



TECHNICAL SPECIFICATION AND PROBLEM SOLVING MANUAL (TSPS)

This manual takes the place of the Net Specs document. Its purpose is twofold: (1) to provide information on requirements for running P&NP software, and (2) to provide solutions to problems that may occur in the process of running the software. Last revised: April 2011

This is a knowledge based document and is divided into two parts:

Pages 4 - 10 Part 1: Technical specification section.

Pages 11 - 23 Part 2: User problem data base. A “printing problem”
section appears in both parts.

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PART ONE: TECHNICAL SPECIFICATIONS, NETSPECS

A. HARDWARE REQUIREMENTS

Minimum Requirement

IBM compatible running XP 3rd edition
1 GB RAM
1GB free hard disk space
Internet Access High Speed
Windows XP 2nd edition
VGA Monitor and card

Do not use Windows 95 98 or ME

Recommended Machine

Dual core Processor or higher processor
4 GB RAM
10 GB free hard disk space
Internet Access High Speed
Windows XP, Vista or Windows 7
VGA Color Monitor and card

Do not use Windows 95, 98 or ME

It is the facility's responsibility to ensure that computers are set up correctly with the required amount of memory. Since operating system capacities vary, facilities must update all machines to the latest Microsoft Service packs. Information on these is obtainable at www.microsoft.com. Users having Windows 2000 and XP must have full administrative rights to their machines. This web site should be checked quarterly. Windows 95, 98 and ME is no longer supported. In general, all P&NP software packages require a clean, fast network connection, users with access to their own machines, (Administrative level in XP) and at least 1 GB of free space on their local drives for temporary file creation. In general, machines manufactured after the year 2006 are satisfactory for now. Specifically, P&NP does not support operating systems if Microsoft Corporation does not support the OS. Please check the "Microsoft Corner" of this document. At least one machine in the facility must be equipped with a CD ROM drive to install upgrades and High Speed internet access is required.

B. USING LOCAL PRINTERS WITH P&NP'S SOFTWARE

Windows 98/NT/XP/2000 and HP Printers laser printers:

In general, printers that adhere to the HP Laser Jet standard exactly are best. P&NP cannot guarantee all printers and all drivers. While a specific printer might use the PCL standard, it might not make the same printable space available. This is why P&NP recommends HP Laser Printers. The users must also become familiar with their printers, read and understand the documentation. Face sheets will not print on most ink jet printers. Please use a laser printer to do face sheets.

Do not use the printer drivers that come with the HP printers for printing checks. Use only the standard drivers that come with Windows. For example, if you are using a HP 4000, use the HP4 printer driver in Windows as the default printer. This applies to network printing also. Whenever you use HP PC's, call P&NP for advice. Use of standard printer drivers may be necessary in other instances. Many printer drivers that claim HP compatibility actually have problems doing emulation. P&NP cannot and does not guarantee all printers and all drivers.

Pharmacy program printers: Reports = Laser Jet 4 or compatible, Continuous labels = IBM Proprinter dot matrix, Single Label = Dymo Label Writer EL330 turbo or equivalent.

(Please see Pages 11, 12 for further printing information.)

C. STATE, FEDERAL, INSURANCE and OTHER THIRD PARTY SOFTWARE

Facilities are responsible for insuring that amongst facility staff, the knowledge of how to use Internet browsers, HPN, the MDCN software for MDS submission, Empire Medicare software, HyperTerminal, Adobe Acrobat Reader, etc., exists. Furthermore, where data from P&NP software is exported to Excel, Word, or other word processing software, the facility is responsible for knowing how to operate that software.

D. NOVELL NETWORK SETUPS v 3.12 and 4.11, 5.X, 6X

These are no longer supported by P&NP.

E. ELECTRICAL CIRCUITS AND SERVERS

Nursing Homes for the most part were built before the advent of computers. Therefore, many facilities do not have the dedicated circuits necessary to run networks. At a minimum, the server should have its own circuit with NOTHING ELSE attached. An active UPS such as APC with PowerChute or Best should be used. P&NP recommends that a UPS be used with all desktop computers and smart time clocks or machines that provide that function.

F. BASIC SET-UP DO'S AND DON'TS

- ⇒ Users should have their own user names. DO NOT USE SUPERVISOR or ADMIN for a day to day user name.
- ⇒ Establish and provide access rights to network printer queues.
- ⇒ Provide a 15 second delay for print jobs in PRINTCON in Novell (not supported)
- ⇒ All users of RMS require full (all eight) network rights to the RMS folders.
- ⇒ Do not use limits on file size.
- ⇒ Create a network user called P&NP with supervisory level rights. Inform P&NP of the password so that P&NP can aid the users whenever necessary.
- ⇒ On Novell 3.11, grant the group EVERYONE file server console operator and move the FCONSOLE.EXE file from the PUBLIC directory to the SYSTEM directory. Not Supported.
- ⇒ Network vs. Local printers: P&NP requires printers that print checks to be local printers. It is very important for the check printing computer to directly interact with the printer.

⇒ DO NOT use Automatic Logout

Network Client and Caching Issues

Network Clients, P&NP recommends that no matter what kind of Network is used, Novell or Windows, that the Windows network client be used. If you must use the unsupported Novell client you must be responsible for this network, look for the Bug reports on novell.com. DO NOT USE the Novell Client 32 or Intranetware Client for access to the network unless the latest version is used. Check with P&NP on versions. The later Novell Clients after version 4.9 have two characteristics turned on which needs to be turned to the opposite side. Do this by going into the client (usually an "N" on the task bar). Go to the advanced properties tab and set File Caching OFF and set File Commit to ON. The network manager should/must disable client caching. Use of the Microsoft Client is approved. Install the Novell Directory Services if using Novell 4.11. Long file names must be turned on. If you are using Netware 6.0 you must turn off opportunistic caching on the file server in the startup.ncf file. Consult novell.com first to verify, but as of 6/03, this command can added to the file, "set client file caching enabled=off".

G. WINDOWS NT, 2000, 2003, 2008 SERVER

Please see general server comments above. P&NP software will work under this network operating system. Establish and provide access rights to network printer queues. All users of RMS require full rights to the RMS folder.

P&NP requires printers that print checks to be local printers. It is very important for the check printing computer to directly interact with the printer. You do not want MDS's printing on your A/P or Payroll check stock.

H. NON-DEDICATED SERVERS

All P&NP software is not certified to run on non-dedicated servers. This includes Windows 95 and 98, NT user, LANTASTIC, Novell Lite or any other variants. Besides being slow, when using a non-dedicated server, it is highly probable that a user will do something that will cause the server to lock up. Windows 95/98 users are well acquainted with fatal errors such as "This Program has performed an illegal operation and will be shutdown" errors. Other programs, especially games, cause system resources to be used up and can compromise FoxPro or Visual FoxPro's memory resources. When a server locks up and has to be re-booted, there is a good chance that data will be corrupted and/or relational tables will be damaged.

If even a single file is damaged in this way, a full restoration of all data and memory files must be performed and data input between the backup and the time of the damage will be lost and must be re-input. P&NP can repair minor damage, but a charge can be levied to repair such damage. P&NP will not allow single user systems to be upgraded to multi-user unless a dedicated server is in place. Therefore, it is in the best interest of facilities to have dedicated servers with appropriate UPS and dedicated electrical circuit protection, especially since pricing for such items is so advantageous.

