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## SIMULATIONiQ™ Enterprise

*Rover Release Notes*

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## SIMULATIONiQ™ Enterprise Rover Enhancements and Resolved Issues

Rover Compatibility				
Supported Operating Systems	Supported Browsers	Support for Mobile Devices	Additional Plugins and Browser Requirements	Server Hardware Requirements
<ul style="list-style-type: none"> <li>Windows 8.1, 10</li> <li>Mac OS X v10.15.5 (Catalina)</li> </ul>	<ul style="list-style-type: none"> <li>Internet Explorer 11.0</li> <li>Microsoft Edge 44 or higher</li> <li>Google Chrome 83 or higher</li> <li>Firefox 78 or higher</li> <li>Safari 13.0 or higher (Use Safari, not Firefox for Video Playback on web on a Mac OS)</li> </ul>	<ul style="list-style-type: none"> <li>iOS version 13</li> <li>Android version 10</li> </ul>	<ul style="list-style-type: none"> <li>Active X (Required for live view in Internet Explorer—Administrator only)</li> <li>SIMULATIONiQ Enterprise site must be listed as a "trusted site"</li> </ul>	<ul style="list-style-type: none"> <li>Windows Server 2012 R2 64-bit mode</li> </ul>
<p>A dedicated streaming server can be used for optimal performance of the Enterprise application as a high-performance streaming media to computers and mobile devices.</p>				

Rover Simulator Compatibility										
Manufacturer →	Laerdal					Gaumard			METI	
Model	SimMan	SimBaby	3G/Essential	SimPad	LLEAP	Code-Blue	Susie/Hall	UNI	HPS/METIMan	Muse
General Information										
Application Version	3.5.2000	1.6.2	2.3	6.0	7.0.1.4860	1.24.11	1.40.18.0	2.43.0.0	NA	1.0 build 197
Supported Enterprise Version	Rover	Rover	Rover	Rover	Rover	Rover	Rover	Rover	Rover	Rover

The following items are included in Rover:

**IMPORTANT!** Please note the following limitation on the SIMULATIONiQ™ Enterprise Rover release & up:

**Applications affected:** AV Control & AV Viewer

**Features affected:** Video playback, Edit video & Export video

**Operating Systems:** Windows 10 & Windows 10 Pro

**Workaround:** Disable “User Account Control Admin Approval Mode” local security policy

**Note:** Disabling “User Account Control Admin Approval Mode” may result in some of the apps including Edge browser not working.

## What's new in SIMULATIONiQ™ Enterprise

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### Virtual Simulation Management

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**New** Virtual OSCE

Create a case and schedule a simulated Telemedicine encounter between a learner and an SP using video conferencing.

**Contact your Customer Success Manager to obtain a Video Conference license.**

**New** DistanceSIM™

Create a scenario and schedule a live virtual simulation session between learners and a simulator using video conferencing and AV Viewer facilitated by on-site clinical staff (AV Control Room operator and Simulation Technician).

**Contact your Customer Success Manager to obtain a Video Conference license.**

### SIMULATIONiQ Enterprise Companion Apps

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DashboardKPI™

Monitor SIMULATIONiQ™ Enterprise and AV usage data.

SimINVENTORY™

Manage SIMULATIONiQ™ Enterprise inventory and scan bar codes to add items to inventory automatically. Assign inventory to events and rooms.

SimCheckIN™

Capture data on a tablet using default or customized workflows to help you analyze center utilization and accurately track simulation and clinical skills session attendance. Can be integrated with a badge scanner. Enable authenticated users to start and stop an ad h recording in SIMULATIONiQ Enterprise.

SimREGISTER™

Register in advance or scan a QR Code on-site to register for sessions and events.

**New** SimSP™

SPs can use the SimSP™ app to manage SIMULATIONiQ™ Enterprise sessions and events.

VideoCAPTURE™  
Enterprise

Record and upload on a mobile device and then playback and bookmark video in SIMULATIONiQ™ Enterprise.

