Rcopia

Release Notes

Rcopia4 Web

Version 4.32.2

Date: April 2020

DrFirst

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Overview

DrFirst is releasing Rcopia4 Web version 4.32.2. Upon receipt of this document, clients are requested to start reviewing and testing any changes in their test environment as soon as possible. The updates in this release impact the following users:

       ☐ Engine   ☒ Single Sign-On   ☒ Affiliates

Please consult your Account Manager and/or Technical Project Manager for any questions or concerns.

Release to Staging: 04/14/2020

Release to Production: 04/21/2020

System Requirements

Rcopia4 *does not* fully support older browser versions.

- The minimum browser resolution required for Rcopia4 to function correctly is a minimum width of 768 pixels
- JavaScript support must be enabled in order to utilize Rcopia4

Below is a list of the most commonly used browsers and the lowest supported version.

Internet Explorer	v9 and above
Firefox	v20 and above
Chrome	v25 and above
Safari	v5 and above
Opera	v11 and above

Incidents Resolved

Incident Name	Description
TS1-26147 Allergy options to inactivate and delete are not visible	**Issue:** In the IE browser, the options of Make Inactive, Modify and Delete were not visible or accessible. **Resolution:** All options are now visible and accessible.
TS1-26060 Error occurs when attempting to retrieve patient details	**Issue:** When users would SSO to Rcopia, they would sometimes encounter a message stating, "An error occurred attempting to retrieve the patient details. Please try again." (error SSO-210) **Resolution:** We have resolved the underlying issue that caused this error to be thrown.
TS1-26040 After canceling and denying a change request, but choosing not to stop a medication, moves the med to the inactive medication list anyway	**Issue:** If a user chose to deny a change request and cancel the original prescription, but also noted they wanted to keep the medication on the active med list, the med would move to the inactive medication list anyway. **Resolution:** When a user completes a change request by using the "Cancel- deny the change request and cancel the original prescription" option and selects "No" when asked whether the associated medication should be stopped, the medication will now remain active as expected.
TS1-25997/TS1-25802 Cursor Freezing in IE11	**Issue:** Users who use Rcopia in the IE11 browser were seeing the cursor freeze in some work flows. **Resolution:** This issue was caused by a bug in IE11. We have implemented a workaround for the bug that will prevent users from encountering freezing behavior.
TS1-25771 Users unable to prescribe from favorites	**Issue:** When users would try to prescribe from their favorites list, they encountered an error message stating, "An error occurred while generating the form. Please try again." **Resolution:** A data interpretation issue has been resolved that will prevent this error message in the future.
TS1-19272 *Partial Fix* After LAC grant, a provider does not get registered for EPCS with Surescripts	**Issue:** After a provider completes the EPCS registration process, becomes enrolled, and a practice admin completes the LAC process to activate the provider, the provider is not automatically configured with Surescripts to be able to send controlled substance prescriptions electronically.

	Partial Resolution: One of the conditions that LAC validated should not have been checked. This validation has been removed.

Contact Information

If you need to contact DrFirst for further details regarding this release, please note the following contact information.

24/7 Customer Support – (866) 263-6512 or login to the [JIRA Service Desk Portal](#)
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