

# Release Notes

## Wellnomics<sup>®</sup> Breaks & Exercises (WorkPace<sup>®</sup>)

### Version 5.4

<b>Product</b>	Wellnomics <sup>®</sup> WorkPace <sup>®</sup>
<b>Release version</b>	5.4
<b>Date of release</b>	March 2019
<b>Support information</b>	For more information or support, please visit our website <a href="http://www.wellnomics.com">www.wellnomics.com</a> or email us at <a href="mailto:support@wellnomics.com">support@wellnomics.com</a> .

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# Installing and Upgrading

## Installation

For a new installation on a stand-alone PC, double-click on the product installer executable to launch the installation application. Further instructions are given during the installation process. Please ensure that you select the 'Local' installation option when prompted.

For a new installation within a corporate networked environment, please see the IT Administrator's Guide for full details.

## Upgrade

Upgrading to this release from a previous build of Wellnomics WorkPace is only possible when the existing Wellnomics WorkPace installation is registered with a valid maintenance key, and that key is up to date.

This version of the product will automatically detect and upgrade your existing stand-alone local installation of Wellnomics WorkPace to the new release.

For upgrading the product within a corporate networked environment, please see the IT Administrator's Guide for full details.

## Manifest

This release consists of the following items:

- Release notes (this file)
- Product installer executable
- IT Administrator Guide
- User Guide

## Minimum System Requirements

- PC with 1 gigahertz or higher processor 32-bit or 64-bit processor
- 1 GB RAM
- 180 MB of available hard disk space
- 1024 x 768 or higher-resolution video adapter and monitor
- Windows 10, Windows 8/8.1, Windows 7
- Windows Media Player and/or H.264 compatible codec (required for WorkPace HD Exercises)

Actual system requirements may vary based on individual PC configurations, taking into account resources used by other applications that may already be installed. Additional hard disk space may be required if you are installing WorkPace over a network.

**Important Note Regarding Wellnomics WorkPace Maintenance Agreements and Registration Expiry**

You must have a valid Wellnomics registration key or maintenance agreement to be able to install this update.

If after installation, Wellnomics WorkPace prompts that your registration has expired, please contact your supplier for a valid Wellnomics WorkPace Registration Key. If your supplier cannot provide you with a valid Registration Key, this may indicate that they are not an authorized Wellnomics WorkPace support agent. Only authorized Wellnomics WorkPace Resellers are able to renew Wellnomics WorkPace Maintenance Contracts.

# New Features and Enhancements

Version 5.4

Mar 2019

## Beeps indicate when computer is locked during a micropause or break

Previously once a break or micropause was enforced you could keep typing or using the mouse for a while without potentially realizing your keystrokes (or mouse clicks) were being blocked. Now each keystroke or mouse click during the enforcement period causes a small 'beep' providing the user with immediate feedback that the computer has been locked briefly.

This stops the annoying situation that could occur previously where you could keep typing for a while before realizing that your typing was being blocked due to a break. (WPC-1041)

## Improved naming for Daily and Weekly Limits

The historical use of the term 'limit' has incorrectly implied to users that it's not safe to work beyond the Daily or Weekly usage setting. However, from an ergonomics perspective it is more correct to say that there is an increased risk with high exposure rather than there a requirement for a hard limit on computer use.

To better reflect this the naming of the Daily and Weekly Limits has been adjusted to instead call them a **Daily High Usage Reminder** and **Weekly High Usage Reminder**. By default users will simply be informed that they have reached a high usage level, with the implication being that continuing to work more hours beyond this may main an increased risk of discomfort or injury.

Because there are some circumstances where a hard limit may be required - such as injury recovery, or company policies, the historical wording referring to a "Limit" will still be shown if the Enforcement Level for the Daily or Weekly High Usage settings are set to "Medium-Low" or higher. By default the Enforcement Level is set to Low, meaning the less strict terminology will normally be displayed for most users. (WPC-1220, WPC-525)

## New better ComputerID

The ComputerID is used to uniquely identify a computer for the purposes of combining records on the server. The old ComputerID was a randomly generated code that was guaranteed unique but had two issues. Firstly, it could be changed each time the product was reinstalled and secondly, there was no way to link the ComputerID with a specific computer from an IT perspective.

The new ComputerID format is designed to address these drawbacks. It's made up of three IDs in the format **ComputerID = "MachineGUID/UUID/Computer name"**.

### MachineGUID

The Windows MachineGUID, a 36 character GUID of the form **195f7166-64e3-467f-a598-bc741c257371**. It's created when Windows is initially installed and is found in `HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Cryptography\machineGUID`

### BIOS UUID

Most computer vendors provide a serial number that can be obtained with CMD "`wmic csproduct get uuid`" and you'll get something like **29CA1B60-D88D-11DD-8D7D-40167EAB08F6**. This works on most platforms

(e.g. MacOS too). However, not all vendors don't provide it and this command will return **FFFFFFFF-FFFF-FFFF-FFFF-FFFFFFFFFFFF** instead in these cases.

### Computer name

Every computer has a name (displayed in the This Computer > Properties). This name is used to identify a computer across a network and is guaranteed unique within a network. However, for a computer not on a network (e.g. a home computer) the name is not guaranteed unique (e.g. can be just "Home-PC"). Each of the three IDs above has some drawbacks and is not unique in some scenarios. But by combining them it's expected that a Unique and identifiable ComputerID will be generated in most cases.

The new ComputerID format is backwardly compatible with the older format. (WPC-1204)

### Improved recording of application names

Previously the application statistics only recorded the application executable name. This meant that names were often short and unclear (e.g. *winword* for Microsoft Word, *msts* for Remote Desktop Connection, *psp* for Paint Shop Pro). The full application name is now recorded making the application statistics much easier to interpret. (WPC-1222)

### Advanced error log always recorded

WorkPace supports an extended error log that provides more detailed diagnostic level status and error logging. This log, called *wpadverror.log* and stored in the user's appdata roaming folder was previously only created when needed for support purposes.

This diagnostic log is very helpful for Wellnomics support staff in diagnosing configuration and technical issues reported by customers. The log is now recorded all the time by default so that when a customer reports an issue there will already be a full diagnostic history covering the period when the issue occurred that can then be provided immediately to Wellnomics support to help in diagnosing the issue.

