



RESOURCE AND PATIENT MANAGEMENT SYSTEM

Electronic Health Record

(EHR)

Windows 10 Phase I Troubleshooting Guide

Version 1.1 Patch 24
August 2018

Office of Information Technology
Division of Information Resource Management
Albuquerque, New Mexico

Table of Contents

1.0	Introduction.....	1
1.1	Troubleshooting Issues.....	2
1.2	Reporting Issues through the Help/Support Desk.....	2
2.0	GUI Template Changes	4
2.1	Headers and Other Component Color Changes.....	4
2.2	Highlighting in Menus	4
2.3	Sizing and Scale Display	4
2.4	Partially Hidden Buttons	5
2.5	Colors within GUI Templates.....	6
2.5.1	Clinical Warnings (CWAD).....	6
2.6	Dialog Display Issues	7
3.0	EHR Components	8
3.1	Family History Component	8
3.2	Print Selection Dialog	9
3.3	Reproductive Factors.....	9
3.4	Well Child Ages & Stages Questionnaire (ASQ) CD.....	10
4.0	VistA Imaging.....	12
4.1	VA/IHS VistARad.....	12
4.2	Video Card.....	12
4.3	VistA and Dual Monitors	14
4.4	IHS Image Viewer Load Error.....	15
5.0	RPMS Telnet.....	17
5.1	Telnet Sessions	17
6.0	Windows 10 User Account Control (UAC) Prompt	19
	Acronym List	20
	Contact Information	21

Related Manuals

Phase I of the RPMS EHR application modification to support Windows 10 compatibility includes changes to various components. Read all Notes files and documentation associated with this patch.

1.0 Introduction

The Indian Health Service (IHS) has created an EHR that is utilized throughout ambulatory clinics and several acute-care hospitals.

This troubleshooting guide is intended to assist sites in troubleshooting the recent national release of EHRv1.1 patch 24, BJPN v2.0 p10, and VEN v2 p6, which included updates to assist with Windows 10 implementation.

Note: The look and feel of the RPMS EHR has changed. Most of these changes are inherent with Windows 10 and cannot be changed. See the example below of the RPMS EHR Toolbar differences.

The RPMS EHR will have a different look on Windows 10 than it did on Windows 7. Below are examples of the toolbar within RPMS EHR.

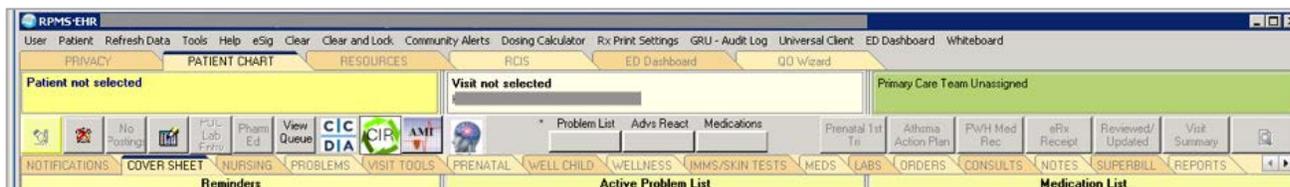


Figure 1-1: RPMS-EHR Windows 7 toolbar



Figure 1-2: RPMS-EHR Windows 10 toolbar

Note: The Office of Information Technology (OIT) is aware that not all healthcare facilities have upgraded to Windows 10. Because the RPMS-EHR is highly configurable to meet the unique needs of individual facilities, OIT recommends a staged approach to the Windows 10 upgrade and testing of the site's configuration with this update.

In addition, this is a reminder that the associated group policy changes enacted in the email dated Thursday, June 21, 2018, from the Division of Operations Technology will need to be applied to support the Windows 10 upgrade.

1.1 Troubleshooting Issues

Read all associated manuals, technical guides, and release notes before submitting a ticket.

The issues in this troubleshooting document should be reviewed and addressed by local IT, Area, or OIT Help Desk. Steps to resolve the issues may be complex and should be performed by IT personnel as some are system and/or site-level modifications. Advanced credentials may also be required to make system modifications.

High-level troubleshooting of all issues should be vetted with the help of the facility IT and/or clinical informatics support first. If local facility staff cannot solve the issue, it can then be escalated to Area staff to include IT Specialists or clinical informatics support (Area CAC).

Area staff will perform additional troubleshooting and, if unable to resolve, will escalate the issue to the OIT Help Desk. Other users at the same facility may be experiencing similar issues or have questions pertaining to the same problem.

1.2 Reporting Issues through the Help/Support Desk

Before reporting any issues to the Help Desk, use the issue-reporting process established by the facility and area.

When reporting an issue to the Area and to the Help Desk, please identify the following to help troubleshoot the specific issue:

Note: Please have all information available for the Help Desk as described below. This will assist in the issue or question being more appropriately addressed and answered.
Take the time to write out information as this is invaluable to those who assist.