I. USING REMOTE CONTROL SYSTEMS

Remote control system such as Close-Up, PC-Anywhere or Carbon Copy are not guaranteed by P&NP for regular daily work. In fact, P&NP discourages the use of even DSL and Road Runner lines for regular program use. Facilities that use these programs do so at their own risk and any data file damage repair will be billed at our standard rate. Some data may be damaged beyond repair.

J. USE OF P&NP SOFTWARE WITH WAN AND INTERNET CONNECTIONS

These kinds of connections range from dedicated T1 and T2 and T3 lines to internet Gateway connection using DSL and cable modems. P&NP has positive and negative experiences with both. P&NP is concerned with the reliability on the Internet on a day in day out basis. Please consult us in either case when considering WAN or Internet connections. Remember all P&NP computer systems require consistent mapped drives.

K. SCREEN FONTS AND RESOLUTION

RMS9XX requires 800x600 minimum screen resolution, and needs small fonts to be the default (go to the advanced tab to select small fonts).

L. USE OF SCREEN SAVERS

It is best to avoid screen savers. If possible, do not allow employees to use screen savers. New VGA technology does not require them. While RMS cannot be run twice, carefully thought out "hit any key" routines are defeated by screen saver programs. If screen savers are desired, be sure that the option to Allow Screen Saver is unmarked in any shortcuts for RMS. Go to the Display properties screen.

M. COPYING RMS AND PRO FROM ONE LOCATION TO THE OTHER

RMS can be copied from drive to drive as long as no one else is in the system. It is self contained and needs nothing to run by itself. When RMS or EMS is linked to General Ledger and Materials Management, RMS cannot be moved without these links being affected. Call P&NP for help before moving the system between servers or drives and especially before installing a new server.

PRO has its data file location hard coded into databases. If PRO is copied to another location it will not work. To remedy this situation run the "new drive" program. This is accomplished by using the following executable file: NEWDRIVE.exe. Pro directory names cannot have spaces. Answer the questions and the system will again find its data files. Any problems with either of these routines should immediately be reported. Call P&NP for help before moving your system between servers or drives and especially before installing a new server. All P&NP Software requires

consistently Mapped drives.

N. REQUIREMENT FOR BACKING UP P&NP SOFTWARE

P&NP Systems are too large for backing up to floppy disks. Proper backup medium and techniques must be followed. P&NP recommends that backups should be done daily preferably in the middle of the night. If you are using tapes, a different tape for each day should be used. Period ending historical backups should be done. A facility at a minimum should archive the quarterly period ending tapes for at least a year. An annual backup should be retained. At least some of these backups must be housed off the site. Accounting clients must run the “freeze utility”, although not a back up, it does make a copy of certain data which can be restored if a bad check run occurs. Accounting clients MUST run “freeze” before a check run. Proper backup software containing an open file agent should be used. As of 2007 HIPAA requires a similar Backup methodology.

1. Problems with Backups

- ⇒ A backup that was created while someone was using a file will result in the file not being backed up. The solution to this problem is not easy and you should confer with your network technician. In addition, some backup software holds used files open after a system has been closed by users, creating a file in use error. Again your network technician should be consulted since downing the server may be the only solution.
- ⇒ Make sure your network technician does not employ the “auto logout” function on the network that insures that no files are in use during backup. Auto logout can easily corrupt open files when the user does not properly log out.
- ⇒ If a backup is not test restored, no one knows if it is good. Restoration should be done to another drive to periodically verify the voracity of the backup.
- ⇒ If a problem occurs, make sure to save backups prior to the day of problems. Do not allow the overwriting of a good backup with a back-up containing problems. Call P&NP when a problem occurs and always have end of month periodic backups.

2. Recommended backup media:

- Removable Hard drives
- Backup Service Bureau
- ZIP or CDRW drives (Accounting facilities must have one of these)
- Tape Drives
- Optical Drives
- Local Hard drives and removable hard drives.

No matter what method is used, multiple media should be employed and a copy housed off site.

O. RUNNING P&NP SOFTWARE ON DEDICATED MACHINES

P&NP software is not certified to run on machines dedicated to specific single tasks. These include time clock machines, environmental control machines, communication machines etc. Many of these machines are busy at all times, and often log in and out of the network. Merely minimizing the applications does not make them non-intrusive. Be especially aware of machines with software keys. Do not use them with P&NP software since software keys work in the printer ports. A charge for fixing problems stemming from these machines will be made.

P. PLACING RMS ON YOUR WINDOWS DESKTOP

These instructions assume that the machine has met basic requirements for memory. Use the right mouse button and click on any open space on the desktop. A menu box will appear. Choose "New" and a menu will appear. Choose shortcut. This will open a dialog Window that asks for a command line. Choose the "Browse" button and find the **VISRMS.EXE** or **VISRMS9.EXE** file in the RMS folder. Your actual setup may differ. Consult with your network consultant if you do not know.

Click "Open". Select "Next"

Hit "Next". Choose a name or leave the default. Hit "Finish"

Type in Name for short cut for example - RMS System

You can now pick an icon in the newer Windows 98/2000. Choose "Finish" in the Windows icon screen.

Then select the "Misc" tab and uncheck the box marked "Allow screen saver."

Click on OK and the shortcut should be all set for use.

See also "Correct Shortcut Example" in section 2 of this document.

Q. PLACING RMS ON YOUR WINDOWS NT/2000 DESKTOP

See Above. Some NT/2000 machines allow only administrative level users in install. Consult your network technician. Remember all P&NP computer systems require consistent mapped drives. Desktop icons should have drive letters. These drive letters must be the same for all users, e.g., F: for one user is F: for every user. See also "Correct Shortcut Example" in section 2 of this document.

R. USING THE PNP SUPPORT PROGRAM

P&NP Support is a program that is shipped standard with RMS, EMS and PRO. It is located in the root folder of those systems. To use simply find pnp.support.exe with Explorer or My Computer and double click the file. When the program comes up it gives you a 9 digit ID Number. Give this to the P&NP representative who will be helping you. After they have completed their work they leave you a message on the screen, When you see that close Pnp.support and check your problem.

If Pnp.support cannot run and function P&NP will inform the facility that no support is possible until the problem is remedied.

S. ANTI-VIRUS SET-UP

Although anti-virus software is a necessity, it can also be a detriment to the speed at which workstations can function. Running VisRMS requires that anti-virus software on the server and user stations be set-up to exclude data files. These files are almost never a source of viruses or virus entry. The files to exclude have an extension of .dbf, .cdx, .fpt, .ndx, .scx and .sct.

Many of the data files in RMS can grow to a large size, especially the billing and care plan data files. What happens if the anti-virus software is not disabled on these files is that each time a file is opened, it is scanned, slowing down the speed of the system. Users of the system believe that there is a problem because the system is not responding. In reality, the system is waiting for the anti-virus software before it can open the files. If the user is impatient, they have been known to terminate Vismms. In doing so, they can cause corruption of the data files being scanned.

PART TWO: PROBLEM SOLVING

The following problems are numbered sequentially but there is no order of importance. We will add and subtract from this list as necessary.

GENERAL BACKGROUND

The Resident Management System (RMS) is the primary medical record, clinical package in the P&NP line. RMS is modular and can be configured to meet the precise needs of your facility. RMS is a 32 bit Windows system that requires a minimum Windows Computer. It runs multi-user on Novell and Windows networks. Dedicated servers are mandatory.

RMS requires up-to-date network technology. Please do not attempt to run these systems on ten year old networks that do not even support long file names.

