



INSTALLATION GUIDE
FOR
SPECIALIST PRACTICE MANAGER

using a
MICROSOFT ACCESS DATABASE

Updated November 2009

Version: 242.7 or greater
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Introduction

This Instruction Guide is intended for technicians that are installing SPM on behalf of Incisive Medical Systems or their clients.

This application can be installed on 32bit or 64bit versions of Windows 2000, Windows XP Pro, Windows Server 2003, Windows Server 2008, Vista Business, or Windows 7 Professional/Ultimate.

The software can be installed on an Apple computer but only if it has an Intel PC processor and is running a 32bit Windows Operating System in a virtual environment such as Bootcamp. Incisive do not warrant that the software will run trouble-free in this environment and nor are we able to provide HelpDesk support.

Your Windows account login requires Administrator rights in order for the System Registry to be updated.

Prerequisites

1. Review our recommendations for minimum hardware specifications
http://www.incisive.co.nz/hardware/hardware_specs.pdf
2. Familiarise yourself with the contents of the pre-install document that is available from the support page of the Incisive Medical Systems website.
http://www.incisive.co.nz/hardware/hardware_preinstall.pdf
3. Log onto the computer using a Windows account which has either Domain or Local Administrator rights.
4. In Vista, Windows 7 or Server 2008, go to Control Panel → User and turn the User Account Control (UAC) option to OFF, or reduce notification setting from the default.
5. Check the Regional Settings are correct, especially the date and date format. These should be set to English (Australia) or English (NZ) depending where you are.
6. Shut Down and restart the computer.
7. Turn off all virus checking and system protection software

Download

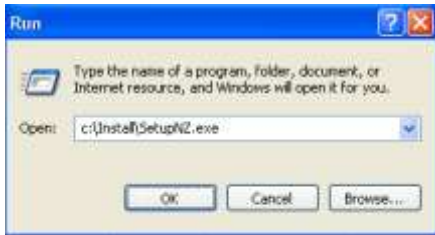
The main installation file can be downloaded from the Incisive Medical Systems website. Go to <http://www.incisive.co.nz> or <http://www.incisive.com.au> and navigate to the Support page.



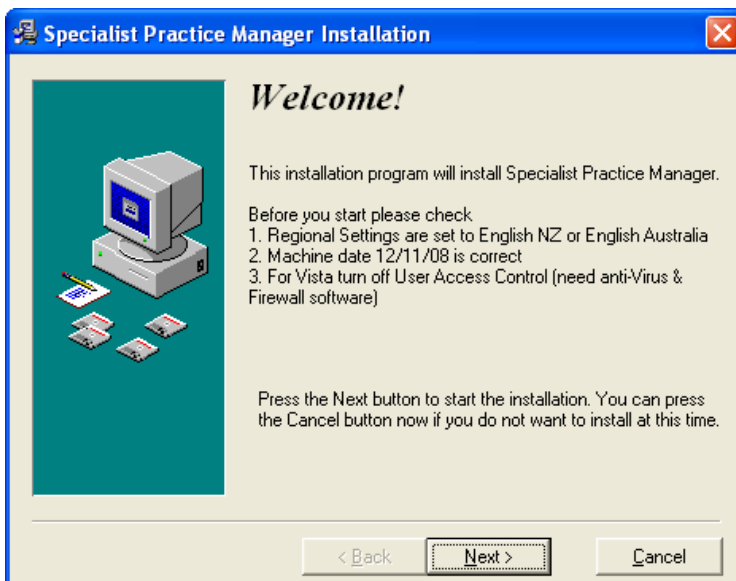
Software Installation

Run the Installation

You will either have received a CD or have downloaded the SetupNZ.exe or SetupAus.exe file (depending where you are) from the www.incisive.co.nz/support website and saved it to the c: drive. Go to Start – Run and type in the location to run the SetupNZ.exe or SetupAus.exe file, this will be either from the CD or from the location you saved it to on the C: drive



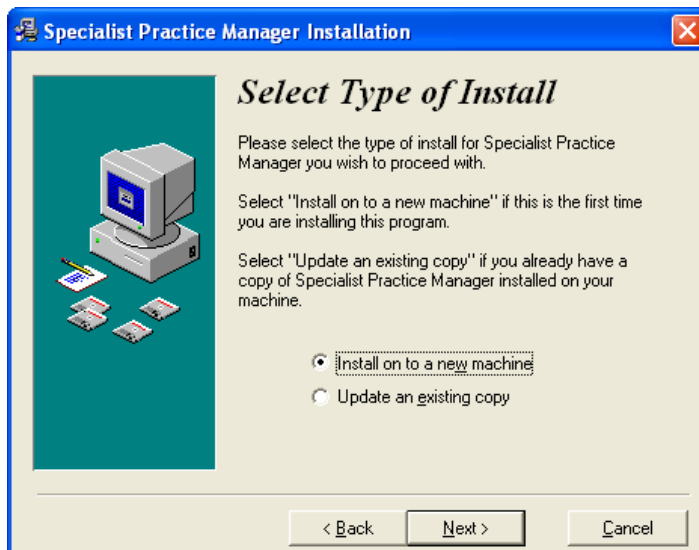
The Installation Wizard will initialise and then the Welcome screen will display.



If everything is correct select *Next*.

Type of Install

Select the type on Installation you are performing:



If you are installing SPM for the first time, select *Install on to a new machine*.

If SPM has already been installed on your computer, select *Update an existing copy*.

If you select *Install on to a new machine* and SPM is already installed on that machine the following message will come up, press *Back* to reselect *Update an existing copy* or press *Cancel* to exit out of the setup.



