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| Name of ZIP-File:                      | DW6.9_Hotfix21.7z                               |
| Date of ZIP-File (dd.mm.yyyy):         | 09.11.2016                                      |
| To be used only with DocuWare version: | DocuWare version 6.9                            |
| Language version:                      | neutral – can be used for all language versions |

**DW6.9\_HotfixPack18 must have been installed once before installing DW6.9\_Hotfix19 or following.**

This Hotfix contains other Hotfixes :

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#### Description of fixed bugs, improvements etc.:

DocuWare Servers / Workflow / DWRequest :

159259 DW Request cannot be used if the locale system language of the client is German (Switzerland).

#### Installation instruction – first read completely, then act :

- In case **DW6.9\_HotfixPack18** was installed before then don't install it again, else newer files might be overwritten.
- Expand the Hotfix zip file into an empty folder.
- Result is a new folder with the same name as the Hotfix zip file. It contains a subfolder structure.
- Optionally remove subfolders in case the specific module / server is not installed.
- It is required NOT to rename the original files of your installation. This would lead to unexpected system behaviour. You should keep the original files by moving them to a different location (create an own folder).
- In the following table the column "Folder" lists the extracted folder(s), column "Files inside" lists the number of files inside this folders. Column "Location" lists where to copy the folder(s).

#### Do you have a backup of your installation?

| Folder :                        | Location:                    | Files inside: |
|---------------------------------|------------------------------|---------------|
| Workflow Server\DocuWareRequest | <DocuWare installation path> | 1             |

**Greyed out instructions are not relevant for this HotFix**

- **Stop service:**
  - Workflow Server,
- Stop IIS, or if not suitable, then stop only the Application Pools at IIS Manager / <Servername> :
  - DocuWare Platform Services App Pool
  - DocuWare Platform Services (RO) App Pool
- **ALL folders must be copied to the locations listed in column "Location". By this, files are replaced.**

**Important: Answer system messages like "There is already a file with same name" by "Copy and replace".**
- **In case of an in any way distributed installation copy the concerned folders also onto the other machines.**
- Edit a config file or other file, if advised in description of fixed bugs. Find description below.
- Start IIS / previously stopped Application Pools again.
- **Start previously stopped services again.**
- Clear the browser cache.