

Release Notes for version 405.6

13<sup>th</sup> April 2017

## **Specialist Practice Manager**

New Zealand edition

Australia edition

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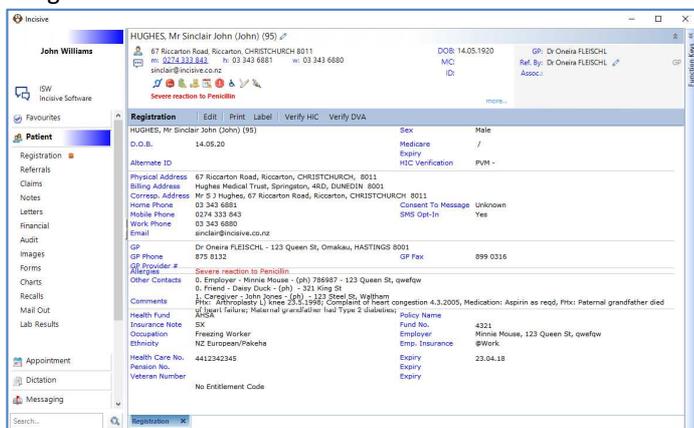
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Integrated edition



Classic edition



Abbreviations used

SPM Specialist Practice Manager

SPMc Classic edition

SPMi Integrated edition

PHM Private Hospital Manager

PHMc Classic edition

PHMi Integrated edition

NZ The feature or fix is only available in the New Zealand edition

AUS The feature or fix is only available in the Australian edition

## NEW FEATURES

Appointment	Appointments	Patient Registration		RQ5903
	The Insurance / Health Fund and Policy number fields have been added to this screen to allow you to make changes as you are making the appointment.			
	Calendar	Hot-keys		RQ5841
	Pressing 'T' on the keyboard will now take you to 'Today' in the Calendar.			
	Edit or transfer appointment	Queued SMS reminders		RQ5878
If you edit or transfer an appointment but remove the option (tick) to queue a new SMS message, the old message was not being deleted which resulted in the original SMS message remaining in the queue. The original queued message will now be deleted, regardless of whether a new message is created or not.				
Print	Operation list		RQ5898	
The 'Prior Approval' number (if present in the Referral screen) is now included under the Insurance details.				
Print - Session - Current	Day List		RQ5231	
The Insurance details (Insurer & Membership No.) have been added (removing ethnicity line).				
Quick appointments	SMS Reminders		RQ5895	
If an SMS reminder has already been sent and the time of the appointment is subsequently changed, the field to send an SMS will now be ticked to queue a new message. If you do not want to send a further reminder, untick this field. Note that if you do queue another message to be sent, it will only be sent if your scheduled task is set to go more than once a day.				
Select Patient (F4)	Select from Daylist	SPMi	RQ5851	
When using the Select Patient (F4) to make an appointment you can now overlay the Daylist by pressing the F5 key and selecting a patient from it.				
Shortcut keys		SPMi	RQ5900	
The following Hot Keys have been added (for compatibility with SPMc edition) - Alt S to Search, Alt P to Print, Alt F to Transfer				
Dictation	Type Dictation	Charge		RQ5838
	Financial transactions entered in Type Dictation by using the 'Charge' option will now insert the letter 'I' in the Item column to indicate the billing has been done.			
	Type Dictation	Checking dictation (F11)		RQ5817
	Letters can now be checked (F11) directly from the Type Dictation screen.			
Type Dictation	Date typed		RQ5874	
The date is now saved when a letter is typed and saved. Previously, the date in Type Dictation was only saved when exiting from the Type Dictation tab.				
Type Dictation	Letter to patient		RQ5865	
Where there is an email address recorded for the patient this is now included alongside the address.				
Messages	RSD & Lab mail	NHI number	NZ	RQ5821
	The information in the PID segment of the HL7 message is now used to add the NHI number when a new patient is created from the message.			
	RSD mail	Match patient		RQ5815
'Match' patient was bringing up too many patients. The most likely match is now at the top of the list.				
Lab, RSD & Healthdocs	Medical Objects	Au	RQ5892	
Changes have been made to allow the processing of a previously unrecognised Medical Objects file.				

