

From: Bowman, Randal
To: Mark Hay
Subject: Fed: Having problem with Discovertext
Date: Monday, November 27, 2017 11:41:59 AM

Hope this helps

----- Forwarded message -----

From: **Bowman, Randal** <randal_bowman@ios.doi.gov>
Date: Mon, Nov 27, 2017 at 11:59 AM
Subject: Fed: Having problem with Discovertext
To: "Shulman, Stu" <stu@texifter.com>

Sorry to start off the week with a problem, but I can't access "new information" comments, as described below. The first comment on the list after the search will open, but trying to open any of the others results in a list of all of the comments in the dataset being displayed by document number only. I was able to search and read the comments on Wednesday for an hour or so.

----- Forwarded message -----

From: **Bowman, Randal** <randal_bowman@ios.doi.gov>
Date: Mon, Nov 27, 2017 at 10:58 AM
Subject: Having problem with Discovertext
To: Marcia Cash <marcia_cash@fws.gov>

Hope you had a good Thanksgiving.

I am unable to access comments, seeing instead something I've not encountered before.

I am in Bears Ears Singles v3, using advanced filters for "New information", 75 comments so coded, had no problem opening those on Wednesday. However, this morning when I try to open a comment instead get this list for all 18,000 comments in v3, in columns of 1000 per page

Unit moved (undo)  [DOI-2017-0002 2017-05-27 02:00:40_docs/DOI-2017-0002-117080.html](#)
coded

Unit moved (undo)  [DOI-2017-0002 2017-05-27 02:00:40_docs/DOI-2017-0002-117084.html](#)

[coded](#)

Have tried several times, including going back to main dataset and re-searching, same result ("unit moved (undo)") does not appear on the discovertext screen, don't know it is hidden or this is a result of copying it)

I have tried opening several different comments, including ones opened on Wednesday, all with same result. Thought I should check with you before going to Stu.

Stu - Subsequently, tried the following, first the log-out then the different project, with no luck

Bowman, Randal <randal_bowman@ios.doi.gov>

11:39 AM (8 minutes ago)

to Marcia



tried June 14-19 get same results - seems to be a problem with the system

On Mon, Nov 27, 2017 at 11:29 AM, Bowman, Randal <randal_bowman@ios.doi.gov> wrote:

I tried logging out and coming back, also used the "clear filter" before adding the "new information" search, but same results as above.