TELUS Health



Kroll Version 10 Service Pack 37

Minor Release

10.37.10

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Kroll Version 10.37.10 Minor Release (19/11/2026)

This document is a compilation of changes and enhancements in Kroll version 10.37.10 (19/11/2026) release. The purpose is to keep users informed of changes to the software and to help users implement and adapt to those changes.

Accounts Receivable

[KRL-24188] Patient charged multiple times for a single prescription

Bug

Prepay electronic payments for Pharmacy Accounts receivable (AR) could be charged more than once for the same work order. If a payment request was retried or submitted again while the first was still waiting on a response from PharmacyLink (PLINK), the system created a duplicate electronic payment item and charged the patient again.

Resolution

This issue has been resolved. The PLC service now blocks a second payment on the same AR until the first one has completed.

[KRL-24735] AR Export failure

Bug

When running the AR Export (**Utilities** > **AR** > **Export AR**), the export failed with the following error message:

> "Unable to create file AR Export: Format '%s-%d' invalid or incompatible with argument"

The export failed and no XML file was produced.

Resolution

This issue has been resolved. The AR export now successfully generates ARExport-<timestamp>.xml and ARCustomerExport-<timestamp>.xml files for applicable databases.

[KRL-24755] Filters on AR Reports not working correctly

Bug

When printing AR (Accounts Receivable) invoices (**Utilities** > **AR** > **Print Invoices**), applying a **Patient** or **Home** filter had no effect. The report printed for all patients instead of just the selected filter.

Resolution

This issue has been resolved. AR invoice reports now correctly apply the **Patient** and **Home** filters, printing only the selected patients or home group.

[KRL-25284] Printing AR invoices or statements freezes Kroll for accounts with a large invoice history

Bug

When printing AR invoices or Statements for an Accounts Receivable (AR) account with a very large number of invoices (**Utilities** > **AR** > **Print Invoices** or **Print Statements** > **Preview**), Kroll became unresponsive and had to be closed using Task Manager, with no error message displayed.

Resolution

This issue has been resolved. AR invoice and statement reports now complete without the application freezing, regardless of how many invoices exist on the account.

[KRL-25610] AR Statement reports fail for nursing homes and multi-patient selections

Bug

Running a batch AR Statement report for a Nursing Home or for two or more patients raised the following error:

> "Error Generating AR Statement"

The report failed to generate, when the **Print ALL outstanding invoices** option was turned off (**File** > **Configuration** > **Store** > **AR** > **Statements** tab) and the report's activity filter was set to **With no activity in X days prior to the start date of the statement**. A single-patient report was not affected.

Resolution

This issue has been resolved. AR Statement reports for a Nursing Home or multiple patients now generate successfully with this activity filter, matching single-patient behaviour.

[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.

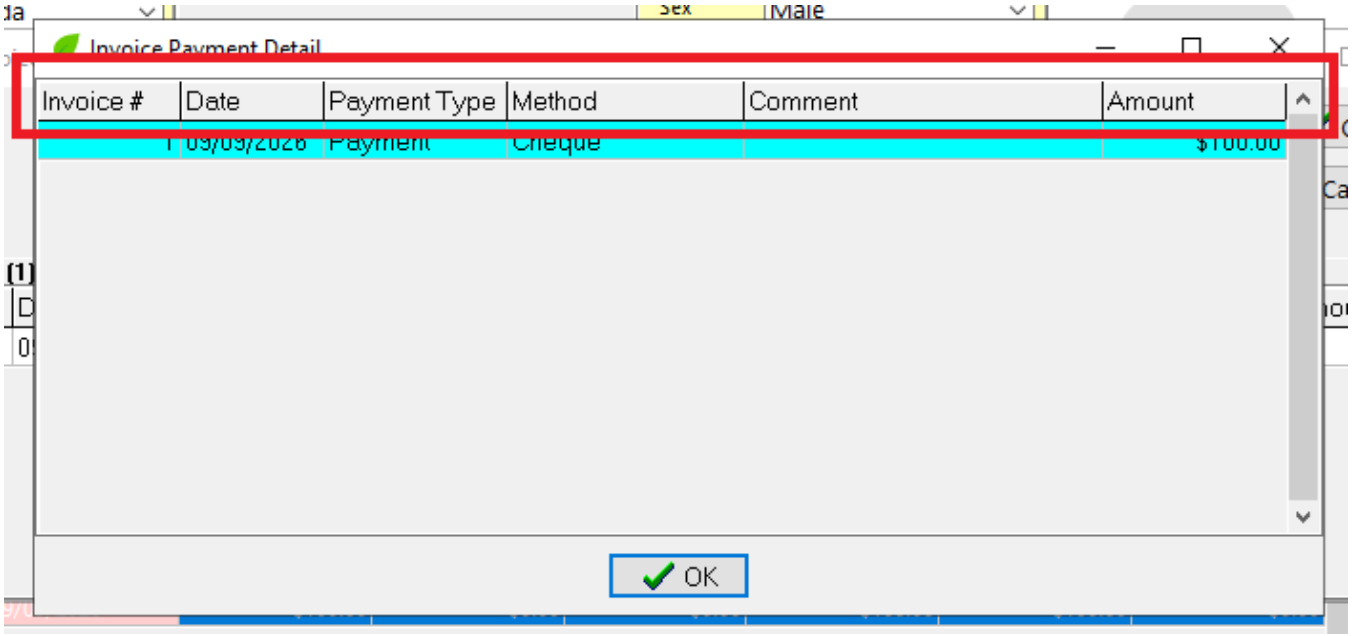
[KRL-25915] Invoice Payment Detail grid missing Payment Date and Comment columns at one store

Bug

At one store location, **Payment Date** and **Comment** columns were missing in the **AR** > **Patient Profile** > **AR Invoice Form** > **Invoice Payment Detail** grid. There is no option to add or remove columns from this grid.

Resolution

This issue has been resolved. The **Invoice Payment Detail** grid displays the same 6 columns (**Invoice**, **Date**, **Payment Type**, **Method**, **Comment**, and **Amount**) at every store.



[KRL-25925] AR Statement Report not printing according to customized settings

Bug

A store ran an AR Statement with a custom date range, but the printed statement included an opening balance and multiple invoice line items before the selected start date.

Resolution

This issue has been resolved. The AR Statement Report only includes invoice/payment details that fall within the selected date range.

[KRL-26099] Delay when updating an account balance after a payment or charge

Bug

When a payment or charge was posted to an accounts receivable (AR) account, Kroll recalculated the account's balance by scanning every invoice and payment in the store instead of only the account being updated. On stores with a large volume of AR activity, this could cause a noticeable delay before the updated balance appeared.

Resolution

This issue has been resolved. Kroll now recalculates an account's balance using only that account's own invoices and payments.

[KRL-26160] Adding a payment freezes Kroll for Accounts Receivable accounts with a very large number of invoices

Bug

When a user added a payment to an Accounts Receivable (AR) account with a very large number of invoices (1,000 or more) and inserted a payment detail line, Kroll became unresponsive ("Not Responding") and displayed no error message. The Select AR Invoice list of outstanding invoices could take several minutes to open, or Kroll had to be closed from Task Manager. Accounts with a normal number of invoices were not affected.

Resolution

This issue has been resolved. The **Select AR Invoice** list now opens promptly when adding a payment, regardless of how many invoices the AR account has.

[KRL-26251] AR invoice printing crashes unless sorted by patient; AR statements fail for home selections

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 the following message when the **Sort by Nursing Home** option was enabled under **Options**:

> “Error Generating AR Statement”

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 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-26275] Make AR Payment warns that a valid invoice is not outstanding

Bug

When a user typed the number of a valid Posted invoice into the **Invoice #** field of the **Make AR Payment** window (**Patient Profile** > **AR Profile** > **Payments** > **Make Payment**) and clicked **Next**, Kroll incorrectly displayed the warning:

> "Invoice [number] is not an outstanding invoice for this patient."

The same invoice appeared in the list when the user clicked **Yes** to select an invoice from a list.

In a related case, when a user typed an invoice number with a payment amount greater than the invoice balance, clicked **Yes** to pay multiple invoices, clicked **Back**, then clicked **Next** and **No**, the payment was saved with $0.00 assigned to the invoice.

Resolution

This issue has been resolved. Typing the number of an outstanding invoice no longer shows the warning, which still appears for invoice numbers that are not outstanding, and the invoice's full balance is now assigned when the payment is saved.

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

Bug

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.

Adjudication

[KRL-24667] SSC fee populating in outbound NIHB/IA claims when ODB is primary plan

Bug

When adjudicating an Rx for a patient with ODB as the primary plan and NIHB (IA subplan) as the secondary plan in Ontario, an **SSC Fee** value was populated in the outbound NIHB claim when no SSC code had been entered on the Rx.

Resolution

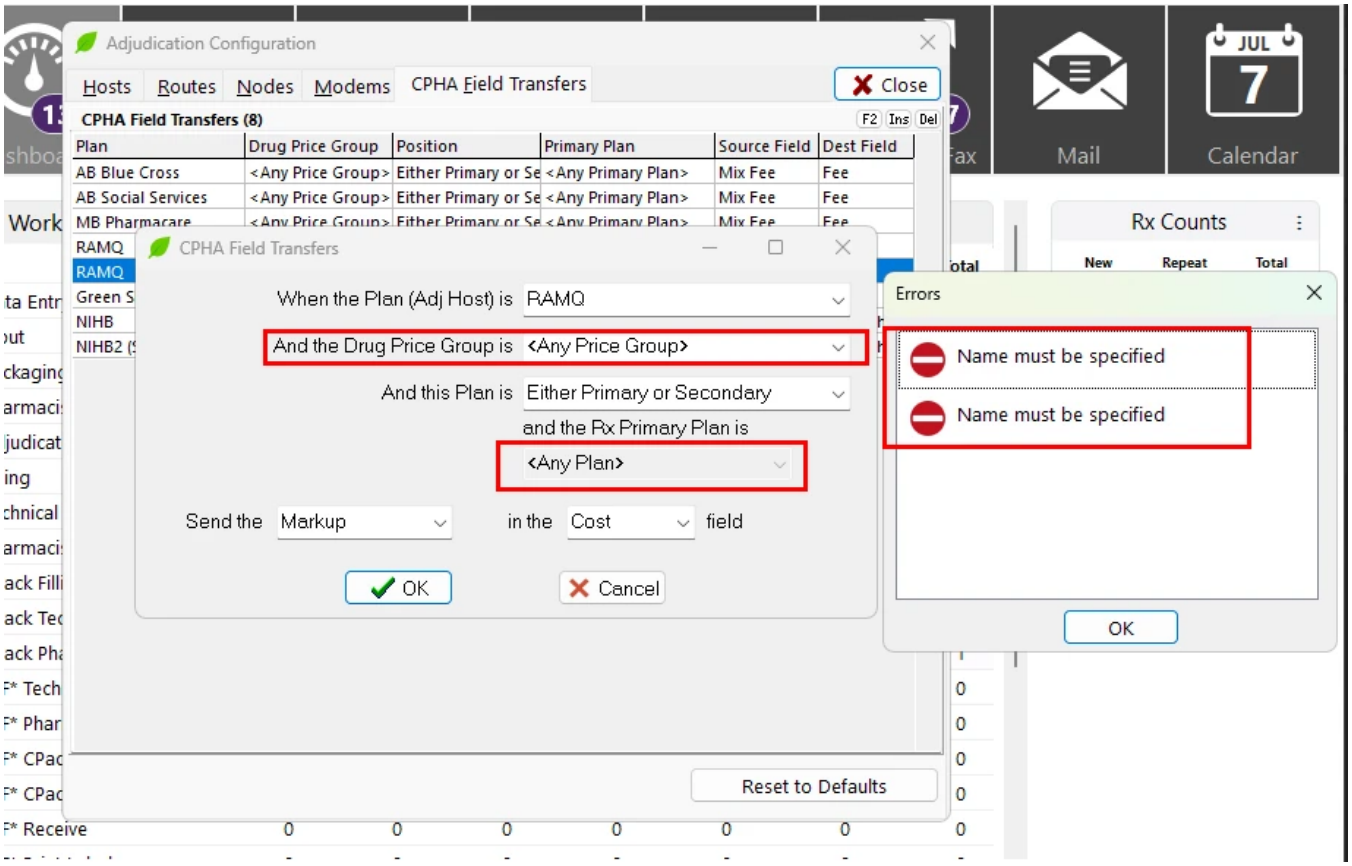
This issue has been resolved. No SSC fee is sent in outbound NIHB/IA claims unless an SSC code has been explicitly entered on the Rx.

[KRL-24832] CPHA Field Transfers save fails with Any Price Group and Any Primary Plan selected

Bug

When a user configured a **CPHA Field Transfer** with a specific Plan (Adj Host) but left the **Drug Price Group** as <Any Price Group> and the **Rx Primary Plan** as <Any Plan>, clicking **OK** produced two "Name must be specified" hardstop errors, preventing the row from being saved.

This blocked configuration even though every existing **CPHA Field Transfer** row already in production relies on <Any Price Group>, and most also rely on <Any Primary Plan> (visible directly in the **CPHA Field Transfers** grid).



Resolution

This issue has been resolved. **CPHA Field Transfers** can now be saved with <Any Price Group> and/or <Any Plan> (Rx Primary Plan) selected, consistent with existing production configurations. The **Source** field remains a required field.

[KRL-26553] Adjudication host changes not applied until Kroll is restarted

Bug

When an adjudication host was added or moved to a different route, in **Adjudication Configuration** on one workstation, Kroll sessions already open on other workstations continued to use the previous host settings. As a result, claims for that host could be sent by the wrong route. For example, claims for a host moved to a POS Service route were not sent through the POS Service until Kroll was restarted on that workstation.

Resolution

This issue has been resolved. Open Kroll sessions now apply adjudication host changes as soon as they are saved, and claims are sent by the host's current route without a restart.

ADT

[KRL-25303] ADT queue filters have no effect

Bug

On the **ADT** (Admission, Discharge, Transfer) tab of the workflow screen (**F9 – Workflow**), selecting a value in the **Type**, **NH Group**, **NH**, **Ward**, or **Patient** filter had no effect, and every pending ADT item was always displayed.

Resolution

This issue has been resolved. The **ADT** tab now shows only the items that match the selected filters, and the selections are kept when the list is refreshed.

[KRL-26476] Scheduler appointment still shows “Launch ADT” as available after its ADT has been processed

Bug

After a user completed the ADT wizard for a Scheduler appointment, the appointment still offered “Launch ADT” when the user returned to the Scheduler. This happened until the Scheduler was reopened or reloaded. It affected appointments that had an ADT attached (for example, bookings that came in through PharmacyLink) and already had a patient linked. Because the ADT was already processed, the wizard could be launched again.

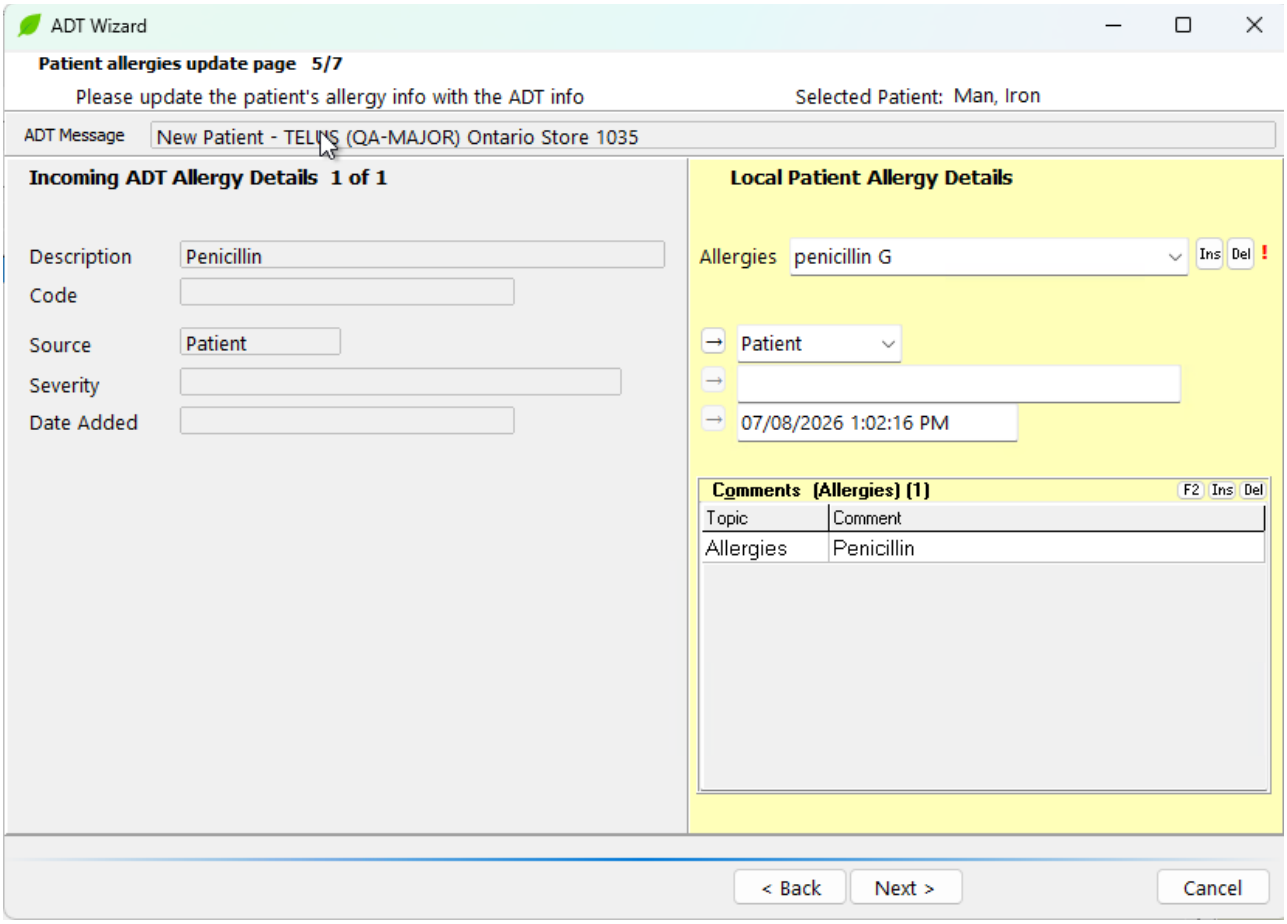
[KRL-25288] Allergy comment not added on ADT screen

Bug

When a user added an allergy comment during the ADT workflow (on the **Patient allergies update** page of the **ADT Wizard**, click **Ins** to insert a comment, write a comment and click **Save**), the comment did not appear.

Resolution

This issue has been resolved. Allergy comments are successfully added to the patient’s file and displayed on the ADT screen in real time.



Allergy

[KRL-24900] Error message when adding an allergy to a patient

Bug

When a user added an allergy to a patient, Kroll displayed an error message and the allergy could not be saved.

Resolution

This issue has been resolved. Allergies can be added to a patient without an error.

[KRL-25020] Invalid pointer operation error when adding an allergy to a patient

Bug

When a user added an allergy or medical condition while creating a new patient, for example through the ADT new patient wizard or when processing a patient transfer, the application could display an “Invalid pointer operation” error.

The same allergy and condition records were held in more than one list at once, and each list tried to release them. This caused a memory error.

Resolution

This issue has been resolved. Each allergy and medical condition record is now owned by a single list, so adding allergies and conditions in the ADT new patient wizard completes without an error.

[KRL-25151] Ins and Del button labels not fully displayed on Patient Allergies and Medical Condition Update screen

Bug

When a user processed an ADT record (**Workflow** > **ADT**) and reached the **Patient Allergies** and **Medical Condition Update** screen, the **Ins** and **Del** button labels in the **Local Patient Allergy/Medical Condition Details** section were not displayed correctly. This affected both the **Allergy** and **Medical Condition** update screens.

Resolution

This issue has been resolved. The **Ins** and **Del** button labels now display in full on both the Allergy and Medical Condition update screens.

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.

[KRL-23939] Appointments are not appearing across workstations/sessions

Bug

Appointments were appearing on the session they were entered in, but not in other sessions. However when double booking, an error did appear (implying the sessions all knew an appointment was there, but were not displaying them).

Resolution

This issue has been resolved. Appointments are now displaying across all workstations and sessions.

[KRL-24247] Icon on Edit Appointment Type screen displays incorrectly

Bug

On the **Edit Appointment Type** screen (**Edit** > **Lists** > **Appointment Types**), the appointment type icon was not displayed correctly within its border.

Resolution

This issue has been resolved. The icon is now centered within its border on the **Edit Appointment Type** screen.

Auto-Refill

[KRL-26978] Renewal reminder Rxs are sent back to Data Entry from Packaging

Bug

An Rx whose auto-refill prompt had already been completed was sent back to the **Data Entry** queue instead of continuing through the workflow when it reached **Packaging** while the **Data Entry** queue was not active. (Open the Rx from the Preparation queue with the Data Entry queue hidden.)

Resolution

This issue has been resolved. A completed auto-refill prompt no longer sends the Rx back to **Data Entry** when its queue is not active.

Barcode Scanner

[KRL-26578] Process Pending Documents fails with "Dataset not in edit or insert mode" after barcode error

Bug

When a scanned page contained a 2D barcode that Kroll could not decode, processing stopped for the whole batch and the system raised the error "Dataset not in edit or insert mode" (Utilities > Printed Document Scan/Import > Process Pending Documents). The remaining pending documents could not be reconciled. Barcodes that included the characters |, \, or ~ in text such as the Kroll ID were not always decoded correctly.

Resolution

This issue has been resolved. A page with a barcode that cannot be decoded now shows a status message, and the remaining pages in the batch continue to process and reconcile normally. Barcodes containing |, \, or ~ now decode correctly, and barcodes printed by earlier versions continue to be recognized.

[KRL-26777] Barcode scanner gives three beeps when Touch Pickup is locked in the background

Bug

On workstations running Touch Pickup (Session 9) alongside another Kroll session, once the Touch Pickup session locked in the background, scanning a barcode in the other Kroll session (for example a drug stock bottle from the **Alt+X Start Screen** or **F5 Drug**) gave three beeps and a red light on the scanner, even though the scan was accepted.

Resolution

This issue has been resolved. When the Touch Pickup session is locked and a user scans a barcode in another Kroll session, the scanner now gives a single beep to indicate success.

Batch Fill

[KRL-25467] Slow nursing home batch fill

Bug

During a Nursing Home (NH) batch fill (**Process a NH Batch** screen), Kroll retrieved the **TELUS Health Kroll Terms of Use** from the database many times in a single batch instead of reusing it. This added unnecessary database load and slowed the batch fill.

Resolution

This issue has been resolved. Kroll no longer retrieves the **TELUS Health Kroll Terms of Use** from the database repeatedly during an NH batch fill.

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.

Calendar

[KRL-23382] Fill.exe Access Violation when opening or deleting a recurring calendar event series

Bug

When a user attempted to open or delete a recurring calendar event series in the BLISTER PACKS calendar, Fill.exe terminated or became unresponsive. The crash occurred when the recurring event series was created far enough in the past that its parent *etPattern* record was outside the current calendar view window.

Resolution

This issue has been resolved. Fill.exe does not crash or become unresponsive during any calendar series open or delete operation.

[KRL-25423] Kroll Fill closes at startup with a "data error" message

Bug

When Kroll started in a store where a Calendar appointment had been saved with its details in an unexpected format, the **Loading Start Screen** step displayed a "data error" message and Krolll closed. Because every workstation loads the same appointments at startup, most workstations in the store were unable to open Kroll.

Resolution

This issue has been resolved. Kroll now starts normally and the appointment opens as expected, even when its details were saved in an unexpected format. The appointment is corrected the next time it is saved. This change applies to all provinces.

[KRL-25621] Calendar Day Summary report duplicates first day of recurring appointments

Bug

When a recurring appointment was added to the calendar, the Calendar Day Summary report listed the first day of the series twice. The calendar itself showed a single entry, and appointments that don't repeat were not affected.

Resolution

The Calendar Day Summary report now lists each day of a recurring appointment once, including the first day.

[KRL-25632] Unable to add or modify appointment categories

Bug

When a pharmacy had active Pharmacy Link networks, they were not able to add or modify any appointment category (**Edit** > **List** > **Appointment Categories**). Users saw an error message when they selected to insert or edit any entry, and they were not able to continue.

Resolution

This issue has been resolved. Users can once again insert, edit, and save appointment categories.

[KRL-25883] Calendar appointments and deliveries do not appear on other workstations

Bug

Appointments and deliveries entered in the Kroll **Calendar** on one workstation did not appear or sync on other workstations in the store.

Resolution

This issue has been resolved. Appointments and deliveries added to the **Calendar** on one workstation now appear on the other workstations.

[KRL-26834] Calendar / Online Booking: appointment slot overwritten when booked for another patient

Bug

Stores reported that online appointment bookings were confirmed to the patient but didn't appear in the Kroll calendar. In some cases a different patient already occupied the same slot (double booking). This happened when an online booking and a local booking were made for the same slot at about the same time.

Resolution

Kroll now checks whether a calendar slot has been booked for another patient before it saves a booking to that slot. If a calendar slot has been booked a warning is displayed to the user.

The warning is titled "Appointment slot not available". It reads: "This appointment slot has already been booked for another patient. Please choose a different time slot."

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.

Carries

[KRL-24754] Shopping list for suboxone + carries: only 2 Rxs on the shopping list despite 3 Rxs on the workorder

Bug

A standard suboxone prescription with extra carries was missing one prescription on the shopping list/work order. Users saw only 2 Rxs instead of 3. This affected pharmacy processing.

Resolution

This issue has been resolved. After processing a suboxone Rx with 2 additional carries, the work order should include all 3 Rxs.

Catalog

[KRL-26632] Catalog load fails when a drug catalog has no item number

Bug

Loading the McKesson catalog failed with the following error:

> "Catalog - Error: Error -1 ... Cannot insert the value NULL into column 'ItemNum', table 'DrgCatPackLinkHist'."

The error appeared when loading the catalog from **Utilities** > **Drug Ordering**, whether through **Communicate With McKesson** or by loading a downloaded catalog file. The cause was an existing drug catalog link with no item number. The history table did not allow a blank item number, so the history record could not be saved and the catalog load stopped.

Resolution

This issue has been resolved. Kroll now handles drug catalog links with no item number when saving history records, so the catalog loads without error. Drug cards can be edited and the history can be viewed without errors.

Central Fill

[CFILL-408] Central Fill reports available to all CF Clients

Improvement

The following Central Fill reports are now available in Kroll to all clients:

- Central Fill Eligibility Report
- Central Fill Service Level Report

These reports are presented in the database language.

Consent

[KRL-24941] When status is unknown user is not able to confirm Consent response

Bug

When 2D barcodes are not readable on manually Scanned Enhanced RxSync Consent forms, if the status is unknown, the user is not able to confirm the Consent response.

Resolution

This issue has been resolved. The option to select the consent response is correctly appearing under consents on the patient profile when the consent form's 2D barcode is unclear or unreadable.

[KRL-25944] Faster loading of patient consent information

Improvement

Previously, when Kroll checked delivery consent on the **Alternate Addresses** screen or the **Delivery Order Form**, it also loaded appointment information that only virtual care consents use. For patients with several alternate addresses, this extra loading could cause noticeable delays. Kroll now loads appointment information only for virtual care consents, and checks delivery consent for an address with a single lightweight lookup. Consent information is displayed as before.

Counseling

[KRL-22226] Virtual counselling location appears greyed out on a new counselling session

Bug

After a pharmacist selected Virtual as the counselling location and finalized counselling, the Virtual option appeared greyed out the next time the Counseling module opened (F9 – Workflow > Counsel queue). This also happened for a different prescription, or a different patient, in the same login session. The option could still be selected, but the location choices did not look uniform, and the previous selection appeared to carry forward.

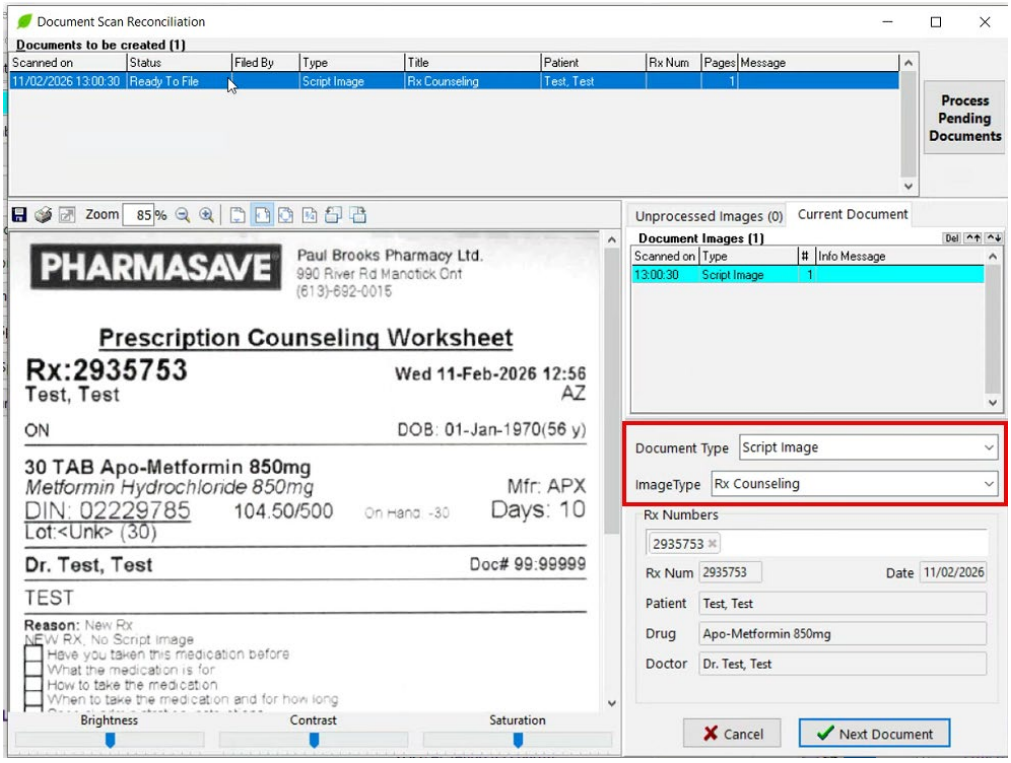
Resolution

This issue has been resolved. All counselling location options now appear the same, with no selection carried forward from a previous counselling entry, when a new counselling session starts.