Technical Support for EHRp24 and VistA Imaging on Windows 7 and 10

1. Tiered Support

- Tier 1 Local Information Technology – initiation
- Tier 2 Area Office Information Technology – submitted by local site to Area IT
- Tier 3 OIT Help Desk – submitted by Area IT to Help Desk
 - support@ihs.gov

2. Sites will be asked to provide specific information when submitting for support.
 - MS Windows Operating System (i.e. Windows 10/Window 7)
 - .net version
 - EHR patch version
 - Make/Model of computer(s)
 - Control Panel Settings of the computer(s) with issue:
 - Display Settings
 - Display
 - Resolution
 - VI Capture/Display client versions
 - Can the issue be readily reproduced? By one user? By all users?
 - Detailed steps to reproduce the issue

2.0 GUI Template Changes

Several changes were reported with GUI (Graphical User Interface) templates when using RPMS-EHR. Windows 10 color schemes have changed in the operating system. Some appearances and colors will change on Windows 10 machines.

Note: This is not an application issue but an operating system change. Sites may have to update their GUI templates to accommodate Windows 10.

2.1 Headers and Other Component Color Changes

Issue: When using a Windows 10 environment, some headers are darkened or have changed colors on the GUI template.

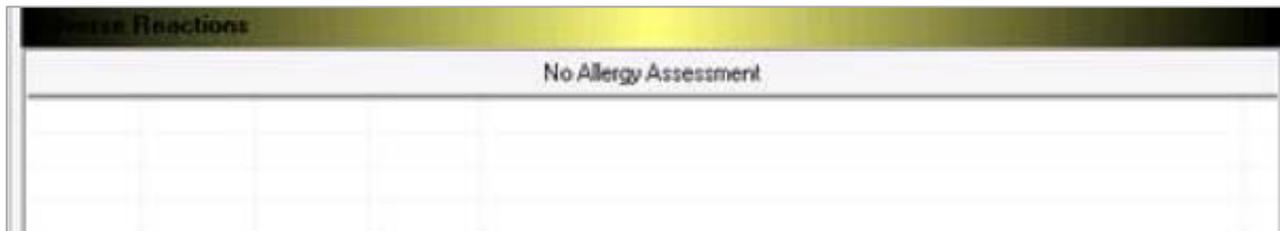


Figure 2-1: Example of component header that can be changed through **Properties**

Resolution: Header color and style are properties defined for the cover sheet components in the layout template. Enter design mode, click on the component and select **Properties**.

Note: Check all properties of the GUI template.

2.2 Highlighting in Menus

Issue: Some menu selections that used to highlight as the user navigated through the list do not highlight within the Windows 10 environment.

Resolution: Some RPMS-EHR components will have the Windows 7 function that highlights a user's menu selections, while others are not modifiable through coding and development. These are inherited through Windows 10.

2.3 Sizing and Scale Display

Issue: Screen and display window sizing, fonts, buttons, and graphical issues in the EHR when user first launches the RPMS-EHR.

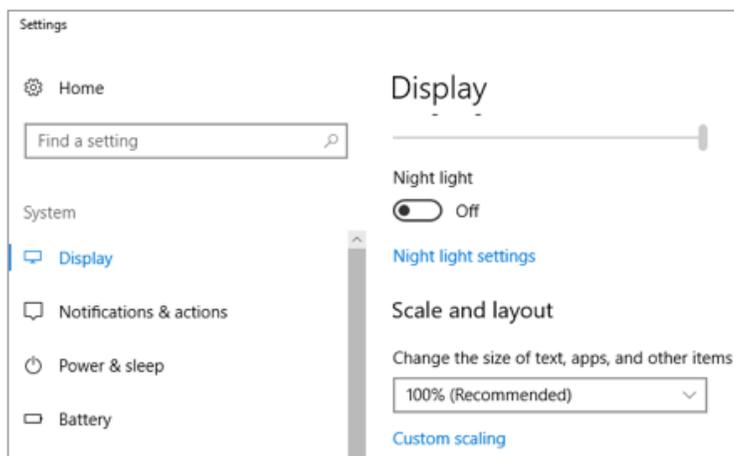


Figure 2-2: Display settings

Resolution: Check all display and display configurations on the computer's **Control Panel Display**. Changes in the display settings will resolve most issues. The recommended display setting for **Scale and layout** is 100% scaling.

2.4 Partially Hidden Buttons

Issue: Users are reporting partially hidden buttons on dialogs.

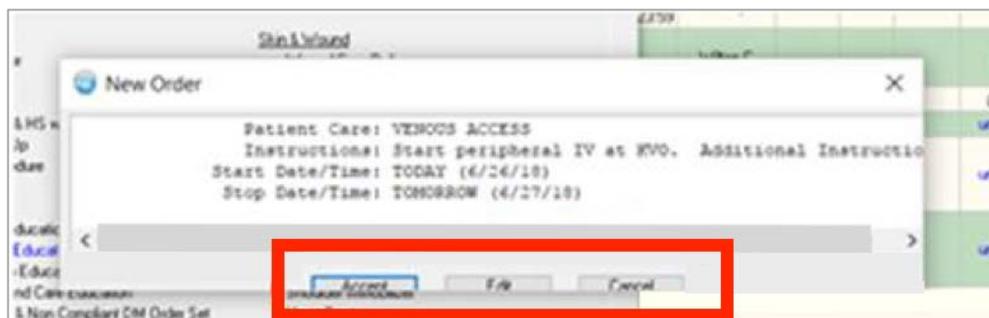


Figure 2-3: Example of partially hidden buttons

Resolution: Use the following steps to resolve issues of partially displayed buttons.