Office	Schedules	ACC Export	NZ	RQ5882
	The file name encoding of schedule number has been changed to base37 for the leading digit, to allow much wider range of numbers. This is because the ACC system cannot handle a filename if it is too long.			
Patient	F10 Message screen	New message		RQ5787
	This now displays the Providers name that the message will be entered against.			
	F10 Messaging	History		RQ5849
	The Message History option now has the ability to 'Show messages sent to me'.			
	F5 Daylist	\$ Paid status	Au	RQ5846
	Producing a HIC Quote no longer triggers the \$ symbol to display.			
	Financial	Receipts		RQ5868
	The Receipt has been modified to be a similar format to the Invoice, i.e. Date First Seen & Referral date beside the referring doctor's name.			
	Forms	Tag All (Shift+F6)		RQ5827
	Shift+F6 will now toggle the selection tag on and off for all form letters.			
	Letters	Tag (F6)	SPMi	RQ5826
	F6 (Tag) and Shift+F6 (Tag All) now work with the new grid display			
	Notes	ARTP	NZ	RQ5776
	The references to 180 minutes for ESR01 and ESR02 have been changed to 120 minutes.			
	Notes	ARTP	NZ	RQ5792
	A new procedure code of NON-CORE has been added to the list of ARTP Procedure Codes. This is because a Procedure Code is a mandatory field for the sending of an ARTP as a HealthDoc. You must ensure that if you are completing a Non-Core ARTP, you select the Procedure of NON-CORE as well as entering in the relevant ESR codes. If both of these steps are not taken the ARTP will be regarded as incomplete and will not be sent.			
	Notes	Mail In (External document)		RQ5795
	The first page of an External Document will now be displayed instead of the last.			
	Notes	Prescriptions		RQ5901
	The Structured Prescription display is now centred in the screen space.			
	Notes, Letters, Forms	F9 Merge codes		RQ5862
	The F9 merge codes can now also be used directly when entering notes, letters or forms for a patient. An example use might be where you are typing a letter then want to insert the Claim number - Press F9, double-click on 'ACC Number'			
	Patient Header	Recall & Wait List	SPMi	RQ5796
	The patient header has been updated to include Recall and Waiting List entries. The date of the next recall is listed (if present) together with the name of the Waiting List the patient is on. If the patient appears on more than one Waiting List 'Multiple' appears.			
	Select Patient (F4)	Advanced Patient Search		RQ5777
	The Advanced Search option will now find phone numbers regardless of how they are entered, i.e. with spaces etc.			
	Select Patient (F4)	Patient Info. (F3)	SPMi	RQ5852
	F3 (Patient Info.) will now add the patient to the list of most recently accessed patients in the Patient Selection (F4) screen.			
	Select Patient (F4)	Search	SPMi	RQ5850
	The text entered to search for a patient is used to partially-populate the new patient registration.			