[KRL-25614] Manually attached counselling worksheet does not remove the Rx from the queue

Bug

When a user attached a counselling worksheet manually because its barcode could not be read (**Utilities** > **Printed Document Scan/Import**, with **Document Type** = **Script Image** and **Image Type** = **Rx Counseling**), the image was filed against the prescription.



However, the prescription was not marked as counselled and stayed in the **F9 – Workflow** > **Rx Counseling** queue. Worksheets that Kroll read automatically were not affected.

Resolution

This issue has been resolved. When a worksheet is attached manually for a single prescription, the counselling is now recorded as completed on paper and the prescription is removed from the queue.

[KRL-25347] Counseling Items grid sort order changes on every refresh

Bug

The row order on the **Rx Counseling Items** workflow queue was not consistent between refreshes, even when the data is unchanged.

Resolution

This issue has been resolved. The **Rx Counseling Items** grid now returns rows in a consistent, deterministic order on every refresh, by default sorting by RxNum/prescription number. Column sorting by clicking grid headers continues to function as expected.

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**.

CeRx Electronic Prescriptions

[KRL-26343] Route of administration prints as garbled text on a CeRx electronic prescription order

Bug

When a user printed a CeRx electronic prescription order from a patient's **Network Profile**, the route of administration could print as garbled text instead of a description such as Oral. This occurred for orders received in Alberta, Newfoundland and Labrador, Nova Scotia, and Prince Edward Island that included a route of administration. Saskatchewan orders were not affected.

Resolution

This issue has been resolved. The printed order now shows the correct route of administration description.

Compound prescriptions

[KRL-25097] Vigilance window does not pop-up for Compound prescriptions

Bug

The Vigilance window was not displaying drug interaction alerts when processing compound prescriptions. The interaction detection system reported "No Interactions to display" even though a clinical interaction existed between the medications.

Resolution

This issue has been resolved. The drug interaction detection logic for compound prescriptions has been corrected. The **Vigilance** window now properly identifies and displays interaction alerts when compound medications are involved in the prescription workflow.

Credit Card Password Manager

[KRL-26327] Access violation re-encrypting or recovering old token cards after CC password update

Bug

After a new **Credit Card Access Password** was created, Kroll failed with "Access violation ... Read of address 00000000." The error appeared when creating the new password, when re-encrypting an expired token's cards with the current password, and when recovering an expired token with the Recovery Key. It happened when a saved credit card record had an empty or damaged encrypted card number.

After the error, the new token held no cards, and the existing cards stayed under the old token and still needed the old password. Staff were unable to save a new card with the current password.

Resolution

This issue has been resolved. If a card record has an empty or damaged encrypted number, Kroll now shows a message identifying the record and does not change any cards for that password. The message asks the user to contact Kroll Support. Creating a new password, re-encrypting, and recovering with the Recovery Key now complete without error when all cards are healthy.

Cycle count

[KRL-25932] Error creating an automatic cycle count when Limit results to exceeds the number of drugs found

Bug

When a user created a cycle count from a pre-selected list of drugs with the **Limit results to** checkbox ticked, and the limit was higher than the number of drugs the search returned (**Utilities** > **Drug** > **Drug Inventory Counts** > **Create New** > **Pre-select drugs to count**), Kroll displayed a database error about a duplicate entry and the cycle count was not created. For example, a limit of 50 failed when the search found only 30 drugs. Creating the count with the checkbox cleared was not affected.

Resolution

This issue has been resolved. Kroll now creates the cycle count with every drug the search returned, up to the limit entered, and no error is displayed.

[KRL-26564] Kroll stops responding when creating a large drug cycle count

Bug

When a user searched for a large number of drug packs and started a cycle count from the results (**Utilities** > **Drug** > **Drug Inventory Counts** > **Create New** > **Pre-select drugs to count**), Kroll stopped responding for several minutes while the count was being created. The longer the list of drug packs, the longer the delay.

Resolution

This issue has been resolved. Cycle counts created from large search results are now created without Kroll becoming unresponsive.

Data integrity

[KRL-25299] Sequence Numbers Could Be Duplicated After a Numbering Conflict

Bug

In rare cases where two users or processes requested a new sequence number such as an Rx number, invoice number, DIN, trace number, PO number, delivery order number, account number, or packager batch number at nearly the same moment, Kroll could still write a new counter value even after detecting a conflict, creating a risk of duplicate numbers being issued.

Resolution

This issue has been resolved. Kroll skips writing a new counter value when a numbering conflict is detected, preventing duplicate sequence numbers from being issued. The normal commit occurs.

Database update

[KRL-23221] Proactive index conflict resolution in DB Update scripts to prevent upgrade failures

Improvement

During customer upgrades, KWinUpdate would fail with exit code 46 (SQL error 5074) when a DB update script attempted to alter a column on a table with one or more non-standard (custom) indexes referencing that column. With this release, the DB Update script now finds all indexes that reference the column to be altered, drops those indexes and creates a log of the dropped indexes, then recreates any standard indexes that were dropped. Customers upgrading from version 10.29 and later no longer experience upgrade failures due to non-standard indexes.

[KRL-25206] Upgrade failure with same-release newer build update

Improvement

The index renaming block referenced in KRL-23221 (above) applies to same-version upgrades in addition to service pack upgrades.

[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.

[KRL-26606] Program update fails verification due to missing index

Bug

Running the program update on a store whose database was already at version 10.35 failed at the database verification step. The update stopped with the following message:

> “Index ‘WorkflowAction.IX_WorkflowAction_WorkflowActionType_WorkflowQueueId’ does not exist in the database.”

Because the database was already at the current version, only the 10.35 Supplement script ran, and that script did not create the index that verification expected.

Resolution

This issue has been resolved. The 10.35 Supplement script now creates the missing index, so the database verification passes and the program update completes successfully. Kroll launches normally after the update.

Datarithm Integration

[KRL-25010] Datarithm on-hand updates never applied to drug cards

Bug

Inventory updates received from Datarithm were not applied to Drug cards. The daily update file downloaded and archived normally, but on-hand quantities never changed. This affected cycle counts, transfers in and out, returns to the wholesaler or manufacturer, and min/max (reorder point) updates. A scheduled report failure notification, if configured, reported “Couldn’t find a matching drug pack” even when the drug and pack existed in Kroll. Without a configured notification, the failure was silent. Stores had to adjust inventory manually.

Resolution

This issue has been resolved. Kroll now correctly matches the drug pack from the Datarithm update file by UPC, or by DIN and pack size if there is no UPC match. Datarithm on-hand adjustments and min/max updates are applied to the drug card as expected.

Delivery Orders

[KRL-25083] Delivery add item menu changes

Improvement

The **Category** field on the **Add/Edit Manual Delivery Order Package Item** window is now populated with the standard **Tax Category** list.

[KRL-25297] Items added to an existing delivery order are not saved

Bug

When a user modified an existing delivery order and added a manual item or an Rx item to the package list, the new item appeared in the list after clicking **OK**, but it was lost when the user opened the order's details again or closed and reopened the **Delivery Orders** list. Items added while creating a delivery order were saved correctly.

Resolution

This issue has been resolved. A manual item or Rx item added to an existing delivery order is now saved with the order.

[KRL-26589] Delivery authorization checks on the Alternate Addresses and Delivery Order screens

Improvement

Previously, Kroll checked delivery authorization separately for each of a patient's addresses when the **Alternate Addresses** screen or the **Delivery Order Form** was opened, and repeated these checks on the **Alternate Addresses** screen as the user scrolled. For patients with several alternate addresses, this could cause noticeable delays or brief freezes.

Kroll now determines delivery authorization for all of a patient's addresses from the consents loaded when the patient is opened. The **Auth** column, the authorized indicator in the **Location** drop-down menu, and the unauthorized delivery address warning shown on save work as before.

The **Auth** column now also shows an address as not authorized when its delivery consent has expired, or when the most recent delivery consent for that address has been revoked, even if an earlier consent exists. This matches the behaviour of the **Delivery Order Form**.

This change applies only to stores with the **Enable delivery authorization** checkbox selected (Store Level Configuration Parameters > Patient > 3 - Consent) and has no effect on other consent types.

Dictionary

[KRL-24595] Case Insensitive Dictionary isn't performing case-insensitive comparisons

Bug

Case insensitive comparisons were not being run in field translations for grid columns, friendly description lookups for PrescribeIT task types, repository dictionaries and credential caches, and localization translation.

Resolution

This issue has been resolved. Case-insensitive comparison logic has been restored to the dictionary implementation.

DIS

[KRL-13837] DIS cancellation is not sent when the original claim is unconfirmed

Bug

When a user cancelled a prescription (**Cancel** or **Cancel and Refill**), Kroll checked for incomplete adjudication only if the prescription was already Cancelled. It did not check for a Drug Information System (DIS) claim that had been sent and was still waiting in the network adjudication queue without a valid response (for example after a network outage

or timeout). As a result, the cancellation could go ahead without a cancel being sent for the original claim. That claim stayed active on the DIS and could later come back as a potential duplicate dispense when a new fill was submitted.

Resolution

This issue has been resolved. Kroll now also checks whether adjudication is incomplete for a DIS plan that has a sent transaction with no valid response, whatever the prescription's status. When it finds one, Kroll shows the same pending adjudication prompt, and the user can choose **Complete Adjudication for previous fill** or **Exit Rx** before the prescription can be cancelled. This change applies to all provinces that use DIS adjudication.

[KRL-24685] Network "Not Dispensed Profile" menu renamed to "Other Medication Profile"

Improvement

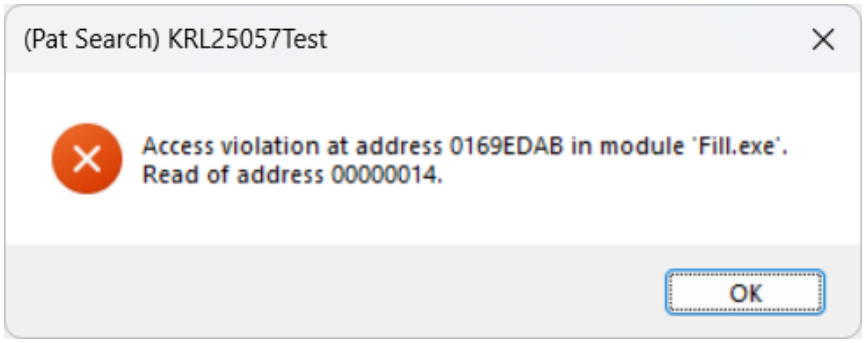
The Network menu option previously labelled "Not Dispensed Profile" (EN) / "Profil MVL et référence" (FR) has been renamed to "Other Medication Profile" (EN) / "Profil autre médicament" (FR). This label appeared in two locations — the **F3 - Patient** > **Network** menu and the **Adjudication Results** screen > **Network** menu — and was also used as the displayed network profile-view name upon retrieval. With over-the-counter (OTC)/médicament vente libre (MVL) sales recorded as Other Medication records, the previous **Not Dispensed** label no longer accurately described the data being retrieved. The rename applies across all supported provinces where this network profile menu is available (including Dossier Santé Québec (DSQ) and Newfoundland and Labrador (NL)), and covers both English and French interfaces. No changes were made to the underlying retrieval behaviour; the C01.23 transaction continues to retrieve and display the patient's Other Medication records as before.

Doctor card

[KRL-25057] Access violation when Patient's DocId references deleted Doctor

Bug

When opening a patient record that pointed to a Doctor record that had been deleted, Kroll crashed with the following error:



Resolution

This issue has been resolved. When accessing a patient record that is linked to a doctor that no does not exist in the database, an empty field is returned, and Kroll does not crash.

[KRL-25504] Fax numbers missing from F5 - Doctor card

Bug

Fax numbers disappeared from the **Location** details of some **F5 - Doctor** cards and appeared under **Phone Numbers** instead, which required manual re-entry. This happened when the fax label or the address location had an extra space at the end, for example "Office " instead of "Office". **Request Renewal** then showed **Print Only** instead of **Fax**, and renewal requests were not faxed. A previous clean-up did not correct records with trailing spaces.

Resolution

This issue has been resolved. Extra spaces are now removed from fax labels and address locations, and each fax number displays under its matching address and is available for **Request Renewal**.

[KRL-25659] Doctor card salutation shows as Dr. instead of the configured value

Bug

When a **Doctor** card was configured with a Salutation other than Dr. — for example, POD for a podiatrist — the New Rx screen's **Doc Search** panel, the printed receipt, and the Rx label all displayed Dr. instead of the configured salutation.

Resolution

This issue has been resolved. The **New Rx** screen, the printed receipt, and the Rx label now display the doctor's salutation exactly as configured on the Doctor card. Doctor cards with a salutation of Dr. continue to display correctly.

[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.

Drug Card

[KRL-25169] Incorrect drug substitute name displayed after the substitute drug has been deleted

Bug

When a drug's substitute had been deleted from the drug file, the drug that referenced it displayed the substitute name of a previously viewed drug instead of a blank value. The incorrect name appeared on the Drug card (F5), on the Compound Component screen, in the Drug Listing report, and in the substitution warning and prompt shown when filling a prescription. Because the name belonged to a real but unrelated drug, nothing indicated that the value was wrong, and the name shown varied depending on which drugs had been viewed beforehand.

Resolution

This issue has been resolved. A drug whose substitute has been deleted now displays a blank substitute name on all affected screens and reports.

Kroll also prevents the condition from recurring: a drug that is set as the drug substitute for one or more other drugs can no longer be deleted. A message names how many drugs reference it, and the substitute must be cleared from each of those drugs — using the **Clear** button beside the drug substitute on the Drug card (F5) — before the drug can be deleted.

[KRL-26889] On-hand quantity and Disable Automatic Ordering fields locked on converted drug card

Bug

Users could not edit the **On-Hand Quantity** or the **Disable Automatic Ordering** flag on the drug card for one specific DIN. Both fields stayed greyed out with no error message. Other drug cards at the store were editable, and permissions and store ordering settings were correct. Merging the card into a duplicate did not unlock the fields.

Resolution

This issue has been resolved. O**n-Hand Quantity** and **Disable Automatic Ordering** can now be edited on the affected drug card by users with the right permissions. Pharmacies with converted drug records that were locked this way can now adjust inventory and the auto-ordering flag normally.

[KRL-26997] Price Group drop-down on the Drug card shows outdated drug price groups

Bug

When a drug price group was added, renamed, or deleted (**Edit** > **Plans & Pricing** > **Drug Price Groups**) while the Drug card (**F5 – Drug**) was open in another session, the **Price Group** drop-down on the Drug card continued to show the previous list. A new group was missing, a renamed group appeared under its old name, and a deleted group could

still be selected. Opening a different drug or reopening the same drug did not refresh the list, and each later change displayed the list as it was before that change. The list was correct only after the Drug card was closed and reopened. The **Price Group** filter in **Drug Search** was not affected.

Resolution

This issue has been resolved. The **Price Group** drop-down on the Drug card now reflects added, renamed, and deleted drug price groups without closing the Drug card.

Drug Form

[KRL-25243] Unable to add (insert) a new Drug Form

Bug

When a store already had two **Drug Form** entries that matched except for a leading or trailing space, Kroll treated every attempt to add a new **Drug Form** (**Edit** > **List** > **Drug Form**) as a duplicate, regardless of the value entered, and blocked the addition.

Resolution

This issue has been resolved. Adding a new **Drug Form** is no longer blocked by unrelated duplicate values already in the list. Values that are true duplicates once trailing spaces are ignored still show the existing message:

> "This Drug Form already exists. Duplicates are not allowed."

Drug ordering

[KRL-24265] Innomar POs fail to auto-close after partial shipment — BackOrderQty hardcoded 0 / GetOrderItemStatus equation

Bug

Two tightly coupled defects combined to prevent Innomar POs from auto-closing after a partial or follow-up shipment. When a Innomar PO was partially received (for example, 6 of 10 units shipped), the PO item was incorrectly marked as Received rather than Back Ordered. When the remaining units were received, the item was shown as Partially Received rather than Received.

Resolution

Innomar PO items now correctly transition to Received when QuantityShipped + PrevReceiveQty >= OrderQty, and POs auto-close after the final shipment.

[KRL-24266] Innomar receive: duplicate POOption added in MatchingInvoiceWithPOinSystem else-branch causing double-receive risk

Bug

When a PO had more than one historical VendorInvoice record, an error caused the same record to be added twice, so that the PO options list contained duplicates. PrevReceiveQty was accumulated a second time on confirmation, producing the Partially Received double-receive symptom even when the full quantity was shipped.

Resolution

Each unique VendorInvoice match now appears exactly once in the PO options list. Receiving a PO does not produce a duplicate PrevReceiveQty accumulation.

Drug pack

[KRL-25165] Drug pack “last recalculated” timestamp truncated to ~8.64-second steps

Bug

The **Average usage last recalculated** timestamp stored against a drug pack was read in roughly 8.64-second increments, producing a slightly inaccurate timestamp.

Resolution

This issue has been resolved. The timestamp is now read using the correct date/time accessor, and accurately reflects the moment the recalculation occurred.

Drug Programs

[KRL-26552] Most drug programs do not trigger when two or more are enabled

Bug

When two or more drug programs were enabled, most of them were not applied to prescriptions. Their workflow steps (such as the data entry prompt, the patient dialog and printing drug program documents) were not triggered. Their actions were not run, and their responses were not reported. Kroll showed no message, and filling continued normally. Only a single enabled program, or the last program when an odd number was enabled, worked correctly.

Resolution

This issue has been resolved. Each enabled drug program is now applied correctly. Every program triggers its workflow steps, documents, and response reporting.

Drug substitution

[KRL-26150] Renamed substitution drug continues to display its former name and strength until Kroll restarts

Bug

After changing the name or strength of a substitute drug, when that drug was used in new prescriptions, its former name and strength continued to appear in drug maintenance, in reports, and dispense warnings and substitution prompts during fill. The issue resolved after restarting Kroll. The correct product was still dispensed, just the display values were incorrect.

Resolution

This issue has been resolved. Editing a drug's name or strength immediately updates every displayed reference to it as a substitute.

Drug Update Utility

[KRL-25478] Error when enabling Require Expiry Date during packaging update

Bug

When attempting to run the **Drug Update Utility** (**Utilities** > **Drug** > **Drug Update Utility**) to enable **Require Expiry Date when packaging,** the utility failed with a SQL/ODBC error and did not complete the update process.

Resolution

This issue has been resolved. The **Drug Update Utility** successfully updates drug pack configuration settings when enabling **Require Expiry Date when packaging** without generating SQL ODBC errors.

DSQ

[KRL-24412] Prevent the DSQ plan from being added to a Not Dispensed (Reference) Rx in Quebec

Feature

In Quebec, a Reference (Not Dispensed) record is used to document a medication that a patient obtained elsewhere — such as from another pharmacy, physician samples, or noted during a medication review — and is recorded on the local patient profile for drug utilization review (DUR) purposes only. Reference records must not be transmitted to the Dossier santé Québec (DSQ).

Previously, Kroll could include the DSQ plan on a Not Dispensed prescription (Rx) for covered Schedule II/III drugs, or allow users to manually add it, in order to record non-prescription drug sales on DSQ.

With this change, for stores configured for Quebec and DSQ, the DSQ plan is no longer automatically added to a Not Dispensed Rx. If a user attempts to manually add the DSQ plan to a Not Dispensed Rx — either at fill time or when modifying a filled Rx in stores configured to allow plan changes after fill — Kroll will display a hard-stop message preventing the Rx from being saved or adjudicated until the DSQ plan is removed. The hard-stop message reads: "You cannot send a Not Dispensed Rx to DSQ" (French: "Impossible de transmettre une Rx de référence au DSQ").

Not Dispensed records that were already transmitted to DSQ prior to this change are exempt — they retain the DSQ plan and continue to support the existing Network menu actions to view, update, modify, or retract the other-medication (C03.08) record on DSQ. Not Dispensed records continue to be included in DUR analysis as before, and stores not configured for Quebec or DSQ are unaffected by this change.

[KRL-24548] Adjudication response dialog to identify Other Medication transactions to accurately reflect transactions sent to the DSQ for a Non-Rx/OTC record

Feature

The adjudication response dialog now displays consistent "Other Medication" terminology for all Other Medication transaction types (create, stop, update, and retract) in both English and French, across all provinces that use these transactions. Previously, the Create and Stop transactions were labelled using outdated "Not Dispensed" / "Rx de référence" wording carried over from a prior implementation.

The transaction labels in the dialog now read as follows:

- Create displays "Other Medication" (EN) / "Autre médicament" (FR)
- Stop displays "Stop Other Medication" (EN) / "Cesser autre médicament" (FR)
- Update displays "Update Other Medication" (EN) / "Mettre à jour autre médicament" (FR)
- Retract inherits the aligned transaction name automatically (e.g., "Retract Other Medication" / "Retirer Autre médicament").

The Order number and other identifiers displayed in the dialog are unaffected.

[KRL-24602] MED Alim | Cancel of an Inactivated Rx Must Prompt Reactivation Before Removing from Profile (DSQ)

Feature

DSQ conformance requires that every local cancellation of a cessation event be transmitted to the DSQ before the prescription order itself can be retracted. The DSQ enforces a strict sequence. Previous releases of Kroll did not honour this sequence, so users hit a hard rejection with no guided path forward.

When cancelling a prescription that is currently inactive on the DSQ, a warning prompt now appears indicating that the prescription needs to be reactivated before it can be cancelled. If the user chooses **Yes** (to reactivate the prescription), they are sent to the **Reactivate Rx** screen, which is pre-populated with the prescription. Once the prescription is reactivated and the submission is accepted by DSQ, the cancellation can be completed without rejection.

[KRL-24659] "Could not find Network User Id" error when a non-DSQ pharmacy assistant with no pharmacist association opens a patient or doctor profile in a DSQ-configured store

Bug

In a store configured for DSQ (Dossier Santé Québec), when a user logged in as a pharmacy assistant — with no DSQ Network ID (NIU) configured and no active pharmacist association — opened a patient profile (F3) or a doctor profile (F7), Kroll threw a hard exception:

> "Could not find Network User Id."

This occurred because opening either profile automatically triggered a background demographics sync check, which unconditionally attempted to resolve the user's NIU before the request could be sent. When neither the user's own NIU nor an associated pharmacist's NIU was available, the system raised the exception and blocked the user from opening the profile entirely.

Resolution

An eligibility check has been introduced at the start of the automatic demographics refresh when opening a patient or doctor profile. When the signed-in user has no DSQ NIU of their own and is not associated to a pharmacist who has one, the automatic background refresh is now skipped rather than attempted. The profile opens normally with no error and no DSQ request sent.

Fully configured DSQ pharmacists, and pharmacy assistants associated to a pharmacist with a NIU, are unaffected and continue to receive the automatic refresh exactly as before. Explicit, user-initiated DSQ operations continue to follow the existing behaviour: the system uses the user's own NIU if present, falls back to the associated pharmacist's NIU, and if neither is available presents the **Pharmacist Association** dialog.

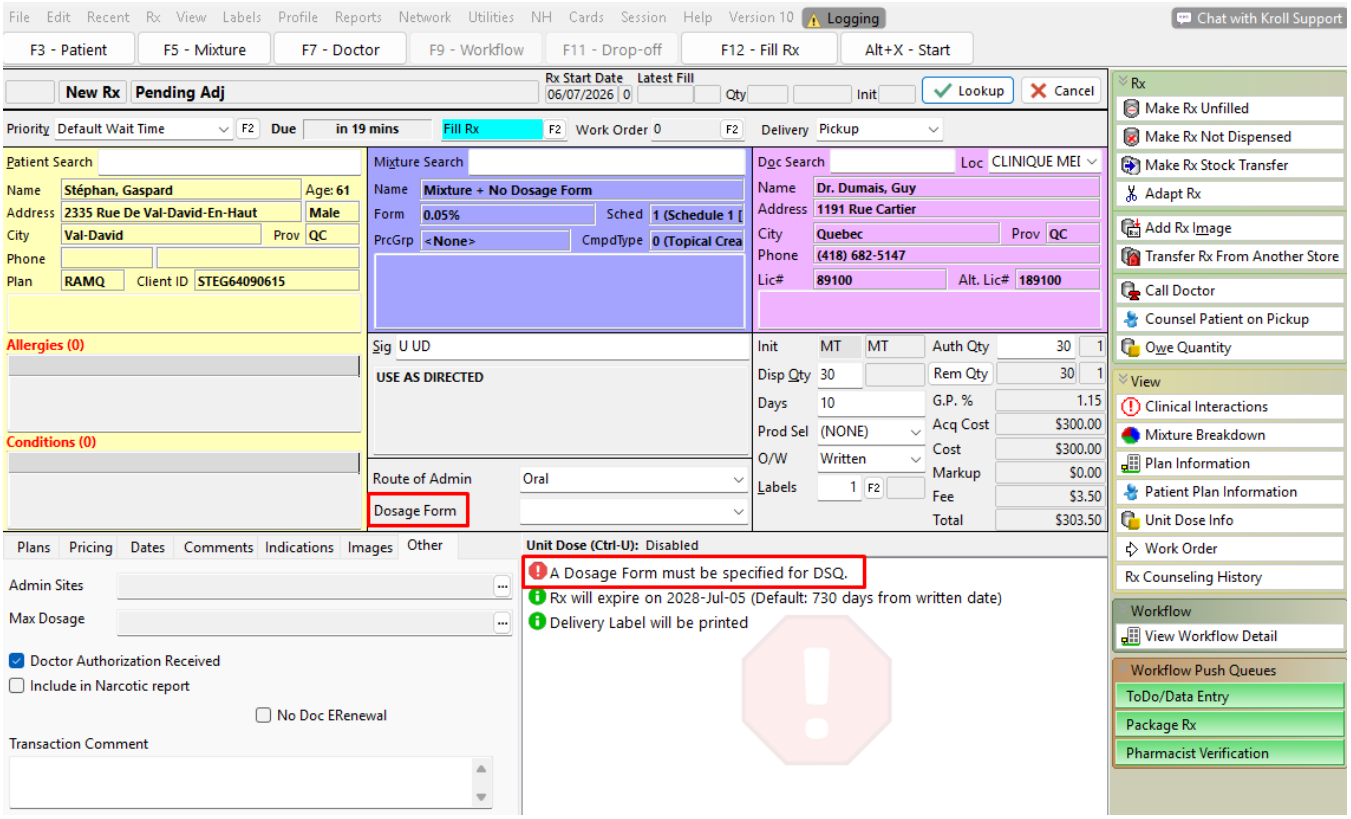
[KRL-24673] Add required Drug Form for all Mixtures

Feature

Kroll supports dispensing to the Dossier Santé Québec (DSQ) system, which requires a valid dosage form code in the Dispense message whenever a prescription is for a compound or a drug with no Drug Identification Number (DIN). Pharmacies converted to Kroll may have mixture records whose dosage forms were carried over verbatim from the old system without a corresponding First Databank (FDB) dosage form code. At fill time, the unresolved FDB code would transmit as blank in the DSQ message, causing the claim to be rejected.

A fill-time validation has been added to address this. When a pharmacist attempts to complete a fill — including refills, nursing home/batch fills, auto-refills, and central fills — Kroll will now enforce a hard stop if the prescription is DSQ-bound and the **Dosage Form** code is blank on the **F12** screen for either a mixture or a drug with no DIN. The hard stop displays the following message, preventing dispensing until a valid dosage form is selected on the mixture or prescription:

- **English:** A Dosage Form must be specified for DSQ.
- **French:** Une forme du médicament doit être indiquée pour le DSQ.



This validation extends the existing require-form mechanism introduced for no-DIN drugs and does not affect DSQ-bound coded drugs that carry a DIN, as DSQ derives the dosage form from the Drug Code in those cases.

[KRL-24681] DSQ – Update Doctor Demographics from Network: "Update" Button Displayed Incorrectly When No Updates Are Required

Bug

When accessing the **Update Doctor Demographics from Network** screen via **Network** > **Verify Doctor Demographics**, the **Update** button was displayed even when the screen indicated "The information is synchronized. No updates are required." This caused a mismatch between the on-screen message and the available action, potentially leading users to attempt an unnecessary update on a synchronized doctor record.

Resolution

The button logic on the **Update Doctor Demographics from Network** screen has been corrected. The screen now displays the **Skip** button when a doctor record is fully synchronized and no updates are required, and continues to display the **Update** button only when actual differences exist between local and network data, or when at least one visible field is selected for update. The button label now accurately reflects the state of the data comparison at all times.

[KRL-24819] Refusal to Fill option incorrectly available when refilling Not Dispensed or Stock Transfer prescriptions, causing Dossier Santé Québec rejection

Bug

When refilling a Not Dispensed or Stock Transfer prescription associated with a Dossier Santé Québec (DSQ) plan, the **Rx** > **Make Rx Refusal to Fill** menu option was incorrectly displayed and enabled. Submitting a Refusal to Fill against these record types caused DSQ to reject the transaction (error MSCTH007_E0004), as Other Medication records have no corresponding Rx Order to reference. This issue affected the refill workflow only; creating a new Not Dispensed or Stock Transfer Rx and selecting Refusal to Fill before filling continued to function correctly, as that path triggers a conversion to a regular prescription and sends both an Rx Order and a valid Refusal to Fill to DSQ.

Resolution

The **Make Rx Refusal to Fill** menu option is now hidden when refilling a Not Dispensed or Stock Transfer prescription with a DSQ plan attached. Refusal to Fill remains available and fully functional on refills of regular DSQ prescriptions, and the new-prescription path that converts Not Dispensed or Stock Transfer records prior to submitting a Refusal to Fill is unaffected.

[KRL-24872] Add RAMQ Professional Number comparison to Doctor Network Sync

Improvement

The Doctor Network Sync now includes RAMQ Professional Number in addition to the physician licence number. This allows discrepancies in RAMQ data to be surfaced and correctable through the same network sync tools.

When the local QC RAMQ license differs from the DSQ-supplied RAMQ professional number, a **RAMQ #** row appears on the **Update Doctor Demographics from Network** screen. On the **F7 – Doctor** screen, a Warning cloud indicates that there is a discrepancy.

[KRL-24530] Separate F3 profile filters for Not Dispensed (Status 4) and Non-Rx/OTC/Stock Transfer (Status 8) in Quebec

Feature

Pharmacists working in Quebec stores need the ability to view Reference (Not Dispensed) prescriptions and Non-Rx/over-the-counter (OTC)/Stock Transfer records separately within the F3 - Patient profile. Previously, a single "Not Disp./OTC Rxs" profile filter displayed only Not Dispensed records, with no dedicated filter available for Non-Rx/OTC/Stock Transfer records.