1. File Use Utility

When updates are applied no users can be in the system. In order to check for users in the system we supply a utility called fileuse. You can find Fileuse in the root folder of RMS with Explorer or My Computer. To run the program simply double click the program. Fileuse will give you the user name, when they logged in, what their network address is and what they are doing in RMS. It will not automatically disconnect them from RMS. Fileuse has a limitation because it only tells who is logged into RMS. Someone who was logged into RMS and turned off their machine before exiting RMS would still show up as using the file. If the user overrides a "Someone else is using" warning, then fileuse results are inaccurate and will not be accurate until the next update is installed.

WARNING : FILEUSE - Should be used very sparingly. It will slow net traffic at least 25%. It only reports who is in RMS. People who bombed out in your Network or have hung files will not be counted.

2. INSTALLATION AND REINDEX ISSUES

WHO IS IN SYSTEM? HOW DO YOU KNOW IF SOMEONE IS IN THE SYSTEM?

(Sound Familiar? You call P&NP with a problem. We ask you to put up pnp support and get everyone out of RMS. We get in. We cannot fix your problem because someone is still in RMS.)

(Proviso) The following information is provided to you as information only. Please do not call P&NP for assistance in getting people out of applications. We cannot help you.

Often we cannot help you because we cannot copy new files over old ones if someone is using the old file. In addition, servers hold files open if someone just turns off their computer while in an application. It is imperative that someone at the facility is in a position to look at the server and its users. This is also why we need everyone out of RMS to perform an update or send updated files

to fix a problem. Different networks have different technologies available to you to determine who is using what files.

NOVELL NETWORKS (no longer supported)

Most newer Novell Networks allow you to see who the active users are. At a Novell drive DOT prompt type: **NLIST USER /A /B**. This will give you a list of current users. Unfortunately, it also includes users other than people such as time clocks and printers. It also does not tell you who is in which application.

Once you discover who is still on the network, **DO NOT AUTOMATICALLY DISCONNECT USERS**. Automatically disconnecting users from RMS (and other software) can result in corrupted data. Fixing corrupted data usually requires that you restore from a backup, which will result in data loss.

NT NETWORKS (no longer supported)

On NT networks, go to the server and to the Administrative Tools/Server Manager. Find *Server* and double click. Click on the *IN USE* button. You will get a list of users and what files they have opened. Browse through this and look for users who have VISRMS.EXE in use. **Contact the users or physically go to their machines to get out of the system.** Do not just disconnect them at the server.

Windows NETWORKS

Go to *START, SETTINGS, CONTROL PANEL, ADMINSTRATIVE TOOLS, COMPUTER MANAGEMENT, SHARED FOLDERS, OPEN FILES* and check who has VISRMS.EXE open.

WARNINGS: or *Don't Believe Everything You Are Told*

1. Staff tells you they are out of the system but they have only turned off the monitor.
2. Users have gotten out of the system by turning off their machine while still in RMS. The network server still thinks they are in RMS and will do so for a period of time.
3. The user logged out on one computer but is still logged in on another and does not remember.
4. User is not doing anything in RMS and therefore thinks he or she is "not in the system."
5. The application is down on the task bar and user does not realize it is open.

REINDEX TABLE

The table below indicates the main file for the corresponding module. If you receive an error message indicating that someone is in the system or module while re-indexing, chances are that the network administrator can look for these files in use.

REINDEX ROUTINE	MAIN FILE IN USE .APP	INDEX ROUTINE
ADT	ADT.APP	X
Billing System	AR.APP	X

	Billing.APP	
	Cashrec.APP	
	Census.APP	
Clin Notes	Clinotes.APP	X
Raps Care Plans	Cpmain.APP	X
Accident and Incident	Incident.APP	X
Infection Tracking	Infmain.APP	X
MDS	MDS20.APP	
Pre Admission	Presys.APP	X
RUGS	Rugs.APP	X
Resident Scheduling	Sched.APP	X
Resident Accounts	Spndmain.APP	X

3. MICROSOFT VISUAL FOXPRO CLIENT INSTALLATION

There is a client folder under VISRMS or EMS. Look in this folder for a file called SETUP.EXE and Setup9.exe. You might have to turn on file extensions (*My computer/tools /folder options/view tab/unhide extensions*) to see this file completely. Simply run both these setup programs by double clicking them. The Microsoft Clients will install themselves provided the machine's user is logged in with administrator rights. Another technique is required with VISTA and Windows 7 and this is described in the following section.

4. SETUP PROGRAMS FOR UPDATES AND NEW INSTALLATIONS

To simplify the update process all updates are placed on the P&NP website in zip file format. A notice is sent via email when an update is posted to our website www.pnpcomputer.com. In order to install an update you must be able to answer four questions.

1. Do you know how to download a file from the Internet?
2. Do you know which logical network drive VISRMS is located on?
3. Do you have a zip file extractor program and know how to use it?
4. Do you know how to run the P&NP Fileuse program?

If you cannot answer yes to any one of these questions you should contact your I.S. staff for assistance before you install the update. Here are some hints on where you can begin.

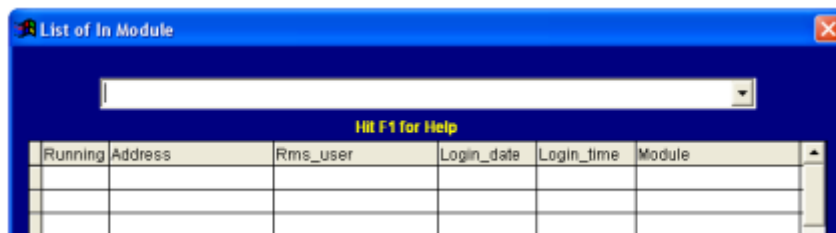
- You need to go out to the internet and practice downloading a file. Usually any site allows you to specify a place where you want to put the file. Practice doing this.
- Computer servers have what is called mapped drives and are designated by letters. VISRMS must be installed in a mapped drive. Ask your IS expert what drive VISRMS is on. You should get an answer like R: but the actual letter will vary. You can also find out this information by selecting the properties option on your VISRMS icon shortcut.
- Since the file containing the update is zipped (compressed) you must have software to extract the files. You must know what program your facility uses and how to use it. P&NP cannot help you but the companies that produce Pkzip, Winzip etc. can help with their

software. Also later versions of Windows XP know how to unzip files via the file extraction wizard.

- There is a program in your VISRMS folder called fileuse.exe. Double click this file and it will give you a list of everyone currently logged into VISRMS. In order to install an update everyone must be out of the system. So if someone is logged into RMS they must be contacted to exit the program. They cannot be disconnected remotely.

You should now be ready to install an update by following the steps below.

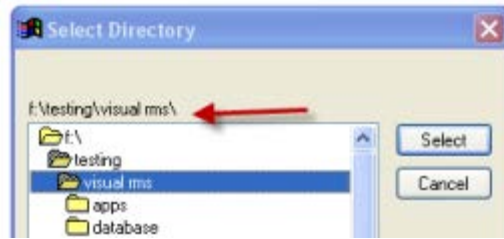
1. Verify the current version of VISRMS. The version will be displayed on the login screen. If you are in VISRMS select ADT – Utilities – About. The version will be displayed here also.
2. Log onto www.pnpcomputer.com and select Clients Information and then Download Updates. Select the update(s) you need and read the instructions for installation.
3. After reading the instructions download the update into the VISRMS folder.
4. Using your zip software locate the update file and unzip it. (i.e. UPD987.zip). This will create a new folder at the root of your VISRMS system called UPDxxx, xxx denotes the latest update number. (i.e. UPD987)
5. Go into the root directory of VISRMS and run Fileuse. Verify that no one is currently in the system then quit fileuse. A sample screen below shows no one is logged into VISRMS.



