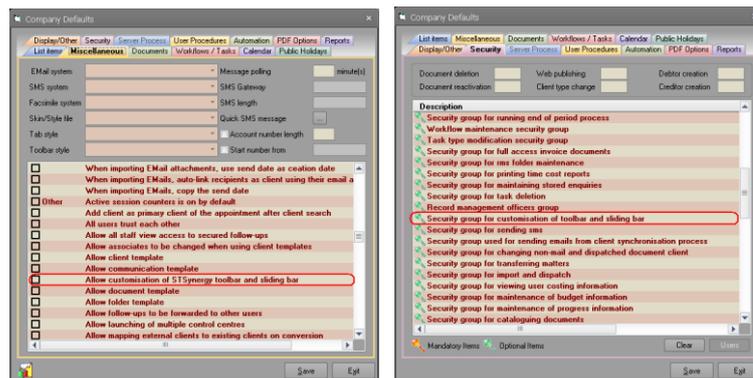
Please also note that this information is also subject to a number of other usual rules such as SQL Server TCP and UDP ports, SQL Server browser service, and Firewall rules. Although we have provided this list, Microsoft documentation states that this method may not always work. Here is Microsoft documentation on enumerating SQL Server instances.

The computer running the instance SQL Server might not receive responses to the EnumAvailableSqlServers method in a timely manner. The returned list might not show all the available instances of SQL Server on the network. When you call the EnumAvailableSqlServers method in subsequent tries, more servers might become visible on the network.

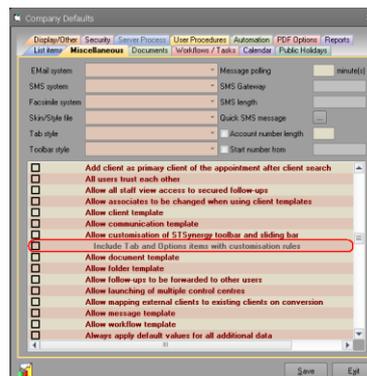
This method fails to list the local instance if a firewall is operating on the server. The firewall blocks any broadcast traffic issued when the method is called, even if the sender is from local machine.

For more information, look for the topic "SQL Server Browser Service."

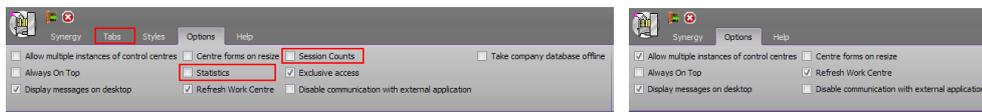
- 9) Synergy allows administrators to specify whether users all allowed customising the user interface. To do this, administrators will need to turn on the customisation check box in the “Miscellaneous” tab. Once this is done, then they can optionally use a security group to specify the users that are allowed to customise the user interface using the following customisation security group. These settings are meant to allow administrators to deploy a uniform user interface across an organisation and stop users from changing the look and feel of the application.



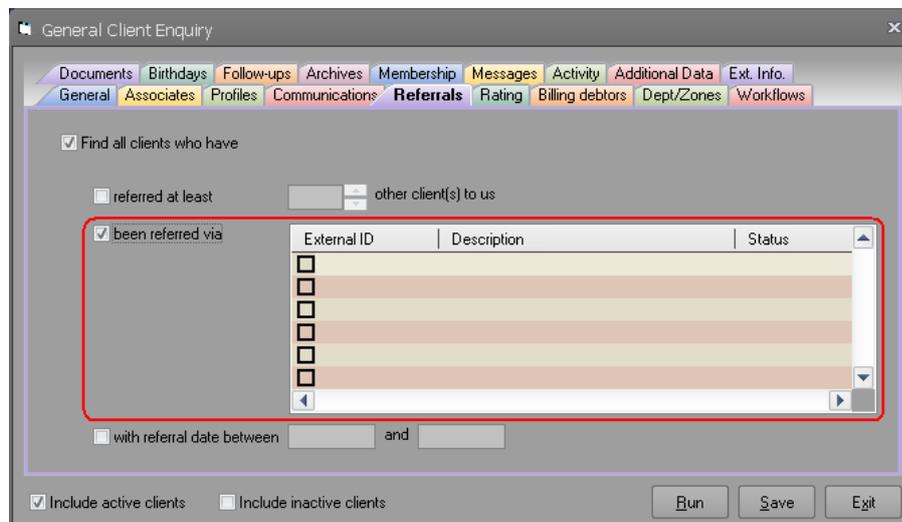
We have been informed by some clients that the “**Tab**” ribbon bar item, “**Statistics**” and “**Session Counts**” check boxes from the “**Options**” tab were being displayed for everyone and was not considering these settings. To preserve the previous behaviour and allow these customers to fully deploy a uniform user interface, we have added a new setting to allow these items to be included with the customisation rules. The new setting will only be available if customisation is turned on.



