TELUS® Health



Kroll Version 10 Service Pack 35

Minor Release

10.35.3.0

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Kroll Version 10.35.3 Minor Release (08/10/2026)

This document is a compilation of changes and enhancements in Kroll version 10.35.3 (08/10/2026) release. The purpose is to keep users informed of changes to the software and to help users implement and adapt to those changes.

Accounts Receivable

[KRL-25902] AR account cannot pay more than the unassigned amount

Bug

Attempting to apply a payment against an invoice in Accounts Receivable (from a Patient card, select **View** > **AR profile**, select an item on the **Invoices** tab) displayed an error message when allocating the full unassigned amount:

> 'You cannot pay more than the unassigned amount of the payment'

Resolution

This issue has been resolved. Users can now assign and post payments for the full unassigned balance to invoices as intended.

[KRL-26251] AR invoice and statement printing issues

Bug

Print Invoices (**Utilities** > **AR** > **Print Invoices**) crashed with an access violation whenever the **Sort By** option was set to anything other than **Patient**.

The AR Statement Report (**Utilities** > **AR** > **Print Statements**) failed with an "Error Generating AR Statement" message when the **Sort by nursing home** option was enabled under **Options**.

On the **AR Account** screen, inserting a new record, confirming **OK** on the resulting blank-record prompt, and choosing to delete it could also raise a "Could not find invoice number in the invoice recordset" error, or a "Bookmark not found" error if the record was reopened first.

Resolution

These issues have been resolved. **Print Invoices** now completes under every **Sort By** option, the AR Statement Report generates correctly with **Sort by nursing home** enabled, and the AR Account blank-record prompts no longer raise an error.

[KRL-26253] AR Summary/Detail Report crashes for large Accounts Receivable histories

Bug

When the AR Summary/Detail Report (**Utilities** > **AR** > **AR Summary/Detail Report**) was generated with the selection set to **All** for a pharmacy with a large Accounts Receivable (AR) history, Kroll displayed the following error:

> "The query processor ran out of internal resources and could not produce a query plan"

The report failed to generate, on both **Preview** and **Save CSV**.

Resolution

This issue has been resolved. The AR Summary/Detail Report query has been optimized so it completes successfully regardless of AR account or invoice/payment volume.

[KRL-26321] AR Profile Payments tab becomes unresponsive on high-volume accounts

Bug

The **AR Profile** window became unresponsive for an extended period when opening the **Payments** tab or attempting to add a new payment (**INS**), on AR accounts with an extensive payment and invoice history.

Resolution

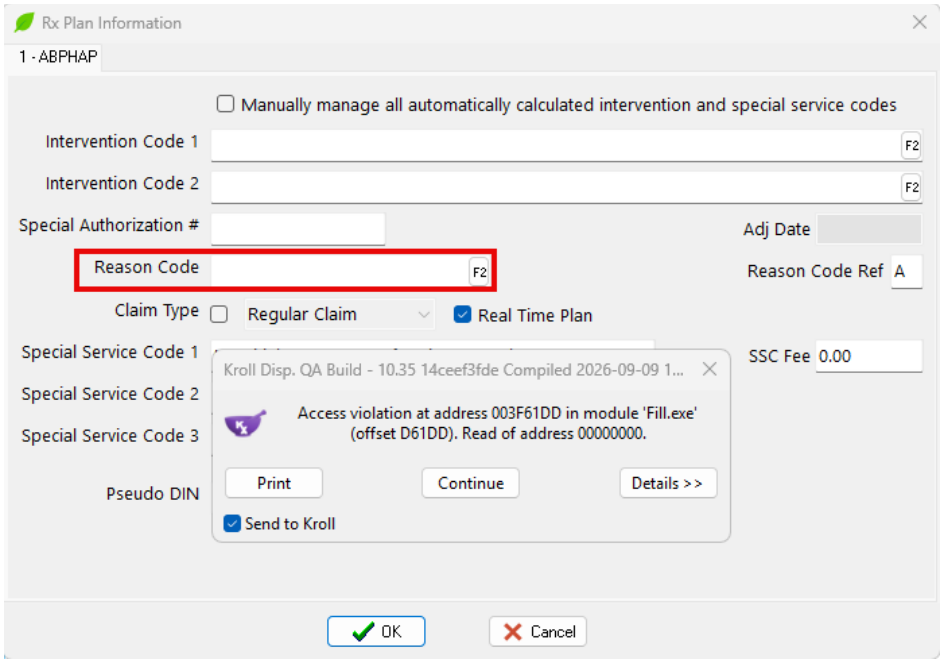
This issue has been resolved. Loading the **AR Profile Payments** tab and entering a new payment no longer freezes regardless of how much AR history volume (payments, invoices, member patients) exists on the account.

Alberta

[KRL-26306] Fill crashes when opening the Reason Code lookup on Alberta Public Health Activities Program plans

Bug

On the **Rx Plan Information** screen, for a prescription on the Alberta Public Health Activities Program (ABPHAP) plan, pressing **F2** on the **Reason Code** field caused Kroll to crash with an access violation.



