



PSCient 2019


PSClient 2019 What's New
Jan-2019
Release: PSClient 2019a
Version: 2019.01.1812.311

This initial release of version 2019 primarily addressed software changes required to stay current with Microsoft server OS and workstation OS changes.

Stay tuned for our 2019 development road map. We have many exciting new software features nearing completion. This will be a busy year for software updates, expect at least four significant updates.

Scroll Settings

Software Report: PSC-27

Recent updates in Windows Server 2012 and 2016 and Windows 8 and 10 have patched a bug related to page-to-page scrolling in certain programs. Many years back we created a workaround for this issue. Now as certain users update their OS that workaround may need to be turned off. Because this can impact user #1 and not user #2 in a specific office, we elected to provide a configuration setting at the company level as well as at the user level.

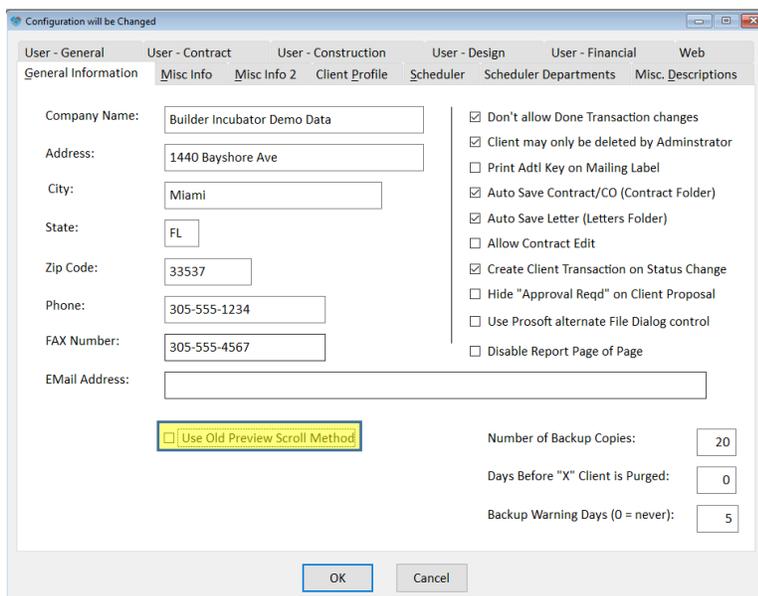
Version 2019 provides configuration settings in two menu locations;

Company Level Configuration

Log in as supervisor

go to FILE | SUPERVISOR | CONFIGURATION

On the GENERAL INFO tab notice the check box to “Use Old Preview Scroll Method”



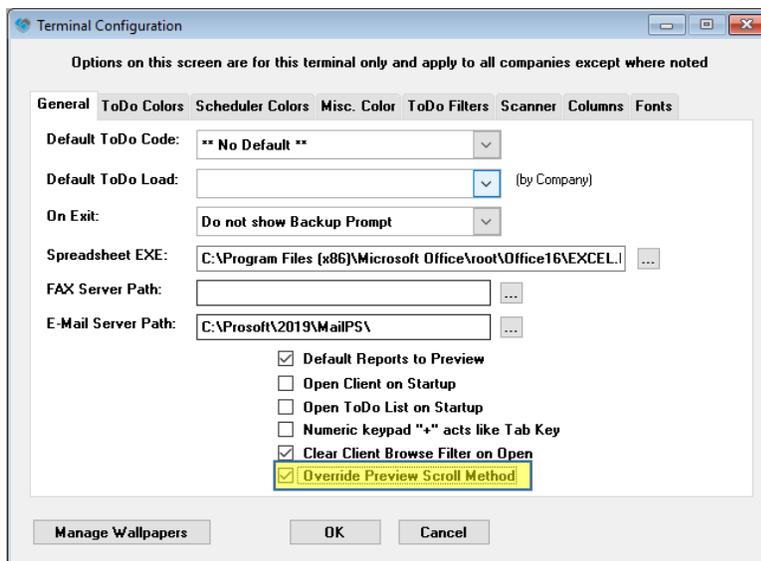
The screenshot shows a configuration window titled "Configuration will be Changed". The "User - General" tab is active, showing fields for Company Name, Address, City, State, Zip Code, Phone, FAX Number, and EMail Address. On the right side, there are several checkboxes for various settings. The checkbox "Use Old Preview Scroll Method" is highlighted with a yellow box. Below the checkboxes, there are three numeric input fields: "Number of Backup Copies" (20), "Days Before 'X' Client is Purged" (0), and "Backup Warning Days (0 = never)" (5). The window has "OK" and "Cancel" buttons at the bottom.

User Level Configuration

Log in as your user

go to FILE | TERMINAL SETUP

On the GENERAL tab notice the check box to “Override Preview Scroll Method”



Testing – does scrolling still work

After updating to version 2019 determine if any users have a scrolling problem by previewing any 2+ page report. If the user can scroll (using the mouse scroll wheel) from page 1 to 2, there is no issue. If, however the user scrolls to the bottom of page 1 and stops, scroll settings need to be adjusted.

Recommended Approach

If the scroll settings need to be changed – we recommend starting at the COMPANY level first.

Set Company Level

1. Log in as SUPERVISOR
2. go to FILE | SUPERVISOR | CONFIGURATION
3. Check ON the box to “Use Old Preview Scroll Method”
4. Log out
5. Have each user log in and test again
6. If ALL of your users are now scrolling properly – you are done.
7. If certain users can still not scroll – configure scroll settings at the User Level


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Set User Level

1. Log in as the user
 - a. If your office is running via RDP or Remote Apps – this user log in must be BOTH the session log in as well as the PSClient log in.
2. go to FILE | TERMINAL SETUP
3. Check ON the box to “Override Preview Scroll Method”
4. IMPORTANT - Log out completely
5. Log back in and test