

L1 SOP – Applying Fix for MVE Texting Issue via LogMeIn

Purpose

To assist clients who cannot send texts through MVE due to the known file/OCX registration issue (not a global outage). This procedure explains how to connect via LogMeIn, transfer the fix file, place it in the correct directory, and run it as Administrator.

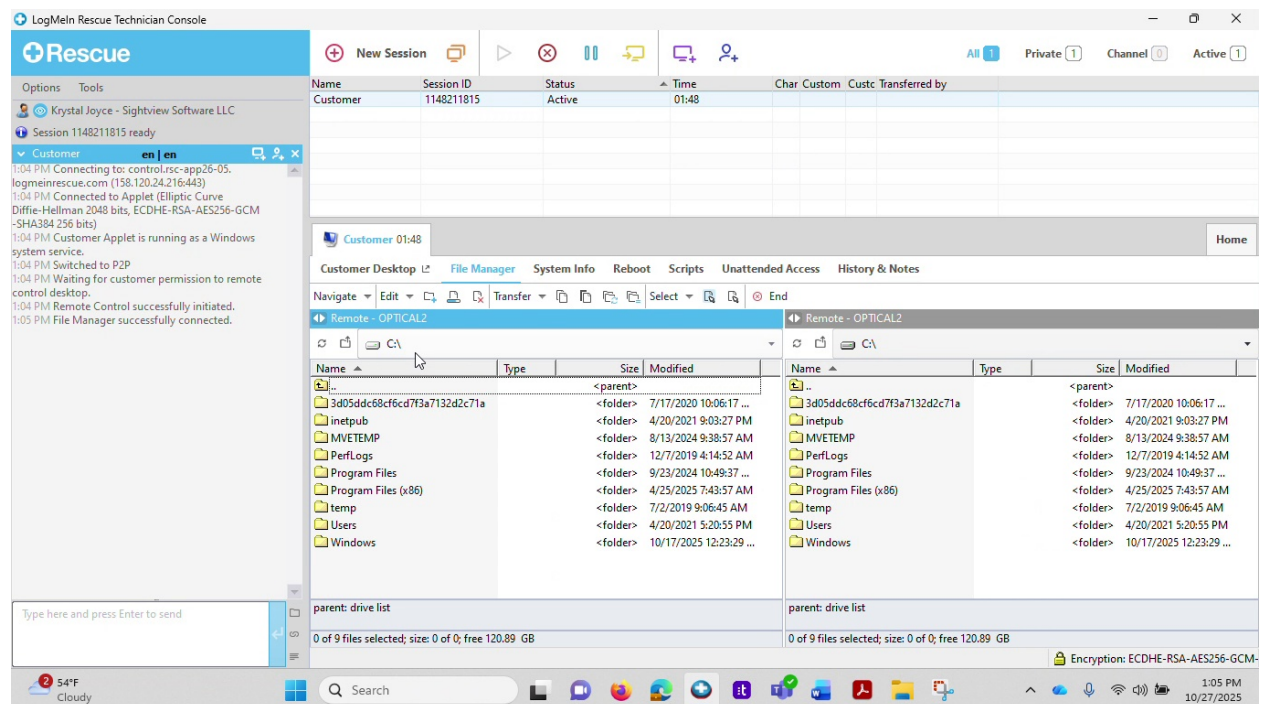
Steps for L1 Agents

1. Connect to the Client via LogMeIn

1. Launch **LogMeIn Rescue Technician Console**.
2. Enter the **Session ID** provided or connect through the open ticket link.
3. Wait for client to accept and grant remote desktop control.
4. Confirm connection is stable and recording if necessary.