With this update, the existing filter is renamed to **"Not Dispensed"** (EN) / **"Référence"** (FR) and continues to display only Not Dispensed records, which are now references-only in Quebec. A new profile filter, **"Non-Rx/OTC/Stock Transfer"** (EN) / **"Sans ord./MVL/Transf. stock"** (FR), has been added to the F3 - Patient profile view selector. This filter displays only Status 8 records.

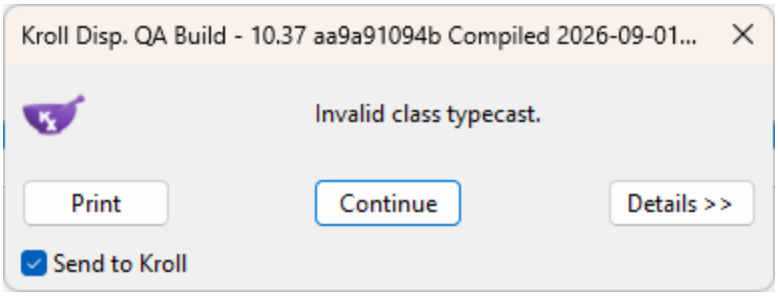
Both filters are available in English and French, and there is no overlap between the two; Not Dispensed records appear exclusively under the **Not Dispensed** filter, and Non-Rx/OTC/Stock Transfer records appear exclusively under the **Non-Rx/OTC/Stock Transfer** filter. This change applies to Quebec stores only; outside of Quebec, the existing filter label and behaviour remain unchanged.

Employee Discount

[KRL-26078] Error when applying an employee discount to a pre-pay account

Bug

Applying an employee discount to a pre-pay account produced the following error message.



Resolution

This issue has been resolved. Employee discounts can now be applied to pre-pay accounts without producing an error.

ePrescribe

[KRL-26281] ePrescribe Log and callback View History crash on entries with no recorded status

Bug

When an ePrescribe log entry had no recorded status, opening the **ePrescribe Log** (**Utilities** > **EPrescribe Log**) or clicking **View History** on the **Callback/renewal** screen caused an error instead of displaying the history. The affected screens could not be used until the entry was corrected.

Resolution

This issue has been resolved. The **ePrescribe Log** and callback **View History** screens now open normally and display entries with no recorded status.

eMAR

[KRL-26554] New eMAR reporting service host not recognized until Kroll is restarted

Bug

When an electronic Medication Administration Record (eMAR) reporting service host was added, or its service type was changed, while Kroll was running, Kroll did not recognize the change until it was restarted. For patients in a nursing home set to that host (**eMar Reporting Service Host** field, **Other** tab of the **Nursing Home** form), the **Transmit to EMar** option was not shown on the Patient Profile, and prescription order changes were not sent to the eMAR.

Resolution

This issue has been resolved. Kroll recognizes a newly added or changed eMAR reporting service host without a restart, so **Transmit to EMar** is shown and prescription order changes are sent to the eMAR.

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-24740] Error when double-clicking the “Not enough remaining quantity” warning in Fill Rx

Bug

When a fill or refill transaction was left incomplete while other transactions against the same prescription were completed and used up the remaining authorized quantity, the transaction became stale. When a user returned to finish it, double-clicking the "Not enough remaining quantity, based on most recent Rx" warning produced an unhandled error:

> "Cannot focus a disabled or invisible window"

The fill did not complete.

Resolution

This issue has been resolved. Double-clicking the “Not enough remaining quantity” warning opens the **Add Repeats for an Rx** dialog when repeats can still be added, or does nothing further when they cannot, without displaying an error.

[KRL-25081] Error when saving a duplicate Show On Rx or Print On Hardcopy comment

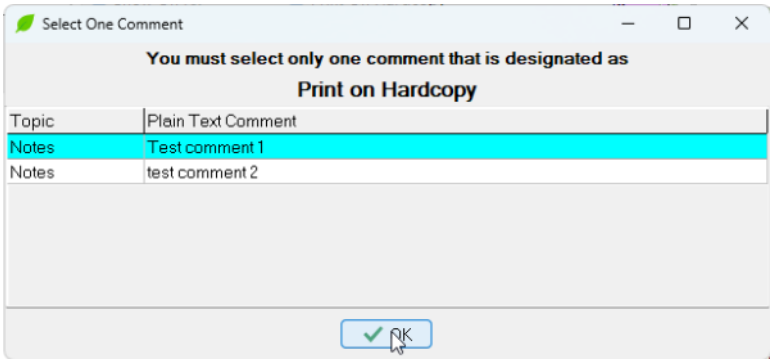
Bug

When a second comment was added to a prescription with **Show On Rx** and/or **Print On Hardcopy** checked, and an existing comment on the same prescription already had that flag set, saving triggered the following error:

> Cannot access field [x] as type integer.

Resolution

This issue has been resolved. Saving a comment with the same flag as another comment now correctly prompts the user to designate which comment the flag should apply to.



[KRL-25945] Pickup bin name no longer displays after a prescription is picked up

Bug

After a prescription was marked picked up, Kroll displayed "Not in a Bin" in place of the pickup bin it had actually been placed in, making it difficult for staff to confirm which bin held the medication. This occurred in both the **Fill** (F10 – Pickup) and **Touch** pickup screens.

Resolution

This issue has been resolved. The bin assigned to a prescription remains visible after pickup in both **Fill** and **Touch** pickup screens.

[KRL-26163] Error when cancelling a prescription and filling it locally from a Central Fill order

Bug

When cancelling a prescription from a Central Fill order and choosing to fill it locally, Kroll displayed a database error and the prescription remained in the order instead of being cancelled and refilled locally.

Resolution

This issue has been resolved. Cancelling a prescription and filling it locally from the **Central Fill order** screen now completes without error, and the prescription is removed from the order.

[KRL-26304] Script image not assigned to patient when prescription filled directly from F11 - Drop Off

Bug

When a prescription was created from an inbound document (fax or network scan) that had no Kroll barcode, and was filled directly from the **Rx F11 - Drop Off** screen by selecting a patient and pressing **F12 – Fill Now**, the script image was linked to the prescription but was not assigned to the patient. The image did not appear under **Patient's Script Images** and remained under **Unlinked Script Images**, so staff had to link it to the patient manually. Prescriptions filled after adding the item to the work order were not affected.

Resolution

This issue has been resolved. The selected patient is now assigned to the script image when the prescription is filled directly from **F11 - Drop Off**, and the image appears under **Patient's Script Images**.

[KRL-26432] Copy to New Number and Unfill fails when a No Script Image Reason is entered

Bug

When a user selected **Copy to New Number and Unfill** on a prescription (right-click the Rx in the patient profile, or select multiple Rxs and use **Extra Functions**), left the **Script Image** blank and entered a **No Script Image** reason, the reason was not saved on the new prescription.

For patients with an Accounts Receivable (AR) account, the fill failed with "No Script Image or Reason specified", and the batch reported "1 Rxs could not be filled." The new Rx number was used up without a prescription being created, and the original Rx remained in an open batch and could not be reprocessed.

For patients without an AR account, the fill was completed but the reason was not recorded on the new prescription.

Resolution

This issue has been resolved. **Copy to New Number and Unfill** now saves the **No Script Image Reason** on the new prescription, and the fill completes for patients with or without an AR account.

[KRL-26470] Route of Admin and Dosage Form carry over from the previous drug when switching to a drug with no Form/Route

Bug

When a user switched a prescription from a drug that had a **Dosage Form** and **Route of Administration** to a drug whose **F5 - Drug** card had these fields unpopulated (**F12 – Fill Rx** > **New Rx**), the prescription kept the previous drug's **Route of Admin** and **Dosage Form** instead of showing blank values for the new drug.

Resolution

This issue has been resolved. When a user switches to a drug with no **Route of Admin** and **Dosage Form** on the **F12 – Fill Rx** window, these fields no longer retain the previous drug's values.

[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.

[KRL-27321] Delay when modifying or filling a prescription in stores with many sub-plans

Bug

In stores with a large number of sub-plans, opening a prescription with **Modify Rx**, filling a new prescription, or saving changes could be slow and Kroll showed “Not Responding” for several seconds.

Resolution

This issue has been improved. When using **Modify Rx**, filling a new prescription and saving Kroll now responds faster in stores with many sub-plans.

Formulary

[KRL-26465] Formulary update leaves the store with no interchangeable group data

Bug

When a formulary update failed partway through, for example because the same DIN was linked to two drug cards in different interchangeable groups, the existing interchangeable group data had already been cleared. The store was left with no formulary data.

Resolution

This issue has been resolved. If a formulary update fails, the existing interchangeable group data is retained and the update reports the error.

A formulary update that fails because a DIN is linked to drug cards in different interchangeable groups still requires the **Link On** settings on those drug cards to be corrected in KCM before it can complete. This change applies to Kroll 10.35 and later.

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-24887] “No fee applicable” in Kroll Immunization Module

Bug

In the Kroll Immunization Module (KIM), selecting **New** > **RxCA** then a Private (non-PQI) vaccine resulted in no opportunity to claim the administration fee and status "No fee applicable" in KIM. Fee applicability was valid in this case.

Resolution

This issue has been resolved. Fee claims is supported for non-PQI vaccines (i.e. vaccines with a DIN not starting with 9 e.g. Shingrix 02468425 or Bexsero 02417030).

[KRL-24951] Product Status shows Pending Claim for vaccines recorded only in RxConsult

Bug

When a user administered an immunization through RxConsult and chose the option to only record the vaccine in Kroll, the **Product Status** on the immunization record showed **Pending Claim** after the user finalized the immunization and completed the prescription (**Patient** card > **Finalize Immunization** > **F12** screen).

Resolution

This issue has been resolved. A vaccine recorded only in RxConsult now shows a **Product Status** of **External**, as it does for vaccines recorded in Kroll with the product obtained externally.

[KRL-24979] Multi-card DIN leaves immunization Pending

Bug

When an immunization used a DIN mapped to more than one drug card of the same type, the record wound up in a malformed **Pending** state with an unset product expiry date. Deleting the record produced an error. Attempting to claim or finalize it crashed Fill.exe.

Resolution

This issue has been resolved. Immunizations using a DIN mapped to more than one drug card proceed correctly to the **Signed Consent** screen. The record can be deleted or finalized without crashing.

[KRL-25127] Immunization drop-down is empty on the new patient document window

Bug

When a user created a new patient document, the **Immunization** drop-down was empty, and the document could not be saved without a selection. The error message displayed when saving also misspelled "immunization" as "immunisation".

Resolution

This issue has been resolved. The **Immunization** drop-down now lists the available immunizations, and the error message displays the correct spelling.

[KRL-25826] Immunization remains in Pending Claim when recorded as Not Dispensed through the Paper Immunization module

Bug

When a non-influenza, influenza, or COVID-19 immunization was recorded as **Not Dispensed** through the **Paper Immunization** module (**Fill screen** > **Not Dispensed** > **F12 – Fill Rx**), the immunization entry on the Patient **Profile** > **Immunization** tab never completed. Its **Product Status** remained at **Pending Claim**, and retrying **F – Claim Fee** did not clear it. A product claim can only be completed by a dispense, and a Not Dispensed fill has none.

Resolution

This issue has been resolved. When the prescription is **Not Dispensed**, the immunization entry now completes with a **Product Status** of **No Product Applicable** and, where a fee claim applies, a **Fee Status** of **No Fee Applicable**. This applies in all provinces.

[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 Documents

[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.

[KRL-26491] Newest inbound document selected after deleting a document

Bug

When a user deleted a document from the **Inbound Docs** list (**Alt+X** > **Inbound Docs**) while the list was sorted by the Date column from oldest to newest, Kroll selected the newest document instead of the next document in the list. Staff working through faxes from oldest to newest had to scroll back and select the next document manually after every deletion.

Resolution

This issue has been resolved. After a document is deleted from the Inbound Docs list, the next document in the current sort order is selected.

Invoice

[KRL-25163] Vendor invoice PO Numbers left blank on multi-PO invoices

Bug

When a received vendor invoice had items from more than one purchase order, the invoice's stored **PO Numbers** field was left blank instead of listing all distinct PO numbers. This affected the vendor invoice-selection screen and the duplicate-invoice warning message, both of which displayed an empty PO list for multi-PO invoices.

Resolution

This issue has been resolved. Vendor invoices with multiple distinct PO numbers now correctly store and display a comma-separated list of all PO numbers on receipt.

Kroll Care

[KRL-24940] Kroll Care document is not printing correctly

Bug

The Kroll Care document was printing with formatting defects when accessed through the **Print Kroll Care** function in the Drug card (F5) module, and when printed upon prescription completion.

Resolution

This issue has ben resolved. Users can now print Kroll Care documents with correct formatting and layout.

[KRL-26480] Kroll Care shows the linked drug's leaflet instead of the drug's own

Bug

When a drug was linked to an equivalent drug (**Drug** > **Link to FDB**) because it was missing from the clinical database, and the drug was later added to the clinical database with its own patient leaflet, Kroll Care continued to show the linked drug's leaflet instead. This affected the **Kroll Care** tab on the Drug card and the printed Kroll Care. Because a link cannot be changed or removed once the drug exists in the clinical database, the incorrect leaflet could not be corrected.

Resolution

This issue has been resolved. Kroll Care now shows the drug's own leaflet when one is available, and the linked drug's leaflet only when the drug has none.

Kroll Services

[KRL-27200] Requests to Kroll services time out or disconnect on slow connections

Bug

When the network connection to a Kroll service was slow or busy, large requests or several requests sent in quick succession were sometimes only partly transmitted. The service received an incomplete message, and the request timed out or the connection dropped with no clear cause.

Resolution

This issue has been resolved. When the connection can accept only part of a request, Kroll now sends the rest as soon as the connection is ready, so the complete request reaches the service.

Kroll Update

[KRL-26486] Database update fails verification when older indexes are still present

Bug

The program update failed at database verification with exit code 62 when a database being upgraded from an earlier version still contained an older index on the Patient table. The update expects older indexes to be removed, so verification stopped the update. No program files were replaced, and the store stayed on its previous version.

Resolution

This issue has been resolved. The database update scripts now remove these older indexes during the upgrade, so verification passes. Upgrading from earlier versions completes successfully.

Labels

[KRL-24403] Hard copy prints PDIN line matching DIN on accepted fills

Bug

The **PDIN** field is intended to print only when the billed DIN differs from the dispensed drug's DIN (a true pseudo-DIN substitution). Hard copies of filled Rxs have been displaying a "PDIN:" line directly beneath the regular DIN line, showing the identical DIN value. In these cases no substitution occurred, so the PDIN line should not appear. This occurred on all accepted standard TELUS adjudication fills regardless of province. The issue was cosmetic and did not affect billing or dispensing.

Resolution

This issue has been resolved. The **PDIN** field only prints on hard copies of filled Rxs when a true pseudo-DIN substitution occurs.

[KRL-25821] Reprinted delivery label shows previous patient address

Bug

When a patient's address was updated after a prescription with a delivery order had been filled, reprinting the prescription (Modify Rx, F12 – Save Changes) printed the delivery label with the previous address instead of the patient's current address.

Resolution

This issue has been resolved. Reprinted delivery labels now show the patient's current address.

[KRL-26018] 2D barcode prints on top of preprinted image for the Shopping list label (general thermal purpose stock)

Bug

The 2D barcode printed in the **Header Information** field overlapping a pre-printed logo, meaning it could not be scanned at the Packaging workflow step to pull up the Rxs to complete packaging.



Resolution

This issue has been resolved. When printing on Pharmaprix stock with a pre-printed logo in each top corner, a 12.7mm (1/2") space is reserved at each end of the header area. The work order number and barcode print in the channel between the two logos.

[KRL-26902] Creatinine Clearance prints identical values for all patients, including those with no charting entry

Bug

On the Health Region TMR report and Universal MAR report, Creatinine Clearance printed one identical value for all patients. It also printed a value for patients with no charting entry.

Resolution

This issue has been resolved. Creatinine Clearance on the Health TMR is now calculated per patient. The field is left blank for patients without a charting entry.

Login

[KRL-25186] Error when attempting to log into Kroll

Bug

When launching Kroll, after entering in the correct credentials, a user was unable to login, and received the following error:

> "Error -1:[Microsoft][ODBC Driver 17 for SQL Server] [SQL Server] Incorrect syntax near '-'."

Resolution

This issue has been resolved. Users can now log in successfully after entering their credentials correctly.

[KRL-25447] Login | New users can now accept the Kroll Terms and Conditions using any scroll method

Bug

When a new user logged in for the first time and was presented with the **Kroll Terms and Conditions**, the **Accept** button only became enabled after scrolling to the bottom of the document specifically with the mouse wheel. Reaching the bottom using the scroll bar, the **Page Down** key, or the arrow keys did not enable the button, leaving some users unable to accept the terms and complete their first login.

Resolution

The **Accept** button is now enabled based on the user's position in the document — once they reach the bottom, regardless of how they got there. Scrolling with the mouse wheel, the scroll bar, or the **Page Down** key all now correctly enable the button.

Mail

[KRL-26305] Inbox displays an error when a message with multiple attachments arrives or changes

Bug

When a message with two or more attachments arrived or was updated while a user had **Mail - Inbox** open (**Utilities** > **View Mail/Messages**), the screen did not refresh and Kroll displayed an error stating that a value "is not a valid integer value". Attachments on messages with two or more attachments could also display incorrectly in **Mail - Sent Mail**. Messages with a single attachment were not affected.

Resolution

This issue has been resolved. **Mail - Inbox** now refreshes normally when a message with multiple attachments arrives or changes, and all attachments display correctly in both **Mail - Inbox** and **Mail - Sent Mail**.

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.

Merge Record

[KRL-26296] Unable to merge certain patient or doctor records

Bug

When a user attempted to merge a patient or doctor (**Utilities** > **Merge** > **Patients** or **Doctors**), Kroll displayed an error stating that the merge would not proceed, and the merge did not complete. This occurred only when the record being merged away had history from features Kroll no longer uses — for a patient, delivery order history from older versions of Kroll; for a doctor, entries from the retired **Communications** tab.

Resolution

This issue has been resolved. Patient and doctor records with this older history now merge successfully.

Mail distribution lists

[KRL-25333] Recipients of a distribution list message see only their own name

Bug

When a message was sent to a Mail Distribution List, a recipient who opened it without being the original sender saw only their own name in the **To:** line, not the other members of the group. The full recipient list displayed correctly only for the person who sent the message.

Resolution

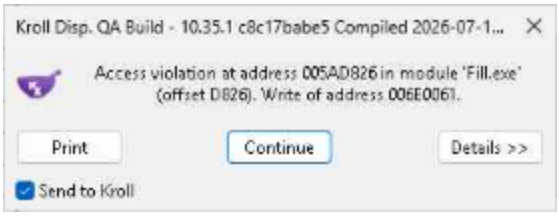
This issue has been resolved. Any recipient of a distribution list message now sees the complete list of recipients in the **To:** line, matching the sender's view.

Minor Ailment

[KRL-25031] Access Violation error when launching a Minor Ailment consultation appointment

Bug

An error message appeared when a user opened the calendar, selected an appointment for a Minor Ailment consultation and clicked **Launch**.



Resolution

This issue has been resolved. Launching a scheduled Minor Ailment consultation appointment no longer causes an error message to appear.

[KRL-25818] Fax not sent for Minor Ailment unless Print is also selected

Bug

When a pharmacist completed a Minor Ailment assessment (**Patient Profile** > **Professional Services** > **INS** > **Minor Ailment**) and selected only the **Fax** checkbox for a recipient under **Documentation Management**, the fax was not sent and did not appear in **Outbound Faxes**. The fax was sent only when the **Print** checkbox was also selected for a recipient.

Resolution

This issue has been resolved. **Fax** and **Print** are now handled independently, so selecting only **Fax** sends the fax to **Outbound Faxes** without printing a copy.

Mixture

[KRL-25910] Long ingredient names overlap the Cost/DIN columns on Mixture Instructions

Bug

When printing Mixture Instructions for a mixture containing a component with a long drug name and description, the ingredient name text overlapped the **Cost** and **DIN** columns.

Mixture Instructions for mix1
HK1031, test street, test street2, Etobicoke ON Y1A 9Z9
Phone: (676) 992-0286

Tx:1000062
Patient: Kroll, Harsh
Mixture: mix1 Code: MD

Date: 25-Aug-2026 Exp Date: _____ Qty made: 10.000

Lot number: _____ Made By: _____ Verified by: _____
Schedule: 1 (Schedule 1 [F])

Estimated time to make:_____ Mix Fee: _____
Cost: $38.16 Mkup: $0.00 Fee: $10.49 Total: $48.65

Ingredients

Qty	Drug Name	Cost	DIN	Lot #	Expiration	Mfr
2	CAP Turmeric Curcumin Capsule CAP 550mg Compounded	$30.02	80264556			JAM
2	TAB 282 MEP 350/200/15mg	$0.47	02238646			PPI
5	STR Elite Strips	$4.20	00907685			BAY

Instructions

Resolution

This issue has been resolved. Long ingredient names on the Mixture Instructions label now shrink to fit within their column so they no longer overlap the **Cost** or **DIN** columns.

Mixture Instructions for dHEA 100 Mg Capsule compounded
Ontario Store, 11 test st, , Toronto ON L1L 1L1
Phone: (111) 111-1111 Fax: (111) 111-2222

Tx:9000016
Patient: Summer, Patient
Mixture: dHEA 100 Mg Capsule compounded Code:

Date: 08-Sep-2026 Exp Date: _____ Qty made: 100.000

Lot number: _____ Made By: _____ Verified by: _____
Schedule: G (Controlled)

Estimated time to make:45 Fee: $22.50
Cost: $165.27 Mkup: $18.78 Fee: $32.99 Total: $217.04

Ingredients

Qty	Drug Name	Cost	DIN	Lot #	Expiration	Mfr
7.829	CAPTurmericCurcuminCapsuleuSP(BU571)TestLongName550mg	$117.53	80064116			JAM
7.829	ML Depo-Testosterone Cypionate 100mg/ml	$39.76	00030783			UPJ
78.2901	CAP Gelatine	$4.86	00982229			SAN
6.0518	GM Aermony Respiclick 113mcg/Act	$3.12	02467909			TEV

Instructions

[KRL-26768] Mixture Document List does not sort when a column header is clicked

Bug

In the Mixture Document List (View Documents from a drug mixture), clicking a column header displayed a sort arrow, but the rows did not reorder.

Resolution

Clicking a column header in the Mixture Document List now sorts the rows by that column, ascending or descending, as indicated by the arrow.

Nightly Maintenance

[KRL-27184] Nightly SQL index maintenance

Feature

Kroll now maintains the pharmacy database indexes every night, so that performance does not degrade between program updates. Previously, indexes were rebuilt only during a program update.

The maintenance runs automatically through the Kroll Background Rx Service, once a day at 22:00 by default. It checks the fragmentation of each index and skips small or lightly fragmented indexes. Moderately fragmented indexes are reorganized, and heavily fragmented indexes are rebuilt, starting with the most fragmented. Rebuilds are performed online on SQL Server Enterprise and offline on Standard. Database statistics are updated when the index work is complete.

To limit the impact on pharmacy operations, a table that is locked by other activity is skipped, and index work is skipped while a backup of the same database is running. No new index work starts after the run has been going for 2 hours, and any rebuild still running at 2 hours 10 minutes is cancelled and retried the next night. A summary of each run, including any failures, is recorded in the Background Rx Service log.

Index maintenance is enabled by default. Administrators can turn it off or change the start time on the Cleanup tab of the system configuration. The settings apply to the whole database and cannot be changed for individual stores. A time change takes effect without restarting the service. The full index rebuild that runs during a program update is unchanged.

Notifications

[KRL-27155] Reduced database load from unread mail and banner updates

Improvement

Previously, whenever any user sent, read, or deleted a message, every workstation connected to the store database re-checked its unread mail count and its Kroll Support and Head Office notification banners, even when the change was not for the user logged in at that workstation. At stores with several workstations and a high volume of mail, this added database load that contributed to slower performance.

Kroll has been updated so that a workstation re-checks its unread mail count and notification banners only when a mail change is for the logged-in user. Both are also refreshed when the user changes or logs off. Unread counts and banners continue to update straight away, without logging off.

Kroll Support and Head Office notifications are no longer re-checked when other mail activity occurs. Mail received without a specific recipient, such as inbound faxes and scanned documents, does not trigger either check. This change applies to all stores and has no effect on how mail is displayed.

Nursing Home

[KRL-26890] Failed label reprint can leave Rxs and work orders locked in a Nursing Home batch

Bug

In a Nursing Home batch, if the final save after reprinting labels (Reprint Laser Labels or Reprint Dot Matrix Labels) failed, the prescriptions and work orders involved in that reprint stayed locked on other workstations, and the batch grid on the workstation that performed the reprint stopped refreshing. Restarting Kroll was the only way to clear the locks.

Resolution

This issue has been resolved. If the save fails when reprinting Nursing Home batch labels, the prescription and work order locks are released and the batch grid continues to refresh normally.

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.

Ordering & Inventory

[KRL-26155] Edit Vendor List grid shows the wrong store's McKesson account information

Bug

When opening **Utilities** > **Drug Ordering** > **Edit Vendor List** for the second store in a shared database, the McKesson vendor row in the list grid displayed the **Account #**/**Customer #**(SAP) for the first store in the list. Double-clicking that same row to open the **Vendor List Form** correctly showed the second store's actual McKesson account info.

Resolution

This issue has been resolved. Opening **Utilities** > **Drug Ordering** > **Edit Vendor List** for any store in a shared database shows the correct store-specific vendor **Account # / Customer #** (SAP) in the grid, matching the **Vendor List Form**'s displayed values.

[KRL-26156] Inventory transfer between stores fails in a shared database

Bug

On the drug card's **Other Store** tab, pharmacies sharing a single Kroll database across multiple stores could not transfer inventory between those stores. The tab showed no inventory for the other store, and clicking **To** or **From** always triggered a "You cannot transfer inventory to or from your own store" message, even when the transfer was between two distinct stores in the shared database.

Resolution

This issue has been resolved. The **Other Store** tab now displays the matching drug pack inventory from each store, and inventory can be transferred to or from another store in a shared database. On-hand quantities update at both the source and destination stores, and the transfer is recorded on the **Drug Inventory History** report as a Store Transfer.

Packager

[KRL-25130] Fill.exe crashes on View Packager Batches after upgrade

Bug

After upgrading, Fill.exe crashed when opening **Utilities** > **View Packager Batches** with the following error:

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

The pharmacy's nursing home packager batch management screen was fully inaccessible. Normal fill and dispensing were not affected.

Resolution

This issue has been resolved. Users can open **Utilities** > **View Packager Batches** successfully regardless of PackagerBatch table volume.

[KRL-26608] Packager batch fails to send to Central Fill for some patient languages

Bug

When **Use Rx warning labels generated in Kroll** was enabled for an automatic packager, sending a packager batch to Central Fill failed for patients whose written language was not English or French (**Reports** > **Patient** > **PACMED** > **Send**). The **Packager Batch Rxs** window displayed the error "Cannot find translator for language code: zh" (or the patient's language code), and the prescriptions were not sent.

Resolution

This issue has been resolved. Packager batches now send successfully for these patients, and warning labels are sent in the pharmacy's default language (English or French) when they are not available in the patient's language.

[KRL-27331] Remaining Quantity in the PACMED file

Feature

Kroll now includes the **Remaining Quantity** of each prescription in the PACMED file sent to the VBM packager. Previously, the file carried only the number of refills remaining, calculated by dividing the remaining quantity by the dispensed quantity and rounding up to the next whole number. For partial-quantity fills, this rounding overstated what

the patient had left, which could lead to patients running out of Controlled Drugs and Substances Act (CDSA) medications mid-cycle.

The **Remaining Quantity** is sent as the last field of each line in the PACMED file, exactly as recorded in Kroll rather than as a calculated refill count. The refills remaining value is unchanged, and no screens or reports are affected.

Packaging

[KRL-25384] On Hand Qty in the Packaging queue does not reflect the on hand qty in the drug card

Bug

When filling an Rx for a drug arrived in the packaging queue, the **On hand qty** in the packaging queue did not reflect the **On Hand quantity** on the Drug card.

Resolution

This issue has been resolved. When a Fill Rx is in the packaging queue, the **On Hand Qty** is now updated as required when changed in the Drug card.

[KRL-25100] Delay when adding Owe Quantity on the Packaging screen

Bug

When a user added an owe quantity from the **Packaging** screen, Kroll became unresponsive for 2–10 minutes before completing successfully.

Resolution

This issue has been resolved. Adding an Owe quantity on the **Packaging** screen now completes without an excessive wait.

Password decryption

[KRL-25192] Error decrypting passwords in store configuration

Bug

An error occurred when the **Kroll Reporting Service Client** attempted to decrypt passwords stored in the **Store Level Configuration Parameters** if the password was multilined and 32 characters or longer. This defect affected the integration with various delivery interfaces, such as FedEx and 2Ship.

Resolution

This issue has been resolved. Multilined passwords that are 32 characters or longer and are stored in **Store Configuration** (**Interfaces** > **Delivery Interfaces**) are now decrypted correctly, enabling successful access to various delivery interfaces.

