



TPA Server Installation Guide

Picis Perioperative and Critical Care 10.0

© **Picis Clinical Solutions, Inc.** All Rights Reserved. **Picis** and the **Picis** logo may be trademarks or registered trademarks of **Picis Clinical Solutions, Inc.**, and/or its affiliates in the United States and/or other countries.

Picis Clinical Solutions believes the information in this document to be accurate and much care has been taken in its preparation. However, Picis Clinical Solutions does not accept any responsibility for the use or reliance on the information contained herein. The user should exercise care to assure that the use of the product and its related documentation is in full compliance with the laws, rules and regulations of the jurisdictions in which they are used.

Trade Secrets and Proprietary Notice: This material contains valuable confidential information of Picis Clinical Solutions and/or its affiliates and shall at all times remain the property of Picis Clinical Solutions. This material may not be copied, photocopied, reproduced, translated, or converted to any electronic or machine-readable form in whole or in part without the prior written approval of Picis Clinical Solutions.

Picis Clinical Solutions reserves the right to make changes to any product described in this document to modify its functionality or design. Picis Clinical Solutions is committed to duly notify its customers of any changes to product functionality or design which may affect the product performance or application. The information contained herein is subject to change and revisions may be issued from time to time. For current information, please contact Picis Clinical Solutions.

Intended Use: Picis Clinical Solutions software patient information system compiles an electronic medical record utilizing commonly available hardware, and is classified as a “medical device” by regulatory agencies in certain jurisdictions. A patient record is populated with information from various sources, such as healthcare professionals, medical devices connected to the system, and data that arrives via hospital and laboratory information systems. The application stores this information in a database, and it may analyze and/or display the data in different formats for evaluation by healthcare professionals for informational purposes. The product is intended for use by healthcare professionals.

HIPAA Compliance: Picis Clinical Solutions has put considerable effort into providing the capability to protect and audit access to patient personal health information in its products. It is highly recommended that those responsible for implementing the software fully utilize the delivered security functionality in order to ensure that only authorized users have access to the data. Picis Clinical Solutions supports configuration that will permit authorized users to restrict access to certain features and functions, to allow view-only rights to protected information and to define editing rights. Also, native audit features and reports can be utilized periodically in order to monitor changes or particular instances of access to data.

Caution: The data displayed on Picis Clinical Solutions applications are for informational purposes only. Picis Clinical Solutions recommends that users always refer to primary devices for diagnosis and treatment.

Hardware Requirements: Detailed hardware requirements are provided during the contract process. Please contact your System Administrator or Picis representative should you require additional information.

Nomenclature: The expressions “real-time data”, “real-time variables”, “real-time fluids” etc. are Picis expressions that refer to near real-time data collected from connected devices.



Picis Clinical Solutions, Inc.

100 Quannapowitt Parkway, Suite 405, Wakefield, MA 01880 USA

Phone: 781-557-3000 • picis_info@harriscomputer.com • <https://www.picis.com/>

Unique Device Identifier (UDI)	For UDI information, refer to the <i>Release Notes</i> .
--------------------------------	--

Contents

1. Introduction	5	7.1. Configuring Surgsync	31
1.1. Components to Install	8	7.2. Configuring CareTaker	32
1.2. Installation Overview	9	7.3. Configuring Autoprint to send Outlook appointments	32
2. Pre-Installation Steps	10	7.4. Configuring and Starting Clinical Services	33
2.1. Provide Connectivity and Hardware Information	10	7.5. Configuring Data Execution Protection	33
2.2. Create the "Public" Folder Structure	11	8. Enable Integration ("TPA" Only)	34
2.3. Download the Package and Validate it	11	8.1. Activating Dynamic Data Flow	34
2.4. Extract Files from the "External\CareSuite" Folder	12	8.2. Synchronizing Databases	35
2.5. Extract Files from the "Internal" exe Self-Extractor	12	9. Post-Synchronization Tasks ("TPA" Only)	35
2.6. (Optional) Extract Documentation PDFs	13	10. Load Client-Selected Content	35
2.7. Deactivate User Access Control	13	10.1. Content Library Installer Installation	35
3. Installing Prerequisites Software	13	10.2. Installing the CLI Tool	36
4. Install Picis Web Services	15	10.3. Obtaining the Content	37
4.1. Picis Web Services Overview	15	10.4. Selecting and Installing Categories	37
4.2. Pre-Installation Steps	16	10.5. Reviewing the Content Installer Log	40
4.3. Installing Picis (web) Services	16	11. Configuring the Desktop Installers	42
5. Installing Databases	18	12. Installing Client Applications	43
5.1. Database Installation Overview	18	13. Install Preferred Language Database Entries	44
5.2. Extracting Database Files	19	14. Verifying Rights for the "Picis" User and "TPA Admin" Group	44
5.3. Running Standard Database Maintenance Jobs	25	15. OR Manager Required Data/Quality Checks	45
6. Installing Standard Server Components	26	16. Further Tasks	47
6.1. Running the Server Installer	27		
6.2. Setting the GUI language for Customize at the PCM server	31		
7. Post-Server Install Steps	31		

Contents

16.1. Installing PMR-Based Interfaces and Components	47
16.2. Prefix Mapping for OR Manager	48
16.3. Starting Autoprint	48
16.4. Starting Surgsync	49
16.5. Meditech Extracts	49
16.6. Installing PCM-Based and Script-Based Interfaces	49
16.7. Move Live	50
Distribute Documentation PDFs	50
Appendix A: DB Utility	52
A.1. Overview	52
A.2. Installing and Configuring DB Utility	52
A.3. Creating a Database Set	55
A.4. Adding a Database to a Database Set	58
A.5. Updating Databases in a Database Set	61
A.6. Getting Database Versions	61
A.7. Dealing with Errors in DB Utility	62
Appendix B: Confirming DBs are set to SQL Server Native Mode	62
Appendix C: Disabling IE Enhanced Security	64
Appendix D: Picis Launcher	66
Folder Structure for Picis Launcher	66
Command Line Arguments for Picis Launcher	66
Settings.ini File for Picis Launcher	67
Picis Launcher Error Logs	70
Installing Picis Products	71
Appendix E: Cleaning Picis Software from a Computer	76
Appendix F: SmarTrack Standard Content	78
Appendix G: Setting up a Staff (Surgeons) Link	82
G.1. Setting Up a Staff Link in a 'TPA' system	82
G.2. Setting Up a Staff Link in a Standalone OR Manager System	83
Appendix H: Picis (web) Services Installation and Troubleshooting Details	86
H.1. XML File location	86
H.2. Troubleshooting the Services Installation	87
Appendix I: Configuring Facilities in Multiple Timezones	90
I.1. Configuring Timezones	91
I.2. Stopping the Windows Time Service	92
Appendix J: Installer Log Files	94
Log Files stored in the Windows %Temp folder	94
Picis Launcher Log Files	95

1 Introduction

This guide describes the server installation process for a "PaaS" system.

This is one of many documents needed for an installation/upgrade. Please see the Implementation Overview for a complete list of documents and a high-level outline showing at which point the steps described in this guide should be carried out.

Note

All documents can be found in the Documentation, resource and software of the release package.

- Important:** The information in this guide is aimed at PaaS architects, primarily the Technical Implementation Group and partners who will carry out the implementation. It might not always be clear, but the processes described in this guide unless specifically indicated to do so by PaaS or a PaaS partner. In contrast, It might not be expected to install software or applications for non-PaaS clients, please see the Implementation Overview Guide.

This guide provides instructions for installing the PaaS onto various databases and environments by the following programs:

- DB Services
- DB Manager (including DataPacks)
- Workflow Manager, Policy Manager, Content Case Manager, ContentPack
- Proxy Manager
- Reporting tools, such as Report Server
- Configuration tools, such as Security Manager, DB Editor, and Customizer

This guide also describes how to create a configuration file for the PaaS installer tool that the Itasca implementation team can use to install PaaS applications of the Itasca client to install in the way.

Below are common terms and concepts used throughout the installation and upgrade documentation.

Term/Concept	PaaS Image
as-is	The terms as-is and as-is/with are used as general references to PaaS environment terms in the guide etc.
as implemented	
is referring to the "PaaS" tool and	A "PaaS" environment is one in which a client can install and configure their applications in preparation for a PaaS working environment. A "PaaS"

1. Introduction

Component	How it works
IBM environment	Environment is one in which the applications are in use for day-to-day operations. In addition to IBM and non-IBM environments, also the non-IBM and non-IBM are used and used to make additional changes to the IBM system and also a non-IBM environment. The IBM environment is used for building the integrated IBM system while using the IBM environment for the troubleshooting and testing the system with a non-IBM system that may be required during the time it takes to implement the IBM system. The IBM environment is only supported with the IBM system and non-IBM. The IBM environment supports the IBM IBM environment and the existing IBM environment is provided.
IBM	IBM Storage, IBM
IBM environment	A collection of system and applications using IBM Storage. It may also include IBM/IBM. The IBM environment includes system and non-IBM IBM, IBM, and IBM. A IBM/IBM is a collection of an IBM system in a non-IBM.
IBM environment	IBM Storage, IBM Storage and IBM IBM Storage are collectively referred to as IBM Storage.
IBM environment	A collection of system and applications using one or more of the following modules: IBM Storage, IBM Storage, IBM Storage, IBM Storage, IBM Storage. The system uses the IBM and IBM system.
IBM environment	System uses the IBM system, IBM IBM, and the IBM system.
IBM	IBM IBM system
IBM environment	Configuration and system of the configuration settings module is a collection, including modules and configuration settings module with system as well as the configuration module. For more information, see the IBM Configuration module.
IBM environment	System is a comprehensive set of documentation modules from which users can select the settings of system that would be in use. The system is also used for the management of the system and the system's settings. The system is a collection of the system's settings.

Component	Function
Base OS	After installing a VM environment on the host, the base OS provides a platform to install the database for use in a VM environment. The provider is an abstract for database that are being supported.
Host OS	Host services that supply capabilities and data to applications and other system components.
VM	Virtual Machine Monitor (VMM) for virtual machine interfaces and management integration.
VM	Virtual Machine Monitor (VMM) for administrative interface.
Host OS	The host OS provides access to the software storage system. The host OS is the first step in the process of installing the database on the host. The host OS is the first step in the process of installing the database on the host.
Database	A database is a collection of data that is organized in a way that allows for efficient retrieval and storage of data. The database is the first step in the process of installing the database on the host.
Database	A database is a collection of data that is organized in a way that allows for efficient retrieval and storage of data. The database is the first step in the process of installing the database on the host.
Database	A database is a collection of data that is organized in a way that allows for efficient retrieval and storage of data. The database is the first step in the process of installing the database on the host.
Database	A database is a collection of data that is organized in a way that allows for efficient retrieval and storage of data. The database is the first step in the process of installing the database on the host.
Database	A database is a collection of data that is organized in a way that allows for efficient retrieval and storage of data. The database is the first step in the process of installing the database on the host.

1. Introduction

Component	File Name
Core Integrated Architecture	Architecture where all Manager is installed together with one or more of the following: Workforce Manager, Policy Manager, Virtual Case Manager, Policy Manager
Transactional processing	Transactional includes components that work on specific data entered in the system for either an administrative system (Singular, Autopilot, Transact)

1.1 Components to Install

The following table shows the system components to be installed. A "Full" system includes all of the components of each system. All server architecture diagrams can be found in the Technical Reference Guide.

	File	
	Administrative modules	Operational modules
Hardware	File File File File is a hardware module	File File
Server Components	File with Service File for Staff monitoring Autopilot Transact Singular	File with Service File with Service
Optional	Hardware Interface to use for input File - Admin tool File interface	Hardware Interface to connect with system
Implementation Tools	File with Custom Admin Module Tool	
Notes		

- It is a VM system, IBM z/OS, PaaS Web Services, and the C/C++ Tool suite in the administrative control panel.
- For more details of server components and WebSphere Framework, see the Technical Reference Guide.
- For other web facilities in multiple languages, a JSP/JSP2.0 server should be installed in each language. WebSphere system requirements and instructions are described in *Installing, Configuring, and Using the JSP/JSP2.0 Server* in chapter 2. Review this information prior to beginning the step of installation.

1.2 Installation Overview

The following sections provide a high-level overview of the installation workflow as well as a description of the components required for each installation scenario.

Notes

- The installation process described in this document assumes that the network, servers, and other configurations meet the necessary hardware requirements and that the databases are being installed on the first time.
- If you are upgrading an existing system, you should first consult the Technical Upgrade Guide.

The following steps apply to all environments. VM/370, z/OS, and VM/370 and z/OS environments are used as examples.

1. Complete the required pre-installable steps:
 - a. Install/upgrade hardware and network.
 - b. Install/upgrade required operating system or services if necessary.
 - c. Perform pre-installation steps (this mainly involves creating the required table structure).
 - d. Run the PaaS Framework installer on servers.
2. Install the PaaS web Services.
3. Install IBM z/OS and the databases in the VM/370 environment and load the databases with default content.
The "administrative control" databases, data load should be performed as part of the on-site database preparation or can be loaded in-house and then delivered to site.
4. If using PaaS connector to install desktop software, install the required facilities in the
5. Run the server installer on servers in the VM/370 environment to install/upgrade default WebSphere components and client services.
6. Enable integration (VM/370 only).
7. Load client-related default content using the C/C++ Tool.
8. Use the desktop installer to install/upgrade applications and the WebSphere installation Guide for more details.

2. Pre-Installation Steps

1. Create configurations in the VM environment using the System Configuration Assistant/Management Configuration Guide for more details. (This step should be carried out by the installer.)
2. Set preferred language defaults within.
3. Verify rights and other VM Manager required user quality checks.
4. Create/modify group configurations for details see the System Admin Guide and System Configuration Guide.
5. Set home and location preferences within for details see the VM Manager Configuration Guide and User Guide.
6. Perform steps in the VM environment to optimize the performance and behavior of the managed system. Details in How to Optimize.
7. Set profile mappings for VM Manager.
8. Set server components.
9. Install VM Manager interfaces.
10. Move to a UML environment.
 - a. Run the Free-Form Template Installer on UML servers.
 - b. Install Free-Form Services on UML.
 - c. Move from a VM to a UML system database, servers, as described in the User Guide.
 - d. Install/upgrade the applications and apply customization configurations in the UML environment.

2. Pre-Installation Steps

The pre-installation steps are typically only performed the first time a server is installed with Free software. Ensure these steps are completed before installing any of the server components.

2.1. Provide Connectivity and Hardware Information

You must provide connectivity and hardware information as soon as possible. This information should have been obtained before the installation begins.

Among the information included is the following:

- The internet drive location for the VM, data and log files.
- The password for the 'root' database server login or a login with equivalent privileges.
- Login details for a user that has full administration rights for the computer concerned.

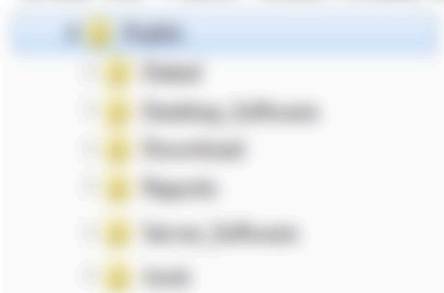
The hardware, where servers, management processors, and client applications for monitoring will be located are determined based on the client's needs and resources.

2.2 Create the 'Public' Folder Structure

When performing the installation, a 'Public' folder should be created where the release settings and associated installation files will be stored.

Note: Before proceeding, validate hardware and compatibility software requirements using internal documentation.

1. Create a folder named 'Public' on any of the available servers (the 'Public' folder is typically located on the RDP desktop server).
2. Share the 'Public' folder with Full Control access for Everyone.
3. Under the 'Public' folder, create the following folder structure:



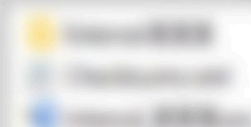
4. (Optional) - In the 'Download' folder, create a folder with the name of the PaaS version. (The rest of the guide assumes that you have not done this. If you have done this, adjust references to the 'Download' folder appropriately.)
5. In the server where PaaS products will be installed, map any available letter to the 'Public' folder.

Note: In previous releases, subfolders were created for each instance such as 'Test1' and 'Test2' from PaaS. It is expected such folders are no longer needed because all instances are referenced with a single variable.