Patient	Send - F7	Email		RQ5831
	The option to 'Combine Attachments' (to consolidate all attachments into one file) when sending an email is now saved as a default and will be set from one send to another.			
	Send - F7	Sending ARTP's as a HealthDoc	NZ	RQ5791
	If an ARTP is incomplete, i.e. a Procedure Code and Description has not been entered and you try to send the ARTP, a message will now display stating that it is incomplete and a HealthDoc message will not be created. This is because the receiving systems at ACC cannot correctly process and handle the ARTP if it is missing data. Where the ARTP is for a Non-Core procedure, select the NON-CORE as the procedure code, instead of normally selecting the item code, i.e. SHU71. This needs to be done in addition to selecting the Non-Core Codes, i.e. ESR01 etc.			
Reports	Financial	Previous GST Report		RQ5803
	The sort order for the Previous GST Reports has been reversed, i.e. most recent entry is now at the top. The time and Operator code of the person who advanced the GST return now also listed. This will only apply to GST returns advanced after the update has been applied.			
	Financial > Analysis	Sales Analysis		RQ5042
	A Location column has been added if the Summary option is NOT selected. Locations are then subtotaled at the end of the report. This provides improved knowledge of the revenue generated at each clinic location.			
	Financial > Receipts	Unprinted HIC Payments	Au	RQ5883
	A new report has been added to generate a payment report for the HIC Payments not yet printed for the current Provider. This is in Reports - Financial - Receipts - HIC Payments. Permissions will need to be modified to gain access to this report.			
	Management	Referral Analysis		RQ5763
	An option has been added to select the number of referrers included in the report. Previously this was restricted to the top 30.			
	Patient	Patient Referral		RQ5801
	The following additional fields have been added to the Patient Referral report when exported: Email Address, First Name, Lastname			
	System	Default Workstation/Printer		RQ5890
	This report now excludes workstations marked as deleted.			
	System	Workstation Setup		RQ5891
	If running on a Terminal server, then the machine will display the Hostname.			
Setup	Charges	3rd Party Schedules	SPMi NZ	RQ5819
	The following Print Styles for schedules have been removed as they are now obsolete: ACC Acute services - A & E Admissions, ACC Acute services - Inpatient Billing, Contract - Community Nursing			
	Financial > Cashbook	Auto-payments	SPMi	RQ5794
	The screen was not refreshing after deleting an auto-payment.			
	Merge Codes – Financial – Quotes		Au	RQ5824
	The F9 merge code for Quote Surgeon / Assistant / Total Refund has been removed from the screen as these have been replaced with Quote Surgeon / Assistant / Total Rebate. The old merge codes of <qtsCom>, <qtaCom> and <qttCiom> will still continue to work if these have been used.			
	Notes	ARTP	NZ	RQ5877
	A new merge code for the 'ARTP Recommended Treatment Annotation' has been added. This reuses the text entered into the field below the drop down list for Surgical / Non-surgical. The merge code can be used when auto-creating a letter to the Referring Dr. using text from the ARTP.			

Setup	Provider	Config2 - PAYG	RQ5914
	If you purchase PAYG credits the option to add them is now accessed via a PAYG button on the menu Toolbar in Setup > Provider > Config2. This will require menu Permissions to be modified (if applicable).		
	Templates	F9 - Merge codes	RQ5858
	New tabs have been created, and the relevant merge codes have been moved to these. A search option has also been added, which will search across all tabs. Typing a letter, i.e. 'L' will take you to the first entry starting with that letter on the current tab.		
Utilities	Export	Export of Doctors	RQ5912
	Additional fields have been added to the export function (Includes all of the GPs' Identifier fields and their Preferred Method of Correspondence).		
	Logs	Fax Log	RQ5786
	By default, the date range will now display the current month. Other date ranges can be selected by selecting Date Range.		
	Logs	HIC and Receipt logs	SPMi Au RQ5767
	A menu option to allow access to the HIC and Receipt logs has been added to the Integrated look. Permissions will need to be assigned to enable access to the log reports.		

## BUG FIXES

Appointment	Appointments	Daylist and SMS		BU5812
	The SMS status now displays correctly where a patient has been put on a waiting list first, then transferred to an appointment.			
	Appointments	Display of SMS status		BU5817
	The 'p' (pending) or 's' (sent) status for a SMS message was affected by any SMS on the day being linked to an old appointment.			
	Appointments	Find First Free		BU5774
	After using the 'Find First Free' appointment function and selecting a target date, the appointment was being incorrectly made on the current date.			
	Appointments	Hot key	SPMi	BU5807
	Alt-S now activates the 'Search' option in keeping with the SPMc (Classic) interface.			
	Appointments	Labels - entire session		BU5808
	Intermittently printed the same (incorrect) GP details for each label. Other details (name, dob, etc) are correct for patient label.			
	Appointments	Operation list	SPMi	BU5707
	The book (theatre) name is now included on the Theatre List.			
	Appointments	Refresh of status	SPMi	BU5728
	The appointment screen was not refreshing, therefore the status was not updating. This screen now refreshes in the same way as it does in the SPMc edition			
	Appointments	SMS Confirmation		BU5765
	If a SMS 'Appointment Confirmation' message has been sent and the time of the appointment is subsequently changed, a new database record is written if you queue a new SMS message. This is then correctly reflected in the Mail Out tab showing both entries whereas previously it only showed the one even though two messages were sent.			
	Appointments	Transfer		BU5700
	The queued SMS reminder is now being correctly updated when an appointment is transferred to a new session.			
	Editing appointments	SMS queue		BU5783
	The queued SMS message was being cancelled when the appointment was edited.			
	Notify - Transfer appointment	SMS reminder		BU5822
	If an appointment was moved to another day via the Notify - Transfer mechanism, the existing queued SMS reminder was not being cancelled and a new entry queued. A prompt will appear asking whether a new SMS message is to be queued.			
	Quick appointments	SMS queued		BU5819
	If the time is changed when editing a Quick-Appointment which has a queued SMS, the program will now tick the box to queue a new SMS and cancel the previously queued SMS message.			
	Resources	Resources in Use		BU5816
	The display for 'Resources in Use' has been corrected.			
	Session	Cancelled		BU5745
	If a session has been cancelled and appointments have not been transferred to another date, the SMS Sender will no longer send the queued SMS reminders for the cancelled clinic. Messages that are in a cancelled session show as orange in the SMS Sender.			