Patient demographics

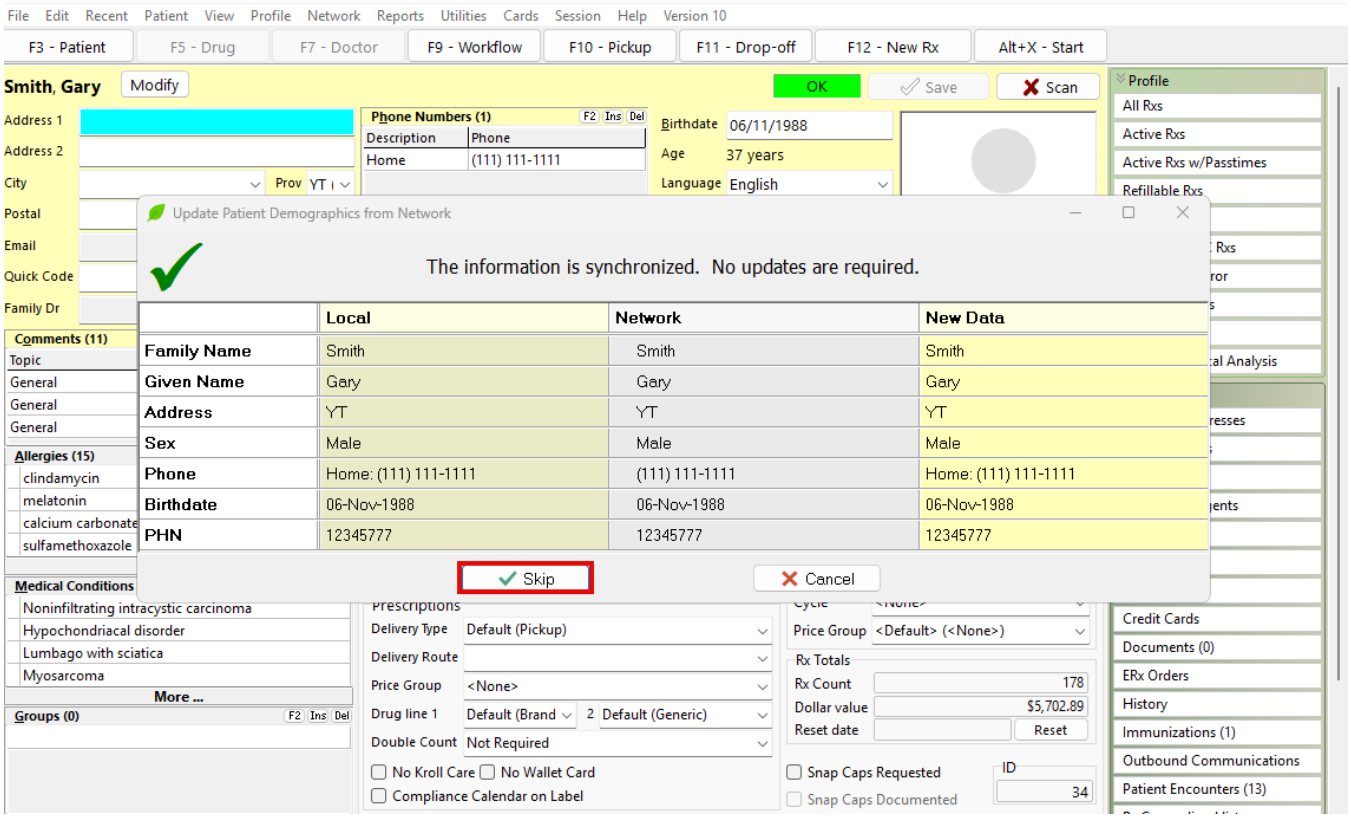
[KRL-24614] On patient demographic network profile the button shows Update instead of Skip when all information is identical

Bug

On the patient demographic network profile, when the local and network information was identical, the button to proceed should have shown **Skip**, but it displayed **Update** instead.

Resolution

This issue has been resolved. The button label on the **Update Patient Demographics from Network** screen now correctly displays **Skip** when all information in the **Local** and **Network** columns is identical. If at least one field has differences between the two columns, then the **Update** button is displayed.



Patient Encounters

[KRL-25046] Access violation after adding a medication review to a patient encounter

Bug

In **Patient Encounters**, adding a medication review to a patient encounter caused an access violation error.

Resolution

This issue has been resolved. A medication review can now be added to a patient encounter without an error.

[KRL-25606] Follow-ups jump to most recent Care Plan instead of staying under original

Bug

When Care Plan under **Patient Encounters** is created, document a follow-up, and resolved, the next follow-up inserted no longer stays under that original Care Plan. Care Plans used to auto-populate from the client's last Care Plan

Resolution

Follow-ups documented and resolved under a specific Care Plan remain attached to that same care plan, matching pre-update behavior. Details of the previous care plan now automatically populate for the new Care Plan.

Patient profile

[KRL-9661] Merging a patient leaves stale Nursing Home and other reference links behind

Bug

When a patient record was merged into another patient, several of that patient's settings — including Nursing Home, Ward, Doctor, Delivery Route, Accounts Receivable, and pricing group assignments — stayed linked to real records instead of being cleared. Because **Patient Search** could no longer find the merged patient, these stale links were invisible to staff, but they could still block related maintenance, most commonly preventing a Nursing Home Ward or Nursing Home from being deleted.

Resolution

This issue has been resolved. Merging a patient now clears settings on the merged-from patient record, and unmerging restores them, or leaves them blank if the original record no longer exists. Existing merged patients are updated automatically the next time the database is upgraded; no action is required. A Nursing Home Ward or Nursing Home that appears empty in **Patient Search** can now be deleted.

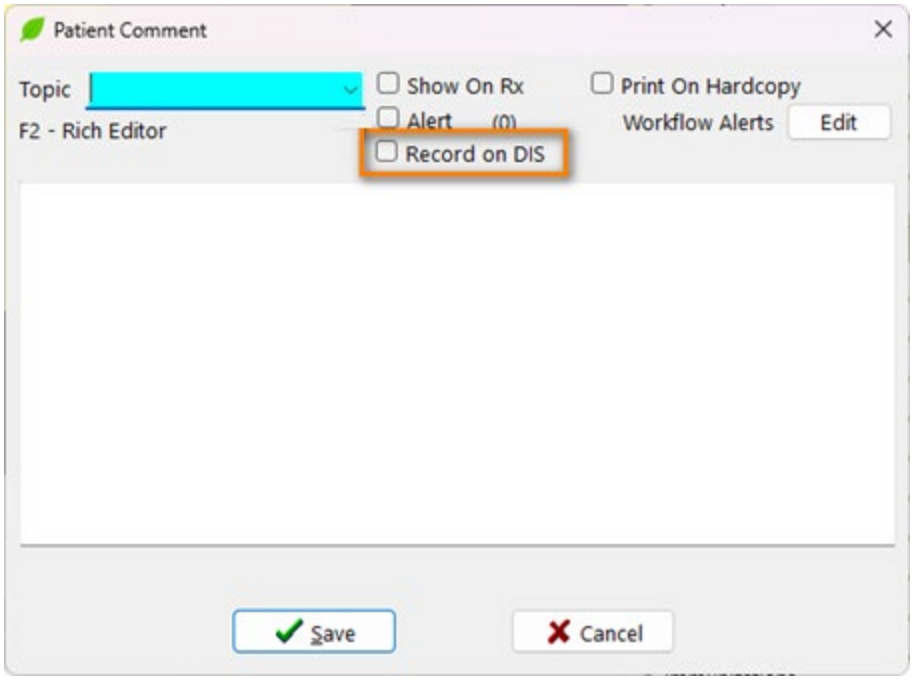
[KRL-10355] Record on DIS label font is inconsistent on the Patient Comment screen

Bug

On the **Patient Comment** screen, the **Record on DIS** (Drug Information System) label displayed in a font that did not match the rest of the screen.

Resolution

This issue has been resolved. The **Record on DIS** label now uses the same font as the rest of the **Patient Comment** screen.



[KRL-20862] Error message when accessing a patient's deleted family doctor record

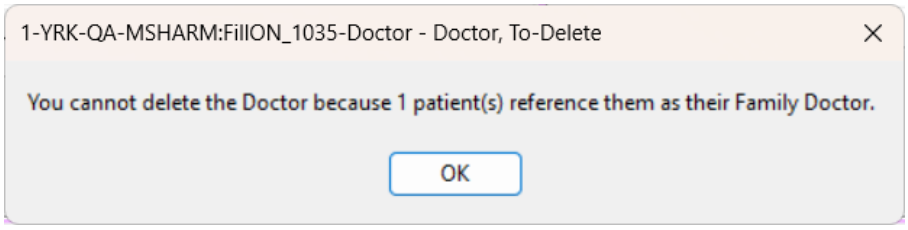
Bug

When a doctor was deleted but still referenced in a patient's **Family Dr** field, attempting to open the **Doctor** record (F2) from the **Patient** card resulted in the following error:

> "Error resetting the business component because there are pending changes"

Resolution

This issue has been resolved. A **Doctor** record can no longer been deleted if it is linked to the **Family Dr** field in a **Patient** record.



[KRL-25092] Patient Lookup slow on daily batch patients

Bug

Opening the **Patient Profile** or **Medication Review** grid for patients with large historical Rx counts (4,000+) caused the application to freeze for several minutes. This was due to a query that scanned the entire store's Rx table regardless of which patient was being profiled.

Resolution

This issue has been resolved. The **Patient Profile** now opens in consistent, sub-second time regardless of store size or the patient's own Rx volume.

[KRL-25267] Unable to create (insert) a patient record

Bug

After searching for a patient to add as an authorized agent or family member (from the Patient card, go to the **Authorized Agents** tile or the **Family** tab, click **INS**, then search), the **Ins** button remained greyed out. This occurred both when regular and advanced search options were used.

Resolution

This issue has been resolved. When a user searches for a non-existent patient to configure as an authorized agent, the **Ins** button becomes available as expected when using standard and advanced search methods.

[KRL-25310] Merged-away patients remain visible in the family list

Bug

On the **Family** tab of the **F3 - Patient** screen, a patient who had been merged into another patient record could continue to appear indefinitely in their former family/address-link group's list, because the filter excluding merged-away patients was only applied in certain edit-session states rather than on an ordinary view.

Resolution

This issue has been resolved. Patients that are merged away from a Family are now consistently excluded from that family list, regardless of pending edit-session state.

[KRL-25324 / KRI-25545] Invalid Sex field values cause a patient profile to fail to load after an update

Bug

After a Kroll update, a **Patient** profile could fail to load if it contained an invalid value in the **Sex** field (from legacy data carried forward from an older version, or from a third-party import).

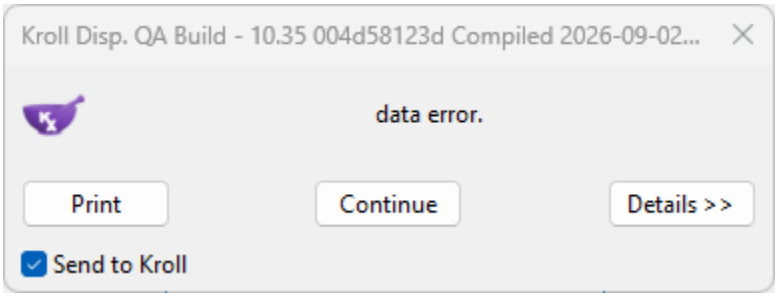
Resolution

This issue has been resolved. If a **Patient** profile contains an invalid **Sex** field value, that field value is replaced with **Unknown** and the **Patient** profile loads.

[KRL-25634] Data error prevents a patient profile from opening

Bug

When a patient had a damaged scanned prescription image, opening that patient's profile caused Kroll to display a Data Error instead of loading the profile.



The same error occurred every time the profile was accessed, leaving it permanently unavailable.

Resolution

This issue has been resolved. A damaged scanned image no longer prevents the patient's profile from opening.

[KRL-26597] Height field refuses a second decimal after selecting metres

Bug

When a user changed the unit of a **Height** reading to m in the **Edit Charting Record** dialog (**F3 – Patient** > **View** > **Charting**), the **Height** field still allowed only one decimal, so a value such as 1.75 was refused, whether typed or pasted. The value could only be entered after closing and reopening the dialog.

Resolution

This issue has been resolved. The decimals allowed in the **Height** field now follow the unit selected in the dialog: two decimals in metres and one in centimetres and inches.

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 & Query Optimization

[KRL-22883] Faster prescription workflow status lookups

Improvement

Previously, some prescription workflow status queries could take longer to run for patients with an extensive prescription history, due to how the underlying database queries were structured. These queries have been rewritten to use more efficient database lookups, reducing the time needed to retrieve a prescription's current fill and delivery workflow status. No functionality has changed — workflow status information is retrieved and displayed the same way as before, just faster for affected patients.

[KRL-22884] Optimize TRxCounselingView Query Performance

Improvement

The TRxCounselingView query has been optimized to improve execution performance. The optimization focused on refining the query logic to execute more efficiently without relying on additional indexes.

[KRL-22911] Slowness when filtering sorted lists with large amounts of data

Bug

Changing the filter on a sorted list forced the entire list to be re-sorted, even when the sort did not involve calculated fields. For lists with a large number of records, this caused noticeable slowness. It was most visible in **F12 – Fill Rx**,

which filters the sub-plan list repeatedly while rebuilding its menus. Stores with large numbers of sub-plans saw the application show “Not Responding” for several seconds at a time.

Resolution

The sorting logic has been reworked so filter changes no longer force a full re-sort. Lists now respond faster when filters are changed. Sorting on calculated fields now includes records that are filtered out.

[KRL-24120] Kroll freezes when user logs in after receiving HTML-encoded mail

Bug

Kroll froze or crashed when users after receiving a mail message that used text/html content encoding.

Resolution

This issue has been corrected. Kroll can now handle mail messages with text/html content encoding

[KRL-24938] SQL Server saturation at large chain scale after upgrade

Bug

Following an upgrade, all Fill.exe workstations across a chain experienced system-wide UI hangs, slow screen loads, and periodic SQL Server CPU spikes. The cause was a ReportingServiceHostMonitor query storm and per-session per-host polling. This issue did not typically occur at a single-store scale, but required a chain-level environment (50+ workstations).

Resolution

This issue has been resolved. The ReportingServiceHostMonitor runs efficiently at chain scale. SQL Server does not receive a synchronized burst of identical queries every 5 minutes regardless of how many Fill.exe sessions are connected or how many ReportingServiceHost entries are configured.

[KRL-25313] 7-day age criteria

Improvement

The French labels **"vieux d'au moins 7 jours"** and **"de moins de 7 jours"** were found to be ambiguous and confusing for end users. They did not clearly communicate the intended age criteria, particularly around the 7-day threshold.

The following French translations are now used on pages displaying age-based categories or filters:

English	French
Less than X days old	Âgé de moins de X jours

X or more days old	Âgé de X jours ou plus

[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.

[KRL-26052] Faster loading of the workflow queues

Improvement

Previously, the workflow queue grid could be slow to load, particularly in stores with a large number of prescriptions in their queues. The queues now load faster. The prescriptions shown in each queue, their order and the queue counts are unchanged.

[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-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-26745] AR Invoice Report generation time for high-volume accounts

Improvement

Previously, the AR Invoice Report (**Utilities** > **AR** > **Print Invoices**) took a very long time to generate for accounts with a large number of invoices and invoice detail lines, even when restricted to a short date range. Kroll was loading the full invoice detail of each account while generating the report, although the report does not use it.

Kroll has been updated to read only the account information the report needs, reducing the time taken to generate the report for high-volume accounts. The content of the report is 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-26953] Extra database load when the Kroll Reporting Service sends prescription workflow information

Bug

In pharmacies that send data to the Kroll Central Data Repository (KCDR), the Kroll Reporting Service read through all notification records each time it sent a prescription's workflow information. In pharmacies with a large notification history, this put extra load on the pharmacy database.

Resolution

This issue has been resolved. The Kroll Reporting Service now finds a prescription's notification information directly, which reduces the load on the pharmacy database.

[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.

[KRL-26910] Faster opening of Get Work on large queues

Improvement

Previously, opening **Get Work** on a pharmacy with a large workflow queue could take several seconds, because Kroll spent much of that time counting the prescriptions in the list even though the count was not needed to display it.

Kroll has been updated to skip this unnecessary counting, so **Get Work** opens noticeably faster on large queues. The improvement grows with queue size.

The **Get Work** button and the **Fill**, **Cancel Rx**, **View Workflow**, **Delete**, **Edit**, and **Edit from Drop-off** menu items on the workflow screens remain enabled only when the list currently displayed has prescriptions. This includes when a search or the active queue selection filters out every prescription. No setup is required and there are no changes to the Kroll user interface.

[KRL-27088] Patient profile loads slowly for patients with large DIS histories

Improvement

When a patient had a large DIS history and a user pulled their network profile (for example when retrieving data or doing a Clinical Verification) the return was very slow.

With this release, DIS profile retrieval for large-history patients completes without long waits. Kroll's processing does not grow sharply with profile size, and follow-up profile queries can be sent in parallel. The time taken by the DIS to respond is outside Kroll's control and is not affected.

PharmaConnect

[KRL-25620] Pickup notification is not queued for an Rx filled after an unfill

Bug

In stores whose unfill workflow includes the **Queue Pickup Notifications** action, a prescription filled after an unfill did not generate a ready-for-pickup notification when it reached the pickup queue. The **Queue Pickup Notifications** action completed without taking any action and displayed the following error:

> "Pickup Notification not Queued. Work Order incomplete."

This happened when the workflow did not also include the **Mark as Ready for Pickup/Delivery** action, which must run first for the notification to be queued. Kroll allowed the workflow to be set up this way, so patients did not receive a PharmaConnect notification.

Resolution

This issue has been resolved. An unfill workflow that includes Queue Pickup Notifications must now also include **Mark as Ready for Pickup/Delivery**. Workflows for prescriptions that are not unfills are unaffected.

PharmacyLink

[KRL-26039] PharmacyLink offers expired on-file prescriptions as available to refill

Bug

When a prescription was put on file (unfilled) and never dispensed, PharmacyLink did not apply the store's **Days before an Rx expires – From Written** setting. After the written-date expiry had passed, Kroll correctly blocked the fill. eCare and PharmaConnect still showed the prescription as "Available to fill" and accepted an order for it. Staff discovered the problem only when they opened the prescription in Kroll.

Resolution

This issue has been resolved. PharmacyLink now uses the same expiry date that Kroll enforces for an on-file prescription, so a prescription past its written-date expiry is no longer offered as available to fill. Where the store allows a pharmacist to extend an expired prescription or contact the prescriber, the patient is directed to request a renewal instead. Prescriptions that have been dispensed at least once are unaffected.

[KRL-24336] PharmacyLink cardholder plan deletion leaves linked dependent plans

Bug

When a cardholder's plan was deleted in PharmacyLink and the ADT was finalized in Kroll (**F9 – Workflow** > **ADT**), the plan was inactivated and shown in red on the cardholder's patient profile instead of being deleted. The plans linked to it on the dependents' profiles were left in place. This differed from deleting the plan on the patient card, which deletes the plan and the linked dependent plans.

Resolution

This issue has been resolved. The cardholder's plan is now deleted when the ADT is finalized, along with the plans linked to it on each dependent's profile. The **Patient Plans** page of the **ADT** workflow is now titled **Delete Local Patient Plans (Select to Delete)**. Unlike on the patient card, Kroll does not display a warning about the linked patients when the plan is deleted through ADT.

[KRL-24337] PharmacyLink dependent plan deletion does not reach Kroll

Bug

When a dependent's plan that was linked to a cardholder's plan was deleted in PharmacyLink, no delete plan request appeared in the ADT queue in Kroll (**F9 – Workflow** > **ADT**), and the plan stayed on the dependent's patient profile.

Resolution

This issue has been resolved. The delete plan request for a dependent's linked plan now appears in the ADT queue, and the plan is deleted from the dependent's patient profile when the ADT is finalized. The cardholder's plan and the plans of other dependents are not affected.

[KRL-25369] Kroll fails to start with a "data error" message

Bug

When a scheduled task in the Scheduler held information that Kroll could not read, such as a PharmacyLink virtual consultation appointment, Kroll stopped during startup. A "1-Fill Form: data error" message appeared at the Loading Start Screen stage, and Kroll then closed. Because every workstation loads the same Scheduler date range at startup, most or all workstations in the store could be affected.

Resolution

This issue has been resolved. A single scheduled task that cannot be read no longer prevents Kroll from starting.

[KRL-26446] PharmacyLink PLC Service stopped responding after a drug database (FDB) update

Bug

A drug database (FDB) update ran while the PLC Service was processing patient details. The two operations blocked each other, and the service stopped responding. PharmacyLink went offline and the PLC Service had to be restarted.

Resolution

This issue has been resolved. The PLC Service no longer blocks when an FDB update occurs while it is processing patient details. PharmacyLink stays online during and after the update, and the service can be stopped normally.

Pickup

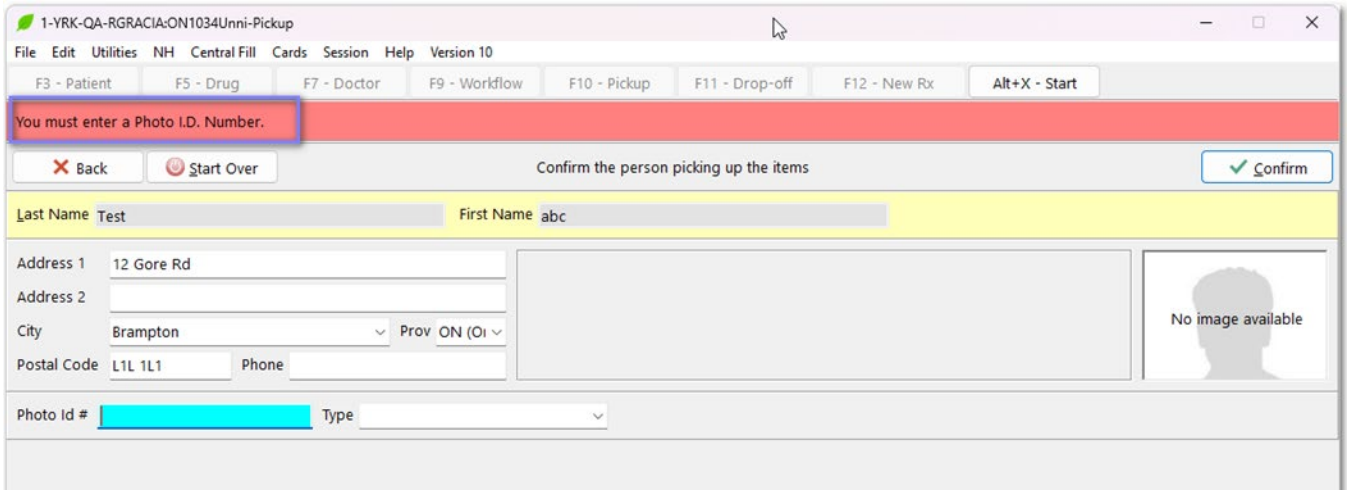
[KRL-25041] Pickup received-by photo ID validation reads "an Photo I.D." (grammar)

Bug

On the **Confirm the person picking up the items** screen, if a user left the **Photo Id #** or **Type** field blank and clicked **Confirm**, they saw a banner with a grammatical error ("You must enter an Photo I.D. Number").

Resolution

This issue has been resolved. The erroneous "n" has been removed.



[KRL-26748] Work order pickup ticket fails to print at Drop Off

Bug

When **Enable work order pickup ticket printing at Drop Off** was turned on in configuration, printing the work order pickup ticket from Rx Drop Off failed with "Error printing label. Cannot find translation for Key..." and no ticket printed.

Resolution

This issue has been resolved. The work order pickup ticket now prints successfully from Drop Off.

Plan/Pricing Strategy

[KRL-25278] Pricing strategy exception with an Rx Status filter is not re-evaluated when the Rx status changes

Bug

Pricing strategy exceptions with an **Rx Status** filter were not re-evaluated when the **Rx status** changed within the same session, potentially applying an incorrect strategy and fee.

Resolution

This issue has been resolved. When an **Rx status** changes, pricing strategy exceptions within an **Rx Status** filter are now correctly re-evaluated, and the correct strategy and fee are applied.

[KRL-26297] Strategy Exceptions tab may show price-group exceptions that shouldn't apply to the subplan

Bug

When editing a plan (**Edit** > **Plans/Pricing** > **Plans** tab), the **Strategy Exceptions** tab listed a **Patient Price Group** exception that had no sub plan selected, even though the same exception for a **Drug Price Group** was correctly not added to the list.

Resolution

This issue has been resolved. The **Strategy Exceptions** tab now lists only exceptions that have a sub plan selected, whether they are for a **Drug Price Group** or a **Patient Price Group**.

PrescribeIT

[KRL-24054] Users get error after disabling PrescribeIT and refilling a PrescribeIT Rx

Bug

After disabling PrescribeIT in Kroll Configuration and restarting Kroll, pharmacies received an unresolvable hardstop error when attempting to fill a PrescribeIT ERx that was previously unfilled when the doctor's PrescribeIT link was deleted:

> "The doctor is not linked to the ERx Order"

The error could not be cleared because the **Link/Search** button in the **ERx Order** dialog is hidden when PrescribeIT is disabled, leaving the pharmacy with no UI mechanism to resolve the doctor link. The Rx was effectively stuck and could be dispensed.

Resolution

When PrescribeIT is disabled in Kroll Configuration, filling a PrescribeIT ERx where the doctor is not linked does not trigger an error. A pharmacy that has disabled PrescribeIT can successfully fill previously unfilled PrescribeIT ERx orders. When PrescribeIT is enabled, the existing behavior remains unchanged.

[KRL-26918] Delay on workflow screens 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 – Fil**l screen or a patient's profile, because 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.

Prescription

[KRL-25995] Unable to modify or reprint prescriptions grouped in a work order

Bug

When a user attempted to **Modify** or **Reprint** a prescription that belonged to a work order such as a nursing home batch fill, Kroll displayed the error "Invalid token at index 1" and blocked the action. This happened when entering the

Rx number on the **Alt+X** screen then choosing **Modify Rx** or **Reprint Rx**, or from the **Patient** card when choosing **All Rxs** and then **M-Modify** or **R-Reprint** an Rx.

Resolution

This issue has been resolved. **Modify** and **Reprint** now complete successfully for prescriptions in a work order.

Program Update

[KRL-26822] Program update fails on stores that enforce Windows Application Control

Bug

When a store enforced an Application Control policy, for example Smart App Control or Windows Defender Application Control, running a program update failed and nothing was installed. Windows blocked a temporary file that the update created while preparing to install, and the update stopped with the message "An error was encountered while preparing the update to run".

Resolution

This issue has been resolved. Program updates no longer create a temporary file while preparing to install, so they complete on stores where Windows Application Control is enforced.

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.

Purge

[KRL-24791] Purge Wizard aborts incorrectly

Bug

The Kroll Purge Wizard (**Utilities** > **Database Maintenance** > **Purge** > **Comprehensive Purge**) aborted with a SQL foreign key constraint violation:

> FK_ARReport_DocumentContent constraint — ARReport/ARReportHist/ARReportLine missing from uPurger.pas delete order

The error occurred when attempting to delete DocumentContent rows that were still referenced by ARReport rows.

Resolution

This issue has been resolved. ARReport, ARReportHist, and ARReportLine are now registered in uPurger.pas as children of DocumentContent (or of AR), and are deleted prior to deleting DocumentContent rows. The purge wizard runs without errors.

RAMQ

[KRL-26728] French label for the RAMQ Professional Service fee type is misspelled

Bug

On the drug card's "Honoraires à l'acte" drop-down showed "RAM Service professionnels" for the RAMQ Professional Service fee-for-service type, missing the "Q" and using the singular "Service".

Resolution

This issue has been resolved. The label now reads "RAMQ Services professionnels". This change applies to the French user interface only; the English label is unaffected.

Receipt

[KRL-24655] Barcode overlaps header on official prescription receipt

Bug

The QR code on the "Official Prescription Receipt" could overlap the header text in the receipt preview and printout.

Resolution

This issue has been resolved. The header text now stays fully legible and no longer collides with the QR code, regardless of how large the barcode becomes.

[KRL-26008] Print multi-Rx receipt option missing from patient Transaction profile outside Quebec

Bug

When a user opened **Extra Functions** from a patient's **Transactions** profile, the **Print multi-Rx receipt** option appeared only in Quebec stores, even though Kroll could already print a multi-Rx receipt automatically at pickup in any province (**Patient card** > **Transactions profile** > **Extra Functions**).

Resolution

This issue has been resolved. The Print multi-Rx receipt option is now available in all provinces from the **Transactions** profile, provided **Print labels** or **Preview labels** is enabled in **File** > **Configuration** > **Store** > **Labels** > **1-General**.

Refill

[KRL-25115] Non-Rx/OTC refills in Quebec no longer trigger a hard stop after the Other Medication record has been transmitted

Improvement

In Quebec, when a Non-Rx/OTC (Over-the-Counter) prescription chain's Other Medication record had already been transmitted to the Dossier Santé Québec (DSQ), filling a subsequent refill on that chain automatically added the DSQ plan due to the Schedule 2/3 covered plan rule. Because Other Medication sales don’t support refills, this caused a hard stop on every refill, requiring users to manually remove the DSQ plan in order to proceed.

Kroll has been updated so that the DSQ plan is no longer automatically added to Non-Rx/OTC refills when the Other Medication record for the chain has already been transmitted. Refills now proceed without a hard stop, and the existing informational message — "This 'Other Medication' has already been recorded on the network" — continues

to display. If a user manually adds the DSQ plan to such a refill, the existing hard stop behaviour is preserved as a safeguard. Additionally, the authorized quantity and corresponding validity period are now accurately reflected in the initial Other Medication record. This change applies to Quebec only and has no effect on other DIS workflows.

[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-17562] PharmacyLink Mode' filtering on Rx Summary Report

Improvement

Previously, the **PharmacyLink Rxs only** option of the **PharmacyLink Mode** filter on the Rx Summary Report (**Options** tab) returned only new prescriptions submitted through PharmaConnect, and left out refill requests submitted the same way. The **Non-PharmacyLink Rxs only** option returned only prescriptions for patients who are not linked to PharmacyLink, so prescriptions initiated in Kroll for linked patients appeared under neither option.

Both options now use the origin of the prescription, as shown on the **Rx Workflow Detail** screen. **PharmacyLink Rxs only** includes new prescriptions and refill requests submitted through PharmaConnect, whether the original prescription was filled in Kroll or through PharmaConnect. **Non-PharmacyLink Rxs only** includes all other prescriptions: new and refill Rxs initiated in Kroll for PharmacyLink patients, and Rxs for patients who are not linked to PharmacyLink. The **All Rxs** option is unchanged.

[KRL-22947] Shipping Report generating an excessive number of pages in certain scenarios

Bug

When a drug had both a DIN and a manually added FDB link populated on the drug card, when running the Shipping Report, it would generate more than 800 duplicate messages and a very long report.

Resolution

This issue has been resolved. Each drug only appears once in the Shipping Report.

