TELUS Health



Kroll Version 10 Service Pack 35

Hotfix Release Notes

10.35.4.33 HF2

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Kroll Version 10.35.4.33 HF2 Hotfix Release Notes (6/11/2026)

This document is a compilation of changes and enhancements in Kroll version 10.35.4.33 HF2 (6/11/2026) release. The purpose is to keep users informed of changes to the software and to help users implement and adapt to those changes.

Performance

[KRL-26918] Delay opening prescriptions in stores with a large number of electronic prescriptions

Bug

In stores with a large number of electronic prescription (eRx) orders and PrescribeIT enabled, there was a noticeable delay when opening a prescription on the **F12 – Fill** screen or a patient's profile. Kroll checked every eRx order on file to determine whether the prescription had been split.

Resolution

This issue has been resolved. Kroll now checks for split prescriptions without a noticeable delay.

[KRL-26919] Workflow queue counts slow down every workstation on stores with a very large Rx history

Bug

On stores with a very large prescription history, the counts shown for the Rx workflow queues took several seconds to refresh. The counts refresh automatically on every workstation, so each refresh used up database resources. The delay was noticeable in the workflow queues and slowed Kroll for the whole store. The larger the store's Rx history, the slower it got.

Resolution

This issue has been resolved. The database upgrade now adds what the queue counts need to find prescriptions quickly. The counts refresh in a fraction of a second, however many prescriptions the store has. The numbers shown in the queues are unchanged.

[KRL-26935] Slowness in Split Rx lookup and CareRx eMAR poll

Improvement

Before, each lookup reviewed every split order in the store, even when only a few prescriptions were needed. At a large store, this made each lookup noticeably slow and added load to the database server. Kroll now retrieves only the split orders it needs. The Split Rx information shown is unchanged.

We also made the lookup more efficient for the database, so it reuses its work instead of starting over each time. Screens that use Split Rx information, such as batch fill and renewal requests, should respond faster. Pharmacies that don't use the Split Rx service are not affected.

[KRL-27222] Workflow queue list is slow to open or refresh on stores with a very large Rx history

Bug

On stores with a very large prescription history, opening or refreshing a workflow queue in the Rx workflow took many seconds. During that time Kroll used a large amount of the database server's memory, which slowed other work on the server.

Resolution

The workflow queue list now looks up only the prescriptions it needs for the items in the queue instead of reading the store's whole Rx history. Opening or refreshing a queue is faster and uses less memory. The contents of the queues are unchanged.

[KRL-25779] RxSummary report slow to generate for date ranges with many prescriptions

Bug

The RxSummary report ran extra database lookups for each prescription, including lookups for information it never uses. This slowed report generation, especially for large prescription volumes.

Resolution

This issue has been resolved. The RxSummary report now now skips those unnecessary lookups and retrieves plan information only when it's needed, therefore generating faster. The report's content and layout are unchanged.

[KRL-26626] Kroll stops responding on "Calculating Price" for nursing home patients

Bug

When a user selected **OK** on the **Nursing Home Info** screen (**ALT+N**) for a nursing home patient's prescription, Kroll displayed the "Calculating Price" message and stopped responding for several seconds at a time. The delay repeated each time the price was recalculated, such as after changing the dispense quantity or days supply, and could add a minute or more to a single prescription.

The delay was greatest at stores with a large number of copay strategies that apply to all nursing home patients. It also occurred when viewing a nursing home patient's copay strategies on the Patient card. Patients not assigned to a nursing home were not affected.

Resolution

This issue has been resolved. Price calculation for a nursing home patient's prescription now completes without a noticeable delay, and the same copay strategy is applied as before.

[KRL-26789] Delay and flickering on Strategy Exceptions and Plans screens in stores with many sub-plans

Bug

In stores with a large number of sub-plans, the **Strategy Exceptions** screen (**Edit** > **Plans/Pricing** > **Strategy Exceptions**) could take around half a minute to open the first time it was opened after starting Kroll. Moving between plans on the **Plans** screen also caused the screen to flicker.

Resolution

This issue has been resolved. The **Strategy Exceptions** and **Plans** screens now open more quickly and no longer flicker.

[KRL-26850] Faster saving of plans and sub-plans in Plan Edit

Improvement

Previously, saving a sub-plan insert, edit or delete in **Plan Edit** could leave Kroll unresponsive for more than 20 seconds in chains with thousands of sub-plans. Every open patient plan, Rx plan and search screen reloaded the full sub-plan list each time, so the delay grew with the number of screens open.

Open patient plan and Rx plan screens no longer reload the full sub-plan list every time a sub-plan is saved. The patient, pickup and agent-pickup search screens now refresh their sub-plan drop-down the next time they are shown, rather than while hidden.

Sub-plans that are added, edited or deleted elsewhere continue to appear on these screens. The improvement is most noticeable in chains with large sub-plan lists and many screens open; behaviour in stores with small lists is unchanged.

[KRL-26888] Background processing stops responding when an old error log file cannot be deleted

Bug

When Kroll's background service started and could not delete an old error log file (for example, because of file permissions), it stopped responding and never finished. PharmaConnect reports stayed at "Generating Report" and other background work was not processed. No error was logged. Each new request left another stalled process running. These accumulated and used processor capacity, and slowed the server.

Resolution

This issue has been resolved. Background processing no longer stops when an old error log file cannot be deleted, so PharmaConnect reports and other background tasks complete normally.

[KRL-27116] Patient Rx list slow to open for patients with many prescriptions

Bug

Opening a patient's Rx list was slow, and the wait grew with the number of prescriptions the patient had. For patients with long prescription histories, the list could take from several seconds to more than a minute to open. For each prescription, Kroll searched far more workflow records than it needed, and the number of records grows over time. The same search was used by Rx Detail and Enhanced RxSync.

Resolution

This issue has been resolved. Kroll now searches only the workflow records that can apply to each prescription, so a patient's Rx list, Rx Detail, and Enhanced RxSync open faster, especially for patients with long prescription histories. The information shown is the same as before.