We have found that there is a data loss issue for users with a specific permission assignment in recent builds. Here are the details:

• It can occur when a user has either of these permissions: View Client ID or Edit Client ID, and that user does not have either of these permissions: View Address/Phone or Edit Address/Phone.
• The problem was introduced with build 877, and it occurs in all builds thereafter, through the current beta build, 904.
• In that case, when the user opens the Client Info form and closes it, the values in these fields are lost (set to null): Street, Phone, Race, Vital Status, HIV Status, HIV Risk Factors, Provider Notes.
• A good way to find client records affected by this bug is to run a custom Demographics report, filtering for HIV Status = Unknown, Vital Status = Unknown, Address is NULL, and Phone is NULL.

A performance measure has been created to identify clients affected by this bug in build 877. To view clients affected by the bug from Build 877 using the performance measure, download the file here and follow the instructions below.

To import the performance measure:

1. Log into CAREWare.
2. Click *Administrative Options*.
3. Click *Performance Measures*.
4. Click *Load From File (Advanced)*.
5. Select the file *Performance Measure Build 877 Bug Permissions Demographics 2016-08-19.xml* from the location it was downloaded to.
6. Click *Open*.
7. Check the box for *Missing Data*.
8. Click *Import*.
9. Click the name *Missing Data*.
10. Click *Refresh Single Performance Measure*. (Check the provider box in the top right first if currently logged into Central Administration)

The clients in the numerator are missing the data fields, have data fields set to the default value, or have null results for the data fields, which may be a result of this bug from build 877.

Once the performance measure results are complete:

1. Click *Single Performance Measure Client List* to view the results.
2. Click the bubble for *In Numerator (clients meeting the performance measure)*.
3. Click *Real-time Lookup List* from the drop down list for *List To:*.
4. Click *Make Client List*.

If you prefer to use a custom report, download the file here and follow the instructions below.

1. Log into CAREWare.
2. Click *Reports*.
3. Click *Custom Reports*.
4. Click *Import From File*.
5. Click *Custom Report Build 877 Bug Permissions Demographics 2016-08-19.xml* from the location the file was downloaded to.
6. Click *Open*.
7. Check the box for *Build 877 Bug Permissions Demographics Issue*.
8. Click *Import*.
9. Click Build 877 Bug Permissions Demographics Issue to highlight it.
10. Adjust the date span for *From:* to *11/5/2015*.
11. Adjust the date span for *Through:* to today's date.
12. Click *Run Report*. (If this is performed in Central Administration select a provider(s) before running the report)

This custom report will provide a list of clients missing the data fields, have data fields set to the default value, or have null results for the data fields, which may be a result of this bug from build 877. Please contact the CAREWare Help Desk by phone at 1-877-294-3571 between 12 PM EDT and 5 PM EDT or by email at cwhelp@jprog.com with any questions about this issue.