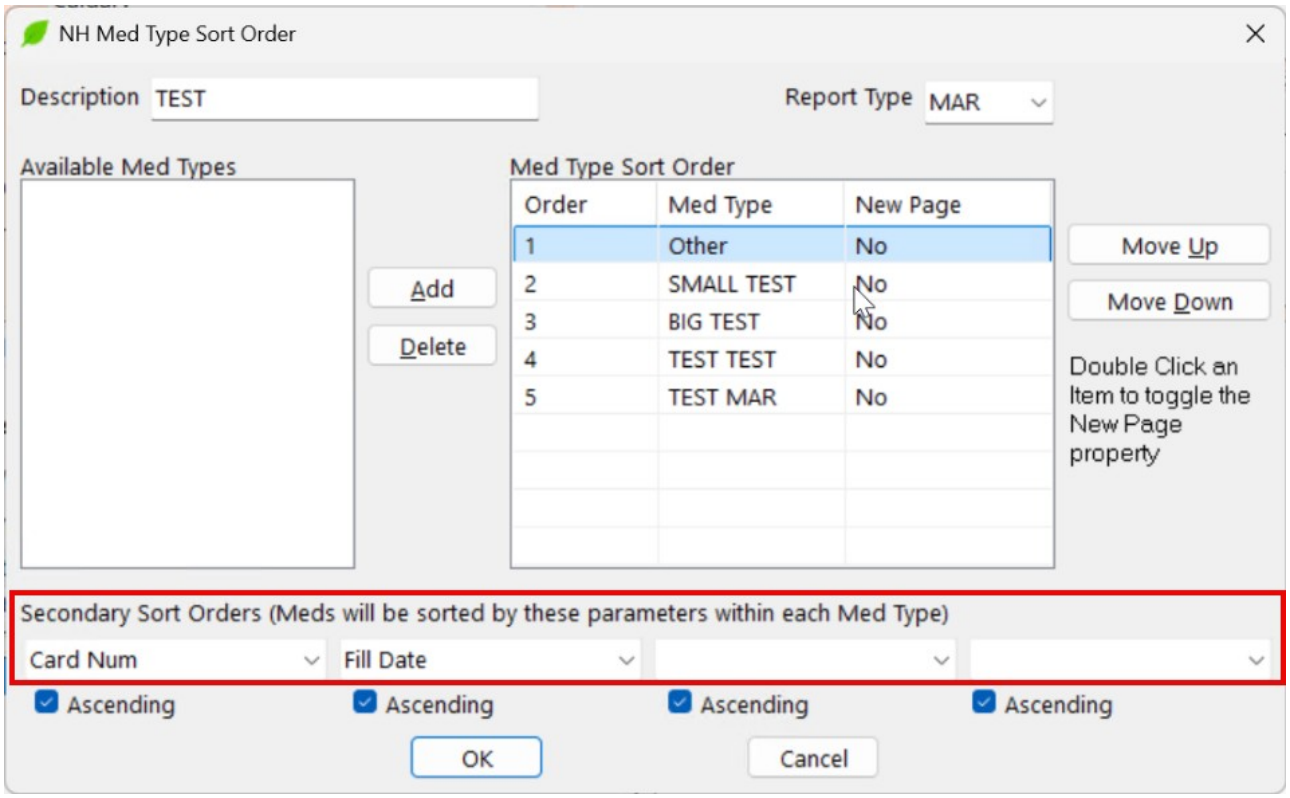
[KRL-24171] SQL duplicate ORDER BY error on NH unit dose label reports with MAR Sort Order

Bug

An error occurred when previewing the following NH Unit Dose Label reports:

- MRx Label Report
- Flex Rx Label Report
- Flex Rx Small Label Report

The error only occurred when **NH Sort Order** had **Card Num** in **Secondary Sort** 1–4 (from the main menu, choose **NH** > **Edit NH List** > [NH] > **Reports** tab > **Sort Orders**).



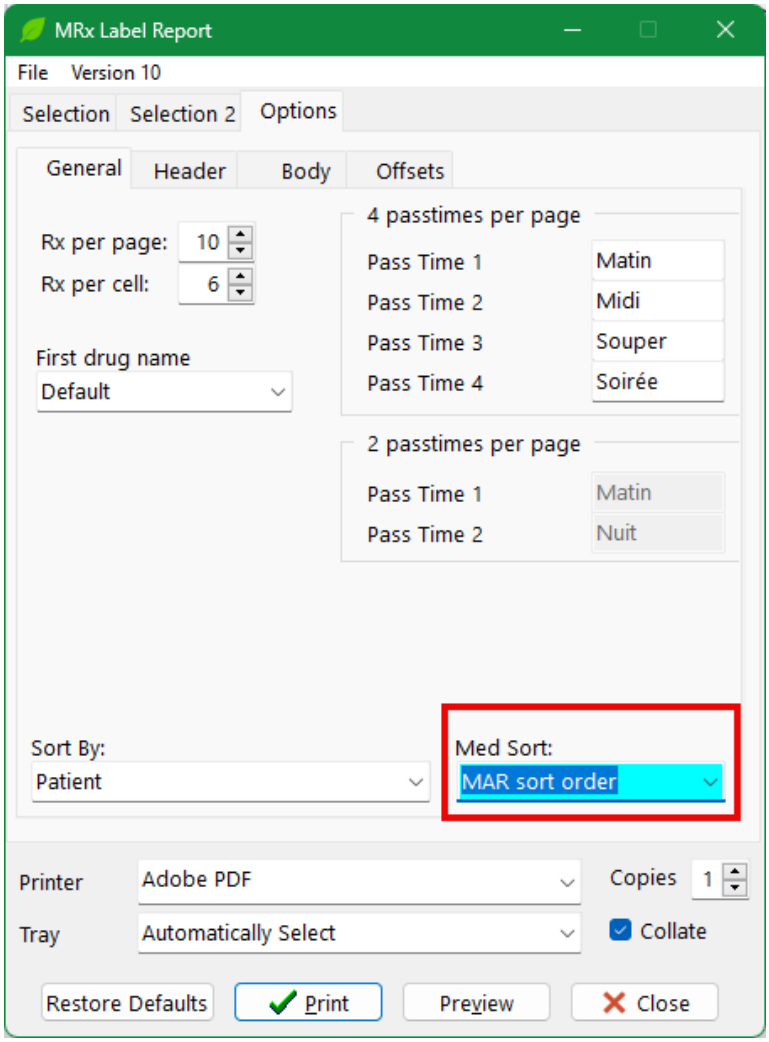
If a NH patient's **Med Sort** was set to **MAR Sort Order**, Fill.exe threw a fatal SQL error:

```
Error -1: [Microsoft][ODBC Driver 17 for SQL Server][SQL Server] A column has been
specified more than once in the order by list. Columns in the order by list must be
unique.
```

The report failed to generate.

Resolution

This issue has been resolved. Regardless of the NH **Secondary Sort Order** configuration, all reports generate successfully when **Med Sort** is set to **MAR Sort Order** for a NH patient.



[KRL-24399] Kroll Not Working - Generating AR Reports Freezes

Bug

When generating AR invoices for large date ranges (Utilities > AR > Print Invoices), Kroll became unresponsive and appeared frozen. Thus requiring termination via the Task Manager. No error message was displayed.

Resolution

This issue has been resolved. AR invoice printing functionality works reliably without the application freezing or requiring manual termination. Users can successfully preview and print AR invoices for any date range and patient group selection.

[KRL-24543] Pacmed Report - Generating an Rx number that is not associated with it

Bug

When running the PACMED report with the narcotic/controlled/targeted drug schedule filter active, the non-packaged section incorrectly displayed drugs and Rxs that did not match the selected filter. Specifically:

- Non-narcotic drugs appeared in the non-packaged section when filtering for narcotics only.

- Rxs belonging to patients from a different nursing home appeared (e.g., a patient moved from one NH to another still showed under the wrong NH).

- Mixture Rxs with a passtime entered in Unit Dose settings appeared in the non-packaged section even when Unit Dose was turned off.

Resolution

This issue has been corrected. When a drug schedule filter (narcotic/controlled/targeted) is active on the PACMED report, the non-packaged section applies the same DrugSchedules filter as the main packaged section; only Rxs matching the selected schedule(s) now appear.

[KRL-23644] Compliance label preview crashes when NHMedTypeSort contains duplicate entries for same Med Type/SortConfig

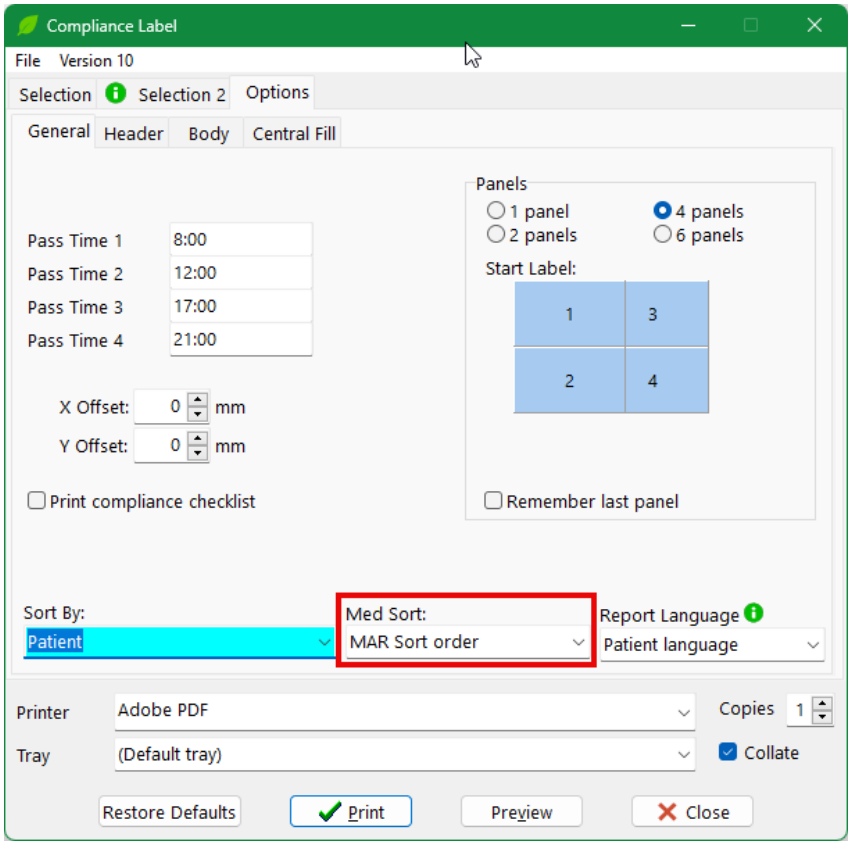
Bug

When NHMedTypeSort contains the same data in the **Med Type** and **SortConfig** fields, the **Compliance Label** report preview crashed with the following error:

"Subquery returned more than 1 value"

Resolution

This issue has been resolved. When multiple users create **Compliance Labels** with the same **SortConfig** field setting from different workstations, the report previews and prints without issue.



[KRL-24803] Drug Usage Summary Report preview always shows “No records found”

Bug

The Drug Usage Summary Report preview displayed “No records found” even when matching data existed.

Resolution

This issue has been resolved. The Drug Usage Summary Report is intended to be exported as a CSV file. Print/Preview is no longer accessible for this report.

[KRL-24978] SynMed Report | Cycle report 10x slower than single patient

Bug

When the SynMed packager report was previewed/submitted against an entire Nursing Home cycle home with 300+ NH unit-dose Rxs, the progress bar remained full for 10+ minutes before completing. The same report for a single patient completed in seconds.

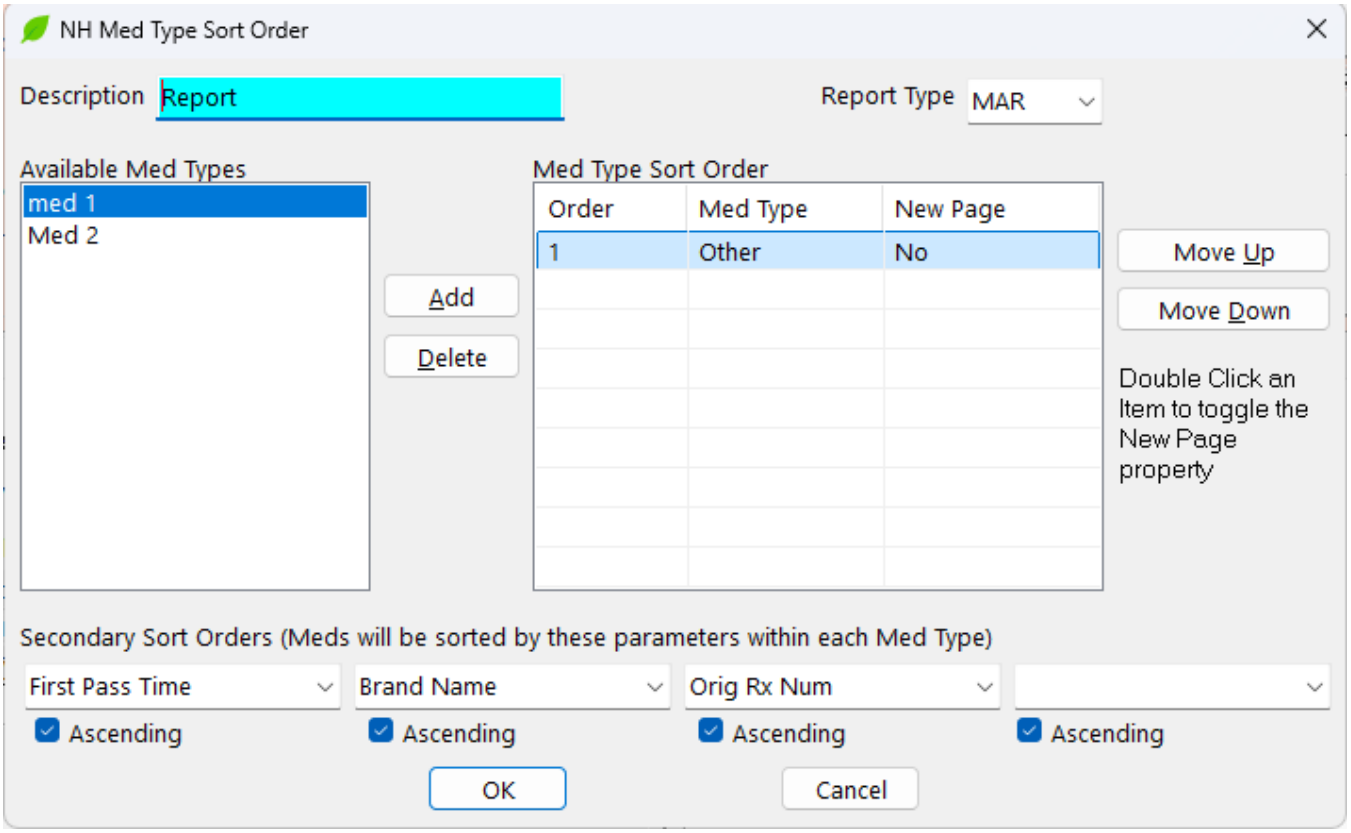
Resolution

This issue has been resolved. Performance when generating the SynMed packager report has been significantly improved.

[KRL-25002] MAR Report - NH Med Type Sort order not saving

Bug

On the **MAR** (Medication Administration Record) report, prescriptions were printing in nearly reverse order, with PRNs appearing before regular Rxs. Changes made to the **Med Type Sort Order** did not save.



Resolution

This issue has been resolved. Prescriptions once again print in ascending order by pass time on the MAR report. Regular Rxs appear first, and PRNs appear at the end of the list. Changes to the **Med Type Sort Order** save correctly.

[KRL-25108] PACMED Report freezes/crashes when filtering for Patient Groups

Bug

Kroll became unresponsive and eventually crashed when generating a PACMED (Catalyst) Injection Report from a Drug Group for a patient group (e.g. an NH group). The same report for a single patient completed correctly in a timely fashion.

Resolution

This issue has been resolved. PACMED (Catalyst) Injection Reports complete correctly in a few seconds regardless of size.

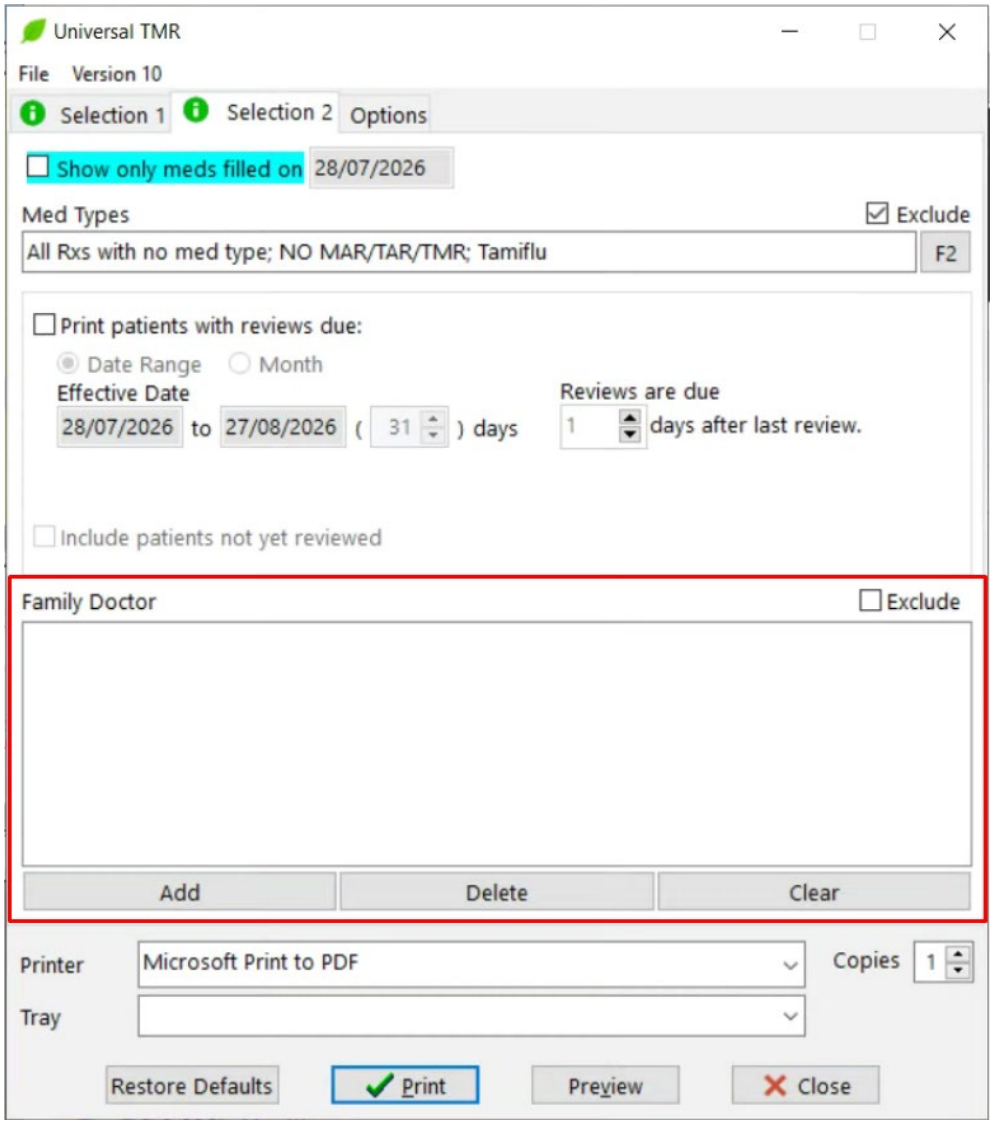
[KRL-25158] Universal TMR crash when a doctor/prescriber filter is applied

Bug

Universal TMR crashed with an unhandled exception:

```
(EUnexpectedFieldType: Unexpected field type: Kroll.Data.Entities.TDoc_.)
```

whenever a doctor/prescriber filter was applied on the **Selection 2** tab and the user selected **Preview** or **Print**.



Resolution

This issue has been resolved. The Universal TMR can be previewed or printed when a doctor/prescriber filter is applied.

[KRL-25211] Drug order in Drug Inventory Listing report

Bug

On the **Drug Inventory Listing** report, when no sort options were selected (default setting), drugs appeared on the list in a somewhat random order.

Resolution

This issue has been resolved. When no sort options are selected on the **Drug Inventory Listing** report, the list sorts by **Drug ID** and then **Pack ID**, ensuring that all packs of a drug print consecutively and that row grouping functions correctly.

[KRL-25213] Hardcopy report Drug order changed

Bug

The order in which drugs were listed on the Hardcopy report changed between releases.

Resolution

This issue has been resolved. Drugs are now listed on the Hardcopy report based on the prescription number (RxNum) when sorting by generic drug name. This ensures that the order remains stable.

[KRL-25304] Exception when running Claims Invoice CSV export

Bug

Generating a CSV export of a Claims Invoice with at least one Rx with an indication/condition on file, could result in one or more of the following:

- An error during generation
- Missing indication data
- Incomplete export

Resolution

This issue has been resolved. The Claims Invoice CSV export completes without error and includes indication descriptions for the affected Rxs.

[KRL-25305] Patient CSV Dump “Last Used Date” filter uses the Creation Date range

Bug

On the **Patient CSV Dump** report, when both the **Creation Date** and **Last Used Date** filters were enabled with different date ranges, the **Last Used Date** filter incorrectly applied the **Creation Date** range instead of its own, causing qualifying patients to be omitted from the export.

Resolution

This issue has been resolved. The **Last Used Date** filter on the **Patient CSV Dump** report now correctly applies its own date range independently of the **Creation Date** filter. All qualified patients appear in the report.

[KRL-25306] Fill | Patient Biometric Report now sorts patients with an incomplete name correctly

Bug

In the Patient Biometric Report, a patient missing either a first or last name (for example, a newborn not yet named) could sort into the wrong position in the list. Instead of using whatever name parts the patient actually had, the report's sort logic duplicated the last name, producing a malformed sort key that placed the patient out of alphabetical order relative to everyone else.

Resolution

The report's sort logic has been corrected so that a patient with an incomplete name is now sorted using their actual available name parts, placing them in a sensible alphabetical position alongside other patients.

[KRL-25307] Patient Limited Use Report does not sub-sort by first name

Bug

On the **Patient Limited Use** report (**Patient Special Authority Expiry** report in British Columbia), patients sharing the same last name were not consistently sub-sorted by first name, due to the sort order specifying last name twice instead of last name then first name.

Resolution

This issue has been resolved. Patients sharing a last name now sort consistently by first name on the **Patient Limited Use / Special Authority Expiry** report.

[KRL-25564] Access violation on preview/print of Workflow Business Summary Date Range Report

Bug

Previewing or printing the Workflow Business Summary - Date Range Report could cause an access violation. After the error, the Fill session that ran the report could no longer print barcodes correctly until Kroll was restarted. The problem happened in stores that had two workflow queues with the same name, including two queues with no name.

Resolution

This issue has been resolved. The report now handles workflow queues that share a name. It previews and prints without an error, and each queue is counted separately.

[KRL-25727] Missing Rx Images Report freezes with "Connection failure" on custom date range

Bug

The Missing Rx Images Report (**Reports** > **Rx**) took several minutes to open on a large database. With a custom **Date Range** covering roughly two months and **Patient Groups** set to **All**, the report hung for about 5 minutes, then showed a "Connection failure" dialog. Narrower built-in ranges (This Week, Last Week) eventually completed but were also slow (2-3 minutes).

Resolution

This issue has been resolved. The Missing Rx Images Report completes for a multi-month custom date range without triggering a connection failure. The report's results are unchanged.

[KRL-26307] Metro Flat File Report exports all claims when the rerun file is empty

Bug

When a user ran the Metro Flat File Report (**Reports** > **Rx**) with the **Run only for rerun file** checkbox selected and the selected rerun file was empty, the report applied no date range. Claim data for every matching prescription was exported to the flat file instead of none.

Resolution

This issue has been resolved. When **Run only for rerun file** is selected and the rerun file is empty or missing, Kroll displays an error message and no flat file is created. A rerun file that contains an invalid date range also stops the report with an error.

[KRL-26357] To Do Report History scope date calculation

Bug

When the To Do Report was run with the **Scope** parameter set to **History**, the 60-day window for resolved To Do items was calculated from a stored server date that could be up to one minute out of date, rather than the current database server date.

Resolution

This issue has been resolved. The **History** scope now lists To Do items resolved in the last 60 days, measured from the current database server date.

[KRL-26028] Fill | Patient Biometric Report now correctly returns saved chart data

Bug

The Patient Biometric report incorrectly displayed "No records found for specified parameters" even when a patient had valid, saved biometric chart data (Weight, Height, Blood Flow, Glucose, etc.) confirmed in the database. In some cases, patients with saved biometric data didn't even appear on the report at all.

Resolution

The report's underlying retrieval logic has been corrected so that saved biometric chart records are now correctly retrieved and displayed for all chart types and date ranges selected.

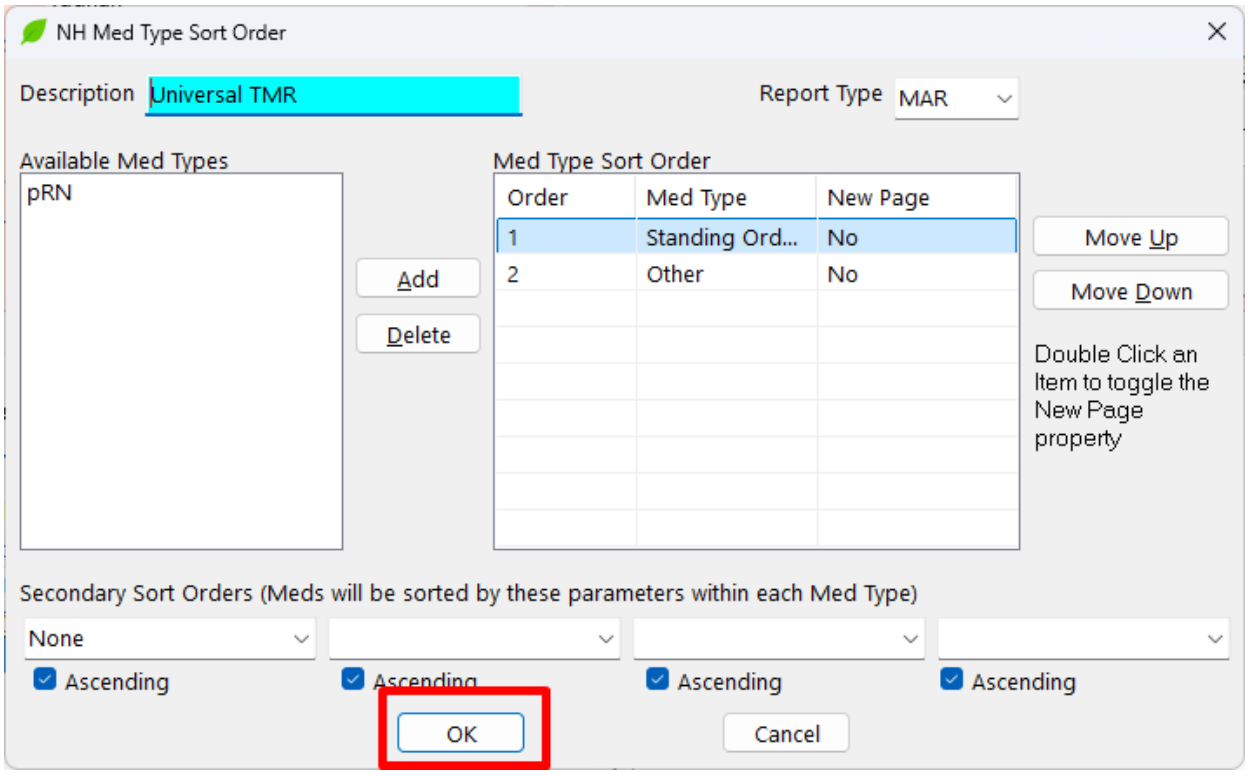
[KRL-26034] MAR Report NH Med Type sort order not retained

Bug

On the MAR (Medication Administration Record) Report, the Nursing Home (NH) **Med Type** sort order was not retained after clicking **OK**.

Resolution

This issue has been resolved. On the MAR report, **Med Type Sort Order** configuration changes are saved and applied correctly.



By default prescriptions print in ascending order by pass time, with regular prescriptions printing first followed by PRNs.

[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.

[KRL-26577] PACMED report scanned with the 2D barcode stays at "Needs More Pages" with 0 pages

Bug

PACMED reports printed with the 2D barcode could not be scanned back in successfully. After scanning them in **Utilities** > **Printed Document Scan and Import** and clicking **Process Pending Documents**, the report showed the status **Needs More Pages** with **0** in the Pages column. This happened even though the scanned page image was attached and the barcode was clear. The report never reached **Ready To File**, so it was not filed to the patient's Documents. Hardcopy and other barcoded documents scanned in the same session processed normally.

Resolution

The last page of each patient's section in a PACMED report now correctly indicates that no more pages follow. Scanned PACMED reports now show the correct page count and move to **Ready To File** once all pages are present. The printed page looks the same. Only the information encoded in the 2D barcode has changed.

Reports printed before the update carry the old barcode information. Reprint the PACMED report after updating, then scan the new pages.

[KRL-26635] Security Audit Report shows blank values for on-hand quantity changes

Bug

When on-hand quantity changes were logged (**File** > **Configuration** > **Store** > **Rx** > **Security** > **Log on-hand changes**), the Security Audit Report showed blanks in place of the old and new on-hand values and their dollar values for some entries. This occurred for changes saved between 30 and 59 seconds past the minute. When several changes were made to the same drug within one minute, every one of them showed the values from a single entry, and the other entries were missing.

Resolution

This issue has been resolved. The Security Audit Report now shows the old and new on-hand values and their dollar values for every on-hand quantity change, including several changes to the same drug within a minute. This change affects the report only, and no data is changed.

[KRL-26994] Patient/Home/All selection overlaps date range box on Script Image Report and External Rx Order Report

Bug

On the Selection tab of the Script Image Report and the External Rx Order Report (Reports menu), the Patient, Home, and All radio buttons were partly hidden under the date range box (Image Scanned or External Order Processed). The top of the patient selection section was cut off.

Resolution

This issue has been resolved. The Patient, Home, and All radio buttons now display in full within their own section on the **Selection** tab of both reports, without overlapping the date range box. Other reports are unaffected.

[KRL-27188] Field Modification History report closes Kroll on a long period

Bug

When a user ran the Field modification history report (**Reports** > **Administration** > **Field modification history**) for the Drug change type over several days, in a store with a very large number of drug changes (hundreds of thousands of rows), Kroll ran out of memory and closed with an error dialog, and the report was not produced. Short periods with few changes were not affected.

Resolution

This issue has been resolved. The report now reads and prints the changes page by page, so it is produced for periods with a very large number of drug changes and Kroll no longer closes.

Rx

[KRL-26264] Data error message when opening certain prescriptions

Bug

When the stored workflow information on a prescription was damaged or did not match the way it had been saved, opening the prescription in Modify Rx, or setting it to Filled, displayed a "data error." message. Kroll could then stop responding or close. Only the affected prescription was impacted; other prescriptions opened normally.

