



Automatic Update Process

User Guide

2019

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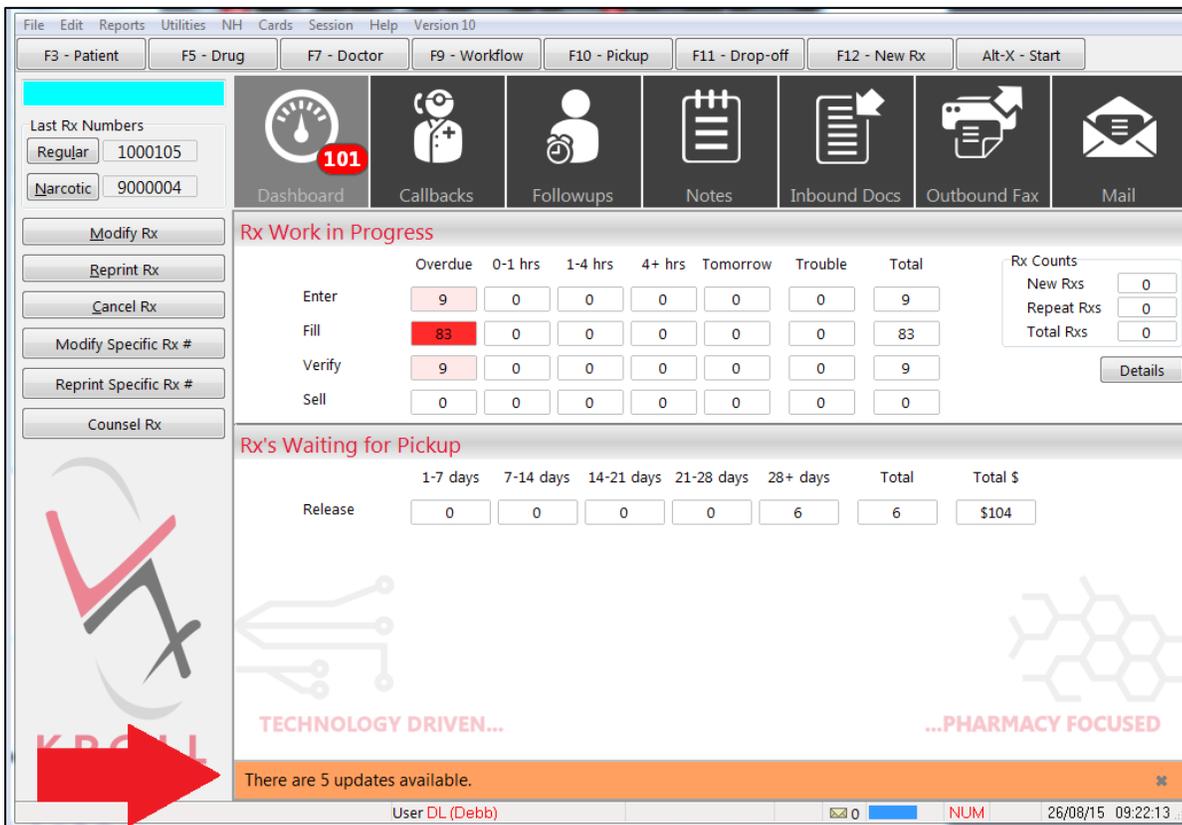
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Automatic Update Process User Guide

In the past, running a Kroll update was a manual task performed by our users. Kroll Version 10 SP3 introduces a new **Automated Update Service** with the purpose of improving how pharmacies run and manage Kroll updates. Users have flexibility over how and when updates are run, and have the ability to configure different categories of updates to run manually or automatically. An optional banner can appear on the start screen to inform users that updates are scheduled to run, along with a Mail delivery system to keep users informed of when an update was last run, and if it was successful or failed.

