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This service pack release is for customers running Centricity EMR 9.5. Customers running other versions of the EMR application should not upgrade to this release.

Who should read these release notes?

This Centricity Electronic Medical Record EMR 9.5.3 (SP3) release note describes the changes in the service pack and how to install it. EMR 9.5 SP3 is compatible with all previous EMR 9.5 service packs and patches.

Before installing the service pack, read these release notes carefully and ensure that you have a verified backup.

!!! EMR 9.5 Service Pack 3 should **NOT** be used by Centricity Framework customers utilizing chart functionality from within the framework.

If you are the System Administrator...

You will install this release and run any additional scripts that are necessary. You must be an experienced network administrator with the following:

- Ability to execute SQL queries
- Familiarity with Oracle files, programs, data structures, and transaction architecture
- Supervisor/administrative privileges on your network file server

If you are the EMR Manager...

You must determine how the changes in this service pack affect your functionality, setup, and workflows. Contact Centricity Services at 888.436.8491 option 2 if you have questions.

What's new in EMR 9.5.3?

The following items are new in this service pack:

General

- Various fixes to improve application performance and stability. These changes are not associated with any specific workflow, but should lead to reduced crashing and improved performance of the application. SPR 50243, SPR 50618
- Fixed an issue where the application would flicker and crash, or display the error, "Encountered an Improper Argument." SPR 50057

Chart

- The application no longer crashes with an error, "CMLWinRefreshNotify::WindowProc" while creating or updating a document and adding a new form. SPR 50755
- In the Problems window the Comment, Onset Date, End Date, Duration fields are now correctly set when selecting a different problem. SPR 50662, SPR 50664

MEL Symbols

- APPT_NEXT, APPT_PRIOR, and APPTS_BY_STATUS(status, "FULL") now correctly show the provider who is scheduled to be seen and not the person who scheduled the appointments. SPR 47210
- APPT_PRIOR now returns appointments from prior days instead of only appointments earlier than the current time. SPR 50318

Orders

- When completing orders the Authorizing Provider field is occasionally blank. An alert will now appear to inform the user when this happens so they can fix the problem and complete the order correctly. If users see this error frequently, contact Centricity Services for further diagnostic procedures. SPR 50255

Registration

- Removing the last referring physician for a patient no longer causes another of the patient's contacts to be treated as a referring physician. SPR 29295, SPR 29248

Important Product Notifications

-
- !!! Administrators and Risk Managers should review these Important Product Notifications for details about critical product functionality fixes released in this version.
-

PATIENT.REFMD data symbols do not work properly if the referring M.D. is removed from the contacts

When the referring provider is removed from a patient's registration, the referring provider data symbols pull data from the most recently added contact in the chart.

Resolution: The referring provider is now correctly removed from the patient contact list and PATIENT.REFMD data symbols work correctly. SPR 35266

The end date is not updated when a selection is made from the Problems reference list

If a problem custom list is selected and any item is highlighted from that list which contains an end date, the end date remains if another problem is selected from the reference list.

Resolution: The end date is now removed when a selection is made from the reference list. SPR 50250

Mime type values text/xml or xml/text are not recognized as unknown and are not visible in documents

Document mime type values are not recognized as unknown and treated as text to allow the document text to be visible to Desktop documents, Chart documents, and the full Document viewer.

Resolution: An alert is given to the user when an unknown mime type is detected and unknown mime types default to the RTF viewer. SPR 50251

When printing an Order that has been Canceled from the Print Icon the status of Canceled is not Printing

When an order is canceled in the Chart module the status is showing canceled on the orders tab of the chart, however, if you print the order from the orders tab the status of canceled is not printing on the order.

Resolution: Reprinting cancelled orders now shows the correct status. SPR 50253

Default protocols included in a new or demo installation of the application are based on 2001 standards

Resolution: The application now alerts users that the default protocols are based on the 2001 standards. Protocols for training and demonstration purposes have been updated and can be loaded as part of this service pack. See "Import Clinical Kits" on page 7. SPR 50254

Known issues

- The EMR Browser is not maintaining the size and position of the browser window when it is closed and re-opened. A fix for this issue is slated for an upcoming service pack. SPR 49233
- Windows 7 and Vista environments may experience occasional screen drawing issues. This may include the Refill Prescriptions dialog temporarily not drawing correctly. Closing and reopening the dialog will fix the issue. There is currently no workaround for this intermittent issue. SPR 50996
- Audit reports are showing all times as 12:00 AM. The workaround for this issue is to remove all entries from the System Settings, Auditing, Log and Send Audit Events list. However, this will discontinue entries to the ATNA server. SPR 50863
- In the New Problems window, when a duration number is entered, the End Date is automatically filled counting from Onset Date by Days. However, the radio button for Days is not selected. SPR 50658

Pre-installation activities

The following list is a brief overview of the activities that should be performed before installing the service pack. For more detailed information on installation prerequisites see the documentation available on the [Centricity Services Web site](#).