2.3 Download the Package and Validate It

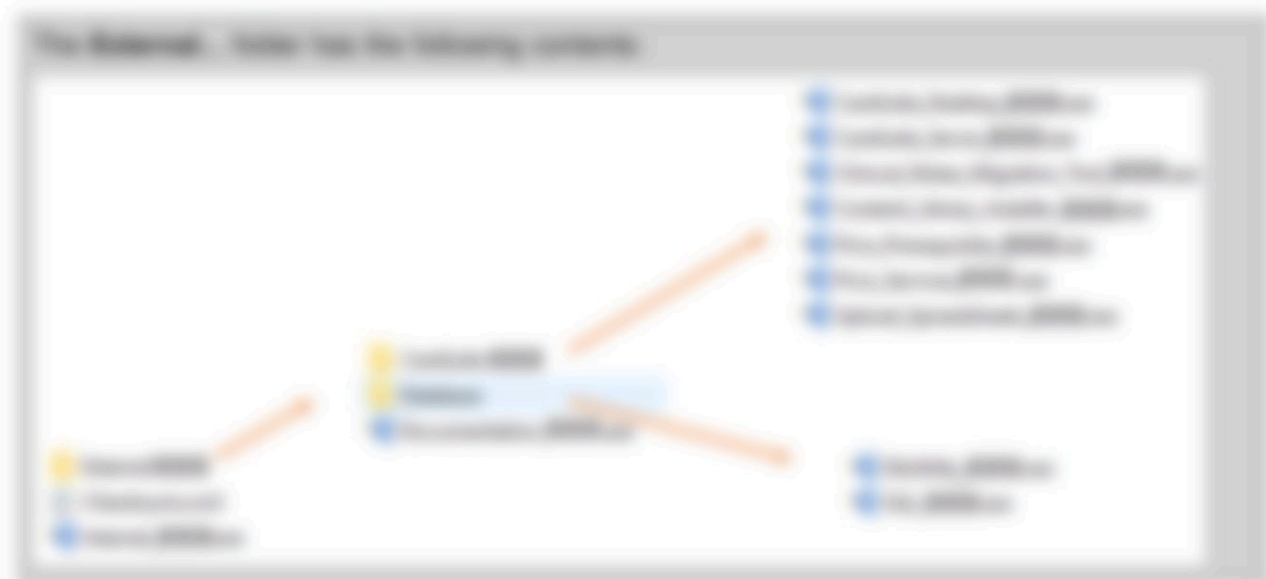
View the settings

The release settings consists of the following folders and files:



Where 2022 represents the version number.

2. Pre-Installation Steps



Note: The External, Internal, and Target folders are not intended for your installation.

1. Download the package to the 'Target-Desktop' folder.
2. Extract the package contents by following the instructions for Release Notes appendix in 'Storage' tab.

2.4 Extract Files from the 'ExternalCertificate' Folder

1. Browse to the 'Target-Desktop\ExternalCertificate' version\certificate' folder.
2. Double-click each of the .zip files and extract the contents directly into the 'Desktop' folder. The contents should copy to individual folders which will be referenced in the instructions. If needed, use Windows file without prompting and not delete.
3. Copy the contents of the following folders in the 'Desktop' folder to the corresponding location. Do not copy the entire folder, only copy the contents within each folder.

Source Folder	Copy Files To
ExternalCertificate Desktop version	Target-Desktop Software
ExternalCertificate Server version	Target-Server Software

2.5 Extract Files from the 'Internal' via Self-Extractor

1. Browse to the 'Target-Desktop' folder.

1. Installing Prerequisite Software

1. Double-click the Internet Explorer icon file and select the contents directly into the "Download" folder. The contents should end in an "Internet" folder, which will be referenced in the instructions.
2. Repeat this download file without prompting and exit steps.

2.6 (Optional) Extract Documentation PDFs

The fact that you are reading this guide file indicates that the Documentation PDF contents have already been extracted successfully.

See Practice: This document file you select the PDFs in the "Prerequisites" folder.

1. Browse to the "Prerequisites" folder.
2. Double-click the Documentation, Internet icon file and select the contents directly into the "Download" folder. The contents end in a "Documentation" folder.
3. Repeat this download file without prompting and exit steps.

2.7 Disable User Account Control

Microsoft User Account Control (UAC) must be disabled at each server. For more information on UAC, see your operating system help file and <http://technet.microsoft.com/en-us/library/cc756686.aspx>.

1. At each server, click the Start button and click Control Panel.
2. The Control Panel window appears.
3. In the search box, type "uac" and then click **Change User Account Control Settings**.
4. The User Account Control Settings window appears.
5. Drag the slider down to **Never notify** and click OK.
6. Repeat the steps to complete the disable/enable process.
7. Repeat these steps at each Windows Server machine.

1. Installing Prerequisite Software

Note: See the Release Notes for information on prerequisite software requirements.

The Free Prerequisite installer is available to deploy prerequisite software prerequisites not currently installed on the server. The installer is run prior to installing the server Prerequisite and Control Task modules and associated components.

2. Installing Prerequisites Software

There is one Free Prerequisites installer used for both authentication and service. The installer checks the operating system to determine whether it is running on a workstation or server, and which features and prerequisites are applicable.

The Free Prerequisites installer should always be run, even if all prerequisites are assumed to be installed and correct.

Note: The Free Prerequisites installer will only install prerequisites that already exist on the computer with the same or higher version number.

Note: You can also run the installer on multiple machines using Microsoft SCCM.

Free Prerequisites installer files are available in the `Tools\Download\Free_Prerequisites` folder. The folder includes the following:

- `Prerequisites.exe`
- `Settings.ini`
- A subfolder for each individual piece of software being installed. Each subfolder contains the installation files necessary for the software in question.
- `Errors.txt`

`Prerequisites.exe` is a console application that manages the install and uninstall of software packages. It can be run directly at the machine in question or using Microsoft SCCM.

The `Settings.ini` file contains the default prerequisite settings needed for the authentication and service installers and should not be edited except at the direction of Free Development.

`Errors.txt` logs error messages to installer error codes. The messages in this file can be edited if needed. This may be useful when installing using Microsoft SCCM.

Running the installer

At the machine in question, open a command prompt, navigate to the network folder containing the `Prerequisites.exe` and run it as follows:

To install prerequisite software for the web services server:

`Prerequisites.exe /S /X:ALL /S:public\server`

To install prerequisite software for the FIM server:

`Prerequisites.exe /S /X:ALL /S:public\server`

To install prerequisite software for authentication:

`Prerequisites.exe /S /X:ALL /S:public\server`

Note: If you are shown any warning or error messages during installation, please consult the log file information. The default name for log files is "C:\Windows\app\Pure\".

Requirements

The following table shows all the required and optional requirements that need to be used.

Requirement	Response
Java 8 required	- Java for installing - Java for connecting
LocalProxy or Manual required	Manual: The user file is not copied to the machine. This is the recommended option. LocalProxy: The user is copied to the local machine.
Profile (Profile Name) required	For subsequent installations, the Profile Name is either Service Name or Profile.
Manual optional	Automatically, always if a setup is required at the end of the installation otherwise the user is prompted to choose.
Proxy optional	Proxy is installed if all pre-requisite software.

Note: This chapter is also used to install Pure software itself. For more information see configuring the database, installation on page 12, API endpoints on page 13, This chapter on page 15.

4. Install Pure Web Services

4.1. Pure Web Services Overview

Pure web services are the first components that must be installed for a Pure system. The installer deploys the web services and web applications required for the server applications and desktop components in order to facilitate desktop connectivity and other configuration settings.

Pure web services must be installed on a server other than the Database server in each environment (DEV, UAT, etc.).

Key Features

For "DB" and standalone "standalone" systems, install Pure web services on the "standalone server" server.

4. Install Pico Web Services

Note: Your environment must have the set minimum of Pico web Services needed.

4.2 Pre-Installation Steps

The following requirements must be met before installing Pico web Services. You can find more detailed information on the Configuration service file in [Appendix A, Pico web Services installation and Configuration details](#), on page 25.

- Hardware and software requirements for the Pico web Services machine are satisfied.
- The name of the PDB database server and the PDB database are known even though the database are not created. The information is required.
- The location where the configuration file will be stored is known. The file can be stored either locally on the Pico web Services server or in a shared network folder.

4.3 Installing Pico (web) Services

1. In the screen where Pico web Services will be installed, browse to the folder `Programs\pico\pico Services - network` and right-click the file `Pico Services - network.exe` and choose **Run as administrator** to start the installation.

Note: The Pico web Services prerequisites are installed by the application `Pico Prerequisites Installer`. The `Programs\pico Prerequisites Installer` is located in `Programs\pico web Services` folder. The Pico web Services installer is silent and fast.

2. Click **Next** in the Pico Services Setup Wizard window.
The License Agreement window appears.
3. Accept the terms and click **Next**.
The set file window appears.
4. Select `useMS SQL` and then click **Next**.
The Destination folder window appears.
5. (optional) To change the default path, click **Change** and define the location(s) you want.
6. Click **Next**.
The Choose MS SQL folder window appears. This window is used to specify where the `Configuration\bin\bin\bin` and the user file `Pico web Services` or `prerequisites`. The `Configuration Services` will be stored. By default, the path will be the `bin` folder under the `Configuration Services` setup directory. This folder is installed by the installer. You can specify a different path for the file, however it must be an existing folder, you cannot create a new folder for the file at this time.
7. (optional) To specify a different folder, click **Browse** and select the required folder.

Note: If multiple environments (e.g., DEV and UAT) share the same SQL Server instance, the Configuration Wizard can be used to share a shared network folder in all of the environments using the SQL instance name stored in the current SQL Server-specific document, which the application requires to locate the database. If multiple environments exist and each has its own SQL Server instance, the Configuration Wizard can be used to share a shared network folder in each folder.

Example: The shared network location, the path should use the format `\\ServerName\ShareName`.

1. **File Path**
The Database Server window appears.
2. Specify the TMS Database server name in the first field; specify the TMS database name in the second field. Then click **Next**.

Note: If specifying that a separate "virtual instance" system where the TMS database does not exist, enter the name that will be used after creating the database.

The Ready To install window appears.

3. Click **Install**. Then click **Finish**.
4. Review the Post-Web Services Task List Manager and, in the Connections pane, click to expand **Server - SQL**, select **Default Web Site**, and then click **Restart** in the Actions pane.

Notes

- Post-Web Services should be restarted if any basic changes are made.
- Some error messages may be visible in the Microsoft Management Console during the installation. These error messages can be ignored. For information on troubleshooting install issues or post-installation errors, see [Microsoft SQL Server 2008 R2](#).
- Post-Web Services activities are logged in the "I:\Programing\logfiles" folder in default. If log files are already in existence the server will create subfolders in the log folder. For information on enabling and disabling logging, see Microsoft's [SQL Server 2008 R2](#) "Enabling or Disabling Logging" (2011).
- The Configuration Wizard uses port 80 and the other Post-Web Services use port 80. This change to ports if multiple activities present these ports from being used. For more information, please speak to your TMS representative.

6. Installing Databases

Overview

In this section you should perform a few system checks to confirm that the Free-Open Services have been installed and are functioning properly.

The next step is to check there is a folder in **OS Manager** as follows:

system path: `/usr/share/defaults` has been added with:

Example: `/usr/share/defaults/defaults` `/etc/defaults/defaults`

Each folder contains a default page file.

The next step is to open the default page file in either **OS Manager** or in Internet Explorer.

To open the file in Internet Explorer, use the following format:

`file:///usr/share/defaults/defaults/default.asp`

Example: To open the file for the Configuration Service in Internet Explorer, use the URL: `file:///usr/share/defaults/defaults/default.asp`

The results should appear as follows:

- Assembly name: (this is the name of the service)
- Assembly version:
- File version: (this is the build number)

If you experience issues with any of the services, see [Supporting a Free-Open Service](#), [Common and Troubleshooting Issues](#), or [Appendix B](#).

6. Installing Databases

6.1 Database Installation Overview

The database required for an installation varies depending on the type of system being installed.

This process assumes that the site has provided the following:

- Client applications with the correct binary signatures that need to load into the ODB database
- Server applications or data can be pre-loaded into the ODB and FDB databases
- Client applications with the correct binary signatures that need to load into the ODB database

Notes

- The guide does not cover upgrading existing databases. These scenarios are covered in the Database Upgrade Guide.
- The installation steps described should be performed in the customer environment (DBT, JDB, DB, MSDB, etc.).
- For administrative-related databases, the steps assume that DBT and JDB databases are being installed in the client site, where they host the source or data. In cases where the JDB host provides much less space or resource at the client site, and then be determined in the client site, the installation steps should be adapted accordingly.
- The JDB database will include only one user apart from any system predefined users. This will be a system administrator user that can be used to set up security for the rest of the staff.
- Knowledge of Microsoft SQL Server Management Studio is required to some steps within the section. For details on the application, see Microsoft help.

5.1.1 Database Installation Methods

MS SQL Server database need to be installed using a tool called SS-Utility. An overview and instructions for using the tool are found in [Appendix A, SS-Utility](#) or [Appendix B, Database Settings](#). Through the following instructions, you will be directed to the SS-Utility, which when the tool is ready:

The JDB and DBT databases are delivered with minimal content and then populated using the Customer-Data-Importer (CDI) Tool. Database content is updated and then loaded into the databases during the server installation process. The CDI Tool installation and content selection is described later in this guide. For information on the included content, security settings, and source of content, see the Customer-Data-Importer Guide.

5.1.2 Database Version Numbers

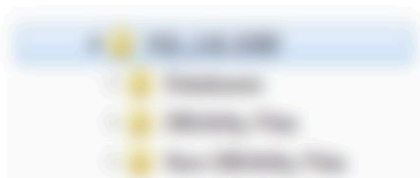
When installing databases, you will need to know the database version numbers in order to SS-Utility. This information is found in the Release Notes.

5.2 Extracting Database Files

The required database files must be extracted from the release package and copied to a local folder on the Database server and the Trader's laptop. These steps assume that the task is being performed in the customer's environment. If the steps are performed in-house at First or a partner site and then delivered to the customer, adjust the workflow accordingly.

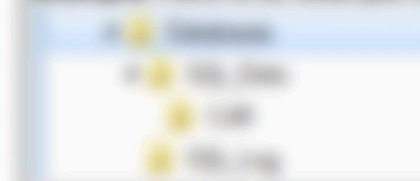
1. In the Trader's laptop, browse to the folder "Download\customer\database\version\database" and copy the file `dbt_<version>.sql` to the "Database" folder.
2. In the "Database" folder, double-click the file `dbt_<version>.sql`. When a single prompt is in the console window, hit enter.
3. **Never forward the output prompting on this step.**
The folder `dbt_<version>` is extracted, which contains subfolders, as seen here:

6. Installing Database



6. In the Database server, create a folder named "Database" create the folder structure after that the "Media" folder.
7. Create the following folders within the new "Database" folder:
 - DB_2018
 - DB_2019
8. Create a "DB" folder within the "DB_2018" folder.

Example: Here is an example of how your folder structure should appear:



6.2.1 Copying "Administrative Modules" Database Files

The installations that include "administrative modules" copy the required database files from the release package to the relevant folder of the Database server.

1. In the Database server where the "Database" folder was created, create in the folder "ProgramData\HDS" - "HDS\HDSAdmin\HDSAdmin" Database).
2. Copy the following files from their Source folder to the corresponding Destination folder that was created at the Database server:

Source Folder	File to Copy	Destination Folder
HDS	HDS_admin\HDS	HDSAdmin\HDS_2018
	HDS_admin\HDS	HDSAdmin\HDS_2019
HDS	HDS_admin\HDS	HDSAdmin\HDS_2018
	HDS_admin\HDS	HDSAdmin\HDS_2019
HDS	HDS_admin\HDS	HDSAdmin\HDS_2018
	HDS_admin\HDS	HDSAdmin\HDS_2019
If GroupFrame will be installed, also include:		

Source Table	File to Copy	Destination Table
VMS	VMS_*.xml.xml	DatabaseVMS_*.xml
	VMS_*.log.xml	DatabaseVMS_*.log

5.2.2 Copying "Virtual Machine" Database Files

Copy the required database files from the source storage to the relevant table at the Database server.