Type of System

Select the type of system that SPM will be running on:



Stand-alone if you are installing SPM on a computer will effectively be the only computer in the practice.

Data Server if you are installing the software on the Server itself. **Note**, this does not install the application, only the data directories and supporting files.

Workstation if you are installing SPM on a workstation or a Laptop where it is running on a network and the database will reside on the server.

Laptop if the laptop is being used both as a workstation at the rooms and it will also be used away from the rooms. This option will enable you to copy the database, and associated files, to the laptop for read only purposes when away from the rooms. This is only available for Access Databases.

Uses SQL Database Check on only if the database is Microsoft SQL Server. See the 'Installation Guide SPM – SQL Server' document.
<http://www.incisive.co.nz/tech/installation guide - spm sql server.pdf>

Program Manager Group

Select the name of the Program Manager group to add the Specialist Practice Manager icon to. The installation will default to Incisive Medical Systems.

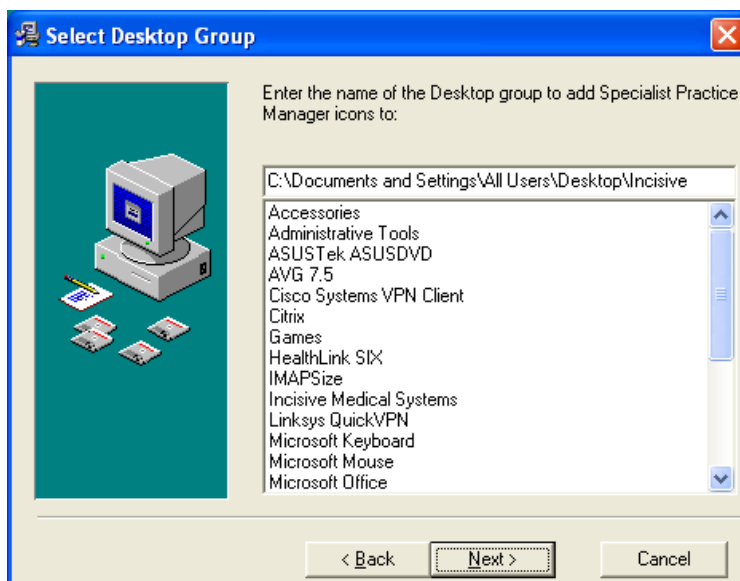
Select *Next*.



Desktop Group

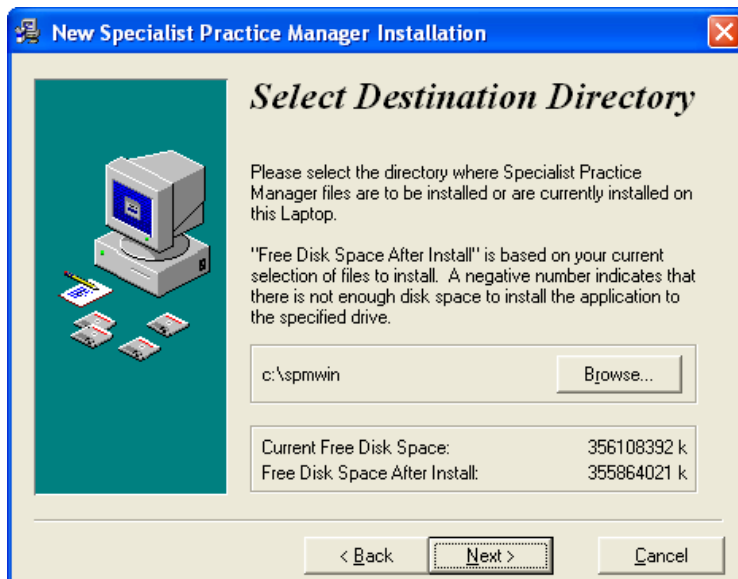
Enter the name of the Desktop Group to add Specialist Practice Manager icons to. This will default to c:\Documents and Settings\All Users\Desktop\Incisive, and therefore will be placed on the Desktop of every person using this workstation.

Select *Next*.



Destination Directory

Select the Destination Directory where the program files are to be installed.



- The default drive is C:\
- The default directory is SPMWIN.

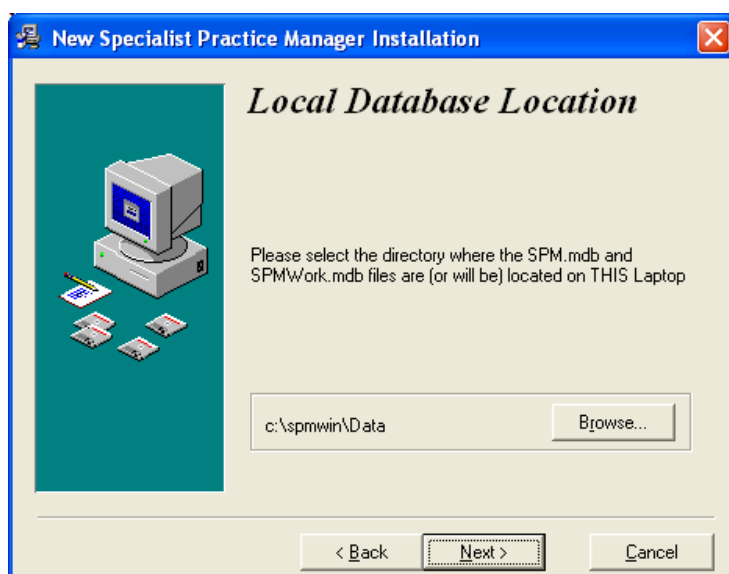
Depending on the amount of hard disk space available, SPM would normally be installed to drive C, however where hard disks have been partitioned, more space may be available on another drive, ie D:

Regardless of the drive chosen, the program files should still be installed to a directory called \SPMWIN.

