



**COUNTY OF LEXINGTON
REGISTER OF DEEDS**

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**DEBRA M. GUNTER
REGISTRAR**

LETTER REGARDING ROD SYSTEM ISSUES – LEXINGTON COUNTY

Revised 5/2/2007 to change October date from 2007 to 2006

To Whom It May Concern:

During the period of October 16, 2006 through March 9, 2007, the Lexington County ROD internal and online document search system returned a “no results” message when a space was entered after the name or word being searched was entered into any text field. This resulted in users rechecking to verify the return and obtaining results when a space was not entered after the name or word. Because the occurrence of this was very sporadic and no users specifically reported that this return was associated with use of a “space,” we deduced that this occurred when the space was entered inadvertently. As a consequence, the system has been changed such that entering a “space” after a word is entered into any text field will not be recognized by the system in performing the search. Further evidence that our deduction about this issue being associated with the inadvertent entry of a space after the name or word to be searched is that no such issues have been reported since the change to the system has been made. This issue did not reflect any data integrity problem with the ROD system.

On March 1, 2007, a programming change made while the Lexington County ROD internal document search system was in production briefly disabled a filter that would reduce the number of documents filtered out in a search, i.e. would return expected results when using one filter (Party Name) but would return No Results when using two filters such as Party Name and Party Type. The programming change was made at 11:45 am and corrected at 12:15 pm. Due to the process involved in effecting the original change and the correction, it is recommended the time period in which the system may not have filtered out as many results as expected should be considered to be 11:30am through 12:30pm. The consequence of this issue was that users would have had a larger than expected number of returns to go through on a search in which only one filter was used. This issue did not reflect any data integrity problem with the ROD system.

We regret any additional time that these system issues may have required to be spent in obtaining needed search results. As soon as specific information was available for us to accurately identify these issues, the steps needed to address them were taken.

Sincerely,

Debra M Gunter
Lexington County ROD