Note: The VMS database has multiple data files associated with it. To preserve the integrity of the database data files, the VMS data files are stored in a folder specifically for the VMS database; other database data files should be stored in their own respective folder as well.

Note: For VMS systems, the VMS database will have been created with the administrative database, so only the VMS database is required.

- At the Database server where the "Database" table was created, access to the following subfolder of the "Folder" table: "DatabaseVMS_*.xml", "DatabaseVMS_*.log".
- Copy the files from their Source table to the corresponding Destination table at the Database server.

Source Table	File to Copy	Destination Table
VMS	VMS_*.xml.xml	DatabaseVMS_*.xml
	VMS_*.log.xml	DatabaseVMS_*.log
VMS	MS-*.xml and MS-*.log files	DatabaseVMS_*.xml and MS-*.log
	MS-*.xml, MS-*.log, VMS_*.xml and VMS_*.log	DatabaseVMS_*.log

5.2.3 Installing Database for a "VMS" System

There are three possibilities:

- New "VMS" and without previous "Virtual Machine" or "Administrative Database" [VMS_*.xml](#), [VMS_*.log](#) - see Installing Database on the next page
- New "Virtual Machine" installed in an existing "VMS Storage" with [VMS_*.xml](#), "Virtual Machine" installed in an existing "VMS Storage" [VMS_*.log](#) on the next page
- New "Administrative Database" installed in an existing "Virtual Machine" with [VMS_*.xml](#), "Administrative Database" installed in an existing "Virtual Machine" [VMS_*.log](#) on the next page

2. Installing Database

Note: VMs systems can only run on RHEL Server

Note: For VMs also, "data load" is performed after using VM utility to get the "administrative master" database in the database set. For better processing to use VM utility to add the "virtual master" database in the database set.

2.1.1 New "VM" VM - for Installing Database

In this scenario, both "administrative master" and "virtual master" database are being installed. The following steps give a high-level overview of the process with references to the detailed instructions for each step. Review each step before you begin the installation process.

1. Install the "administrative master" database, create the database set with the "administrative master" database, and perform data load.
Follow the instructions for [SQL: Installing Administrative Master Database \(This is the first step\)](#).
2. Install the "virtual master" database and add it to the database set.
Follow the instructions for [SQL: Installing Virtual Master Database \(This is step 2\)](#).
3. Run the database maintenance jobs.
Follow the instructions for [SQL: Running Database Database Maintenance Jobs](#), at page 20.

2.1.2 New "Virtual Master" install in a Existing VM Manager VM

In this scenario, "administrative master" database are already present in the VM. Installation is performed in the VM or VM environment using a copy of the latest VM administrative master database that has been synchronized to state server VM.

After installing a database set and synchronizing the database in VM they get "virtual VM" where the process of updating the existing database, copying the new VM database from VM or VM or VM, adding it to the database set, and synchronizing database is repeated.

1. Create the VM database by following the instructions for [SQL: Installing Virtual Master Database \(This is step 2\)](#).
2. Add the VM database to the "administrative master" database set as described in [SQL: Adding a Database to a Database Set](#) at page 20.
3. Update the existing "virtual master" database file configuration setting to "VM" before step for updating database in [SQL: Updating Database in a Database Set](#) at page 20.
4. Proceed to [SQL: Running Database Database Maintenance Jobs](#), at page 20 to create the existing set in VM, include the VM database.

2.1.3 New "Administrative master" install in a Existing "Virtual master" VM

In this scenario, "virtual master" database are already present in the VM. Installation is performed in the VM or VM environment using a copy of the latest VM "virtual master" database that has been synchronized to state server VM. After data load, installing a VM

database set, and synchronizing the database to DBT or FDBT. They are created only when the process of creating a new database set, adding the existing ODB ODB database to the set, and synchronizing database is executed.

Note: The user using version 6.7 or later, the FDB database is already installed, so do not need to add the 'administrative module' database.

- Follow the instructions in 5.2.2, creating 'Administrative Module' database. This step is used to create the 'administrative module' database.
- Add the 'administrative module' database to the 'initial module' database set as described in 5.2.2, adding a database to a database set on step 2.
- Update the existing 'initial module' database the Configuration setting to 'Full'. Follow step for updating database in 5.2.2, updating database to a database set on step 2.
- Proceed to 5.2.2, creating database 'Database' step on step 2 to create the existing set in this include the 'administrative module' database.

5.2.4 Installing 'Administrative Module' Database File

This process describes that the file has provided the following:

- Client spreadsheets with the content from categories they want to load into the ODB database.
- Server spreadsheets as data can be pre-loaded into the ODB and FDB database.

After loading data into a FDB database set is created with ODB, FDB, and ODB-FDB may also be installed. The FDB database name is defined during the File Load Service installation. The existing database names are assigned using DB IDs.

- in the 'Transfer' table, transfer to the table 'DestinationFile', transfer 'DestinationFile' database.
- Copy the following file from their source table to the corresponding Destination table that was created at the Database server.

Source Table	File to Copy	Destination Table
ODB	ODB data.mdb	DestinationFile, File
	ODB log.mdb	DestinationFile, Log
ODBT	ODBT data.mdb	DestinationFile, File
	ODBT log.mdb	DestinationFile, Log
FDB	FDB data.mdb	DestinationFile, File
	FDB log.mdb	DestinationFile, Log

5. Installing Databases

Source Table	File to Copy	Destination Table
If GroupTrack will be installed, also include:		
FTS	FTS_data.mdf	Destination\FTS_data
	FTS_log.ldf	Destination\FTS_log

- Using SQL Utility, add the "administrative metadata" database to a database set.
 - If a database set does not yet exist, add the database set with the FTS database and then add the OLS and OMR databases to the database set. For more information, see 5.2.3. Installing a Database Set on page 25.
 - If a database set already exists, add the required databases to the database set. For more information, see 5.2.3. Adding a Database to a Database Set on page 25.After installing the database set, return to this section and proceed to the next step.

5.2.3 Load Data into FTS and OMR Databases

- Perform "Data Load" to import the FTS and OMR databases with "test" content. For details, see the Data Load Guide.
After data load is complete, return to this guide.

Next steps

- If the FTS database is required and has not yet been added to the database set, add the FTS database to the database set. For more information, see 5.2.3. Installing a Database to a Database Set on page 25.
- If you are installing a "FTS" system, proceed to 5.2.4. Installing "Clinical Workflow" Database Files on page 26.
- If you are installing the "Treatment" table locally and intend to move the table to the client database server, perform these steps:
 - Detach the database.
 - Create a "test" "Treatment" table containing the database file content stored using compression software and then "attach/detach" "Treatment.mdf" to the client "WorkflowDatabase" table as FTS.
 - Detach the FTS, OLS, and OMR and FTS. If required, add and log files from the database as the content is moved to determine they will be installed.

5.2.4 Installing "Clinical Workflow" Database Files

The following "Clinical Workflow" database installation steps assume that the user has provided the client Workflows with the information about content items categories to load into the OLS database.

The 1988 agreement was subject to the approval of a 75 percent majority of the members and has, by 1988, been approved by a 75 percent majority of the 1988 members. The agreement was also subject to a 75 percent majority of the 1988 members.

- ¹ For the purpose of this study, the term "entrepreneur" was defined as an individual who is responsible for the creation and management of a new business organization. The term "small business owner" was defined as an individual who is responsible for the creation and management of a small business organization. The term "large business owner" was defined as an individual who is responsible for the creation and management of a large business organization.

Note: The 1990 system, the 1990 standards will have been changed with the administrative changes, so only the 1990 standards that are required in the 1990.

Source Table	File in Table	Destination Table
PDR	PDR_000001	DestinationPDR_000001
	PDR_000002	DestinationPDR_000002
CDR	CDR_000001 and CDR_000002	DestinationCDR_000001
	CDR_000003 and CDR_000004	DestinationCDR_000002

- © 2015 The Authors. Journal of Internal Medicine © 2015 Association for Publication of the Journal of Internal Medicine

5.3 Running Standard Database Maintenance Jobs

For computing the confidence set as the optimal confidence set for the null hypothesis, the information in the optimal confidence set and the optimal test "Waldman test" in the Waldman-Waldman test.

- b. Create the tables and stored procedures in the Microsoft Access create file and use it to create the job. These will be retrieved automatically after the job has been created.
 - a. In the Database window, open the Server Management Studio to the connection being installed and open a query window against the table.
 - b. Open the SQL "Query Design Wizard," choose the Microsoft Jet/Access database, click Next>Next>Finish and save the script.
 - c. Execute the script.
- c. In the Database window, run the job creation script by dragging it down to the command bar and executing the script against the table.
 - a. Open a query window against the table.
 - b. Open the SQL "Query Design Wizard," choose the Microsoft Jet/Access database.

4. Installing Standard Server Components

1. Press Ctrl+Shift+F to open the Restore Template Parameters window and enter the parameter values. Refer to the Standard Maintenance and Backup table Setup form.
2. Execute the script, and then review the results. If any errors appear, resolve the parameter questions and reexecute the script again.

Prerequisite

In this step, you should perform a few system checks to confirm that the required components have been installed and configured with the correct paths and data required for your certificate system.

4. Installing Standard Server Components

This section deals with installing the required transaction processes, client services, and interfaces.

Note: There are separate installers for interfaces. See the Technical Reference Guide for more background information on these components.

Administrative module name transaction processes	Client module name client services
Programs Services Variables	File Utility Product Support Network TAPs also only

Note

- The automated "test" process.
- For sites with facilities in multiple timezones, a Time/Date server should be installed to assist timezone. Detailed system requirements and instructions are described in [System Requirements, Installation, and Setup, Appendix A, page 25](#). Review this information prior to beginning the type of installation.
- The server components are described in greater detail in the Technical Reference Guide.

In general terms, the installer sets the following behavior:

- Server name and ports used by the Plus suite Services server
- Environment files
- Client services and Transaction processes to install
- Installation folder location

6. Installing Standard Server Components

In Windows Explorer, browse to the folder `Products\Server\Infrastructure\MSI`, right-click `File`, `Server.exe` and choose `Run as administrator` to start the installer.

Note: If you cannot successfully run the installer from a network share, copy the file to a local drive and then execute the installer.

The Welcome window appears:

1. Click **Next**.
- The license agreement window appears.
- Review or accept the terms in the license agreement and then click **Next**.
- The Customer Information window appears.

Products\Server\Infrastructure\MSI

Server Overview

Next >>>

Name: _____

Domain: _____

Workgroup: _____

Name: ☐ Local ☐ Domain

Workgroup: ☐ Local ☐ Domain

Cancel Next >>>

5. Configure the parameters as described in the following table and then click **Next**.

Setting	Options
User Name	Account name of the person performing the installation.
Organization	Account company name.

8. Installing Standard Server Components

Setting	Options
Build Way	A page code that defines the components to be installed. - For employees and implementation partners use the Build Way in the File Transfer Information Document. - After entering a correct Build Way the Features pane shows the components that will be installed.
Instance	Shows the environment you are installing. (All, Local, All or None)
Services List	Type the Windows computer name for the File Transfer Services server. (e.g. Server001) (Do not include backslashes before the name)
Services List port number API List port number	The values should correspond to the ports used by the Services server. (By default, 80 and 8080)

The **Destination Folder** window appears. It default path is expanded.

C:\Program Files\ultraFlow\Server\001

- Click **Change** to change the installation location as needed. Otherwise click **Next**.

Note: Your instance that is installed as a workstation must have its own unique folder structure. The installer automatically creates the required folder structure using the instance name.

Example: C:\Program Files\ultraFlow\Server\001\001

The **Setup Type** window appears.

- Choose **Default** and then click **Next**.

The **Custom Setup** window appears. The features shown depend on the Build Way you entered. (The following information shows the features for a full 32-bit system installation.)

- Die **Ergebnisse** der Analyse sind in der Regel **quantitativ** und **objektiv** zu bewerten, da sie auf **numerischen Daten** basieren.
- Die **Ergebnisse** der Analyse sind in der Regel **quantitativ** und **objektiv** zu bewerten, da sie auf **numerischen Daten** basieren.
- Die **Ergebnisse** der Analyse sind in der Regel **quantitativ** und **objektiv** zu bewerten, da sie auf **numerischen Daten** basieren.

- [illegible]

7.3 Configuring Autopilot to send Outlook appointments

The following steps should be completed to configure Outlook to send meeting appointments to a Microsoft Outlook calendar.

- **Change in stock price** is the **total return** (including dividends) using the following equation:

© 2007 The Authors
Journal compilation © 2007 Blackwell Publishing Ltd

Further configurations are required to enable features to be used in Outlook. These configurations should be completed by the user, according to the steps in the Technical Reference Guide.

7.6 Configuring and Starting Clinical Services

1. Click **Start > Administrative Tools > Services** to open the Services console. Depending on the services installed, the list will include one or more of the following "clinical services" service entries:

- **Post-Procedure Service** only required for automated patient printing
- **Post-PSMART Service**

For each service:

2. In **Startup type**, select **Automatic**.
3. Set the service to run using the account of an administrative user:
 - a. On the **Log On tab**, select **This Account**.
 - b. In the box next to **This Account**, enter the domain and account of an administrative user in the format **Domain\Username**.
 - c. In **Password**, enter the password for the account.
 - d. In **Confirm Password**, reenter the password for the account.
 - e. Click **OK** and then select the service to ensure the password is accepted properly.
4. Click **OK**.
5. Right-click each Post-Service in turn and select **Start** or **Restart**, if already started.
6. Check if the "Post-Procedure" Windows service is running. If it is not, select the service.

Notes

- If you change the settings to services where the clinical services are installed, you can use the Configuration Wizard to test connections. The wizard helps you configure the following items:
 - The connection to the database used by the applications.
 - The connection to the PSMART server, if used, mandatory for "PDR" systems.
- Detailed instructions on accessing and running the Configuration Wizard are available in the Technical Reference Guide.

7.8 Configuring Data Execution Protection

See Data Execution Protection (DEP) as follows in all Post-Service and configurations:

1. In the Control Panel, click **System**.
The System properties window appears.

4. Enable Integration ("TAP" Only)

1. In the left pane, click **Advanced System Settings**.
The System Properties window appears.
2. Click the **Advanced** tab and, in the Performance section, click the **Settings** button.
The Performance Options window appears.
3. Click the **Data Execution Prevention** tab and select **Turn on DEP for essential programs and services only**.
4. Click **OK**, then click **OK** in the System Properties window, and then close the System Properties window.

Verification - Postscript

As this work was about perform in the system, checks to confirm that the connection procedures, PDB, interfaces, and client services have been installed properly.

- Are the interfaces you've installed working?
- Are the client services working?

4. Enable Integration ("TAP" Only)

In order to enable the exchange of dynamic data you must activate dynamic data flow and synchronous addresses.

4.1 Activating Dynamic Data Flow

1. Browse to "Program Flow activation (examples included)" sign into **Effluents** and choose **Run as administrator** to open the application.
2. Login using the Flow expert user.
3. From Configuration for flow, choose **This machine configuration**.
4. Under Advanced Configuration, the main Configuration folder appears and click the **Open** button, directly in the right.
The Configuration folder window appears.
5. Click **This machine** to expand the available settings.
6. Configure flow parameters as follows:

Setting	Parameter
Block	yes
Flow	yes
Reaction	Procedures

6. Post-Synchronization Tasks ("PST" Steps)

Setting	Parameter
Policy	Available users: All
	Trust this app
	Refresh token: All

If any of these settings are inactive or set to "No", double-click the setting and double-click the heading "Yes" and click **OK**.

For more information on setting configuration settings using the Configuration Editor in Customer, see the System Configuration Guide.

1. In the Services console, select the "PST" step.

6.2 Synchronizing Databases

After data sync, always create accounts. It needs to be synchronized between the database by installing and running the Sync Tool after either the Database Tool. This process is performed by "Push" or "Pull" method as described in the Data Sync Guide. Refer to the guide and perform these steps before proceeding with "PST" integration or an "Integration workflow" system.

Note: When both Database and the Sync Tool are required, the Database Tool must always be executed before the Sync Tool.

6. Post-Synchronization Tasks ("PST" Steps)

After database synchronization, the customer should use Security Manager to set all administrative function and application rights to the "PST Admin" group and to any other required group that needs all rights. The customer should then proceed to create buffer groups as described. See the Security Manager User Guide for more information.

