Texas Department *of* Motor Vehicles

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Addendum to the
Registration and Title System
Refactored Point of Sale System 2015 Release Notes

Issues Only

Release Date: November 20, 2015

About this Addendum to the Release Notes

This *Issues Only* addendum contains information about the issues resolved and reported in this product release of the RTS POS (November 20, 2015) as well as a summary of the POS issues that have not yet been resolved.

The *Registration and Title System Refactored Point of Sale System 2015 and Cognos Enterprise Reporting Release Notes* that contains information about refactored RTS POS and Cognos is available from the **Release Notes & Support** tab on the TAC Hub (www.txdmv.gov/tax-assessor-collectors).

Reported Issues Fixed in the 11/20/15 Release

The following previously reported issues have been fixed in this release of the product.

Issue	Description and Mitigation
DMVRTS-5961	**Users may experience a time lag after scanning renewal information with a scan gun before data displays onscreen after they have closed the POS.** This has been fixed.
DMVRTS-5962	**The Plate option is not automatically selected as the default for renewal information scanned in with the scan gun.** The default option on the page is PLATE and the scan gun works properly with the setting.
DMVRTS-6559	**During DTA processing, the cursor jumps around on the page it is loading.** This has been fixed so when the page loads completely, the cursor moves to the appropriate field on the page.
DMVRTS-6676	**On the Pending Transaction page, the owner name is displayed indented to the right.** This cosmetic issue has been fixed.
DMVRTS-6692	**On the MRG023 page, the last character of the placard ID column is cut in half.** This has been fixed.

Issues in the 11/20/15 Release Not Yet Fixed

The following are new issues reported since the last release but not fixed in this release.

Issue	Description and Mitigation
DMVRTS-4252	**Reports in the Reprint Reports lists are not listed in the date/time order.** This is being investigated.
DMVRTS-6452	**The Select Workstation pop-up does not display to allow you to log back in after clicking the Exit and Signoff option from the Exit menu.** Users must close the browser and open it again to establish a new session.
DMVRTS-7152	**Some inspection inquiries are unsuccessful** In some cases, the information may not be in the database due to time lags.
DMVRTS-10730	**The name was cut off on the left side on a CCO printed on the Texas Certified Copy paper.** A configuration setting is causing this to happen.
DMVRTS-10813	**When the Sales Tax TTL012 page displays, the Categories drop-down is not the default focus as it was in previous product releases, which causes a problem if users simply press Enter to go to the next page.** Users must use the mouse to click the Categories drop-down to make the default selection active on the page so they can press Enter to accept the defaults and go on to the next page.
DMVRTS-11114	**On Owner Entry TTL007 page displayed while processing a Title Application, the cursor may not move to the next field after selecting an option in the ID Type field.** Users must use the mouse to click into the appropriate field.
DMVRTS-11168	**While processing a Non-Resident Agricultural permit, if you do not increase the weight, a system error displays.** Users must attempt to issue the permit again.
DMVRTS-11186	**While processing a new Non-Resident Agricultural permit for a Semi Trailer make not listed on the Make drop-down, the Make field displays to the right of the Empty weight field instead of in its default location next to Year.** Users can finish the permit process.

Summary of POS Issues Not Yet Fixed

The following is a summary of issues reported since the initial product release that have not yet been resolved.

