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Google Chrome Time Issues

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1. Overview

When Google Chrome is used as the browser for running RevolutionEHR, by default Chrome will use a plug in to run Flash-based programs like RevolutionEHR using their version of a Flash Player instead of Adobe Flash Player. We have confirmed through a Chrome development site that in the release of the newest version of Google Chrome an issue has come out related to Daylight Savings Time.

Originally this issue seemed to only affect Office Hours in RevolutionEHR, but we are now finding that it is incorrectly sending the data related to the times of appointments that have been booked using Chrome since the latest Google Chrome update. It only affects appointments that have been booked for a day on or after November 4th because Daylight Savings Time ends at 2:00 am on November 4th. Other programs that are run using Flash have reported the same problem when running in Google Chrome.

These appointments appear normal when viewing them using Chrome that is running the Chrome version of Flash Player, but if these appointments are viewed using another browser, or if the Chrome version of Flash Player is disabled and the Adobe version Flash is downloaded, the appointments will show up in the schedule as an hour later then they were originally scheduled. They are not being converted to standard time before going to the database due to the bug in the Google Chrome version of Flash.

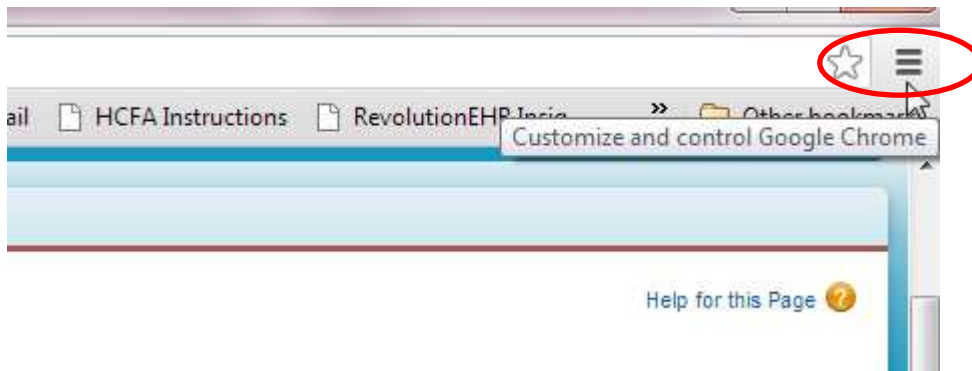
If you have already followed the instructions below to disable the Chrome version of Flash Player and have downloaded the Adobe version, your appointments will be saved in the database as the correct time.

If you have been using Google Chrome but have not yet followed the instructions below, we strongly encourage you to either disable the Chrome version of Flash and download Adobe Flash or discontinue using Google Chrome at this time.

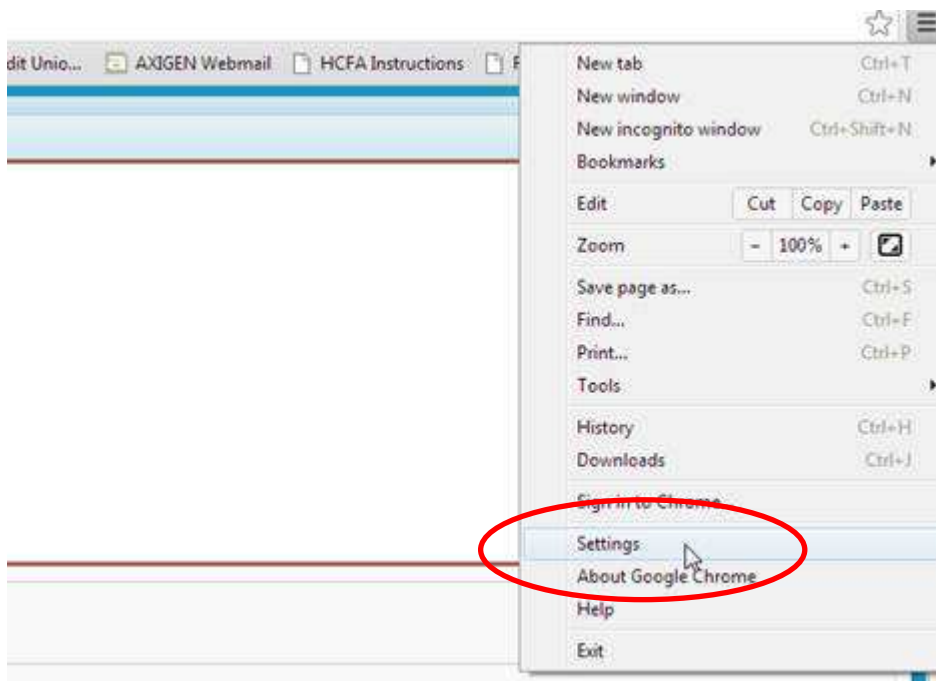
IMPORTANT NOTE: Once you have followed the instructions below or have changed to a different browser you should review all appointments in your schedule on or after November 4th for accuracy.