- 1 Download the service pack.
- 2 Identify affected servers:
 - Centricity Database Server
 - Centricity Application Server

- LinkLogic Network Share Server
 - DTS Server(s)
 - Citrix Server(s)
 - Client Computers
- 3 Ensure that all users are off the system at all locations.
 - 4 Stop all DTS processes/applications.
 - 5 Stop all database-dependent processes such as e-Prescribing, etc.
 - 6 Perform backups:
 - Centricity Database Server: backup the database directoriesStop database process(es), then backup:
 - Centricity Application Server: backup of the directory where Staging is located
 - LinkLogic Network Share Folder: full backup after stopping DTS application/processes
 - DTS Server(s): full backup after stopping DTS application/processes
 - Citrix Server: full backup
 - 7 Restart Centricity Database.

Install the service pack

Unzip the release

- 1 Log into the database server where you will install the release.



In a Unix environment, log into the Windows workstation or server you installed the product from originally (where the Staging directory is located).

- 2 Create a folder named **95SP3** in the C:\TEMP directory.
- 3 Using WinZip or similar program, unzip the release into the 95SP3 folder.
- 4 Within the **95SP3** folder, you will see the following:
 - This release note (readme_95_sp3.pdf)
 - Five subfolders: CFEMR, Client, clinkits, Server, and ServiceLayer.



The remainder of these release notes will assume that the release is unzipped to the C:\TEMP\95SP3\ directory.

Install on a database server

Log in to the database server with administrative privileges to install the release. Ensure that you have a verified backup.



If you are installing to a Windows server, DO NOT install the server update from a client workstation. The update will be incomplete.

Unix updates can be performed from a Windows workstation provided it has a dedicated Oracle connection. Here is an example of a **tnsnames.ora** entry for a dedicated Oracle connection:

```
main.world =
  DESCRIPTION =
    (ADDRESS_LIST =
      (ADDRESS =
        (COMMUNITY = TCP.world)
        (PROTOCOL = TCP)
        (Host = ...)
        (PORT = 1521)
      )
    )
  (SERVER = DEDICATED)
  (CONNECT_DATA = (SERVICE_NAME = main)
  # (SDU=8192)
)
```

Install the release on a database server

- 1 On the EMR Oracle database server, be sure the Oracle database is running.

!!! Users should NOT be logged in during this update. For SP3, the process will automatically shut down and restart the database.

- 2 From **C:\TEMP\95SP3\Server**, run the server script:
 - a From the Windows **Start** menu, select **Run**, enter
cmd
then click **OK**.
 - b At the Command Prompt, enter
C:
Press **Enter**.
The Command Prompt displays as C:\
 - c Enter
CD TEMP\95SP3\Server
Press **Enter**.
The Command Prompt should display as
C:\TEMP\95SP3\Server.
 - d On the command line after 95SP3\Server, enter the following:
 - C:\TEMP\95SP3\Server\s95sp <database name>
<mlpassword> <sysdbapassword>, where
 - <database> is the name of the database you are upgrading
 - <mlpassword> is the ML user password
 - <sysdbapassword> is the SYS as SYSDBA password
 - Leave <make_init_update> blank. **GE strongly recommends you leave this blank unless directed by Centricity Services to enter NO to prevent the update.**
 - e Press **Enter**.

- 3 Wait for the script to finish; this may take several minutes.
- 4 Examine all `.LOG` files in the temporary directory for reported errors. If there are any errors contact Centricity Services for assistance.

Install the service pack on workstations



Depending on the security settings associated with the account being used to install the service pack, it may be necessary to disable user access control to complete the installation for Microsoft Vista, Windows 7, and Server 2008 R2 systems.