Running	Address	Rms_user	Login_date	Login_time	Module

Note: Directions for the update say that there is a necessity of having a current backup. Anytime mass changes occur such as in an update, a backup is a prerequisite. Normally the prior day's backup may be sufficient, however, to ensure there is a current backup the freeze utility can be run. This utility, FREEZE.EXE, is at the root of your VISRMS system and can be executed by double clicking the file name.

6. Using My Computer or Windows Explorer, go into this folder, (i.e. UPD987) and find a program called setup.exe. Double click on the name to run the program. It will ask you to find the location (mapped drive) for VISRMS. Browse to that location and allow the update to run. The upper gray portion of the PNP Installation window must be pointing to the location of your VISRMS system. Click SELECT to continue with the update.



Warning: Never switch off the machine while running or risk severe damage to your data.

When running the update make sure you do not start it and walk away; you should watch for errors. When the update is finished, it reports its success or errors to P&NP if the facility allows emails to be sent from the computer used to install the update. If we see errors we will call or e-mail the facility telling them about the errors. The usual solution is to run the update again.

After version 9.8.7, P&NP removes the older zip files and update folders.

At this point all users can be allowed back into the VISRMS program.

5. GENERAL POLICIES

Dedicated Servers are required.

Network hardware needed. All Networks should be 100 base T minimum. 1 Gig preferred.

Functionality of Systems over WAN's is not guaranteed. Please call P&NP for more info.

Check Printing must be to local printers. Use only Generic Windows (not OEM) printer drivers for checks. Not all printers can be supported. Some print jobs need HP compatible laser printers.

Publishing/printing stations are not supported by P&NP. You need to obtain an experienced hardware support person to assist you with this setup.

Conversion Programs: Almost all printouts in P&NP can be exported to XLS, TAB delimited and TXT formats. We do not guarantee that the exports will be useful or correct. These conversions are done for the advanced users within our client base. P&NP support personnel do not answer questions on these processes. Conversion to different versions of Microsoft Office products is not obviously guaranteed.

6. UPDATE POLICIES

- Rather than send out updates at specific times during the year, large scale updates are done on an "as needed" basis. Small updates are posted on our website with instructions. These should be immediately installed. Updates are only posted for a 14 day period.
- New manuals should be installed with every update with which they are included.
- Every facility should have a password coordinator. P&NP regularly changes password configurations to accommodate client requests. Update documentation contains information on

these changes.

- Data bases must be updated when posted.
- P&NP website www.pnpcomputer.com must be monitored regularly.
- All Microsoft NT networks must have the latest updates including updated versions.
- All Novell Networks should have the latest service packs including updated versions although they are supported by P&NP.

RMS and EMS will logout for inactivity when the user is in the ADT, Census, or Demographics modules. This happens after 30 minutes. It is not possible to alter this number. All temporary files created before the auto logout are not saved. If the user is in a module other than ADT and Census, no auto logout is done.

7. CUSTOM PROGRAMMING

Custom programming is not covered under the standard maintenance contract. Standard P&NP Face Sheets are always supplied in systems. Custom face sheets are available.

8. UN-RELIABLE NET CONNECTIONS

Unreliable NT network connections on NT servers result in the following situation occurring: *User running program loses the net connection.* Upon reconnecting, NT and Windows restore connections made prior the disruption. However, the Application is no longer open. The result is the user retains access to these resources (open files) without his or her knowledge. A logout is the only way these resources are freed up.

A logout that is forced can corrupt files.

This is a very dangerous situation since the user really doesn't know what is happening. Even if a user login file is used, as in P&NP accounting, the file merely tracks open logins in a database and therefore, could never be accurate. There are only three solutions to this problem. **1.** Always shut down the server after any incident, **2.** Have ultra reliable connections and/or **3.** Switch to Novell.

Microsoft has been informed of this problem by many others at this point. We hope they develop a patch which solves it. We have reported it as members of the Microsoft Development Network.

9. PRINTING and Other Set-Up ISSUES

RMS has neither printing problems nor functional difficulties, yet you can experience printing problems due to setup problems in Windows. Understanding how different print jobs work is crucial. Should you choose to call us to help with your machine's setup and Microsoft problems, there will be a charge for the service. Because it takes a very long time for us to diagnose machine problems from afar, we need you to do some diagnoses work before we get there. We

want you to be able to run our software, but you need to have a properly functioning computer to do so and you need to be able to control your own computer. Therefore, before you call with functionality problems such as memory errors perform some basic diagnosis. If you do not know the answer to these questions, find out before calling us.

PRINTERS and Visual RMS

RMS uses the default Windows printers for almost all normal printing. You must have at least a default printer to preview reports on the screen. Otherwise, you will see only empty reports. All print jobs are Windows print jobs with two exceptions. The MDS and 672 802 and UB reports all print using Adobe Acrobat 9.0 or greater.

Hints on Adobe print jobs

Adobe Acrobat (Adobe) should be installed on all computers running the RMS system. When installing Adobe on the workstation, answer "YES" to the "Agree with license" question, otherwise Adobe will need to be manually installed again. You can also download Adobe at www.Adobe.com or from a link at www.pnpcompter.com. If you intend to print more than one MDS, open Adobe Acrobat first and minimize it on your task bar. This will greatly speed up the printing process. Remove all old versions of Adobe in the Control Panel before installing later Versions.

Network Printing Problems

If you are experiencing problems printing the complex forms 802, 672 and UB-04, this may be caused by a Microsoft bug. If you have a Windows Network and you print the forms to a network printer, look at the name of the printer queue. If it has spaces in it, it should be renamed to get around the bug. To look at your queue name, go to Printers and Faxes off the Start button. Find the printer and go to properties. Go to Sharing, Shared printers and look at the printer name. Compare with below

Example of printer queue name that causes bug to emerge "finance printer upstairs"

Example of printer queue name that gets around bug "finance_printer_upstairs"

If yours looks like the first one, then it should be changed. Unfortunately, renaming the queue is a two step process. You need to rename it on the server and on the user's computer.

10. PRINTERS AND PRINTING

PRO Applications Print

All the accounting applications print using Windows printer drivers and the default printers.

Network vs. Local Printers

Reports can be printed from network printers. However, DO NOT print checks on network printers. Check printing is a job at a time printout to the LPT1 port. For example, if you print 100 payroll checks, you have 100 print jobs.

PRINTER SETUP

The printer setup screen is accessed through the *START\SETTINGS\PRINTERS*. Select your

default printer and with the right mouse button click. Then click on *PROPERTIES*. Go to the *DETAILS* tab. These are vital settings. These are the settings that RMS and PRO use to print reports and checks. If you use a NETWORK printer for the 802, go to capture settings and make sure to capture the printer port.

QUESTIONS	RESULTS	COMMENTS
Check the ability of the Word Pad to print	Type in a test file into the Word Pad and print it.	Did it print? If not, fix the problem.
Verify what your printer driver is and what is set as "default"	What Printer driver is used? Printer default?	Note the default printer. Write down the port setting.
Check the spooler settings. Determine whether or not spooling is set on?	Yes or No.	Set spooling ON but have the whole job spool before printing. If problems persist, turn spooling off.
Do you have a HP Computer?	Yes or No.	Yes? Then consult P&NP about "bare-bones" printer drivers.
Are you using the Standard Windows HP 4 or HP III drivers?	If not, delete the printer driver. Use standard Windows drivers.	<u>Do not</u> load the drivers on the CD from the manufacturer.
A Compaq Computer?	Yes or No.	If yes, consult P&NP about printer driver setup.

