



Known Issues Best Practices

NextGen Healthcare Success Community

www.community.nextgen.com

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Recommended prerequisite reading: [Cases Best Practice Guide](#)

Tips on Known Issues

Simulation Videos for Known Issues

See how Known Issues work by watching our quick simulation videos. Click below to watch:

- [Searching Known Issues](#)
- [Linking to a Known Issue](#)

Anatomy of a Known Issue

Known Issue

1 KI99396

3 Known Issue Detail 2 This Known Issue Affects me

Severity	Minor		
KI Number	KI99396	Planned Release Version	
Known Issue Status	In Progress	Patch Available	
Created Date	6/1/2016 11:33 AM		
Type	Defect		
Sub Type			
Module	Reports		
EHR			
Category	Electronic Health Record (EHR)		
Found in Version	5.8 UD2		
Mobile Operating System			

4 **Details**

Summary	Client account numbers on crystal reports need to take in to account if they are hidden. Causes account numbers to overlap on crystal reports.
Description	When there are hidden external interface mappings there is a chance that they show up on Crystal reports, because there is not a check for delete_ind. This effects labcorp ereq and Quest ereq

5 **Resolution Details**

Steps to Recreate	1. Open File Maintenance > Master Files > System > External Interface Map 2. Add two external Mapping for LabCorp 1. One for a specific provider 2. And one for all providers 3. Hide the one for all providers 4 Click OK. 5. Open EHR 6. Bring up a patient 7. Open order module 8. Click order summary 9. Click new test 10. Order Test 11. Click Save 12. Preview Labcorp, or Quest ereq notice client account number is overlapping with each other because of the hidden mapping.
Work Around	
Resolution	
Data Correction Required	