To prevent the file getting too large there is a file limit of about 1MB (or 10,000 lines). If the file gets this large then the oldest rows will be cleared, ensuring just the latest log data is kept. Note that no personal data is recorded in the log file (WPC-1232)

### Support for new Registration Keys

The old Registration key format will be phased out over time and from 2020 only new registration keys of the format **#A3F3-ABD3-FEE1-BE03#** (i.e. with a # either side) will be supported. This version introduces support for decoding the new keys. Both old and new keys will be supported for the next 12 months or so. (WPC-1260)

### Dutch Arbo limit removed

Removed support for the Dutch Arbo breaks which are no longer in the Dutch legislation (WPC-1262)

### Support for new JSON data sync

Added support for new JSON data sync that will be used in next generation of the Wellnomics product. This new sync is 10x faster than the old data sync, supports better user authentication, and allows the addition of new statistics more easily. (WPC-1085)

## Version 5.2

Jan 2018

### Support for TLS 1.2 – latest update to https security protocol

All https communication (for synchronizing with Wellnomics server) has been upgraded to use the latest secure internet protocol TLS 1.2. This latest protocol TLS 1.2 supersedes earlier versions with known security flaws.. (WPC-912)

### User Interface update

UI updated to match Windows 10 style look and feel. Cleaner UI design with flat look icons and window designs. (WPC-948)

### Automatically hide Status panel when going on standby

When WorkPace detects you presenting a PowerPoint presentation or a video conference it will automatically go on standby. When this happens the Status Panel now automatically hides as well so as to leave your screen clear. It will automatically show again when WorkPace goes off standby. (WPC-791)

### Support for adjusting the Week limit on dashboard

Can now edit the weekly limit on the dashboard from 40 hrs to a different number. Value in default.ini supported as DashboardUsageBarHoursMax=36 for example. Also supported in WRM sync. (WPC-817)

### Handles expired keys better when syncing to Wellnomics Risk Management

If Registration Key has previously expired, WorkPace will now wait until it has successfully synced with Wellnomics Risk Management to get a new Registration Key before showing any messages to the user about expiry. (WPC-868)

## Version 5.1

Sep 2016

### Wellnomics WorkPace automatically goes on standby when you are running a PowerPoint presentation

A common complaint from those doing PowerPoint presentations is that they need to remember to put WorkPace on Standby when presenting to avoid their presentation being interrupted by break reminders. By default, WorkPace now automatically suspends break reminders when it detects the user is giving a presentation (i.e. Microsoft PowerPoint is in presentation mode). This option is enabled by default, but can be disabled if required from **Advanced settings > Preferences > Options** (WPC-616)

### Enhanced security and anti-virus support

WorkPace now supports enhanced security features such as User Account Control (UAC), Data Execution Prevention (DEP) and Address Space Layout Randomization (ASLR). These ensure WorkPace meets some of the latest security standards for preventing virus infection and unauthorized access on desktop computers. (WPC-668)

## Enhancements to make troubleshooting a Wellnomics server connection easier

A number of enhancements have been added to make Wellnomics Risk Management connection troubleshooting easier.

1. The WorkPace synchronisation log (**System > Synchronization log**) now provides more meaningful error messages when a connection error occurs. Instead of just providing http error codes, an explanation of the error is provided, together with advice on how to fix the issue. This is intended to allow even non-technical customers to troubleshoot connection issues themselves without requiring technical support (WPC-676)
2. A **Check connection** feature has been added to the **System** menu and allows a user to quickly check their Wellnomics Risk Management connection is working correctly. If any issues are found an explanation is provided of the issue and advice on fixing it. (WPC-676)
3. Both the Error log and Synchronization log have now been shifted from the **View** menu to the new **System** menu that contains common items for testing and monitoring the synchronisation with Wellnomics risk management. (WPC-732)

## Multiple technical and usability improvements to Wellnomics WorkPace installer

A range of improvements have been made to simplify the WorkPace installer and eliminate common configuration errors.

- WorkPace is now automatically added to the Windows firewall during install. This prevents a common issue where the user is required to manually add WorkPace to the windows firewall to allow it to communicate successfully with Wellnomics Risk Management. Because the synchronization with Wellnomics Risk Management uses an application that is not a web-browser it can be blocked by default even if internet web access is fully enabled. Adding the WorkPace synchronization application to the firewall during installation automatically prevents this issue. (WPC-634)
- A common mistake when installing WorkPace for Wellnomics Risk Management is not entering the Wellnomics server URL correctly, or having communication issues that prevent WorkPace from talking to the Wellnomics server. WorkPace now automatically tests the Wellnomics server URL entered by the user to verify its correct and working before allowing the user to proceed with the installation. (WPC-633)
- Some packaging tools commonly used to roll out WorkPace on corporate desktops try to 'optimize' (make unauthorized changes to) some of the WorkPace INI files. This can cause issues for WorkPace in some cases where content of the INI file has been rearranged. To prevent this happening the extension of the following file has been changed from ".ini" to ".wni":
  - language.ini → language.wni
  - video.ini → video.wni
  - sounds.ini → sounds.wni
  - sysadmin.ini → sysadmin.wni
  - sysparam.ini → sysparam.wni
  - wpinstall.ini → wpinstall.wni



This should prevent packaging tools from recognising them as INI files and making changes. Note that they are still in the simple text format as before and none of the content has changed. (WPC-632)

- There are occasionally problems with customers rolling out WorkPace across their organization, using common packaging tools, but forgetting to ensure that WorkPace is added to the start-up options on each computer (so that the software it runs automatically when a user logs on). To address this WorkPace is now automatically placed into the Windows Registry Startup, and each time WorkPace is run by default a check is made and WorkPace is added into the Startup if not already there. This new behaviour option can be disabled by setting a new option in the default.ini file,

### **AlwaysAddWPToStartup=No**

By default **AlwaysAddWPToStartup=Yes** (WPC-637)