Resolution

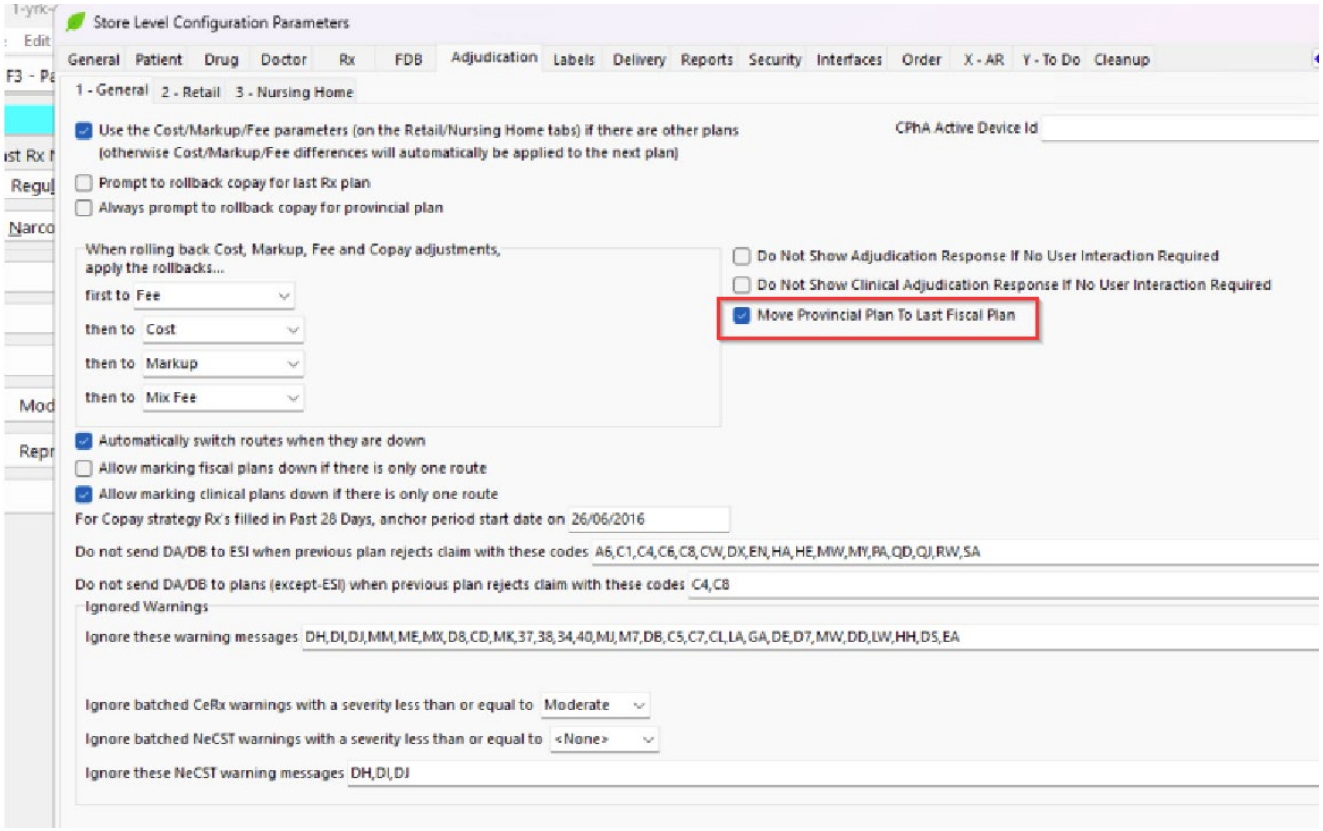
This issue has been resolved. Pressing **F2** on the **Reason Code** field for an ABPHAP plan now opens without crashing Kroll. This change applies to the Alberta Public Health Activities Program plan only and has no effect on other plans.

[KRL-26309] Regulatory | AB Bill 11 changes effective October 1, 2026

Improvement

Bill 11, which comes into effect October 1, 2026, requires that the Provincial Plans (Group ID = 66 or 1) become payer of last resort.

When a store's Province is set to Alberta, a new option, **Move Provincial Plan to Last Fiscal Plan**, has been added to the Store Configuration's **Adjudication** tab. For Alberta stores, it is automatically turned on when the update is applied on or after October 1, 2026.



When **Move Provincial Plan to Last Fiscal Plan** is ***Checked***, as of October 1, 2026, Kroll will automatically move the impacted Alberta Provincial Blue Cross Plan to the last fiscal payer position on new prescriptions, interactive refills, and batch refills processed on and after October 1, 2026. Users can manually reposition plans on the Rx record, however Kroll will reposition them on the next refill.

When **Move Provincial Plan to Last Fiscal Plan** is ***Unchecked***, no changes will take effect.

[KRL-26313] AB ImmARI vaccine-reason code end-date update (FLU-HD → 22 Continuing Care)

Improvement

Alberta Health has end-dated the vaccine-reason association between the FLU-HD vaccine and reason code 22 (Continuing Care and Supportive Living), effective September 1, 2026, in the province's ImmARI immunization reporting system. Kroll's immunization code set has been updated to reflect this end-date, so FLU-HD is no longer reported under reason code 22 in ImmARI submissions after that date. This change applies to Alberta ImmARI reporting only and has no impact on other provinces.

Appointments

[KRL-20560] Error when creating consent from appointment then canceling

Bug

When a user cancelled a **Care Plan Review** appointment after creating a consent, they received an access violation. This error occurred when **Virtual Care consent** (**File** > **Configuration** > **Store** > **Patient** > **3 – Consent**) and **Enhanced Consent** (**File** > **Configuration** > **Kroll** > **Modules**) were enabled.