To change the default location select *Browse*, otherwise select *Next*.

Local Database Location

This is only applicable for the **Laptop** option with an **Access** Database, so if you did not choose the **Type of System** to be **Laptop**, this screen will not appear for you.



- The default drive is C:\
- The default directory is SPMWIN\Data.

If you have installed the SPMWIN folder to another drive, ie D: drive, then you will need to change the location to d:\spmwin\data folder

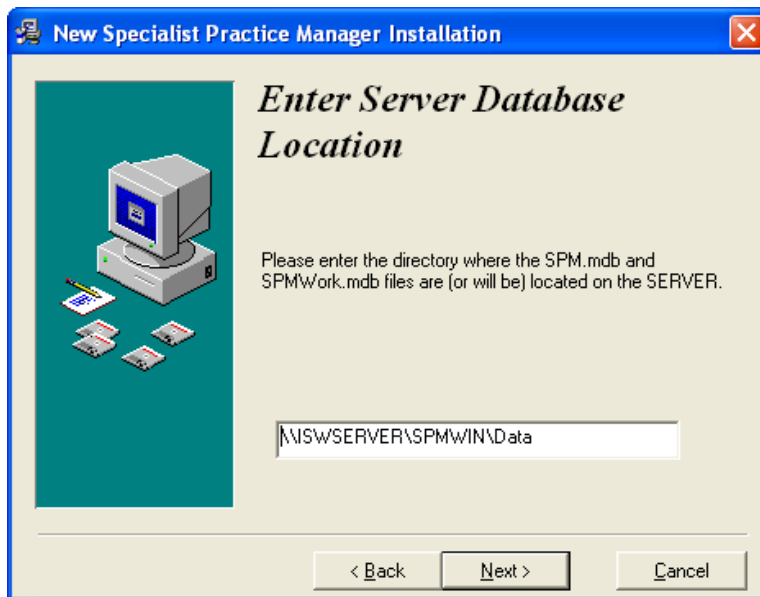
To change the default location select *Browse*, otherwise select *Next*

Server Database Location

For everything other than a **Standalone** installation, you will need to specify the Server Database location.

If it is an Access Database, the installation routine will attempt to determine the path to the database. In some instances you will need to alter this.

If you are installing a new computer on an existing network, it is advisable to print a 'Workstation Setup Report' from another computer that has SPM running on it already (Reports → System Reports), from which you will see the MDB path, which will be the path for the database location.

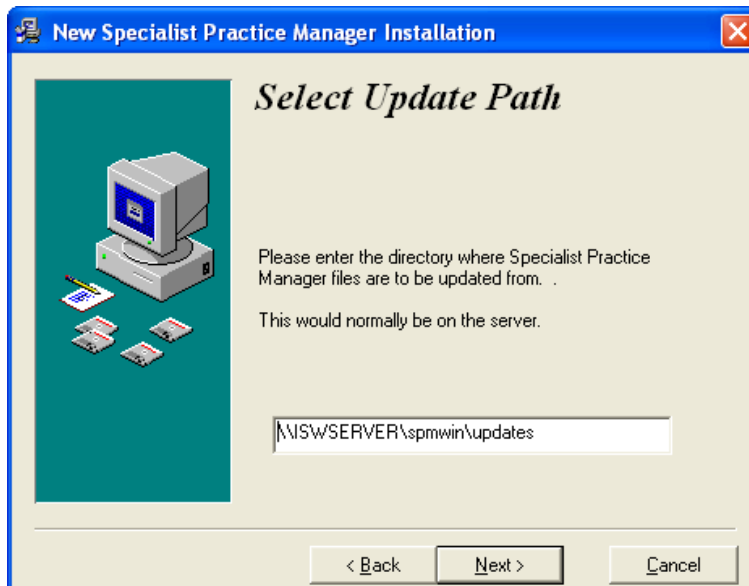


Alter the path if necessary.

Select *Next*

Update Path

If you are installing for a workstation or laptop, the installation routine will attempt to determine the path that this workstation will use to get updated program files (for a new version or reinstall). In some instances you will need to alter this. The default directory is on the server in the \Spmwin\Updates folder. Depending on how your server has been set up, you may need to specify a drive letter

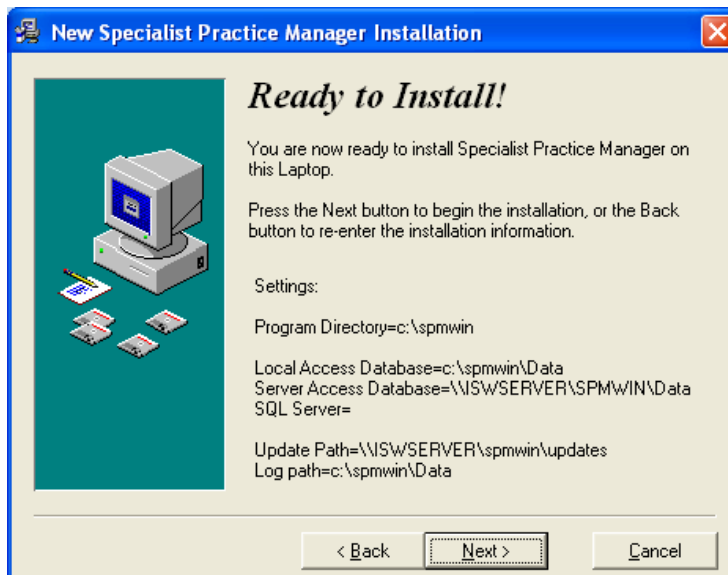


Alter the path if necessary,

Select *Next*.