Dictation	Check Dictation	Display		BU5764
	The tab is now showing the correct appointment books when 'Display->Sort by: Session' is selected.			
	Check Dictation	Display		BU5741
	Sort-By 'Session' no longer displays the name of a patient where dictation has been typed but not marked as 'Finished'.			
	Check Dictation	Patient letters		BU5729
	If the patient does not have an email address, regardless of the method of delivery (e.g. email) selected when processing dictation, the letter will print out.			
Messaging	Check Dictation	Print		BU5714
	Selecting Print from Check Dictation was printing out letters that were not displayed on the screen. Only letters currently on the screen will now print.			
	Check Dictation	Print		BU5742
	Where 'Finished' is required, the Print option is no longer printing entries that are not marked as 'Finished'.			
	Check Dictation	Processing		BU5821
	Documents now print with the correct margins (saved in the document) during the processing of dictation (rather than being printed with the default settings).			
	Spellchecking			BU5740
When a letter auto-saves (once per minute), it can cause a slowdown/pause in keystroke handling. If an operator is typing at the same time this can interrupt the 'auto-correct' feature of the spell-checker. This sometimes causes it to misplace the text cursor, leaving it within a word instead of after the word. The auto-save now takes place when a pause is detected in the typing.				
	Type Dictation	HIC Claims	Au	BU5839
These no longer produce 'The following Error occurred! Type mismatch.'				
Messaging	Import Mail	Matching patients		BU5784
	The list of possible 'matches' for unknown patients has been reduced.			
	View Healthdocs, RSD, LAB	Assign to patient		BU5806
The Assign option now only works if a patient has been selected.				
Office	Expenses	Paid-To		BU5726
	Selecting to add an item to the 'Paid To' field was bringing up the prompt a second time, resulting in the entry being added twice if Yes was selected a second time. The prompt will now only appear once.			
	Schedules	Reconciliation		BU5736
Where a schedule had been underpaid, if Mark-All was selected and then an amount deleted, the deleted item was still being included in the reconciliation if the Enter key was not pressed.				
Patient	F10 Messages	Messages To Do		BU5730
	Extra steps have been added to ensure that Messages To Do are recorded against the correct Provider.			
	Financial	DVA item description	Au	BU5814
When entering a DVA item the description was not showing on the claim. This has now been corrected.				
	Financial	HIC Patient Claims	Au	BU5836
If a Claim amount has been paid by the patient and the service has been provided by an Assistant (Alternative Provider), a Payee Provider is no longer submitted in the Claim as the money isn't coming to the Provider, it is going to the patient.				

