



RESOURCE AND PATIENT MANAGEMENT SYSTEM

Electronic Health Record

(EHR)

Windows 10 Phase 2 Troubleshooting Guide

Version 1.1 Patch 24
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Office of Information Technology
Division of Information Resource Management
Albuquerque, New Mexico

Table of Contents

1.0	Introduction.....	1
1.1	Installation	1
1.2	Troubleshooting Issues.....	2
1.3	Reporting Issues through the Help/Support Desk.....	2
2.0	User Access Control (UAC) Prompt.....	4
2.1	Run as Administrator Advanced Properties	4
2.2	Restarting Computer for the Group Policies to Take Effect	5
2.2.1	Setting Up a New Windows 10 Computer	6
	Acronym List	7
	Contact Information	8

Related Manuals

Phase 2 of the RPMS-EHR application modification to support Windows 10 User Access Control (UAC) prompt. Read all Notes files and documentation associated with this patch.

1.0 Introduction

Indian Health Service (IHS) has created an Electronic Health Record (EHR) that is utilized throughout ambulatory clinics and several acute-care hospitals. The IHS Office of Information Technology (OIT) recently released Windows 10 Phase 1 EHRv1.1 patch 24, BJPN v2.0 p10, and VEN v2 p6, which included updates to assist with Windows 10 implementation.

In the past, the IHS RPMS-EHR application has not been able to support Windows 10 due to an application incompatibility issue with the UAC security policies. With the national release of EHRv1.1 patch 24 Windows 10 Phase 2, the RPMS-EHR application has been modified 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.

1.1 Installation

Note: **Use vcManager to disable logins and shutdown active RPMS-EHR sessions prior to performing steps 1 and 2 below. **

1. Self-Extracting Archive
 - a. Execute the self-extracting archive (**ehr_0110.24_W10Phase2.exe**) on the server where the **RPMS-EHR** shared folder resides.
 - b. When prompted for the installation folder, enter the full path to the shared folder where your bin and lib folders reside for the installation being updated.
 - c. Click the **Unzip** button to proceed with the extraction of compressed files.
 - d. When prompted, update any initialization (INI) file settings if necessary and click **OK**. The VueCentric INI file will be updated with the new settings.
2. EHR must successfully launch on the workstation before it can be removed from the IHS Windows 10 Security Waiver Group.

After a successful launch of the RPMS-EHR application, please contact the IHS Help Desk for the removal of the computer from the IHS Windows 10 Security Waiver. Please request that the Help Desk assign the ticket to the Enterprise Technology Services (ETS) team.

Failure to update the local run folder prior to removal of the waiver will prevent the user from running the RPMS-EHR application on that system.

After the computer is removed from the Windows 10 Temp waiver group, the computer must be restarted to enable Windows User Account Control. There is a system notification that displays: “You must restart your computer to turn on User Access Control.”

1.2 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 the local facility staff cannot solve the issue, it can then be elevated to Area staff to include the IT Specialist 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.

1.3 Reporting Issues through the Help/Support Desk

Before reporting any issues to the Help Desk, use the issue-reporting process that has been set out 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 the following information available for the Help Desk. This will assist in the issue/question being more appropriately 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 the 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 requests for support.
 - Current MS Windows Operating System (OS; i.e., Windows 10/Window 7)
 - .NET version
 - EHR patch version
 - Make/Model of computer(s)
 - Can the issue be readily reproduced? Does it affect one user or all users?
 - Please include all detailed steps to reproduce the issue.

2.0 User Access Control (UAC) Prompt

Windows 10 Phase 2 national release

2.1 Run as Administrator Advanced Properties

Issue: Users who have an EHR shortcut with the **Run as administrator** advanced property checked will get a UAC prompt, shown below. (This prompt will display even if the user is logged in with an Administrative account.)

Note: This is *not* an EHR issue but rather a Windows/shortcut issue, which is allowing the user to attempt to operate with advanced privileges. It is worth noting here for troubleshooting purposes.

Resolution: There are two options to fix this:

- Deselect the **Run as administrator** check box or turn off the UAC controls (with an Administrative account [*not recommended*]).
- Right-click the EHR shortcut, click the **Advanced** button, and deselect the **Run as administrator** check box (*recommended*).