2. Transfer the Fix File

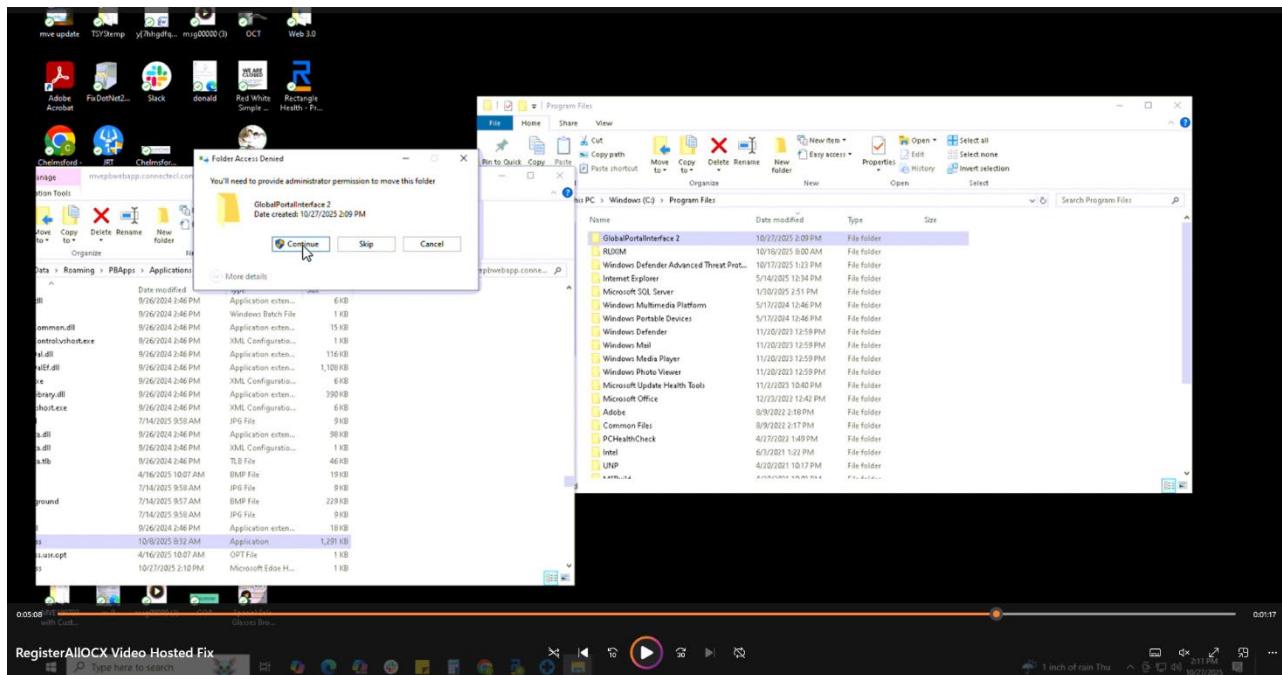
1. In the **File Manager** tab, navigate on your local machine to where the fix file is stored (example: GlobalPortalInterface.zip or RegisterAllOCX.exe).
2. Select the file and **transfer to the client's workstation**.
 - o Recommended destination: C:\temp or desktop (easy to find).