16. Local Client-Selected Content

The application must be loaded with client-selected content using the Content Library Installer Tool (CLITool).

16.1 Content Library Installer Installation

The Content Library Installer includes the following components:

- CLITool - installed on a server other than the database server. (The test tool is only needed once.)

16 Local Client-Selected Content

- Content file – available from the release package and installed using the GUI tool whenever needed.

2. IMPORTANT: The source of a Content client installation is not available. Therefore, it is strongly recommended that you back up the database before installing content items into any Content Manager database instance while going through the installation process.

The Content client installer tool (CUI) is up to date at any time by either downloading Content client installer. This allows clients to update their database categories without it is a separate path or the release of the software. On the server, only records that do not exist are installed.

16.2 Installing the CUI Tool

The release package includes the CUI Tool installer, which should be run at the appropriate server for the system being installed. For more information, see [16.1 Components to Install](#) on page 16.

Note: The language used by CUI is determined by the Regional Settings. For example, when the Regional Settings are set to Spanish, CUI tool will be in Spanish, regardless of the language used by the Flex applications.

1. In the "Folder" field, browse to the folder "ContentManager\Content client installer" (version), update Content client installer, version and then choose **Run as administrator**. The installer window appears.
2. Click **Next** to continue.
3. Select **I accept the terms in the license agreement** and then click **Next**. The Destination folder window appears. This is the location where the Content client installer files are stored.
4. Click **Next** to accept the default location or click **Change** to browse for a different "Destination" folder. The Flex web Services Server window appears.
5. Enter the server that hosts the Configuration Service and then click **Next**.
Note: This is not a required field in the setup wizard. The user can enter the server name directly in the Content client application, in the Configuration Service tab.
6. Click **Install** to start the installation process.
7. After the installation is complete, click **Finish**.

Note: The installation installs the ContentManager tool, which is a update the name of the Configuration Service when the configuration service is running in the CUI tool. See Step 1-6, [Installing and Installing Configuration](#).

16.3 Obtaining the Content

The Content Library item is assigned a version number in order to assist clients in knowing what content they have installed. Whether it is a new installation or upgrading existing content, the content file must first be obtained from Flex and installed into the client's system in order to be available to the "UI" in use.

Content user Flex representative is obtain the necessary file.

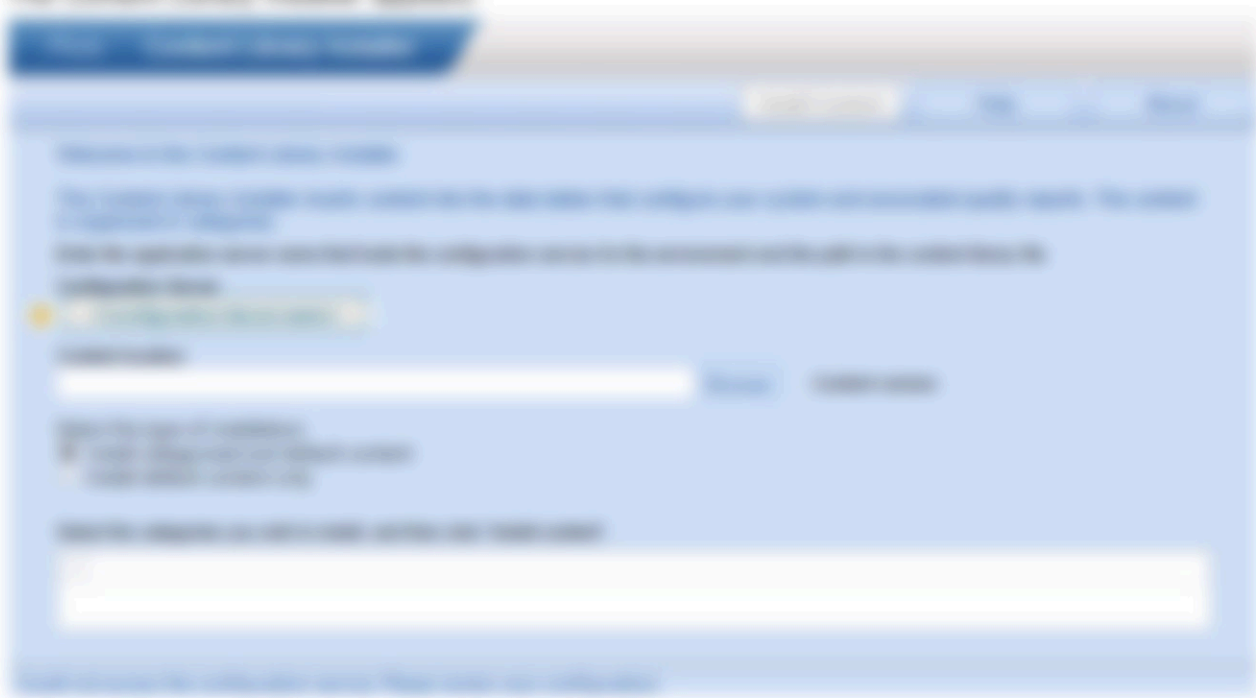
16.4 Selecting and Installing Categories

Content must be selected to be included in the installation. Follow the steps in this section to select the Content Library categories you want to install. It is important to note that content is installed only in whole being added, and any existing data is not overwritten. Records that already exist with a given identifier in DBMS are not updated, since the installation process controls the content. Additionally, if the description already exists it will not be installed.

Note: The Content Library Installer does not have an auto-upgrade to it. It must be opened from the installer when it was installed by default. "C:\ProgramData\flex"

1. Navigate to the installation folder, right-click ContentLibrary.exe and choose **Run as administrator**.

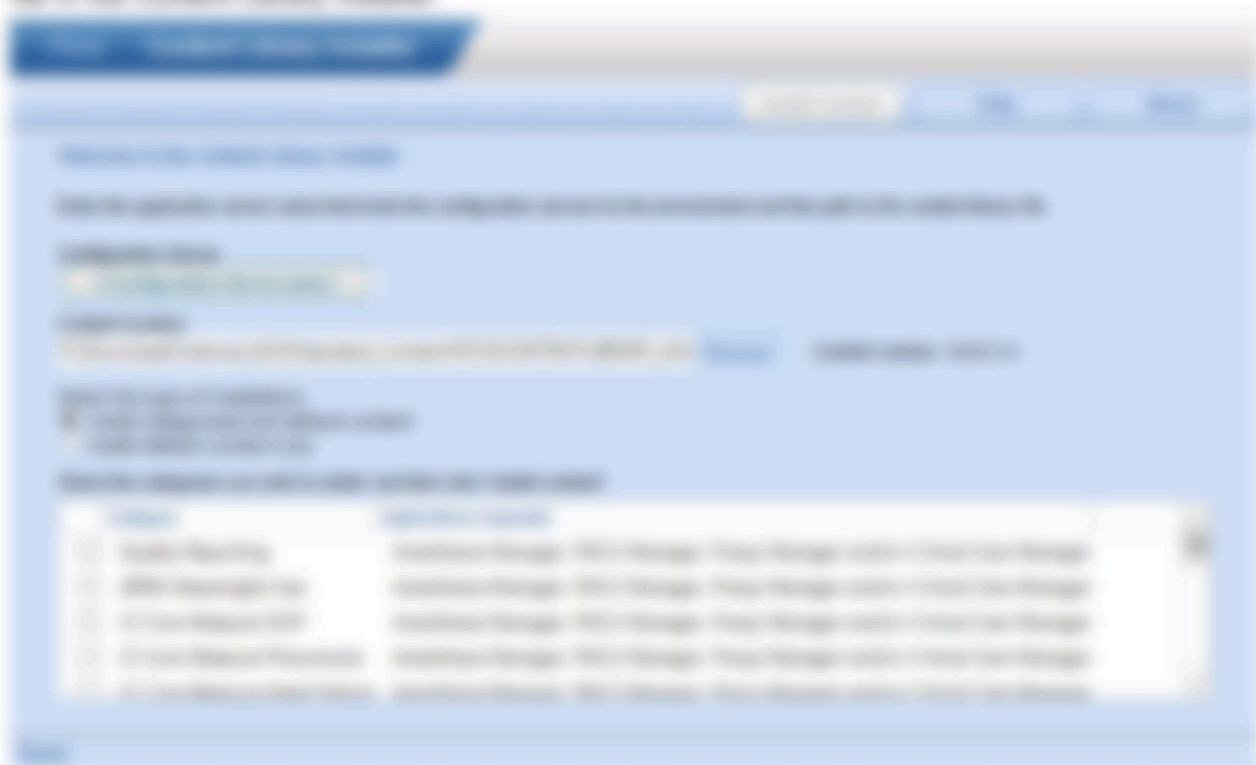
The Content Library Installer appears:



16. Local Client Selected Content

The Configuration Server is the application server name that hosts the configuration service for the environment being updated.

- Current content version at the top of the content represents the last version that was successfully installed.
 - Content version next to the Content location setting displays the content version being installed.
1. Click the **Browser** button next to Content location, and navigate to the URL file in the release package: `\\FS01\Share\content\release_content\release_content\Content%1`.
 2. Double-click the file `FileContentContent%1Content%1_release_content%1Content%1` to open the content file in the Content client installer.



3. Select the type of installation. By default, the **Install categorized and default content** option is selected.
 - **Install categorized and default content:** With this option selected, the categories selection list is enabled, allowing you to select the desired categories to install. The **Install default content** option is disabled until a category is selected. The selected categories content as well as the default content will be installed.
 - **Install default content only:** With this option selected, the categories selection list is disabled and only the default content will be installed.

Note: Each time the CUI runs, default content is inserted only into default content areas that are devoid of user-requested content (that is, empty records in them).

3. **CAUTION:** Content that is inserted cannot be uninserted.

- If the master category and default content structure is selected, choose the categories you want to insert.

Note: Choosing the master and a category displays a list of content that matches the category taglines.

Master category and default content areas are highlighted

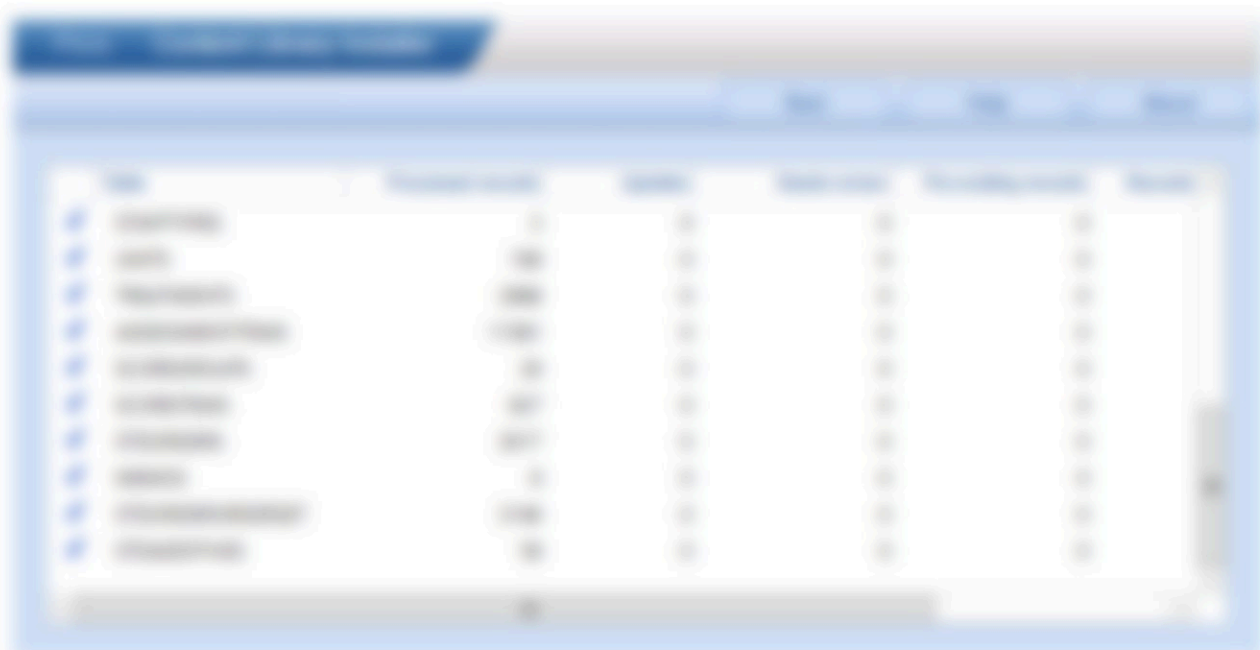
Area	Content items
Area 1	Content item 1, Content item 2, Content item 3, Content item 4, Content item 5
Area 2	Content item 1, Content item 2, Content item 3, Content item 4, Content item 5
Area 3	Content item 1, Content item 2, Content item 3, Content item 4, Content item 5
Area 4	Content item 1, Content item 2, Content item 3, Content item 4, Content item 5
Area 5	Content item 1, Content item 2, Content item 3, Content item 4, Content item 5

- After you have selected categories, click **Insert Content** in the top-right corner of the window. It adds the content to include the processing it contains.

The results window displays a list of the items that are inserted in the selected categories, along with the following information for each item:

- Processed records:** The sum of items, processing, and successfully inserted items for that table. This number will be influenced by the specific categories the user has chosen.
- Records with errors:** The number of records that CUI has that is input without records.
- Processing records:** The number of records that were already present in the user interface.
- Successfully inserted records:** The actual number of records inserted in the user interface.

16. Load Client-Side Content



The screenshot shows a window titled "Content Manager" with a tab labeled "Content". Below the tab is a table with the following columns: "ID", "Content Name", "Status", "Date Added", "Available Online", and "Action". The table contains 12 rows of data, each representing a content item. The "Status" column shows various states like "Ready", "In Progress", and "Failed". The "Available Online" column shows "Yes" or "No". The "Action" column contains icons for editing and deleting items.

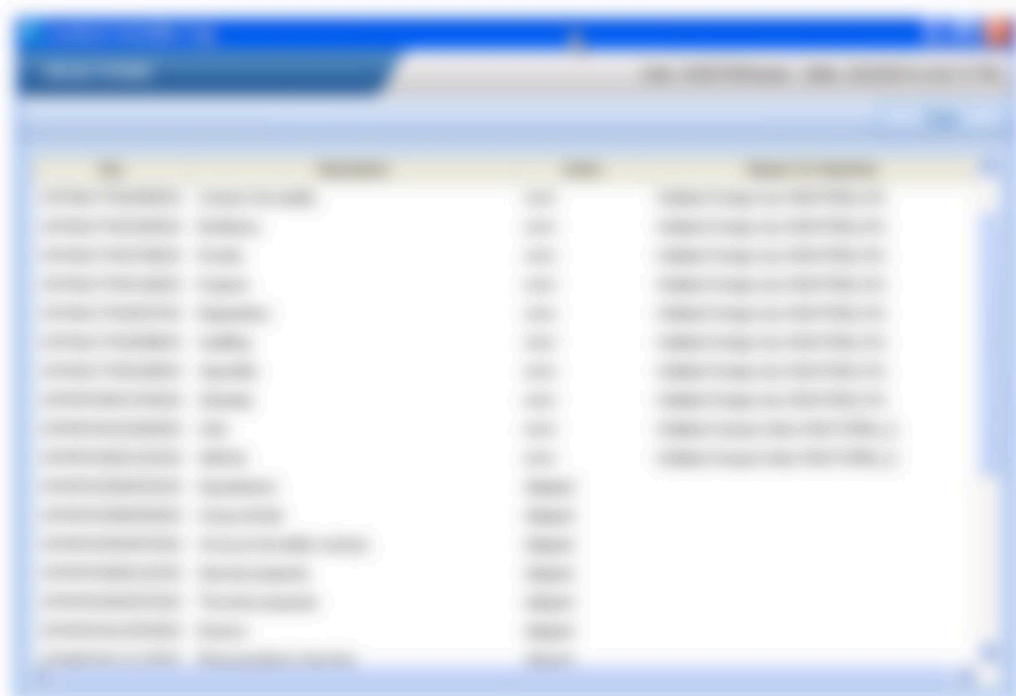
ID	Content Name	Status	Date Added	Available Online	Action
1	Content 1	Ready	1/1/2010	Yes	[Edit] [Delete]
2	Content 2	In Progress	1/1/2010	No	[Edit] [Delete]
3	Content 3	Ready	1/1/2010	Yes	[Edit] [Delete]
4	Content 4	In Progress	1/1/2010	No	[Edit] [Delete]
5	Content 5	Ready	1/1/2010	Yes	[Edit] [Delete]
6	Content 6	In Progress	1/1/2010	No	[Edit] [Delete]
7	Content 7	Ready	1/1/2010	Yes	[Edit] [Delete]
8	Content 8	In Progress	1/1/2010	No	[Edit] [Delete]
9	Content 9	Ready	1/1/2010	Yes	[Edit] [Delete]
10	Content 10	In Progress	1/1/2010	No	[Edit] [Delete]
11	Content 11	Ready	1/1/2010	Yes	[Edit] [Delete]
12	Content 12	In Progress	1/1/2010	No	[Edit] [Delete]

1. Close the Content Manager window.

16.5. Reviewing the Content Installer Log

The data that is recorded into the database via the "CLI" is logged. While the "CLI" installation process is running, the status that are being updated, as well as the number of successful, skipped, errors, and installed records are listed. After "CLI" finishes the installation process, users can double-click each table and find details for the records, including whether it was installed, skipped, or was not installed due to an error.

