



On July 23, 2021 and July 27, 2021, the Register of Deeds Office (ROD) identified two public search related issues and immediately reported them to Business Information Systems (BIS), the software vendor currently used by the ROD. After review, BIS determined that these two issues were related to the server migration implemented on January 27, 2020.¹

The first issue involved online and in-house search inconsistencies when using keyword searches that included a term typically used for a political subdivision, such as “City,” “County,” “State,” “District,” “Village,” “Municipality,” “Township,” or “Town.”

For example, a search for “Pine State” may not have returned consistent results if this multi-word combination was contained within the database and recorded after January 27, 2020, unless the word “State” was excluded from the search. Documents including these same keywords recorded prior to January 27, 2020, would have presented consistent results.²

The second issue, which affected in-house searches, involved a search feature that trimmed multi-word search queries beginning with the words “THE,” “AN,” and “A.” This exclusion (known as a “trim”) would inappropriately extend to the leading character of any second word. Examples are:

Example 1

If searching for “THE ELEPHANT” the query searched for “LEPHANT.”

Example 2

If searching for “THE HELMSLEY,” the query searched for “ELMSLEY.”

Example 3

If searching for “AN APPLE,” the query searched for “PPLE.”

In these examples, if the multi-word search query did not begin with “THE,” “AN,” or “A,” the search would return consistent results.

Multi-word searches such as “THE DEPARTMENT” were not affected due to the leading character of the second word not being contained within the word “THE.” This query issue only impacted the in-house search tool. This query issue did not impact to the online search tool.

¹ On January 27, 2020, Business Information Systems (BIS), the vendor for the software currently used by the Guilford County Register of Deeds, changed the underlying operating system from an open sourced software to a recognized industry leading software. This operating system software transition was recommended by the County’s Internal Audit Group to enhance data security.

² BIS has provided a list of entities it has identified for whom searches conducted since January 27, 2020 may have been affected if the query included any of the listed political subdivision terms. That list may be found [here](#).

Both issues were corrected on July 28, 2021, July 29, 2021 and August 9,2021, respectively.³ Diligent internal testing by this Office and BIS, indicates consistent search results when utilizing the in-house and on-line registry

Please contact us if you have questions regarding these two resolved issues. We can be contacted directly at guilforddeeds@guilfordcountync.gov or by phone at 336-641-7556.

We apologize for any inconvenience.

Regards,

The Guilford County Register of Deeds

³ Please refer to Notice on [BIS Online Public Search Changes: 01/29/20 to 8/9/21](#).