

Oracle Insurance Compliance Forms Tracker

Release Notes

Release 6.5.1 SP4

E14887-01

October 2008

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OVERVIEW

These *Release Notes* describe the changes between the Tracker 6.4 or 6.5 and 6.5.1 releases. They describe the new and changed features, supported platforms, installation issues and known limitations of this release. For information on a prior release, please see the *Release Notes* or *ReadMe file* for that release.

ABOUT TRACKER

Tracker facilitates the critical operations of product development, filing and implementation. Tracker makes it easy to:

- Design, evaluate and deliver products
- Create, standardize, and centralize forms and other documents
- Share and manage business processes
- Automate filing preparation and submission
- Produce operational and management reports

Developing products requires the collaboration of many departments. Tracker facilitates this collaboration by providing:

- A platform to facilitate effective working relationships
- Integration with SERFF (System for Electronic Rate and Form Filings)
- Automated regulatory filing research and preparation capabilities through an online knowledge base of up-to-date statutory filing information
- A centralized repository for filing storage and retrieval
- Management reporting that presents an up-to-date status of rate, rule, and form filings, and allows the measurement of product-development processes and speed to market

Tracker, when combined with Launcher (a separate application), can provide seamless, end-to-end product development and filing management and automation. A document management system may also be utilized for document storage and retrieval.

By implementing Tracker, companies can:

- Get products to market more quickly
- Reduce product development time
- Reduce filing time
- Eliminate inefficient, manual processes
- Improve labor productivity and lower operating costs
- Minimize the risk of market-conduct audit fines

NEW AND ENHANCED FEATURES

The following describes the new features and enhancements in this version of Tracker. For more information, please contact *Customer Support*.

Filing Profiles from Launcher

Filing profiles are no longer created and maintained in Tracker Enterprise. You can now use *Launcher*, a separate application, for creating filing profiles. Launcher is integrated with Tracker for end-to-end product development and filing management and automation. Filing profiles are created in Launcher and then sent to Tracker for review and approval. New filing profiles automatically appear in Tracker – you no longer need to log out of Tracker and then back in again to see the new filing profiles.

New Fields

Tracker now supports the following fields:

- **% Indicated Change** field for P&C Rate and Rule schedules
- **% Indicated Change** field for L&H Rate schedules
- **Rate Change Type** and **Filing Method** for L&H
- New tabs for L&H: **Rate Change Details** and **Last Revision**
- For updated effective/implementation dates:
 - **Effective Date New** (P&C)
 - **Effective Date Renewal** (P&C)
 - **Implementation Date** (L&H)
- **Respond by Date** and **Effective Date** for an objection letter
- **State ID** field is passed to SERFF (if completed)

Public Access Confidentiality Mechanism

Tracker now supports the ability for the user to flag parts of the filing as confidential and non-public access.

Ordering of Objections in Objection Letter Sent by State

SERFF allows the states to determine the order that Objections appear on an Objection letter. The order that a state inputs in SERFF is the order that Tracker displays.

EFT Visual Indicator

Tracker now has an EFT icon that displays green if EFT has been used to submit the payment.

State Indicator to Restrict NTR on Closed Filings

Tracker now displays an indicator to show if a state will or will not accept an NTR (note to reviewer) on a closed filing, and will prevent submission of NTRs on closed filings if that is the state's preference.

EFT Transaction ID

Tracker now displays the 50 character EFT Transaction ID.

Display EFT Payment Allocation Name

In EFT, Tracker now displays who authorized the EFT payment when a user allocates payments for someone who does not have EFT authority or a high enough authority limit.

Other Changes

Other changes in this release include:

- the removal of the **Pages** tab within **Form Details** (L&H)
- the **Standard Activity** in the L&H has been changed from **Instructions for Publication** to **Instructions for Legislation**

SUPPORTED PLATFORMS

This section describes the supported platforms for the various Tracker components.

Server Components

The Tracker Server, Calligo Enterprise, and Tracker Monitor are supported on the following platforms:

Operating Systems

- Microsoft Windows 2000 Server SP4
- Microsoft Windows 2003 Server SP2
- Microsoft Windows 2003 Server Release 2 SP2

Note: Only 32-bit operating systems are supported.

Tracker Monitor

- .NET framework 1.1 SP1
- Web Services Enhancements (WSE) 2.0 SP3 for Microsoft .NET

Databases

- Microsoft SQL Server 2000 SP4 [Tracker DB and Calligo Enterprise] 32-bit
- Microsoft SQL Server 2005 SP2 [Tracker DB] 32- and 64-bit
- Oracle 9i Release 2 (Unicode and ANSI) [Tracker DB and Calligo Enterprise] 32-bit
- Oracle 10g Release 2 (Unicode and ANSI) [Tracker DB and Calligo Enterprise] 32-bit

Client Components

Tracker Client is supported on the following operating systems:

- Microsoft Windows 2000 Professional SP4
- Microsoft Windows XP SP2
- Microsoft .NET Framework 1.1 SP1

Third Party Software

Before installing Tracker, ensure that the following software has been installed and configured correctly on your Tracker Client Workstations:

Microsoft Word and Excel

Ensure one of the following versions of Microsoft Word and Microsoft Excel are installed:

- Microsoft Word and Excel 2000 SP3
- Microsoft Word and Excel XP SP3
- Microsoft Word and Excel 2003 SP2

Other Third Party Software

- the appropriate ODBC drivers for your database
- Internet Explorer 5.5 or later
- Adobe Acrobat Reader 5.5 or later

INSTALLING TRACKER

Tracker 6.5.1 is a complete release of the software. Please note that the installation process has changed considerably since the previous release, so please read all installation instructions carefully. For additional information, please contact Customer Support.

Verifying Installations

After installing Tracker, you can verify that the correct files were installed on your client and server systems by comparing the installed files to the files listed in the Microsoft Excel workbook *installed_files_MSSQL.xls* or *installed_files_Oracle.xls*.

UPGRADING TRACKER FROM EARLIER VERSIONS

To ensure that all components of Tracker are updated correctly, you must already be running Tracker 6.4 or later. If you are running an earlier version of Tracker, please contact Customer Support to discuss your upgrade path.

Preparing for the Upgrade

If you were upgrading from Tracker Enterprise Edition, ensure that you:

- process all of your outstanding profiles
- accept all outstanding workflows

KNOWN ISSUES AND LIMITATIONS

This section describes known issues and limitations in this release.

Public Access Tab Refresh

The Public Access tab automatically refreshes when one adds or deletes filing package items but not when the order of the items is changed on their respective tabs.

Changing the PDF Printer Name

By default, the name of the PDF printer that Tracker installs is *Compatible Printer Driver*. If you change this printer name, you must also update the following registry key:

```
\HKEY_LOCAL_MACHINE\SOFTWARE\Skywire Software\Tracker\6.5\General\  
PDFDriverName
```

CONTACTING SKYWIRE SOFTWARE CUSTOMER SUPPORT

If you have any questions about the installation or use of Tracker, please contact Skywire Software Customer Support:

- Phone: 1-905-513-7466
- Fax: 1-905-513-1684
- Email: directsupport@skywiresoftware.com

For updated information on Tracker and other Skywire Software products, please check our website at www.skywiresoftware.com.