1. To review the transactions specific to a table, double-click a row in the results window. The Content Installer Log appears.



ID	Name	Age	Description
1	John Doe	35	John Doe is a software engineer.
2	Jane Smith	28	Jane Smith is a marketing specialist.
3	Mike Johnson	42	Mike Johnson is a data analyst.
4	Sarah Brown	31	Sarah Brown is a product manager.
5	David Wilson	25	David Wilson is a UX designer.
6	Emily Davis	38	Emily Davis is a business development manager.
7	Chris Miller	22	Chris Miller is a junior software engineer.
8	Alexander Lee	45	Alexander Lee is a senior data scientist.
9	Olivia White	33	Olivia White is a project manager.
10	Benjamin Clark	27	Benjamin Clark is a frontend developer.
11	Mia Harris	36	Mia Harris is a sales representative.
12	Ethan King	29	Ethan King is a QA tester.
13	Ava Green	41	Ava Green is a systems administrator.
14	Noah Black	24	Noah Black is a junior product manager.
15	Isabella Gray	39	Isabella Gray is a senior marketing executive.

The following columns are displayed:

- **ID**: The ID of the item affected by the change.
- **Description**: The description of the affected item.
- **Action**: The action applied to the item: "Inserted", "Updated" or "Deleted".
- **Reason for Rejection**: The reason for the rejection or error (if any exists).

- Click **Close** to return to the results window.
- Click **Back** to return to the category selection window.
- Close the UI tool to complete.

Tables

The following new tables are created in the LMS database:

- **tblContentID**: stores the total number of categories available for LCU.
- **tblCat**: stores one record each time users use the "LCU" application and upload the data.
- **tblSelectedContentID**: stores categories the user has selected while uploading data.
- **tblContentID**: stores the entry for each table where data is being inserted each time users use the "LCU".
- **tblContentID**: stores the entry of each record with its status as "Inserted", "Updated" or "Error". One record can be under multiple categories, but there will only be one record in **tblContentID** table for each record.

10. Configuring the Desktop Installers

Note: Users can access documentation and assist while the UI is running. Although I will not repeat the installation, I do recommend that users refer their user-assisting documents and assist during the process.

11. Configuring the Desktop Installers

Documentation in the desktop installer may have different combinations of files depending

on scenario. Some combinations may not have CD Manager or just Proxy Manager, while others have CD Manager plus Windows Manager.

Desktop software can be installed in two ways:

- Directly running the MSI installer silently or interactively
- Using Proxy Launcher

Running the MSI installer directly

To run the MSI installer for directly, Proxy or Proxy gateway must provide the required implementation with all the necessary "features" and the Windows address of the Proxy Manager agent. In this way, it is a "feature" with that controls the applications that are installed when the installer is run. Proxy and Proxy gateway can find more information in the Proxy Manager Information Document in the internal web part of the release package.

Then, as described in the Windows installer bundle, the installer runs the desktop installer of the relevant applications.

Installing desktop software using Proxy Launcher

Besides being used to install any required software, Proxy can use Proxy Launcher to install Proxy desktop software or any other software. In this scenario, Proxy or Proxy gateway are responsible for providing the installer with the following:

- The Proxy Launcher file (ProxyLauncher.exe), its log, and a settings file that includes user-product combination
- A list of the software that will be installed with product combination

Then, as described in the Windows installer bundle, the installer runs the desktop installer of the relevant applications using the provided software file sets.

Note: For more information on configuring the settings in the Proxy Launcher, see [Section 12](#), "Proxy Launcher in Proxy UI". The appendix includes an example of a configuration for installing Proxy products.

Proxy Launcher can optionally be used to install any additional software. Because it can be used

or different purposes. It is described in a separate appendix later that adds the content of the guide.)

12 Installing Client Applications

Installing the client desktop applications simply involves running the desktop installer and the "1900" files, ensuring that the facilities match between the 1900 and 1901 desktops.

Desktops rather than files or files implementation partners are responsible for running the desktop installer. For more information, see the *Workstation Installation Guide*.

Installing Facility Data ("1900" only)

Facility entries must match between the 1900 and 1901 desktops. Follow these steps to ensure the Facilities entries in the 1901 desktop match the entries in the 1900 desktop:

1. Remove the facility description and description from the Facility table in 1900 desktop.
2. If a workstation, open DB Editor using **Start - All Programs - Run 190 Products - 1900Win - Database Editor** to open DB Editor.
3. Click **Facilities Table** and then double-click **Facilities** in the right pane.
The Create/Edit form in Facilities Table/Facilities window opens.
4. Click **SQL** to add a new row and then click **OK**.
A new row appears with a unique ID/ID2.
5. Set the following 1901 database columns so they match the entry in the corresponding 1900 database column:

1901 column	1900 column
Description	Fac. Desc
Description	Fac. Desc

Press **ENTER** after setting each entry.

Note: If the Time Zone column is set to unknown, the setting can change.

6. Close DB Editor.

Facility entries must match between the 1900 and 1901 desktops. Follow these steps to ensure the Facilities entries in the 1901 desktop match the entries in the 1900 desktop:

1. Remove the facility description and description from the Facility table in 1900 desktop.
2. If a workstation, open DB Editor using **Start - All Programs - Run 190 Products - 1900Win - Database Editor** to open DB Editor.

12. Install Preferred Language Database Entries

1. Open **Available Tables** and then double-click **Facilities** in the right pane.
The **Facilities** table in **Available Tables/Facilities** window opens.
2. Click **SQL** to add a new row and then click **SQL**.
A new row appears with a unique ID#.
3. Add the following ODF database columns so they match the entry in the corresponding ODF database column:

ODF column	ODF column
Description	Yes, 255
	Yes, 255

Press **ENTER** after adding each entry.

Note: If the **Yes** data column is set to **integer**, the setting can be reset.

4. Close **ODF** table.

13. Install Preferred Language Database Entries

1. Add the Preferred language database entries using **ODF Storage**.
See the **ODF Storage Configuration Guide** for relevant instructions and general information on adding user-defined tables.

14. Verifying Rights for the 'Phone' user and 'ODA Admin' Group

The **Phone** installation includes a user called **Phone** and gives the user ODA system a group called **ODA Admin** with full system rights.

To ensure the **Phone** user has been created with the appropriate rights, and that the **ODA Admin** group exists, complete the following system checks:

1. At the desktop where the applications were, launch **Security Manager** and log in with user **admin**.
Note: The password for the **admin** user can be found in the **Internal Information Document** in the internal web part of the release package.
2. Check that the user **admin** belongs to the **Administrator** group and that the group has full rights.

15. IIS Manager Required Inter-Query Checks

The use of certain scripts and related functionality may cause the application to stop unexpectedly if the underlying system is not built at least on supported hardware, OS, or version. The steps in this section ensure that the minimum required data is present as well as providing a basic quality control test. Further tests of IIS Manager and all installed modules should also be performed using internal test documentation.

After installing IIS Manager at their workstation, a quality check must be performed to ensure the minimum data test set is complete. This can be done by creating a new binding and test script.

1. Open IIS Manager and log in as an administrator with the password `admin`.
2. On the Maintenance menu, click **Open Default Settings** and then click **Open Default Scripts**.
3. Create Test Record items as follows:

Test Record

Click the **Fields** button, and then click the **Add** button.

- For **Shortname**, **Description**, and **Message** text enter "test_record".
- For **Response Type**, select **Text**.
- Click the **Save** button and then **Close**.

Click the **Fields** button, and then click **Add**.

- For **Shortname** and **Description** enter "test_record" and click the **Save** button.
- Position your cursor in the bottom portion of the window where you want the field to appear on the form and right-click and choose **Add > Fields**.
- First, enter **test_record** and click the **Default** button. The field appears in the position you right-clicked. You should be able to reposition the field by dragging it to a new position.
- Click the **Save** button and then **Close**.

Add one section for the test record form category:

- Select **TestRecord** and then click the **Add** button.
- For **Shortname** and **Description** enter "test_record".
- Right-click the section and select **Add**.
- Select "test_record" and then click **Default**.
- Click **Save** and then **Close**.

Test Record Patient Data

Click the **Fields** button, and then click the **Add** button.

- For **Shortname**, **Description** and **Message** text enter "test_record".
- For **Response Type**, select **Text**.
- Click **Save** and then **Close**.

Click the **Fields** button, and then click **Add**.

16. 20 Manager Required Data/Quality Checks

- For Worksheets and Description under "test_patient" and click Save
- Right-click the form, select **Help** and then select **Fields**
- Select **test_gender** and click **Select**
- Click **Save** and then **Close**

Referral Data

Click the **Fields** button and then click **Help**

- For Worksheets, Description and Message Test under "test_gender"
- For Response Type, select **None**
- Click **Save** and then **Close**

Click the **Fields** button and then click **Help**

- For Worksheets and Description under "test_age" and click **Save**
- Right-click the form, select **Help** and then select **Fields**
- Select **test_gender** and click **Select**
- Click **Save** and then **Close**

Booking Data

Click the **Fields** button, then click **Help**

- For Worksheets, Description and Message Test under "test_gender"
- For Response Type, select **None**
- Click **Save** and then **Close**

Click the **Fields** button, then click **Help**

- For Worksheets and Description under "test_age" and click **Save**
- Right-click the form, select **Help** and then select **Fields**
- Select **test_gender** and click **Select**
- Click **Save** and then **Close**

6. Go to the Maintenance menu, click **Manage Services** and then click **Help**

- For Worksheets and Description, select "HST"
- Click **Save** and then **Close**

7. Go to the Maintenance menu, click **Site Default Settings**, then **Site Default Tables** and then click **Help**

- For Worksheets and Description, select "HST", "HST2"
- Click **Save** and then **Close**

8. Create a new booking file in **New Booking**

- Select the facility, if required
- Select the test category
- Select the test procedure
- Select **test = null**
- Click **Go**

7. Add a new patient to the booking
 - Fill in all mandatory patient data and click **Go**
 - Right-click the booking grid and select **Book New**
 - Associate all profiles with the booking in successfully saved
8. Setup a Case Record Field Mapping
 - In the Maintenance menu, click **Case Records** and then click **Case Record Field Mapping**
 - From the left pane and right pane drag down tabs. Choose how you want the data to be determined and specify the Mapping Booking Time and date
9. Manage the booking
 - In the Tools menu, click **Manage Bookings**
 - Select today's date and click the **Refresh** button in the toolbar
 - Select the patient you created before
 - Click **Update Case Record** you may need to add the patient's name again
 - Click the **Refresh Booking** button in the toolbar
 - In the Booking row, select **update, add**
 - Add a date to the date, last field
 - Click **Save and Close**
10. Add a Procedure Code
 - In the Maintenance menu, click **Procedure Code** and then click **Add Procedure Code**
 - Click **add**
 - For **Shortname and Description**, enter "H001_H001"
 - Select the test procedure
 - Select the test category
 - Click **Save and Close**

16. Further Tools

16.1. Installing FHIR-Based Interfaces and Components

Interfaces are installed based on their own documentation. This is installing a FHIR interface. Its administrative interface should look like the following installed:

- FHIR Maintenance screen
- Microsoft .NET Framework
- Microsoft Storage Gateway
- FHIR server if required

16.4 Starting Surveys

Start Surveys for "FIM" and "administrative medical" data.

1. Open CarePlan at the "administrative medical" screen.
2. Click to select the Surveys provided to start it.

16.5 Meditech Extracts

Meditech extracts should now be configured by FIM or FIM partners. For more information, see the Technical Reference Guide.

Note: For sites using the monitoring in CarePlan for Surveys and Surveys, and also using CarePlan for Meditech Extracts at the same machine, separate databases must exist for each system. For more information, see the Technical Reference Guide.

16.6 Installing FIM-Based and Script-Based Interfaces

Install FIM- and Script-Based interfaces as required using the FIM Manual and interface specification documents. These include a list of the available FIM- and Script-Based interfaces that are available for installation. Interfaces are FIM-based unless otherwise indicated.

Interface Interface	Description
ADT	Reports admission and discharge data from the hospital information system (HIS). The FIM version of this interface is used in FIM and operations "administrative medical" systems.
Admissions	Reports data from admissions systems.
Monitoring Discharge	Reports data from monitoring systems.

Interface Interface	Description
Events & Status	Reports events and status reports.
Full History	Reports full history data.
Imaging Link	Sends a notification that a FIM profile has been generated.
Pharmacy Billing	Reports a report that contains the Medication Summary.
Professional Billing	Reports data required for professional fee billing.

16. Further Tools

Subprocess Interface	Description
Programs Table	Reports program summary data.
Var Table	Reports all variables' variable data.
Trans Billing	Transfers production supply data from the CDR database to the CDR database for use in billing. For use in CDR systems only.
Internal: Export/Import	

Subprocess Interface	Description
Index	Exchanges data with Pharmacy Systems, Pharmacy Data Entry Systems, and Information Systems.
Internal Data Export/Import	Exchanges data with third party clinical systems.

16.7 More Links

After getting up a CDR system, it needs to be configured for production, a process known as *load*. This process is carried out by Phx or Phx partners using separate documentation and the *Load User Guide*.

Distribute Documentation PDF's

The fact that you are reading this guide tells indicates that the Documentation CDR contents have already been extracted successfully.

Get PhxDoc: This document tells you where the PDF's in the "PhxDocDownload" table.

1. Browse to the "PhxDocDownload" table.
2. Double-click the Documentation, version you file and select the contents directly into the "Download" table. The contents ends in a "Documentation" table.
It creates one document file without prompting you over time.

The "Documentation" table contains the following contents:

Topic	Description
Readme	Documentation overview Product overview.pdf
Implementation Guides	System installation guides for use with supported installations See Further: Start with the Implementation Guides
Localization Help	Deployment installation help files for "internal modules" in French and Spanish sites
Book Bundles	A sample of two-page quick start guides for "internal modules" and users
Localization Book Bundles	Localized versions of the Book Bundles in all supported languages
Developer Documentation	Self-training books for those implementing partners
Technical Documentation	Reference material for those applications
User Guides	Product use and configuration guides

• **Standard HTML is recommended.** (Free and non-Free are required)

Note: Help files are also available within the products.

Note: Release cartridges also include a Release Notes document separated separately from the documentation set. This is primarily used to let field offices and high priority support offices.

Appendix B: DB utility

B.1 Overview

DB utility refers to addresses set within it which the addresses that work together as a set are defined. The process involves:

- Installing and configuring DB utility
- Creating a Database Set
- Adding a Database to a Database Set

The first address that must be added to the address set is the FDB address. After that, the other addresses that the other addresses should be added to the following order:

Database "Virtual network"	Database "Virtual network"	IP
		

Note: The IP address is only required when SmartTrack is included.

B.2 Installing and Configuring DB utility

DB utility should only be installed, configured, and used exactly as described in this guide. Other functions present in the tool such as adding database capabilities are intended and unsupported in this version.

Appendix B: IBM iSeries

Note: The previous version of IBM iSeries needs to be uninstalled before the latest version is installed.

Note: IBM iSeries can be installed and used at nearly any location, except the database server.