1. Open Regedit.
2. Navigate to **HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\Fonts**.
3. Locate the **MS Sans Serif 8, 10, 12, 14, 18, 24** value and double-click it to edit the value.
4. Change from **SSERIFF.FON** (with an F) to **SSERIFE.FON** (with an E) and click **OK**.
5. Log out of Windows, then log back in

6. Set the display scale to 125%. Click **Apply**.
7. Log out of Windows, then log back in.
8. Set the display scale to 100%. Click **Apply**.
9. Log out of Windows, then log back in.

2.5 Colors within GUI Templates

2.5.1 Clinical Warnings (CWAD)

Issue: Users have reported issues with the CWAD component button not displaying in the color red in Windows 10 environments.



Figure 2-4: Example of Windows 10 CWAD button



Figure 2-5: Example of Windows 7 CWAD button – red display

Resolution: The difference in button color is related to the enabling of themes when moving from Windows 7 to Windows 10.

This can be resolved by adding the **THEMEAWARE** property to the **Serializable Properties** tab in vcManager for the BEHCWAD.CWAD progID. Once the property has been defined, launch RPMS-EHR and enter Design Mode.

Note: Review the EHR v1.1 Technical Manual for assistance. The manual can be found at <https://www.ihs.gov/rpms/applications/clinical/> under the Electronic Health Record (EHR) section.

In Design Mode, right-click on the CWAD component and select **Properties**. Toggling the **THEMEAWARE** check box will change the color from the themed border to the complete component. Remember to save the layout template.

2.6 Dialog Display Issues

Issue: Display issues have been reported during alpha and beta testing. Users have reported missing buttons on **Order** dialogs and various other components.

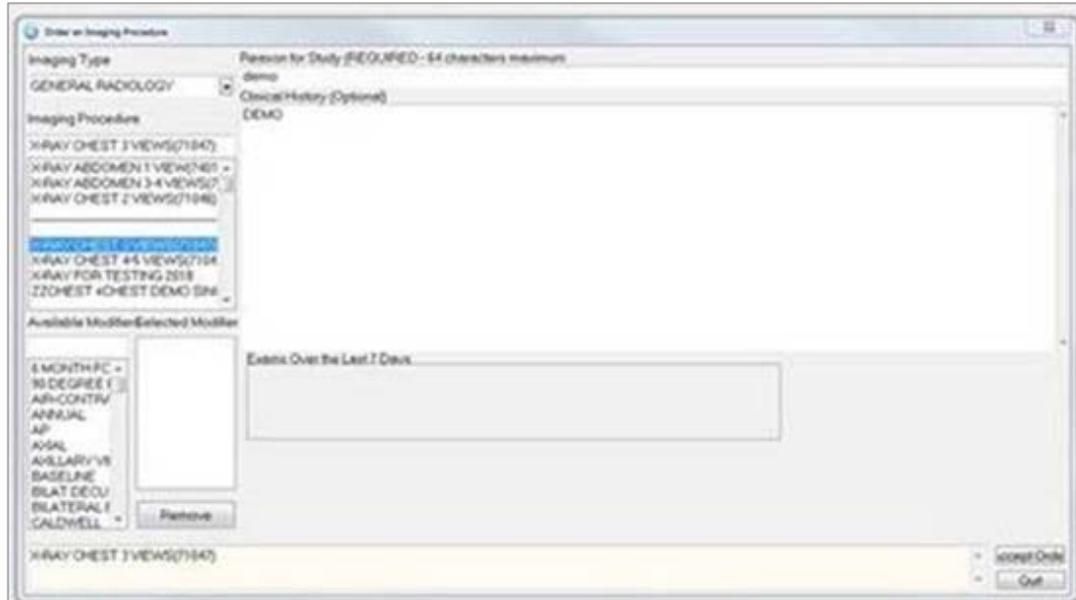


Figure 2-6: Example of missing buttons on the **Order** dialog

55	16-Jul-2018 06:30	16-Jul-2018 07:00	16-Jul-2018 07:30
		100.1	
	120/50		
	90		
	24		
		AMBIENT AIR	
	6	4	
	99 [NASAL CANNULA]	99 [NASAL CANNULA2.0 l/min %]	97 [N
	OK		

Figure 2-7: Example of display issues

Resolution: Report these issues to the local facility IT department for review. Users can hover over the buttons or use the Tab or Alt keys to view the buttons until further assistance, review, and resolution are available.

3.0 EHR Components

3.1 Family History Component

Issue: The **Family History Subset** does not display when the user selects **Add**.

