

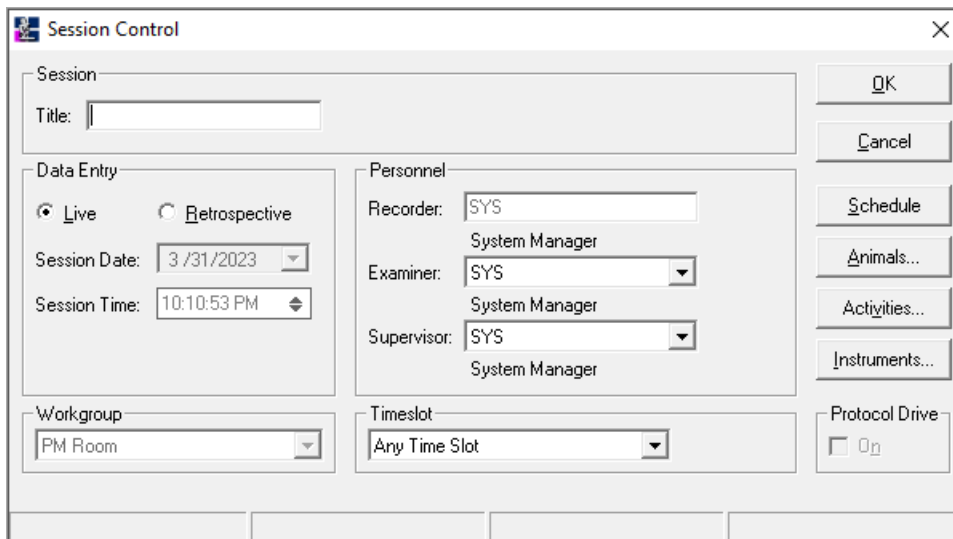
Customer Services Notice

SIGNIFICANT FAULT NOTIFICATION: SW36413

A significant fault with Data Integrity implications, has been identified in the Provantis Pathology module in Provantis releases between versions 10.6.0 and 11.0.1 which can cause data loss of the users signed-in to the session as Examiner or Supervisor. (Please see the *Product and Module impacted* section at the end of this document for list of versions)

When a user other than the logged in user is selected as the Examiner or Supervisor, and signed in by entering their password, the application may fail to save the user selected to the database.

This results in the loss of attribution of those users to the session and it will not be possible to report these users (e.g. on the By Session 2 Report).



This fault is due to a change in behaviour of the Oracle driver, when switched from Oracle Object for OLE (OO4O) to ADO in Provantis 10.6 not being addressed in this screen.

This fault will be addressed in the upcoming Provantis 10.8.5 and 10.9.1 Patch releases, scheduled for release imminently.

The versions of Provantis affected between Provantis 10.8.0 and 11.0.1 all use the same build of Pathology, that being 10.8.0, allowing the patch to be applied independent of other changes in those versions.

Advisory: If you use this functionality, please alert users to record the users in an alternative manner until the patch can be applied to your system.

Please contact the Help Desk for further information
E-mail: help@instem.com

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Please contact the Instem Help desk referencing Provantis fault SW36413, if you use this functionality and are impacted by this issue or require further information.

Product and Module impacted

- Pathology
 - Provantis 10.6.0
 - Provantis 10.7.0, 10.7.1, 10.7.2, 10.7.3
 - Provantis 10.8.0, 10.8.1, 10.8.2, 10.8.3, 10.8.4
 - Provantis 10.9.0
 - Provantis 11.0.0, 11.0.1

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