B.2.1 Installing IBM iSeries

1. Browse to the self-extracting file for the iSeries, iSeries user in the release settings (`Products\iSeries\iSeries\iSeries\iSeries\iSeries`).
2. Double-click the file for the iSeries, iSeries user to create the file in a folder where you want the IBM iSeries file to exist, overwriting any file that you already have (optional). This is the C:\ drive. The folder "iSeries, iSeries" is extracted to the location you choose.
3. Browse to the "iSeries, iSeries" folder in the location specified in step 2, and right-click "iSeries, iSeries" and select **Run as administrator** to run the installer. If prompted, install any updates.
4. Click **Next**.
The Destination Folder window appears.
5. Click **Change** to change the install folder in step 4.
6. Click **Install** and then click **Finish**.

Note: For information on troubleshooting iSeries issues, see Appendix C, [Troubleshooting](#) (B2C00000-00).

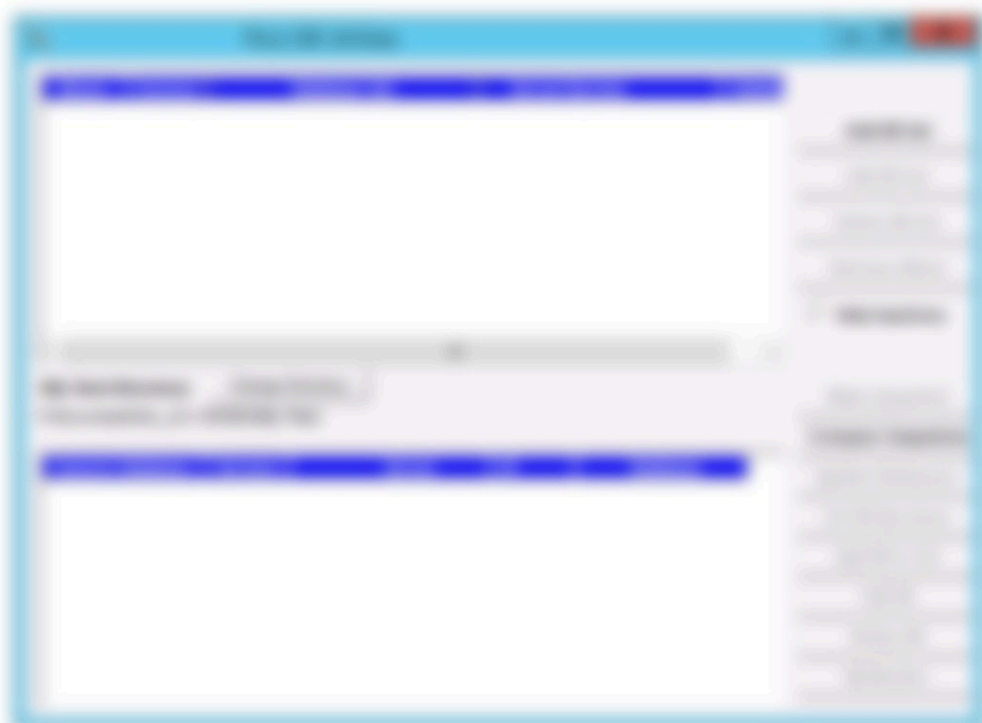
B.2.2 Starting and Configuring IBM iSeries

IBM iSeries needs to be configured to point to the IBM iSeries scripts, which contain the commands that are implemented and located in configuration server. There are three scripts: `ibm_iSeries`, `ibm_iSeries`, and `ibm_iSeries` as shown in the following graphic.



The name of the parent folder is `ibm_iSeries` and this is the folder that IBM iSeries needs to point to.

1. In the Windows Explorer, right-click the IBM iSeries directory and choose **Run as administrator** to open IBM iSeries as shown in the figure where IBM iSeries was installed and open the folder `ibm_iSeries` and right-click `ibm_iSeries` and choose **Run as administrator**.
2. Enter the password you have been given.
The Windows Explorer window appears.
3. Specify the `ibm_iSeries` folder. When the path is entered, the location will be verified to ensure the appropriate sub-directories exist.



Note: The commands for adding and removing tablespaces are not currently supported and IBM iSeries is for Power only only. Other commands are described in chapter 1 of the database describing database installation.

Use the Change Database button to change to the DB/2 user database table that contains the DB/2 user table. In the "Table" field of your select a table that does not contain data that is not storage capacity.

B.3 Creating a Database Set

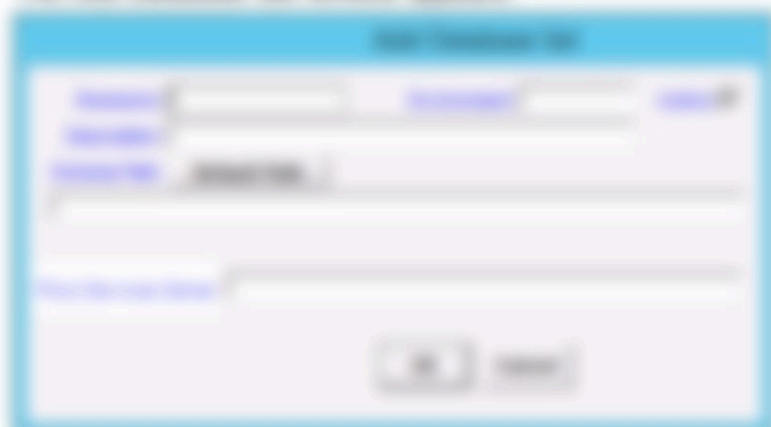
The IBM database is used to establish a database set. After the database set is created with IBM additional databases are added to the database set. The process of creating a database set involves setting a database set and then adding databases to it.

Databases sets are in the database connectivity information that is stored in the Configuration Services and verify the connection to the DB/2 user of the DB/2 server where the IBM database server are used from the Configuration Services and this database setting the Power user database server is an important step in creating a database set. To achieve a successful connection, the following information should be verified:

- The IBM database name in the user verify the must be valid.
- The DB/2 server name in the user verify the must exist and be valid.

Note: If you experience issues, review the Plug-in to Service console Troubleshooting for errors or exceptions. For background information on this and other Plug-in to Service, see the Troubleshooting Reference Guide.

1. Open IBM iSeries and click **Add IBM iSeries**.
This will take you to the console screen.

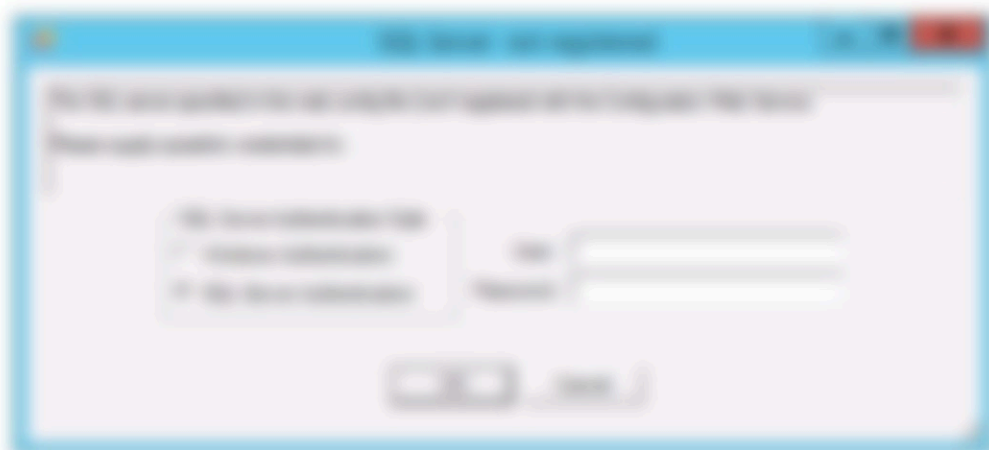


2. Complete the fields on this screen as follows and then click **OK**:
 - In the **Name** field, enter an expression to identify the new database set.
 - In the **Number** field, enter the environment for the database set (e.g., TEST, UAT, DEV).
 - In the **Description** field, provide additional details (this field cannot be left blank).
 - Select the **Native** checkbox.
 - In the **Plug-in to Service Console Server** field, type the machine where the Configuration Service is hosted.

The **Native** field and **Default** field values should be ignored.

Note: All databases that make up a set must exist on the same server. Databases sets that contain multiple servers are not supported.

IBM iSeries removes the IBM iSeries connection information from the Configuration Service. If the user name and password that are defined are no longer valid, you will be prompted to enter them at this point.



6. Select the authentication type and enter the credentials of this. Server authentication is selected, and then click **OK**.

If this is the first time DB Utility is being executed to create the Database for the PDB database for the Database for copy, not yet exist. If this is the step is doing for update setting, if you want to create the PDB database for the Database for.

7. Click **Yes** to create the PDB database.

A dialog box appears prompting you for the PDB database version number.

Note: If you are performing a restoration or upgrade, it is important that you create the database of the current version code in the PDB or PDB database and then select the database that.

8. Remove the PDB database version number.

- a. For new installation, remove the PDB database version number from the "Upgrade script table" in the release package. This table is located in the directory that was specified when DB Utility was installed and configured in 1.1.1, installing and configuring DB Utility in step 1.1.

For information on upgrading database version numbers, see 1.1.1, Database Version Numbers in step 1.1.

- b. If you are creating the database and using a copy of the PDB database from another environment, specify the current version of the database describing the database from which it was copied.

9. Type in the database version number and then click **OK**.

A window appears showing the scripts that will run against the database.

10. Click **Proceed with the Update**.

DB Utility displays some questions that you need to answer for the installation to continue. Here is information that has been specified by the user and all of the possible questions that appear are listed here so that the DB Utility prompts correctly.

- a. When asked to select a Release, choose **Which DB file deployed to server**.

- When asked for the path to the root of the root and log file files, select the path by clicking the **Open** button  and browsing to the relevant file. The path to database files must not end with a backslash or any similar to the database server. If you want using DB Utility from a file share (\\...), select the Windows network name for the database server. The path may default to the previously entered file location.
- When asked for the file configuration, choose:
 - Admin database** for database administrative-related installations.
 - Client database** for database client-related installations.
 - DB** for database-related systems integrated with a third-party DBMS.
 - DBS** for DBMS installations.
 - DBS-DBS** for DBMS installations where DB Manager is used for archiving.
 - DBS** for DBMS installations that do not use DB Manager for archiving; this includes sites where DB Manager is installed without the license for the purpose of providing third-party.
- When asked to specify a full or single Recovery Mode, choose **Full** for all client installations.

Note The systems with the DBMS database, ensure that the full DBMS database system is the DBMS database have completed prior to selecting the Recovery Mode.

- Open the script from the settings called "New Identity Parameters for full DBMS" (Program Files\Bentley\Bentley V8i\ and execute the first query in that file against the DBMS database.
- When it shows that all full DBMS database system are complete, proceed with selecting the Recovery Mode.

- When in User Server Database, choose:
 - Yes** to read data from the server database table. This shows the other existing databases from any DBMS server machine is available. For example, other databases are restored into the DBMS environment as part of a query.
 - No** to read data in the server database table.
 - When to log data, select the default.
- After answering all questions, the installation proceeds.

Note Using Full Control permission is required for the folder that contains the database files.

- When asked for the DBS path, type the path to the DB Manager "host" folder include a backslash (\\) at the end of the path.

8.4 Adding a Database to a Database Set

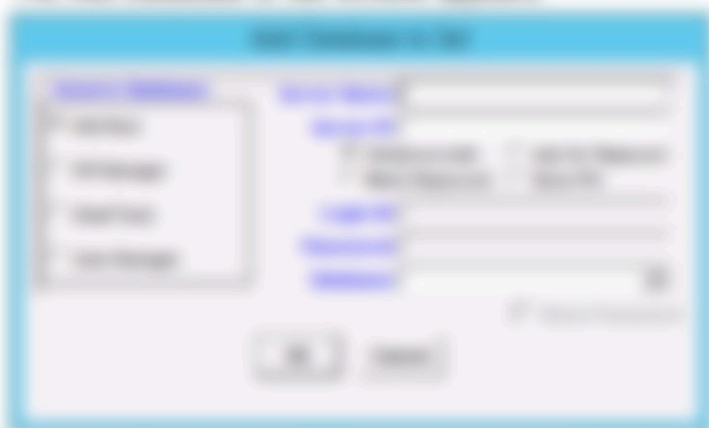
The steps performed after adding databases to the database set differ depending on the type of system being installed. For database administrative-related, and the remaining databases in

Appendix B: IBM iSeries

We will now then perform step 10: Add the "Virtual machines" and the remaining databases and then step 11: Maintenance jobs. For "VMS" including the VMS add the remaining "Administrative modules" databases and then perform step 11: Add before adding the "Virtual machines" databases. We will follow the first steps at the end of this section.

1. Start IBM iSeries and select the database set you want to add to.
2. Click the **Databases IBM iSeries** button to add the IBM databases. IBM is the first database in the database set.
3. Click **Add IBM to Set**.

The first database in the database set is:



4. Under **Database Databases**, select the database you want to add. Databases must be added in the following order:

- 1. VMS
- 2. VMSADM
- 3. VMSADM
- 4. VMSADM
- 5. VMSADM

5. Enter the following details for the database you are adding and then click **Add**.

- Database Name: VMSADM (Database Name: VMSADMADM from instance name)
- Authentication type
- User ID
- Password
- Database name

If the database you are adding is not available from the Database drop-down list, type the database name in the field.

Note: All databases that make up a set must exist on the same server.

6. When asked for confirmation that you want to create the new database, click **Yes**.
7. When asked for the server number, type the database number and then click **OK** for details on entering server numbers. See [Using Database Server Numbers on page 10](#).
8. **Now Proceed with the setup.**

IBM iSeries displays some questions that you need to answer for the installation to continue. If needed, refer to information that has been supplied by the client end of all of the possible questions that appear on later steps so that the IBM iSeries database installation

- a. When asked to select a location, choose **Which IBM file directory to serve?**
- b. When asked for the path to data vault and/or log vault files, select the path by clicking the display button  and navigating to the relevant file. This path is database file vault, all that you are asked for are defined in the database server. As if you were using IBM iSeries, there is a file name '11', rather than the Windows default name for the database server. The path may default to the previously entered file location.

Note: For the IBM database, specify the directory where the vault resides.

- a. Clicked to Open Server Database, choose:
 - **Yes** to open data from the server database table. This chooses the other existing databases from any IBM server together to provide the example when databases are restored into the IBM environment as part of a setup.
 - **No** to open data in the server database table.
- b. When asked for the file configuration, choose:
 - **Native databases** for databases "administrative control" installations.
 - **Virtual databases** for databases "virtual control" installations.
 - **VS** for "virtual control" systems integrated with a third-party DBMS.
 - **DB2** for DB2 installations.
 - **DB2 DB2** for DB2 installations where DB Manager is used for scheduling.
 - **DB2** for DB2 installations that do not use DB Manager for scheduling. This includes also where DB Manager is installed without the server for the purpose of providing third-party.
- c. Clicked for DB2 Tools, type the path to the DB Manager "tool" folder (which is located at the end of the path).
- d. When asked to specify a Path or Simple Recovery Model, choose **Path** for all client installations.
- e. Clicked for log size, select the default.

After answering all questions, the installation proceeds and a confirmation window appears upon completion.

9. **Close IBM.**

You should now see the database in the bottom pane of the main window together with the IBM database and any other databases you have already added.

B.1 Updating Databases in a Database Set

The following steps apply to environments where databases will already exist, but need to be updated for use with a new release or to change the site configuration for multiple, non-production, copies of TSP2. You should confirm that the following steps have been completed before updating any members of a database set:

- DB Utility is pointing to the most current DB settings
- The database set you are working with is pointed to the Web Server for that environment
- The TSP2 database is defined

Update a database in a database set

1. Run DB Utility and select the database set you want to update and click the **Refresh the DB Set** button. The existing database is removed in the next step.
2. For each database, select the corresponding row and click **Update Database**.

CAUTION: The next update database in the same order in which they were added to the database set and you must re-update a database, even if it is already updated in the current version, updates the row in the Pre-update table. If a database is already at the appropriate version number, double-click **Refresh Update** and **Refresh Pre-update** checkboxes and they proceed with the update.

Note: If added to Web Server Database, choose:

Do not clear data from the server database table. Only change the other existing databases that use TSP server machines to another. For example, other databases are restored into the TSP2 environment as part of a setup.