6 **Patch Details**

Patch Type	
Patch EXE/ Package Location	
Patch Information	
Target Patch Release	

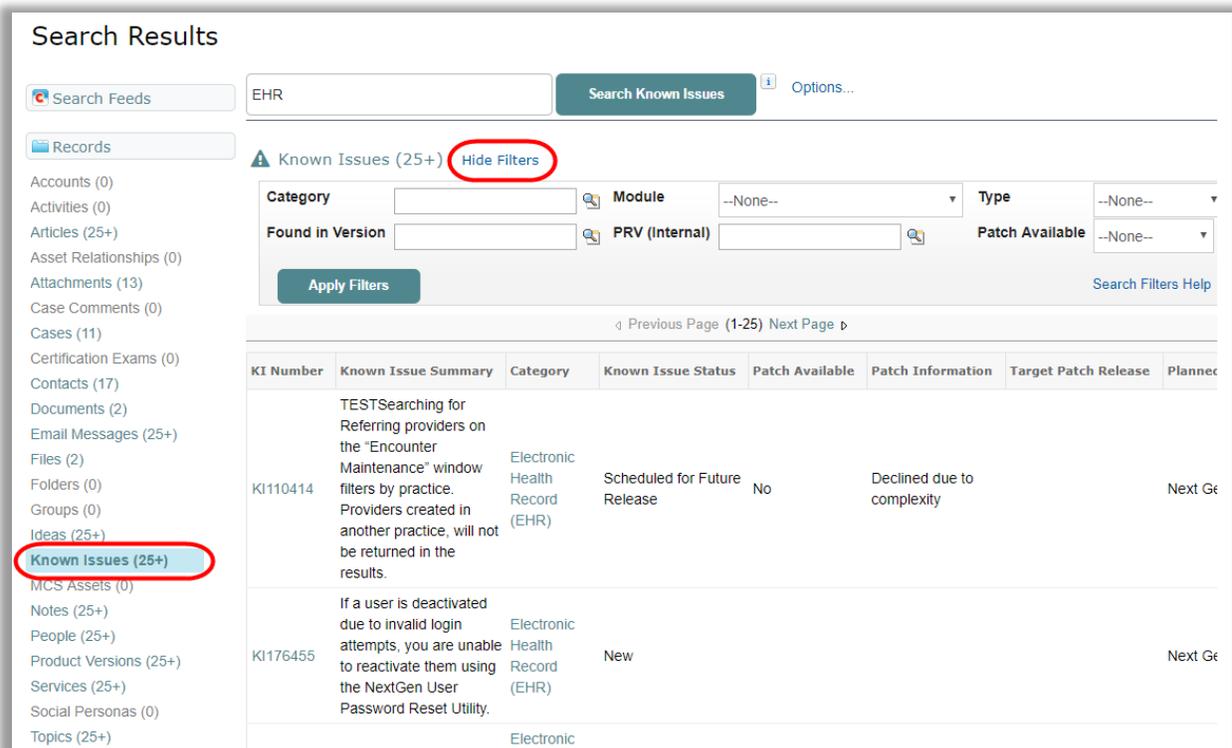


1. **Known Issue Number** – This is the unique identifier for this known issue. This number is searchable in global search, used as a reference when connecting with support on any related cases, and listed in product releases and patches.
2. **This Known Issue Affects Me Button** – Click this button to link to the known issue.
3. **Known Issue Detail**
 - a) **KI Number** – The known issue number as previously described.
 - b) **Severity** – Informs NextGen Healthcare of how critical the known issue is.
 - c) **Known Issue Status** – Lists the status of the known issue. Statuses included New, In Progress, Scheduled for Future Release, Not Reproducible, Closed, and Billable Work.
 - d) **Created Date** – Lists the date and time the known issue was created.
 - e) **Type and Sub Type** – Identifies the known issue as a defect, training issue, or even possibly a duplicate of another known issue.
 - f) **Module** – Identifies which module within a product where this known issue has been found. This is tied to the category field.
 - g) **Category** – Identifies in which product this known issue has been found.
 - h) **Found in Version** – This is the version in which the known was first reported as being found. It may or may not be the origin of the known issue.
 - i) **Planned Release Version** – This is the general release version in which the known issue is expected to be fixed.
 - j) **Patch Available?** – Displays if a fix for this known issue has been released in a patch (product release in between general releases).
 - k) **Target Patch Release Date** – Displays the estimated patch release date.
4. **Details** – A detailed explanation to help clients understand the known issue and assess if they are experiencing the same issue.
5. **Resolution Details** – Particulars to assist clients in addressing the known issue. This includes recommended workarounds to maintain productivity until a fix is produced or resolution information on how to fix permanently.
6. **Patch Details** – If this known issue was resolved in a previous patch, details could be listed here.

Search Known Issues with Global Search

You can search for any known issue using the global search bar at the top of the Success Community. Type in your search terms or Known Issue number (KI number) and press enter.

If there are any results that include your search terms, they will appear on the search results page. To only see known issues, select the known issues record type from the left menu.



Search Results

Search Feeds: EHR Search Known Issues Options...

Records: **Known Issues (25+)** Hide Filters

Accounts (0)
 Activities (0)
 Articles (25+)
 Asset Relationships (0)
 Attachments (13)
 Case Comments (0)
 Cases (11)
 Certification Exams (0)
 Contacts (17)
 Documents (2)
 Email Messages (25+)
 Files (2)
 Folders (0)
 Groups (0)
 Ideas (25+)
Known Issues (25+)
 MCS Assets (0)
 Notes (25+)
 People (25+)
 Product Versions (25+)
 Services (25+)
 Social Personas (0)
 Topics (25+)

Category: Module: --None-- Type: --None--
 Found in Version: PRV (Internal): Patch Available: --None--
Apply Filters Search Filters Help

Previous Page (1-25) Next Page

KI Number	Known Issue Summary	Category	Known Issue Status	Patch Available	Patch Information	Target Patch Release	Planned
KI110414	TESTSearching for Referring providers on the "Encounter Maintenance" window filters by practice. Providers created in another practice, will not be returned in the results.	Electronic Health Record (EHR)	Scheduled for Future Release	No	Declined due to complexity		Next Gt
KI176455	If a user is deactivated due to invalid login attempts, you are unable to reactivate them using the NextGen User Password Reset Utility.	Electronic Health Record (EHR)	New				Next Gt

You can filter your results further using the filters located next to the words Known Issues. You may have to expand filters by clicking on **Show Filters**.

You can use filters to find known issues related to a specific product (category), product version (found in version), planned release version, module, or any combination of these.