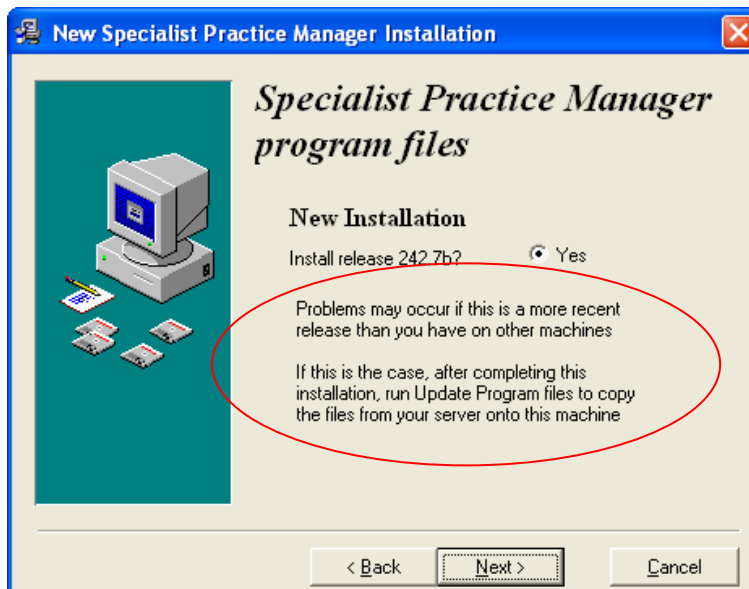
Ready to Install

You are now ready to install SPM.



Select Next.

Install Release xxx.x?



Click Yes to install the Release.

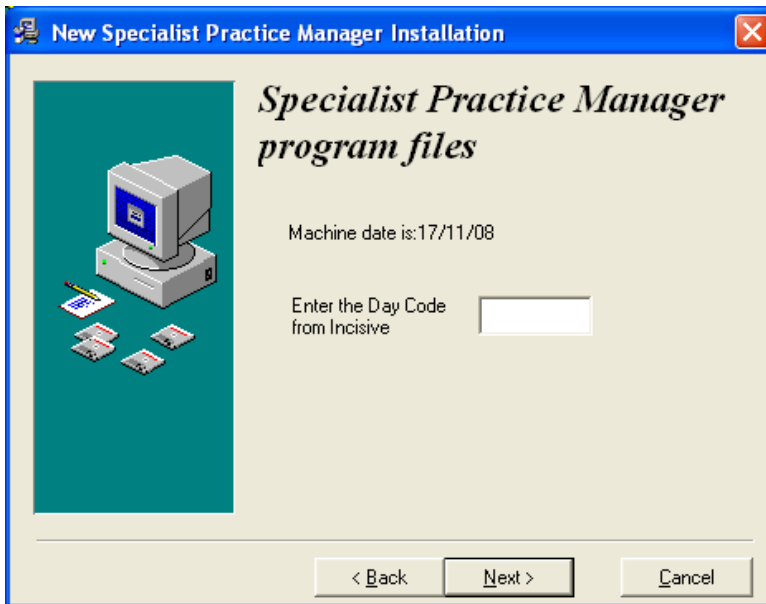
Select Next.

Please note that if this is not the same version you are about to install once you have completed the installation you will need to run **Update Program Files**, this can be found on the incisive folder on the desktop. This will copy the current version to this workstation to ensure it is on the correct version for this site. **At no point** should you rename the SPMWIN folder and copy it across from an old or existing workstation.

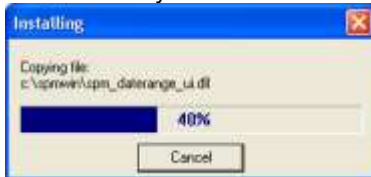
The installation routine will begin copying files.

Day Code

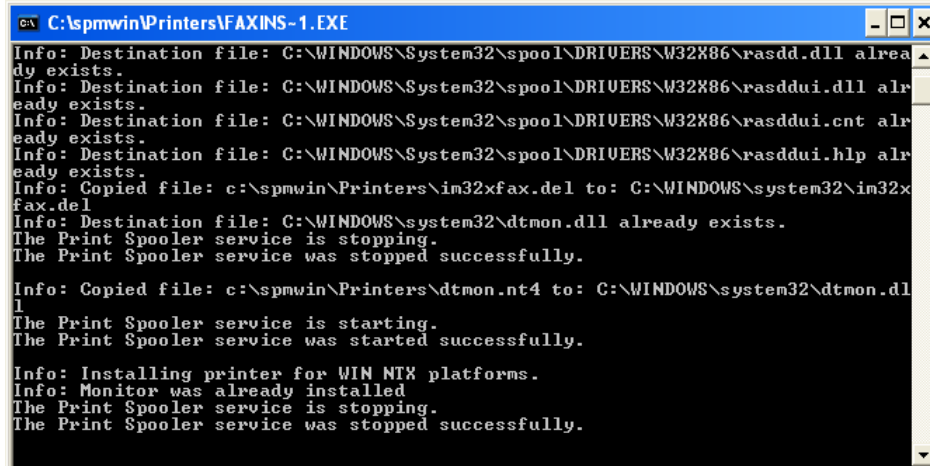
Call the Incisive HelpDesk (03 343 6880) for today's 'Day Code'. Proceeding without the Day-Code will not install the program files.



Once the Day-code is entered a progress bar displays.



The Print Spooler is stopped and restarted when the SPM Fax Driver is installed.