Start Screen Banner

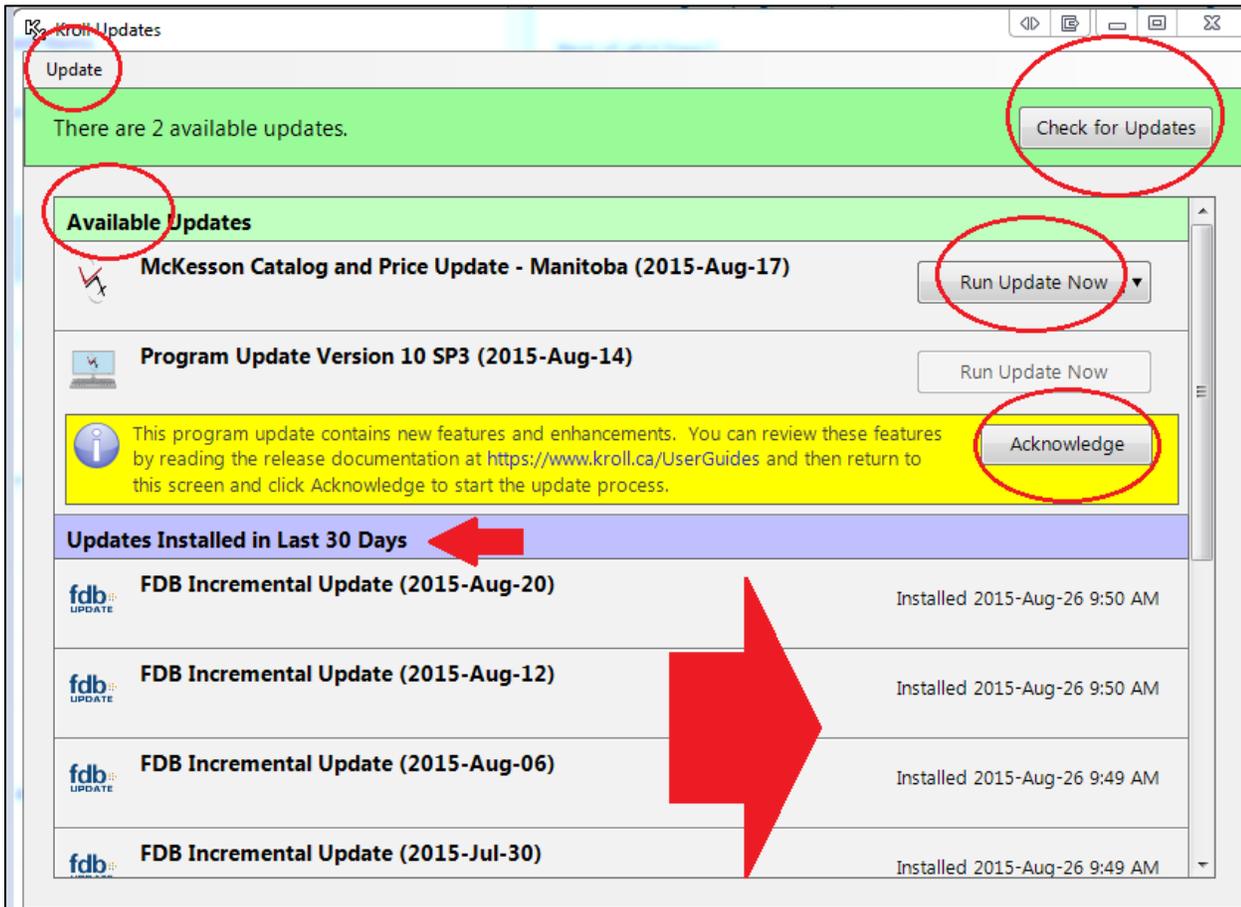
The Start Screen has a new option to display a 'banner' notifying users that updates are available to run. Users can double-click on the banner to access the updates screen to run an update or, depending on your update configuration, they can be left alone to run when scheduled.



The screenshot shows the Kroll software interface. At the top, there is a menu bar with options like File, Edit, Reports, Utilities, NH, Cards, Session, Help, and Version 10. Below the menu bar are several function buttons: F3 - Patient, F5 - Drug, F7 - Doctor, F9 - Workflow, F10 - Pickup, F11 - Drop-off, F12 - New Rx, and Alt-X - Start. The main dashboard area contains several icons: Dashboard (with a red '101' notification), Callbacks, Followups, Notes, Inbound Docs, Outbound Fax, and Mail. Below these icons is a section titled 'Rx Work in Progress' with a table showing counts for different stages: Enter, Fill, Verify, and Sell, categorized by Overdue, 0-1 hrs, 1-4 hrs, 4+ hrs, Tomorrow, Trouble, and Total. To the right of this table is a 'Rx Counts' section with fields for New Rxs, Repeat Rxs, and Total Rxs. Below that is a section titled 'Rx's Waiting for Pickup' with a table showing counts for different pickup timeframes: 1-7 days, 7-14 days, 14-21 days, 21-28 days, 28+ days, Total, and Total \$. At the bottom of the interface, there is a banner that says 'There are 5 updates available.' and a status bar at the very bottom showing 'User DL (Debb)', a mail icon with '0', 'NUM', and the date/time '26/08/15 09:22:13'. A large red arrow points to the banner.