Issue	Description and Mitigation
DMVRTS-3812	**For RSPS Status Update, the error displayed is not helpful if the flash drive is not inserted when the Enter key is pressed.** Users must insert the flash drive and then press the **Enter** key.
DMVRTS-4252	**On the Reprint Reports page, the reports are not listed alphabetically.** This cosmetic error will not be fixed at this time.
DMVRTS-5822	**On a duplicate receipt printed from the Hot Checked Redeemed page, the data does not print in the correct format.** This cosmetic issue will not be fixed at this time.
DMVRTS-5867	**On the Payment Confirmation page, the space bar is not available when selecting the Payment Type.** Users should not be able to change the Payment Type on this page at this point in the transaction.
RRTS-83	**On the Session Expired page that displays when the system detects no activity for more than 30 minutes, selecting Stay on Page does not refresh the computer screen.** Users should select Leave Page or exit POS when a Session Expired message displays.
RRTS-284	**On the REG008 page, selecting a new value for Vehicle Class (instead of PASS) and then pressing the Tab key causes the cursor to move to the Registration Class field, but the existing value in the field is not highlighted and typing into the field adds the new text in front of the current value instead of replacing it.** Users must manually highlight the value with the mouse before typing new text in the field.
RRTS-341	**Working in another related application (like WebDealer) but not directly in the POS may cause users to be logged out of the POS if they are not actually pressing keys in the POS application pages.** Users must log into RTS POS again if they have not actively used the RTS POS application for 30 minutes or more.
RRTS-349	**During a registration involving Special Plates, pressing the ESC key to go back to the previous page and then cancelling the transaction causes a system error to display.** Users must exit the RTS application, and then log back in and perform the transaction again.

Issue	Description and Mitigation
RRTS-355	**When processing a transaction, an error message may display that states "Take note of any unsaved data and click here or press ESC to continue Code 502."** Users must exit the RTS application, and then log back in and perform the transaction again.
RRTS-360	**A certificate error may display the first time users open the RTS POS.** Users must: 1. On the RTS POS, click **Exit** from the access bar and choose a sign-off option. 2. On the browser window, click the **X** in the corner of the window to close it. 3. On the desktop, click the **RTS POS** icon to open the RTS POS again.
RRTS-369	**When declining an IVTRS transaction, entering information into the Comments field and pressing the Enter key does not display the next page.** Users should not enter a comment when declining an IVTRS transaction.
RRTS-467	**After typing in the payment for a transaction, pressing Enter causes a system error to display.** Users must begin the transaction again.
RRTS-473	**When running a report in RTS, typing the Start Time and/or End Time as a string without colons (for example, 83045) causes a system error to display.** Users must manually type in colons between the hour, minutes, and seconds specified (for example, 8:30:45) when entering a specific Start Time and/or End Time while configuring a report in the RTS POS.
RRTS-491	**When printing several renewal receipts in a row, the receipts do not print in the order they are sent to the printer.** Users must carefully match the receipt to the correct transaction for the customer.
RRTS-619	**When processing an Internet renewal where the customer changed their address, pressing the Enter key on the Vehicle Information and Processing REG103 page displays the REG105 page and then pressing the Enter key on that page causes the REG103 page to display again, which appears to keep the user from continuing to process the transaction.** Users can press the Tab key to reach the Enter button or use the mouse to click the Enter button to continue processing the Internet renewal.)
RRTS-662	**Processing a title correction where an invalid document number was entered causes NMVTIS to reject the title correction and a system error message to display.** Users must process the registration correction and keep the Title Type as Original and then enter Apportioned.

Issue	Description and Mitigation
RRTS-714	**The system cannot process a large number of print jobs (including renewals) sent to the printer in a continuous stream.** Until the amount of time the printer cleanup tasks take between print jobs can be shortened, users should limit the number of jobs sent to the printer at one time.
RRTS-753	**System is slow** TxDMV is investigating resolutions to the issues reported.
RRTS-843	**During a title transaction, when returning to the previous page from the Sales Tax page, the State and ZIP code entry is not retained nor can the user enter this information again** Users must cancel the transaction and start it over again.
RRTS-844	**While processing a personalized disabled veteran plate, when returning to the Special Plate Information SPL002 page from the Fees Due payment page, no revisions are allowed to information.** Users must cancel the transaction and start it over again.
RRTS-856	**When processing a title transaction, a system error may display.** Users must cancel the transaction and start it over again.

The following issues are about the loss of expected focus on a POS page:

Issue	Description and Mitigation
DMVRTS-6675	**Selecting the Cancel button to return to the KEY021 page, changing the Funds Types option, and then pressing the Tab key may cause the cursor to jump up to the address bar (URL) of the Internet browser.** Users must use the mouse to manually position the cursor in a field on the POS page.
RRTS-227	**On the Primary Evidence Surrendered Table of the TTL0011 page, the cursor displays in the Texas Title area instead of in the search area.** Users must use the mouse to manually position the cursor in the search area.