Depending upon the configuration of your computer you may be prompted to install the MDAC file library or the Java run-time library. The necessary files are included in the installation file and the process should be straight forward.

The Installation is now completed.



Select *Finish*.

If prompted to restart your computer, do so.

Desktop

The Installation routine creates an **Incisive Medical Systems** folder on the desktop with a number of icons, and add entries to the Start menu. You will usually have an icon for **Special Practice Manager**, **Update Program Files** and **Update Database**, there may be more depending which installation you selected.



Update Program Files

The Installation routine creates a batch file that allows you to copy the latest program updates from the \Spmwin\Updates directory on the Server to the local \Spmwin directory on the Workstation or laptop. The batch file (update.bat) will need to be checked, edited and the pathname changed if necessary.

```
Xcopy pathname\Spmwin\updates\*. * c:\SPMWIN
```

Copy Data Files

For the Laptop option, the Installation routine creates a batch file that allows you to copy the database (and associated image file) from the Server to a Laptop (for an Access Database only). The batch file (CopyData.bat) will need to be edited and the pathname changed to the UNC name for the Server if necessary.

```
Copy pathname\Spmwin\data\SPM.mdb c:\SPMWIN\data  
Copy pathname\Spmwin\data\SPMWork.mdb c:\SPMWIN\data
```

Also within this batch file you can copy the scanned documents and images for the User from the Server to Laptop.

Alternatively (and preferably) use the CopyToLocal.exe program

CopyToLocal.exe

An advanced copy tool called 'CopyToLocal.exe is available in the \SPMWIN directory. It will manage the file copying and also change the image file pointers in the database when it is copied to the laptop.

CopyToLocal.exe supersedes the need to use a batch file to:

- Copy files to laptop using the Copy command
- Configure SpmPatch.exe to alter database settings in the laptop database

And also enables:

- Image files to be copied just for one User
- Configure and enable the Replication & Merge function.

See Appendix E.- page 28

Database connection

Microsoft Access database

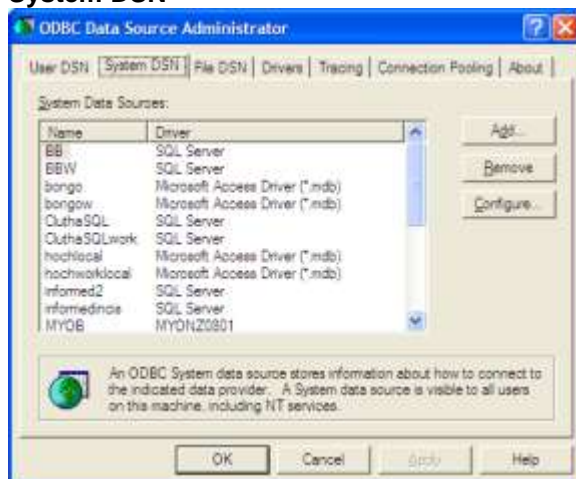
SPM uses the **ODBC** mechanism to connect to the Microsoft Access database.

Database connections to the both the SPM.mdb and SPMWORK.mdb are automatically created (on 32bit operating systems) during the install process. You can manually check or alter them by going to: Start → Control Panel → Administration Tools → Data Sources

Note – The **64bit** version of Windows 7 or Windows Server 2008 operating system omits the 32bit version of the System DSN. To run SPM you will need to setup the System DSN connections using the 32bit ODBC Administrator tool.

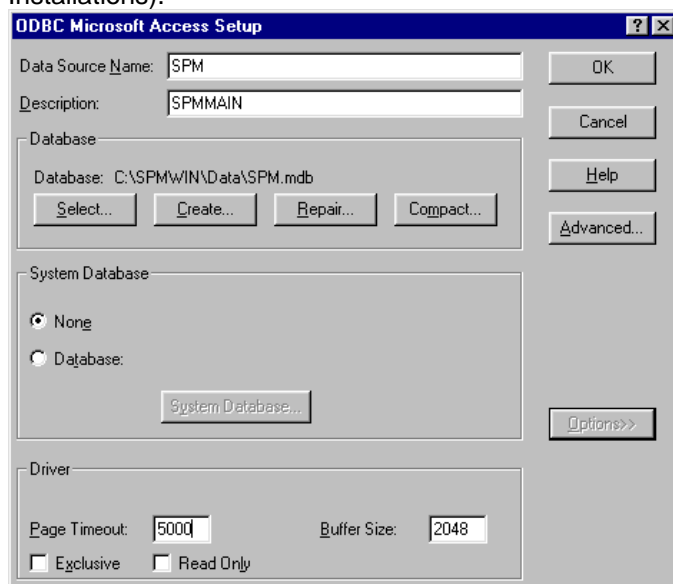
The 32-bit version of the Odbcad32.exe file is located in the %systemdrive%\Windows\SysWoW64 folder. See Microsoft Support Article ID 942976 for further information.

System DSN



Highlight the relevant database and click on the Configure button to check the database connection settings.

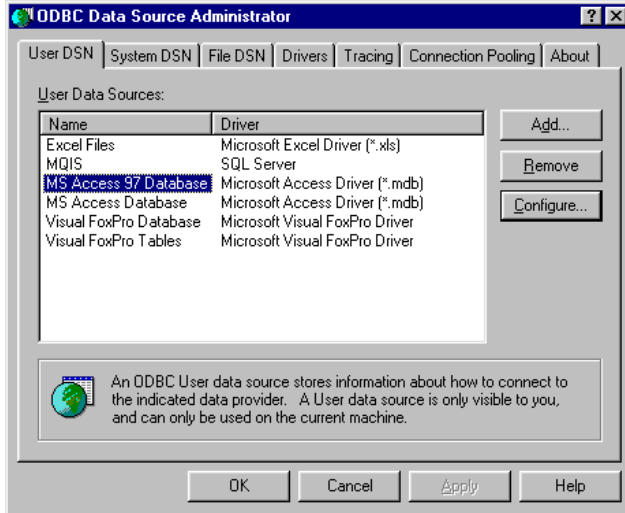
Choose Select and set the correct path for the Database if other than C:\SPMWINDATA. Note, for network connections please use full UNC names, not mapped drives. This needs to be done for both SPM and SPMWORK (and LocalSPM and LocalSPMWork for Laptop Installations).



