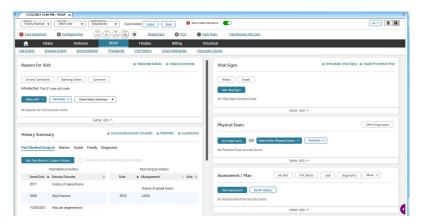# NextGen EMR Crashing Fix

With the help of Tanner Clinic, NextGen has found and provided a fix for the crashing problems we have been experiencing over the past year. The solution is to revert the SOAP template back to the old template format, prior to the last release where the new side-by-side format was introduced.
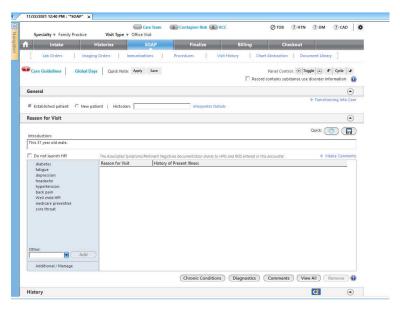
The fix has been tested with a handful of providers to ensure that it does, indeed, fix our problem. It has been very successful and the providers have reported almost no crashes, some for up to 3 weeks.

There is no functionality loss with this, just a different look and feel. For example, the navigation pane that is now on the bottom, right corner of the template is now at the top, left corner and the template fields are top-to-bottom, not side-by-side). Below are screenshot of current SOAP and old SOAP templates for your reference.

Current Soap Template:

Old SOAP Template (will be the SOAP template used once the fix is put in):

We will be migrating all machines (towers and thin-clients) to the old template over the next day or two. If you have any questions, please call the Help Desk (ext 3266). **Please leave your computers on at the end of the day so the change can be made on your computers.**