Resolution

This issue has been resolved. An appointment can be deleted without errors after creating a consent.

Batch review

[KRL-26007] Refresh never clears a stuck Copy-to-New/Transfer-In-and-Unfill batch after the failing Rx is fixed

Bug

The **Refresh** action on **Copy-to-New-and-Unfill** and **Transfer-In-and-Unfill** patient batches was not re-evaluating prescription fill or adjudication status. When a prescription in one of these batch types encountered an error (such as an inactive doctor or plan issue) or an unfilled state, the batch would become stuck in an incomplete state. Even after the pharmacy fixed the underlying prescription error, selecting **Refresh** would not clear the batch or allow it to progress to **Done** status.

Resolution

This issue has been resolved. The **Refresh** action on a **Copy-to-New-and-Unfill** or **Transfer-In-and-Unfill** batch now properly re-evaluates each item's real fill/adjudication status (cancelled / adjudicated / etc.), consistently with other batch types. Once every item is resolved on a batch, selecting **Refresh** now progresses it to a **Done** status, without needing to be deleted or recreated.

BC PharmaNet

[KRL-26256] BC Fee-for-Service Rxs now calculate Cost, Markup, and Fee so Pharmanet can process MAiD claims

Improvement

For British Columbia stores, Kroll now calculates the **Cost**, **Markup** and **Fee** on Fee-for-Service Rxs the same way it does for regular Rxs. As a result, BC Medical Assistance in Dying (MAiD) Fee-for-Service claims now send the calculated or manually set cost to PharmaNet, so the claims can be processed and adjudicated.

Care plan

[KRL-26166] Copy from last review checkbox missing when starting a new Care Plan

Bug

On pharmacies with the **Enable Care Plans** checkbox turned on (**File** > **Configuration** > **Store** > **Patient** > **4-Professional Services**), starting a new Care Plan review did not display the **Copy from last review** checkbox, even when the patient had a previously finalized Care Plan review on file. As a result, none of the prior review's authored content — condition and goal information, assessment notes, monitoring parameters, patient representative details, and the Previous Version Information fields — carried forward into the new review.

Resolution

This issue has been resolved. The **Copy from last review** checkbox now appears when starting a new Care Plan review if a prior finalized review exists. Checking it correctly carries the previous review's content forward into the new one. This affects Alberta pharmacies with Care Plans enabled only; other Medication Review types are unaffected.

Create Rx

[KRL-25629] Tab order on Create New Rx (From To Do) wrong

Bug

Upon upgrading to SP34, when a user tabbed through the fields on the **Create New Rx** screen, the field order was different than in previous releases.

Resolution

This issue has been resolved. The Tab-key navigation on the **Create New Rx From To Do** screen has been returned to its original order: **Drug** → **Doctor** → **Sig** → **Int** → **Disp** → **Refills** → **Auth** → **Days**.

Delivery Order

[KRL-25590] Patient name missing when adding an Rx item to a delivery order

Bug

When a user added an Rx item to a delivery order for a different patient (**Rx** > **Delivery Order Form** > **Add Item** > **Rx Item**, then **Change Patient**), the **Patient** column in the **Package Items** list was blank for that item. The drug, cost, and total details were correct. The name appeared only after the delivery order was closed and reopened.

Resolution

This issue has been resolved. The **Patient** column now shows the selected patient's name as soon as the Rx item is added to the delivery order.

Doctor Card

[KRL-25703] Doctor Card comment hover preview shows garbled characters

Bug

When a user hovered over an entry in the **Comments** section of a Doctor Card, the preview tooltip displayed mostly unreadable characters (such as question marks) instead of the comment text. This began after upgrading to a newer version and affected all existing comments on the doctor's card.

Resolution

This issue has been resolved. Hovering over a **Doctor Card** comment now displays the correct, readable text.

ERx

[KRL-26510] Access violation / freeze when processing consecutive ERx orders with the same indication

Bug

When processing two or more ERx orders with the same indication as new Rxs (**F9 – Workflow** > **ERx**), Kroll became unstable after the first order. It raised access violations in unrelated places, such as patient search and the patient profile, stop responding, or showed an "Out of memory" error. The errors continued until Fill was restarted.

Resolution

This issue has been resolved. Kroll processes consecutive ERx orders with the same indication without access violations, freezes, or out-of-memory errors.

Fill

[KRL-26433] Faster Fill screen startup

Improvement

Previously, the **Fill** screen could take a noticeable amount of time to open. Kroll has been updated to reduce the **Fill** screen startup time, so pharmacy staff can begin filling prescriptions sooner after opening it. This change does not alter how the Fill screen looks or behaves once it is open.

History

[KRL-26308] "Display Record Before Changes" on a Show All History screen can show the record's own just-made change instead of its actual prior state

Bug

On the **Show All History** screen for a Rx, Doctor, Drug, Drug Mix, Patient, AR, Sig, Plan, or RxWorkflowComment (from one of those elements, select **View** > **History**), selecting a change and selecting **Display Record Before Changes** could show the record as it looked after that change. It should have shown the record as it looked before.

Resolution

This issue has been resolved. **Display Record Before Changes** now builds the prior state from a point just before the selected change instead of the change's exact timestamp, so the record can't appear as its own prior state.