**Contact your Customer Success Manager for more information about the Companion apps.**

## Enhancement Summary

### Multi-site enhancements

- Allowed multiple Central Monitor services to run for multi-site customers where network communication between sites is blocked.
- Allowed multiple enhanced streaming servers for multi-site customers where network communication between sites is blocked.

### Dashboard

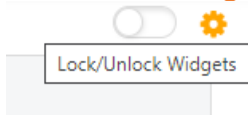
#### “Show All My Videos” link

Added a **Show all my videos** link to **My Items** to all users to see videos older than 30 days. Or click your user name at the top right and select **Profile** and then **Videos** from the Toolbelt. (*DeSales University*)

#### Time Zone

Added browser time zone to the SIMULATIONiQ Enterprise footer.

#### Dashboard Widgets



Required users to click Unlock Widget first and then click ✖ to remove a Dashboard item. **Note:** The To Do List cannot be removed.

### Cases & Scenarios

#### Case/scenario timings on landing page

Included case/scenario timings on landing page: Prep, Pre-Encounter, Encounter (Recording Time, Post Encounter, SP Documentation, Debrief, and Teardown Time.) (*Oklahoma State University*)

#### Enhanced Case/Scenario Refresh

Refreshed the following case/scenario items if the criteria is met:

Criteria	Refresh Status Message
If recording/paging has not started AND there are no responses, all case timing and case checklists will be updated.	All type of Case checklists and case duration updated successfully.
If recording/paging has started BUT there are no responses – All case checklists will be update.	Performance Assessment, Learner-Self Assessment, Peer Evaluation, Survey Checklists updated successfully.
<p>If there are responses: Check for Self, Peer, Performance and Post Encounter responses</p> <p><b>If No</b> - these checklists will be updated.</p> <p><b>If Yes</b> – go to next check.</p>	

Check for Self and Peer responses – if none, update Self and Peer.	Learner Self-Assessment, Peer Evaluation checklist updated successfully.
Check for Survey responses – if none, update Survey.	Survey checklist updated successfully.
Check for Post-Encounter scoring – if none, update SOAP scoring rubric.	Case SOAP scoring rubric updated successfully.

### Refresh Session Popup Reminder

Displayed Refresh Case Data pop-up to prompt user to refresh sessions after clicking Save Changes on the General Information tab. *(University of Colorado at Denver Health Sciences Center)*

### Optimized performance

Optimized performance of Case & Scenario, Sessions & Courses, Video, and Settings > User Profile to load more efficiently.

### Increased field size

Increased field size of Case Definition Description, Complaint and Physical Findings fields. *(John A Burns School of Medicine)*

## Sessions & Courses

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### Email Session Participants

Added the ability to email session participants with your own message or use an existing (active) email template. The system maintains a log of emails sent from the Session.

### End Time on Session Creation

Added End Time to session creation to calculate the total duration from start time. If Duration is changed, then the End Time is calculated automatically. *(Northeastern University)*

### Invite SPs to Sessions and Events

- When creating **Sessions** you can search for SPs and Sim Techs and invite users to participate in a session.
- Create SP/Sim Tech Training **Events** to invite SPs and Sim Techs to training for specific cases and scenarios.

### SP & Staff Module

Added a new module to view the following when inviting SPs to participate in Sessions & Events

- View need-to-know SP & Staff information for sessions today, tomorrow, next 7 days and next 30 days.
- View SP & Staff session status availability: Invited, Available, Not Available, Scheduled.

### SimSP™ app

Enabled SPs to view sessions they are invited to participate in, confirm availability, check in and out for sessions and submit timesheets.

### Enhanced Copy Session functionality

Displayed session details before copying an existing session:

- Validation for Duration with change recommendation if needed based on number of encounters.
- Validation for Categories not assigned to an Evaluator and/or Categories with more than one Prime Evaluator (if applicable).

### Session Blueprint

Added the SP and Evaluator first name to the Session Blueprint. *(Rocky Vista University College of Osteopathic Medicine)*

### QR Codes for Anonymous Survey

Added ability to generate a QR Code from an anonymous survey to allow users to scan a QR code and complete an Anonymous Survey.