Click on the Options button in the Configure screen and ensure that the Page Timeout is set to 1000 and Buffer size is set to 20480.

User DSN

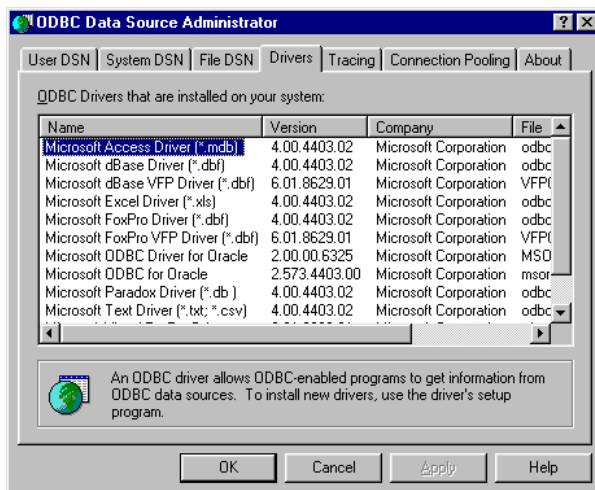
This option should not be use as it is only available for the Windows Account that created it. Use the System DSN option instead



Any Microsoft Access Drivers on the User DSN tab should also have the Page Timeout set to 1000 as for the System DSN.

Driver Version

To check the version of the driver installed, from the Control Panel, select Administrative Tools, then select ODBC Data Sources.

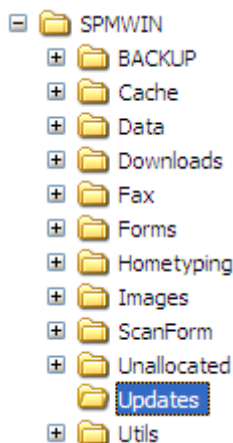


Update Program Files

The last part of the installation of the software is to ensure that the program files on this workstation are the same date and version as the SPM program files on the other workstations on the network.

This is necessary to ensure the integrity of the database. If you have a mix of old and new versions of the software accessing the database at the same time it can cause serious problems and even cause irreparable damage to the database structure.

On the central server (or the workstation that has the database on it) there will be a subdirectory off the \SPMWIN directory called 'Updates' (\spmwin\updates). The Updates directory will hold all of the SPM program files needed to update the program to the latest version. All workstation should have the same version as these files.



Configure 'Update Program Files' shortcut

1. On the Desktop of the workstation will be a folder called 'Incisive Medical Systems', and in it will be a shortcut called 'Update Program Files'. This will link to a batch file in the SPMWIN directory called Update.bat.
2. Edit the Update.bat file (right-mouse-click on the shortcut and choose Edit) and ensure that the commands and paths are correct. The command should look something like:
`XCOPY \\server\spmwin\updates*. * /d /y c:\spmwin`

Update the program files

1. Ensure you are logged in as Administrator for this workstation.
2. Double click on the 'Update Program Files' shortcut to run the Update.bat file. This may cause a command window to appear showing files being copied.
3. Start the SPM application. This will cause the SPM program files to be registered into the Windows Registry.
4. Go into some of the modules and check they are running okay
5. Exit SPM, logout of Administrator and login as a User account

If the SPM program is not running correctly, exit to the command prompt (Run → cmd), change to the SPMWIN directory (cd\spmwin) and type in `del spm_*.txt` then press the Enter key. Then log into Windows again using the Administrator account and start SPM to force registration of the program files. If you are still having problems please call the Incisive Medical Systems helpdesk.

Update Database

As the software is upgraded with new features and functions, new table and fields are added to the database which changes its structure. It is important that the structure of the database is kept synchronised with the program versions.

The problems that can occur if the database structure is not updated can be as simple as just stopping the program from working properly, through to corrupting the database and causing irreparable damage.

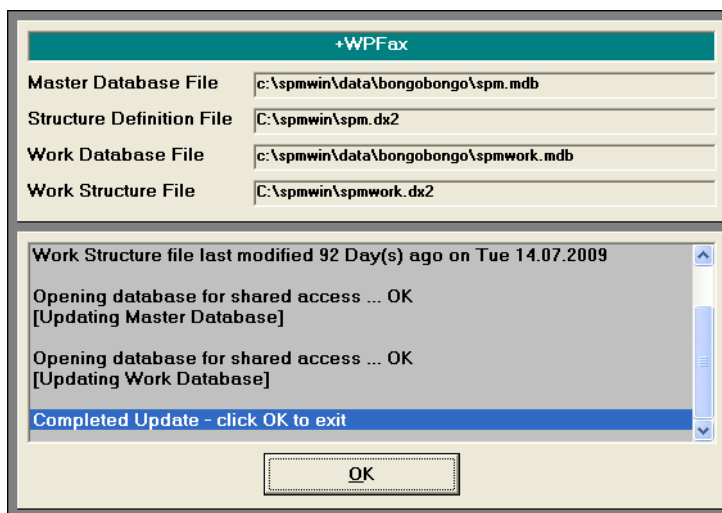
The database structure does NOT need to be updated if you are installing the SPM application onto a computer and then updating it with the programs files in the Updates directory. It is only needed if you are installing SPM for a new practice, or are upgrading all the workstations to a new version.