Immunization

[KRL-26215] Large Disp Qty on Immunization causes a database error when billing

Bug

When a user entered a **Disp Qty** of 1,000,000 or more on the **Product** tab of an immunization (**Immunization** > **Non-Influenza** or **COVID**) and selected **Bill Product**, Kroll displayed a raw database error:

> "Arithmetic overflow error converting float to data type numeric."

The immunization was not saved, and the message did not identify the field at fault or the allowed maximum.

Resolution

This issue has been resolved. Kroll now validates the **Disp Qty** field on the **Product** tab and displays a message identifying the field and its maximum allowed value before the immunization is saved.

Inbound Fax

[KRL-26171] Weekly cleanup removes inbound faxes from the Completed list

Bug

Inbound faxes disappeared from the **Completed** list in Kroll without any error message. This was caused by the weekly cleanup routine that runs automatically when Kroll starts.

Resolution

This issue has been resolved. The weekly cleanup now removes a fax together with all of its related information, including its recipients and attachments. It no longer leaves partial fax records behind or removes a fax's images while keeping its details.

[KRL-26172] Fax Reconciliation "Delete-on-Process" Defect

Bug

Faxes were incorrectly being marked as **Deleted** rather than **Completed**, making them invisible to staff who lacked permission to view the **Deleted** list

Resolution

This issue has been resolved. When processing a fax reconciliation batch, if any faxes will be marked as **Deleted** (because all their pages were removed), a confirmation dialog now appears:

> "One or more faxes are about to be marked as deleted rather than completed. Do you want to continue?"

When the corresponding filter is applied, **Completed** documents or **Deleted** documents appear.

Order Form

[KRL-25668] Auto-generated order lines disappear after editing the order quantity

Bug

On the **Drug Order Form**, an item on an automatically generated (suggested) order was removed from the order after the user edited its quantity (select the item, then **Edit Order Quantity** (**F2**) and **OK**). Instead of saving the new quantity,

the item disappeared from the order. This happened for drugs with more than one pack size when **Disable Automatic Ordering** was turned on for the first pack size on the drug card, but not for the pack size being ordered.

Resolution

This issue has been resolved. Kroll now checks the **Disable Automatic Ordering** setting for the pack size on the order, not the first pack size in the drug card. Editing the order quantity of an automatically generated item now keeps it on the order.

MedReview

[KRL-26059] Doctor letter print details are not recorded for Extend Rx by Pharmacist

Bug

When a pharmacist used the **Extend Rx by Pharmacist** function (on the **Patient** card select **All Rxs** > **Extra Functions** > **Extend Rx by Pharmacist**) and printed the resulting doctor letter, Kroll did not record that the letter had been printed, who printed it, or when it was printed.

Resolution

This issue has been resolved. Printing the doctor letter now correctly records that it was printed, along with the printing user and the date and time printed.

[KRL-26282] Select Doctors for Letter fails when a doctor's saved address no longer exists

Bug

When a doctor's address on file had been renamed or removed after a medication review's doctor letter was saved against it, opening **Select Doctors for Letter** (Medication Review Workflow > **Review** menu) raised an error instead of displaying the doctor letter list, blocking the entire review rather than just the affected letter.

Resolution

This issue has been resolved. **Select Doctors for Letter** now opens correctly even when a saved letter's doctor address no longer matches the doctor's current address list.

Newfoundland and Labrador

[KRL-26507] NL Immunization Schema 2026/27

Improvement

Newfoundland and Labrador (NL) has released its list of influenza and COVID-19 vaccines for the 2026/2027 season, effective October 5, 2026. The Immunization schema has been updated to include one new influenza vaccine, **DIN 02365936** (Fluzone). The NL formulary update adds the drug card, and the vaccine now appears in the immunization drop-down.

All other influenza and COVID-19 vaccines on the list already have a drug card in Kroll because their variants have not changed. Their DINs remain in the Immunization schema.

Items with an Influenza Immunization drug type are as follows:

Action	DIN	Brand Name	Generic Name	Description	Strength	Form	Pack Size
DIN already in Schema	02362384	Fluad	Haemagglutinin-Strain A(H1N1)/A(H3N2)/B	Single Dose Pre-Filled Syringe	15/15/15mcg/0.5ml	ML (Prefilled Syringe)	0.5
NEW DIN	02365936	Fluzone	Haemagglutinin-Strain A(H1N1)/A(H3N2)/B	Multidose Vial	15/15/15mcg/0.5ml	ML (Suspension)	5
DIN already in Schema	02420686	Fluviral	Haemagglutinin-Strain A(H1N1)/A(H3N2)/B	Multi-Dose Vial	15/15/15mcg/0.5ml	ML (Injection)	5

All vaccines in this list have a Route of Intramuscular.

Items with a COVID-19 Immunization drug type are as follows:

Action	DIN	Brand Name	Generic Name	Description	Strength	Form	Pack Size
DIN already in Schema	02541270	Spikevax	Omicron XFG variant (6 months to 11 Years)	2.5 ML Multidose Vial 2026/2027	0.1mg/mL	ML (Injection)	2.5
DIN already in Schema	02541270	Spikevax (12 years and older)	Omicron XFG Variant (12 years and older)	2.5 ML Multidose Vial 2026/2027	0.1mg/mL	ML (Injection)	2.5
DIN already in Schema	02552035	Comirnaty	Omicron XFG Variant	Prefilled Syringe 2026/2027	30mcg/0.3mL	ML (Injection)	0.3
DIN already in Schema	02557770	Spikevax	Omicron XFG Variant	Single-Dose Pre-Filled Syringe 2026/2027	50mcg/0.5mL	ML (Injection)	0.5

All vaccines in this list have a Route of Intramuscular.