### Question Choice Scores

Enabled changes to Choice Scores after responses have been submitted from within Scoring Properties.

### Changes to Request Session

*(Northeastern University)*

- Made Case and Room optional when requesting a session.
- Allowed user to change the room and case as required when approving the session request.
- Displayed requested session on the Session Calendar as soon as it is requested.
- Added ability to approve/reject session requests from the Session Calendar.
- Added ability to change the room and case when approving a session request from the Session Calendar.

### Removed role selection requirement for Self-Registration sessions

Removed role selection requirement for Open Student Self-Registration sessions.

### Added User Access tab to Access Restrictions

Added **User Access** tab to Access Restrictions to grant access to additional users if the **Enable user access security** parameter is enabled. *(UT Southwestern Medical Center)*

### Change Room from Advanced View

Added option to change room from Advance View. *(Northwell Health)*

- Changing of room will be disabled if video is already recorded or evaluation has been done.
- Deleting and recreating the recording schedule will be required to view the updates.

### Added Department Column

Added Department column to the Sessions & Courses landing page. **Note:** Click **Column Options** to add/delete columns.

## Videos

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### Video Editing

Added a video editing tool to Video web. Clip or create a series of video clips that can be rearranged and then played together as one file. Added Audit Log for video editing.

### Optimized the Live and Playback Video pages

Requires HTML5 playback: Check with the EMS **TotalCAREiQ** team or your **Customer Success Manager** if you are uncertain of your status.

### Playback

- Expanded video width
- Displayed picture-in-picture for a single view
- Displayed video bookmarks on video progress bar
- Displayed 10-second forward and back feature
- Displayed .5x, 1x, 1.5x and 2x playback speeds
- Displayed Browser Compatibility Check button

### Live

- Expanded video width
- Displayed picture-in-picture for a single view
- Changed recording link to button

### Video playback (HTTP) from web without streaming agent service

Removed Video Publishing Agent or WM Publisher EMS Services requirement for HTML5 Video playback.

**Note:** This does not apply to clients with Wowza/3GP streaming.

## Evaluations

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### Post Encounter Response tab

Added Post Encounter Response tab so the Evaluator can review the post encounter responses when completing performance assessments. (*Albany Medical Center*)

### Timer icon

Added a timer icon to the Quick Access tab and the Evaluation questions to identify responses that were submitted by the Post Encounter timer. (*Edward Via College of Osteopathic Medicine, Loyola University Stritch School of Medicine, Oklahoma State University*)

### Enhanced Performance Assessment Save and Submit functionality

- **Save:** Saves responses and maintains the checklist on the user dashboard for further review/completion.
- **Submit:** Saves all responses, marks them as submitted, and marks them for scoring. Checklist will be removed from user dashboard.

**Note:** Does not apply to Learner Assessments (pre, post, self, peer).

## Scores & Reports

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### Change Report Name

Added ability to change the Report Name in My Reports. (*Oklahoma State University Center for Health Sciences*)

### Displayed Department for each session

Displayed Department for each session in General Information on the Session List – Session Summary. *(Drexel University College of Medicine)*

### Inventory Quantity

Displayed inventory quantity required for session instead of available quantity on the Session Detail Report.

### Self-evaluation Score and Report

Created new offline process, “Generate Score Self and Peer”. When this offline process is enabled, scores will be generated for Self and Peer Assessments and can be reported using the Evaluation Response report. These scores do not presently impact session, case and category scores. *(Edward Via College of Osteopathic Medicine)* **Contact the TotalCAREiQ Team to enable this process for your institution.**

### Status column in Published Reports

Added a link to the Status column in Published Reports to show how many reports were published. Verified all reports are published for all learners before marking complete. Click the Completed link in the Status column to view individual learners status and link to the report. Column is sortable to show which reports have not yet been published. *(University of Florida – Gainesville)*

### Dashboard KPI & SimCheckIN Reports

Added links to SimCheckIN Reports and Dashboard KPI in Other Reports. Email/login for SIMULATIONiQ Apps site must be the same as the primary address on the User’s Profile in SIMULATIONiQ Enterprise.