Patient	Financial	Medicare Verification	SPMi	Au	BU5788
	Changes have been made to try and prevent the Medicare Verification screen from going behind (on a terminal server).				
	Financial	HIC In-hospital claim (for assistant)		Au	BU5685
	If the claim is an IMC AG or SC, then the 'party of billing' will now show as the Fund rather than the patient.				
	Images	Assigning images	SPMi		BU5758
	When assigning a photo sometimes the Image Type was being changed to 'Document' instead of 'Image', resulting in images being assigned as Notes - Scanned Documents by mistake. Changes have been made to try and prevent this from occurring.				
	Letters	Shift+Enter	SPMi		BU5795
	If Shift+Enter was used instead of Enter when entering/editing letter recipients an 'Invalid Character' error was generated when the XML data was read by the SPM menu program.				
	Mail Out	Fax			BU5830
	The Mail Out tab now correctly displays the name of the Copy To recipient where a fax has been sent.				
	Notes	Display	SPMi		BU5837
	This is important for doctors or staff who have their display set to view all of the notes for a patient even if they belong to other doctors. In PHMi (Integrated), the option to display the Notes for other Users/Providers of a Group, or for All Providers, was not subject to Permission based rules. This omission has been rectified. This change means that if doctors or staff are currently able to see another doctor's Notes they will, after the 405.6 update, require to have a specific Permission allocated to them, for each doctor's Notes, to do so. Allocation of this Permission should be completed before the Update is applied to provide workflow continuity. We suggest you make a new Role called NotesViewOnly and have a tick only in the Patient > Notes checkbox (no sub menu items), then assign this new Role to the specialists or staff that require the option to view another doctor's notes.				
	Notes	Lab results			BU5727
	Editing a lab result and selecting a Sub-Type will no longer alter the layout of the display of the lab result				
	Notes	Order Test			BU5768
	The text written into the Comments field, now displays without the need to scroll across.				
	Notes	Prescriptions		Au	BU5785
	The prescriptions were printing in NZ format due to a flag not being correctly set. This has now been corrected.				
	Registration		SPMi		BU5800
	If using a digital pen to edit the Registration screen the address details did not refresh to display the new information.				
	Select Patient (F4)	New Patient	SPMi		BU5815
	If the 'New Patient' button was clicked without entering any search text, the default 'example' text was inserted instead of remaining empty.				
	Select referred Patient (Shift F4)		SPMi		BU5762
	Shift + F4 now correctly selects from patients referred to the selected Provider instead of from the whole patient list.				

Reports	Appointments	Appoints in Period report	SPMi	BU5704
	This report has been split into two menu options, Appointments in Period (Current Provider) and Appointments in Period. The latter allows for reporting across the Group. Menu permissions will need to be modified to enable access to the Appointments in Period (Current Provider) report			
	Financial > Receipts	Invoice Payments	Au	BU5840
The page length for the HIC Invoice Payments report is now correctly set as portrait. The Payor name has also been added and the report is now sorted by bank account.				
	Management	Referral Analysis		BU5698
The Export option now exports the detail of the referrals along with the column headings.				
Setup	Appointments	Appointment Types		BU5750
	If an Appointment Type uses more than one Resource, these are now all listed in the Resource column.			
	Operator	Favourite Operator		BU5743
Where 'Favourite Operators' have been selected (Setup - Operator - Settings), when creating a new internal message (F10) the 'Favourite Operators' are now auto-selected by default.				
	Templates	F9 - Merge codes		BU5766
The 'Provider Number' merge code will now insert the relevant Provider number for the Location that is selected at login.				
Utilities	Consolidate	Patient		BU5719
	Some patients were failing to consolidate if there was data in WorkLabMessage linked to the patient. This has now been resolved.			
	Spell Check	Edit Correct List	SPMi	BU5702
The program now looks to the path configured in Setup > Workstation > Workstation Configuration and not the default path of c:\spmwin.				

## MENU CHANGES

In the new Integrated edition (SPMi) there have been a few additions and changes to the items in the menu.

Any new, modified or moved menu items will be disabled (dimmed) for all Operators in SPMi until you have updated the relevant Roles.