Resolution

This issue has been resolved. A prescription with unreadable stored workflow information now opens normally in Modify Rx, and Kroll records the problem in its log.

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.

Rx Extension

[KRL-25058] Doctor search screen does not open after pharmacist validation in Rx Extension

Bug

In **Rx Extension**, after the pharmacist completed validation, Kroll displayed the message "There are unsaved changes. Closing will abandon these changes." instead of opening the **Doctor search** screen.

Resolution

This issue has been resolved. The **Doctor search** screen now opens after pharmacist validation in Rx Extension.

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.

RxSync

[KRL-26283] RxSync screen crashes for Rxs with missing sync-related data

Bug

When a patient had a prescription with no **Days Supply**, **Sig**, or **Refill dispense quantity** recorded, opening **Enhanced RxSync** from the **Patient** profile (**Shift+F11**) raised an exception. As a result, the screen did not display any of that patient's prescriptions, not only the incomplete one.

Resolution

This issue has been resolved. **Enhanced RxSync** now opens and displays the patient's prescriptions even when one or more of them are missing a **Days Supply**, **Sig**, or **Refill dispense quantity**.

Rx Transfer

[KRL-25916] Transfer Out only sends the first page of a multi-page scanned Rx image

Bug

When transferring a prescription to another pharmacy, only the first page of a multi-page scanned Rx image was included in the Transfer Out report/fax, even though the image was scanned as a single, continuous multi-page document. All subsequent pages were silently omitted.

Resolution

The Transfer Out report has been corrected to iterate through and include every page of a multi-page scanned Rx image, not just the first, so the receiving pharmacy gets the complete original document.

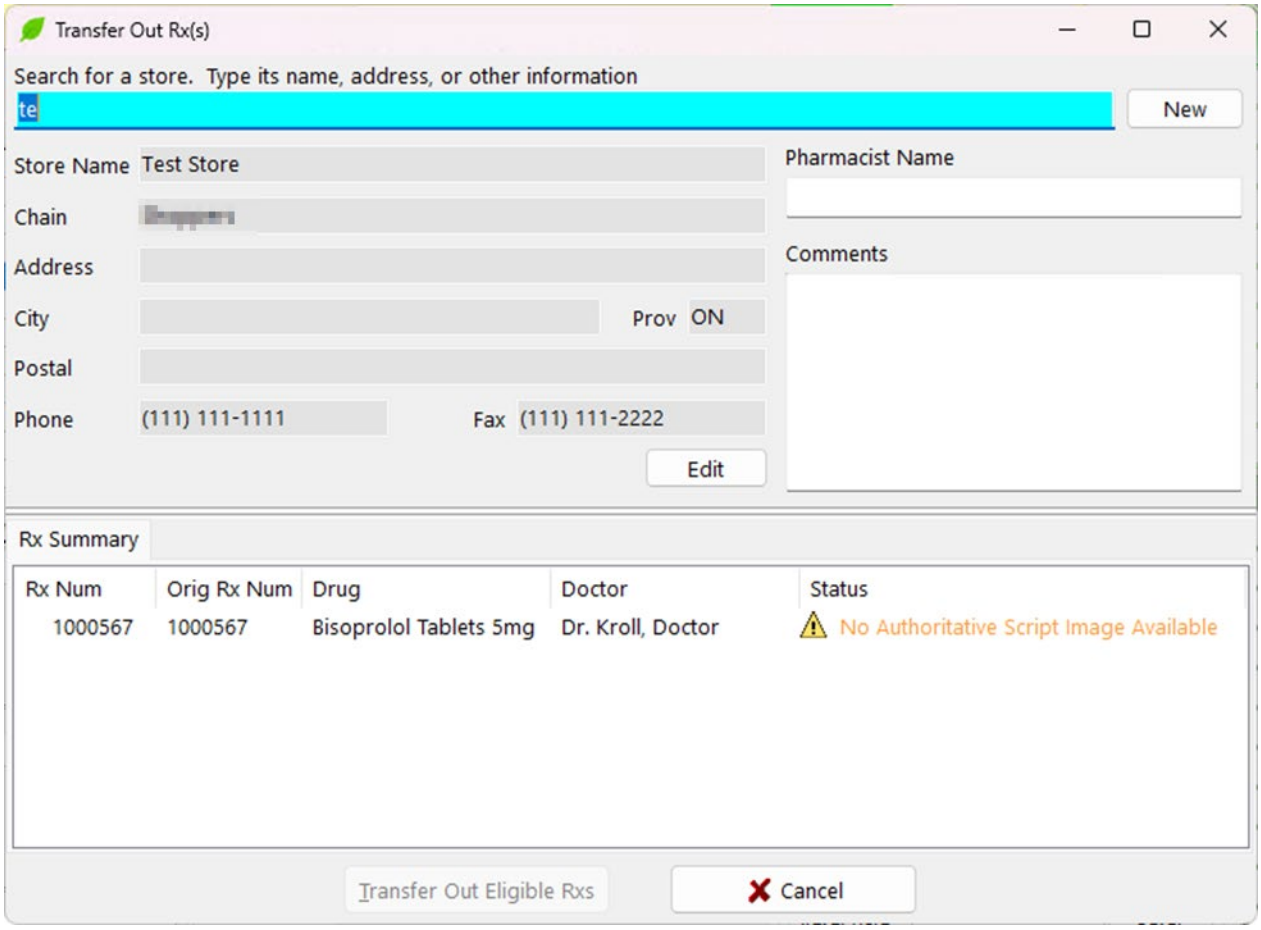
[KRL-26033] Transfer Out shows the wrong message when the workflow is incomplete and Prevent Refill, Inactivate, Transfer Out and Suspend if Workflow Is Not Complete is enabled

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.

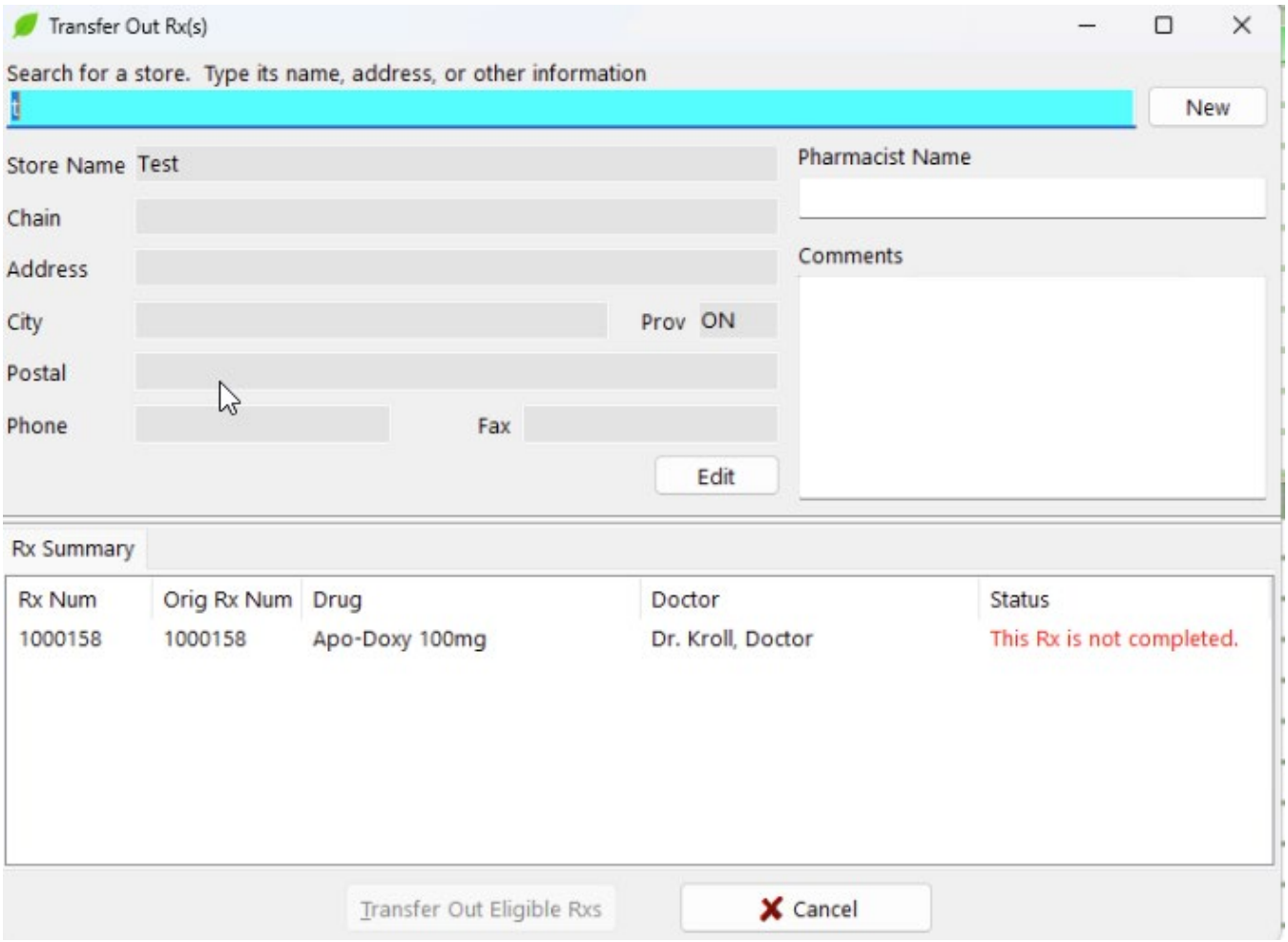


Resolution

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.



[KRL-26483] Transfer Out report shows the original Rx's remaining quantity for refilled prescriptions

Bug

When a user printed the Transfer Out report for a refilled prescription (**Extra Functions** > **Transfer Out**), the **Remaining Qty** showed the value from the original prescription instead of the refill being transferred. This occurred in all provinces.

Resolution

This issue has been resolved. The Transfer Out report now shows the **Remaining Qty** of the prescription being transferred.

[KRL-26911] Out-of-province Transfer In Rx shows "Pending Adj (Transfer Out)" on F12 Fill and patient profile won't reopen after 10.35 update

Bug

After the 10.35 update, new Rxs automatically showed “Pending Adj (Transferred Out)” on the **F12 Fill** screen. This happened even when the Rx was not a transfer. **Transfer Out Details** opened with data that should not exist, such as a transfer store and an old date (2011–2013). Adding the Rx with “Transfer Rx From Another Store” could then produce “You must specify a transfer store”. After the pharmacy exited F12 Fill, the patient could not be reopened from the recent patients list.

Resolution

A Transfer In Rx no longer shows a “Transferred Out” status. Transfer Out Details is empty for Transfer In Rxs.
The “You must specify a transfer store” prompt no longer appears when the store was entered.
Patients reopen normally from the recent patients list after leaving F12 Fill.
Normal new Rxs show no transfer out status.

[KRL-26912] “You must specify a transfer store” error when logging an expired transfer-in Rx as Unfilled

Bug

After an update, Transfer Rx From Another Store showed a “You must specify a transfer store” hard stop when a pharmacy logged an expired transfer-in Rx as Unfilled. This happened even with all the transfer details, including the transferring store, filled in. Selecting Make Rx Unfilled was blocked. Pharmacies could only log the transfer after processing the Rx, which is not the proper procedure.

Resolution

Make Rx Unfilled now completes when the transfer details are complete, and the “specify a transfer store” error no longer appears. The transfer details are captured before the Rx is logged.

[KRL-27211] Transfer Out report fails with "Couldn't find Rx number" for converted prescriptions

Bug

When a user transferred out a prescription that had been converted from a previous system and then printed or faxed the Transfer Out report (Patient > Transfer Out Rx(s) > Print), Kroll displayed the error "Couldn't find Rx number" followed by a prescription number. The report was not produced and the Reprint option remained greyed out. The issue occurred for both complete and partial transfers. Prescriptions created in Kroll after the conversion were not affected.

Resolution

This issue has been resolved. The Transfer Out report now prints and faxes for converted prescriptions, and can be reprinted after the transfer.

Scanners

[KRL-23334] Scanner error tone when scanning in an active session while another session is locked

Bug

On stores using multiple concurrent Kroll sessions (for example, Fill Session 1 and Touch Pickup Session 9) with a handheld barcode scanner connected through Kroll Device Helper, scanning in an active session while another session had timed out and locked caused the scanner to sound a hardware error tone even though the barcode decoded successfully. Switching focus to the locked session and back restored normal scanning.

Resolution

This issue has been resolved. Scanning in an active session no longer triggers an error tone when another session is locked.

[KRL-25107] Scanner acquisition hangs when a TWAIN failure occurs before the active scan phase

Bug

When scanner acquisition was still in its opening or negotiation phase (before the active-scan phase), if a TWAIN failure was reported, Kroll became permanently unresponsive. The process had to be force-stopped.

Resolution

This issue has been resolved. A TWAIN failure before the active scan phase no longer causes scanner acquisition to hang.

Script Image

[KRL-25856] Patient Merge & Transfer Functionality Broken

Bug

When a user opened or processed a pending new prescription that had a script image attached (for example, calling up the Rx from the queue during Drop-Off, Transfer In, or data entry, or opening the Rx entry form from a To-Do item), Kroll raised the following error:

"Property 'ScriptImageId' not found on class 'TPendingNewRx_'".

The error could appear at any point in the process, preventing the user from saving or continuing with the prescription.

Resolution

This issue has been resolved. Pending new prescriptions with front and back script images, or a front page only, can now be opened, saved, and processed without error.

Search/Sort

[KRL-23217] Faster lookups by DIN and other codes

Improvement

Previously, searching for a record by a text code, such as a Drug Identification Number (DIN), could be slower than necessary on large databases, because the database scanned the entire index instead of going directly to the matching record. Kroll has been updated so that text codes are sent to the database in the same form in which they are stored, allowing these lookups to use the index.

Text that contains accented characters, emoji, or non-Latin characters, such as a prescription Sig, is not affected and continues to be saved and displayed exactly as entered. No setup is required, and there are no changes to the Kroll screens.

[KRL-26604] Grid rows with identical sort values are ordered by load order instead of ID

Bug

When a grid is sorted by a column and several rows have the same value in that column, those tied rows were shown in the order they were loaded rather than in a consistent order.

Resolution

This issue has been resolved. Tied rows are now ordered consistently. For example, AR transactions will now display the oldest first when ascending, and newest first when descending.

Senior care

[KRL-23226] Inactivated Rx status not transmitting to Senior Care eMar

Bug

Although a pharmacy was integrated with Senior Care eMar, inactive prescription statuses were not transmitted/updated in the Senior Care application. When prescriptions were inactivated in Kroll using the standard method (highlight an Rx and press "I" to inactivate), the status did not update to "Discontinued" in Senior Care.

Resolution

This issue has been resolved. When a prescription is inactivated in Kroll (using **I-Inactivate** from the patient profile), it automatically updates to "Discontinued" status in Senior Care eMar within a few minutes.

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-25015] Sig Codes list empty and access violation on Show All History in French databases

Bug

When a user opened **Edit** > **Sig Codes** in a database set up in French, the **Sig Code** list was empty even though sig codes existed. Clicking **Show All History** then caused an access violation and Kroll closed unexpectedly.

Resolution

This issue has been resolved. The **Sig Codes** list now displays the existing sig codes, and **Show All History** opens without error.

[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.

SQL Server compatibility

[KRL-24736] Fix compatibility level script

Improvement

The TGlobalDB.CheckDBCompatibilityLevel function has been updated to detect every SQL Server version we currently support and raise the database compatibility level to the highest level allowed for the detected version. This change affects query optimizer behavior and improves overall performance.

Store Configuration

[KRL-24481] Corrected a duplicate “Pharma Assist (All Drugs)” entry in the Robotic interface type list

Bug

In store configuration, the **Interface Type** drop-down list (**File** > **Configuration** > **Store** > **Interfaces** > **Robotic**) displayed two identical **Pharma Assist (All Drugs)** entries. Because the labels were indistinguishable, users could not tell which entry corresponded to the intended robotic interface type when configuring the store.

Resolution

This issue has been resolved. Each robotic interface type in the drop-down list now displays a unique, accurate description. The correction has been applied to both the English and French label sets.

Tax Implementation

[KRL-24817] Tax reports

Improvement

Tax reporting has been added to the Medical Expense Invoice, Patient Tax Receipt, Rx Audit, and Rx for Drug/Doctor Groups reports.

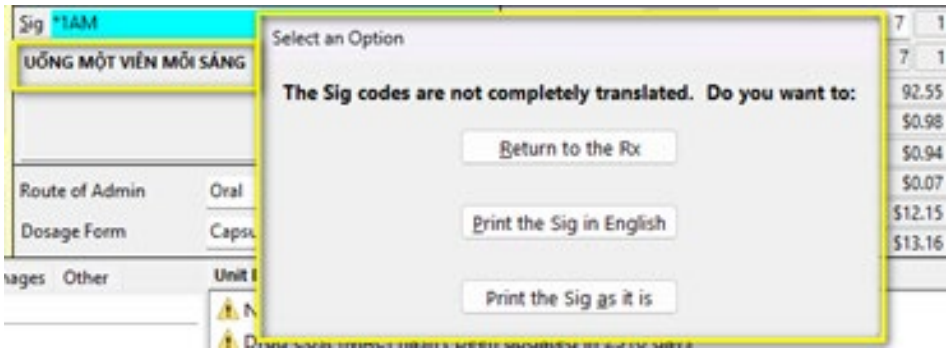
The updated reports include applicable prescription and OTC-from-AR tax information while preserving the existing meaning of financial values such as patient pays, markup, fees, and gross profit. Taxable transactions display the applicable tax amounts and totals, while existing report behaviour is retained when no tax applies.

Translation and French GUI

[KRL-19363] Sig not translating to English when the interface language is English

Bug

On the **Patient** card, when a patient's language was set to English and a **Sig** code (dosage instructions) included Unicode diacritical marks mixed with Latin letters and numbers, Kroll displayed a warning stating "The SIG Codes are not completely translated, do you want to..."



This warning appeared even when the sig code translation was complete and correct. This heuristic incorrectly flagged Vietnamese and French sig codes with accented characters as untranslated.

Resolution

This issue has been resolved. Kroll now correctly identifies only genuine cases where a Sig code token lacks an entry in the translation history for the requested language. Users can create prescriptions with Vietnamese, French, and other accented-character languages without encountering spurious warnings, while the system still appropriately alerts users when a sig code genuinely lacks a translation.

[KRL-21637] French translation issues on the Allergies and Conditions screens

Bug

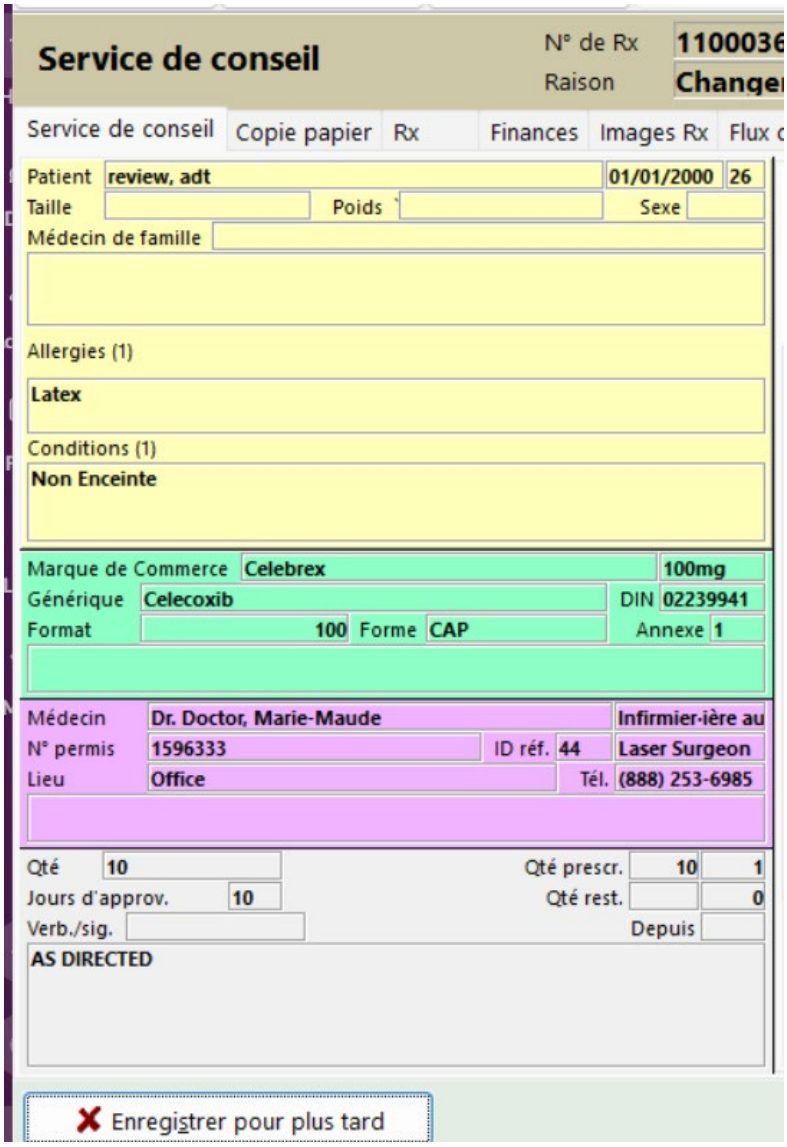
The **Allergies** and **Conditions** screens displayed some incorrect or missing French translations.

Resolution

This issue has been resolved. The following corrections to the French translations have been made on the **Allergies** and **Conditions** screens:

Old text	New text
condition(s)	condition(s) médicale(s)
Gravité	Sévérité
Permis n	N permis
Qte presc.	Qte prescr.
Marque	Marque de Commerce
Détails d'allergies/de conditions ADT	Détails des ...

In addition, some truncated or overlapping French captions were corrected (Commence par, Verb./sig., Marque de Commerce, Condition médicale, workflow note label). The labels **Qte prescr.**, **Qte rest.**, and **Depuis** labels have been aligned. Doctor panel boxes are now symmetrical on Rx data views.



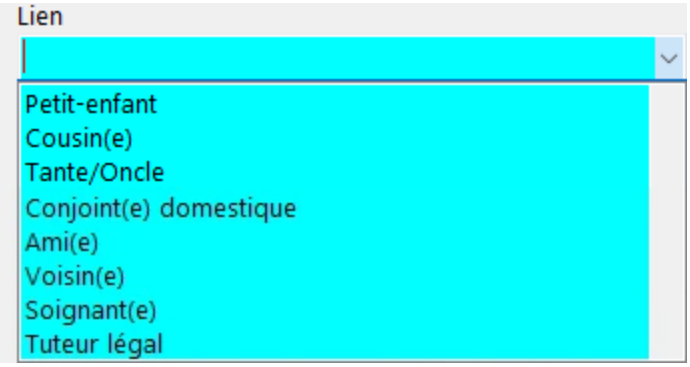
[KRL-23135] Relationship field poorly translated in French

Bug

The **Relationship** field displayed incorrect replacement characters in its French translation.

Resolution

This issue has been resolved. The **Relationship** field now displays an improved French translation.



[KRL-23392] Overlapping text on the FlexRx Label Report

Bug

Some columns were not large enough to accommodate the text on the FlexRx Label report.

Resolution

This issue has been resolved. Column widths have been adjusted on the FlexRx Label report so all headers are now readable.

[KRL-24636] French text for "create a new document" is cut off when scanning new documents

Bug

On the **Document Scan** window, the French text for **Create a new document** is truncated/cut off when scanning new documents.

Resolution

This issue has been resolved. The French text now displays completely without truncation.

[KRL-24686] Translation Clarification - SP36 French to French translation changes

Bug

The Rapportable and Planification terms were erroneously replaced with À Déclarer and Consignation au dossier in SP36.

Resolution

This issue has been resolved. The original French terms have been restored.

[KRL-21628] DEL button translation issues

Improvement

On the French GUI, the translation of the **Del** button was corrected to **Sup** on the following pages:

- ADT **Allergies** and **Conditions** screens
- Various pages of the **ADT Wizard**
- **Drug Analysis Form**
- **User Validation** screen
- **(Network) Add/Update Immunization** page
- Manulife Manual Claim report **Options** tab
- LDL Jail report **Options** tab
- **ePrescribe information** window

[KRL-24982, KRL-24984, KRL-24985, KRL-24986, KRL-24987] French translation issues

Bug

5 translation errors were identified wherein terms in the French GUI were displayed in English, or cut off.

Resolution

These translation issues have been corrected.

[KRL-24988] Typo in RAMQ mixture French description

Bug

Seringue was spelled incorrectly on the **Mixture** screen.

Resolution

This issue has been resolved. Seringue is now spelled correctly.

[KRL-24990] Keyboard shortcuts missing in French

Bug

Some keyboard shortcuts were missing or not working in the French GUI.

Resolution

This issue has been resolved. All keyboard shortcuts are labeled with an underlined letter in the French GUI, and are fully functional.

[KRL-25062] Vial label French child-safety warning mistranslated

Bug

The French child-safety warning printed on the vial label read "Tenir Hors De La Porte Des Enfants", which translates to "Keep out of the door of the children."

Resolution

This issue has been resolved. The label text is now correctly translated as "Tenir hors de la portée des enfants" ("Keep out of reach of children").

[KRL-25093] FR-Translation- Email Columns

Bug

The columns in the inbox were being displayed in English in the French GUI.

Resolution

This issue has been resolved. These columns are now displayed in French.

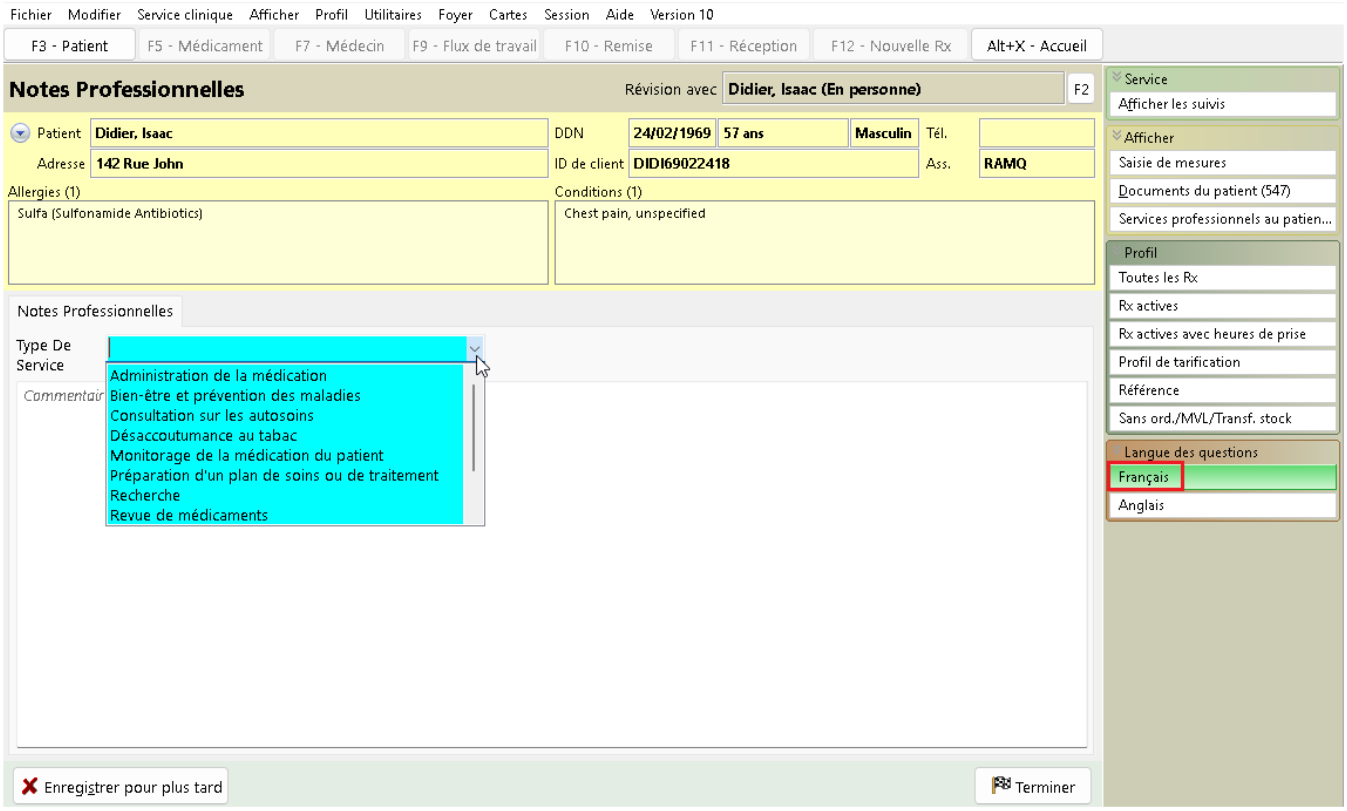
[KRL-25095] Patient Encounter Service Type dropdown

Bug

All options in the **Service Type** dropdown (**Professional Notes** section) displayed in English on when **French** was selected as the **Questions Language**.

Resolution

This issue has been resolved. All options on the **Service Type** (**Type de service**) dropdown now appear in French when the French language is selected.



[KRL-25126] Button translation issue

Bug

A button was mistranslated on the Select allergy to record on DIS (Sélectionnez allergie à enregisttrer sur SIM) screen.

Resolution

This issue has been resolved. The Del (Sup) is now correctly labeled.

[KRL-25137] Grammatical error on the Nouvelle Rx screen

Bug

There was a grammatical error on the **New Rx** (**Nouvelle Rx**) screen.

Resolution

This issue has been resolved. The text **Choisir la priorité** is now correct.

[KRL-25138] Spelling error on the Renouvelement screen

Bug

There was a spelling error on the **Renouvellement** screen.

Resolution

This issue has been resolved. The text **Renouvellement** is now spelled correctly.

[KRL-25175] Typo on French PharmacyLink registration label

Bug

The PharmacyLink registration label's French text has a typo "acceéder" (extra e).

Resolution

This issue has been resolved. Accéder is now spelled correctly. The label reads:

> ...vous êtes autorisé(e) à accéder à cette information.

[KRL-25189] "Étiquettes de flacons" label overlaps adjacent button in Owe Qty dialog

Bug

On the **Edit Rx Owe** dialog, the French **Vial Labels** caption overlapped the **Qty** pane and **Edit** button in both group boxes.