## Settings

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### Today’s Sessions Parameter

Added a **Display ONLY today’s sessions on the Dashboard To Do List** parameter.

If this parameter is set to Yes, all activities for today’s date will be available on the dashboard immediately instead of becoming available at the encounter time. **Note:** All activities from previous dates that have not been completed (Assessments, QA, Self-Assessments, Peer Assessments, etc.) will no longer appear.

### Self Registration for sessions of same name Parameter

Added an **Allow Self Registration for sessions of same name** parameter. Click Yes to allow learners to register for multiple sessions which have the same name.

### Separate Character Limit Parameters

Enabled the ability to set separate character limits for Patient Note and response text boxes on a Questionnaire. *(Geisinger Commonwealth School of Medicine)*

### Print Option Parameter

Added **Hide Print option on pre encounter and post encounter evaluations** parameter to remove print option from Pre and Post Encounter activities. *(Des Moines University)*

### Department Report Parameter

Added **Department Report Parameter** to run reports for Departments of which you are a member. **IMPORTANT!** For institutions with User Access Security enabled. *(Arizona State University)*

### Removed 5000 user search limit from Add Participants list

Removed 5000 record restriction when adding participants to a session, adding members to and Organization Unit/Learner Group or adding Video Access for users.



### New email template to invite SPs to sessions

See **Settings > Email Settings > SP Session Invitation**

### Inventory Quantity & Reorder Quantity columns for Supplies & Drugs

Added Quantity and Reorder Quantity columns to Inventory for Supplies and Drugs. *(Angelo State University)*

### Survey Create Activity Type

Added new Survey Create activity type so when a survey is created it will appear in the Session Audit Log. *(UT Southwestern Medical Center)*

### Warning on invalid characters

Added warning message to show invalid characters in Excel file names when bulk uploading inventory. *(Nationwide Children's Hospital)*

### Case Refresh Audit

Added Case Refresh Audit: when a case is refreshed it is added to the Session Audit log.

### Active Directory

Enabled Active Directory groups to be mapped to specific learner groups. Additionally, if the user is moved between groups in Active Directory, the user profile will be updated with the updated learner group.

### Impersonate User

Allowed users who have access to the User List in Settings to impersonate a user. When a user is impersonated, it will be captured in the User Log In audit log.

## AV

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### Chat Feature

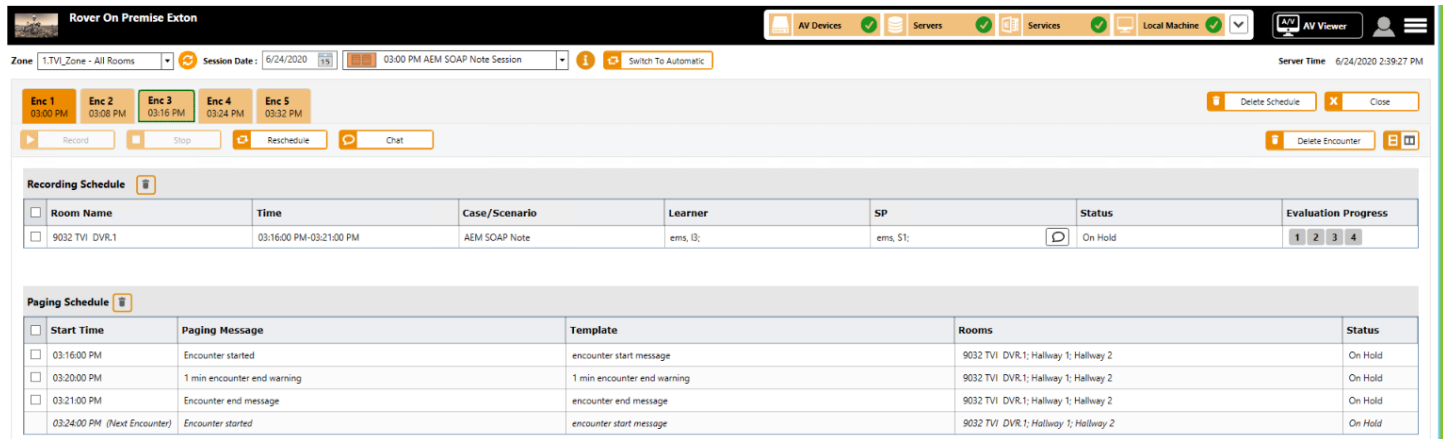
Enabled chat feature between SP dedicated computers and AV Control Stations. The Conversation History is maintained in Settings > Audit Log > Conversation History. Select a Room and Date Range to view the history.