2. Disable Chrome's Flash Player

- Click on the icon in the upper right in Chrome. This icon was previously a small wrench but is now displayed as three grey lines



- Select "Settings"



- At the bottom of the page select "Show Advanced Settings"

Appearance

Get themes

Reset to default theme

☐ Show Home button

☒ Always show the bookmarks bar

Search

Set which search engine is used when searching from the [omnibox](#).

Google ▼

Manage search engines...

☐ Enable Instant for faster searching (omnibox input may be [logged](#))

Users

You are currently the only Google Chrome user.

Add new user

Delete this user

Import bookmarks and settings...

Default browser

The default browser is currently Google Chrome.

[Show advanced settings...](#)

- Under "Privacy" select "Content Settings"

[Add new user](#) [Delete this user](#) [Import bookmarks and settings...](#)

Default browser

The default browser is currently Google Chrome.

Privacy

[Content settings...](#) [Clear browsing data...](#)

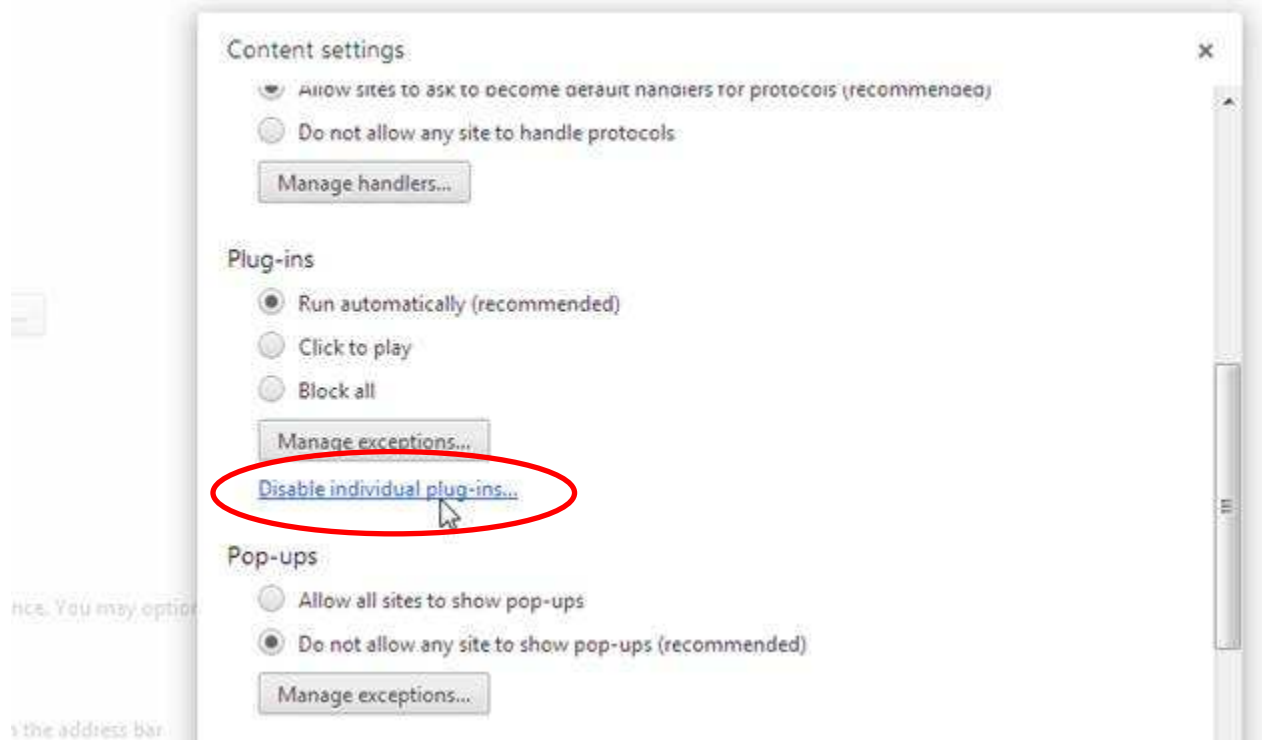
Google Chrome may use web services to improve your browsing experience. You may optionally disable these services. [Learn more](#)