You will need to import the new menu xml file and assign Permissions to the Roles that will be allowed to use the new and changed menu items. Both of these tasks are completed through Setup → Personnel → Permissions. Select the Role you want to update then click on the Permissions button.

v691 - Added 'HIC Claims by TransactionID' to Reports > Financial > Invoices.  
Added 'HIC Invoice Payments' menu and 'HIC Unprinted Payments' menu to Reports > Financial > Receipts.  
Added 'Appointments in Period (Current Provider)' to Reports > Appointments.

v692 - Modified links to Teamviewer files. Help > Remote Support and Help > Online Training

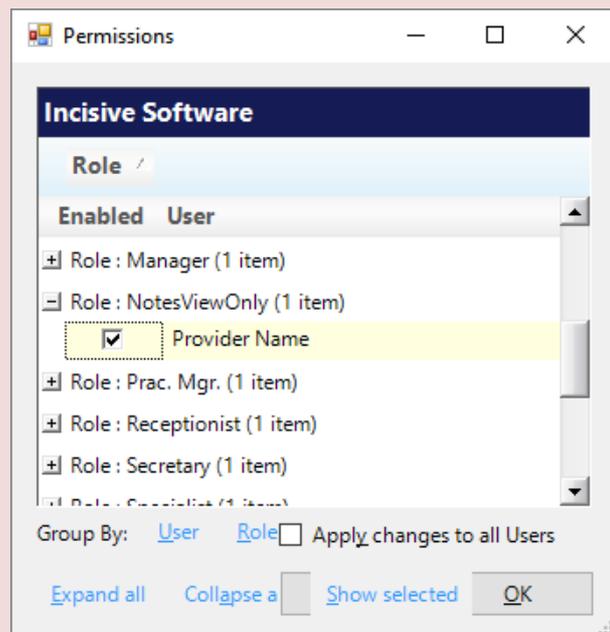
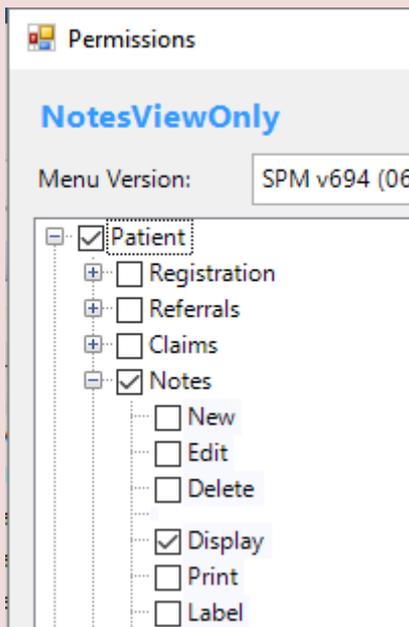
v693 - Enabled the 'PAYG' button for NZ in Setup > Providers > Config2

v694 - Removed Clinical Ink from Patient > Notes

If doctors or staff are able to view a patient's notes from other doctors, in the Notes tab for their patient, this display configuration was not subject to Permission based rules. The omission has been corrected in this update (405.6)

It now means that to continue with this display option they will have to belong to a Role that does have the permission to view another doctor's Notes. Allocation of this Permission should be completed before the Update is applied to provide workflow continuity.

We suggest you make a new Role called NotesViewOnly and have a tick only in the Patient > Notes checkbox (no sub menu items), then assign this new Role to the specialists or staff that require the option to view another doctor's notes.



## Update Instructions

Once Incisive have notified you that a new version is available you can choose when it would be most convenient for you to have the update applied.

These instructions are only to be used for **Minor-Updates**, as specified by Incisive.

There are three parts to the update process, which can be run independently.

1. Downloading the update file to the 'server' and preparing the files for deployment to the workstations
2. Updating the program files in the \SPMWIN directory on the server and updating the database structure
3. Deploying the updated program files to the application terminal servers, workstations and laptops

### Downloading to the Server

This process should only be performed by either Incisive staff or IT technicians who are familiar with the Incisive update process.

1. Notify Incisive of when you wish to apply an update.
2. Go to <http://www.incisive.co.nz/support> and download the correct update installation file. Check that the file size is correct.
3. Find the \Spmwin directory on the server.
4. Rename the Updates directory to **PrevUpdates**
5. Delete any existing folder called **NxtUpdate**
6. Temporarily disable the virus-checker
7. Right-mouse-click on the downloaded updates installation file and choose 'Run As Administrator'.
  - a. Ensure the location of the \Spmwin directory on the server is correct
  - b. Complete the installation process to the **NxtUpdate** directory

### Updating the Server

Just before the terminal server, workstation update process is about to be performed, the following steps need to be conducted. It is preferable that the server is restarted before this process is performed.