### Video synch in quad view

*Requires HTML5 playback: Check with the EMS **TotalCAREiQ** team or your Customer Success Manager if you are uncertain of your status.*

Introduced a new player for HTML5 playback, which allows picture-in-picture, 10-sec forward/back, playback speeds. Playback will be in relative sync. When user pauses, all views will be paused. When user speeds up view, all views will be sped up.

## New Layout for AV Control



The screenshot shows the AV Control interface with the following sections:

- Recording Schedule:**

Room Name	Time	Case/Scenario	Learner	SP	Status	Evaluation Progress
9032 TVI DVR.1	03:16:00 PM-03:21:00 PM	AEM SOAP Note	ems, U;	ems, S1;	On Hold	1 2 3 4
- Paging Schedule:**

Start Time	Paging Message	Template	Rooms	Status
03:16:00 PM	Encounter started	encounter start message	9032 TVI DVR.1; Hallway 1; Hallway 2	On Hold
03:20:00 PM	1 min encounter end warning	1 min encounter end warning	9032 TVI DVR.1; Hallway 1; Hallway 2	On Hold
03:21:00 PM	Encounter end message	encounter end message	9032 TVI DVR.1; Hallway 1; Hallway 2	On Hold
03:24:00 PM (Next Encounter)	Encounter started	encounter start message	9032 TVI DVR.1; Hallway 1; Hallway 2	On Hold

Updated AV Control layout. **Note:** No functionality changes.

### Delete paging messages when an encounter is ended manually

Provided ability to delete paging messages when an encounter is ended manually. (*Edward Via College of Osteopathic Medicine*)

## Telemedicine

### Enhanced Video Conference Security

Video conference meetings are now password protected. From Advanced View, you will now see a link to **Copy Meeting URL**. This will provide an encrypted URL for joining the meeting outside of SIMULATIONiQ Enterprise.

### Added new parameter for Telemedicine customers

#### Telemedicine paging announcements

Click **Yes** to play a pre-recorded message through the browser for the SP at the end of the Telemedicine encounter to notify them that it is time to end the video conference.

If this parameter is set to Yes, a pre-recorded message will notify the SP that it is time to end the video conference.

### Added a video conference count-down timer

If the **Display ONLY today's sessions on the Dashboard To Do List** parameter is set to **Yes**, and the SP or Learner starts the Telemedicine encounter early, a count-down to the start of the encounter appears and then the video conference will be launched automatically at the start of the encounter time.

If the **Display ONLY today's sessions on the Dashboard To Do List** parameter is set to **No**, the Telemedicine encounter will not be available on the dashboard until the encounter time. The SP or Learner must refresh the Dashboard To Do list, click **Start** to begin the encounter, and then click **Start Video Conference** to launch the video conference.

### Enhanced Telemedicine performance

Enhanced performance of session scheduling, video conference meeting creation and Telemedicine video download.

### New Telemedicine offline processes

- The **Telemedicine Video Download** offline process provides a backup method in case the video is not processed and downloaded as expected.
- The **Process Encounter for Telemedicine** offline process will now be responsible for creating the video conference meetings for each Telemedicine encounter.

