

Release Notes

Wellnomics® Breaks & Exercises (WorkPace®)

Version 5.5.9

Product	Wellnomics® Breaks & Exercises
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Support information	For more information or support, please visit our website www.wellnomics.com or email us at support@wellnomics.com .

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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 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 5.5.9

Feb 2021

Home Working Tips

There is a new category in Tips list that has been added called Home working tips. The purpose of this is to aid users that may have been required to work from home due to the pandemic. It has been turned off by default, but the user may opt for this if they choose to. This is available for both English and Dutch languages. (WPC-574)

Version 5.5.5

Sep 2020

Help files update

Help text files within the application have been updated to reflect the changes made to the website URLs and terminologies around the product. This ensures that users will be redirected to the correct web pages. (WPC-478)

Allow for hiding the wizard settings in the app

Users can normally select settings presets from the settings drop down. There is now an option to hide this from the user to remove confusion and conflict between policy settings and presets users can choose locally. The setting that allows for this is `<s:HideSetupWizard>true</s:HideSetupWizard>`, which already exists in default.ini and in the XML settings policies. When this setting is set as true, the settings drop down will be hidden as well as the *Run Setup Wizard* button. (WPC-486)

Version 5.5.1

Jun 2020

Rest break reminders now need more time before being insisted

In previous release (v5.5.0) adjustments were made to make the WorkPace break reminders less disruptive to users. This mean the breaks stayed on the screen until the user clicked Take Break Now. In this version the feature has been adjusted further so that breaks are still insisted after a while, but the auto-break-detect feature now requires 30s-60s of no activity instead of 10s before being insisted. This means they are less likely to be insisted during a brief pause in working.

Suspend reminders in PowerPoint has now been disabled

Suspend reminders in PowerPoint feature is not working reliably with later versions of PowerPoint and so feature has been disabled and hidden for now. In future version this feature will be enabled again once its working fully.

Version 5.5

May 2020

Rest break reminders adjusted to not interrupt user in lower enforcement levels

To reduce user disruption the rest break reminders no longer automatically detect a pause in activity and display the rest break and exercises. Instead a button is provided on the rest break reminder for the user to take the rest break when they are ready. This is similar to the existing call-center mode that is already available in the product. (WPC-319)

Micropauses renamed to Micro-breaks

To provide terminology that is more familiar to a wider base of users the term Micro-breaks is now used in the product instead of Micropauses. (WPC-300)

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
- wpininstall.ini → wpininstall.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)

Bug Fixes

Version 5.5.9

Feb 2021

[Touch support causing issues with mouse use](#)

There were instances where the touch support feature caused issues even when user utilize a physical mouse. This causes issues with recording computer usage correctly. This has been fixed in this build and can no longer be replicated. (WPC-584)

[Settings being reset randomly](#)

When a user is first set-up with the application, the user has an option to choose what settings should apply to them. However, in erratic instances, users have reported that their settings have been altered to random presets. This bug has been addressed and is no longer reproducible in this build. (WPC-586)

[Application locking user due to timeout issues](#)

In rare instances, the application crashes due to timeouts when the machine the application is running on is processing very slowly. The application assumes that there has been an issue somewhere, thus, restarting the application. It was also causing user to be locked out from the system in some instances. The application has now been improved to ensure this no longer happens. (WPC-587)

[Incorrect information on detailed view for application statistics](#)

There have been reports where the detailed view for application statistic show incorrectly. Data for the first listed application is repeated for all other applications in the list. This has now been fixed. Data for various application are now showing in the detailed view. (WPC-585)

Version 5.5.7

Nov 2020

[Settings in default policy are not applied for new users](#)

There were sporadic instances where updated duration and intervals for default policies are not applied for new users. This issue has been fixed and can no longer be replicated in this new build. (WPC-509)

[Application contacting the server too frequently](#)

It has been reported that in some cases, the application keeps trying to contact the server too often, generating issues both on the client and the server side. In this new build, we ensured that the application does not contact the server too frequently unless the user does a manual sync. (WPC-547)

[New computer ID is being generated causing sync issues](#)

Occasionally, a new computer is generated for a machine when the application is opened. This could be due to a number of reasons. It can then cause problems around syncing data since this relies on the computer ID. This new release ensures that only one computer ID will sync data from a single machine – eradicating any potential syncing issues. (WPC-548)

Version 5.5.5

Sep 2020

[Application crashing on a page with Chinese language](#)

There was an issue where the application crashes when accessing the About Page when the language is set to Chinese. This has now been addressed. The application should not crash despite of the language setting. (WPC-361)

[Exercise text overlaps](#)

It has been reported by some users that there are some exercises where the text overlaps. This makes the exercise instructions difficult to read. This issue has been fixed in this release. (WPC-516)