Resolution

This issue has been resolved. The controls have been adjusted so the labels no longer overlap.

[KRL-25190] Typo on "Détauils du transfert sortant" button

Bug

Détails was spelled incorrectly on the **Transfer Out Details** screen.

Resolution

This issue has been resolved. **Détails** is now spelled correctly on the **Transfer Out Details** screen.

[KRL-25195] Type column truncated in Accounts Receivable account detail grid in French

Bug

In the French user interface, the Type column in the Items grid of an Accounts Receivable (AR) account was cut off after 10 characters (on the **F3 – Patient** card, **View**> **Accounts**). A prepayment account displayed "Prépaiemen" and a deferred payment account displayed "Paiement d". The same truncation occurred for AR accounts shown on work orders. The English labels were not affected.

Resolution

This issue has been resolved. The **Type** column displays the full labels "Prépaiement" and "Paiement différé".

[KRL-25312] Fix untranslated English text on French-locale screens

Bug

On the **Get Work**, **Trouble**, and **Pull queue** screens, French-locale pharmacies saw the untranslated English text **Multiple Doctors** and **(Script Image)** instead of their French equivalents.

Resolution

This issue has been resolved. The queue grids now correctly display the following French-translated text:

English	French
Multi-doctor	Plusieurs médecins
(Script Image)	Image Rx

[KRL-25254] Some tax categories need to be translated

Improvement

Some menu items in the **Taxes** tab were not properly translated. These items have been corrected.

[KRL-25269] Text overlaps with page number on screen title in ADT Patient Wizard pages

Bug

In the French GUI, text overlapped with the page number on multiple pages of the **ADT Wizard**.

Resolution

This issue has been resolved. The French GUI layout of the **ADT Wizard** has been adjusted so no text overlaps the page numbers.

[KRL-25283] ADT incoming plan title not translated and Always use in Rx text cut off

Bug

On the plan screen of the ADT workflow (**F9 – Workflow** > **ADT**, then **Next** until the plan screen), the incoming plan title was not translated in a French session and still appeared in English. The **Always use in Rx** text was also cut off in both English and French sessions.

Resolution

This issue has been resolved. The incoming plan title now appears in French in a French session, and the **Always use in Rx** text displays in full in English and French.

[KRL-25301] French text cut off on Update Immunization screen (NS)

Bug

In a French session in Nova Scotia stores, after creating a new immunization for a patient, the text on the **Update Immunization** screen (**Network** > **Comprehensive Profile** (Ctrl+F3) > **Immunizations** tab > **Extra Functions** > **Update Immunization**) was cut off.

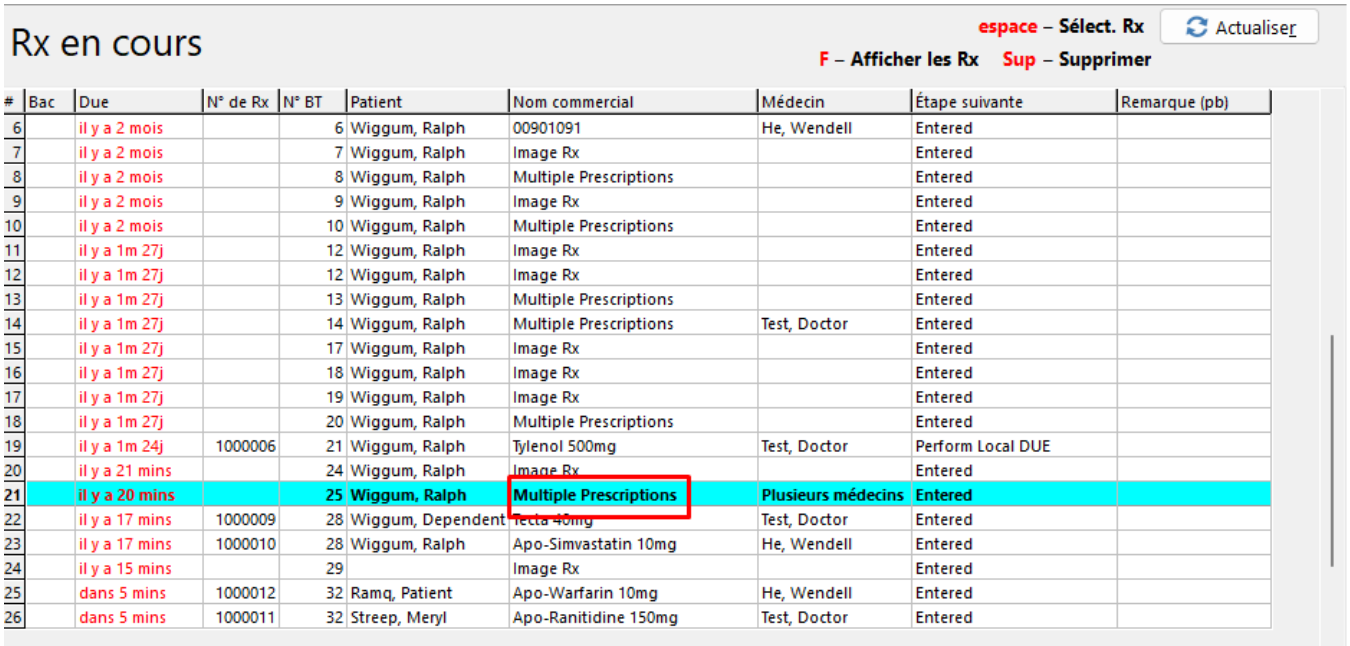
Resolution

This issue has been resolved. The French text on the **Update Immunization** screen now displays in full.

[KRL-25401] "Multiple prescriptions" label displays in English on French sessions

Bug

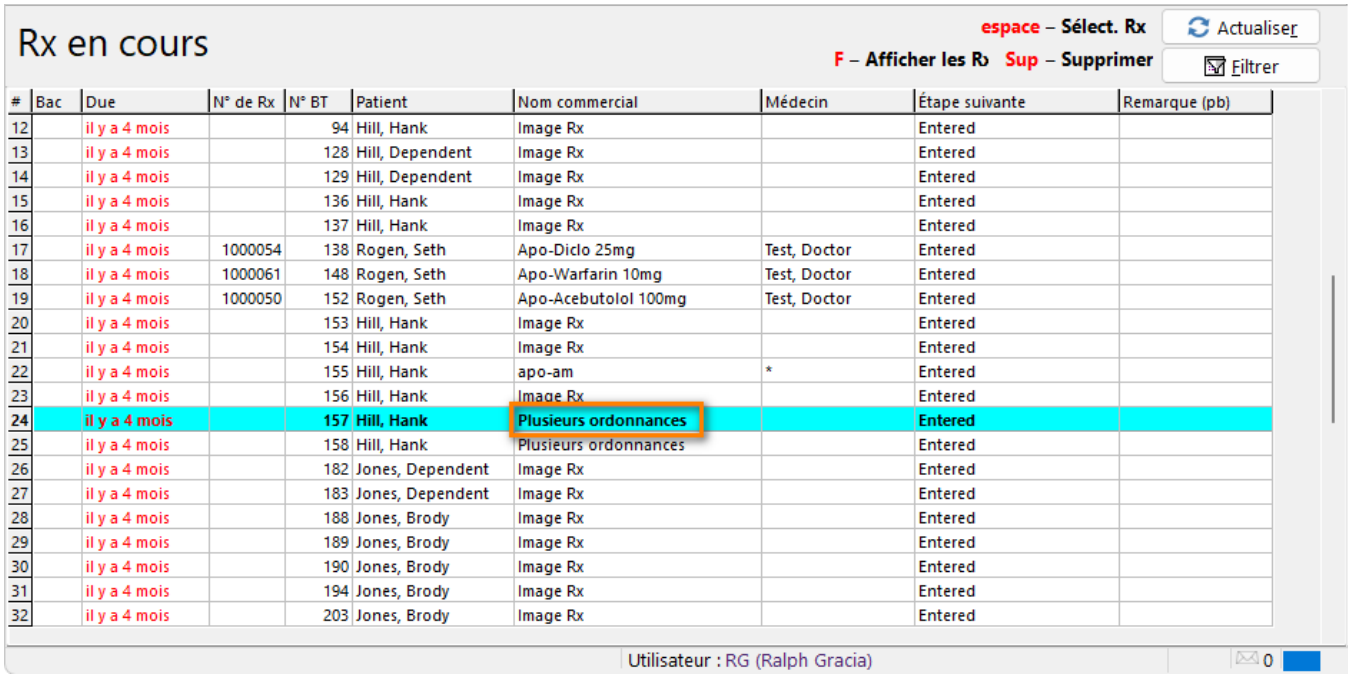
On a French session, when a Pharmacylink order included more than one prescription for the same patient, the **Brand name** column on the **F9 – Workflow** screen displayed the "Multiple prescriptions" label in English instead of French.



#	Bac	Due	N° de Rx	N° BT	Patient	Nom commercial	Médecin	Étape suivante	Remarque (pb)
6		il y a 2 mois		6	Wiggum, Ralph	00901091	He, Wendell	Entered	
7		il y a 2 mois		7	Wiggum, Ralph	Image Rx		Entered	
8		il y a 2 mois		8	Wiggum, Ralph	Multiple Prescriptions		Entered	
9		il y a 2 mois		9	Wiggum, Ralph	Image Rx		Entered	
10		il y a 2 mois		10	Wiggum, Ralph	Multiple Prescriptions		Entered	
11		il y a 1m 27j		12	Wiggum, Ralph	Image Rx		Entered	
12		il y a 1m 27j		12	Wiggum, Ralph	Image Rx		Entered	
13		il y a 1m 27j		13	Wiggum, Ralph	Multiple Prescriptions		Entered	
14		il y a 1m 27j		14	Wiggum, Ralph	Multiple Prescriptions	Test, Doctor	Entered	
15		il y a 1m 27j		17	Wiggum, Ralph	Image Rx		Entered	
16		il y a 1m 27j		18	Wiggum, Ralph	Image Rx		Entered	
17		il y a 1m 27j		19	Wiggum, Ralph	Image Rx		Entered	
18		il y a 1m 27j		20	Wiggum, Ralph	Multiple Prescriptions		Entered	
19		il y a 1m 24j	1000006	21	Wiggum, Ralph	Tylenol 500mg	Test, Doctor	Perform Local DUE	
20		il y a 21 mins		24	Wiggum, Ralph	Image Rx		Entered	
21		il y a 20 mins		25	Wiggum, Ralph	Multiple Prescriptions	Plusieurs médecins	Entered	
22		il y a 17 mins	1000009	28	Wiggum, Dependent	Tecta 40mg	Test, Doctor	Entered	
23		il y a 17 mins	1000010	28	Wiggum, Ralph	Apo-Simvastatin 10mg	He, Wendell	Entered	
24		il y a 15 mins		29		Image Rx		Entered	
25		dans 5 mins	1000012	32	Ramq, Patient	Apo-Warfarin 10mg	He, Wendell	Entered	
26		dans 5 mins	1000011	32	Streep, Meryl	Apo-Ranitidine 150mg	Test, Doctor	Entered	

Resolution

This issue has been resolved. The label now displays correctly in French on French sessions.



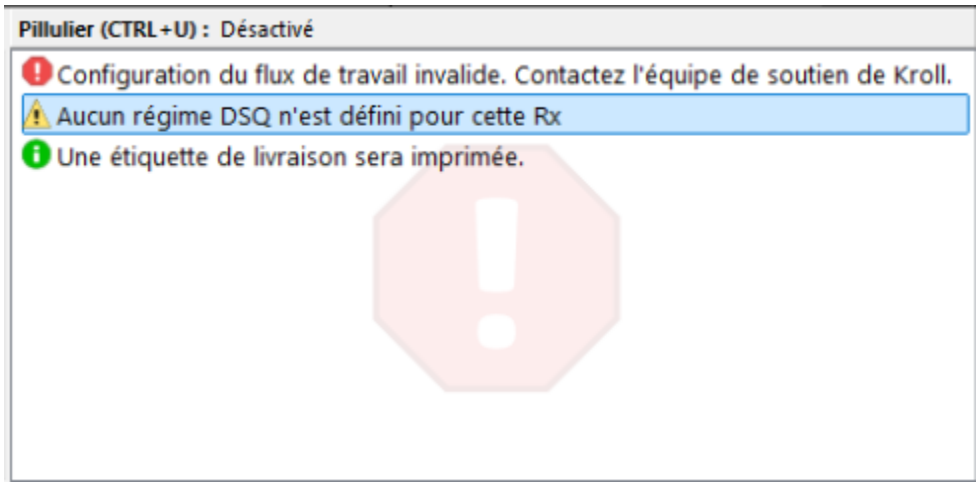
[KRL-25411] French translation of an Rx-plan message states the opposite meaning

Bug

The French translation of the message “No %s plan is set for this Rx” stated the opposite of the English meaning.

Resolution

This issue has been resolved. The French translation of this message now matches the intended English meaning.



[KRL-26074] Fax shortcut not aligned with shortcut displayed on screen

Bug

On the **Outbound Fax** screen, the hotkey listed for **Call Up Document** was **O**, but only the English hotkey (**F**) worked.

Resolution

This issue has been resolved. When using the French GUI, the hotkey for **Call Up Document** is **O**.

[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-26128] Decimal issue in French GUI

Bug

When the operating system was set to French, users could not enter decimal charting values.

Resolution

This issue has been resolved. When entering decimal charting values, the accepted decimal separator follows the Windows regional format.

[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.

[KRL-26453] Spelling and spacing errors in the French "Rx order / dispense information is unavailable" messages

Bug

In the French version of Kroll, the two messages shown when the **Rx Order / Dispense Information** screen cannot be opened (**Network** > **Edit Rx Order/Dispense Information**) contained errors. The word "accessibles" was misspelled "accesibles" in both messages. In the message shown when the Rx has already been sent to the network (DIS provinces), there was also an extra space before the final period.

Resolution

This issue has been resolved. Both French messages are now spelled correctly, and the extra space before the period has been removed. The English messages and the behaviour of the screen are unchanged.

[KRL-26691] Patient Chart White Blood Cell Count/Differential title appears in English in a French session

Bug

In a French session, the **White Blood Cell Count/Differential** reading in the Patient Chart was titled "WBC Count/Diff" in English, both in the reading window and on its tile (**View** > **Charting**).

Resolution

This issue has been resolved. The title now appears as "Leucocytes et formule" in a French session and is unchanged in an English session.

[KRL-26718] French label overlaps plan code in Delete Previous Interventions prompt

Bug

When a user refilled a prescription billed to RAMQ with a manually entered intervention code, the **Pour l'assurance** label overlapped the plan code in the Supprimer interventions précédentes (Delete Previous Interventions) prompt. The English label was not affected.

Resolution

This issue has been resolved. The **Pour l'assurance** label and the plan code now display side by side without overlapping.

[KRL-26732] DIN type drop-down values are cut off

Bug

The DIN type drop-down on the Drug card (F5 – Drug card) was too narrow to display its full values. Values such as NPN (Natural Product Number) and DIN-HM were cut off, most visibly when Kroll was running in French. The NPN value also contained an extra space after the code ("NPN -") in both English and French.

Resolution

This issue has been resolved. The DIN type drop-down now displays the full text of each value, and the extra space after NPN has been removed.

Trial Rx

[KRL-26731] French Trial Rx Information window labels are cut off

Bug

In the French **Trial Rx Information** window (**Rx** > **Thérapie initiale**), the "Qté pour période d'essai" and "Durée de la période d'essai" labels were cut off because the label column was too narrow for the French text.

Resolution

This issue has been resolved. Both labels now display in full in the French Trial Rx Information window.

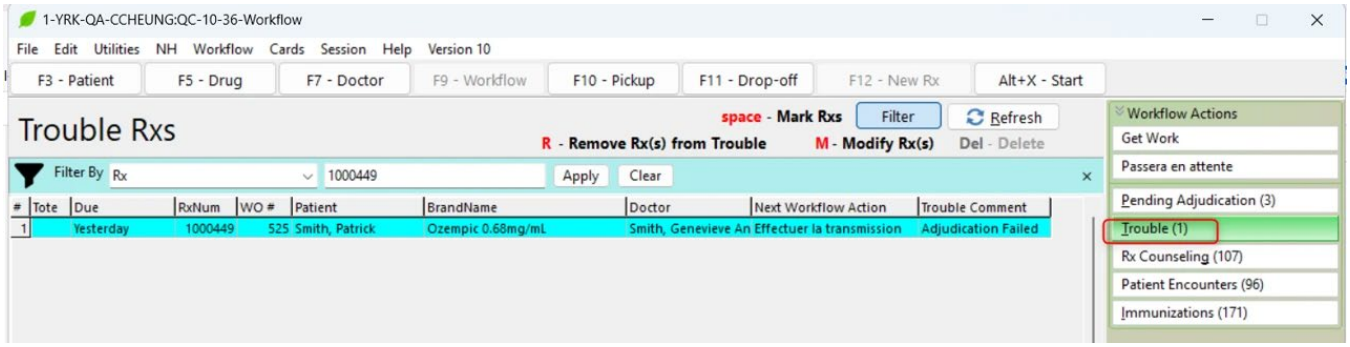
This change applies to the French user interface only; the English window is unaffected.

Trouble queue

[KRL-25314] Trouble item in Workflow Actions menu under-reports pending count when a local search filter is active

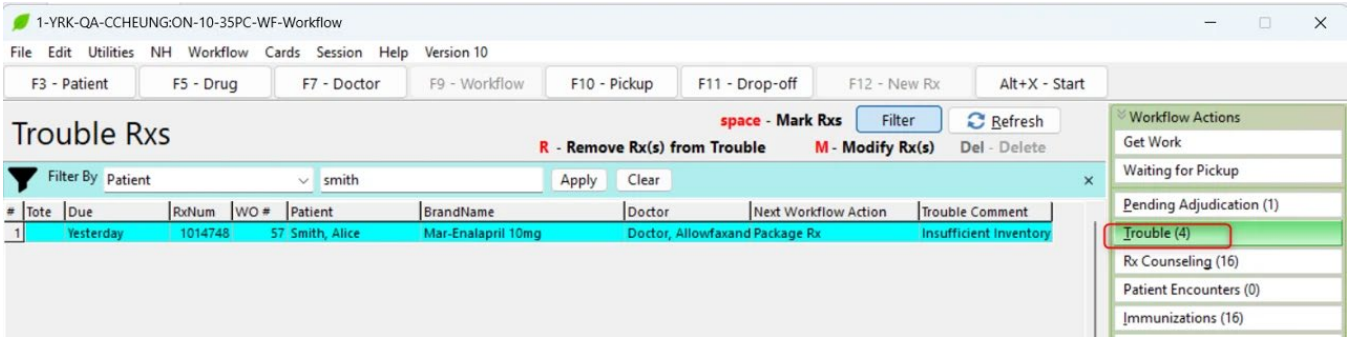
Bug

When a search filter was applied on the **Trouble** queue screen, the **Trouble (N)** count shown in the **Workflow Actions** menu and via Ctrl+T reflected only the filtered results rather than the total number of pending Trouble items.



Resolution

This issue has been resolved. The **Trouble (N)** button displays the full number of records, regardless of whether a local search filter is active.



Updater

[KRL-22868] After switching store database from master to production, the store could not receive updates

Bug

After setting the database type to Production, a value in the database resulted in new store installs failing to receive updates.

Resolution

This issue has been resolved. Values have been corrected such that when a store's database is switched to Production, the store can receive upgrades.

[KRL-23994] Kroll update fails with a database validation error

Bug

When updating an existing installation to a later release of the same service pack, the database update stopped with a validation error and did not complete. The supplemental database script set the **Form** column on the DrgFormMastLocalization and DrgFormMastLocalizationHist tables to allow null values, while the update expected both columns to disallow them, and the resulting mismatch failed the schema validation check. Pharmacies updating from an earlier service pack were not affected.

*Resolution

This issue has been resolved. The supplemental database script now sets both columns to disallow null values, matching the schema the update validates against, and the update completes normally.

[KRL-25405] Store name and phone missing from the Update Server's Check for Updates log

Bug

When Kroll Update Service checked for available updates, the store name and store phone number were not recorded in the Update Server's **Check for Updates** log, leaving both fields blank for every check (Update Service started or restarted on a store workstation).

Resolution

This issue has been resolved. The store name and phone number configured for the store are now sent with each check for updates and appear in the **Check for Updates l**og.

[KRL-26485] Program Update fails when a doctor has two addresses whose names differ only by leading or trailing spaces

Bug

When a doctor had two or more addresses whose **Location** names were the same except for leading or trailing spaces (for example **'Office'** and **' Office'**), the Program Update failed and the pharmacy stayed on its current version. The update screen showed:

```
Update could not run because an unknown error occurred.
```

Resolution

This issue has been resolved. The Program Update now completes successfully. Leading and trailing spaces are removed from doctor address **Location** names. If the trimmed name already exists for that doctor, a number is added

to keep each name unique, for example **Office**, **Office2**, **Office3**. Phone and fax numbers stay linked to their original address, and the doctor's primary address does not change.

URx File Processing

[KRL-25332] Incorrect Original AAC (Actual Acquisition Cost) offset in URx file

Bug

When a prescription's cost adjustment (Delta AAC) ended in a round number, like $9.70 or $7.20, the URX file Kroll sent to MMS dropped the trailing zero and reported the cost as 10x too low (e.g. $7.20 is reported as $0.72). This caused a financial mismatch between Kroll's records and MMS.

Resolution

This issue has been resolved. The URx file now exports the correct Original AAC offset value.

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-24695] Workflow drug filter is throwing SQL error

Bug

A store with **Allow workflow queue filtering** selected (**File** > **Configuration** > **Store** > **Rx > 6 – Workflow**) received an SQL error when using a **F9-Workflow** drug filter (**F9-Workflow** > **Filter**, select a Drug Group and click **OK**). They were able to proceed past the error.

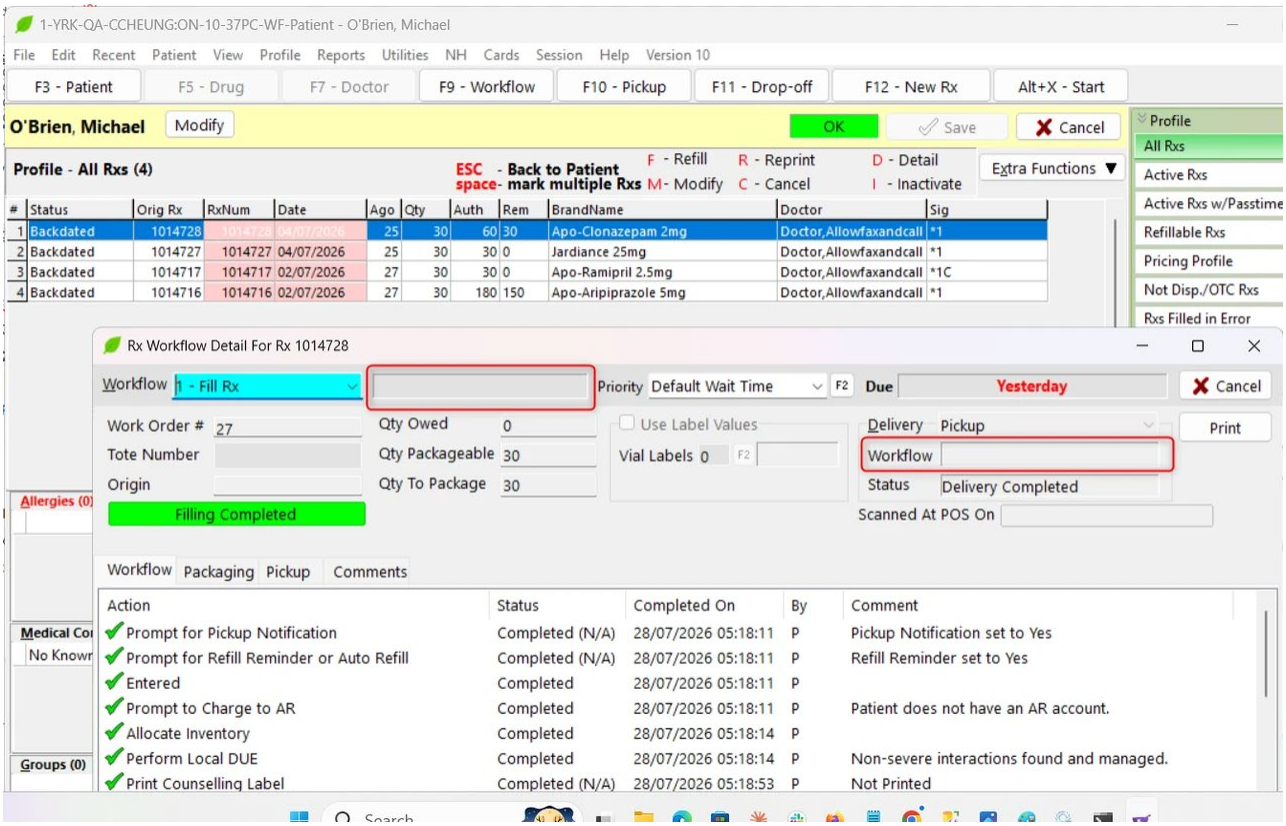
Resolution

This issue has been resolved. The Workflow work filter returns results without an SQL error for any filter combination.

[KRL-24939] Workflow details of Rx not showing

Bug

After completing Pickup, the **Queue name** and **Workflow** fields were not populated on the **Rx Workflow Detail** screen.



Resolution

This issue has been resolved. The **Queue name** and **Workflow** fields are populated on the **Rx Workflow Detail** screen both before and after the **Pickup** step.

[KRL-25260] Workflow screens are slow at high-volume stores

Bug

Workflow screens (**F9 – Workflow**) were slow to load and refresh at stores with a large volume of prescriptions, because Kroll repeatedly took a long time to look up the workflow items linked to an original prescription.

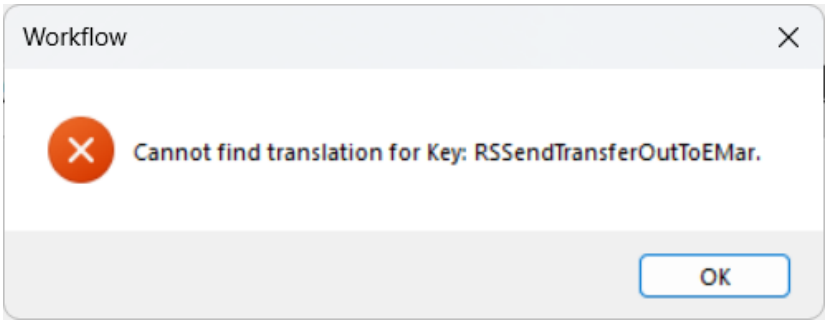
Resolution

This issue has been resolved. Workflow screens now load and refresh more quickly, and the items displayed are unchanged.

[KRL-26006] Error message when accessing the (F9) Workflow tab

Bug

When selecting the **(F9) Workflow** tab, it failed to open. Instead, it produced an error message where the translation keys were missing.



Resolution

This issue has been resolved. The missing translation keys have been added, and the **(F9) Workflow** tab now opens without producing an error message.

[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.

[KRL-25849] Send/Review on Unfill Rx bypasses Clinical Verification (postponed, never re-surfaced)

Bug

In workflows where the **Clinical Verification** action had the **Postpone clinical Rx verification in batch mode** option enabled, using **Send/Review for Current Patient** or **Send/Review All** (**F9 – Workflow** > **Pending Adjudication**) marked **Clinical Verification** as "Completed (N/A)". The prescription moved on without a pharmacist's clinical review.

Resolution

This issue has been resolved. **Send/Review** now marks **Clinical Verification** as "Postponed", and it stays pending until a pharmacist completes it.

[KRL-26185] Workflow screens are slow in stores missing a database index

Bug

In some stores, the **F9 – Workflow** screen and its queue counts were slow to load and refresh. This occurred when the store's database was missing an index on the Workflow Action table that should have been created by an earlier version. It was most noticeable in stores with a large number of prescriptions in workflow.

Resolution

This issue has been resolved. The Kroll program update now adds the missing index when it is not present, and the Workflow screens load faster.

[KRL-26399] Due Date thresholds sort Rxs incorrectly

Bug

The current date and time used for Overdue, Window, and Trouble classifications was being set to midnight instead of the actual time of day. Rxs appeared overdue as soon as the calendar day began, and assigned due times later in the day were treated as already overdue.

Resolution

This issue has been resolved. The Workflow queue now compares due dates against the actual current date and time, so Rxs due later today are no longer misclassified as Overdue at the start of the day.

[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.

Yardi

[KRL-26257] Rx stop date not sent to Yardi

Bug

When a nursing home prescription was filled with a stop date on the NH Rx Information screen, the stop date was not included in the dosing and timing information sent to Yardi. This affected prescriptions with a daily, N-day cycle, day-of-week, relative day-of-month, or specific dates schedule; only prescriptions scheduled for a specific day of the month included the stop date. Yardi received the start date but no end date.

Resolution

This issue has been resolved. The stop date is now sent to Yardi for all dosing schedules, and the start date is unchanged.

Provinces

Alberta

[KRL-25014] Unable to add allergy on network

Bug

Users were unable to add a drug allergy on the network and could not successfully save the allergy. When inserting an allergy on the Allergies section of the patient card, when trying to add **Supporting Reactions** on the **Supporting Information** tab, the following error appeared:

`Ancestor for 'pnlObservationReaction' not found.'

Resolution

This issue has been resolved. Allergy information can now be successfully added to the patient profile and synchronized to the network.

[KRL-25295] AB ImmARI — 2026-07-30 Imm/ARI Changes

Improvement

The following changes were made to Imm/ARI:

Update Reason Code Description:

22 LTC/DSL Resident to LTC/DSL Outreach was updated to **22 – Continuing Care and Supportive Living**

Add New Vaccine Code:

COVIDmRNA – COVID-19 mRNA (Start date: 2026-09-01)

COVIDrSpike – COVID-19 Recombinant spike protein (Start date: 2026-09-01)

Add New Vaccine-Antigen Association:

COVIDmRNA: COVID-19

COVIDrSpike: COVID-19

Hib-MenC: MENING-C-C

End-Date Vaccine Code:

COVMODmRNALP – COVID-19 mRNA 1273 - mRNA LP (End date: 2026-08-07)

COVPBmRNALP – COVID-19 BNT162b2 - mRNA LP (End date: 2026-08-07)

End-Date Vaccine-Antigen Association:

Hib-MenC: MENING-C *(Start date: 1500-01-01, End date: 1923-01-01)*

Add New Vaccine-Reason Association for COVIDmRNA and COVIDrSpike:

22 – Continuing Care and Supportive Living

50 – Routine Recommended Immunization

66 – Other Risk

99 – Non Provincially Funded

Add New Vaccine-Reason Associations for RSV:

66 – Other Risk

[KRL-25427] Refuse Immunization blocked with Country/Province error on auto-linked fee records

Bug

A pharmacy billed the AB non-influenza immunization administration fee as a standalone fee. Per the **File** > **Configuration** > **Store** > **Immunization** option **Record immunization when filling an immunization product or fee Rx not already linked to an immunization**, Kroll auto-created a corresponding entry in the patient's **Immunizations** list. When staff attempted to clear that entry via **Refuse Immunization**, Kroll blocked the action with the following message:

> "This immunization refusal cannot be recorded on Netcare because the following required data haven't been provided: Country, Province is required"

This was despite **Country** and **Province** being fully populated on the patient's profile.