### Scheduling

Added ability to create video conference meetings 365 days in advance. (*Previously 5 days in advance.*)

### Closed Captioning

Added Closed Captioning to Zoom video conferences.

## Resolved issues

### Dashboard

- Displayed the correct browser name on the Browser Compatibility screen when logging into Enterprise. (*UT Southwestern Medical Center*)
- Resolved error when refreshing the Dashboard after login.
- Saved changes made to Dashboard layout when widgets are moved or resized. (*Centra Health*)
- Granted Administrator access to add/edit Quick Access/Information Dashboard widget. (*Albany Medical Center*)
- Resolved error loading the web application. (*Florida State University College of Medicine*)
- Removed Quick Evaluator Assignment link from Favorites on the Dashboard because it's still being developed for general use. (*UT Southwestern Medical Center*)
- Removed student self-registration sessions from the Dashboard Other tab for Cloud clients once the session time has passed.
- Removed the Unregister link from the Dashboard Other tab once the session time has passed student self-registration sessions.

### Cases & Scenarios

- Revised Cases & Scenarios audit to only add to the audit log when the user clicks Save Changes. (*UT Southwestern Medical Center*)

### Sessions & Courses

- Saved SP/Evaluator information on recurring sessions when using Quick Room Setup and the Case and Blueprint for all recurring sessions is the same option is selected, but no blueprint is used. (*Massachusetts General Hospital*)
- Removed No Show learners from the "Learner has met the SP for the following sessions" list. (*Philadelphia College of Osteopathic Medicine-PA*)
- Added a scroll bar to Equipment tab on the Session Calendar. (*Dartmouth-Hitchcock Medical Center*)
- Retained all rooms in blueprint if learners are changed or removed (*University of NE England College of Osteopathic Medicine*).
- Fixed copy blueprint to save changes properly when creating a staggered blueprint. (*Dartmouth-Hitchcock Medical Center*)
- Made the following changes when adding an instructor on the General Information tab when creating a session: (*Gunderson Health System*)
  - Changed Add Participant to **Add Instructor**.
  - Added **Educator** as the default in the in the Search drop-down.
  - Changed Participant List to **Instructor List**.

- Changed message when editing participants: Do you want to move the responses for the current learner to the new learner?
- Differentiated if room conflict is for a session or an event when a room is unavailable. (*University of St. Augustine for Health Sciences*)
- Displayed SP sessions on the Session Calendar correctly when selecting an SP from the User tab. (*Dartmouth-Hitchcock Medical Center*)
- Disabled ability to double-click unavailable equipment from the Session Calendar. (*Dartmouth-Hitchcock Medical Center*)
- Corrected recording/paging schedule times when changing the case in a session. (*Queen's University School of Medicine*)
- Fixed ability to print Session Blueprint report PDF correctly when sessions breaks are included. (*Rutgers – New Jersey Medical School*)
- Retained debrief room and equipment after learner registration for a Student Self-Registration session (*St. Luke's - Boise*)
- Resolved Evaluator drop-down issues when Check SP availability is set to Yes when using Quick Room Setup to create a session.
- Fixed ability to remove Instructor from session. (*Dalhousie University*)
- Disabled ability to delete a session from the Session Calendar if user does not have access to the session and user access security is enabled.
- Retained all rooms on manual blueprint correctly if a room is assigned without a participant and a student is removed from a session. (*University of New England College of Osteopathic Medicine*)
- Fixed ability to export the SimCheckIN report and optimized the performance of report generation. (*Virginia Commonwealth University College of Medicine*)
- Updated session status properly after removing unavailable equipment from a session. (*St. Luke's - Boise*)
- Saved changes properly when deleting and then adding the same room when using Quick Room Setup. (*PCOM – Georgia*)
- Displayed "Participant order is invalid. There are student numbers missing in the sequence" validation message if student sequence is missing when creating blueprint.