Select **Apply Filters** to see your search results. Learn more about global search by watching the [Using the Global Search](#) simulation video.

Important Note: While Found in Version and Planned Release Version have the icons, these are free text fields so you must type in a search term instead of choosing from a picklist.

Search for Known Issues in the Known Issues Tab

For step-by-step instructions on searching known issues, we recommend checking out this simulation video: [Searching Known Issues](#)

Searching Known Issues with Filters

When you first open the Known Issues tab, you will see the following sorting fields:

- Search Issue by Keyword
- Category
- Module
- Status
- Patch Available
- Found in Version
- Target Patch Release Date

Search Known Issues

Search Issue By Keyword:

Category: **Module:**

Status: **Patch Available:** **Found In Version:** **Target Patch Release Date:**

Sorting Known Issues

The columns for Known Issues are sortable. Double-click on a column header to sort the column by ascending and descending.

KI Number	Category ▲	Summary	Module	Found In	Status	Patch	Patch Info	Target Patch Rel.	Planned Release
KI123550	EHR	Meaningful Use Measure 7 discrepancy	Report_card	N/A	Closed				
KI123549	EHR	Signed encounter missing signed by name	encounter_sign	N/A	Closed				
KI123548	EHR	Orders Module long loading times	Orders	N/A	New				



Exporting / Printing Known Issues

On the Known Issues tab, after you selected the filters of your choice, click on the **Print** button. A print preview of the Known Issues will open. You can either print from this view or copy/paste the information to an Excel® spreadsheet.

KI Number	Category	Summary	Module	Found In	Status	Patch	Patch
K1105377	NextPen	Review of Systems Form 1.1 marks Patients as New in the SOAP and Intake templates	Templates	3.0	Pending Scheduling		
K1144351	NextPen	The Anoto infrastructure portion of the NextPen installation will not install on Windows 10 machines.	Other	3.0	Pending Scheduling		
K176465	NextPen	The stock PHQ-9 form intermittently does not update the order_table. This causes skewed numbers for CMS 2 NQF 0418.	Software - Integration with NG	N/A	Pending Scheduling	--	
K192545	NextPen	Some FAT client users are reporting that opening NextPen Print from the start menu is asking them for Administrator's privileges via User Access Control.	Printing	N/A	Pending Scheduling		
K197119	NextPen	When writing on the ABN form, whatever the patient writes in the Phone field will then copy over to the Address field. The form will also say that the Address field can only contain 10 characters.	Print Forms	3.0	Pending Scheduling		

• Total number of Known Issues returned: 5

Linking to Known Issues

There are two ways you can be linked to a Known Issue:

NextGen Healthcare Support Links You to a Known Issue

The first and most common is when the NextGen Support case owner identifies that your situation is related to a known issue and links your case to the known issue.

You will be able to see the known issue number on the case under case details.

When you receive a case update that you've been linked to a known issue, you can **accept or reject the proposed known issue**. Accept the known issue and your case will stay in a *Linked to Known Issue* status until a fix has been released. Reject the known issue and your case goes to *Pending Analyst Response*. Read more in the [Cases Best Practice Guide](#).

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Resolution

Case Created via Community This Issue Affects Me

Case Status

Status **Linked to Known Issue** Sub-Status Known Issue Approved

Case Type

Category Electronic Health Record (EHR)

Case Details

Subject	Client account numbers on crystal reports need to take in to account if they are hidden. Causes account numbers to overlap on crystal reports.	Description	When there are hidden external interface mappings there is a chance that they show up on Crystal reports, because there is not a check for delete_ind. This effects labcorp ereq and Quest ereq
Topic	EHR Orders Module	Severity	3
Version	5.8 UD2	Parent Case	
Build		Child Account	Not Related to Customer
Environment	Production	Delegated Contact	
Contact Name	Eleen Ibrahim-main	Reported Known Issue	KI99396
Client Ref #			

You Link to a Known Issue

If your search for known issues identifies one that you're experiencing, you can link to that known issue by clicking on the **This Known Issue Affects Me** button.