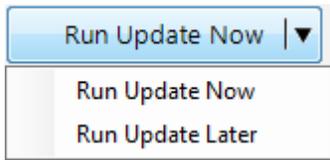
Viewing Available Updates

To view the updates that are available on your system, go to **File > List Program Updates** from the **Alt+X - Start** screen.



- **Update Menu:** The update menu accesses the Update Configuration menu to setup when and how you want updates to run. See the [Update Configuration](#) section for instructions on how to perform this step.
- **Check for Updates:** Clicking the Check for Updates button will retrieve updates. If an update(s) is found, the system will automatically download it and you will be presented with applicable actions for that update type.
- **Available Updates:** This will display updates that require user intervention.

- **Run Update Now:** Clicking this button will present you with two options:

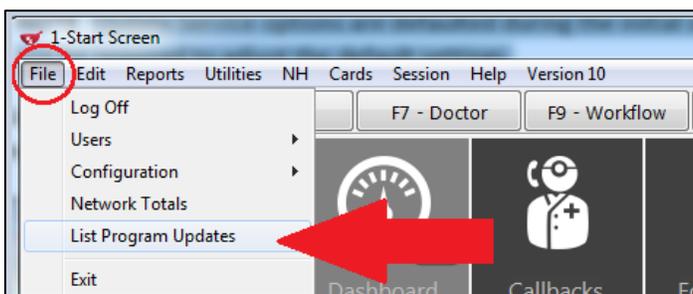


- **Run Update Now:** The selected update will run immediately.
- **Run Update Later:** Defers the update to a specified time. See the [Program Update Deferment](#) section for more information.
- **Updates Installed in the Last 30 Days:** Displays any updates that were installed within the last 30 days.
- **Acknowledge:** This button is specific to Program Updates. Each time the first release of a Program Update Service Pack version is available, users are required to provide consent to run the update. This forces users to click the link to Kroll's User Guides page so they can read about the latest release changes and consent to updating the latest Service Pack version.
- **Installed [date/time]:** Displays the date and time an update was completed.

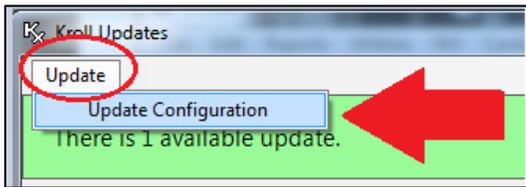
Update Configuration

Update Service options are defaulted during the initial setup. In most cases users will not be required to adjust the default settings. To edit the Update Configuration settings, do the following:

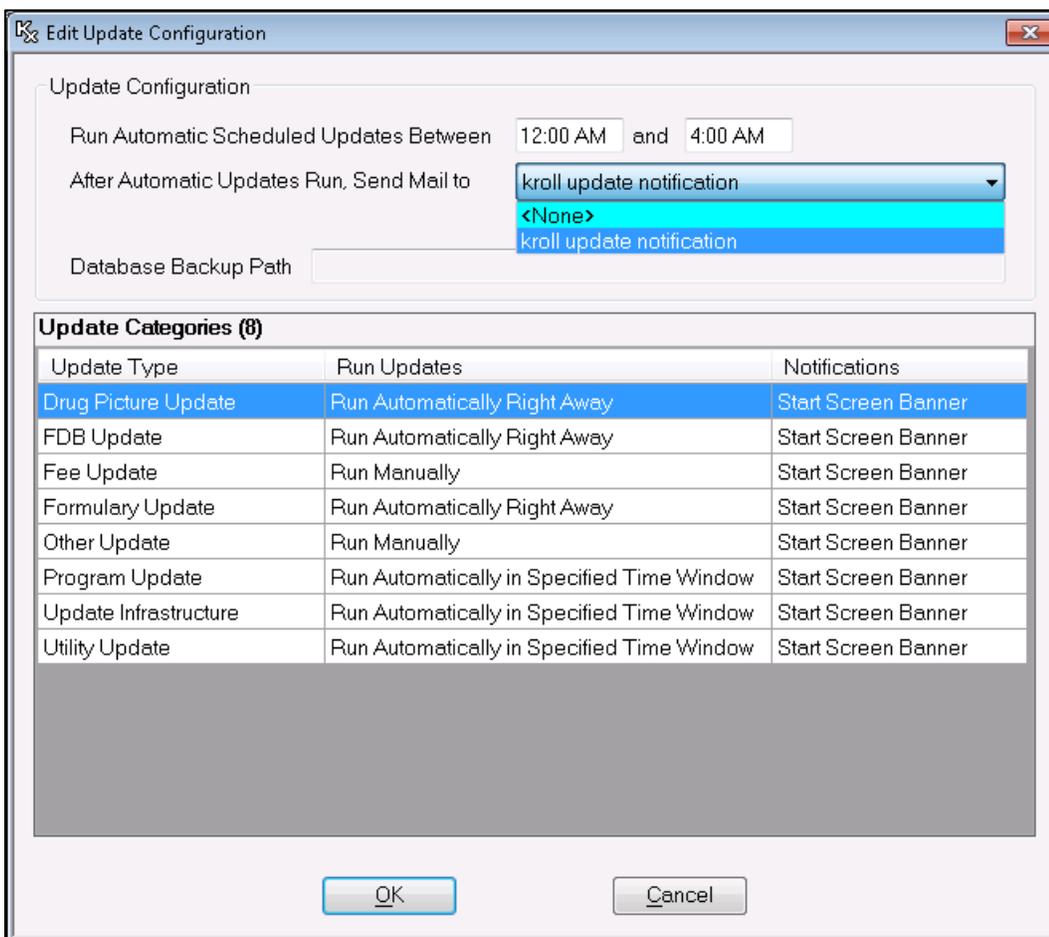
1. From the **Alt-X - Start screen**, select **File > List Program Updates**.