- ☒ Use a web service to help resolve navigation errors
- ☒ Use a prediction service to help complete searches and URLs typed in the address bar
- ☒ Predict network actions to improve page load performance
- ☒ Enable phishing and malware protection
- ☐ Use a web service to help resolve spelling errors
- ☐ Automatically send usage statistics and crash reports to Google

Passwords and forms

- ☒ Enable Autofill to fill out web forms in a single click. [Manage Autofill settings](#)

- Under "Plug-ins" select "Disable individual plug ins"



- Select "Disable" for Flash – Version 11.3.31.331

Plug-ins (12)

Flash - Version: 11.3.31.331
Shockwave Flash 11.3 r31

[Disable](#) ☐ Always allowed

Chrome Remote Desktop Viewer

This plugin allows you to securely access other computers that have been shared with you. To use this plugin you must first install the [Ch](#)

[Disable](#) ☐ Always allowed

Native Client

[Disable](#) ☐ Always allowed

Chrome PDF Viewer

[Disable](#) ☐ Always allowed

Adobe Acrobat - Version: 10.1.3.23 [Download Critical Security Update](#)
Adobe PDF Plug-In For Firefox and Netscape 10.1.3

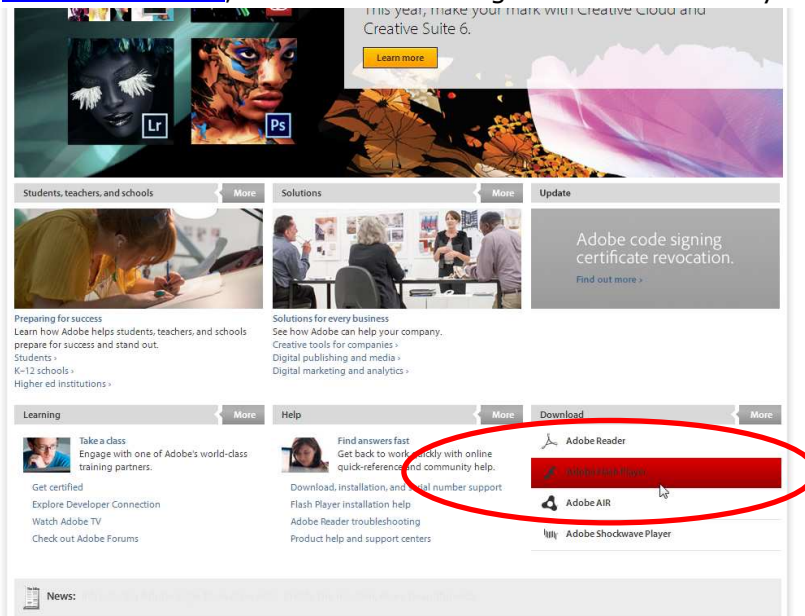
[Disable](#) ☐ Always allowed

Microsoft Office (2 files) - Version: 14.0.4730.1010
Office Authorization plug-in for NPAPI browsers

[Disable](#) ☐ Always allowed

3. Download Adobe Flash Player

Go to www.adobe.com, near the bottom right select "Flash Player"



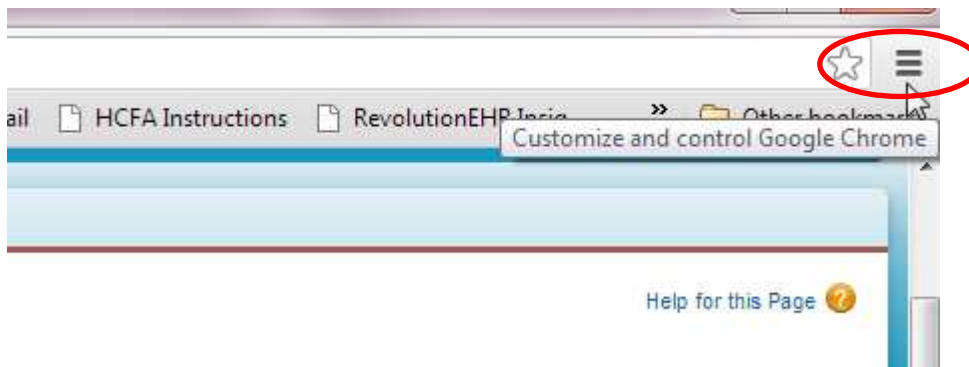
Follow the instructions for downloading Flash Player.

