

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 [Version 2109 \(Build 14430.20234\)](#) or later.

As a workaround, at the time, we recommended users experiencing this issue to downgrade their Microsoft Office version to [Version 2108 \(Build 14326.20404\)](#).

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.

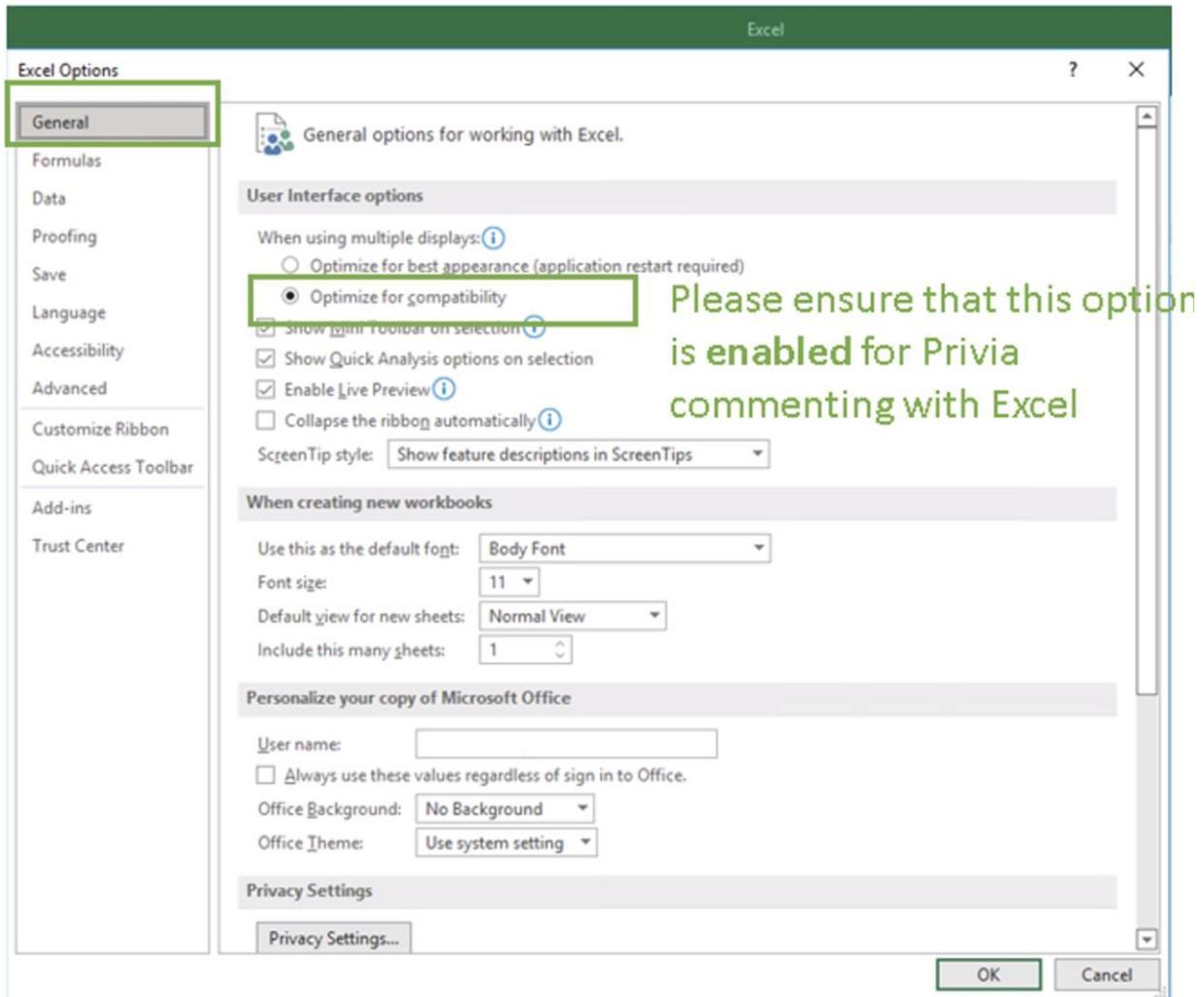
Office Options

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.