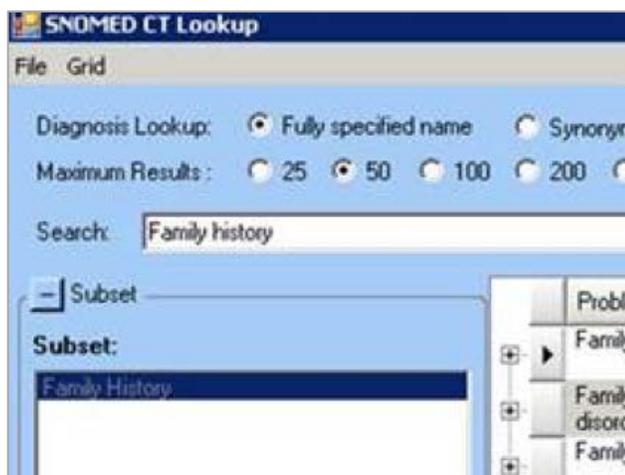


Figure 3-1: Example of Family History Subset

Resolution: The site will need to add and register the following:
MSCOMCTL.OCX.

1. Microsoft no longer makes this file available individually, but it can be downloaded as part of the Visual Basic 6 security update at <https://www.microsoft.com/en-us/download/details.aspx?id=50722>.
 - a. Download the updater file from the Microsoft site.
 - b. Right-click on the downloaded file and select **Run as Administrator**.
 - c. Follow the instructions in the updater.
2. If you have other systems with EHR that are not experiencing this issue, follow the steps below.
 - a. Copy **mscomctl.ocx** from a computer that is not experiencing this issue. This file can be found in **\Windows\SysWOW64** on 64-bit systems, or **\Windows\System32** on 32-bit systems.
 - b. Return to the system experiencing this issue and place **mscomctl.ocx** in the **\Windows\SysWOW64** directory. If that directory does not exist, place the file in **\Windows\System32**.
 - c. In the directory from Step b, there should be a file named **cmd.exe**. Right-click on the **cmd.exe** file and select **Run as Administrator**. This will open a command prompt.

- d. In the command prompt, type **regsvr32 mscomctl.ocx** and press Enter. Close the command prompt.

3.2 Print Selection Dialog

Issue: Width and height labels are missing from the **Print** dialog.

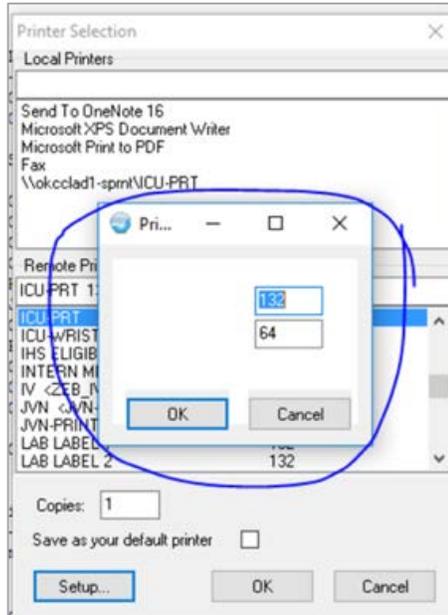


Figure 3-2: Example of Print Selection width and height changes

Resolution: This is a known issue. Users can move the **Print Selection** dialog to the left. This will force the **Print** dialog labels to print.

3.3 Reproductive Factors

Issue: Users report hashing in the Prenatal component when the Measurements, Reproductive Factors, and PIP are combined into one tab.

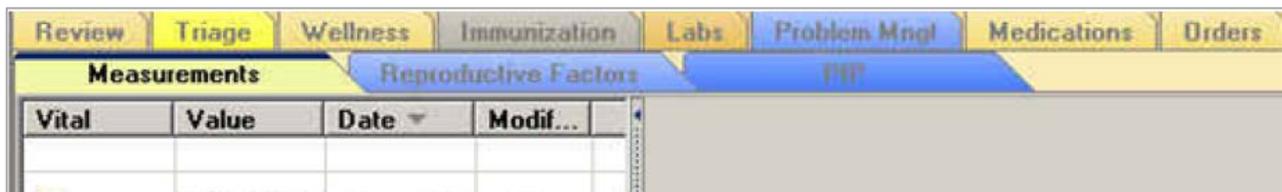


Figure 3-3: Example of Reproductive component split into three sub-tabs

Resolution: Make the following changes to the GUI Template:

- Split the Prenatal tab into three sub-tabs: **Measurements**, **Reproductive Factors**, and **PIP**.

- Remove IHS Internet site from the **Privacy** tab

3.4 Well Child Ages & Stages Questionnaire (ASQ) CD

Issue: User experience issues with installing VEN Well Child patches.