Note: Prior to hitting the “Download” button, remove the check mark from any free software that Adobe offers to install. In the screen shot below it is McAfee:

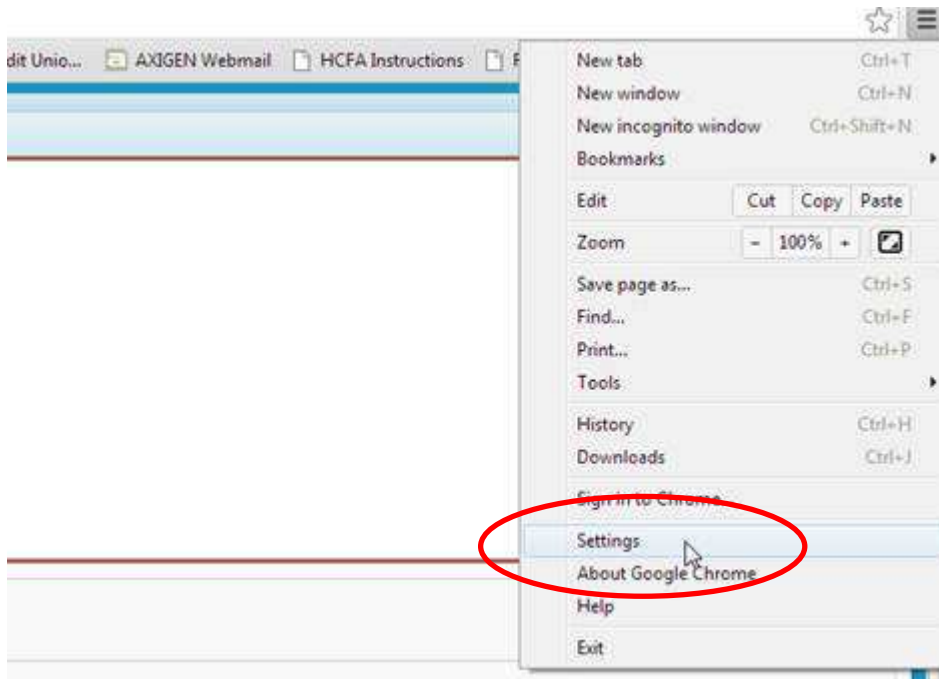


4. Confirm that Chrome is now using Adobe Flash

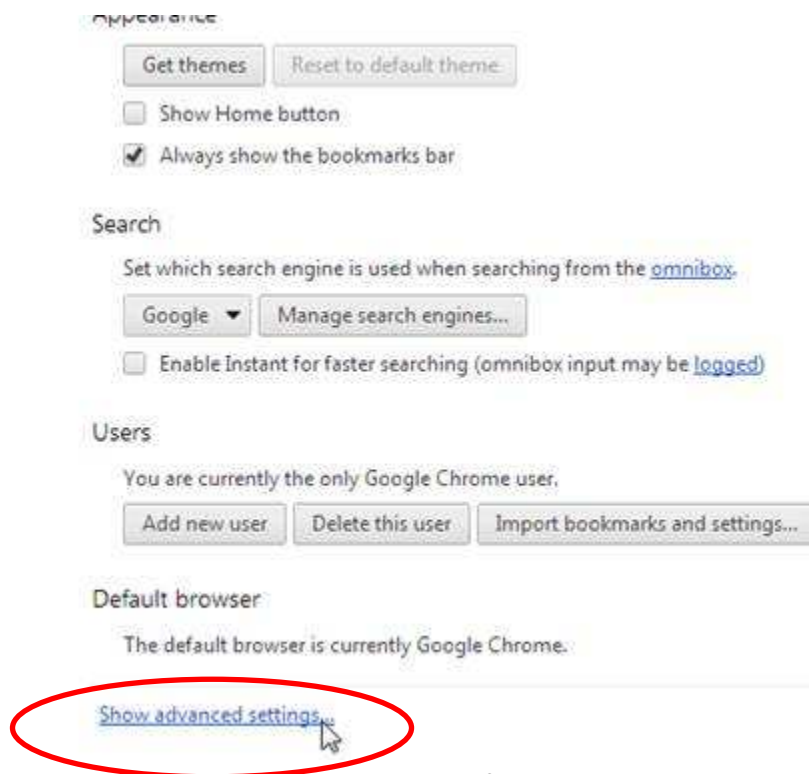
- Click on the icon in the upper right in Chrome. This icon was previously a small wrench but is now displayed as three grey lines