Patient Search

[KRL-25827] Patient Search field mishandles same-letter searches on F11 – Drop-off

Bug

On the **F11 – Drop-off** screen, once a patient's Rx had been added to the work order, searching for a second patient whose name began with the same letter as the first caused the **Patient Search** field to either revert to the first patient's name or drop the leading character being typed, leaving a mangled search string (for example, typing "Sample" left "ample" in the field). This occurred because adding an Rx to the order reset the field's cursor position while the user was still typing a new search.

Resolution

This issue has been resolved. The **Patient Search** field now preserves the cursor position after an Rx is added, so a subsequent search, including one sharing the same first letter as a prior search, is typed and accepted correctly.

Performance

[KRL-26023] Improved performance when loading the Patient Profile

Improvement

The Patient Profile now loads faster, especially for patients with a long history of prescriptions and refills. This includes load times for The **All Rxs**, **Active Rxs,** and **Rxs Filled in Error** views.

PharmacyLink

[KRL-26446] PLC Service stopped responding after a drug database update

Bug

If a First Databank (FDB) drug database update was applied while the PLC Service was processing patient information, the service could stop responding. When this happened, the pharmacy appeared offline in PharmacyLink until the PLC Service was restarted.

Resolution

This issue has been resolved. The PLC Service now continues to run normally when a drug database update is applied.

Purchase Order

[KRL-25675] Substituted items show a blank status in Purchase Order Receiving

Bug

When an item on a purchase order was automatically substituted during receiving, its **Status** remained blank on the **View Purchase Order Details** and **Order Item Detail** screens (**Utilities** > **Drug Ordering** > **Purchase Order Receiving**), even after the order was fully received.

Resolution

This issue has been resolved. Substituted items now display a **Status** of **Substituted** on both screens.

[KRL-25823] Purchase orders missing from vendor-specific tab in Purchase Order Receiving

Bug

When a user created a purchase order, it appeared correctly under the **All** tab in **Purchase Order Receiving** (**Utilities** > **Drug Ordering**), but selecting the tab for that order's specific vendor showed a count of (0) and "No results found with the specified filter," even though the vendor was active and correctly linked to the order.

Resolution

This issue has been resolved. Purchase orders now display under their vendor-specific tab as well as the **All** tab, and tab counts accurately reflect the number of purchase orders for each vendor.

Refill

[KRL-26280] Refill Information screen shows an error for older prescriptions

Bug

When a user opened the **Refill Information** screen for an older prescription whose Inactive status had never been recorded (open the prescription and select **View** > **Refill Information**), Kroll raised an error instead of displaying the refill history. This affected only older prescription records that had no Inactive value stored.

Resolution

This issue has been resolved. The **Refill Information** screen now opens and displays the refill history for prescriptions with no recorded Inactive status.

Reports

[KRL-24977] Active unit-dose prescriptions missing from EcoPill/Dispill report

Bug

When the most recent fill on a unit-dose prescription was flagged as a mistake, the prescription no longer appeared on the EcoPill/Dispill (unit-dose packager) report, even though the prescription itself remained active with no stop date. The same prescription displayed correctly on the Compliance Report.

Resolution

This issue has been resolved. The EcoPill/Dispill report now disregards mistake fills when determining a prescription's current status, so active unit-dose prescriptions are no longer dropped from the report.

[KRL-25371] PACMED report is slow to generate for nursing homes with large batches

Bug

When a PACMED report for a nursing home batch containing hundreds of prescriptions was previewed or sent (**Reports** > **PACMED**, select **Preview** or **Send**), Kroll became unresponsive and the report could take 15 to 40 minutes to complete. The delay grew disproportionately as the number of prescriptions in the batch increased.

Resolution

This issue has been resolved. PACMED reports for large nursing home batches now generate in a fraction of the previous time, and Kroll remains responsive while the report is generated.

[KRL-25797] Unable to run Rx summary report for a specific user

Bug

When a pharmacist's initials were selected in the **Users** filter on the Rx Summary Report (on the **Selection** tab), Kroll returned an error stating the initials were "not a valid integer value" instead of generating the report.

Resolution

This issue has been resolved. The Rx Summary Report now generates correctly when filtered by a specific user.

[KRL-26195] PACMED report error when selecting 3 or more nursing homes

Bug

Running the PACMED report for multiple nursing homes in a single batch could fail with a SQL Server error:

"COUNT field incorrect or syntax error"

instead of completing, depending on how many prescriptions were included across the selected homes. The report always completed successfully when run for a single nursing home.

Resolution

This issue has been resolved. The PACMED report now completes successfully for any number of nursing homes or prescriptions in a single run. This fix addresses the error only; very large batches may still take longer to generate.

[KRL-26292] Laser Label Reprint report ignores the batch Show-only/Exclude filter

Bug

The Laser Label Reprint report always showed **All Rxs**, even when **Show only** or **Exclude** with a batch definition was selected (**Reports** > **Laser Label Reprint** and select the **Selection 2** tab to view the **Batch Options**).

