

# Troubleshooting FAQs

Last Modified on 07/30/2024 4:31 pm EDT

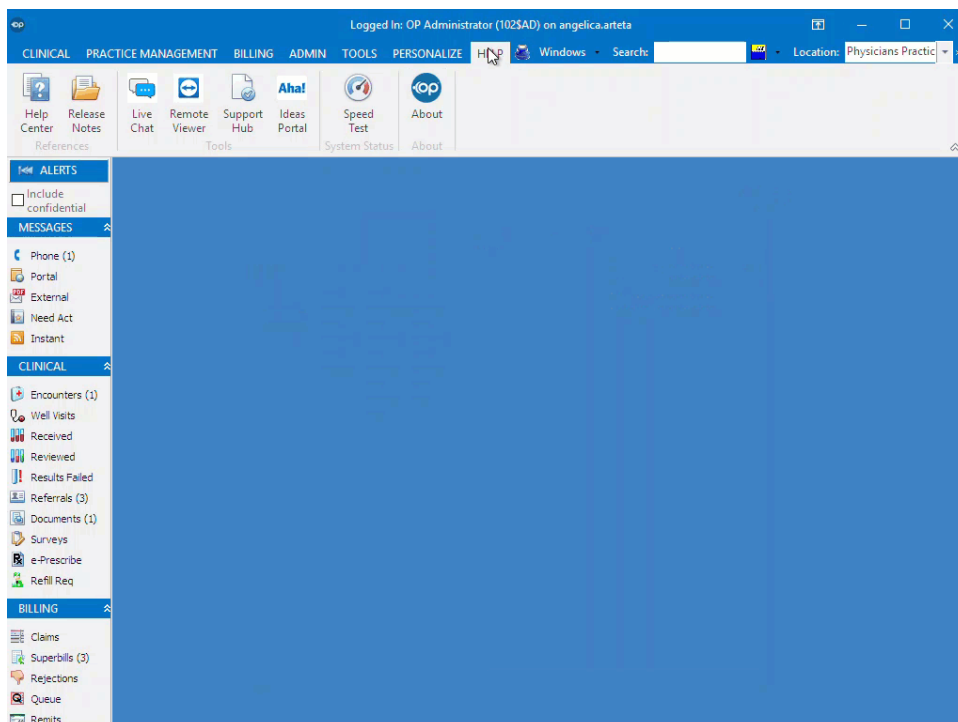
## Can't access Help Center?

If you are not able to access the Help Center and you are using an on-premise terminal server, check your default internet browser. If your default browser is Internet Explorer, make sure you change your default browser to Chrome or Firefox due to the high default security settings on Internet Explorer that can block the Help Center from loading correctly.

## How do I check my OP version?

### Check Version of OP

**Path: Help tab > About button > Build Number**



## How do I fax from OP Cloud?

A fully-integrated and secure eFax solution is available by contract with OP. Visit [eFax Overview](#) to learn about this solution and to see a high-level overview of the Inbound and Outbound Fax workflows.

## Dataset not in edit or insert mode?

In order to modify records in OP 14, the record needs to be in Edit mode. Some records will automatically enter Edit mode when you begin typing. When a record is not in Edit mode and you attempt to modify the record or save the results after a change, you may receive this message. The message is typically not an error. Instead, it is a message informing the user to explicitly set the record to edit mode and then make the change.

## Where do I save files I export from the Cloud?

## Why does the OP software appear to freeze up?

There can be many factors for why the OP software freezes your system (such as PC resources consumed by other applications), but one common function that can temporarily freeze your control of the main OP application is the activation of a modal window within OP.

Modal windows are graphical control elements that work in conjunction with the application that is being used on the workstation. They pop up when there is an important function opened/activated that needs to be performed at that moment on your workstation (such as giving permissions or editing an important particular piece of information). These modal windows can create disruptions to the normal workflow of the application until a resolution to that window is complete (such as preferences set, privileges administered, information input).

If you open or activate a modal window, simply locate the modal window, perform the action requested, and continue with your normal workflow. Most Modal windows can also be closed by clicking the X button in the upper-right corner. To help determine what Modal windows might be open, try clicking on the Windows dropdown menu in the top right of your OP. A list of currently active windows will appear to help you determine which Modal window may be freezing up your system.