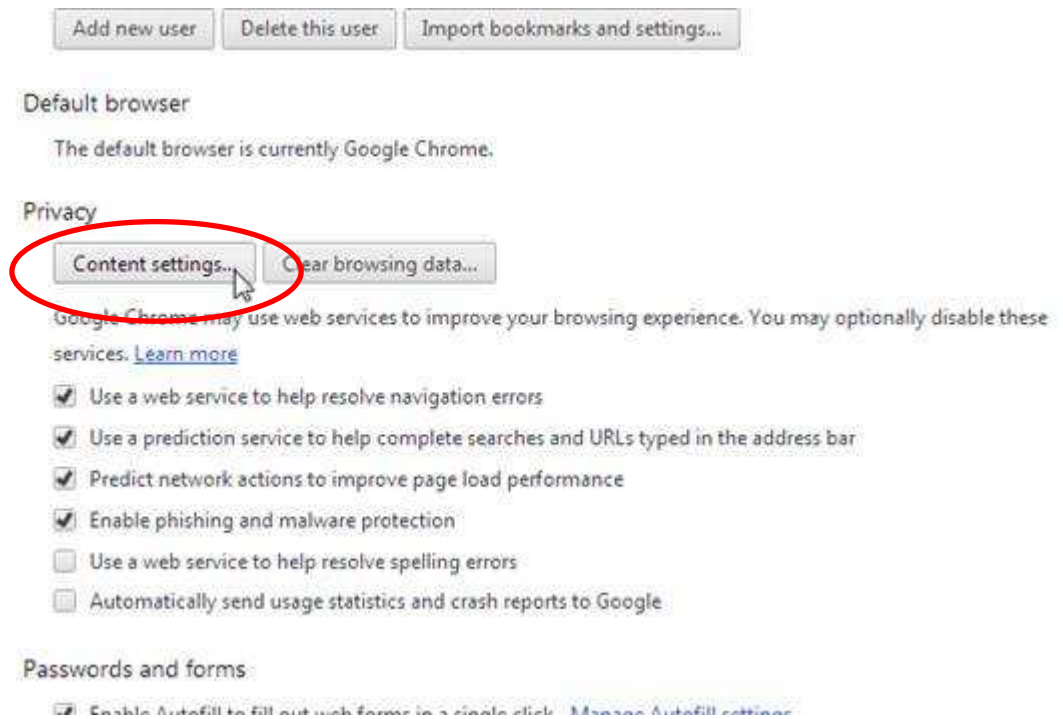
- Select “Settings”



