



Privia 5.13.R09 Client Update (03/23/2022)

For Privia integration issue with Microsoft Office Updates

As a Privia Administrator, we are notifying you of this Privia Client Update. Users will need to install this new Privia Client to continue using the Privia Commenting functionality with the latest Microsoft Office applications. No upgrade will be required to the Privia Server. For on-premise customers, please refer to the Installation and Packaging section to deploy updated Privia Client software to your end users.

Issue

We identified an integration issue between Privia Client and an update of Microsoft Office that affects Privia Commenting with Excel, PowerPoint, and possibly Word files.

When opening Privia Commenting, the file does not appear in the Privia Commenting window and causes a Privia Client crash when attempting to close the window. The issue began to appear when running Microsoft Office version <u>Version 2109 (Build 14430.20234)</u> or later.

As a workaround, at the time, we recommended users experiencing this issue to downgrade their Microsoft Office version to <u>Version 2108 (Build 14326.20404)</u>.

Fix

We are happy to announce that we worked closely with Microsoft to fix the issue and completed our testing with not only the latest version of the Office applications but also the Beta channel version with their upcoming Office updates as advised by Microsoft Office Support due to the nature of the changes related to windows display scaling and handling.

Office Options

The fix made to the Privia Client to support the changes in Microsoft Office requires that you ensure the following setting in the Options dialog for Excel, PowerPoint, and Word application respectively is also set (Please refer to the Figure below).

The fix and the setting together allow for the use of Desktop scaling with the use of multiple monitors.

In Excel, navigate to the "Excel Options" Dialog, as illustrated below and ensure that "Optimize for Compatibility" option is selected. Repeat the same process in "PowerPoint Options" dialog, and "Word Options" dialog.

	Figure 1. Optimize for compatibili			
	Excel			
cel Options	?	×		
General	General options for working with Excel.	1		
Data	User Interface options			
Proofing Save Language Accessibility Advanced Customize Ribbon	When using multiple displays: () Optimize for best appearance (application restart required) Optimize for compatibility Show Quick Analysis options on selection Show Quick Analysis options on selection Collapse the ribbon automatically () StevenTip style: Show feature descriptions in ScreenTips	ti		
Add-ins	When creating new workbooks			
Trust Center	Use this as the default font: Body Font Font size: 11 Default view for new sheets: Normal View Include this many sheets: 1			
	Personalize your copy of Microsoft Office	Ш		
	User name:			
	Privacy Settings	¥		
	OK Cance	I		

An additional setting may have to be reviewed as well. If it is enabled, this setting may prevent opening of the file in commenting because a background dialog pop-up from the Office Application prevents the loading of the file. Often this dialog pop-up hides behind all the windows on the user's desktop, and if visible, clicking on the "Ok" button to dismiss it will allow the loading of the file in the commenting window to proceed without issue.

If this becomes a common occurrence and causes an issue/annoyance, we recommend that you ensure that this option is disabled as illustrated below for Excel (and similarly for PowerPoint, and Word as well).

		Figure 2. Disable Option		
Excel				
Excel Options	?	×		
General Formulas	Help keep your documents safe and your computer secure and healthy.	Delete Format		
Data	Security & more	Cells		
Proofing	Visit Office.com to learn more about protecting your privacy and security.			
Save	Microsoft Trust Center			
Language	Microsoft Excel Trust Center			
Accessibility	The Trust Center contains security and privacy settings. These settings help keep your	-1		
Advanced	computer secure. We recommend that you do not change these settings.	**		
Customize Ribbon	Trust Center	?		
Quick Access Toolbar				
Add.inc	Trusted Publishers Privacy Options			
Trust Center	Trusted Locations Privacy Settings Please ensu	re that this option		
	Trusted Add-in Catalogs Read our privacy statement is disabled for	or Privia		
	Add-ins	with Evcol		
	ActiveX Settings Document-specific settings COTTITIETTETT	g with Excer		
	Macro Settings Bemove personal information from file properties on save ③			
	Protected View Document In pector			
	Message Bar Research & Reference			
	External Content			
	Preserveb October			
	Privacy Options			
	Form-based Sign-in			

Download For End User Installation

Users can download the updated client as before, using the following URL:

https://<servername>.privia.com/Privia/Download/PriviaSetup.asp

Where <servername> is the name of your specific Privia Server.

Installation

The above End User Installation instructions apply to environments that allow users to download and install the software individually. If your IT department manages the installation of software, we recommend you continue with your existing methods to provide the updated Privia Client to your end users after downloading the updated client software available in both the Executable Installer, as well as in the MSI format from this link:

To deploy the new client, download and extract the PriviaClient5.13.R09.zip from

https://ark.privia.com/Privia/Download/PriviaClient5.13.R09.zip

You may get in touch with Privia Support to determine on how to deploy if you have any additional questions regarding Microsoft Office Application configuration steps.

NOTE: The following section only applies to On-premise customers who allow the end users to install the Privia Client software on their own.

Server Packaging

This step is required if you have Privia Server hosted on premise.

From the downloaded PriviaClient5.13.R09.zip file in the previous section copy the following two files:

PriviaClientInstall.exe and setup.exe to a suitable folder location of your choice.

Navigate to the Folder (<drive>:\PriviaServer\Setup\ClientPack\Win) in the File Explorer. Note: If you selected a separate drive for your Privia File Storage than the above folder will be on that drive.

Move the existing executable files from this location to another folder created elsewhere on the drive as a backup.

Now place the extracted executable files next to the setup.ini.

Go to the Windows Start Menu and run Privia Client Packager application and click on the "Create package" button.

Once the Privia Client Packager process finishes the Download folder should have the latest client installer ready for users to access via the URL mentioned in the Download section above.