

### Important Content Update Message

We are currently updating the OP Help Center content for the release of OP 20. OP 20 (official version 20.0.x) is the certified, 2015 Edition, version of the Office Practicum software. This is displayed in your software (**Help tab > About**) and in the Help Center tab labeled Version 20.0. We appreciate your patience as we continue to update all of our content.

## Emergency Server Overview

Last Modified on 12/23/2019 1:57 pm EST

The Emergency Offline Server (EOS) allows your practice to have access to medical records even if the server and the network are not functioning. The EOS is current as of the time a [backup](#) was run. It may be from the night before, or anywhere from several minutes to several hours old.

The purpose of the EOS is to buy time for your technical staff and the Office Practicum Support Team to determine why the network is offline. While the network is down, the practice can view all medical records, but until a decision is made about the status of the server, NO new entries should be made in the EOS database. If necessary, maintain paper records until the network server is brought back on line. In some cases, the EOS may become the network server until the main server is repaired.