KNOWLEDGE BASE ARTICLE

What to Do When Policy Content Changes Without a New Version

2026 © Vitextra SIA. All rights reserved.

Disclaimer

For the purposes of this Disclaimer:

- **Company** (referred to as either "the Company", "We", "Us" or "Our" in this Disclaimer) refers to Vitextra SIA, LV-1009 Riga, Matise iela 61 - 25.
- **Document** refers to the Knowledgebase Article.
- **You** means the individual accessing the Document, or the company, or other legal entity on behalf of which such individual is accessing or using the Document, as applicable.
- **Website** refers to Vitextra, accessible from https://vitextra.com

Disclaimer

The information contained in the Document is for general information purposes only.

The Company assumes no responsibility for errors or omissions in the contents of the Document.

In no event shall the Company be liable for any special, direct, indirect, consequential, or incidental damages or any damages whatsoever, whether in an action of contract, negligence, or other torts, arising out of or in connection with the use of the contents of the Document. The Company reserves the right to make additions, deletions, or modifications to the contents in the Document at any time without prior notice.

Errors and Omissions Disclaimer

The information given by the Document is for general guidance on matters of interest only. Therefore, errors can occur even if the Company takes every precaution to ensure that the Document's content is current and accurate. Plus, given the changing nature of laws, rules, and regulations, there may be delays, omissions, or inaccuracies in the information contained in the Document.

The Company is not responsible for any errors or omissions, or for the results obtained from the use of this information.

Fair Use Disclaimer

The Company may use copyrighted material that the copyright owner has not explicitly authorized. The Company is making such material available for criticism, comment, news reporting, teaching, scholarship, or research.

The Company believes this constitutes a "fair use" of any such copyrighted material as provided for in section 107 of the United States Copyright law.

If You wish to use copyrighted material from the Document for your own purposes that go beyond fair use, You must obtain permission from the copyright owner.

"Use at Your Own Risk" Disclaimer

All information in the Document is provided "as is", with no guarantee of completeness, accuracy, timeliness or of the results obtained from the use of this information, and without warranty of any kind, express or implied, including, but not limited to warranties of performance, merchantability and fitness for a particular purpose.

The Company will not be liable to You or anyone else for any decision made or action taken in reliance on the information given by the Service or for any consequential, special or similar damages, even if advised of the possibility of such damages.

Contact Us

If you have any questions about this Disclaimer, You can contact Us by email: support@vitextra.com.

Table of contents

Identify the affected content 4

Understand the detection limits 4

Resolve an intended change 5

Resolve an unintended change 5

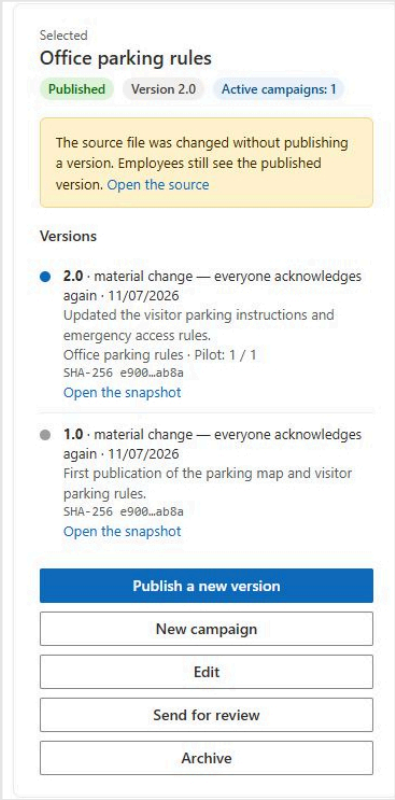
Verify and escalate 5

A source-change warning means the current source content no longer matches the fingerprint stored on the policy card. This can happen when someone edits a document in its library without publishing a corresponding policy version. Treat it as a signal to reconcile the source and publication history before collecting further confirmations.

Identify the affected content

1 Open Policy Manager and select the policy.
2 Note its current version, source URL and the warning in the details panel.
3 Use **Open the source** to inspect the live content.
4 Open the relevant version snapshot where available and compare it with the live source.
5 Ask the owner to identify the intended change and whether it is material or editorial.

Do not use the source-change warning as a substitute for reading the content. A byte-level fingerprint difference does not explain the business meaning of an edit; it can also reflect file changes that are not obvious from a quick visual review.



A mismatch between the live source and published fingerprint

Understand the detection limits

The check compares the current source hash with the card's stored hash when the selected policy details are loaded. Draft policies and policies without a stored hash do not produce this warning. External URLs do not receive a content hash and therefore are not monitored by this comparison.

If the source cannot be read or hashing fails, the drift check catches the error and returns no mismatch indication. The absence of a warning is therefore not proof that the source is unchanged. Check access and source type separately, particularly after moving a file or changing permissions.

Resolve an intended change

If the revision is intentional, choose **Publish a new version**. Use a new number and explain what changed. Select the material option when a fresh acknowledgement is required; review the resulting campaign wizard and launch it explicitly. Select the editorial option only when carrying earlier acknowledgements forward is appropriate. See KB10514. How to Publish a New Policy Version and Request Acknowledgement Again.

After publication, reload the card and verify its new version, fingerprint and retained document. Check the source again if the warning remains: the source may have changed during publication, the URL may point elsewhere, or part of the operation may have failed.

Resolve an unintended change

If the source was modified in error, have the content owner restore the intended content using the organization's document-management procedure. Then reload the policy details and verify the comparison. Do not manually replace the policy fingerprint merely to remove the warning: that would obscure the relationship between the published release and its recorded evidence.

Warning

Existing assignments can remain open after the source changes. The reader uses the live configured source, while an old assignment can still name an earlier version. Review this mismatch before asking employees to confirm. A later publication does not retroactively prove which bytes a previous employee actually saw.

Verify and escalate

Record the policy ID, version, source URL, warning time and actions taken. Verify a pilot reader and the version history after the fix. If the fingerprint or snapshot relationship is still unclear, preserve the records and contact support with those identifiers and error details. Do not delete earlier evidence or repeatedly publish the same version number as a repair attempt.