Resolution

This issue has been resolved. When an immunization record is auto-created via the fee-linking store option, its network-submission Country/Province snapshot is populated automatically (e.g., copied from the patient's/store's current profile at creation time), so that a subsequent **Refuse Immunization** can proceed normally without a manual workaround.

[KRL-25486] Immunizations stranded in the F9-Immunization queue after Claim Fee

Bug

In Alberta, claiming an immunization fee could produce the following error:

```
[Microsoft][ODBC Driver 17 for SQL Server][SQL Server]The conversion of a datetime2 data type to a smalldatetime data type resulted in an out-of-range value.
```

This left the immunization stranded in the **F9-Immunization** queue.

Resolution

This issue has been resolved. Claiming an immunization fee in Alberta no longer produces a conversion error, and immunizations no longer become stranded in the queue.

[KRL-26122] Added a Podiatrist OID override for Alberta PIN (College of Podiatric Physicians of Alberta)

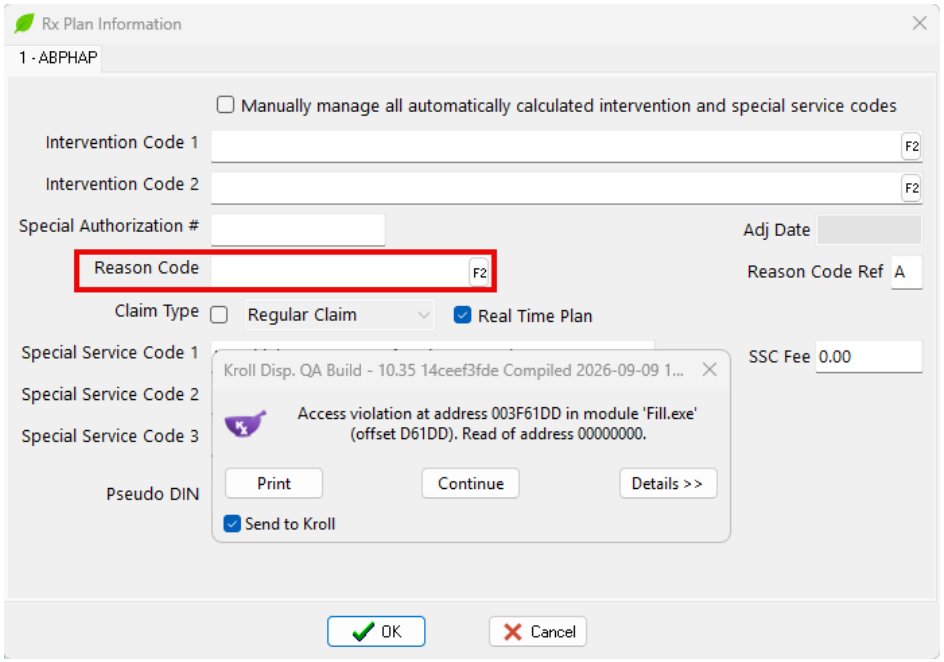
Improvement

Alberta prescriber records for podiatrists can now use a dedicated OID override tied to the College of Podiatric Physicians of 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-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.

[KRL-26449] AB | "Update from Netcare failed" message shown for patients with no Care Plan history

Bug

When a pharmacist created a new Alberta Care Plan revision for a patient with no Care Plan records on Netcare (**Patient Encounters** > **N – New**), Kroll incorrectly displayed the **Update from Netcare failed** message, warning that the latest Care Plan revisions could not be retrieved and that the new revision might be based on out-of-date information. Netcare had responded successfully, and the empty result was valid.

Resolution

This issue has been resolved. Kroll now creates a new Care Plan revision for a patient with no Care Plan records on Netcare without displaying the message. The message still appears when Netcare cannot be reached or does not accept the request. This change applies to Alberta only.

[KRL-26630] AB | 2026–2027 influenza and COVID-19 immunization schema

Improvement

Alberta has released their list of Covid and Influenza vaccines for the season of 2026/2027. This change is effective October 19, 2026.

Please note: There is one new Covid Vaccine. **DIN 02558998.** All other Covid vaccines have had a new drug card created with a new Variant in the generic field.

COVID-19

Brand name	Generic name	DIN	Strength	Package	Dose form	Route
Spikevax	Omicron XFG Variant	02557770	50 mcg/0.5 mL	0.5 mL single-dose prefilled syringe 2026/2027	ML (Injection)	Intramuscular

Comirnaty	Omicron XFG Variant	02552035	30 mcg/0.3 mL	0.3 mL prefilled Syringe 2026/2027	ML (Injection)	Intramuscular
Nuvaxovid	Omicron XFG Variant	02558998	5mcg/0.5mL	0.5 mL Single Dose Prefilled Syringe 2026/2027	ML (Injection)	Intramuscular

Influenza

Brand name	Generic name	DIN	Strength	Package	Dose form	Route
Fluad	Haemagglutinin-Strain A(H1N1)/A(H3N2)/B	02362384	15/15/15 mcg/0.5 mL	0.5 mL Single-dose prefilled syringe	ML (Prefilled Syringe)	Intramuscular
Fluzone	Haemagglutinin-Strain A(H1N1)/A(H3N2)/B	02365707	15/15/15 mcg/0.5 mL	0.5 mL Single-dose prefilled syringe	ML (Suspension)	Intramuscular
Flucelvax	Haemagglutinin-Strain A(H1N1)/A(H3N2)/B	02553708	15/15/15 mcg/0.5 mL	0.5 mL Single-dose prefilled syringe	ML (Injection)	Intramuscular

British Columbia

[KRL-23140] Error message "Invalid Encoding character - in field: First name" when searching for a patient on the Network

Bug

The **Network Patient Name search** field was allowing special characters that are not allowed in current BC Pharmanet message formats. This caused error messages when search executed.

Resolution

This issue has been resolved. A validation is run prior to sending the search to BC Pharmanet. Both legacy (V3) and current Pharmanet formats are supported, with legacy transactions using the original character set rules, while current transactions enforce the updated specification.

[KRL-23149] Update BC Pharmanet terminology

Improvement

CeRx vocabulary values for **Indication**, **Route**, **Frequency**, and **Dose Unit** codes have been updated to match the latest specification.

[KRL-26256] Update BC Fee-for-Service logic so Pharmanet can correctly process MAiD claims

Improvement

The fee for service logic for BC Pharmanet has been updated. When PROV=BC, Kroll now calculates the **Cost**, **Markup** and **Fee** on Fee for Service Rxs as if they are regular Rxs. BC MAiD fee for service claims now correctly transmit calculated or manually set cost values to PharmaNet, enabling proper claim processing and adjudication.

[KRL-26291] BC | Inactivated Rx remains stuck in workflow with an access violation

Bug

In British Columbia, inactivating a prescription that had no previous PharmaNet transmission from Kroll — most commonly a prescription converted from another pharmacy system — resulted in an access violation error. The prescription remained in the **Rxs in Progress** list (**F9 – Workflow**) with a next action of **Transmit Inactivate to Network** and could not complete its workflow. Prescriptions previously submitted to PharmaNet through Kroll were not affected.

Resolution

This issue has been resolved. Inactivating a prescription with no previous PharmaNet transmission now sends the inactivation to PharmaNet, and the prescription completes its workflow. This change applies to British Columbia only.

[KRL-26438] BC PharmaNet terminology update (version 5.09)

Improvement

To stay aligned with the latest BC PharmaNet terminology (version 5.09), Kroll now supports the following new codes:

- Clinical service code NPRA (Non-practising prescriber) for adaptations.
- Clinical service code COPY (Copy of previously adapted original Rx).
- Transaction reasons AD (Prescription has been adapted), AJ (Prescription has been adjusted), SA (Subsequent adaptation) and TA (Transfer original Rx of adaptation).

The new codes are available in English and French. This change applies to British Columbia only.

New Brunswick

[KRL-26678] NB | 2026–2027 influenza and COVID-19 immunization schema

Improvement

New Brunswick has released its list of influenza and COVID-19 vaccines for the 2026–2027 season, effective October 13, 2026. The New Brunswick immunization schema has been updated so that these products are available when recording an influenza or COVID-19 immunization.

One influenza product has been added: Fluzone in a 5 mL multidose vial (DIN 02365936). All other influenza products were already in the schema and remain available. The COVID-19 products continue to use their existing DINs; for the 2026–2027 season, they are identified by the Omicron XFG variant in the generic name.

New Brunswick's 2026–2027 vaccine list includes the following products:

Influenza

Brand name	Generic name	DIN	Strength	Package	Dose form	Route
Fluzone (new)	Haemagglutinin-Strain A(H1N1)/A(H3N2)/B	02365936	15/15/15 mcg/0.5 mL	5 mL multidose vial	ML (Suspension)	Intramuscular
Flumist	Influenza Virus Type A (H1N1) A (H3N2)/TYPE B	02352621	32000000 FFU/0.2 mL	0.2 mL nasal spray	ML (Nasal Spray)	Nasal
Fluad	Haemagglutinin-Strain A(H1N1)/A(H3N2)/B	02362384	15/15/15 mcg/0.5 mL	0.5 mL single-dose prefilled syringe	ML (Prefilled Syringe)	Intramuscular
Fluzone	Haemagglutinin-Strain A(H1N1)/A(H3N2)/B	02365707	15/15/15 mcg/0.5 mL	0.5 mL single-dose prefilled syringe	ML (Suspension)	Intramuscular
Fluviral	Haemagglutinin-Strain A(H1N1)/A(H3N2)/B	02420686	15/15/15 mcg/0.5 mL	5 mL multidose vial	ML (Injection)	Intramuscular

COVID-19

Brand name	Generic name	DIN	Strength	Package	Dose form	Route
Spikevax	Omicron XFG Variant (6 months to 11 years)	02541270	0.1 mg/mL	2.5 mL multidose vial	ML (Injection)	Intramuscular
Spikevax (12 years and older)	Omicron XFG Variant (12 years and older)	02541270	0.1 mg/mL	2.5 mL multidose vial	ML (Injection)	Intramuscular
Spikevax	Omicron XFG Variant	02557770	50 mcg/0.5 mL	0.5 mL single-dose prefilled syringe	ML (Injection)	Intramuscular
Comirnaty	Omicron XFG Variant	02541823	30 mcg/0.3 mL	1.8 mL multidose vial	ML (Injection)	Intramuscular
Comirnaty (Outreach 2026/2027)	Omicron XFG Variant	02552035	30 mcg/0.3 mL	0.3 mL prefilled syringe	ML (Injection)	Intramuscular

This change applies to New Brunswick only and has no effect on immunization schemas in other provinces.

Ontario

[KRL-26450] ON | 2026–2027 influenza and COVID-19 immunization schema

Improvement

Ontario has released their list of Covid and Influenza vaccines for the season of 2026/2027. This change has just been released and is effective September 28, 2026.

Please note: All influenza DINs are already included in the schema. There is one new Covid Vaccine. **DIN 02558998.** All other Covid Vaccines have had a new drug card created with a new Variant in the generic field, but the DINs are listed in the covid schema.

COVID-19

Brand Name	DIN	Generic Name	Description	Strength	Form	Route	Pack Size
Spikevax	02541270	Omicron XFG variant (6 months to 11 Years)	2.5 ML Multidose Vial 2026/2027	0.1mg/mL	ML (Injection)	Intramuscular	2.5
Spikevax (12 years and older)	02541270	Omicron XFG Variant (12 years and older)	2.5 ML Multidose Vial 2026/2027	0.1mg/mL	ML (Injection)	Intramuscular	2.5
Comirnaty	02541823	Omicron XFG Variant	Multidose Vial 2026/2027	30mcg/0.3mL	ML (Injection)	Intramuscular	1.8
Comirnaty	02552035	Omicron XFG Variant	Prefilled Syringe 2026/2027	30mcg/0.3mL	ML (Injection)	Intramuscular	0.3
Spikevax	02557770	Omicron XFG Variant	Single-Dose Pre-Filled Syringe 2026/2027	50mcg/0.5mL	ML (Injection)	Intramuscular	0.5
Nuvaxovid	02558998	Omicron XFG Variant	Single Dose Prefilled Syringe 2026/2027	5mcg/0.5mL	ML (Injection)	Intramuscular	0.5

Influenza

Brand Name	DIN	Generic Name	Description	Strength	Form	Route	Pack Size
Fluad	02362384	Haemagglutinin-Strain A(H1N1)/A(H3N2)/B	Single Dose Pre-Filled Syringe	15/15/15mcg/0.5ml	ML (Prefilled Syringe)	Intramuscular	0.5
Fluzone	02365707	Haemagglutinin-Strain A(H1N1)/A(H3N2)/B	Single Dose Pre-Filled Syringe	15/15/15mcg/0.5ml	ML (Suspension)	Intramuscular	0.5

Fluzone	02365936	Haemagglutinin-Strain A(H1N1)/A(H3N2)/B	Multidose Vial	15/15/15mcg/0.5ml	ML (Suspension)	Intramuscular	5
Fluviral	02420686	Haemagglutinin-Strain A(H1N1)/A(H3N2)/B	Multi-Dose Vial	15/15/15mcg/0.5ml	ML (Injection)	Intramuscular	5
Fluzone High-Dose	02445646	Haemagglutinin-Strain A(H1N1)/A(H3N2)/B	Single Dose Pre-Filled Syringe	60/60/60mcg/0.5mL	ML (Prefilled Syringe)	Intramuscular	0.5
Flucelvax	02553708	Haemagglutinin-Strain A(H1N1)/A(H3N2)/B	Single Dose Pre-Filled Syringe	15/15/15mcg/0.5ml	ML (Injection)	Intramuscular	0.5

Manitoba

[KRL-25569] Manitoba Pharmacare (DPIN) claims fail as connections accumulate

Bug

When a pharmacy submitted claims to Manitoba Pharmacare over Manitoba's Drug Program Information Network (DPIN), the network connection for each claim was not released afterward. As unreleased connections built up over repeated use, new claims eventually failed to transmit, with Kroll reporting that it was unable to connect to the server.

Resolution

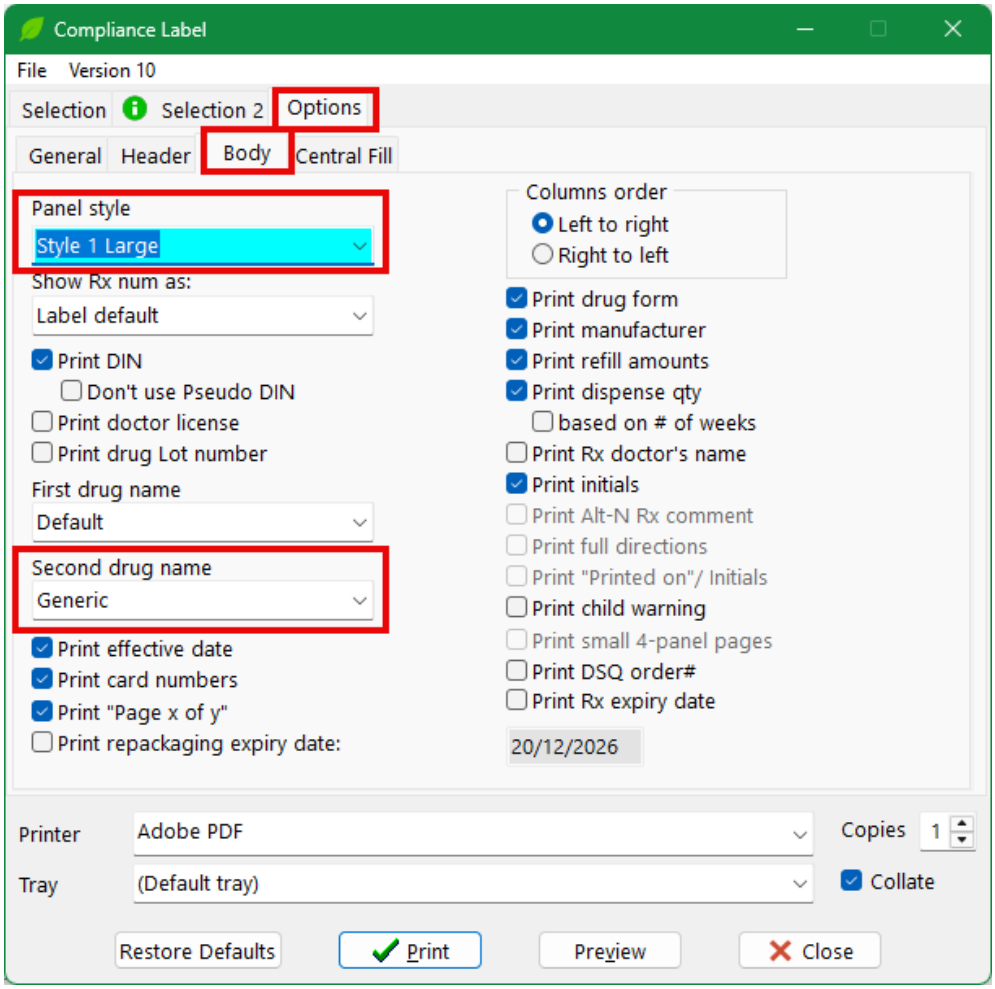
This issue has been resolved. The connection for each Manitoba Pharmacare (DPIN) claim is now released once the claim completes, so repeated adjudication no longer causes connection buildup or transmission failures. This change applies to Manitoba Pharmacare (DPIN) adjudication only and has no effect on other payer networks.

[KRL-26749] Compliance Label generic drug name truncated

Bug

For Manitoba stores, the **Compliance Label** (**Style 1** and **Style 1 Large**) always printed the drug card description and price in the second drug name cell. It ignored the **Second drug name** option (set on **Reports** > **Compliance Label** >

Options > **Body**). As a result, long generic names were cut off or did not print, and the label did not meet Manitoba College of Pharmacists requirements.



Resolution

This issue has been resolved. The **Manitoba Compliance Label** now uses the **Second drug name** option set to **Generic** with **Style 1 Large.** The full generic name prints on up to two lines, and long names without spaces break after "/". The full generic drug name is clearly rendered on the **Compliance Label** without any truncation, complying with Manitoba licensing standards.

Setting **Second drug name** to **Default** keeps the previous behaviour.

Newfoundland & Labrador

[KRL-25116] Patient MCP field sourced from NL.DIS Client ID

Improvement

Previously, the **Patient MCP** field (the patient's provincial health insurance number) in the MediTech Finance export was populated from the patient's NLPDP client ID. Newfoundland and Labrador Health Services (NLHS) hospitals use this export to reconcile pharmacy dispensing against their Meditech system, and required this column to reflect the NL.DIS client ID instead. The **Patient MCP** column has been updated to pull its value from the NL.DIS client ID. This is a data-source change only — it does not affect the Invoice file or any other column in the Finance export.

[KRL-25185] NLPDP resubmission reject-message loses its second line

Bug

When a resubmitted claim to the Newfoundland and Labrador Prescription Drug Program (NLPDP) was rejected and added to the NLPDP Resubs (Pending Resubs) worklist, the Rejects category's printed/stored "messages" text dropped the second message field and instead displayed the first field twice.

Resolution

This issue has been resolved. Resubmitted reject messages include all three **Message Data Line** fields, without dropping or duplicating any of them.

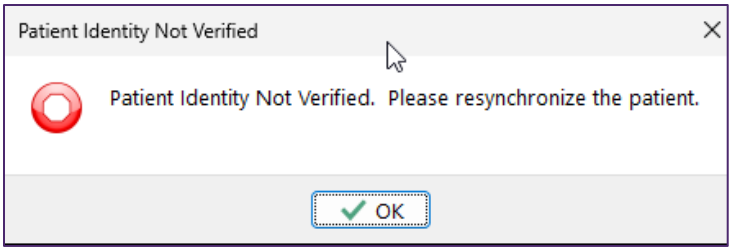
[KRL-25377] Profile request sent with blank spaces as the PHN instead of the correct identifier

Bug

When a patient's last name no longer matched the AB DIS client registry (for example, after a local edit), subsequent network profile requests for that patient's immunization, notes, and allergy data were sent with blank spaces in place of the patient's ULI/PHN, instead of the correct identifier. This was due to the patient having become unsynchronized from the network profile.

Resolution

This issue has been resolved. When a patient becomes unsynchronized with the network, instead of proceeding with subsequent profile requests, Kroll shows an error indicating that the patient identity is not verified, and to please resynchronize the patient.



[KRL-25451] AB ImmARI - 2026-08-18 IMM/ARI Changes

Improvement

The following changes were made to Imm/ARI:

Removed Vaccine Code End-Date

- COVMODmRNALP – COVID-19 mRNA 1273 - mRNA LP
- COVPBmRNALP – COVID-19 BNT162b2 - mRNA LP

End-Date Vaccine-Reason Association for COVMODmRNALP and COVPBmRNALP

- 22 – Continuing Care and Supportive Living *(End date: 2026-08-07)*
- 50 – Routine Recommended Immunization *(End date: 2026-08-07)*
- 54 – Occupational *(End date: 2026-08-07)*
- 66 – Other Risk *(End date: 2026-08-07)*

[KRL-26038] AB ImmARI - 2026-08-27 IMM/ARI Changes

Improvement

The following changes were made to Imm/ARI:

Add New Vaccine-Reason Association

- COVIDmRNA: 54 – Occupational (Start date: 1923-01-01)
- COVIDrSpike: 54 – Occupational (Start date: 1923-01-01)

[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.

Nova Scotia

[KRL-22087] Modify the Extension and Medication Review modules to auto-select new PIN records when creating the FFS F12 record

Improvement

Nova Scotia has introduced a new list of PINs for billing pharmacist services, effective **February 2, 2025**. A formulary update was deployed on **February 1, 2026** to add the 8 new PIN records to the system. This release updates the PIN auto-selection logic in the **Kroll Extension Module** and the **Kroll Medication Review Module** so that NS pharmacists are billed using the correct new PINs when an FFS F12 record is auto-generated.

- **Kroll Extension Module**: When a Nova Scotia pharmacist completes a prescription extension, the system now auto-selects the correct FFS PIN on the F12 record based on the number of prescriptions extended in that session:

Prescriptions Extended	New PIN	Description
1	**90109803**	Rx Renewal 1 Medication
2 – 4	**90109804**	Rx Renewal 2-4 Medications
5 or more	**90109805**	Rx Renewal 5+ Medications

  Previously, the system used two PINs with a simpler rule: fewer than 4 prescriptions → PIN 93899860; 4 or more → PIN 93899859. These old PINs are no longer used for NS Extension billing.

- **Kroll Medication Review Module:** When a Nova Scotia pharmacist finalizes a Medication Review, the system now auto-selects the correct FFS PIN on the F12 record based on the review type, patient history, and patient age.
  - **Advanced Medication Review**: The system evaluates the following conditions in priority order:

Priority	Condition	New PIN	Description
1 (Highest)	AMR finalized within 3 months of a Basic Medication Review	**90109767**	AMR within 3 months of BMR
2	AMR finalized within 12 months of a previous Advanced Medication Review	**90109765**	Advanced Medication Review Follow-Up
3 (Default)	Neither condition above applies	**90109766**	Advance Med Review copay removed

- **Basic Medication Review**: The system selects the PIN based on the patient's age at the time of finalization:

Patient Age at Finalization	New PIN	Description
Under 65	**90109797**	Basic Med Review non-seniors copay remains
65 or older	**90109798**	Basic Medication Review-seniors copay removed

Previously, the system used a single PIN for all Advanced Medication Reviews (93899999) and a single PIN for all Basic Medication Reviews (93899995), with no conditions applied. These old PINs are no longer used for NS Medication Review billing.

The 8 new NS PINs were added to the formulary via a scheduled update deployed on the evening of **February 1, 2026**: 90109803 · 90109804 · 90109805 · 90109766 · 90109765 · 90109797 · 90109798 · 90109767

No changes have been made to the Kroll Adaptation Module, any other module, or any province other than Nova Scotia.

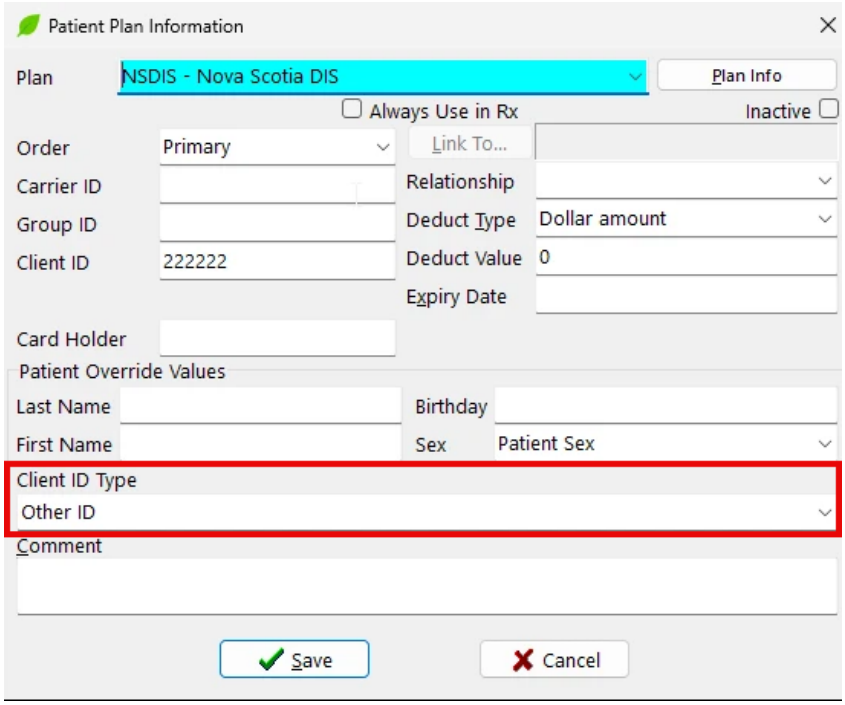
[KRL-25142] NS | Regulatory | Out of Country identifier, Other ID, was not available

Bug

On the NSDIS **Patient Plan Information** window, for out of country patients, the **Client ID Type, Other ID,** was not available.

Resolution

The NSDIS **Patient Plan Information** window now has the **Client ID Type**, **Other ID** available for out of country patients.



[KRL-25145] NS | Regulatory | Revise patient message was not sent to DIS when cell phone was added after the patient was saved

Bug

When adding a cell/mobile number on a patient card that was already saved locally and on the network, a Patient Revise message was not sent to the NS DIS Client Registry.

Resolution

This issue has been resolved. Adding a Work/Office or Cell phone to a synchronized patient that already has a Home phone now sends the appropriate Patient Revise message to NS DIS.

[KRL-25147] Deleting a patient's cell or work phone number does not send the required patient revise message

Bug

When deleting a patient's Cell or Work phone number locally, Kroll did not send the required Patient Revise message to the network.

Resolution

This issue has been resolved. Deleting a patient's Cell or Work phone number locally now sends the Patient Revise message to the network.

[KRL-25252] NS | Unable to send issue managements to network, blocking Rx workflow

Bug

During adjudication with NS DIS, the **Send Issue Management** pop-up kept looping back to itself even after items were managed, preventing the user from completing the Rx workflow.

Resolution

This issue has been resolved. Once the user manages any outstanding issue management items and then submits to NS DIS, Kroll proceeds through adjudication normally instead of looping back to the same pop-up.

[KRL-25719] NS DIS | Continuing Care: NSDIS issue with unmerge

Bug

Unmerging a doctor (**Utilities** > **Unmerge** > **Doctors**) could undo a patient's merge when the doctor and the patient have the same ID number. The doctor stayed merged and stayed in the **Unmerge Doctors** list.

Resolution

This issue has been resolved. Unmerge now looks up the merge by both ID number and record type (patient, doctor or drug). Unmerging a doctor only considers doctor merges. Unmerging a patient only considers patient merges, and the same applies to drugs. A reported freeze during unmerge has also been resolved.

Quebec

[KRL-25096] French interface shows TVP instead of TVQ for Quebec provincial tax*

Bug

Provincial sales tax was labelled TVP in the French interface — a literal translation of PST — rather than TVQ, the abbreviation Revenu Québec uses for the taxe de vente du Québec and the one that already appears on pharmacy receipts. The incorrect abbreviation appeared on the following store configuration, Accounts Receivable (AR), and ordering screens:

- The **Taxes** tab of the **Store Config** screen
- The **Default Tax Type** field on AR GL Categories
- The AR Activity Report, AR Statements Report, and AR Taxes Breakdown Report
- The **AR Profile** and Accounts grids on the Patient card, the consolidated invoices grid, and the tax label on AR invoices

- The **PST** checkbox on the **Catalog Edit**, **PO Item Detail**, and **Order Invoice Detail** screens

Resolution

This issue has been resolved. The French interface now displays **TVQ** in each of these locations. Tax rates and tax calculations are unchanged.

[KRL-26303] MultiRx receipt does not support Bill 92 required pricing breakdown (QC)

Bug

Quebec's Bill 92 requires prescription receipts to show the price paid by the pharmacist, the professional fee, and the amount covered by the general prescription drug insurance plan (RGAM), plus RAMQ deductible contributions where applicable. This detail printed on the single-Rx receipt but was missing from the Multi-Rx receipt, along with payer names, accepted/rejected status, and the total paid by third-party payers.

Resolution

This issue has been resolved. The Multi-Rx receipt now includes the same Bill 92 pricing breakdown as the single-Rx receipt, identifies each payer and whether their claim was accepted or rejected, and totals third-party payments. RAMQ deductible contributions and, optionally, third-party payer messages now print on separate pages.

This change applies to Quebec pharmacies using the Multi-Rx receipt; other provinces are unaffected.

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.