- The number of installation steps has been reduced, eliminating no longer needed options for distributed network installation, choosing sys admin folder, and sys admin password. (WPC-635).
- Any existing running copy of WorkPace is automatically closed by the installer, meaning the user no longer needs to be asked to do this manually (WPC-666)
- The Wellnomics WorkPace auto-installer (*wpauto.exe*) now supports providing a custom *workpace.ini* file as well as the custom *default.ini* and *wpreg.bin* files. This allows a pre-packaged installation of WorkPace to have its installation configuration easily adjusted (e.g. changing server URL and settings for Wellnomics Risk Management) without having to repackage WorkPace. To use this feature, simply place an updated *workpace.ini* file into the root folder of the *wpauto.exe* file. (WPC-755)
- The following settings have been shifted from the *default.ini* to the *workpace.ini*:
  - SelfSignup=No
  - Use\_Mode2\_Sync\_Default=No
  - UseLocalSettingsWhenUserNotOnServer=No
  - DisplayErrorIfNoServerConnection=Yes

The *workpace.ini* file is considered a more appropriate place for these configuration settings as they relate to product installation rather than user settings. This change makes it easier to provide appropriate installation settings in just one file i.e. just by editing the *workpace.ini* (WPC-711)

## [Support for enhanced security authentication protocol when synchronizing with Wellnomics Risk Management](#)

WorkPace now supports a second type of authentication when synchronizing with Wellnomics Risk Management. Labelled '**Mode 2**', this new method uses an *email address* and *authentication key* to identify the user, compared to the original method (named **Mode 1**) which uses the user's Windows *domain* and *username* to identify the user. The new Mode 2 method is more secure when being used with a hosted implementation because it requires the user to authenticate their copy of WorkPace against a valid Wellnomics account on each computer they use and does not rely upon every user having a unique domain and username.

To complete the authentication WorkPace, provides an automatically generated computer ID to Wellnomics Risk Management to uniquely identify that computer. In return, Wellnomics provides WorkPace with an encoded authentication key which WorkPace can then provide in all future communication with Wellnomics. Wellnomics checks all communications to ensure that a valid email, computer ID and authentication key combination has been provided. The email address supplied must match that used to create the user's Wellnomics account.

The use of either Mode 1 (domain + username) or Mode 2 (email + authentication key) is controlled in the IT Administrative settings in Wellnomics Risk Management. A 'Transition mode' is also provided to allow older versions of WorkPace to still communicate with the server using the Mode 1 authentication. (WPC-510)

Wellnomics WorkPace also supports Wellnomics account creation from directly within WorkPace, allowing new users to create a new Wellnomics account as part of their installation. This feature has been enhanced in 5.1 through the use of the new Wellnomics WebAPI, a technology that allows WorkPace to communicate far more quickly and efficiently with the Wellnomics server. The result is a faster and improved user experience. (WPC-677)

### Settings pre-sets updated to better match Wellnomics Risk Management Settings Policies

The Settings pre-sets have been adjusted slightly in both naming and settings to align them better with the Wellnomics Risk Management Settings Policies. This means customers using Wellnomics Risk Management can now choose matching options both in WorkPace and from the Wellnomics Risk Management server. (WPC-761)

The updated settings pre-sets are:

- Quiet (no alerts)
- Standard breaks (low enforcement)
- Standard breaks (medium enforcement)
- Standard breaks (high enforcement)
- Recovery from medium discomfort
- Recovery from medium-high discomfort
- Recovery from high discomfort

### Minor enhancements

- The Weekly limit now supports Enforcement Level = Quiet (no alerts) like the other breaks. Previously it didn't support this. (WPC-288)
- Changed naming of lowest enforcement Level from "Low (no alerts)" to "Quiet (no alerts)" (WPC-567)
- The standby "Rest of day" option is now disabled by default in the default.ini and two additional standby options have been added for (WPC-719)
  - 90 minutes
  - 2 hours
- A help icon has now been added to every screen. Clicking this brings up the context-sensitive help for that screen, making it quicker & easier for users to find assistance. (WPC-684)

## Version 5.0.4

May 2016

### Settings pre-sets updated

Adjusted names for standard settings pre-sets (added word 'enforcement') and reduced the enforcement level for "Normal (medium enforcement)" to "Alerts only" (WPC-682)

### Disabled ability to activate Rest Break using icon on Micropause window

Disabled the ability to click the Rest break icon on a Micropause to start a Rest break. This provided a loophole by which Micropauses could be delayed continuously by clicking the icon to display the Rest break reminder, and thereby dismiss the Micropause reminder for another 30s each time. (WPC-691)

## Version 5.0.3

Sep 2015

### Updated settings pre-sets

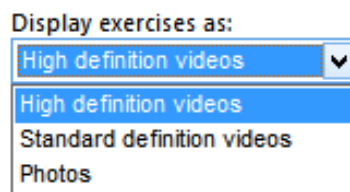
Updated list of settings pre-sets created for the Current Settings dropdown.

- Quiet (no alerts)
- Normal (low)
- Normal (medium)
- Normal (high)
- Recovery (low)
- Recovery (medium)
- Recovery (high)

A key change is that the first pre-set "Normal (low)" has the lowest enforcement level by default "Alerts only", which means the user never has their keyboard or mouse use interrupted. This is intended to minimize disruption for first time users.

### Support for exercises to display as lower resolution videos or photos

"Under Settings > Exercises added support for displaying exercises 3 ways, as ""High definition videos"" (using H.264 decoder), as ""Standard definition videos"" using older mp4 videos, or as ""Photos"" which displays static images instead.



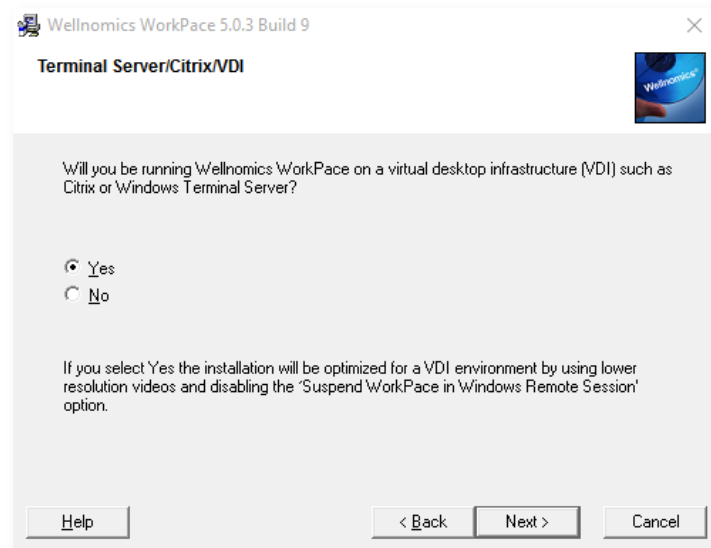
The standard definition videos or photos can be used as fall-back options if there are issues displaying the high definition H.264 videos, or no video codec is installed. This means both the standard definition (\*.wpx) and high definition videos are now included by default with the WorkPace, which increases the size of the

installation on disk by ~70MB. Note, however, that if only one type of video will be used the other HD or SD videos can be removed from the installation image to save space.