Resolution

This issue has been resolved. The Laser Label Reprint report now correctly applies the selected batch filter. When you choose to show only prescriptions in a batch or exclude prescriptions in a batch, the report output matches that selection instead of returning the same results as **All Rxs**.

[KRL-26298] The Drug Listing Report crashes with a SQL error if the Lot Number filter contains a single quote

Bug

The Drug Listing Report would crash with a SQL error when the **Drug Lot Number** filter (on the **Selection 2** tab) contained a single quote (apostrophe).

Resolution

This issue has been resolved. Lot numbers containing a single apostrophe are now handled correctly, and the report generates without crashing.

[KRL-26342] Closed-balance Accounts Receivable invoices missing from Invoice Report

Bug

When the balance on an Accounts Receivable (AR) invoice was closed, the invoice no longer appeared on the Invoice Report. Generating the report for an account and date range that included the invoice returned the following error, even though the invoice existed:

"No records found for parameters set"

Resolution

This issue has been resolved. Invoices with a closed balance now appear on the Invoice Report when they match the account and date range selected.

[KRL-26503] Sig prints in the wrong language on SigMed and PACMED reports

Bug

Previously, when a batch included patients with different preferred languages, the sig on the SigMed and PACMED reports could print in the language of another patient in the batch. For example, a sig for a Chinese-language patient could print in Spanish.

Resolution

This issue has been resolved. Each sig now prints in the preferred language of the patient it belongs to.

Rx Synchronization

[KRL-25837] Synchronized prescriptions loop between workflow queues

Bug

When only one workflow queue was active at a time, a prescription enrolled in Rx Synchronization could loop back and forth between queues instead of advancing. Calling up the prescription from a later queue returned it to the queue containing a Prompt for Refill Reminder or Auto Refill action, and calling it up from there sent it forward again, repeating indefinitely.

Resolution

This issue has been resolved. A synchronized prescription now advances normally through workflow queues, and the Prompt for Refill Reminder or Auto Refill action completes with the comment

> "Auto-refill managed by Rx Synchronization."

When a store is configured to prompt patients to enroll in refill reminder or auto refill, choosing to synchronize a prescription no longer also prompts to enroll that same prescription in refill reminder or auto refill, since Rx Synchronization already manages its refill schedule.

Saskatchewan

[KRL-26350] Method dropdown empty when reporting an allergic reaction to a drug

Bug

For Saskatchewan pharmacies, the **Method** dropdown on the **Reported Reaction** window was empty when reporting an allergic reaction to a drug on the **Allergies** section of a patient's CeRx network profile. No value could be selected.

Resolution

This issue has been resolved. The **Method** drop-down menu now has a list of routes of exposure (e.g. Oral, Topical) to choose from.

Sentrex

[KRL-24654] Sentrex chain option in Kroll Configuration

Feature

A new **Sentrex** option is now available in the **Chain** drop-down menu on the **General** tab of the Kroll Configuration (**File** > **Configuration** > **Kroll** > **General**). Selecting it identifies a store as belonging to the Sentrex Pharmacy Group, so that the group's Kroll Central Maintenance (KCM) server can deliver Kroll program updates to its stores.

The selected chain is saved when the configuration is saved and is retained after Kroll is restarted. The **Help** > **About** screen displays Sentrex as the chain.

This change applies to Sentrex stores only. Stores belonging to other chains are unaffected, and there are no changes to existing chains.

Sig

[KRL-26396] "The Sig codes are not completely translated" warning appears incorrectly

Bug

When filling a prescription, Kroll sometimes displayed a "The Sig codes are not completely translated" message for a Sig code, even though that Sig code was fully translated (Fill Rx, F12). This could happen when a Sig code had since been changed or replaced, causing Kroll to mistakenly treat the outdated version as still active.

Resolution

This issue has been resolved. Kroll no longer considers an outdated Sig code when checking translations, so pharmacists will no longer see this warning by mistake.

Translation and French GUI

[KRL-21637] French terminology is inconsistent across Allergies and Conditions windows

Bug

In the French interface, several Allergies and Conditions windows used imprecise or inconsistent wording.

- The allergy/condition **Comment** box and the **ADT allergies/conditions** window labelled severity as **Gravité** rather than the more clinically accurate **Sévérité**.
- On the **Selection of allergy and condition** window, the "begins with" search option read **Commence** instead of **Commence par**.
- On the **Rx counselling** window, **Marque** appeared without qualification instead of **Marque de Commerce**, and the pharmacist permit number was ordered as **Permis n°** rather than the French convention **N° Permis**.
- The **Rx counselling Hardcopy** window repeated the same reversed ordering and abbreviated prescribed quantity as **Qté presc.** instead of **Qté prescr**.
- The **Clinical Verification** window title was left untranslated.
- Some windows referred to conditions while others used the fuller condition(s) médicale(s), with no consistent term applied across windows.

Resolution

This issue has been resolved. **Sévérité**, **Commence par**, **Marque de Commerce**, **N° Permis**, **Qté prescr.**, **Vérification clinique**, and **condition(s) médicale(s)** now appear consistently across the affected Allergies and Conditions windows in the French interface.

[KRL-26093] French “Dr.” abbreviation corrected on several windows and reports

Bug

In the French version of Kroll, the abbreviation for “Doctor” appeared in its English form, "Dr." (with a period), instead of the correct French form "Dr" (no period) on the following windows and reports:

- **ADT Message Overview** window: the default doctor label.