11. THE SPOOLER32 ERROR (Only win 98) Obsolete

Recovering from a Windows Printing error such as "Spooler 32 error". Spooler 32 errors are Windows errors and have nothing to do with P&NP software. They can be caused by improperly set up printer queues, printer errors, pop up third party print managers, or printer port keys. All of these items must be checked before calling P&NP. Diagnosing Spooler 32 errors is not covered by the maintenance contract and will be billed.

This error is caused by Windows. The way Windows prints is by copying your printout to a file on your disk then, to save you time, it "spools" the printout to the printer. The SPOOL32 system performs this function. If these vital files are damaged, or if your local hard disk is full, or if there is some other problem on your machine, a spooler32 error occurs.

Many Spooler 32 errors are caused by aggressive anti-virus programs. Users should search the www.microsoft.com site for fixes. Most often new OS files are a quick fix. In rare cases, we are told, that the whole OS may need to be reinstalled. Spooler 32 errors can damage data files. In the accounting system, incomplete printouts are associated with files that have not been updated. **Important: Call P&NP immediately if you experience a Spooler 32 error in check printing or when ending periods.** We will try to advise you on a strategy.

Remember! Do not use any printer drivers other than standard Windows drivers as a default. Never use spooling for check printing. Use only HP laser jet printers for printing MDSs, 802's, 672's, Face Sheets, UB-04s, etc. **Ink jet printers will not work.**

12. DELETING EXTRANEIOUS FILES

All zip files can be deleted provided that the user knows the source of the file. Do not delete any zip file starting with JJSBACK!

Files sent to the state or billing entities are found in the DISKS subdirectory of RMS. These are very small and P&NP recommends that these not be deleted unless the facility takes responsibility for maintaining these files.

RG*.* Rugs files

DS*.* Rugs discharge file

MDS*.* MDS files

MD*.* Medicaid submission files. Those actually mailed to CSC on diskette rather than sent by modem electronically are called MEDICAID

MT*.* Medicaid Transmittal files.

MR*.* Medicare files.

13. EMS TIME ISSUE

Do not set machine using EMS to future dates. This will roll the schedule forward in time. Only restoring from backup will remedy this issue.

14. EXPORTING RMS DATA TO EXCEL

The Custom Report Manual will provide basic instructions on report building. To export the report:

Build a report by clicking on relevant fields (See Custom Reports Manual)

Go to print, Export report to ASCII File by clicking on the ASCII button.

Select without headers and footers.

Import the report into Excel using the import wizard.

Manipulate data as usual in Excel.

Mail Merging with Word

Please do not call P&NP and ask for help with Microsoft Products. If you have problems with a Microsoft product, call Microsoft. The help below should get Microsoft users going initially.

Go into Word and print out help screens on Mail Merge, labels etc. etc.

Remember: To do mail merge you need two documents, the source document and the secondary file which contains the mailing info. Normally, users find that Excel is the best secondary file because of its column/row orientation.

Mailing label hint

Get all elements of your label onto one row of Excel. Example: I want to export all my financially responsible parties to be used in a mailing label.

Steps:Go to Custom report generator

Select Family data base area
Select family database
Pick: Title, fname, lname, Address, City, State, Zip
Pick: Face Sheet code
Pick Print Button
On Print Menu Chose ASCII File as export medium
Bring results into Excel using the wizard.
Sort on Face Sheet code so you can work with only R's.
Create the mailing label file using WORD.

15. BACKING UP and zipping PRO and RMS - FREEZE and ZIP

Being able to restore from a backup that was created minutes before a process began is always preferred over restoring from a backup that had been created hours or days previously. With this in mind, P&NP installed two backup utilities for RMS and PRO. Both utilities were provided to assist users with creating useful and timely backups.

The FREEZE utility can be run anytime users believe they want to have an immediate temporary backup of their PRO or RMS data. P&NP **requires** that FREEZE be run just prior to printing any check jobs. The new version of Pro's freeze (after March 17, 2004) does not require that users be out of the program as it can backup open files. The problem with doing this kind of backup is that it will only valid for the particular second in time that the backup was made. A user can save a huge batch the second after the file was backed up, therefore the backup is obsolete. If something should go wrong with check printing (hardware malfunctions, power outages, server crashes, etc.) and P&NP is contacted for assistance, the client will be charged for the support time if FREEZE was not run, or was not run properly prior to initiating the check printing job.

Do not use DOS pkzip or pkunzip with Windows 2000, NT or XP at all. Use Winzip, or Windows Commander. Both of these programs are available as demos on the Web.

WARNING

Everyone must be out of PRO when the Freeze programs are running. The new version after (March 17, 2004) of FREEZE will run without users being out of the system. Error messages display as the backup scrolls through the process. Users should watch the backup process until completed and if error messages scroll past on the screen contact P&NP immediately to end the backup. **DO NOT** rely on a backup that was created when error messages were displayed. You will not be able to restore from the file created. **Freeze is not an alternative to regular and periodic backups!**

16. ERROR LOGS IN VISRMS

RMS error logs are maintained in the Syeelog Data bases. These should only be interpreted by P&NP staff. If you experience a nagging problem, the programming staff will ask that these files be e-mailed to us. You do this by zipping up the error files in the database directory. The preferred and easiest way to zip is to use the ziperr.exe program. After Version 9.3.7, the ziperr

program is located in the VISRMS root directory. It produces a file called "Errlog.zip" which is located in the database folder under VISRMS. This file will be automatically e-mailed to P&NP if your IT allows it. If not you should e-mail the ziperr.zip to support@pnpcomputer.com with an explanation of your problem. In the alternative, you can manually zip by using Winzip, Windows Commander, or PKZIP. The PKZIP command in the database directory is <pkzipc errlog -add syeelog*.*> We assume you have PCZIPC, if you do not call or e-mail us. When you get it install in a folder in your DOS search path- it's a DOS Program. Use syeelog*.* as the wildcard in any program.

17. LIMITATIONS ON SPACE BY USERS

File space limits are called quota setting. Do not do this. Many large temporary files need to be created. P&NP will charge to diagnose and/or repair files damaged because quotas are set on.

18. CLEARING FLAGS IN PRO

Flag clearing is done along with reindexing if there has been a server crash or large network error. Clearing flags is a two edged sword. It gets you going again but it also prevents you from diagnosing the problem which is especially important when there is a recurring problem.

19. BUFF DIRTY ERROR: INVALID BUFFDIRTY

This is a FoxPro error returned from the Pro application installed on a Novell server. It is one of the harder errors to troubleshoot because it can indicate a minor error such as temporary network drop between the file server and workstation, which causes an inability of the workstation to read from or write to the file server hard drive, or a major crash on the file server, possibly corrupting a database table.

To troubleshoot correctly, do the following:

- ⇒ Document which workstations returned the error and exactly what were the users working in at the time of the error, i.e., entering Payroll
- ⇒ Did all other users lock up after this one workstation with the same error? Note all errors returned.
- ⇒ Have all users logged out now?
- ⇒ Did you try to clear all locks and reindex when this happened?
 - Are you unable to clear locks?
 - Does it still list users as active who have logged out?
 - If you are not able to clear locks and reindex, see below for clearing off open files hung open on the server:
- ⇒ To clear open files from the Novell file server:
 - Go to Monitor screen
 - Arrow to Connections

- Find all Pro users
- Highlight the user
- See if any files showing open under their name
 - Write down the # next to user's name
 - Press Alt-esc
 - Go to the System console (file server name and prompt: e.g. MYSERV: Type Clear(sp)Station#)
 - It will tell you that this station has been cleared for this user
 - Continue to do the same for all Pro users

⇒ Once all users have been cleared, **make sure all users are logged off** before you down the file server.