Support for setting defaults and locks for this feature also added to both default.ini and WRM Settings Policy XML (see Wellnomics WorkPace IT Administrator Guide for details).

### Support for Terminal Server/Citrix/VDI environments

Support added to installer for Terminal Server/Citrix/VDI environments. If selected the installation disabled the "Suspend in remote desktop" option and uses lower resolution video exercises to reduce bandwidth and decoder requirements.



### Reduced size of exercise window for large screens

Adjusted the size of the exercise window when not full screen to be a maximum of ~1000 wide. Was previously too large. If the user want's the exercises larger they can choose the full screen option.

### Rest break can be quit without having to quit Exercise window first

Added support for quitting the Rest Break window when Exercises are displayed. Previously the user had to quit the Exercise window first.

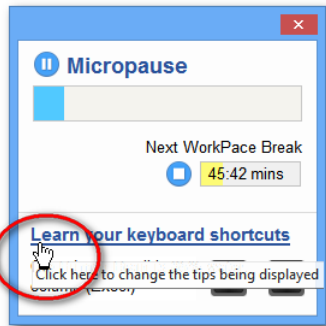
### Show WRM Server URL in Communication Log

Added display of the WRM server URL in the Communication Log to assist with debugging client synchronization issues. (WPC-615)

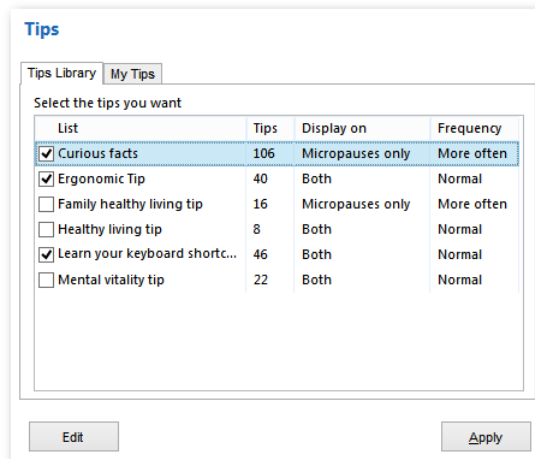
**Customizable tips on Micropauses and Breaks**

Keep your breaks interesting by customizing the tips displayed on Micropauses and Breaks. Choose from a library of built in tips on different subjects, or add your own tips. The Tips Library contains tips on keyboard shortcuts, Ergonomics, Healthy living, Mental vitality and Curious facts. Select what subjects you want displayed most, and which windows to display them on. New subjects will be released in WorkPace periodically!

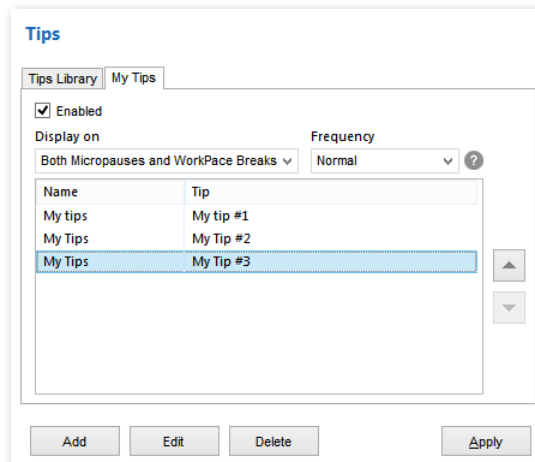
To change your tips options, just click on the tip title in any break and your options will be displayed.



Click on any tip to display the Tips options



Select subjects of interest from the Tips Library



Add your own custom tips

**Support for secure TLS (Wellnomics Risk Management)**

The WorkPace synchronization with Wellnomics Risk Management now uses the latest and most secure TLS (Transport Layer Security) protocol, replacing SSL v2.0 for all https secure data transmission.

### Status Panel snaps to edge

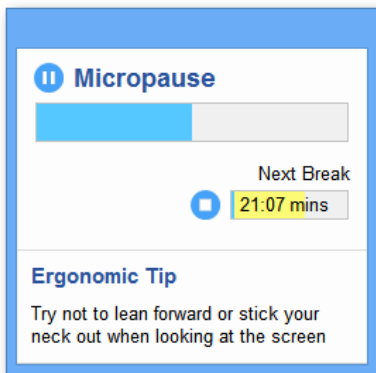
Status Panel snaps to edges of screen to make it easier to position at edge of work area.

## Version 5.0

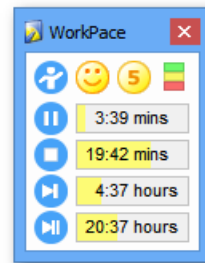
Sep 2014

### Windows 8 design

The Wellnomics WorkPace user interface has been completely refreshed and updated to a modern look and feel matching the design styles of Microsoft Windows 8 and 8.1. See examples below:



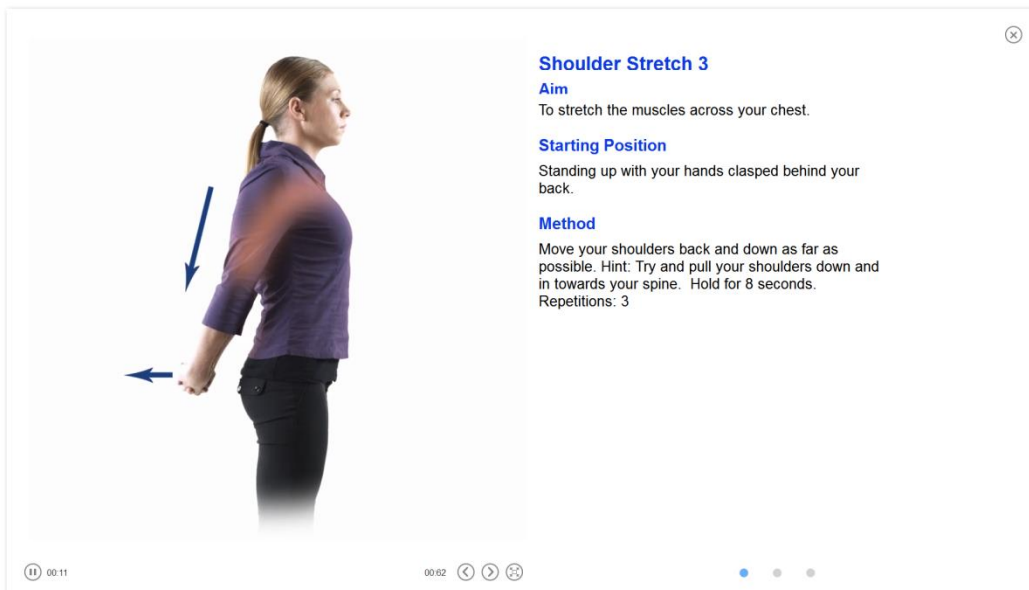
*New Micropause dialog*



*New Status Panel*

### Full screen exercises

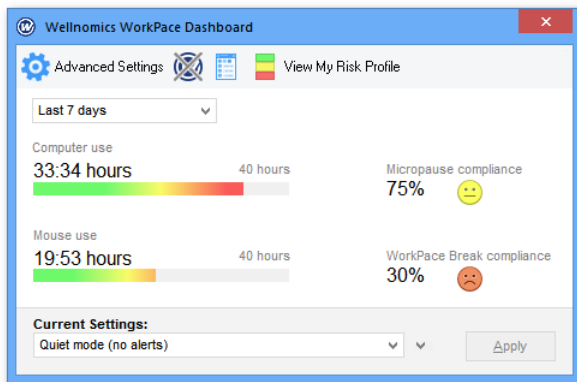
Designed to support high resolution HD displays and ensure exercises are easy to follow and read from a distance - for example, when a user is standing up away from their computer doing the exercise. Exercises can be displayed in either windowed or full screen mode. (WPC-344)



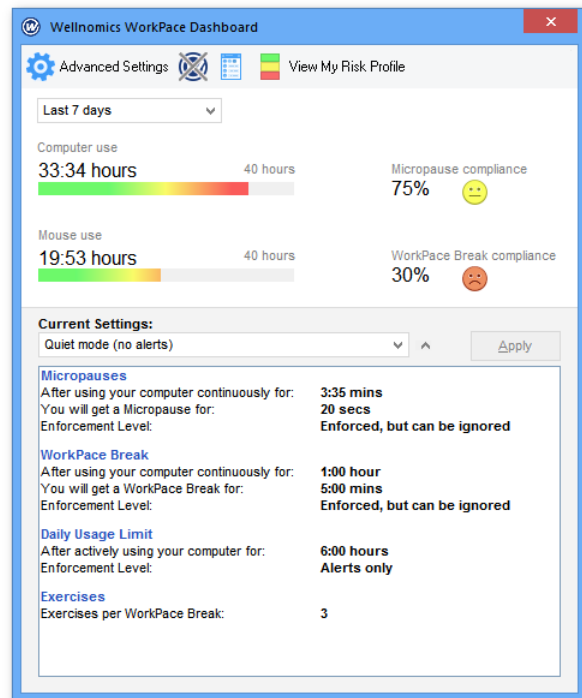
## New Dashboard displays summary of your computer use and breaks

WorkPace 5.0 introduces a simple "Dashboard" that is displayed by default instead of the WorkPace console. This dashboard shows a summary of your total computer and mouse use for the day, as well as your Micropause and WorkPace Break compliance. Keep the smiley face's both happy and you'll be a healthy computer user.

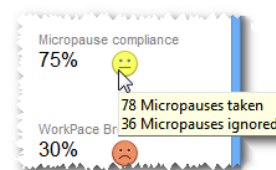
- Multi-coloured bars show at a glance if your level of computer or mouse use puts you in a higher risk group.
- Display either a one or four week average.
- Mouse-over the smiley icons to see how many breaks you have taken or ignored.
- Mouse-over the bars to see how your computer or mouse use compares to the average user. Are you in the top 10% of computer users, or the top 1%.
- Quickly adjust settings at any time using the dropdown,
- See details on your current settings by clicking the expand button.
- Click Advanced Settings to view the full WorkPace Console and access other less used settings.



*New dashboard*



*New dashboard with extended settings*



## Version 4.4

Jul 2014

### Built in support for Wellnomics Risk Management "User Sign Up"

If this feature is enabled then WorkPace will automatically prompt a new user to sign up into the Wellnomics Risk Management portal, validate the user's username/domain credentials and setup the synchronization with the server. To use this feature WorkPace needs to be specially configured and pre-packaged to point to the right Wellnomics Risk Management server that is being used. Once the user successfully signs up they will be able to access up-to-date risk reporting on their computer use through the "View My Risk Profile" links on the WorkPace Status Panel.

### Upgraded Exercise Videos

The exercise videos in WorkPace have been upgraded from 400 x 400 to higher resolution 640 x 640 videos. The upgraded videos use mp4 meaning they are higher quality yet not larger in size than the previous 400x400 videos. This improvement makes the videos much larger on HD resolution screens.

### WorkPace Ergonomic and keyboard shortcut tips now translated into additional languages

All the new WorkPace ergonomic and keyboard shortcut tips have now been translated into Spanish, Swedish, Norwegian, Portuguese, Russian, Thai, Indonesian, Chinese, French, and Arabic.

### Static "Cartoon style" exercises replaced with high definition video stills

Static exercise image alternatives to video exercises updated: Use of static exercise images can be chosen during the installation. This can be useful for remote environments like Citrix where videos might use too much bandwidth and cause performance problems. The previous cartoon style stills have now been updated to use photographs.

