



New Mexico
Courts

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JID University - File & Serve Review Tool Status Update 15

1 message

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Tue, Apr 19, 2022 at 8:56 AM



All file & Serve Users,

Below is a list of newly fixed issues, bugs, and new development installed in New Mexico's Production File & Serve Review Tool application as of April 14, 2022.

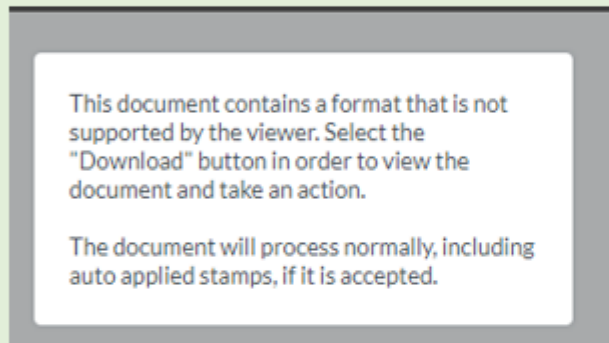
Please continue to send your issues to support@nmcourts.gov so we can work with you and Tyler Technologies to resolve them.

Review Tool Status Update - #15**What's been fixed?**

1. **Documents:** Some PDFs documents that contain formats that are not supported by the viewer (uncommon file formats that have been embedded or merged into the pdf) may not load during review, resulting in an error after approximately 1 minute. While these documents are attempting to load users in that same site may begin to experience slowness in the review application. This is the result of the app pool backing up on resources while it tries to load the document in question.

When this happens, clerks will see a new message in the document viewer of the review tool that indicates that the document they are viewing needs to be downloaded to be viewed, and that all actions after that will work as expected including the application of auto stamps.

The document **MUST** be successfully downloaded before the review actions will function



2. **Filing Fee:** The configured fee again displays next to the filing code in Filing Details
3. **Fonts:** Users can now change the font, size, and color for text stamps (manual and auto) and text annotations
4. **Navigation:** Section headers in the Summary panel are now direct links to the correct individual tabs within the envelope

What's still broken?

1. **Appellate Fields.** Initial filings at the Court of Appeals and the Supreme Court have two required fields that have to have an entry before the envelope can be reviewed
2. **Courtesy Copy.** The courtesy copy field is not developed yet
3. **Court Admin.** Court Admins cannot add a payment account or modify the firm information
4. **Documents.** Hyperlinks to the file stamped copy in the e-notification are not working. Filers can see their file stamped copy via their Accepted folder
5. **Manual Case Number.** On initial filings the field to enter a manual case number is displayed on the Accept Comments fly out window and should not be there
6. **Personally Identifying Information.** The fields for PII in HTML5 do not match the fields in the Review Tool
7. **Stamp Resizing.** The resizing annotation tool and bounding box options have been removed because they do not work.

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