Watch the server monitor for any errors as the server restarts. You will be prompted to run vrepair if there is damage to the server's volumes. ****This is a utility that should only be run by a Novell trained manager, IS person, or Novell reseller**** P&NP will not do this.

20. PERMISSIONS

P&NP recommends giving all Windows 7, Vista, XP and 2000 users administrative level rights to their computer. Knowledgeable network administrators may not want to do this and should consult with P&NP directly. Less than administrative rights may hinder printing and dll registration, temporary file processing and other things unknown to P&NP. Installation of the Microsoft VFP client will also potentially be impeded by machine rights. Carefully issuing permissions by granting full rights to C:\foxtemp and the windows printer folder has worked for very knowledgeable network support staff. We ask that they consult with P&NP before attempting this innovation.

21. LOCAL HARD DISK SPACE

Temporary files are processed on c:\foxtemp or the windows temp folder to speed up processes and network throughput. If no space exists on C:, a temp folder is created on the network. Network temp files will slow things down so it is recommended that local drive be checked periodically for open space. P&NP likes to see 1 Gb available but 20 megs is an absolute minimum except for the very large data bases.

22. REPLACING NETWORKS AND SERVERS

Please inform P&NP, in advance, of any plans to replace your equipment. Give this document to your network technician.

23. IN THE EVENT OF A POWER OUTAGE

Follow the procedures below. Modify them for the equipment you have:

Shut down all user machines
Down the server
Power off the hubs

When power is restored:
CHECK UPS Status
Bring up server. If Novell, run Vrepair.
Bring up hubs
Bring up user machines
Unplug smart time clock then immediately plug in so that it synchronizes with server time.

24. SYSTEM DATE AND NETWORK TIME SYNCHRONIZATION

All P&NP software uses the computers system date as a control. Users should not modify this date so that it is incorrect. Every step to assure correct time date stamps will be rewarded by the ability to search later on. P&NP recommends an atomic clock synchronization program such as NISTime. We also recommend that user machines synchronize with server time. There are appropriate utilities available to accomplish these tasks.

25. HIPAA PASSWORDS AND PRIVACY

After Version 9.3.0 a HIPAA password scheme in "System Configuration" is available if you desire. A call to P&NP before doing so is required. To insure resident privacy if the system is logged in and sitting on a Menu item and not doing any work, the system will log the user out after 30 minutes. From the system's point of view, this is a legal logout and results are not written to the error log.

26. LARGE RECORDS

Some resident records are quite large. We have seen some linked records for a single person exceed 10-11 thousand. When the users chooses Save and exits the program, it is best to wait a few (2-3 would normally do it) minutes before actually shutting the user machine down.

27. MICROSOFT CORNER

Here are the applications and operating systems that Microsoft does not support:

Office 95 (including Word/Excel 95) [Released on 24-Aug-1995, Discontinued on 31-Dec-2001]

Office 97 (including Word/Excel 97) [Released on 16-Jan-1997, Discontinued on 16-Jan-2004]

Windows 95 [Released on 15-Aug-1995, Discontinued 31-Dec-2000]

Windows 98 [Released on 30-Jun-1998, Discontinued 30-Jun-2002]

Windows 98 Second Edition [Released on 30-Jun-1999, Discontinued 30-Jun-2002]

Windows Millennium Edition [Released on 31-Dec-2000, Discontinued 31-Dec-2003]

Windows NT 4.0 Workstation [Released on 29-Jul-1996, Discontinued 30-June-2003]

Since the manufacturer has discontinued support of these products, this forces P&NP to do the same. Support calls made when the problem exists in an existing Windows driver (or lack thereof) will be charged an hourly rate to try to find a work around. It is recommended an upgrade path away from these products be put into place.

28. NECESSITY FOR COPYING MICROSOFT and OTHER DYNAMIC LINKS LIBRARIES (.dlls)

From time to time, P&NP must copy new versions of these libraries onto machines. This happens automatically when the user logs into VISUAL RMS. Most users just see a quick copy and a quick .dll registration prompt. There can be problems, however, and most of these problems occur with Window 2000 and XP machines.

The most common is a "Cannot create file" message which appears when the user logs in. This means that windows disallowed either the copy or the registration of the .dll. The users see a dialog box that contains three choices CANCEL, IGNORE, HELP. Cancel brings the user out of VISRMS. IGNORE essentially allows you to keep working with the obsolete dll. HELP is no help at all. P&NP does not recommend hitting ignore as file damage may occur when an obsolete dll is used.

This error occurs because the user does not have administrative right to their own machine. They might, for example, be a power user and have no rights to the windows folders. They might also be a restricted user and have even less rights. The solution is to log into the machine as administrator and run VISRMS; just login and then log back out. The dll's will be registered for other users of this machine. If new machines all need to be upgraded with new dll's this process must be repeated for all the machines.

There also exists a very rare chance that the dll cannot copy because it is in use by another Microsoft process not under the control of P&NP. In this case, reboot the computer in SAFE MODE (hit F5 while in boot up). Choose SAFE MODE with network support. This will guarantee that virtually all competing processes are ruled out. RUN VISRMS login and then log back out. Shut down the machine and all should be well.

It is P&NP's philosophy not to perform these upgrades of dlls unless they are absolutely necessary. We do these to allow our users increased functionality and ease of use.

29. File Compression on Novell networks(Novell not Supported)

If you are running a Novell Network and you experience file corruption and excessive slowness, this may be caused by file compression being inadvertently turned on. Novell Updates have been known to turn on file compression at the server. This is contrary to all practices with live data and most IT staff would never turn this on. This cannot be turned on or off except at the server. If file compression is turned on, then turn off file compression and reboot the server.

30. Menu does not load when entering VisRMS

Problem: After the user has entered his/her password to start VisRMS, the menu does not appear. Instead, the user is returned to their desktop.

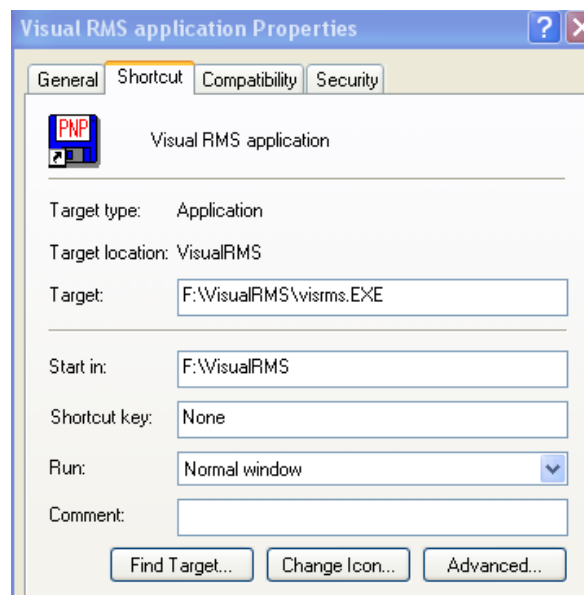
This problem was introduced thanks to a 'feature' in a recent Microsoft update. The solution is to install a new .dll on any machine that has this problem. To install, click on the link below and save the file to c:\foxtemp. Unzip the file there and then run the .exe to install the fix.

<http://www.microsoft.com/downloads/details.aspx?FamilyId=32BC1BEE-A3F9-4C13-9C99-220B62A191EE&displaylang=en>

31. Correct Shortcut Example

Remember all P&NP computer systems require consistent mapped drives. Desktop icons should have drive letters. These drive letters must be the same for all users, e.g., F: for one user is F: for every user.