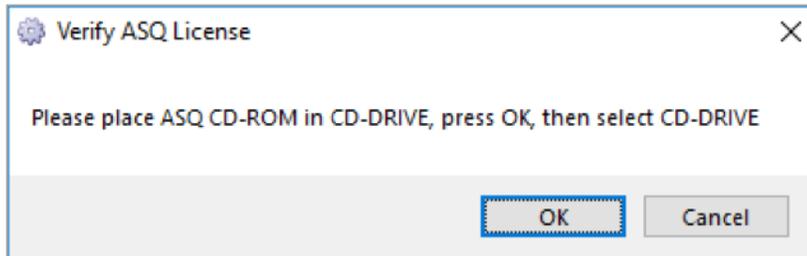


Figure 3-4: Example of Verify ASQ License error

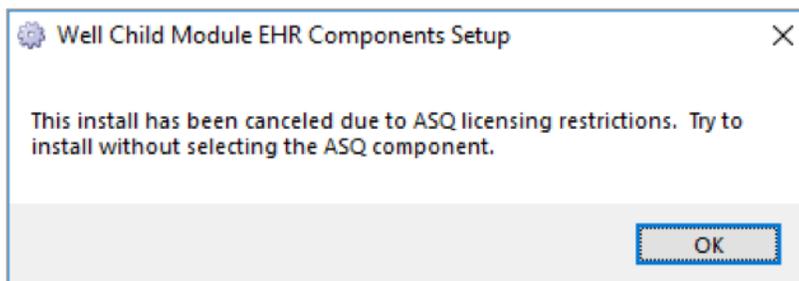


Figure 3-5: Example of Well Child Module Component Setup error

This error can pop up if the site has a template with ASQ, but the ASQ module does not get installed.

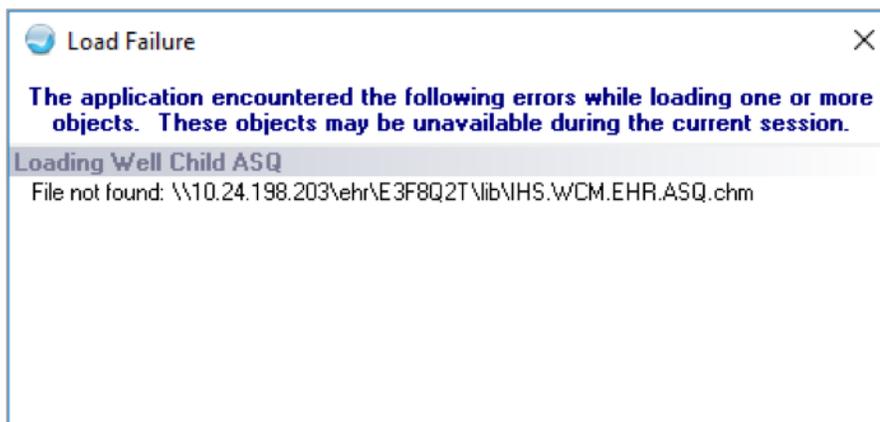


Figure 3-6: Example of Load Failure error

Resolution: If sites install the ASQ component, they must have the ASQ CD (compact disc) to activate the ASQ component.

The ASQ CD can be purchased from Brookes Publishing at <https://www.brookespublishing.com/>.

See the addendum document (ven_0260.04o.pdf) for details, available at the RPMS Clinical Applications website under the Well Child Component: <https://www.ihs.gov/rpms/applications/clinical/>.

Note: Be sure to keep this CD available. It is needed to install any future Well Child Module (WCM) patches.

4.0 VistA Imaging

Vista Imaging Clinical Capture and Clinical Display approval notice is based on testing performed by IHS. FDA Compliance assessment has concluded that IHS WIN10 OS testing is acceptable and does not impact the VistA Imaging 510K approved “Intended Use.”

- IHS data is consistent with 21 CFR 820.70 (Production and Process Controls):
<https://www.accessdata.fda.gov/scripts/cdrh/cfdocs/cfcfr/CFRSearch.cfm?fr=820.70>.
- IHS data is consistent with 21 CFR 820.75 (Process Validation):
<https://www.accessdata.fda.gov/scripts/cdrh/cfdocs/cfcfr/CFRSearch.cfm?fr=820.75>.
- IHS data is consistent with 21 CFR 820.30 (Design Control):
<https://www.accessdata.fda.gov/scripts/cdrh/cfdocs/cfcfr/CFRSearch.cfm?CFRPart=820>.

4.1 VA/IHS VistARad

As of August 2018, the FDA has not issued approval for the use of the VistARad application on WIN10 OS for either the Veteran’s Administration (VA) or IHS.

VistA Imaging Radiology sites cannot install the VistARad software on a WIN10 OS workstation until the VA or IHS OIT provide an official release. This includes Radiology Diagnostic Workstations.

4.2 Video Card

Issue: A new workstation has had a compatible Intel Graphics Display Adapter installed to complete the installation of the VistA Imaging Clinical Capture and Display executables. If the provided resolution is not followed, the Intel Graphics Adapter will revert back to the original adapter after or due to a Microsoft Update and the VistA Imaging Capture and Display applications will not launch.