- 1 Copy the contents of the `C:\TEMP\95SP3\Client` directory into the `worksta\source` directory in your Centricity Staging area.
- 2 For Terminal Server/Citrix platforms:
 - a Ensure there are no clients running on the Citrix Server. This can be verified by using the Windows Task Manager and looking for `ml.exe` processes.
 - b Run **Setup** from the `worksta\source` directory to reinstall the EMR client.
- 3 Upgrade LinkLogic if you use a network LinkLogic folder. Otherwise skip to Step 4.
 - a Back up your LinkLogic directories (usually `C:\Program Files\Centricity EMR 9.x\llogic`).
 - b Ensure that the Data Transfer Station (DTS) application is not running on the server or the workstation.
 - c Upgrade the DTS using the workstation `setup.exe` program in the `worksta\source` directory on the Oracle server. Do not start the EMR workstation client after clicking **Finish**.
 - d On the DTS workstation, navigate to the LinkLogic **standard** folder (usually `C:\Program Files\Centricity EMR 9.x\llogic\config\standard`).
 - e Right-click on the **standard** directory and select **Copy**.
 - f Navigate to the remote LinkLogic **config** directory on your database server (such as `\\<server_name>\<database_name>\llogic\config`).
 - g Right-click on the **config** directory and select **Paste**.
 - h A message confirms whether to replace the folder. Click **Yes to All**.
 - i On the DTS, navigate to the LinkLogic **upgrade** folder (usually `C:\Program Files\Centricity EMR 9.x\llogic\config\upgrade`).
 - j Right-click on the **upgrade** directory and click **Copy**.
 - k Navigate to the remote LinkLogic **config** directory on your database server (such as `\\<server_name>\<database_name>\llogic\config`).
 - l Right-click on the **config** directory and click **Paste**.
 - m A message confirms whether to replace the folder. Click **Yes to All**.
 - n Start the DTS application.
 - o Repeat Steps 3a-c and Step 3n on each additional DTS.
- 4 Update EMR on all workstations:
 - a Add an additional job to upgrade the client to the `jobs.txt` file located in the staging folder, for example `CentricityStage\Worksta\jobs.txt`. Increment the last line number in the file in place of the 2 in this example:

```
2, emr, \, extract, setup.exe /z"upgrade", all
```

- b Save and close the **jobs.txt** file. The next time the application is started on the workstation, the setup program starts the client upgrade.
- c When setup is complete, select **Yes, reboot the client now**.



For Microsoft Vista, Windows 7, and Server 2008 R2 systems, select **Reboot later** if prompted when setup completes the upgrade process.

- 5 Login to the client application and select **Help > About** to verify the build number:
 Centricity ® Electronic Medical Record 9.5
 9.5.3_1(207) / DB 9.5.3_1

Install the Service Layer

- 1 Uninstall the **JBoss Application Server** via the Windows Programs and Features control panel.
- 2 Create a backup of the ServiceLayer directory currently in your Centricity Staging area by renaming the existing directory.
- 3 Copy the directory **C:\TEMP\95SP3\ServiceLayer** into your Centricity Staging area.
- 4 From the staging directory, (default C:\CentricityStage), run **setstage.exe**. The SetStage window appears.
- 5 Select **Maintain Current Server**. The Select Server window appears.
- 6 Select the deployment server. The Maintain Server window appears.
- 7 Select **Install JBoss**. The installation wizard appears. Click **Next**.
- 8 Select the destination location for the JBoss Application server and click **Next**.
- 9 On the JBoss Communication Port Parameters window, accept the default port (unless this needs to be changed for your environment), then click **Next**.
- 10 Select the Centricity Staging directory and click **Next**.
- 11 Once the installation of JBoss has completed, restart the computer if prompted, then run **setstage.exe** from your staging directory again.
- 12 Select **Maintain Current Server**. The Select Server window appears.
- 13 Select the deployment server. The Maintain Server window appears.
- 14 Select **Install Service Layer**. The Service Layer database window appears.
- 15 Click **OK** to deploy the new files to the Service Layer. A Deployment complete message appears.

Import Clinical Kits

- 1 Log into the application with a User ID that has Setup privileges.
- 2 Go to **Setup | Settings**.

- 3 Select **System > Import Clinical Kits**.
- 4 Click **Import Clinical Kit**.
- 5 Navigate to the directory where you unzipped the service pack:
 - For basic practice protocols go to
C:\TEMP\95SP3\Clinkits\BasicPr\Items\Protocol and select **USPS2ed.ckt**
 - For OBGYN protocols go to
C:\TEMP\95SP3\Clinkits\Specly\OBGYN\Items\Protocol and select
uspspreg.ckt

EMR 9.5.3 version information

- Client: 9.5.3_1 (207)
- Server: 9.5.3_1
- Service Layer: Build 48
- BMAC: Build 21

Subscribe to Centricity Services mailing lists

To download service packs, monthly Knowledgebase updates, or factory observation terms, go to <http://support.centricityservices.com>. On the Web site, you'll also find release publications, contact information, and links to training and the Centricity Services User's Group.

To receive email announcements of new service packs, product alerts, maintenance reminders, tips and tricks, subscribe to the Centricity Services mailing list. All GE customers can receive this free Listserve. To sign up, send email to centricityemrservices@ge.com and place `listserv-subscribe` in the subject line. Include your name, your company name, address, and phone number in the body of the message. Requests will be processed within three working days, and you will receive a welcome message confirming your subscription.

Revision History

Date	Description
June 2012 DOC1139162 Rev 1	Original issue
June 2012 DOC1139162 Rev 2	Updated for limited availability release
July 2012 DOC1139162 Rev 3	Updated for general availability release