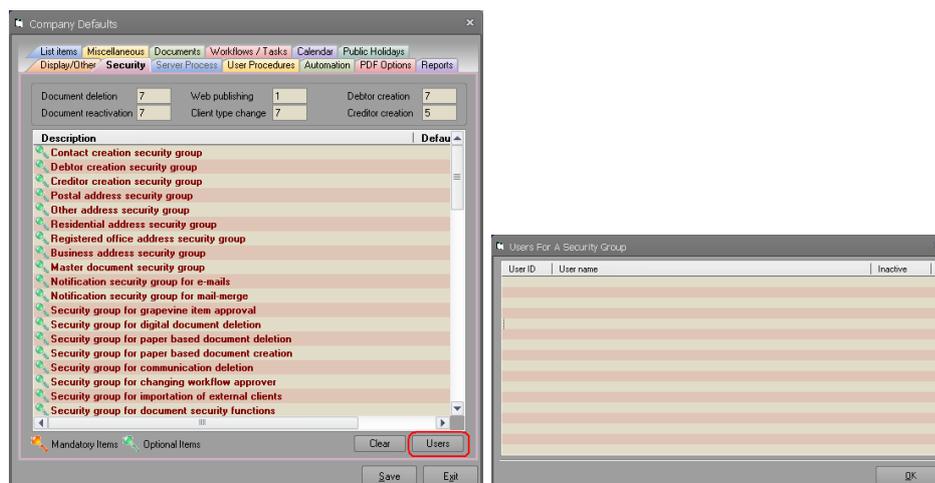
From this version, these items will only be visible for those users that are meant to have the ability to customise the user interface and will be hidden from others should this new setting be turned on.



- 10) We have changed the enquiry form to allow selection of multiple referral sources. Please note that if you do not place check marks next to those that you need, Synergy will use the highlighted referral source. When selecting multiple referral sources, Synergy will extract all the clients that have at least one of the selected referral sources.

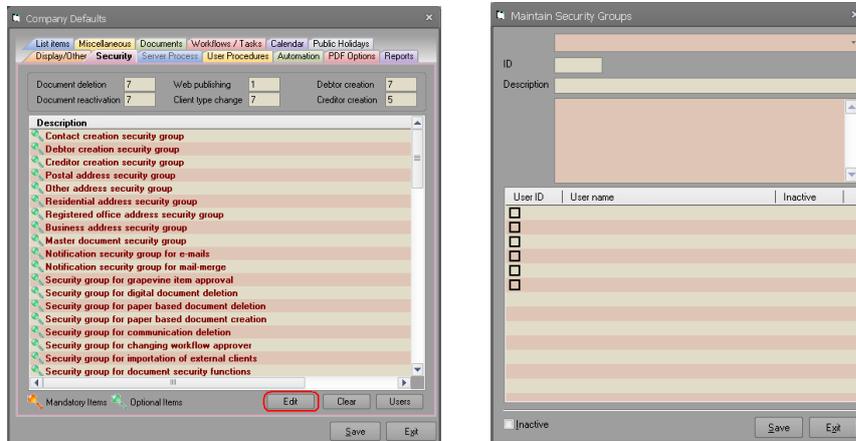


- 11) In the security tab of the company defaults form, when administrators were clicking the “Users” button, Synergy was displaying the list of users that belonged to that security group.

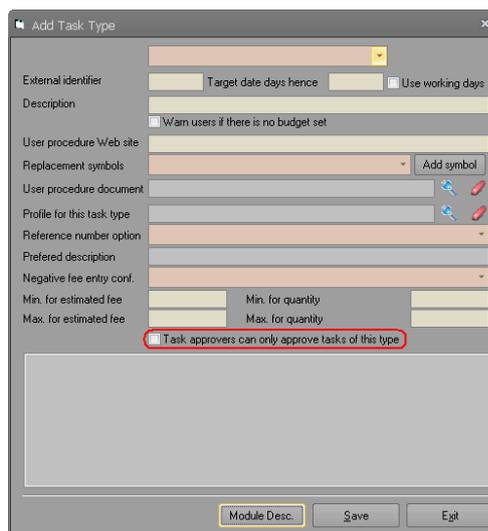


However, administrators were unable to adjust the security group by adding or removing users from this form. The alternative approach of closing the form and using the security tab of housekeeping to do this was quite time

consuming. We have added a new “Edit” button that allows administrators to amend the security group from this form. Please note that this button will only be enabled if the selected list item is configured with a security group.