### "Time on Standby" added as a new statistic to the Historical Statistics > Usage tab

The new statistic records the amount of time a user puts WorkPace onto Standby each day

### WorkPace Console interface simplified

The WorkPace Console user interface has been simplified by replacing existing OK, Cancel and Apply buttons with just a single Apply button.

### Current Setting Options renamed

The Current Settings options in the dropdown boxes have been renamed to make them clearer.

## Version 4.3.4

Feb 2014

### New "Quiet mode"

This is a special new mode in which WorkPace will continue to monitor break and micropauses, but will never show any break alerts on screen.

This mode is intended to provide an absolute minimum level of work disruption to users. Although users will never be interrupted with break alerts, they will still receive feedback on when they should take breaks, and



on how many breaks they're taking, via the Status Panel, where the timers will continue to count down when a break should be due, and through the Break Compliance and Work Intensity indicators (displayed on both the Windows System Tray and WorkPace Status Panel).

This mode is enabled for any break by choosing "Low (no alerts)" as the Enforcement Level in the Settings setup for that break.

This mode is intended to be particularly useful when used with Wellnomics Risk Management, allowing a risk assessment on staff's work patterns to be conducted before any breaks are prompted. This then allows management to identify which staff are not taking sufficient breaks before turning on breaks for appropriate groups. If staff already appear to be taking sufficient breaks, then the Quiet mode preset or the Low (no alerts) Enforcement Level may be sufficient for many users.

### Support for Default settings values for new users

In 4.3 support for specifying default settings for new users has been added. Previously it has only been possible to rely on inbuilt defaults that couldn't be edited. Management could set ranges, or lock settings to specific values (values that user's couldn't change), but couldn't change the defaults for new users.

With 4.3 management can now specify default values for any setting in the WorkPace *default.ini* or Wellnomics Risk Management *Settings.XML* files, using the following syntax:

```
MicropauseDuration=Default:8s
```

See the **WorkPace IT Admin Guide** for more information on how to specify defaults for different settings.

### Improvements to Remote Desktop Support

Remote desktop support originally added in version 4.2 and subsequently improved in Version 4.3, and means that WorkPace can automatically suspend monitoring if it is being used in a remote desktop session. This avoids duplicate counting of computer use that would happen if the user had WorkPace installed both locally and on the remote computer. In some cases this feature may need to be disabled, for example, for users on a thin client terminal (e.g. Citrix). In this situation the thin client will be interpreted by WorkPace as a remote desktop and so WorkPace will not monitor unless this feature is disabled.

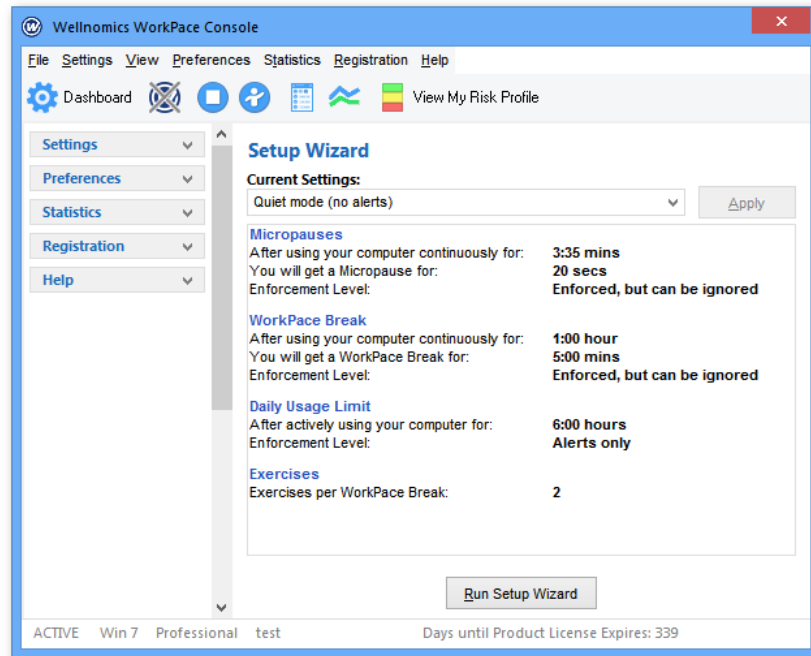
In 4.2 this feature was disabled by default. In 4.3 it is enabled by default.

In 4.2 this feature could only be controlled through the system settings (*default.ini* or Wellnomics Risk Management settings XML). In 4.3 this feature can now be enabled or disabled by the end user through **Preferences > Options**.

### Improved visibility of Setup Wizard

The WorkPace Setup Wizard is the easiest way for user's to modify their settings. However, previously it wasn't easy to find, being on the bottom of one menu.

In WorkPace 4.3 the menus have been adjusted to put the Setup Wizard in a more prominent place. Additionally, a new Setup Wizard screen has been added (see screenshot below) that summarises the user's current settings and allows them to modify them again just by pressing the button. This screen is now the default screen displayed whenever the WorkPace Console is opened, once again making it very easy for new users to find it and adjust their settings.



### Drag support added onto Micropause window

Sometimes the Micropause insist window may be blocking something the user wishes to read while taking a Micropause. In earlier versions it wasn't possible to shift the window out of the way with the mouse. In version 4.3 a title bar has been added back onto the Micropause window, meaning users can drag the window out of the way if they wish.

### Improved support for Wellnomics Risk Management – the ability to handle new users not yet loaded into the HR database

When WorkPace is used with Wellnomics Risk Management, WorkPace receives information from the Wellnomics Risk Management server on the correct Settings Profiles and policy settings for each user. For example, when a new user uses WorkPace for the first time the software will first authenticate them with the Wellnomics Risk Management server, then download the correct settings profiles that are appropriate for that user.

For this to work each user needs to be loaded into the Wellnomics Risk Management server in the 'HR Import'. However, this relies on the HR data in Wellnomics Risk Management being updated whenever there are staffing changes, such as a new staff member joining. If there is a delay between a new staff member running WorkPace for the first time and their details being loaded into the Wellnomics Risk Management HR import then WorkPace will not recognise them to be able to provide the right settings. In this situation WorkPace will simply display an error message to the user and keep displaying this error until the user is loaded into Wellnomics Risk Management.