- **ADT Patient Wizard General** page: both the default doctor label and the patient doctor label.
- **eRx Order Details** window: the default doctor label.
- **Patient Leave of Absence** edit: the **LOA Type** drop-down value "Dr. Aujourd'hui".

Resolution

This issue has been resolved. The labels on the ADT Message Overview, ADT Patient Wizard **General** page, and eRx order Details windows now read **Dr par défaut**. The LOA Type value now reads **Dr Aujourd'hui**.

[KRL-26137] Interface Type descriptions are cut off in the Robotic interfaces drop-down (French)

Bug

On a French Kroll session, the **Interface Type** drop-down list on the **Robotic** interfaces screen (**File** > **Configuration** > **Store** > **Interfaces** > **Robotic**) did not display entry descriptions in full, since the French text was longer than the drop-down could show.

Resolution

This issue has been resolved. The drop-down now displays the full description for each entry. This change applies to the French interface only; the English interface is unaffected.

Rx Transfer

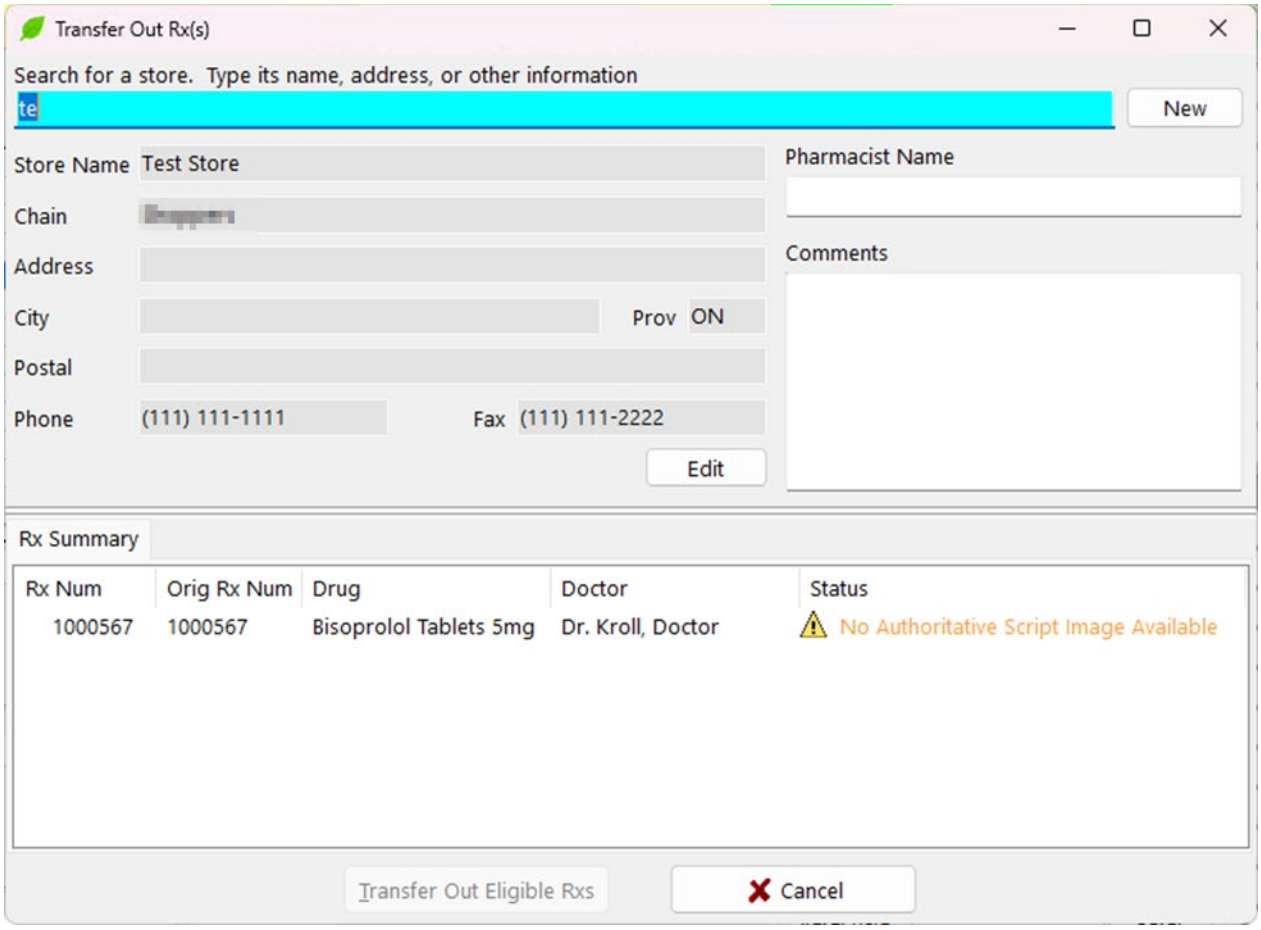
[KRL-26033] Transfer Out shows the wrong message when the workflow is incomplete and Prevent Refill, Inactivate, Transfer Out and Suspend if Workflow Is Not Complete is enabled

Bug

With **Prevent Refill, Inactivate, Transfer Out and Suspend if Workflow is Not Complete** enabled (**File** > **Configuration** > **Store** > **Rx** > **General**) and the Rx's workflow incomplete, the **Rx Summary** status in the **Transfer Out Rx(s)** window showed the warning:

> "No Authoritative Script Image Available"

This did not allow the transfer to proceed, even when the Rx had a script image attached.

