

Technical Bulletin

Duplicate Report Printing – AutoReceive 3.0

Issued: January 30, 2007

Summary:

As of 01/30, nearly 7,000 sites have upgraded to A.R 3.0. We are confident, from the number of reported issues, that the problem is isolated and only impacts a small percentage, < 1% of our sites.

There have been some reported instances to the MedPlus Helpdesk, RHD, and local IT of reports from November re-printing after the upgrade to 3.0. It is our best assessment of the situation that this would only occur under the following circumstances:

1. A site had previously encountered the original 3.0 printing problem.
2. A site visit was performed and an older version (2.x) was installed.
3. The original problem left some residual reports that downloaded to the local PC (Print Queue) but were not printed due to the defect.
4. 2.x did not use that Print Queue approach, so those documents stay on the computer.
5. The computer auto-updated to 3.0, found the Print Queue documents (From November) and printed them.
6. It then downloaded and printed the correct recent reports and is now operating correctly.

Resolution/Action:

1. Stop AutoReceive
2. Navigate to the AutoReceive folder (default is C:\Program Files\AutoReceive\Print_q\

Deleting all of the files in the folder will remove them from the print queue. To reprint past results, you can do a Redownload Now for specific date ranges.

If this is Quest provided hardware, you will need to be logged on as an Administrator to clear the queue.