

legalcraft.com/support

Cannot see imported transcripts

LegalCraft · Wednesday, January 13th, 2010

I have imported a transcript to Transcend (when connected to Enterprise Server). If I reopen the case, I can no longer see the imported transcript.

This kind of behavior will be there when the CaseStore is created with “Enable Transcript Level Security” enabled. When a transcript is imported, it will be shown to the user just to cross-check whether everything is imported properly. When Transcript Level Security is enabled, imported transcripts are not given access to anybody. After importing the transcript, use the following steps:

- Start Enterprise Manager and connect to the desired CaseStore
- Choose Tools | Manage Transcript Security
- Select the desired case in the combo box
- Assign access permission to the transcript that you have imported
- Login to Transcend and you should be able to see the new imported transcript

This entry was posted on Wednesday, January 13th, 2010 at 7:40 am and is filed under [Uncategorized](#). You can follow any responses to this entry through the [Comments \(RSS\)](#) feed. Both comments and pings are currently closed.