TELUS Health



Kroll Version 10 Service Pack 35

Hotfix Release Notes

10.35.3.26 HF2

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Kroll Version 10.35.3.26 HF2 Hotfix Release Notes (16/10/2026)

This document is a compilation of changes and enhancements in Kroll version 10.35.3.26 HF2 (16/10/2026) release. The purpose is to keep users informed of changes to the software and to help users implement and adapt to those changes.

Database Update

[KRL-26411] Program update fails when upgrading from version 10.31 or earlier

Bug

When a store running Kroll version 10.31 or earlier installed a program update to version 10.32 or later, the database update could fail and the store could not move to the new version. The user saw the message:

> "Update could not run because an unknown error occurred."

This happened only on databases where certain list name fields still used an older format.

Resolution

This issue has been resolved. Stores on version 10.31 or earlier now complete the database update, and the program update installs successfully without a manual workaround.

Rx Counselling

[KRL-26601] Kroll slow after 10.35 upgrade; Counseling Pending count query using many resources

Bug

After upgrading to 10.35.2, pharmacies with large databases reported Kroll slowing and freezing when loading the workflow, entering or adjudicating prescriptions, and running reports. This was caused by the query that calculates the pending counseling count and fills the Counseling Items grid. The query ran hundreds of times per hour and became the largest consumer of database resources.

Resolution

This issue has been resolved. The counseling-pending count and the Counseling Items grid now use a query structure that reads only the relevant prescriptions.

Workflow

[KRL-26680] Toggling queue visibility on F9 workflow queue freezes grid

Bug

In stores with a large workflow configuration, turning a workflow queue on or off on the F9 – Workflow page froze Kroll for a moment each time the queue was toggled.

Resolution

This issue has been resolved. Workflow queues can now be turned on and off on the **F9 – Workflow** page without freezing, including stores with a large workflow configuration.