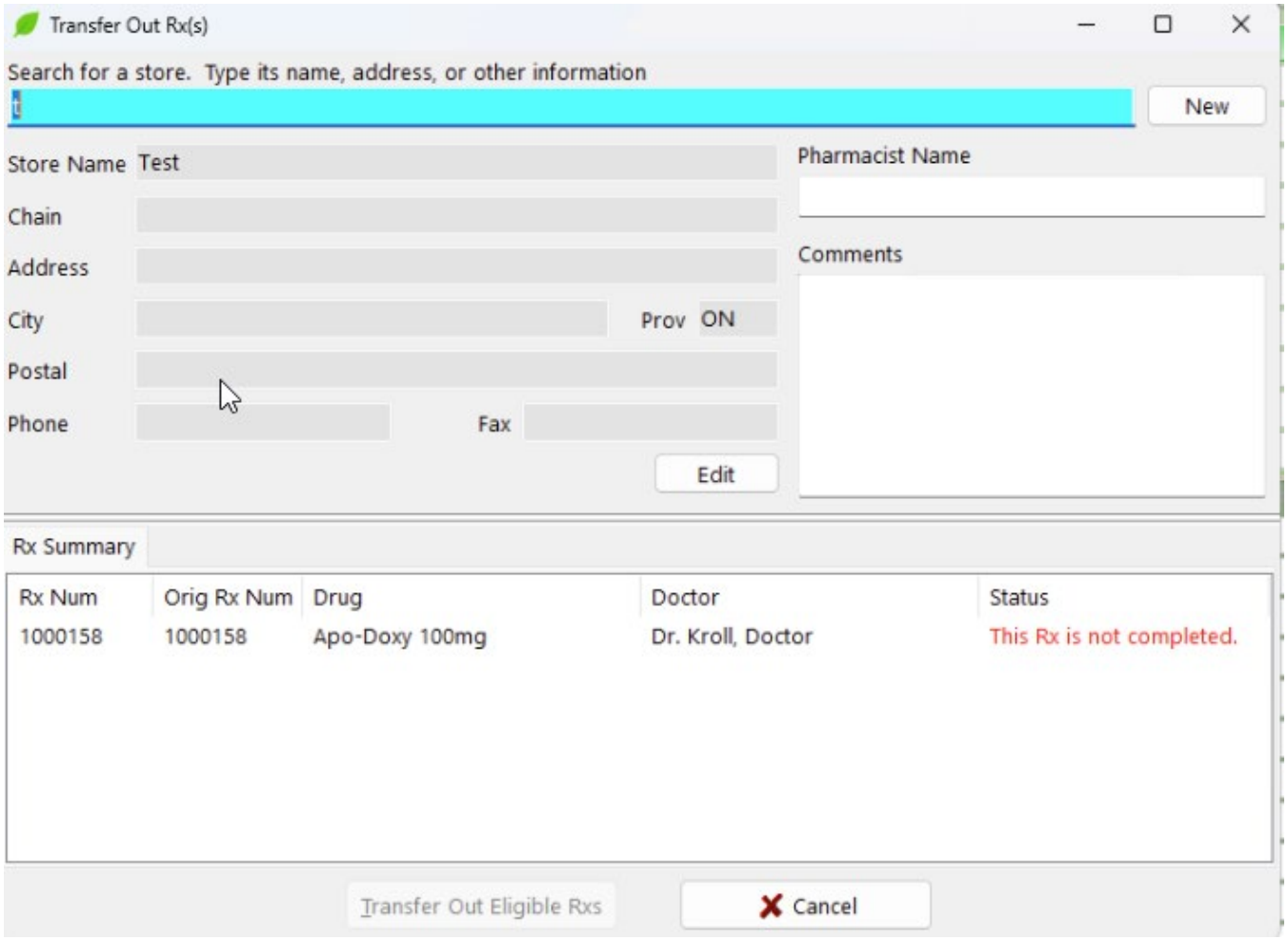


Resolution

This issue has been resolved. When a transfer out cannot proceed because the Rx's workflow is genuinely incomplete, the **Rx Summary** status shows

"This Rx is not completed."

This hard-stop blocks the transfer.



User Information

[KRL-25044] User Information window cuts off fields on lower-resolution monitor screens

Bug

On the **User Information** window (select **Edit** > **Users and Groups** and open a user), a layout issue meant the window did not fit within the visible area on the monitor screens with a lower-resolution or limited screen space.

The **DIS/DSQ Network Username** field, the **Locked Out On** field and **Unlock** button, and the **Save** and **Cancel** buttons were cut off.

Resolution

This issue has been resolved. The layout of the **User Information** window has been optimized so all fields and controls display fully without being cut off.

Workflow

[KRL-22212] Rxs In Progress queue cut off when 19+ workflow queues are configured

Bug

When a store configured 19 or more workflow queues to display on the **F9 – Workflow** screen, the queue list had no vertical scroll bar, and the **Rxs In Progress** queue was pushed off the bottom of the screen, out of view. Users had to hide other workflow queues just to see and work from **Rxs In Progress**.

Resolution

This issue has been resolved. The workflow queue list on the **F9 – Workflow** screen now scrolls vertically, so every configured queue, including **Rxs In Progress**, remains accessible without hiding any queues.