In order to avoid this situation (which may be quite common in large organisations, and which may generate extra technical support) in version 4.3 a new feature has been added that will allow the user to start using WorkPace automatically providing them with default settings, until such time as the user is found to be loaded on the Wellnomics Risk Management server.

This means new staff can immediately begin using WorkPace without any errors being displayed, even if it takes several weeks for them to be loaded onto the Wellnomics Risk Management server.

# Bug Fixes

Version 5.4

Mar 2019

## [Application menus stop working properly, disappearing when you try to click on them](#)

After a recent update in Windows 10 the menus in WorkPace started to have issues - not allowing you to click on a menu option in some cases. This meant that some application functions couldn't be accessed any more as the menus were not working properly. Fixed in 5.4. (WPC-1074)

## [Application lockup and crash during display of exercise videos](#)

WorkPace makes use of Windows Media Player to display the exercise videos. An issue with calling the video player occasionally was causing an application lockup, causing the user's screen to become locked, so a potentially serious issue. Issue resolved now. (WPC-1231)

## [Crash after changing language Help section open in the Console](#)

Rare issue of a crash occurring when language was changed whilst one of the help sections was being displayed in the Console (WPC-1243)

## [Address Server Name Indication issue](#)

When you have multiple websites in IIS with SSL Certificates and the option **Require Server Name Indication** enabled on all of them Wellnomics WorkPace is unable to Sync with *any* site hosted on that Server. Instead it throws a Socket Failure as if it can't connect.

If you do not select Server Name Indication on the binding of a site WorkPace is able to communicate with all of the Hosted Sites again. You cannot disable Server Name Indication on more than one site though as if you do they will have to share only *one* SSL Certificate which is problematic.

The SSL connection has been modified slightly so the **Require Server Name Indication** setting no longer affects the WorkPace sync at all, thus preventing this error. (WPC-1227)

## [My Risk Profile and other web page links not opening correctly in browser](#)

Links in the application that should open in the user's browser (such as the My Risk Profile link, links in tips and links in the Help > About sections) were incorrectly opening in Notepad or Microsoft Word for some users. (WPC-742)

## [Status panel preferences window becomes 'orphaned' and can't be closed](#)

Occasionally the status panel preferences screen was appearing by itself and couldn't be closed without first re-opening the dashboard. (WPC-1068)

## [Application re-asks for authentication when internet connection is lost](#)

When using Mode 2 authentication (email address + authentication key) with Wellnomics Risk Management (as opposed to the more common HR Import based domain + Windows username) the application would re-

ask the user to authenticate when the internet connection was lost and a server data sync was initiated. The application now just cancels the data sync and waits for the next time the internet connection is available. (WPC-1076)

### Application crash occurs when WorkPace tries to sync data to server at a time when no internet connection is currently available

If no internet connection was available and the application tried to do a background data sync to the server it could occasionally crash. No message was displayed, the application would just disappear from the System Tray. Fixed now. (WPC-1077)

### WorkPace incorrectly reports internet connection as disabled.

Even with a valid internet connection the sync would sometimes fail and the error log would report one of the following errors:

*"WARNING: Failed to connect to the xxx/Wellnomics\_Sync/default.aspx server."*

*"Error 'Internet connection disabled'. Please check your Internet connection and try again."*

This was a bug in the function that checks for a valid internet connection which has now been fixed. (WPC-1199)

### Dashboard flickering and being redrawn unnecessarily

New application update messages generated continuously by latest versions of Windows 10 were being incorrectly interpreted by WorkPace as requiring an application redraw, causing flickering of the console. (WPC-1101)

## Version 5.2

Jan 2018

### Synchronization caused exercise display setting to reset

The option to use a Settings Policy in Wellnomics Risk Management to set the exercises to display as Photos or standard resolution videos did not work, with them always being reset back to High definition videos on the next sync. This has been fixed. (WPC-819)

### Status Panel not shown at startup after Wellnomics Risk Management sync

When WorkPace starts for the first time for a new user receiving their start-up settings from a Wellnomics Risk Management server, the Status Panel should be shown by default. A bug was introduced in 5.1 that stopped this happening as normal. This has been fixed. (WPC-834)

### Alert style appears to default to wrong option

For new users the alert style was incorrectly defaulting to the old 'flashing border' instead of the new 'bouncing icon' style. This issue has been fixed - so new users always see the new 'bouncing icon' alert style by default. (WPC-835)

### WorkPace resuming from standby when it shouldn't

The new auto-standby during certain applications like PowerPoint had a bug where it could cause WorkPace to return from normal Standby (e.g. putting WorkPace on standby for 30 mins) prematurely. This has been fixed now so normal standby still works as it should. (WPC-944)

### Fixes and enhancements to Wellnomics Risk Management authentication

A number of improvements and bug fixes implemented for the Wellnomics new account and sign up process built into WorkPace. Note this only applies to users doing self-sign up, not users added into Wellnomics Risk Management using HR import. (WPC-965)

## Version 5.1

Sep 2016

No significant bug fixes implemented in this release, mainly new functionality (see earlier section).

## Version 5.0.4

May 2016

### Average Work Intensity statistic not calculated correctly

Average Work Intensity value displayed in the historical statistics tab was not calculated correctly - being averaged over the entire 24 hrs instead of just the hours worked (e.g. 5 hours). This resulted in a much lower average than should have been recorded. Fixed now so correct average displayed. note that this statistic is not used anywhere in any Wellnomics Risk Management calculations so will not have had any wider effects. (WPC-694)

### Software lockup or crash occurring during Micropause or Exercise display

Fixed an issue that could cause the software to crash or lock up on rare occasions when a Micropause or Exercises were displayed. (WPC-690)

### Application focus being taken when Micropause or Rest break popup appears

The focus could sometimes be taken by the Micropause or Rest break popup, interrupting the user's work in their current application (e.g. Word or Outlook). This has been fixed to focus is never taken. (WPC-665)

### Dashboard values sometimes not correct

Dashboard summary values on break compliance and computer/mouse use were sometimes calculated incorrectly due to including the wrong days in the calculation. (WPC-657)

### Computer use recorded incorrectly when some touch enabled peripherals used

On some computers with external touch enabled peripherals (e.g. touch screen) touch status information was being incorrectly interpreted as user activity, causing Wellnomics WorkPace to think the user was using the computer when they were not, leading to incorrect computer usage times being recorded for the user. (WPC-664)