Updating the database structure

This works for both Microsoft Access and SQL Server databases. You cannot damage the database by running the update process even if it does not need it. The updating of the database structure will only need to be activated from one workstation.

1. Check the workstation has the correct version of SPM installed on it
2. Either double-click on the 'Update Database' icon in the Incisive folder on the desktop, or find the mdbupdate.exe file in the \SPMWIN directory and execute it.

mdbupdate.exe uses the data in the spm.dx2 and spmwork.dx2 files which are found in the \SPMWIN directory



3. Click OK to exit.

For a SQL Server database, the 'Update Database' process can also be used to check that the database has all the necessary indexes by rerunning the stored procedures which checks that all the indexes are there, and if not, creates them.

Other

Virus checking software

Please configure the virus checking software on the workstation (and server)

- Turn off any checking of the spm.mdb or spmwork.mdb files, and all other files in the common, shared directory.
- Turn off any checking of scanned documents and image files that will be automatically accessed when viewing a patient's file.

Directory shares

Check that the security access rights allows the Windows account Users the ability to 'Write' files to the following directories

- \Spmwin\Data and subdirectories on the server
- Scanned document and Images directories on the server
- \Spmwin directory on the local workstation (or equivalent on Terminal Server & Citrix)

Power saving settings

For both workstations and laptops, turn off all power-saving settings that would allow the computer to into 'Standby' or 'Hibernate' modes. These power-saving states cause the network adapter to close any network connections, which causes a 'database cannot be found' error when resuming power.

Backup of data

It is not the responsibility of Incisive Medical Systems to setup or perform the backup of the databases or associated data and image files.

You need to establish whether a backup system is in place, check that the correct files are being backed up (call Incisive for further information) and that the backup procedure is performing reliably. Also ensure that a procedure is known for the restoration of data from a backup file.

Install.log

During the installation process a log file is generated which details the success or failure of the each step. The file is called Install.log and is found in the SPMWIN directory. The file can be opened with Notepad and read to identify possible problems.

Uninstalling the software

The program can be uninstalled by either running the UNWISE.EXE application in the SPMWIN directory or using the Add/Remove function in the Control Panel.

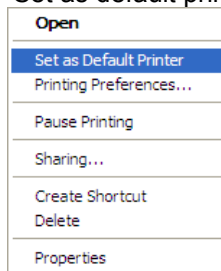
Appendix A. - Printers

Ensure the latest printer drivers are installed for the printers that will be accessed by the workstation.

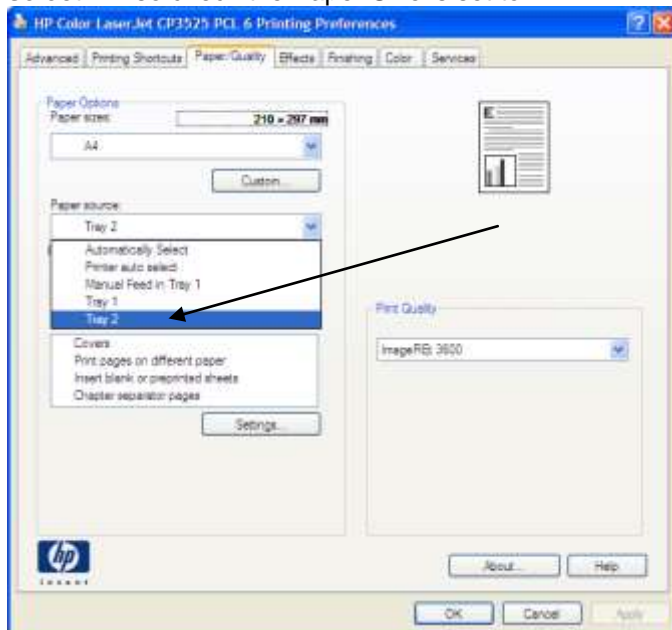
Configure the Windows printer driver

Make sure the latest driver for the printer is downloaded and installed. Use the PCL driver rather than PostScript.

1. In Windows, choose the main printer as the '**default printer**' by going to **Start → Settings → Control Panel → Printers**. Right mouse click on the printer and then left mouse click on the 'Set as default printer' option on the menu.



2. Also, open the Printing Preferences of the printer and go to the Paper/Quality tab check to see that the **Default Paper Tray** or **Paper Source** option is set to any tray **other than 'Auto-select'**. Also check the Paper Size is set to **A4**.