This process should only be performed by either Incisive staff or IT technicians who are familiar with the Incisive update process.

1. Backup the databases and all of the associated image and document files.
2. Create a Restore Point on the server.
3. If possible, restart the server. If a restart is not feasible, use Task Manager and make sure that newlogin.exe or xpmmenu.exe are not running nor any other processes that start with spm\*.\*
4. On the server, login using local admin or domain administrator rights.
5. Rename the directory called **NxtUpdate** to **Updates**
6. Copy all the files from the Updates directory to the \Spmwin program directory on the server. Overwrite the existing files.
7. Right-mouse-click on the file called mdbUpdate.exe in the \spmwin directory and choose Run As Administrator. This process will update the data structure of the database.  
It can be performed ahead of the workstation update process and even if staff are still using the SPM/PHM database.
8. Find the files newlogin.exe (if using the Classic edition) or XPMMenu.exe (if using the Integrated edition). Right-mouse-click on these files and choose Run As Administrator.  
This will unregister any file entries in the Windows Registry and re-register the new files.
9. Log into PHM and test that it has updated correctly.
  - a. Check the version numbers at the login screen.
  - b. Go to Setup -> Personnel -> Permissions and modify the menu permissions for each of the Roles
  - c. Go to Patient -> Notes and check that you can display the Notes for a patient.
  - d. Go to Appointment Book and display the appointment list for a specialist.
  - e. Complete any other acceptance testing you require.

## Deploying & updating Application servers, Workstations & Laptops

If the Workstation has been setup correctly then updating to the latest Version should only take two easy steps. Incisive staff may assist with the updating of a single application server, workstation or laptop. Thereafter it is your responsibility to perform the task on the other devices.

1. Restart the application server or workstation/laptop
2. Temporarily disable the virus-checker (if possible)
3. Login using either a Local Administrator login or the Domain Administrator login
4. If installing to an application Terminal Server
  - a. Create a Restore Point
  - b. Exit to a Command Prompt and execute the following command  
Change User /install
  - c. Use Task Manager and make sure that newlogin.exe or xpmmenu.exe are not running nor any other processes that start with spm\*.\*
5. Find the Incisive folder on the Desktop and double-click on the 'Update Program Files' icon. This should cause a command window to appear and display the files that are being copied from the Updates directory on the server to the \Spmwin directory on the local device.  
**Note:** If the command window flashes up quickly and disappears, then something is not quite right with your setup and you will need to rectify the batch-file instruction or remedy the network connection. Call the Incisive Helpdesk for assistance.
6. Once the file copy has completed, Right-mouse-click on the 'Private Hospital Manager' icon in the Incisive folder and choose the Run As Administrator option.  
This will unregister any file entries in the Windows Registry and re-register the new files.
7. Log into PHM and test that it has updated correctly.
  - a. Check the version numbers at the login screen.
  - b. Go to Patient → Notes and check that you can display the Notes for a patient.
  - c. Go to Appointment Book and display the appointment list for a specialist.
8. If updating an application terminal server, go to the command prompt and execute the following command:  
Change User /execute
10. Enable the virus-checker
11. Make sure all of the workstations and laptops have been updated to the correct version.

## Troubleshooting

If you are unsure at any stage during the update process, please call the Incisive helpdesk for assistance.

If you have tried to register files without using the Run As Administrator option and are getting errors during the file registration process, you may need to perform the following:

1. Exit to a Command Prompt window
2. Change to the SPMWIN directory
3. Type in and execute the following command (which deletes three text files)  
DEL spm\_\*.txt
4. Exit from the Command prompt window.
5. Right-mouse-click on either the newlogin.exe (classic) or XPMmenu.exe (integrated) applications and run using the Run As Administrator option

If serious problems with the deployment and updating of the program files to the applications servers, workstations or laptops is encountered, you may need to perform a roll-back to the previous version. Contact the Incisive Helpdesk.