

Potential Non-Clinical Urgent

Attempting to View All Practice Locations May Result in an Error

Known Issue

KI198374

Versions Affected

NextGen® Enterprise EHR 5.9 to 6.2021.1

Issue

NextGen Healthcare has identified an issue that occurs when a practice has 1,000 or more active locations, where attempting to view all locations by clicking **Location** > **More** results in an error. Additionally, closing the error message causes NextGen Enterprise EHR to stop functioning.

Steps to Recreate the Issue

1. From a practice that has 1,000 active locations, log on to NextGen Enterprise EHR.
2. To view all locations, click **Location** > **More**. The location list does not expand, and an error appears.
3. Close the error message. NextGen Enterprise EHR stops functioning.

Actions Required

Until this issue is fixed, users can hide unused locations in File Maintenance until there are fewer than 1,000 active locations for the practice. Additionally, users can search for specific locations in NextGen Enterprise EHR.

Status

This issue will be fixed in a future release.

Clients who are experiencing this issue can link their practice to this issue from [NextGen Healthcare Success Community](https://nextgenhealthcare.co1.qualtrics.com/jfe/form/SV_3a4YKBLYJ9aymfH) (https://nextgenhealthcare.co1.qualtrics.com/jfe/form/SV_3a4YKBLYJ9aymfH). From Success Community, click the **Known Issues** tab, select the known issue that is affecting your practice, and then select the **This Known Issue Affects Me** check box. NextGen Healthcare will create a case on your behalf and will keep you updated on the status of this issue.

All released NewsFlashes can be found in the [NewsFlash Archive](https://newsflash.nextgen.com/helpdesk/NG-Webfiles/CustomerResourceCenter/NewsFlashArchive.asp) (<https://newsflash.nextgen.com/helpdesk/NG-Webfiles/CustomerResourceCenter/NewsFlashArchive.asp>).

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