### System Tray tooltips flickering when displayed

Fixed minor issue that caused Tooltips displayed during mouseover on Wellnomics WorkPace System Tray to flicker when updating. (WPC-466)

### Exercise window too big for some screen resolutions

At some screen resolutions (e.g. 1366x768) the exercise window was scaled too large - with in some cases the controls on the window being outside the screen viewable area as a result. (WPC-628)

## Version 5.0.3

Sep 2015

### Wrong domain being used to synchronize with Wellnomics Risk Management

When synchronizing with Wellnomics Risk Management WorkPace was incorrectly using the Computer's domain name instead of the user domain name to identify the user, causing synchronization errors. In 99% of cases this didn't cause an issue because the computer and user's domain are normally the same. However, in the rare case where they are not this issue would arise. (WPC-607)

### Application statistics showing 'Unknown' application

Under application statistics the use of Windows built-in applications like the Control Panel, Desktop and Windows File Explorer were showing as an "Unknown" application instead of their correct names. (WPC-542)

### Application crash while displaying a Rest Break

Fixed an issue that could cause WorkPace to crash when a user clicked on the Rest Break button on a micropause, then quickly closed the Exercise Window or Rest Break windows. (WPC-511)

### Hardware wizard displayed when the config set to not show it

Hardware wizard was occasionally being displayed by WorkPace despite being disabled. (WPC-347)

### Settings ignored when upgrading WorkPace from version 4.0 and earlier

Several settings (OptionBouncelcon, OptionShowMPTip, OptionSuspendInRemoteSession) in default.ini were ignored when upgrading from earlier versions. (WPC-544)

### Text in Exercise Description did not render correctly

Exercise description text was sometimes truncated for the first exercise being displayed. (WPC-571)

### Exercises window: When you swap between windowed and full screen the exercise disappears

Swapping between windowed and full screen exercises could make the exercise videos stop playing. (WPC-580)

### Exercises not working after sleep

If computer was put to sleep while exercises were displaying when the computer was returned from sleep the videos and text didn't display properly and the exercise window was unable to be closed. (WPC-581)

### Swapping between remote desktop and back again during exercises locks screen

WorkPace could lock up if the user swapped between remote desktop and back while exercise were being displayed on screen. (WPC-582)

### Quitting Exercise break leave's computer locked until break completes

Quitting an exercise break could occasionally leave the computer locked until the break completed. (WPC-583)

### Unable to set settings ON/OFF default for new users

Default values for some WorkPace settings in default.ini were not being picked up (e.g. OptionSuspendInRemoteSession). (WPC-599)

### Issue with icon in workspace.exe

WorkPace icon could display as a black box in File Explorer or on the desktop. (WPC-603)

### Tips library not working correctly when WP talking to WRM

When syncing with a WRM implementation that has no tips defined on the server the local WorkPace Tips Library and My Tips should be used. This was not happening and the old inbuilt default tips were being displayed instead. (WPC-623)

### Mouse clicks being recorded incorrectly in statistics

Fixed an issue where mouse double-clicks were being recorded as a single left or right click. They should be recorded as 2 left or right clicks. (WPC-608)

## Version 5.0.2

Apr 2015

### Installer does not update version on Program files shortcuts when upgrading

Version number on Program Files shortcut now updated when upgrading to a new version, meaning it looked like the earlier version was still installed. (WPC-551)

### Issue with Rest Break locking up 2 minutes into the break.

Unusual bug where a rest break could lock up just 2 minutes into the break, with the break remaining on the screen locking the computer and not counting down. (WPC-552)

## Version 4.4

Jul 2014

### WorkPace won't sync with WRM if Registration key is entered lower case

If the case of the Registration Key entered into WorkPace and that in Wellnomics Risk Management are different then the sync failed. This has been fixed now with WorkPace automatically converting Registration Keys to upper case no matter how they are entered. (WPC-272)



### [Incorrect values showing in Past Activity > Time using computer charts](#)

When displaying weekly data the values shown in the chart were incorrect - the chart showing much higher values than the correct values. Fixed now so that chart values are correct. (WPC-100)

## Version 4.3.4

Feb 2014

### [Default language not picked up correctly after new install](#)

WorkPace should by default start up in the language (e.g. Dutch) that was used for the installation. This was not working, with WorkPace often defaulting to English irrespective of the installation language. This has been fixed now. (WPC-292)

### [Pressing Apply in the Setup Wizard panel doesn't work correctly in some scenarios](#)

Occasionally in the Setup Wizard panel after selecting a different option and clicking Apply the Current Settings would revert to 'Custom' instead of the new options chosen. (WPC-284)

### [Schedule should be enabled but blank for new users under WRM](#)

If a new user's profile was not created using the Setup Wizard, then in some scenarios the Schedule was enabled and automatically populated with default options. This meant that new users could end up getting Morning Break, Lunch, Afternoon Break and End of Day reminders despite not having selected these options nor having set them. This is now fixed so that the Schedule is disabled (and blank) by default.

### [After running Setup Wizard questionnaire the schedule isn't always enabled](#)

After running Setup Wizard questionnaire the Schedule wasn't always enabled (if it was previously disabled it was left disabled). Now fixed. (WPC-269)

### [Weekly limit counter not counting time the same as Daily Limit Counter](#)

The Weekly Limit counter incorrectly stopped counting usage slightly earlier than the Daily limit. Over the period of a week this added up to a discrepancy in the weekly usage displayed in WorkPace and that calculated in Wellnomics Risk Management, with the limit appearing to be reached earlier in Wellnomics Risk Management than in WorkPace. This meant that users could be told they had exceeded their weekly limit in Wellnomics Risk Management despite being below the value in their WorkPace Status Panel. Although the discrepancy was only a matter of 5-15 minutes over a week it was enough to cause confusion. This error has now been fixed, meaning the weekly usage counted in both WorkPace and Wellnomics Risk Management should match fully now. (WPC-274)

### [WorkPace not working properly \(when not suspended\) in remote sessions](#)

Several remote desktop mode bugs fixed. Double-count of keyboard & mouse activity in remote desktop mode fixed and WorkPace not saving daily stats when exiting in remote desktop fixed. (WPC-244)

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