The shortcut must be set up pointing to a mapped drive. Right click on the shortcut icon on the screen. When the menu comes up, click on the Properties menu item. Check to see if the "Target" field points to the correct location for the Visrms.exe. In the example, the visrms.exe is located on the F drive in a folder called VisualRMS. The Find Target button can be used to select the correct location of the executable file (visrms.exe)



32. RMS Help Not Working on Windows Vista Machines

Microsoft has tried to discourage the use of the old Windows Help system (.hlp files) by not automatically including it in the installation of Vista. Therefore, in order for the Help options to work in RMS, you must install it manually on those machines.

The application (WinHlp32.exe) must be downloaded from the following link:

<http://www.microsoft.com/downloads/details.aspx?familyid=6ebcfad9-d3f5-4365-8070-334cd175d4bb&displaylang=en>

Once the application is installed, the following steps need to be followed:

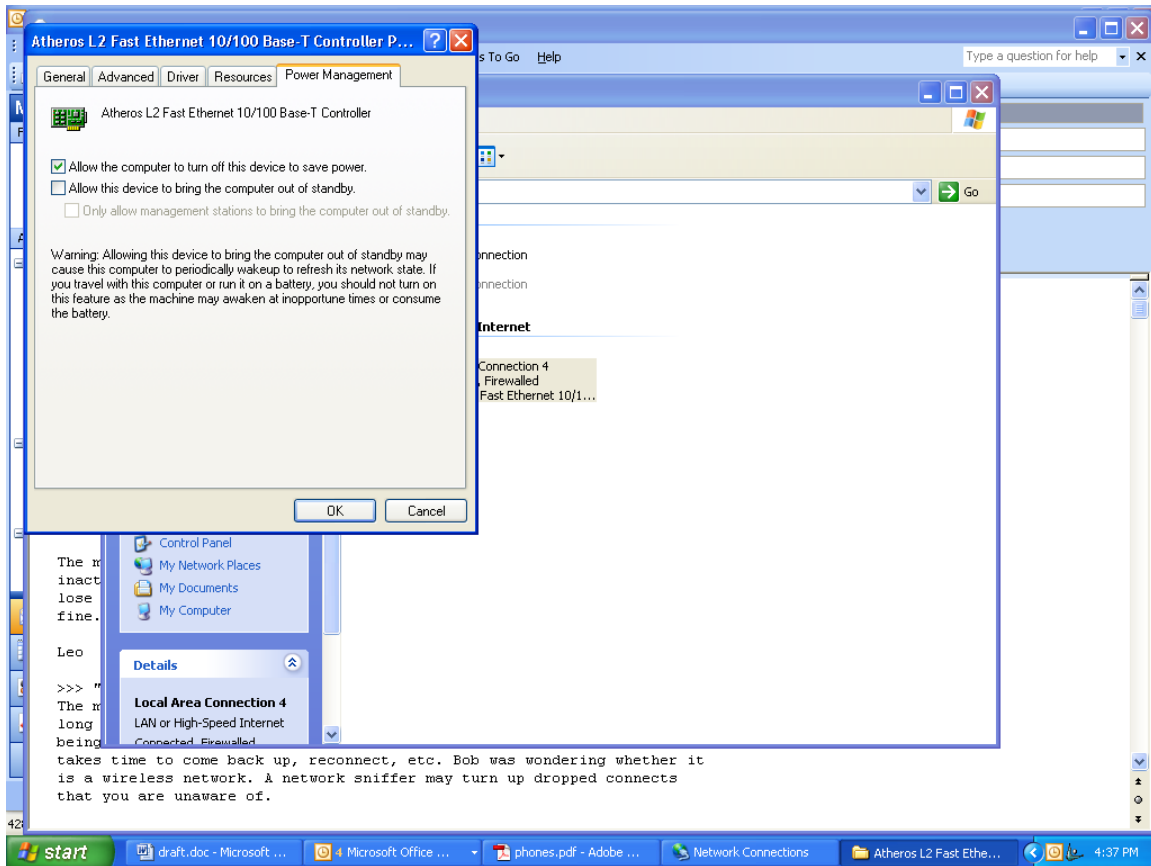
1. Run the program REGEDIT.EXE
2. Create a new subkey called WinHelp to the following registry:
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft
3. Add a DWORD value that is named "AllowIntranetAccess" to this subkey and then set the value to 1(one).

NOTE: If your Windows Vista machine is NOT on the same domain as your file server where VisRMS is installed, you will need to take further steps. Follow the instructions that are on the website located at:

<http://www.microsoft.com/technet/prodtechnol/ie/ieak/techinfo/deploy/60/en/security.msp?mfr=true>

Network Card needs to be turned on and kept on.

Do not allow any system to adhere to the Microsoft standard setting on the net card. The net card must not be allowed to turn off. Go to the power management tab of the net card and uncheck the option "Allow the computer to turn off this device to save power".



Setting up a New Machine XP Vista and Win 7

If the facility replaces an old machine with a new machine or is just adding machines the following rules must be adhered to or the RMS/EMS/FMS system will not work properly.

The machine's RMS/EMS/FMS user(s) **must have administrator level** access to the machine itself

A Microsoft VFP client **must be installed**. The current client is Version 8 most recent client is Version 9. Currently both clients should be installed but over time only version 9 will actually function.

Each machine must have a **default printer** set in Windows. (In order for all reports to print properly you must have an HP Laser Jet or true compatible?)

Adobe Acrobat reader (latest version) **must be** installed on the machine. XP and Vista use Adobe 8.1 as of 6/07

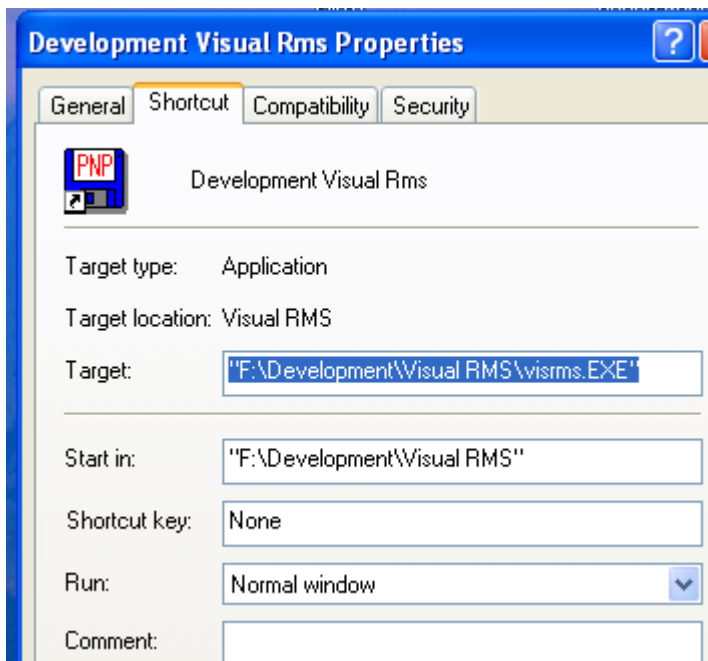
A drive to the VISRMS system must be **mapped**. All P&NP software requires a mapped drive.

The Shortcut on the desktop must be set to a mapped drive

Right mouse click on VISRMS shortcut and go to properties. Look at Target

Right target line F:\Development\VisualRMS\visrms.EXE

Wrong Target [\\SERVER\Development\Visual RMS\visrms.EXE](#)



Vista and Windows 7

Vista and Windows 7 block third party help files for security reasons. To get help to work you will need to do the following.