2. Select **Update > Update Configuration**.

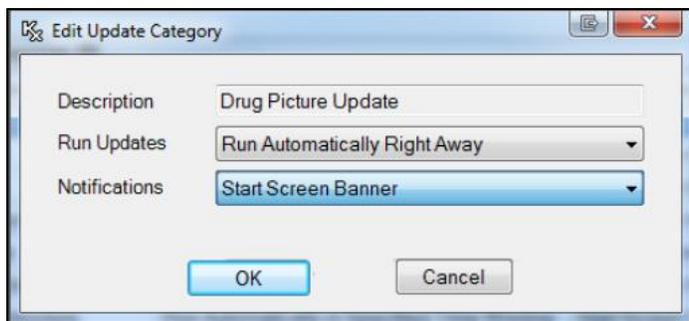


3. This will display the **Kroll Updates** screen with a list of all available Kroll updates. The diagram below explains the information found on this screen. The top portion of this screen is where you set the time to run updates, and the mail notification preferences.



- **Run Automatic Scheduled Update Between:** Enter the time when you want updates to run. The time range must be greater than one hour. This helps to ensure updates are run smoothly when multiple updates are scheduled to run at the same time.

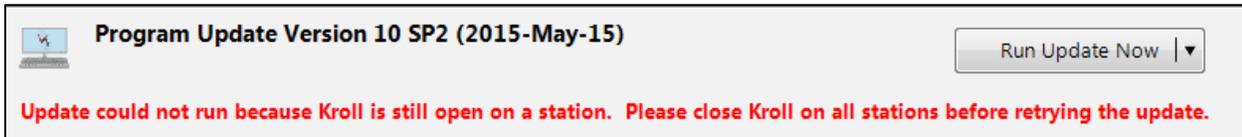
- **After Automatic Updates Run, Send Mail to:** Each time an update is complete, an internal mail message is sent to recipients in the Mail Distribution List. See the [Mail Distribution](#) section for information on how to access these emails and setup new mail users.
- **Database Backup Path:** This is the directory where Kroll will place the backup files for each update and it is only configurable by a **Kroll Super User**.
- **Update Categories:** Each update category can be configured to run updates manually or automatically. Double-click an update category to configure it for manual or automatic updates. In the image below, the Drug Picture Update category has been selected.



- **Description:** The type of update. Different update types are preconfigured.
- **Run Updates:** There are three options to choose from:
 - **Run Automatically Right Away:** Runs the update immediately after the list of available updates is downloaded. This keeps the database up-to-date with all available updates.
 - **Run Manually:** Requires the user to click the 'Run Update Now' button in order to run an update. This is required for some update types, such as fee updates (Drug Catalog Updates), which require user intervention so the correct options are selected.
 - **Run Automatically in Specified Time Window:** Automatically runs the update during the time period specified in the 'Run Automatic Scheduled Updates Between' fields.
- **Notifications:** Allows users to specify if a Start Screen Banner is displayed when a update becomes available.