Known Issue Detail

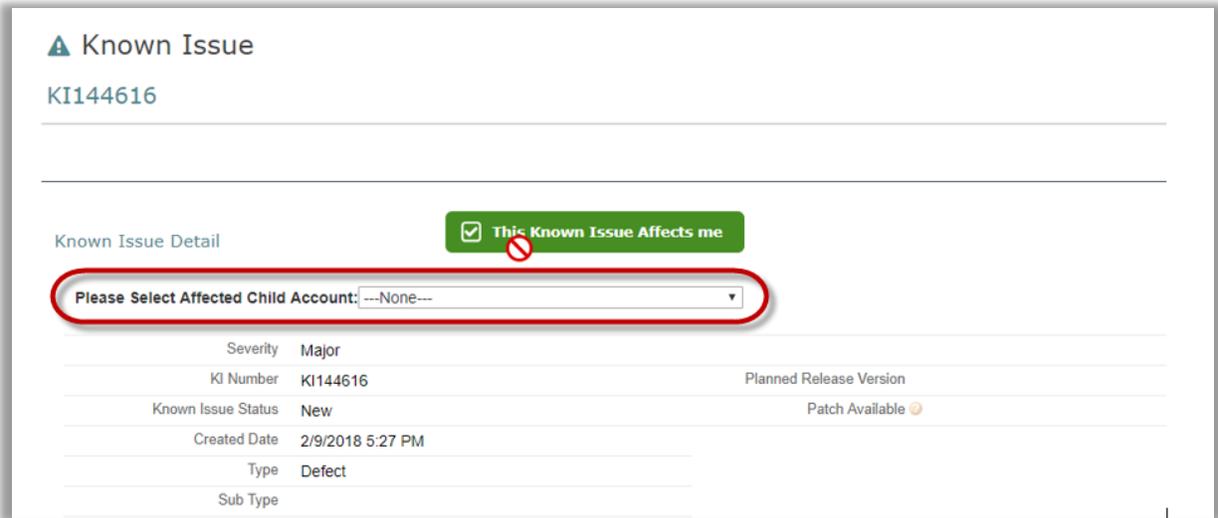
This Known Issue Affects me

Severity	Major	Planned Release Version	
KI Number	KI100872	Patch Available	
Known Issue Status	Under Review	NewsFlash	
Type	Defect		
Sub Type			

When you link to a known issue, a case will be created for you automatically with the status of *Linked to Known Issue* status until a fix has been released.

Link Child Accounts to a Known Issue

If you are a reseller or someone that manages child accounts, you can link your child accounts to a known issue. Select the appropriate child account from the picklist and click **This Known Issue Affects Me**.



Known Issue

KI144616

Known Issue Detail

This Known Issue Affects me

Please Select Affected Child Account: ---None---

Severity	Major	Planned Release Version
KI Number	KI144616	Patch Available 📄
Known Issue Status	New	
Created Date	2/9/2018 5:27 PM	
Type	Defect	
Sub Type		

Note: You can attach each child account only once. Once the known issue has been associated to a particular child account, it will disappear from the picklist and cannot be selected again.

Viewing Cases Linked to Known Issues

You can see which cases you have that are linked to a known issue via the Cases tab. There are two list views to choose from: **Closed Cases Linked to a Known Issue** and **Open Cases Linked to a Known Issue**.



Frequently Asked Questions

Is it correct to say that the list of Known Issues displayed for any single version will be incomplete because issues found in previous versions won't display, but are still present?

The results will depend on how you are searching, but typically when you look at a single release version, you will be seeing all the items fixed in that version, but with a code change.

How do you change a version in the Known Issues?

Only the NextGen Healthcare Support team would change the version of a Known Issue.

The Known Issue doesn't have the *This Known Issue Affects Me* button. Why not?

There are three possible reasons the button may be missing:

1. You are already linked to the Known Issue in another case for your account. Search for the Known Issue in global search and filter your results by cases to see if there is already a case open with this Known Issue.
2. The Known Issue is an "internal only" Known Issue. These are listed as informational only and are not available for linking. Submit a case if you feel that this Known Issue truly affects your account.
3. You are using Internet Explorer® with compatibility settings. This isn't a recommended browser and has some reported usability limitations.