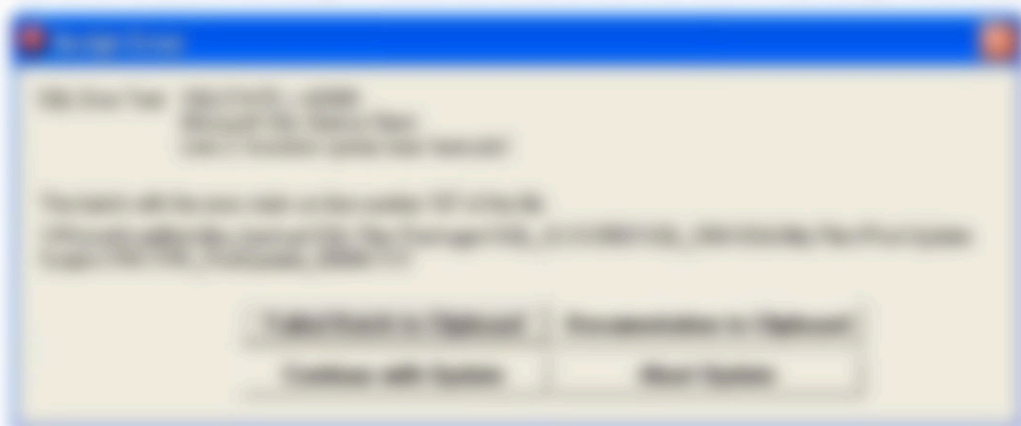
Do not clear data in the server database table.

B.2 Getting Database Versions

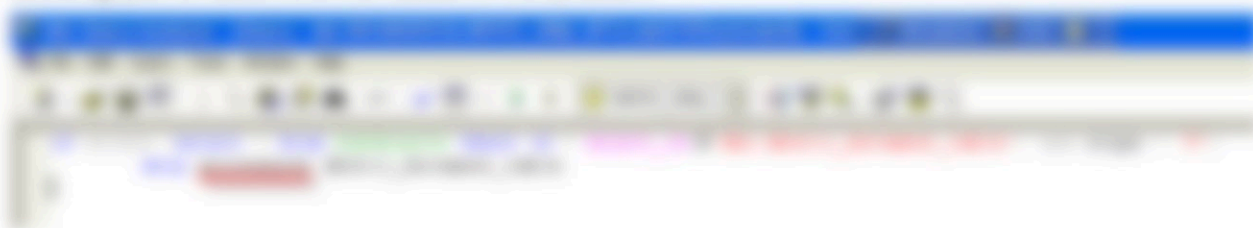
1. Run DB Utility and select a database set.
The database appears in the bottom pane.
2. Click to select the row of the database version you want to check.
3. Click the **Get DB Version** button.
The version number appears in the Version column for the selected database. Check the number against the number you expect with TSP2 Database Update Functions on page 10.

A.7 Dealing with Errors in iSCSI Utility

If an error occurs during the execution of any script, iSCSI Utility will show a message indicating what the error is and what script it occurred in, and the log will show that script where the failure occurs.



Once **Native Mode is Disabled**, then open a Query Initiator window and perform a "query" operation. The iSCSI script that produced the error will be added into the Query Initiator window allowing you to determine the cause of the problem.



An example of problematic iSCSI. The log file has been added to show the particular error in this case.

After fixing the issue and reexecuting it in Query Initiator, return to the error message box, click **Documentation is Disabled**, then paste the contents of your log into a separate text file that should be delivered to First support. After this, you can either **Continue with Native iSCSI** (which restarts execution with the first script following the one that produced the error).

Appendix B Configuring iSCSI and iSCSI Server Native Mode

For each step, follow these steps to confirm that it is in iSCSI Server Native mode.

1. Open the Microsoft iSCSI Server Management Studio and connect to a iSCSI server.

Appendix B: Configuring VMs and VMs Server Native Mode

1. Click to expand the **Endpoints** folder to display a list of available endpoints on the server.
2. Click to expand the **System Endpoints** folder for the list of system endpoints.
3. Right-click one of the endpoints in the list and click **Properties**.
The **Endpoint Properties** dialog appears.
4. In the left column, click **Options** and check to ensure that the **Compatibility level** equates to the installed VM Server version.

Appendix C: Enabling & Enhancing Security

1. Click **Start** > **Administrative Tools** > **Server Manager**.
The Server Manager window appears.
2. In the right pane, click **Configure & OS**.
The Internet Explorer Enhanced Security Configuration window appears.
3. Click to enable the enhanced security for both administrators and users.
4. Click **OK**.

Appendix B: Pkcs Launcher

Pkcs launcher was is a console application that manages the install and uninstall of software packages. It can be run directly at the machine in question or using Microsoft SCCM.

Besides using Pkcs launcher to install and uninstall software, you can also use it to install Pkcs software that is an any other SCCM-related software to that matter.

This section describes how to configure and use Pkcs launcher from the command line. The description is applicable to any software package that you want to install. But at the end of the appendix you will find instructions particular to the Pkcs Launcher installation.

Folder Structure for Pkcs Launcher

The following image shows a simple generic structure for Pkcs launcher:

-  `all.xml`
-  `Work.xml`
-  `Work.xml`

`all.xml` is a central name for the package containing all the installation files. When it is run based on the following files:

- `Pkcs_launcher.xml`
- `Settings.xml`
- `Work.xml`: This file appears after running Pkcs_launcher and logs error messages to install error codes. This message is this file can be edited if needed. This may be useful after installing using Microsoft SCCM.
- A subfolder for each individual piece of software being installed. Each subfolder contains the installation files necessary for the software in question.

Command Line Arguments for Pkcs Launcher

You can enter the following arguments:

Argument	Function
<code>-i <ID></code>	• used for installing • used for uninstalling

Argument	Response
Profile (Response: none)	Loads the default response from the Settings-in-File. If response is a list of "Selected" that are otherwise unknown in the Settings-in-File.
LocalProfile = Manual	Manual: The map file is not loaded in the machine. This is the recommended option. LocalProfile: The map is loaded in the local machine.
Abuse (optional)	Automatically abuse if a value is required at the end of the installation otherwise the user is prompted to abuse.
Reset (optional)	Force a reset of all features.

Settings-in-File for Pico Launcher

The Settings-in-File has the following sections:

- **General**
- **Advanced**
- One or more **Product** sections
- One or more **Product** sections

Note: Use single quotes around any path names that include spaces.

General

This section contains the following items:

Name and default configuration	Description
<code>with_sound = True/False</code>	Value of the field is either <code>True</code> (sound is enabled) or <code>False</code> (sound is disabled).

Name and default configuration	Specification
<code>external_hosts = ["https://externalhost.com"]</code>	The hosts where host copies of the metadata files are stored. If the <code>external_hosts</code> argument is used after running Flow Launcher. Note: The hosts list is configured to each feature specified in the <code>FE</code> file. Each host contains the metadata files for that feature.
<code>url_hosts = ["https://urlhost.com"]</code>	The hosts where metadata log files are stored.
<code>external_url_host = "https://urlhost.com"</code>	The default host used to store any log file data.

Metadata

This section contains a list of the features to be installed when Flow Launcher is run with the `B` argument. For each feature section in the `FE` file the configuration is `True` or `False`.

Example

```
external_hosts =
  ["https://"]
  ["https://"]
  ["https://"]
```

Note: If a feature specified for external is not found to be installed on the machine after connecting it is skipped.

Features

Feature sections are used to configure the install and uninstall actions to perform for a specific piece of software. The configuration also assigns values to required and optional properties of the feature. The necessary fields are the ones in the following example.

Example: This feature installs a URL instance of Amazon S3 Storage

```
external_hosts =
  ["https://s3.amazonaws.com"]
  ["https://s3.amazonaws.com"]
  ["https://s3.amazonaws.com"]
  ["https://s3.amazonaws.com"]
  ["https://s3.amazonaws.com"]
  ["https://s3.amazonaws.com"]
```



```

[Name] = "Free Launcher"
[Version] = "1.0"
[Manufacturer] = "Free"

```

Free Launcher Error Log

When Free Launcher is run it always creates a general log file and logs in the location defined in the Settings in the log object "C:\Windows\log\FreeLog". It also creates a subfile in the location the name of which will be the value of the `APP_NAME` property in the Settings in the "Free Launcher" module that was run by the log file and is found in the table.

Example

An entry log for the "APP_NAME" software module by the Free Launcher installation log is found here: "C:\Windows\log\FreeLog\FreeLauncher", it is located in the log file "FreeLog".

Furthermore, individual features may create their own log files. These are created in the

The following modules create their own log files during the installation process:

Free Java Services Installer

The Free Java Services Installer generates and logs the "Java Services Installer" activity.

- `FreeServices`, `FreeLog`

DB Utility Installer

The DB Utility Installer generates and logs the "DB Utility Installer" activity.

- `DBUtil`, `FreeLog`

Service Installer

The Service Installer generates and logs the "Service Installer" activity.

- `ServiceLog`, `Windows` module activity log, for troubleshooting an issue that may not be easily identifiable using the Service Installer log.

The activity log for the name is "APP_NAME" followed by a series of up to eight unique characters. Each time the module runs, a new file is created and the name of the file is added to the log file. It is created as it is consistent with the appropriate module.

- `FreeLog`, `FreeLog` module activity log, includes a time-stamped sequence of the module activity.

It now file is installed for each environment that is installed (RHEL, CentOS, etc.). The actual tag for each is prefixed with what is being installed, plus the environment name.

Example: CDB, RHEL, installing

The installing tag file is installed each time the installer runs, so to prevent this file from being overwritten, it uses a unique identifier, such as the date, to ensure it is the last file.

- **CDB, rhel6, installing.rp** The error tag is only installed if a specific error occurs with the installer is installing. The error tag may be installed without notice, so you should check for this file to ensure the installer ran successfully.

It now file is installed for each environment that is installed (RHEL, CentOS, etc.). The actual tag for each is prefixed with what is being installed, plus the environment name.

Example: CDB, RHEL, installing.rp

The installing tag file is installed each time the installer runs, so to prevent this file from being overwritten, it uses a unique identifier, such as the date, to ensure it is the last file.

Post-Preparation Installer

The Post-Preparation installer generates a tag file each time it runs.

- **Post-Preparation installing** - These installed features for each Red Hat Enterprise Linux environment that were installed and the version, and prerequisites that were already installed and shipped.

The installing tag file is installed each time the installer runs, so to prevent this file from being overwritten, it uses a unique identifier, such as the date, to ensure it is the last file.

Installing Post-Products

Post-Installation

The Post-Installation installer contains a number of "installs".

- **CDB** the default installer
- **RHEL**
- **CentOS**
- **OS**
- **OS**

Note: Multiple versions and releases can exist in a single system. However, they cannot co-exist. Each release must have its own install directory.

To install a specific release, you must use the appropriate command.

For other properties, if you do not provide assignments, defaults from the GUI will be used.

Using the example settings in the:

- the following section will install **Healthcare Manager**

Flow Launcher will use: (1) Network: IP address: 192.168.1.10

- the following section will install **CRM Manager**

Flow Launcher will use: (1) Network: IP address: 192.168.1.10

After configuring the settings in the GUI, please refer to the relevant **Product/Service, Manual** (s), which, together with a document showing the different commands that the launcher will use to run Flow Launcher from the command line.

Appendix B: Removing Java Software from a Computer

1. Close all programs.
2. In the Task Manager, select the **Processes** tab. Select any **Java Process** if warning message is displayed. Click **File** to open the warning and end the process.
3. In the Control Panel, open **Windows Programs** and uninstall any Java products listed. If no such entry, click **Change Windows**, then click **File** to open the warning and uninstall the program(s) installed.
4. Delete the entire Java user folder.
5. Delete the Windows file.
6. Restart the workstation.



Appendix B: Removing PUA Software from a Computer

Appendix F: SmartTrack Standard Content

The SmartTrack installation comes with standard data that is outlined in the following table. This standard content will allow the application to be tested with minimal setup after the installation has been completed.

End-users can be accessed in CRM Manager as follows:

1. Go to the Maintenance menu, click SmartTrack.
2. Click the End-users menu.

End-user Name	Default Content Description
Admin Settings	Admin Settings - CRM Default Building Location - 001-000000 Default Project Location - 001-000000
CRM Status	CRM - Overview
Notes	Overview - Check it CRM - CRM Work Project - Project is 001-000000 Implementation - Up in Progress CRM - Project Complete Notes - Project is 001-000000
Department	IT Department End-user, shows all employees in CRM facility, users
Treatment Area	001-000000 - Default building area
Location	001-000000 - Default Building Location defined as a room and set to treatment area 001-000000 001-000000 - Default building defined as a wall area
Testing Group - Population	001-000000 - Default testing - 001-000000 Population is based on Project's location and is setup to include the default testing wall area

Appendix F: SmartTrack Standard Content

System/Type	Default Content Description
Building Control Environmental Control Fire Alarm Security	Access Control - Access to CCTV - Security Camera LAR - Lock Work Alarm - Alarm to Alarm Alarm - Alarm to Alarm Alarm - Alarm to Alarm Alarm - Alarm to Alarm Alarm - Alarm to Alarm
Building Control Environmental Control Fire Alarm Security	Alarm - Alarm to Alarm Alarm - Alarm to Alarm Alarm - Alarm to Alarm Alarm - Alarm to Alarm Alarm - Alarm to Alarm

Appendix B: Setting up a Staff Management Link

B.1: Setting up a Staff Link in a TPE system

Configuring the Staff Management Link

In addition to supporting the exchange of resource data in TPE systems, the CMMS is also responsible for importing staff data into resources from the CM database via CM Storage in before format known as "BDF". The contents are format of the staff data in the CM database must meet certain conditions. These conditions must be taken into account by the BDF in Workbench and then imports staff data into the CM database.

Note: If any of the settings listed here are not available, see the System Configuration Guide for information on setting a configuration setting.

B.1: Setting up a Staff Link in a TPE system

Note: This section only applies to TPE systems. Please see the next section for information on how to set up a staff resource link in a standalone administrative interface system.

The CM database can receive staff data via two tables:

`STAFF_TBL`

`STAFF_TBL`, `STAFF_TBL`, `STAFF_TBL`

`STAFF_TBL` has a column for each individual data element that is required by CM Storage. The structure of the `STAFF_TBL`, `STAFF_TBL`, `STAFF_TBL` is modified after Workbench and has only those columns with staff data elements: name and address.

The CMMS can use two other of these two tables: `STAFF_TBL` is preferred because it has a unique and stable structure. It is recommended that you define the columns in `STAFF_TBL`, `STAFF_TBL` to avoid the unexpected impact of amendments to another staff table.

The following rules must be followed for the import to function correctly:

1. Using `STAFF_TBL`

- a. The columns that name, age, name, age, name, surname, short, name and staff, all must contain BDF.
- a. The surname, short, name must start with a letter.
- a. The value of the column surname, age must be one of 10, 15, 20, 25 or 30. If it is 30, it is 30.
- a. The value of the column staff, age must exist in the CM Storage database in the BDF, 10, 15, 20, 25, the default value from the configuration entry. If it is 30, it is 30. The default must exist in the CM Storage database.
- a. The value of the column surname, surname, surname must exist in the CM Storage database in the BDF, 10, 15, 20, 25, the default value from the configuration entry.