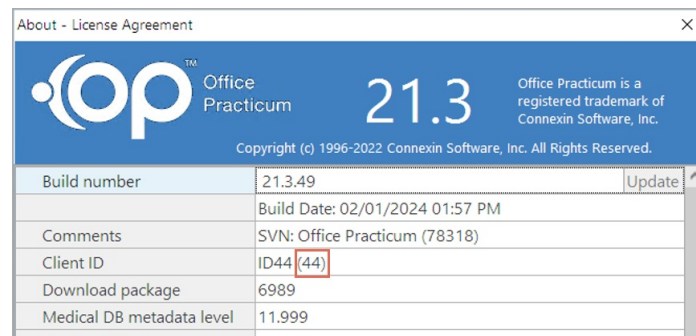
Some modal windows in OP include:


- About License Agreement (from the About button)
- Add a New Diagnostic Test Order (In-House, Send-Out, or Legacy)
- Add a New Survey
- Add Developmental Milestones
- Add or Edit an Allergy/Reaction
- Add or Edit Billing Notes
- Add or Edit a Medication
- Add or Edit Miscellaneous Notes
- Add or Edit a Problem
- Add or Edit a Referral/Transition of Care
- Add or Edit a Task
- Add or Edit Charges (from the New Claim button)
- Address Book Specialty Description
- Archive Medical Records (from the Archive Records button)
- Backup Confirmation (from the Backup Logs button)
- Batch Billing Statements (from the Bulk Statements button)
- Capitation Payment Single Entry
- Consent Record Types
- Contact Manager
- CPT-4: Physicians' Current Procedural Terminology (from the Procedure (CPT) Codes button)
- Customize Patient Care Plans
- Diagnosis Code Management (from the Diagnosis Codes button)
- Edit Address (from the Address Book)

- E-Prescriber Allergy Data: Map to Standard ICD9 Codes (from the Allergy Codes button)
- EPCS Access Control
- EPCS Provider Dashboard
- HL7 Error Logs
- Insurance Payer Details (from the Insurance Payer Code dropdown)
- Medication Finder (from the Medication Favorites button)
- Messaging - Search for Documents (from the Attachments button)
- Messaging - Choose Recipients (from the Choose Recipients from Grid button)
- Messaging - Phrase Construction
- Patient's Credit Account (from the New Credit button)
- Patient's Credit Account (from the Refund button)
- Phrase Construction (from the Phrases button)
- Prescription (from the ePrescribing Center Edit button)
- Report Criteria
- Search for Documents (from the Documents Management Search button)
- Search for or Add A New Address Book Entry
- Security Settings (from the Security Administration button)
- Superbill - Pending Procedures (from the New Superbill button)
- Utility to Update LOINC Codes in the Diagnostic Test Result Table (from Synchronize LOINC Codes)
- Vaccine Inventory (from the Manage Vaccine Inventory button)
- Vaccine Inventory Forecast
- Vital Signs Table
- Workgroup Administration (from the Workstations button)
- Worklist (from ePrescribing Center ePrior Auth)

## How do I find the OP MED ID?

1. Navigate to **Help tab > About button**. The **About- License Agreement** window opens.
2. Locate the **Client ID** field. The number in parentheses is the **OP MED ID**.



About - License Agreement	
 <span>Office Practicum</span> <span style="font-size: 2em; font-weight: bold;">21.3</span> <span>Office Practicum is a registered trademark of Connexin Software, Inc.</span>	
Copyright (c) 1996-2022 Connexin Software, Inc. All Rights Reserved.	
Build number	21.3.49 <span>Update</span>
	Build Date: 02/01/2024 01:57 PM
Comments	SVN: Office Practicum (78318)
Client ID	ID44 (44)
Download package	6989
Medical DB metadata level	11.999

## How do I make the font larger in OP?

While there is not a place to increase the font within OP on a user by user basis, users can adjust their screen resolution in their display settings to increase the font size. To do so, right click on the desktop and select **Display Settings**. Lowering the screen resolution will result in an increased font size.



**Tip:** OP's System Requirements recommendation state that the screen resolution be 1920X1080 for clients on a version of 14.19. For clients on lower versions, OP's System Requirements recommendation state that the screen resolution be 1024x768. Changing the resolution on a user's display may cause some information to be cut off on the screen.

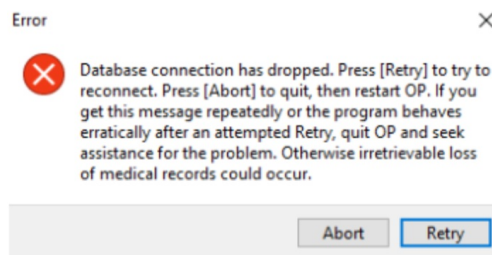
## What should I do if I get a Database connection has dropped error?



**Note:** This error will *only* occur for on-premise clients.

A user's device can get disconnected from the database from time to time. This problem first arose in 14.19.8, released on 8/29/19. The issue affects On Premise (not OP Cloud) practices with devices that frequently drop connections to the database server.

If you see the database error message below, it is safe to click the **Retry** button once.



If you keep getting the error message, the network connection should be investigated by your IT professional. If just one person in your practice is getting the error, there could be a problem with their device. If the issue occurs in one room, then there could be a wireless access issue. If everyone in the office gets the error, it could be a network card on the server or something central to your network.