Resolution: Disable the Video Card Updates through Microsoft Updates. Elevated credentials are necessary to proceed and access the settings:

1. Click in the search area and type **This PC**, then right-click to open **This PC**.

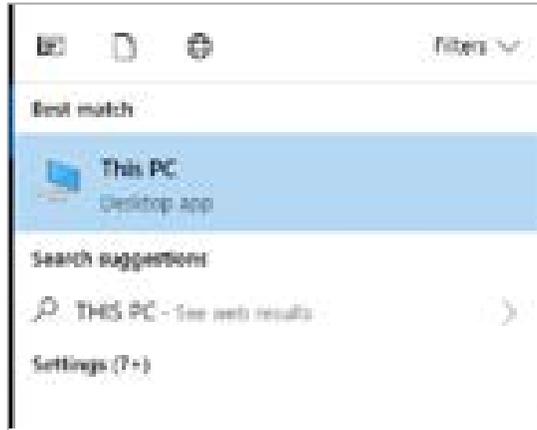


Figure 4-1: Example of **This PC** screen in Windows 10

2. Within the This PC window, click the **Advanced System Settings** option.

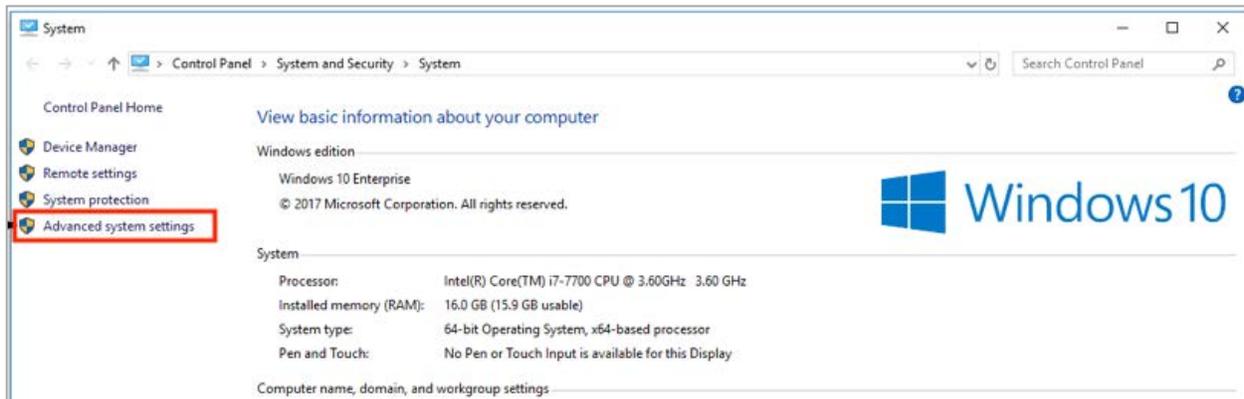


Figure 4-2: **Advanced system settings** in Windows 10

3. Go to the **Hardware** tab and click the **Device Installation Settings** button. See Figure 4-3.

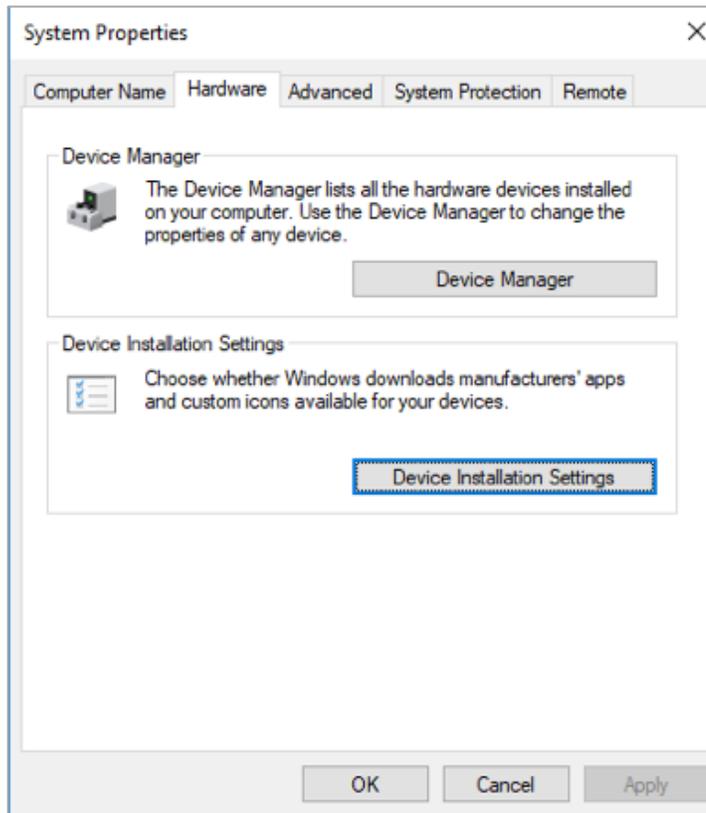


Figure 4-3: System Properties – Hardware tab in Windows 10

4.3 VistA and Dual Monitors

Issue: Test sites have reported difficulty finding a compatible Intel Graphics Adapter that will enable successful software installations and allow for use of dual monitors at a workstation.

Reported versions of the Intel Graphics Adapter include the Intel HD Graphics 5500 and the Intel HD Graphics 530 on Dell workstations.

Resolution: Find an Intel Graphics driver that will support both dual monitors and the VistA Imaging software installations and launch. Open a Help Desk ticket and escalate to RPMS Imaging Support for further instructions.