[Dashboard window migrates upwards when reopened](#)

The main dashboard window in Wellnomics WorkPace used to migrate up the screen when closed and reopened consecutively. This eventually leads to a situation where the main title bar will appear off the top edge of the screen, making it difficult for the users to close or move the screen as they please. This issue has now been resolved. (WPC-480)

[Windows 7 compatibility](#)

WPC 5.4.0.50 onwards do not work with Windows 7 due to a software incompatibility. This has now been fixed. The application should work as expected regardless of what Windows version (7, 8 or 10). (WPC-411)

[High Daily Usage window not appearing on screen](#)

The High Daily Usage window was reported to be failing to appear on the screen. The sound was reported and the screen was subsequently locked after minimising an RDP session. This has now been addressed as part of this release. The notification around high daily usage should appear as expected. (WPC-481)

[Application crashing due to triggering and quitting Wellnomics Breaks](#)

Occasionally, the application crashes due to the user quickly triggering Wellnomics Breaks. Application has been improved to ensure it doesn't crash under any circumstances. (WPC-335)

[Daily Limit and Weekly Limit Usage enforcement levels update](#)

It has been reported by some users that the insist notification for daily limit and weekly limit appears multiple times even after they've paused from using their computer. In this release, the insist notification should only appear when the set number of alerts have been reached. This is the same behaviour that is currently applied

to Wellnomics Breaks and Micro-breaks. The change has been made for both Daily Limits and Weekly Limits for coherence across the application. (WPC-482)

Version 5.5.3

Aug 2020

Temporary screen lockup with no way to exit

Occasionally, after changing monitor configurations (such as unplugging or plugging into a docking station) or after using Windows Remote Desktop with multiple monitors the Wellnomics WorkPace would get the monitor layout confused causing reminders and break reminders to not show correctly on screen. This would cause the computer to appear to 'lock up' for the duration of a micro-break or rest break without the break windows being shown, and without the ability to see and click the ignore button.

The issue has been solved by removing the multiple-monitor support in the product for now. This means that reminders will only appear on the main screen now and there is no support for showing reminders on multiple screens. In future we will find ways to re-introduce multi-monitor support once a solution for the instability in this feature is found. (WPC-426)

Wellnomics Break window could display larger than screen pushing ignore button off screen

Issue resolved so that ignore button is no longer pushed outside screen with changing tips content. (WPC-291)

Flash window when screen locked' option removed

This option was designed to visually indicate to the user when the screen is locked. However, with multiple monitors this feature no longer worked, so it has been removed for now. (WPC-448)

Automatic start-up of Wellnomics WorkPace not working

After a normal install the product should by default go into the Windows Startup so it runs each time the user logs on. In a prior release a bug caused this not to occur after first install. This is fixed now. (WPC-450)

Lockup during daily limit/high usage limit window display

Occasionally when a daily limit or high usage limit window was displayed it was not possible to ignore/quit the warning. This issue was related to WPC-426 to do with using multiple displays. The issue has been resolved by only displaying the daily limit/high usage reminder on the main screen. (WPC-477)

Version 5.5.1

Jun 2020

Unable to ignore break after closing the exercise video

New feature in 5.5.0 that allows user to use Esc key to exit a break or exercise video would sometimes lock up the screen due to not displaying correctly. This issue has now been fixed. (WPC-316)

Windows Media Player causing WorkPace to crash

Issues with Windows Media Player, which WorkPace uses to display the video exercises, could cause WorkPace to crash occasionally. Application has been improved to improve stability and reduce the chance of crashes when playing the video exercises. (WPC-345)

Resume from Standby Issue

In version 5.5.0 the Resume from standby option on Status Panel and System Tray was sometimes not enabled, meaning the user couldn't not easily resume from standby. This issue has now been fixed in 5.5.1. (WPC-375)

Mode 2 Authentication not working

There were sometimes issue with authenticating new users in Mode 2 (email + password) authentication, causing the authentication and activation of the application to not complete. This has been fixed in v5.5.1 (WPC-415)

Opt-in/Opt-Out Feature missing

Opt-in/Opt-out feature as enabled in default.ini was not working correctly. This has now been fixed. (WPC-416)

Version 5.5

May 2020

A range of stability issues fixed

There was a range of stability issues in earlier versions that have now been fixed. Some customers were reporting issues with:

- Screen lockup during breaks and exercises
- Application hang during synchronization with Wellnomics Risk Management server
- Application crash or lockup during Remote Desktop sessions
- Exercises not displaying sometimes
- Reminder windows not displaying correctly on the screen

These issues were mostly related to the following scenarios:

- Using 2 or 3 screens, particularly with screens that have different resolutions (e.g. laptop screen plus a larger plugged in external monitor)
- Connecting or disconnecting laptop from a docking station that has multiple screens

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)

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