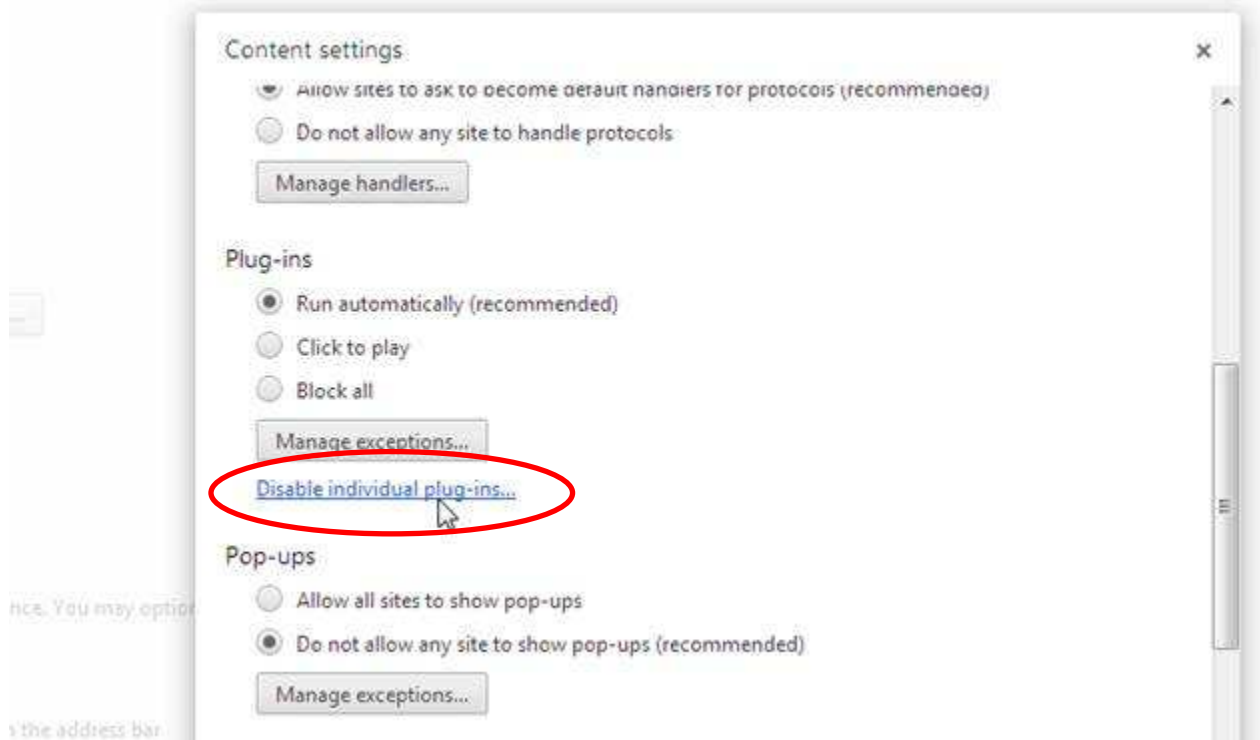
- At the bottom of the page select "Show Advanced Settings"



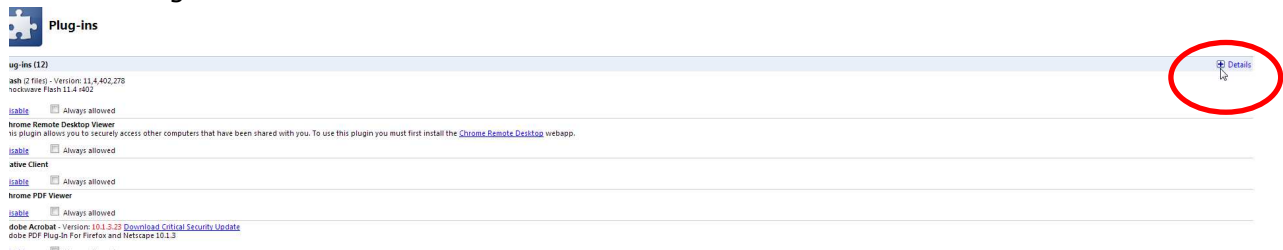
- Under "Privacy" select "Content Settings"



- Under "Plug-ins" select "Disable individual plug ins"



To the far right click the "+" button for "Details"



You should see two Flash files displayed. The disabled version will be highlighted in grey. Confirm that this version contains "Pepperflash" in the "Location":

Plug-ins (12)

Flash (2 files) - Version: 11,4,402,278

Shockwave Flash 11.4 r402

Name: Shockwave Flash
Description: Shockwave Flash 11.3 r31
Version: 11.3.31.331
Location: C:\Users\Tracy\AppData\Local\Google\Chrome\Application\22.0.1229.79\PepperFlash\pepflashplayer.dll
Type: PPAPI (out-of-process)

[Enable](#)

MIME type	Description	File extensions
application/x-shockwave-flash	Shockwave Flash	.swf
application/futuresplash	FutureSplash Player	.spl

Name: Shockwave Flash
Description: Shockwave Flash 11.4 r402
Version: 11,4,402,278
Location: C:\Windows\SysWOW64\Macromed\Flash\NPSWF32_11_4_402_278.dll
Type: NPAPI

[Disable](#)

MIME type	Description	File extensions
application/x-shockwave-flash	Adobe Flash movie	.swf
application/futuresplash	FutureSplash movie	.spl

[Disable](#) ☐ Always allowed

“PepperFlash” is the Chrome version of Flash Player and is where the bug currently exists related to Daylight Savings Time.