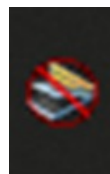
## How to Troubleshoot Scanners

Your scanner isn't working? Try these steps to troubleshoot your scanner:

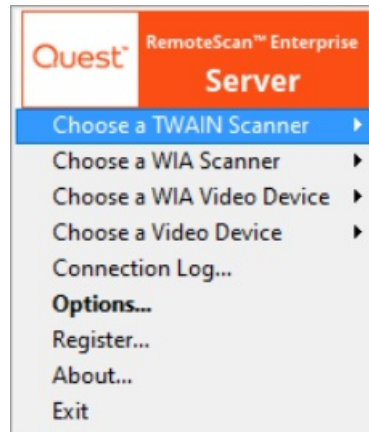
1. Verify if the scanner is plugged in and connected to the computer.
2. Verify that the Remote Scan application is running and ready.
3. Click the up caret in the notification area of the taskbar.



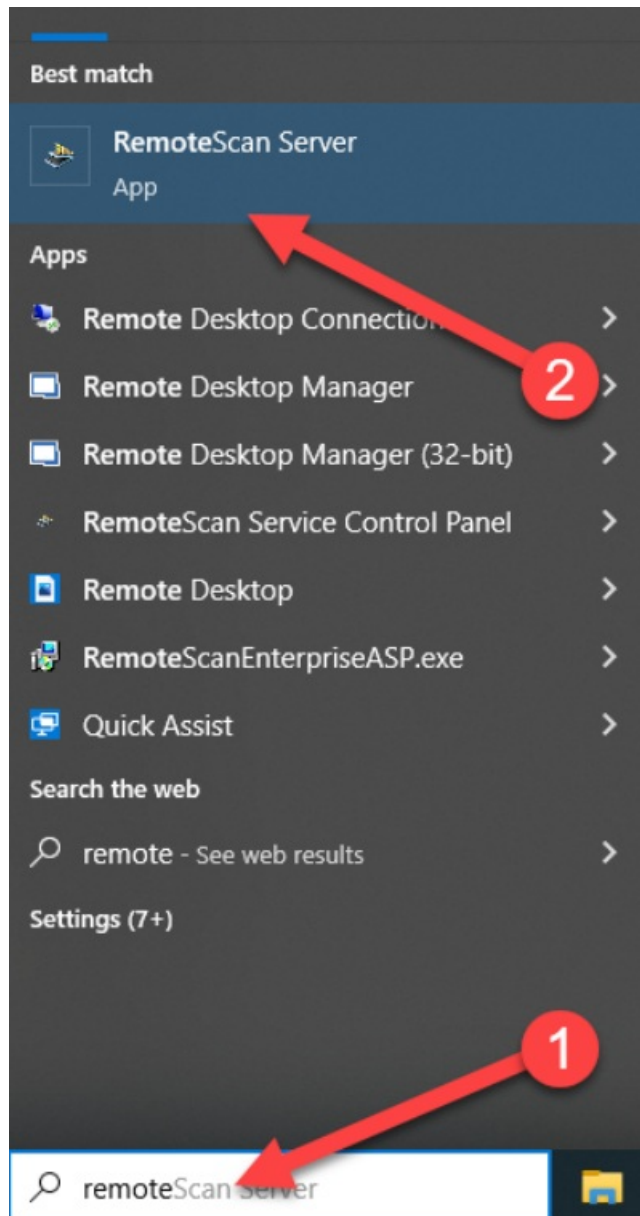
4. If the Remote Scan Icon isn't there, press the **Windows** key and type remote. This will bring up the RemoteScan Server. Click it and verify it now shows with the green line in the notification area.
5. If the RemoteScan Icon is in the notification area, but has the red circle around it instead of the green line under it, this indicates the scanner is not connected to the RemoteScan Server.



- To correct this, right-click on the RemoteScan Server icon, then navigate to the top of the menu where it says **Twain Scanner**, and then select the name of your scanner. The green line should then appear under the icon.



- If the RemoteScan icon is in the notification area but is in a yellow block, that means the scanner is showing as busy or is being used by another program. This will happen if you press the **Scan** button directly on the scanner, or if you have a paper jam occur and don't click the **Retry** button that pops up on the screen. To correct this you will have to close out of RemoteScan and re-launch the application.
- Right-click on the RemoteScan icon and select **Exit**.
- Press the **Windows** key and type remote. This will bring up the RemoteScan Server. Click it and verify it now shows with the green line in the bottom right corner of the screen.



- If you are trying to scan in OP and when you click on **Page Scanner** or **Card Scanner** when the window opens and the **My Scanner** field is blank, that indicates the Remote Scan Server application is not running. See the steps above on how to launch the Remote Scan Server.
- If you are trying to scan in OP and when you click on **Page Scanner** or **Card Scanner** when the window opens and the **My Scanner** field says **No Scanner** connected, this indicates that RemoteScan Server is running but doesn't have a Twain Scanner selected. See the steps above on how to select a Twain Scanner in the RemoteScan application.
- After making any of these corrections you will need to refresh the connection of the scanner in OP. You can do this by closing all open tabs/windows until you can see the blue background of the default OP screen. Then re-open **Document Management** and any other necessary windows/tabs and continue scanning.