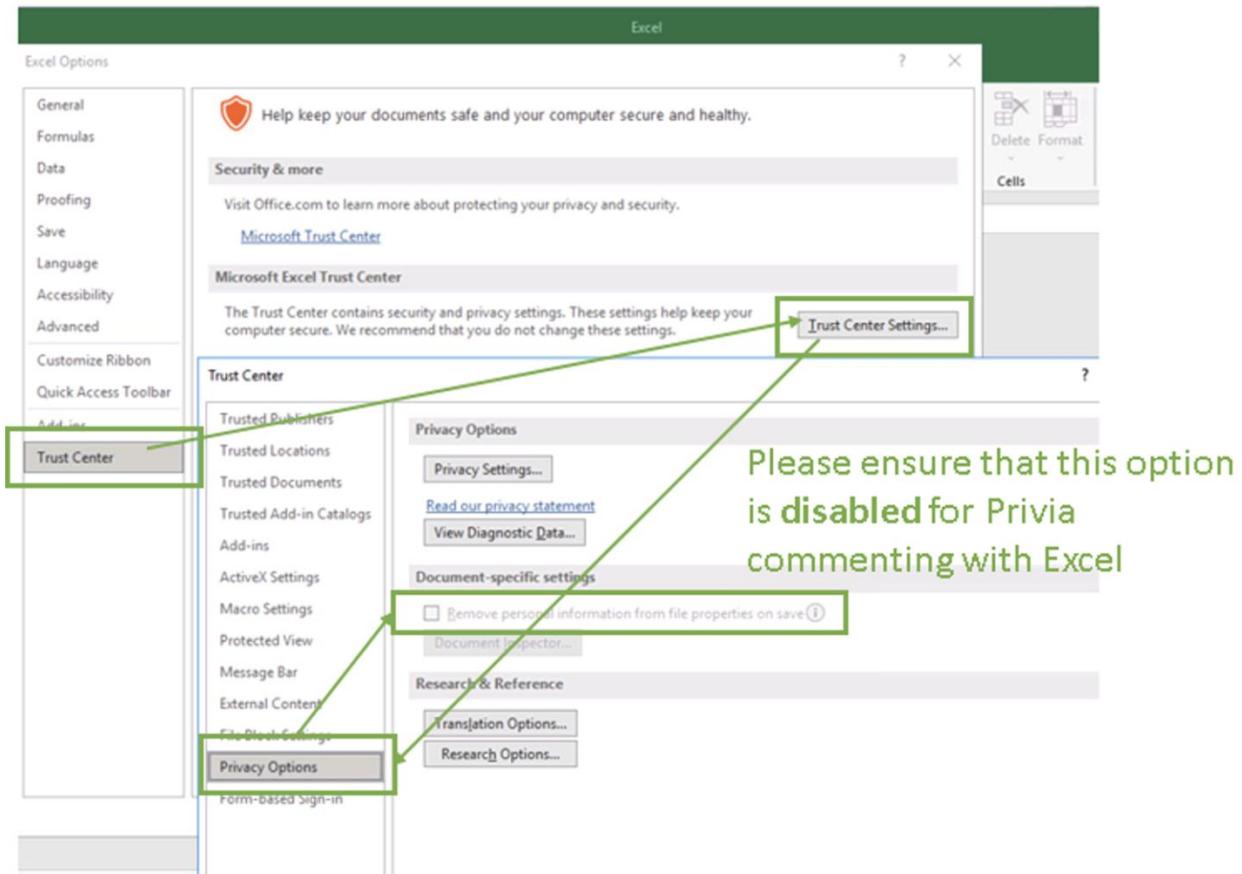
Figure 1. Optimize for compatibility



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



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.