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**CUSTOMER BULLETIN # 109** Feb. 29, 2008

**Date Released:** 2/29/08

**Title:** Notify Leap Year

**Subject:** Running Operator Notify Application on AccuCall and OnviCall systems on Leap Year returns Error Message

**Product Name:** OnviCall Operator – Notify Schedule

**Product Version:** 2.2.X, 5.2.X, 6.0.X

**Found By :** OnviCall and AccuCall systems in the field

**Release By :** John Hird, VP Product Marketing

**Description:** Notify application receives error message "Invalid argument to date in code" when attempting to update or view the Notify Schedule for Leap Year.

**Resolution:** The CRM Team of OnviSource acknowledges the unfortunate Leap Day Notify problem and accepts the full responsibility for the situation. We have applied the highest priority to the resolution of this problem throughout the company and are using all the relevant resources to achieve the results as quick as possible.

The software problem is already fixed and we are in process of testing the fix in Release 6.0.1, 5.X and 2.X respectively. It is our highest priority to release the fixes as soon as we can. Additionally, we are applying the fix to all future releases and will assure the compliance for the future similar situations. Meanwhile, we are having our technical support team available to assist our customers anyway possible.

We certainly regret the situation and will do everything possible to rectify the problems.

Regards;

CRM Team