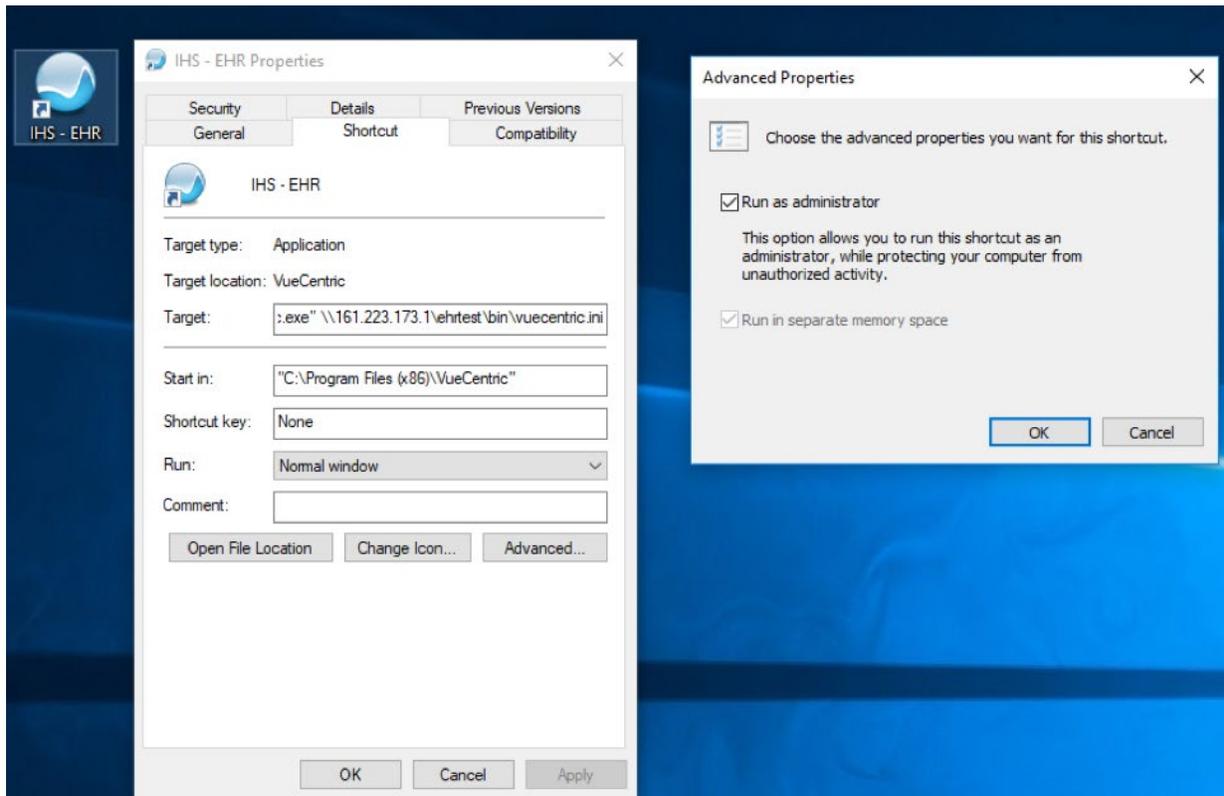


Figure 2-1: Example of RPMS EHR Properties Advanced Property Settings

- Alternatively, open the UAC Settings and drag the slide bar all the way down to **Never notify** (*Not recommended—but would fix the issue*).