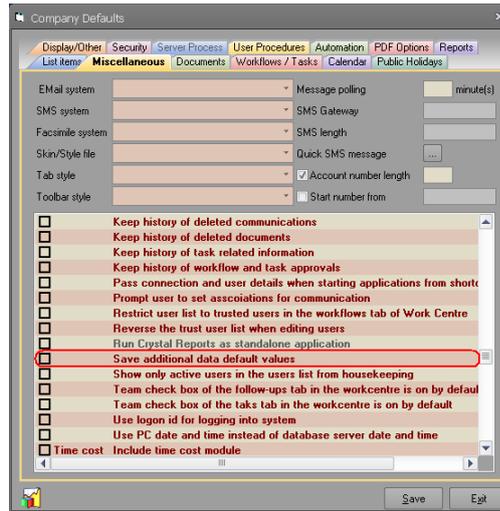


- 12) When the “Task approvers can only approve tasks of this type” setting was turned on a task type, only the approver of the task could approve the task and no one else. This facility allowed administrators to stop users approving task and matter if there was an active critical task of this nature present on a matter. Administrators could not configure the approver of such tasks as teams. Although this may be perfect for many organisations, a side effect of such setting is that when the approver of such tasks leaves an organisation, all of these tasks had to be transferred to the person’s replacement. In this version, we have allowed teams to be used as approver of these types of tasks. Synergy and SDK will now perform an extra check to ensure that when a team is set as approver of such tasks, then the user is a member of that team before allowing the task approval to proceed.

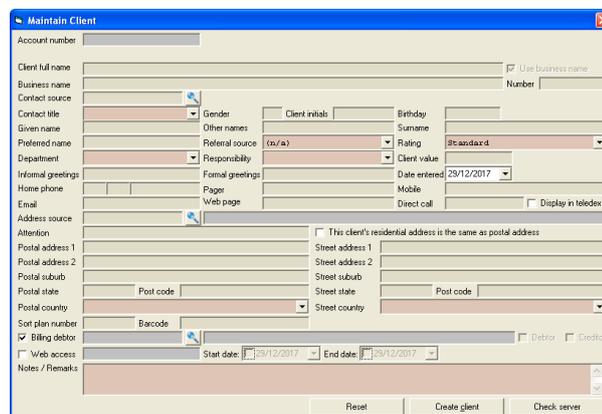


- 13) We have fixed a bug in our Software Development Kit related to task approval. In some cases, if user that was approving the task was not set as the approver of the task, it was returning an error assuming that the caller was trying to change the approver of the task rather than checking the full approval rights of the user for the task. We have fixed this bug on this version.

- 14) When “**Save additional data default values**” configuration was turned off, Synergy was creating a blank row (a single row in ZZROW table and nor rows in the additional data cell tables ZZVD\*) if the user left the additional data columns with their default values. This bug is fixed on this version and we have invested extra ordinary amount of time to test and ensure that the system does not have any unintended consequences. However, we recommend you to test your additional data requirement thoroughly as it is impossible for us to conduct testing of every possible configuration that every one of our customers may use.



- 15) We have fixed a bug in our Software Development Kit related to synchronising the postal and residential address of a client. When setting the residential address to be the same as the postal address, Software Development Kit was ignoring synchronising residential country in some rare cases. We have fixed this bug on this version and country of the residential address will correctly be synchronised.
- 16) We have added a new property to the client class in our Software Development Kit to assist developers to disable the client account number field if the system is configured that way. This was not possible in the previous versions. We have also amended the client creation form in our sample Software Development Kit application that will assist developers to see how disabling of the account number field can be accomplished.



- 17) When placing task on hold, the hold reason drop down box will display the reasons that are linked to the task type if there are any. In this case, all hold reasons including inactive reasons were included in the list. We have removed inactive hold reasons from being displayed in this version. Also, when viewing hold details, Synergy was always displaying 1 as number of days on hold. This has been fixed as well in this version.

The screenshot shows a dialog box titled "Place Task On Hold". It contains the following elements:

- Reason for hold-up:** A dropdown menu, highlighted with a red box.
- Hold task for:** A text input field containing the number "1", also highlighted with a red box. To its right are two radio buttons: "business day" (selected) and "calendar day".
- Comments:** A text area with a magnifying glass icon.
- Current target date:** A date input field.
- Revised target date:** A date input field.
- Follow-up categories:** A dropdown menu.
- Follow-up types:** A dropdown menu.
- Follow-up due on:** A date input field.
- Follow-up importance:** A dropdown menu.
- Buttons:** "Save" and "Exit" buttons at the bottom right.