Appendix B: Setting up a Staff Management tool

© 2004 Blackwell Publishing Ltd *Journal of Internal Medicine* 255: 103–110

- The value of the system identifier, `sys_id`, must be the ID of the storage database in the `DBMS` `sys_id` table. The default value for the configuration entry `PRODDBSYSIdentifier` is 1000. The default must exist in the ID Management database.
- It may be `PROD`, `TEST`, `DEV`, `DEMO`, or the required value must be extracted from any two columns: `hostname` and `name`. The required value depends on the contents and format of these two columns.
 - The column `hostname` must be `prod001` and `test001` or `dev001`. The IDMS will internally use the column to update ID Management's column `idmsid`, `hostname` and `name`. In other words, `sys_id` is equivalent to the column `sys_id`, `prod`, `test`, `dev`, `demo` and `sys_id`, all in IDMS tables.
 - The IDMS will internally use ID Management's column `sys_id` is 10.
 - The column `name` must contain at least hostname and `name` in the following exact format:
"hostname.hostname.hostname.suffix.suffix"
This hostname and hostname are mandatory. Please note the absence of spaces after hostname.
- Values for `sys_id`, `hostname`, `sys_id` and `name` are always taken from the configuration database from the system PRODDBSYSIdentifier. The default must exist in the ID Management database.
- The address and other contact information are taken from the table `DBS_PROD`, `DBS_TEST`, `DBS_DEV`, `DBS_DEMO` or `DBS_IDMS`.
- Registration of the table `sys_id` with the table provided by the IDMS allows the user description about `sys_id` registration. This document is not available. `sys_id` is with default `sys_id` `hostname`, `hostname`, `sys_id`, `sys_id` is the hostname `sys_id` is the IDMS or hostname mapping. If an `sys_id` `sys_id` is the required format. In the appropriate transformation is the hostname `sys_id` is the mapping file.

6.2 Setting Up a Staff List in a Standalone HR Manager System

Note: The authors only applied to themselves administrative medical systems. Please see the reference section for information on how to get an administrative medical system.

1. Select **File > All** to subsume and merge the server results as described in [Step 1](#) of the **Server Results** in step 1. **File > All** creates a new server component in step 2.
 2. Open Customers and change the value of the **ProductID** item parameter as follows:
ProductID = **ProductID** + **ProductID** + **ProductID**
- For more information on setting configuration settings using the Configuration Editor in Customers, see the **System Configuration Guide**.

Appendix B: Setting up a Staff Augmentation Unit

B.1: Setting up a Staff Unit in a Redirection CM Manager System

1. Enable the new action parameter flag in the CM database, as described in 3. Configuring the CM database, page 25.
2. In the Services console, ensure that the CM service is stopped and its Startup Type set to Manual.
3. Open Configuration and configure these parameters as follows:

Name	CM
Area	CM
Section	CM
Value	CMF: CMF=CMF CMF: CMF=CMF

For more information on setting configuration settings using the Configuration Editor in Customer, see the System Configuration Guide.

B.2.1: Troubleshooting CMF=CMF in a Redirection CM Manager System

To troubleshoot CMF=CMF, you need to use Partner Trace, which is only available when you have access to a "control module" database. Therefore, it is recommended that you install a local CMF database, even if you don't need to use the program at all. Please see your system representative for more info.

If you need to troubleshoot a problem and do not have a CMF database set up, please do the following:

1. Change the value of the following parameter as follows:

CMF=CMF:CMF=CMF

For more information on setting configuration settings using the Configuration Editor in Customer, see the System Configuration Guide.

The new value is: CMF=CMF:CMF=CMF

Note: After you have successfully reproduced the problem, you should reset the value to CMF=CMF:CMF=CMF to avoid the high overhead introduced by Partner Trace when it is enabled if you are debugging an internal problem.

2. After the CMF=CMF value, you can do one of the following:
 - a. Copy the file to a computer where you have "control module" access, open Partner Trace and open the file.
 - b. Send it to your support for analysis.
 - c. Load the control module CMF=CMF into the "Configuration" Editor in the Partner Trace table. The new value is: CMF=CMF:CMF=CMF. The new value is: CMF=CMF:CMF=CMF. The new value is: CMF=CMF:CMF=CMF.

Appendix B: Setting up a Staff Directory Link

B.1: Setting up a Staff Link in a Microsoft Office Manager System

Prerequisites: See [Appendix A: Microsoft Office Manager System](#)

Where:

Staff link is the name of the .htm file.

Staff directory link is the optional name of the .htm file that will be generated. If this parameter is not provided, then the .htm file will have the same name as the .htm file, but with the extension .htm.

Appendix B: Platform Service Installation and Troubleshooting Details

The following sections describe the options for storing the ConfigurationManager and the and troubleshooting steps.

B.1. IBM File location

The chapter IBM File location ConfigurationManager and stores configuration-specific data. This file may be installed either locally on the Service agent, or in a user-defined location in shared network storage; the destination is specified during the installation process. The location of the configuration file affects:

- Service user permissions
- Database update access update instance

Configuration file stored locally on Service agent	
Service user	The Configuration Manager application user identity. Application/Functionary account is used.
Permissions	Permissions are applied automatically.
Database update	updates in the configuration file apply only in the environment corresponding to that machine. The update environment is changed each in IBM File examples are not applied in IBM File.

Configuration file stored in a shared network folder	
Service user	The Configuration Manager application user identity. Application/Functionary account is used.
Permissions	Permissions must be applied manually to the <code>ConfigurationManager</code> account of the agent where the shared network folder exists. <code>ConfigurationManager</code> is the name of the IBM File Service machine user and write permissions is the path specified in the file <code>ConfigurationManager</code> parameter.
Database update	updates in the configuration file apply to all of the endpoints in each environment that store the ConfigurationManager and file as that updates are applied in IBM File and IBM File. For example.

For more information, see [B.1.1. IBM File location](#) on page 25.

B.2 Troubleshooting the Service Installation

If you experience issues with the services after running the installer, confirm that each item in the following checklist has been accomplished:

- All installer services must be registered as virtual machines in VM and must be defined in their own Application Pools.
- The Web Service Framework for ASP.NET v. 4.5+ must be installed and properly configured. To check after the installation that the extension is properly configured:
 - In IIS, go to the site and view the **Handlers** page in the left pane and make sure the **Web** and **Static** handlers are listed under **ASP.NET and IIS Extensions**.
- The `ConfigurationService.exe` is up and running. The file is accessible by the `ConfigurationService` application pool identity. In a test file in the `InternetService\config` folder, `ConfigurationService` is a service file in the location specified during the installation (see Table B.1).

The default location is `Internet`; a different location may have been specified during the installation.

`Internet\config\InternetConfigurationService\InternetConfigurationService.exe`

- The `ConfigurationService.exe` should exist at the location specified by the `InternetConfigurationService` entry in the web config file of the Configuration Service.

If the configuration file is stored in a shared network folder, multiple Configuration Services can share the `ConfigurationService.exe` file by having the same configuration.

`InternetConfigurationService` entry in the web config file for each service that will share the file set.

If the `ConfigurationService.exe` file is stored locally, only one VM file needs specific to this set (e.g., `VM1` and `VM2`) should be installed on another server with its own Configuration Service and local VM file.

Note: If the `ConfigurationService.exe` file does not exist in the location specified by the `InternetConfigurationService` entry, then the file should exist in the `Web` folder. Do not delete the file from the `Web` folder.

- After all of the services are installed, a folder named `log` should have been created under the virtual machines folder (`Internet\config\InternetConfigurationService\log`) for each service. This new folder inherits all permissions from its parent. It should also allow each services application pool identity user write permissions.
- VM must be restarted after performing any updates.
- In VM Manager, make sure that all of the application pools are in the "Stopped" state. If you are stopped, first stop the `ConfigurationService` application pool. If the `ConfigurationService` application pool was stopped, select it and then choose to the Configuration Service. Select `stop` and you should see confirmation has been received. If you have selected that confirm to delete any other application pools that were in the stopped state.

Appendix B: Proxy Cache Service Installation and Troubleshooting Details

B.1 Troubleshooting the Service Installation

- If all application pools are stopped, and above recommendations have been performed, restart all services using Windows Firewall, ensuring that you have administrative privileges enabled, and then click **Go** on the **Go** button in the **Default page** page for the service **http://ServiceName/ServiceName/ServiceNameDefault.aspx** to ensure that communication has been restored.

Note: If you continue to experience issues with Proxy Cache Service, you can check the Microsoft Event Log. Please be sure to check with the service. Also, a Microsoft tool is available called WCF Test Client, which allows you to send requests to a service to test its response. For more information on WCF Test Client, refer to the Microsoft Developer's Network website.



Appendix B: How to Use Service Installation and Troubleshooting Details

B.1 Troubleshooting the Service Installation

Configuring Facilities in Multiple Tenancies

Facility resources can be specified when separate facilities exist in different tenancies. The other steps to create policy records that upgrade from a facility in a different tenancy. The facility resources can be specified for the following applications:

- Broadband Manager
- Video Manager
- Virtual User Manager
- UH Manager
- SmartTrack

Tenancies in the database

When data is written to the UHM database, the UHM server first does a comparison for the data and, if already entered, is updated in the following table. In addition to the local verification table, as it is easy to determine if the entry occurred in a different tenancy.

```

tenancy
-----
databaseconnection
-----
databaseurl
-----
databaseuser
-----

```

For the UHM and VM databases, the time is based on the database server time.

Tenancies at the workstation

Policy records that upgrade from a facility in a tenancy that is different from the current facility can be accessed using a multi-tenancy tool such as: Broadband Manager, Virtual User Manager, or Video Manager. Multi-tenancy environments or from API environments in a multi-tenancy environment. The administrative facilities records can be accessed using UH Manager or SmartTrack.

Note: Tenancy data configured in API environments only apply to that workstation. If they are to be applied to a configuration set, they should be imported into the configuration set via Customer. For more information on adding configuration settings using the Configuration Editor in Customer, see the Custom Configuration Guide.

When accessing data from a facility in a different tenancy:

- A warning message appears before the process can be completed, informing users that the policy records upgrade from a different tenancy multi-tenancy workstation only.

Appendix C: Configuring Facilities in Multiple Timelines

C.1: Configuring Timelines

- The Change Patient Index is disabled in patient records, so only discharged patients can be processed (multi-lead synchronization only).
- The Gap Index is disabled in the Timeline List for patient records that are currently identified in a facility.
- A warning message appears when users open a report for a patient that has been discharged, informing users that the record originates from a different timeline.

Note: Records should reflect the PDB server time.

When accessing data from a facility in the same timeline, users see only active patient records that are available in a multi-lead Timeline List. Records that are identified in a facility cannot be processed.

1. **Caution:** When viewing data at a workstation in a timeline that is different from where the data originates, an indicator appears at the bottom of the application window reminding the user that the data was created in another timeline and may appear inconsistent, although the record is reliable. Users are advised against editing the data. This change action functionality is disabled when patient was created in another timeline.

C.2: Configuring Timelines

In order for this to function properly, the following setup is required:

- Windows Time Service must be stopped at all servers when multiple timelines exist. For more information on stopping the service, see [C.3: Stopping the Windows Time Service on the Server Side](#).
- The PDBSERVER server must exist on timeline. That is, if multiple timelines are to be supported, each time zone must have a PDBSERVER server set in that timeline. There must be as many PDBSERVER instances as there are time zones supported.
- If there is more than one PDB in a timeline, PDBSERVER must be installed on a server for each PDB.
- The following setting must be enabled at each PDBSERVER server: `TimelineServerURL`. For more information on setting configuration settings using the Configuration Editor in Customer, see the System Configuration Guide.
- One Database server for the entire environment covering all timelines. All PDBSERVER servers point to the same database server, which determines the server time.
- One facility must be created at the same timeline (one facility is designated as the main facility and its timeline never changes).
- Patient records should never occur within the timeline in which they were created (they cannot be deidentified/removed in a facility in a different timeline).

Note: Recordsets can be created in different timelines.

Appendix C Configuring Facilities in Multiple Timezones

C.1 Stopping the Windows Time Service

C.1.1 Stop "NTFS" and disable the "internal module" alias

1. At any workstation, browse to the NTFS/FAT app in the folder and specify each facility's timezone.
Facilities should be separated by comma. The description should be equal to `NTFS/FAT/NTFS/FAT`.
2. At each NTFS/FAT server, configure all FAT/FAT modules so that they only work with facilities in the same timezone as the server.

C.1.2 Stop "NTFS" and disable the "administrative module" alias

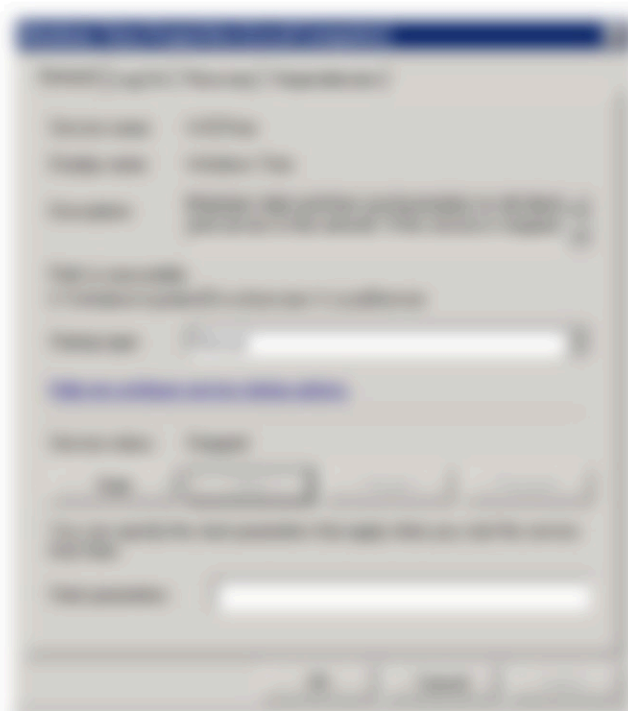
1. At each NTFS/FAT server, configure the internal NTFS/FAT/NTFS module so that it only works with facilities in the same timezone as the server.
Facilities should be separated by comma. The description should be equal to `NTFS`.
2. Use Security Manager at any workstation to ensure that the setting `administrative module` is:
3. `NTFS/FAT` only in the security facility `NTFS`, `NTFS` only only, under the following mode for each `NTFS` unit that matches the `NTFS` unit in the NTFS Manager facility table.
Comment or description:
`NTFS` `NTFS`
This `NTFS` unit value that corresponds to an entry in the NTFS app security `NTFS`, `NTFS`.

C.2 Stopping the Windows Time Service

1. Open the Windows Services console.
2. Right-click **Windows Time** and click **Properties** from the context menu.
The Windows Time Properties window appears.
3. Under Service status, click the **Stop** button to stop the service.
4. In the Startup type box, click **Manual**. This ensures that the services do not start automatically after the server is restarted.

Appendix C: Configuring Facilities in Multiple Timezones

C.1: Stopping the Windows Time Service



1. Click **Stop** and then stop the service console.
2. Repeat these steps at each server where facilities need to be different timezones.

Appendix 2: Installer Log Files

Log files are created automatically when some installers run. The files can help to identify the cause of an installer error.

Log Files stored in the Windows %Temp% folder

To access log files, open Windows Explorer and open "Temp" in the address bar. The path is %Temp%.

The following installers create files associated with log files during the installation process:

File Setup Services installer

MSI setup installer

Server installer

File Setup Services installer

The File Setup Services installer generates one log file, which details installer activity:

- `FileSetupServices_inst.log`

MSI setup installer

The MSI setup installer generates one log file, which details installer activity:

- `MSISETUP_inst.log`

Server installer

The server installer generates three log files each time it runs:

- `Microsoft.log`: Windows installer activity log. An troubleshooting log where files may not be easily identifiable using the Server installer log.

The actual log file name is "MSI" followed by a series of up to eight unique characters. Each time the installer runs, a new file is created; you may want to compare each file after it is created so it correlates with the appropriate install.

- `MSI_*.msi.log`: MSI log. This installer activity log includes a time-stamped sequence of the installer activity.

A new file is created for each environment that is installed (MSI1_*.msi.log, etc.). The actual log file name is prefixed with what is being installed, plus the environment name.

Example: `MSI1_MSI1_inst.log`

Appendix 2: Installer Log Files

The `install.log` file is a text file that contains the output of the `install` command. It is used to track the progress of the installation and to troubleshoot any problems that may occur.

- `install.log` file: This file is created when the `install` command is run. It contains the output of the `install` command and is used to track the progress of the installation.

The `install.log` file is a text file that contains the output of the `install` command. It is used to track the progress of the installation and to troubleshoot any problems that may occur.

Example: `install.log` file

The `install.log` file is a text file that contains the output of the `install` command. It is used to track the progress of the installation and to troubleshoot any problems that may occur.

File Launcher Log Files

The `filelauncher.log` file is a text file that contains the output of the `filelauncher` command. It is used to track the progress of the file launcher and to troubleshoot any problems that may occur.

Example

The `filelauncher.log` file is a text file that contains the output of the `filelauncher` command. It is used to track the progress of the file launcher and to troubleshoot any problems that may occur.