Installing WinHelp application support in Windows Vista and Windows 7

Important:

This instruction contains information that shows you how to help lower security settings or how to turn off security features on a computer. You must know what you are doing if you try this step.

P&NP context sensitive help files are in HLP format, which requires WinHlp32.exe, a program that is available in all earlier versions of Windows. Windows Vista and 7 do not support the HLP file name extension. To view

.HLP files in newer versions of Windows, you need to install an application available as a free download from Microsoft download center.

The download link for the **Vista's** version of the application (WinHlp32.exe) is.

<http://www.microsoft.com/downloads/details.aspx?familyid=6ebcfad9-d3f5-4365-8070-334cd175d4bb&displaylang=en>

The download link for the **Windows 7** version of the application (WinHlp32.exe) is.

<http://www.microsoft.com/downloads/en/details.aspx?FamilyID=258aa5ec-e3d9-4228-8844-008e02b32a2c&displaylang=en>

Viewing Context Sensitive Help on a Vista or Windows 7 Client Workstation

Important:

This article contains information about how to modify the registry. Make sure that you back up the registry before you modify it. Make sure that you know how to restore the registry if a problem occurs. For more information about how to back up, restore, and modify the registry, click the following link to view the article in the Microsoft Knowledge Base.

<http://support.microsoft.com/kb/256986/>

Due to the security restrictions, you need to modify the registry settings in order to view the HLP files stored on a **network** drive. Follow these steps to edit the registry.

1. Backup your registry!
2. Run the program regedit.exe.
3. Create a new sub-key called "WinHelp" to the following registry key.
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft
4. Add a DWORD value that is named "AllowIntranetAccess" to this sub-key and set the value to 1.

Note:

If your Windows machine is not on the same domain as your file server where P&NP software is installed, then you have to do some additional settings to access the help (HLP) files. These settings can be done through Tools menu in Internet Explorer or through Internet Options in Control Panel. For more information about these settings, refer to the following link.

<http://www.microsoft.com/technet/prodtechnol/ie/ieak/techinfo/deploy/60/en/security.msp?mfr=true>

Windows 7 Issues

1. User Account Control (UAC) prevents the installation of P&NP library dll's and even the client that runs the program. Its best to disable the UAC during installation but many IT are loathe to do this. For this reason P&NP has placed a utility called Checklibs.exe in the system that will check and install needed libraries with the need to run as administrator.
2. Client installation

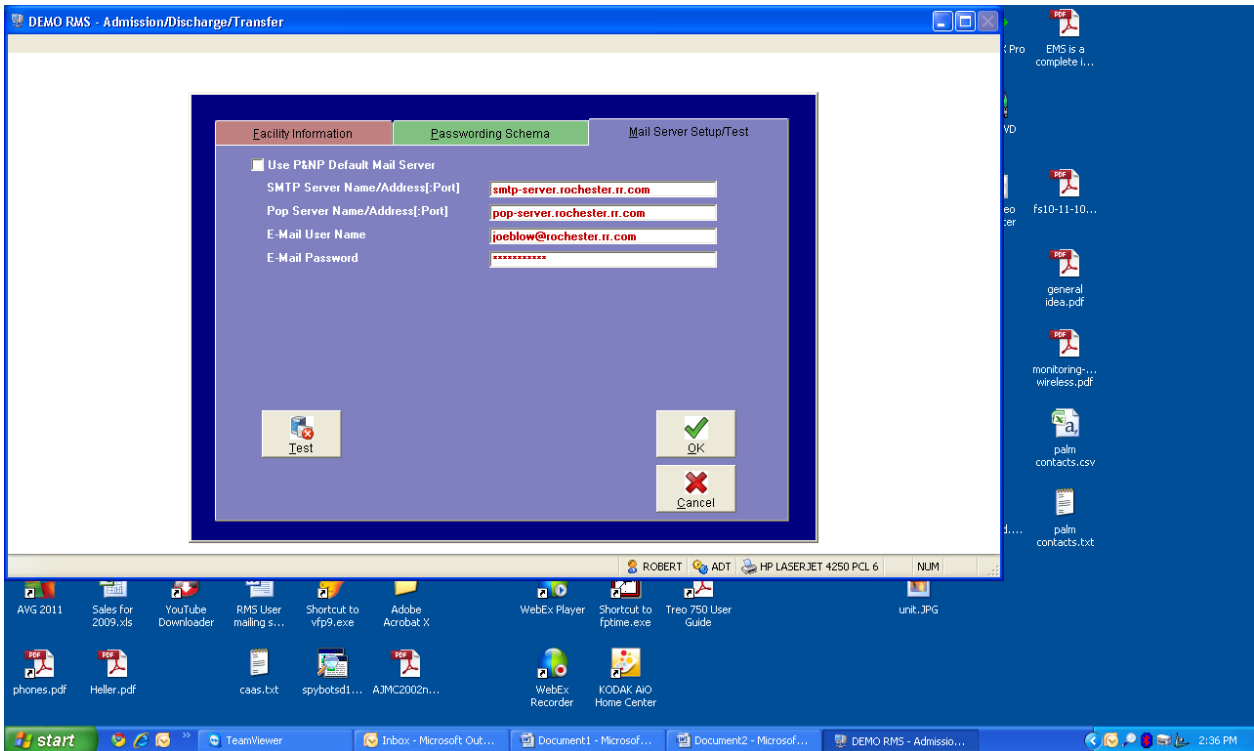
Windows 7 requires the Setup9.exe and it needs to run Visrms9.exe rather than the older one. Therefore in Windows 7 you need to go to the command prompt and run the setup as administrator. The format is **runas /user:administrator F:\visrms\client\setup9.exe** then they will need to get the dll's on the machines too. You can also install the system dll's by using the command prompt and run the VISRMS program as administrator. The format is **runas /user:administrator F:\visrms\visrms9.exe** Notice I'm assuming that the RMS system is on F: Substitute your path.

Availability of Checklibs utility

Various Libraries are used throughout the P&NP application. These need to be installed by running a setup program while being logged into system as the computer's administrator (XP) or by running as administrator in VISTA or Windows 7. To mitigate the difficulties of this task the echecklibs.exe utility is provided. To run this go to the folder containing RMS and double click on the checklibs.exe file. This will check whether the needed libraries are registered and if they are not then it will attempt to register them. This is a very important feature with Windows 7 User Account Control.

AUTOMATIC E-Mailing of error reports

Our tracked errors are sent to our support desk automatically. If these are being blocked from e-mailing back to us at your end here is a good fix. We guess that all e-mails, except your own, are being blocked. It is an obvious good thing if we see the errors that our system tracks so that these can be corrected very quickly. I should also be noted that no resident data of any kind is sent with these error logs. It is also important to note that there are very few errors ever generated over time so volume is indeed low. Therefore, I have a suggestion that can be implemented at your end with very minimal effort. First set up an e-mail address for P&NP in your e-mail system and assign a password. You don't even need to tell us what this is.



Secondly, we have added a utility in our system which be used to redirect the mail from the default P&NP mail server to yours. This can be accessed by going to ADT/Utilities/System Configuration. When you are in the configuration option click on the Mail Server Setup Settings/Test tab. What you'll see is the screen above in which I have put my home mail-server setup info.

Add your values in the top two lines. In the third line add the e-mail account you created for us. In the fourth line put in the password. Click on the test button. A test e-mail should go to us. If you acll us during the test we can verify we've received the e-mail.

This is very simple and very secure.