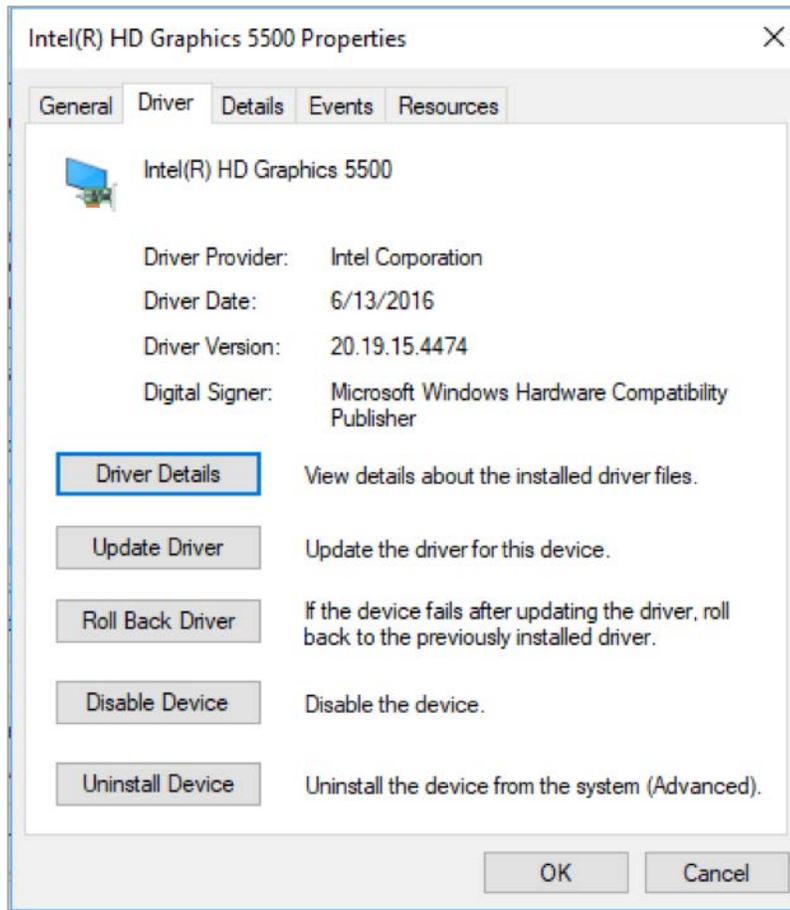


Figure 4-4: Example – Intel(R) Graphics Driver 5500 Properties

1. Attempt the following drivers as appropriate for the Intel HD Graphics Adapter listed above and for WIN10 clients:

<https://downloadcenter.intel.com/download/27414/Beta-Intel-Graphics-Driver-for-Windows-10-and-Windows-7-8-1-15-40-?product=86210>

Direct link(s) for Intel HD Graphics 520 or 530:

<https://downloadcenter.intel.com/product/88355/Intel-HD-Graphics-520>

<https://downloadcenter.intel.com/product/88345/Intel-HD-Graphics-530>

2. Submit a Help Desk ticket for IHS RPMS Imaging Support for WIN10 OS and incompatible Intel HD Graphics Adapter.

4.4 IHS Image Viewer Load Error

Issue: The EHR-embedded IHS.ImageViewer.dll fails to load, displaying the message “Class not registered.” Manually registering the file with regasm.exe declares success, but the issue persists.



Figure 4-5: Example of Load Failure – Loading IHS ImageViewer

Resolution: IHS.ImageViewer.dll implements cryptographic classes which are non-FIPS compliant. A registry value is set on the system which prevents .Net from loading any assemblies containing non-FIPS-compliant cryptographic classes.

Save the following text to a new .reg file and import it into the registry using Regedit:

- Windows Registry Editor Version 5.00
- [HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Lsa\FipsAlgorithmPolicy]
- "Enabled"=dword:00000000

5.0 RPMS Telnet

5.1 Telnet Sessions

Issue: On Windows 10, each user account is prompted to register the NetTerm Telnet agent on each computer user logs into, and the next person who logs into the same computer is also asked to register it. On Windows 7, Telnet is registered when imaging the computer and it remains registered for all users who use that computer.

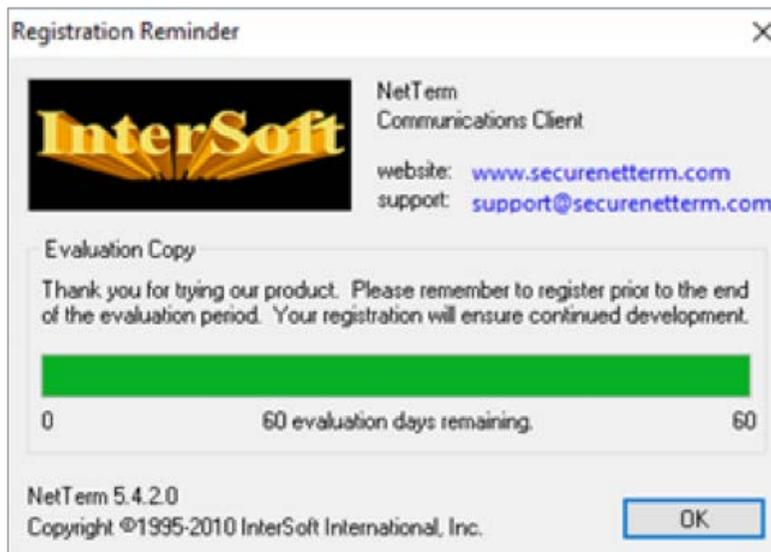


Figure 5-1: Example of Registration Reminder for Telnet

Resolution: In order to prevent the problem, do the following:

1. Create a copy of the **netterm.ini** file. You can find this .ini file in the Install folder (the default folder is C:\Program Files (x86)\InterSoft International, Inc\NetTerm on a 64-bit machine).
2. Find the section labeled **[Legal]** in the netterm.ini file and fill in the **Owner** and **Code** lines. **Owner** is whatever name you used to obtain your registration code and **Code** is the registration you purchased. Save the **netterm.ini** file.

Note: You can also add entries to the Rolodex and make setting changes within this ini file.

- a. [Legal]
- b. OWNER=Demo Hospital
- c. CODE=XXXXXX-XXXXXX-XXXXXX-XXXXXX-XXXXXX-etc.

3. Navigate to **C:\Users\Default\AppData\Roaming** (the default folder is hidden; make sure to **Show hidden files, folders and drives**) and create a folder named **InterSoft Common** (as shown in Figure 5-2).

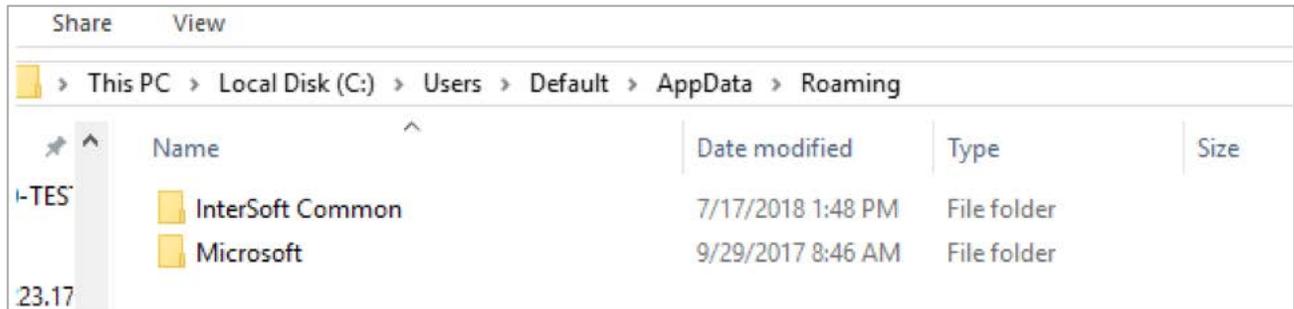


Figure 5-2: Example of Microsoft folders

4. Save the netterm.ini file that contains the **Owner** and **Code**, within the **InterSoft Common** folder you just created.
5. This works by copying this folder and file to each new user profile at first login, (after these steps).

For users that have already logged onto the computer, you will have to copy the .ini file to their user **AppData\Roaming\InterSoft Common** folder. For example, the path for username “jdoe” is **C:\users\jdoe\AppData\Roaming\InterSoft Common**.

Note: You will have to repeat this step for every user profile that existed on the PC before you followed these steps.

6.0 Windows 10 User Account Control (UAC) Prompt

Issue: “The IHS EHR application has not been able to be supported on Windows 10 due to an application incompatibility issue with the User Access Control (UAC) security feature. The Headquarters, Division of IT (DIT) is currently in the process of modifying the application to accommodate the Windows 10 UAC security policies.

The IHS EHR application is scheduled to support compatibility with the Windows 10 UAC feature by the end of CY2018. During this time however, while development is underway, the attached waiver has been approved to disable the UAC feature on only Windows 10 systems running EHR.” (Source: **Informational (Action Required): EHR - Windows 10 UAC** communique dated Thursday, June 21, 2018)

Resolution: “In order to automatically apply the needed UAC settings to a Windows 10 Computer running EHR, you will need to add the computer account/s from within Net-IQ DRA to the following AD Security Group: IHS Windows 10 Temp EHR Waiver.” (Source: **Informational (Action Required): EHR - Windows 10 UAC** communique dated Thursday, June 21, 2018)

Note: Refer to the Administrator DL (OIT) [AdministratorDL@ihs.gov] email sent on Thursday, June 21st, 2018 for further information.

Acronym List

Acronym	Term Meaning
ASQ	Ages and Stages Questionnaire
CAC	Clinical Applications Coordinator
CY	Calendar Year
DIT	Division of Information Technology
EHR	Electronic Health Record
FDA	Food and Drug Administration
GUI	Graphical User Interface
IHS	Indian Health Service
OIT	Office of Information Technology
OS	Operating System
PC	Personal Computer
RPMS	Resource and Patient Management System
UAC	User Access Control
VA	Veteran's Administration

Contact Information

If you have any questions or comments regarding this distribution, please contact the OIT Help Desk (IHS).

Phone: (888) 830-7280 (toll free)

Web: <https://www.ihs.gov/helpdesk/>

Email: support@ihs.gov