## Videos

- Fixed issue where video wall was crashing.
- Fixed Video Wall error. **Note:** Video Wall can only be displayed in Internet Explorer 9 or higher. (*Philadelphia College of Osteopathic Medicine - Georgia*)

## Evaluations

- Prohibited learner from submitting an incomplete Peer Assessment if the "Allow SPs and educators to submit an incomplete checklist" is set to No. (*Southern Illinois University – Edwardsville*)
- Scored Ad Hoc Evaluations properly.
- Calculated scores correctly when Prime Evaluator is changed. (*University of New Mexico*)
- Corrected issue when printing a performance assessment for a scenario to show correct instructor responses. (*Western Connecticut Health Network*)

## Scores & Reports

- Removed HTML formatting for special characters: & < > from Center Utilization Report contains (*UT Southwestern Medical Center*)
- Improved performance of generate score process to resolve issue with reports being stuck in pending mode. (*Thomas Jefferson University*)
- Fixed ability to print the Session Detail report and displayed the scheduled and pending recording schedules properly. (*New York College of Osteopathic Medicine of NYIT (NYCOM)*)

## Settings

- Updated message to show the correct number when deleting users and displayed the correct number in the User Management Audit Log.
- Removed Audit Log for active directory user updates and fixed issue with user roles while adding users from active directory.
- Enabled UTC to local time (EST) conversion when security is disabled.
- Fixed ability to upload user profile images and bulk upload learners properly.

## AV

- Resolved error when indexing video to ad hoc session.
- Fixed ability to view live in Sim Client.
- Validated audio and reprocessed the file if the video is missing audio.
- Optimized video search regardless of date range selected in both web and AV Viewer. (*Thomas Jefferson University*)
- Displayed indexing screen in AV Control (Cloud) after the recording starts.
- Fixed flickering video in Live view when switching camera views.
- Displayed local time in AV Control if communication with scheduler is interrupted.
- Updated EMS Player to open live video in 16:9 aspect ratio by default.
- Updated the Live View plugin to view uploaded video in web.
- Corrected intermittent issue where AV Control stopped working when switching live view to full screen display.
- Fixed incorrect camera views from appearing when streaming live view on a Mac.
- Corrected issue which prevented videos from playing in AV Viewer.
- Corrected manual paging when there are multiple Crestron devices mapped to a single Organization Unit.
- Fixed flickering video in Live view when switching camera views or scrolling through checklist.
- Optimized the Search tab performance in AV Viewer.
- Created fix to playback video from the DVCS or Cloud if the video is deleted from the device.
- Added confirmation message in AV Viewer to download available videos if not all selected videos are available for download.
- Corrected AV Viewer to display properly when switching camera views and displayed camera controls correctly.

- Resolved AV Viewer issue so video does not revert to the beginning of the recording after pausing and then resuming playback of the video.
- Resolved error message for single sign-on users when signing out of the application.
- Converted videos properly by eliminating videos from retired cameras. (*University of North Texas Health Science Center*)
- Fixed Live View in AV applications.
- Modified paging-only sessions to not record. (*Oklahoma State University Center for Health Sciences*)
- Resolved video sync issue on playback. (*UT Southwestern Medical Center*)
- Fixed video conversion issues. (*Grand Valley State University*)
- Corrected issue where recording status was flickering for clients who have 24 x 7 recording enabled.
- Corrected AV Viewer screen flipping from selected camera view to main screen in AV Viewer. (*St. Luke's - Boise*)
- Displayed correct Live video feeds when viewing on a Mac. (*University of North Texas*)
- Corrected the timestamps when using Simple Edit when editing more than one video. (*Texas Tech University Lubbock*)
- Fixed ability to search for students and instructors and then press enter when adding participants to an ad hoc recording. (*Madison Area Technical College*)
- Added message in System Health Check to indicate that Windows updates are set to update automatically.

## SimCheckIN

**Contact your EMS Customer Success Manager for more information about SimCheckIN.**

- Fixed ability to export the SimCheckIN report for a year without the system timing out. (*Virginia Commonwealth University*)
- Resolved duplicate data in the SimCheckIN Excel report. (*Virginia Commonwealth University College of Medicine*)

## Inventory app

- Resolved username and password issue.