3. Move File to Correct Directory

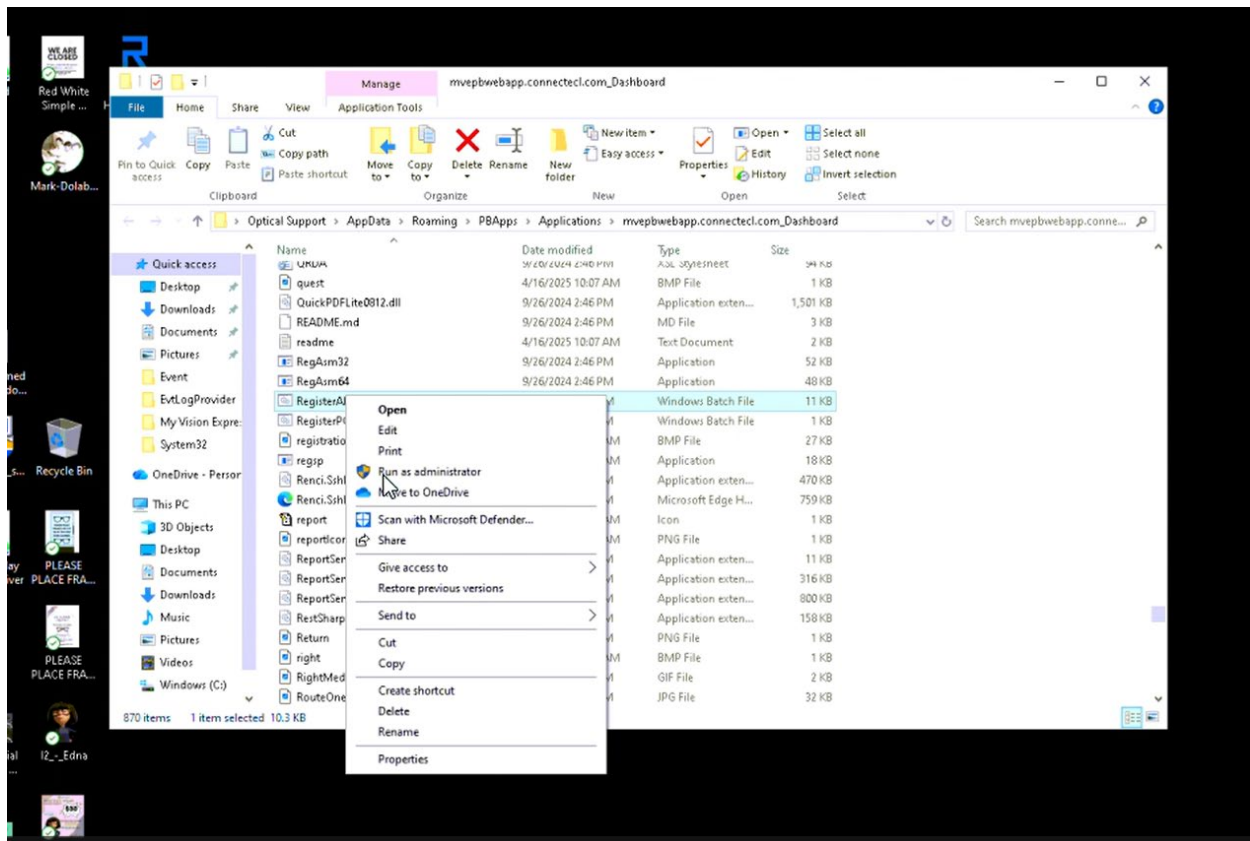
1. On the client workstation, navigate to:
 - C:\Program Files (x86)\My Vision Express (for 64-bit)
 - or C:\Program Files\My Vision Express (for 32-bit).
2. Copy/paste or drag the fix file into the MVE program directory.
3. Verify file is visible in that folder.

Video Link of file transfer: [Transferring via File Manager LMI](#)



4. Run File as Administrator

1. Right-click the fix file (e.g., RegisterALLOCX.exe).
2. Select **Run as administrator**.
3. Allow the process to complete (progress window will appear briefly).
4. Close any confirmation dialogs once complete.



5. Validate Functionality

1. Open **MVE** on the client workstation.
2. Navigate to **Patient > Profile > Send Text**.
3. Attempt to send a test message.
4. Confirm the text sends successfully and no error message appears.

6. Document Resolution

- Note in the ticket:
 - Session ID
 - Workstation name
 - File path used
 - Confirmation that text messages now send successfully
- Close ticket if resolved, or escalate to L2 if issue persists after fix.

Important Notes

- This fix applies **only to the texting OCX registration issue**. Do not use it for outages or unrelated texting failures.
- Always confirm with the client which workstation(s) are impacted before applying.
- If multiple workstations are affected, repeat steps for each. This must be done to every workstation.