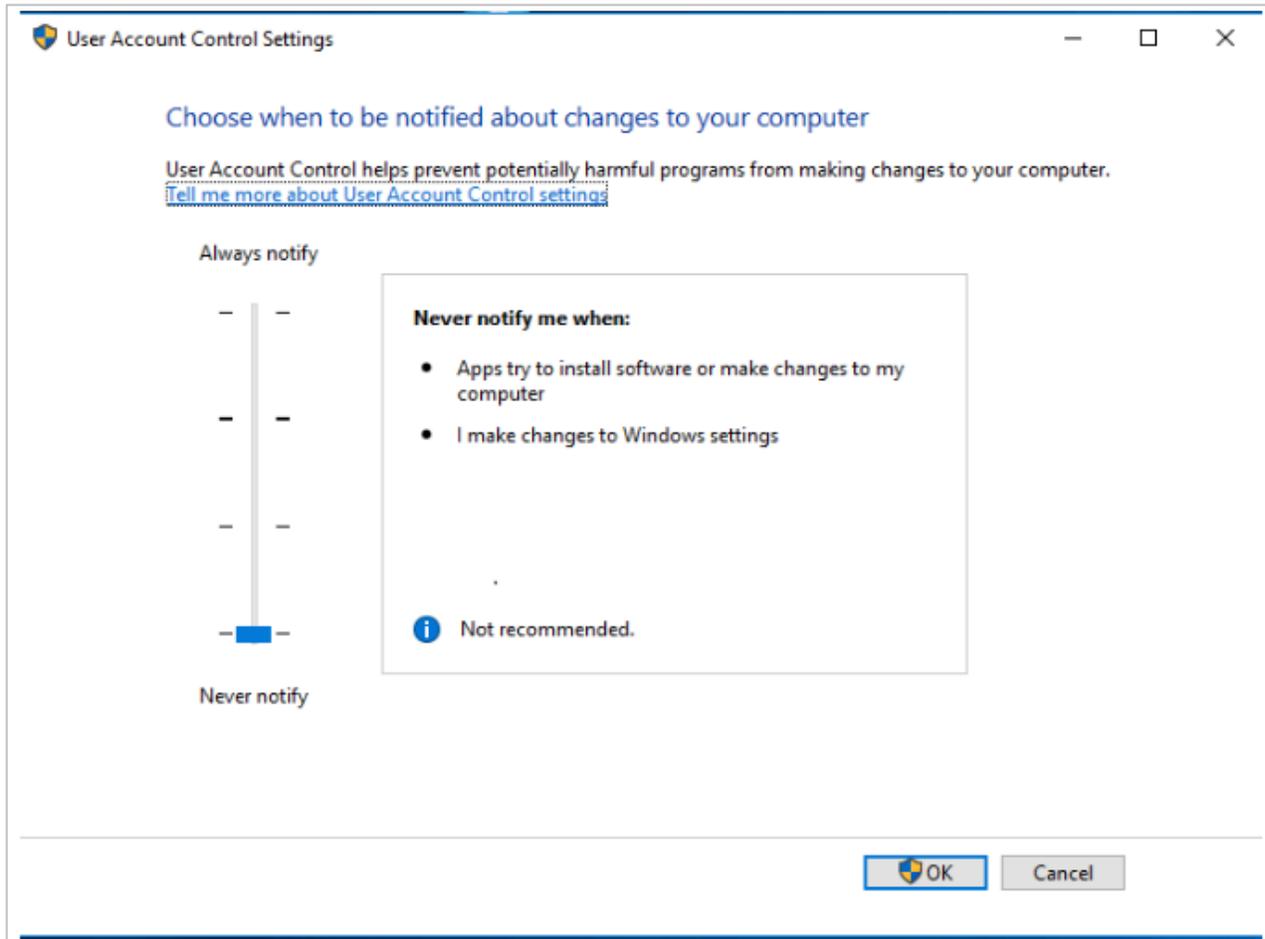


Figure 2-2: User Account Control Settings window

2.2 Restarting Computer for the Group Policies to Take Effect

Issue: One of the instructions in the Notes file is to issue a ticket for the ETS team to remove the computer from the Windows 10 Temp Waiver group. Once this is done by the ETS team, the computer needs to be restarted.

Resolution: After the PC is removed from the Windows 10 Temp waiver group, the update can take some time for the computer to re-enable the UAC. When the UAC is enabled, the computer will display the following message: “You must restart your computer to turn on User Account Control.” (See Figure 2-3.)

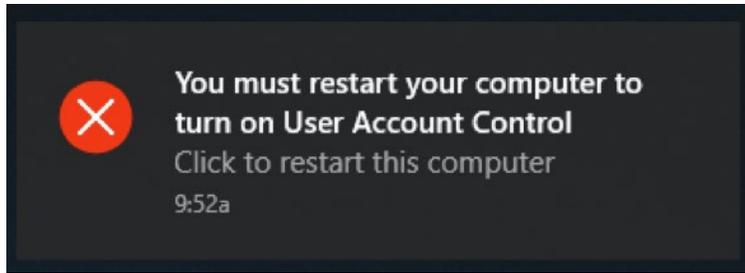


Figure 2-3: Restart computer prompt

2.2.1 Setting Up a New Windows 10 Computer

Issue: With the Windows 10 Phase 2 release, a new Microsoft Installer (MSI) for the EHR shortcut to be created on the client computer is not being delivered. For new Windows 10 computers being deployed, most users installing the shortcut are administrators on the computers or images of Windows are deployed to the new computer. This release includes the VueCentric.exe file be updated, and it is necessary that this new VueCentric.exe file is pushed to the client computer.

Resolution: There are two ways to work around the fact that the new VueCentric.exe is pushed to the new Windows 10 computer after EHR is installed on it using the last released MSI:

1. Install with the MSI that was released (not in this patch) by an administrator and open EHR after the install. This will push out the new VueCentric.exe from the server to the client computer.
2. Install with the MSI that was released (not in this patch) by an administrator and copy/replace the VueCentric.exe file from the server over to the client computer, where the original VuCentric.exe was installed.

Acronym List

Acronym	Term Meaning
CAC	Clinical Applications Coordinator
CY	Calendar Year
EHR	Electronic Health Record
ETS	Enterprise Technology Services
IHS	Indian Health Service
OIT	Office of Information Technology
OS	Operating System
MSI	Microsoft Installer file extension
PC	Personal Computer
RPMS	Resource and Patient Management System
UAC	User Access Control

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