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Happy New Year!



Well 2010 is upon us and we have had to hit the floor running!

2010 has begun with preparations for the release of Docmap 6.5, a number of new customers and our continuous attempts to serve you, our valued customers, better.

Although the crystal ball for 2010 is still a bit unclear we have in the last days seen some encouraging news from the shipping industry with Tanker rates exploding. We hope this is the beginning of an upward trend for our customers in this industry, and an indication for the economy in general.

However, despite what the markets are doing, it is always important for us, here at Docmap, to try and do things better and smarter. A number of measures have been initiated in this endeavor, one of which is this Newsletter.

We have decided to use this format to inform our customers and prospective customers on developments at Docmap. It will include, among other things: Reminders, updates on Docmap training courses, links to Docmap related stories in the media, Links to questionnaires, success stories, updates on our User Conference, links to participation in events and trade fairs, new initiatives, & new offers.

Importantly, we are only sending this mail to one contact person at each customer. If you are reading this YOU ARE PROBABLY THAT PERSON. We would kindly ask you to send a mail to Duncan@docmap.com with the addresses of other people who should be kept up-to-date on developments at Docmap, so we can add them to our mailing list.

This Newsletter will be our best effort to proactively address your concerns and disperse important information about Docmap.

With that, I wish you all a prosperous and safe 2010.

Svein H. Syversen

Managing Director

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How to get instant updates on Technical developments. Docmap's management of change:

Docmap has initiated a new method for communicating technical challenges and their solutions.

We have created a document in our "Docmap Infobase" listing all issues/challenges/errors in the system that are discovered by us or by our client group with a detailed explanation. For each item we will lay-out a plan/explanation of how we propose to help you deal with the issue.

It is possible, and **highly recommended that you subscribe to this document** (as you can any document in a Docmap database) and then you will automatically receive an e-mail whenever this document is updated. For this system to work we only need you to have logon credentials for the "Docmap Infobase" and for you to subscribe to the correct document. If you do not have these credentials please send a mail to Duncan@docmap.com and he will send them to you.

INSTRUCTIONS:

Here is a Link to our Docmap Infobase:
<http://info.docmap.com/DocMap/page/doc/dmDocIndex.html>

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Forward to a friend



Know someone who might be interested in the email? Why not forward this email to a friend.

Unsubscribe



If you no longer wish to receive our Newsletter, please reply on this email.

You need only **1.) logon to the Docmap Infobase** using your logon credentials **2.) search for the document title:**

“Technical Updates”

When you have found the document **3.)** then **4.) Click on “subscribe”**. You will now be notified anytime this document is updated. (See the diagram below for an illustration)

The screenshot shows the Docmap Infobase web application. On the left is a navigation menu with items like 'Startpage', 'Observation/Action...', 'My Docmap@', 'Reports', 'Processes', and 'Project Documents'. The main content area displays search results for 'Technical Updates' with document number 'SD-096'. A table shows the search results with columns for 'Doc. No' and 'Document title'. Below the search results, there are buttons for 'Add to Favourites' and 'Subscribe'. A search form on the left contains the text 'Technical Updates' in the 'Document title' field. Red arrows and numbers 1, 2, 3, and 4 highlight key elements: 1 points to the Docmap Infobase logo, 2 points to the search input field, 3 points to the document title 'Technical Updates', and 4 points to the 'Subscribe' button.

In this way we hope to allow members of the “Docmap community” to leverage the work and discoveries made by others.

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New Functionality: One button can make all the difference.....

Every now and then something comes along and after you have it you think “How did I ever manage without it?” For IT administrators responsible for Docmap this is one of those things.

In the case of a “queued” image file at the office due to a “missing” image (as seen below), IT administrators now have the ability to click one button: “Request missing image”, and the necessary image will be automatically resent from the remote site. No more expensive calls out to the vessel/rig, no more having to explain to the Captain or Chief Engineer how to re-send an image. You just do it yourself.....with the click of a button.

Synchronizations

From installation: Oracle client

To Installation: MASTER

Direction: Incoming

Image date: 18/01/2010 (dd/mm/yyyy)

Image type: Incremental update

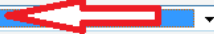

Status: * Queued 

Image size: 1.5 kB

Text:

```
DocMapLink
Ver:2.1.1 build 400 (13 January 2010)
Inst: Using sub entry - 'DM65'
Started: MANDAG, 18 JANUAR 2010 - 13:32:03

13:32:03 - Commandline parameters -v -rd -i=DM65 -x -
f=C:\templSynclmage\DM65\Incoming\UPD-500001-500002-
63399418204.dml
SYNCHRONIZATION FILE INFORMATION
- Header version: 1
- From machine ID: 500002
- To machine ID: 500001
- This is a database update
- Image build time: 18.01.2010 13:30:04
- Image dependency: 18.01.2010 12:30:04
```



Resend receipt Request missing image

This functionality is available in Docmap 6.5 and it can down ported to 6.1 for a small fee. If you interested in either of these options please contact: Duncan@docmap.com or call him at +47 93 49 32 65

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New Key Account Manager



Here is the face of the man many of you can expect to be speaking to on the phone or in person in the near future.

Duncan Harwood has been designated as the new **Key Account Manager** for Docmap. His role will be to act as a voice for the customer in

Docmap. He will be the point of contact for finding answers to many of your concerns and he will be charged with ensuring that our customers get the service and help they deserve at the same time that he informs about new possibilities and services associated with your Docmap solution.

Contact him at:

Duncan@docmap.com or +47 93 49 32 65

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