Program Update Deferment

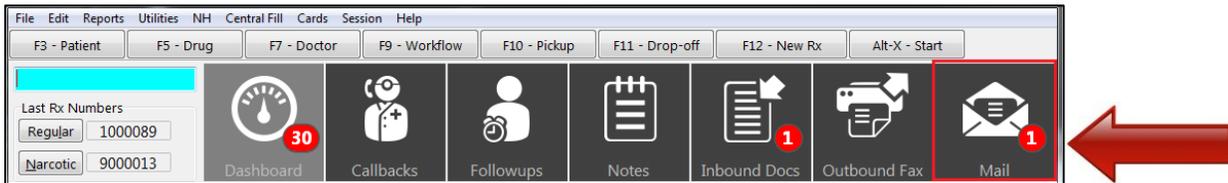
Some updates (primarily Program Updates) require the user to close Kroll before the update can run. The new Kroll Update Service detects if Kroll is open on any workstation and runs the update or prevents the update from running if a Kroll session is open; if the service detects a user is actively filling a prescription or is using a program, the update will not initiate. When this occurs, the **Kroll Updates** screen will show a message indicating that the update could not run because Kroll was open:



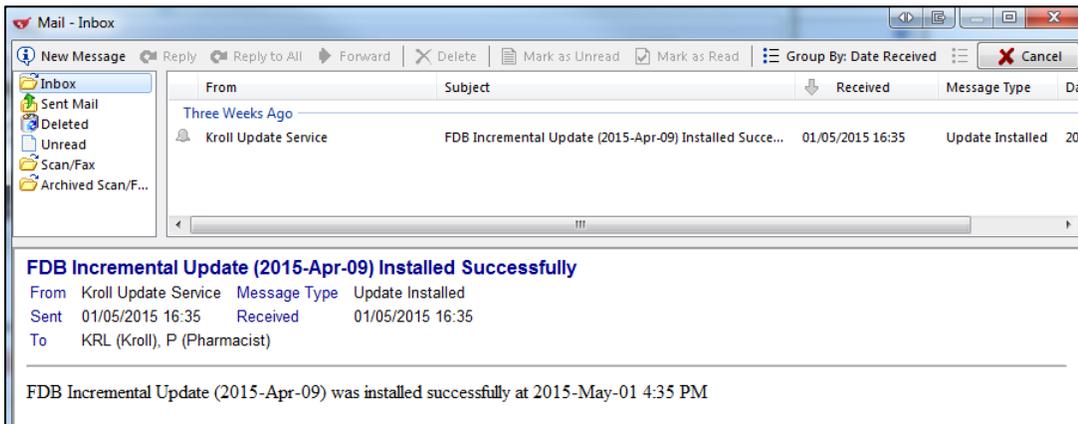
If no action is taken, the update will re-attempt to run every 30 minutes.

Mail Distribution

When updates are completed, a notification is sent to all users in the mail distribution list. This email will notify users which updates ran successfully and which updates failed. To access the Mail screen, click the Mail tile from the ALT+X - Start screen.



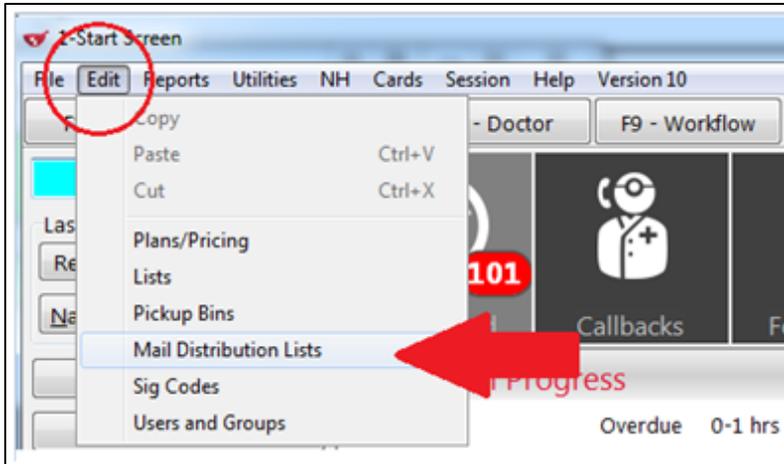
When the Mail tile is accessed, an Inbox of the currently logged in user will appear and display the results of any updates that were run and their status.



Adding Users to Mail Distribution List

When the automatic update service is setup on your system, a default distribution list is automatically created with the users currently in your system. To add new users to the mail list, do the following:

1. From the **Alt+X - Start** screen, select **Edit > Mail Distribution Lists** and login with your initials and password.



2. From the **Mail Distribution Lists and Recipients** screen click **Ins** from the **Recipients** window. Select the user and click **OK**. This will add the user to the mail distribution list for Kroll update notifications.