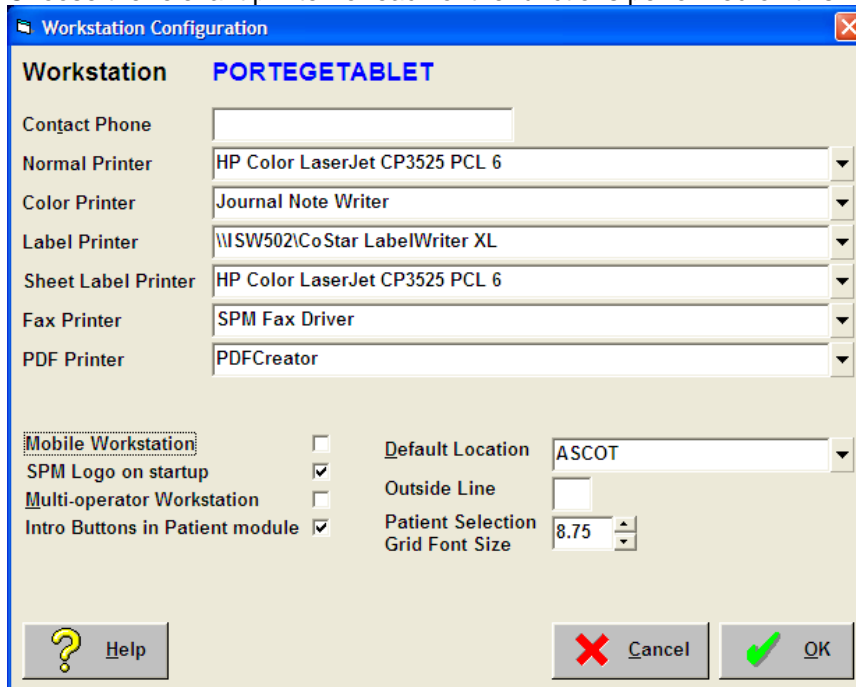
Note that the layout of this form is different for each printer.

3. For label printers that feed the labels from a roll ensure that the Paper Orientation in the Properties of the printer driver is set to **Landscape**.
4. Perform a Test Print from each of the printer drivers. The Test option is usually found in the Properties of the printer driver.

- On each workstation go to Setup → Workstation → Workstation Configuration



- Choose the relevant printer for each of the functions performed on this workstation



Troubleshooting

- | | |
|--------------------------|--|
| Won't print at all | Check the printer driver is installed and that you can do a 'test print' from the Properties menu of the printer driver. Use the PCL rather than the PS printer driver
Ensure you have the printer selected in Setup → Workstation → Workstation Configuration. |
| Printing from wrong tray | Change the default paper source in the printer Properties of the driver to a specific tray e.g. Tray2. Do not choose 'Auto-select' |
| Chopping off left edge | Set the 'Printing Offsets' in Setup → Printers to 0.4 for all paper types. |
| Labels are chopped off | Check the paper orientation is set to Landscape in the Properties of the printer driver.
Check you have selected the correct label size. |

Appendix B. - Scanners

Download and install onto the computer that the scanner is connected to, the latest TWAIN driver for the scanner. At worst, use the one supplied with the scanner but be aware that these are often out of date.

You can check to see if the TWAIN driver is properly installed by going into **Settings → Control Panel → Scanners & Cameras**.

Ensure the paths to the scanned document directories are set correctly in the application. **Setup → System → File Locations**. Use the UNC method to name the path.

Be aware that most large photocopiers now have the ability to scan documents and save as images, but they will most often NOT allow the TWAIN protocol access to their hard drive and therefore the scanning process that is initiated from SPM will not be able to save the scanned document image to the patient's file.

Incisive recommend dedicated, high speed documents scanners such as the Fujitsu fi-5120C

During the scanning process, if a dialog box appears asking the operator to choose from a list of scanner drivers, it is highly likely that one of the drivers is 'Windows Image Acquisition' (WIA). This can be removed (turned off) from the Services function in Control Panel → System.

Network Scanning

If you are wanting to use the scanner from multiple workstations across the LAN, or you want to drive the scanner when using a Terminal Server/Citrix environment, you will either require a network capable scanner, or purchase some special software called 'Remote Scan' from a website called <http://www.remote-scan.com>. It is very good – we use it in our office.

Troubleshooting

If you are having problem getting the scanner to work from SPM you can download and use a very good, free, application called 'Irfanview' which uses TWAIN to acquire images from the scanner. If you can get the scanning to work from Irfanview it will work from SPM.

Download from <http://www.irfanview.com>

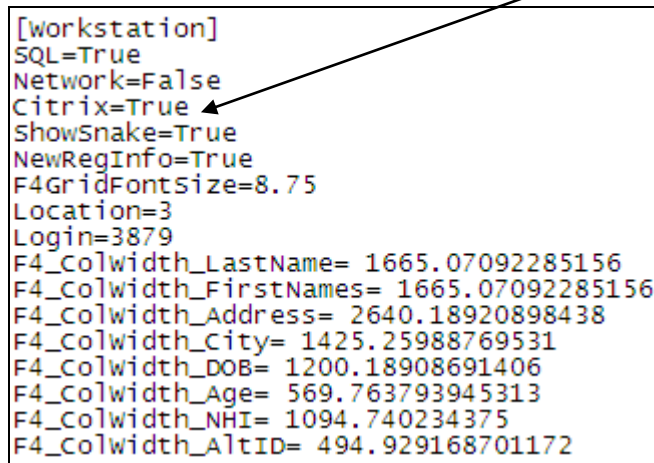
Note that Microsoft Word (and other Office products) do not use TWAIN protocols to 'Talk' with the more popular scanners – and so it is no guarantee that if a scanner works in Word that it will also work in SPM.

Appendix C. - Terminal Server or Citrix installations

The Specialist Practice Manager application is able to function correctly in a Terminal Server or Citrix environment, but there are a number of important configurations to perform.

Installing SPM

1. Install SPM on the Terminal Server using the Add/Remove Programs function in the Control Panel.
This provides elevated permissions during the install process.
2. Edit and configure the SPM.INI file (in \SPMWIN)
 - a. In the [Workstation] section add or configure the line
Citrix=True



```
[workstation]
SQL=True
Network=False
Citrix=True
ShowSnake=True
NewRegInfo=True
F4GridFontSize=8.75
Location=3
Login=3879
F4_Colwidth_LastName= 1665.07092285156
F4_Colwidth_FirstNames= 1665.07092285156
F4_Colwidth_Address= 2640.18920898438
F4_Colwidth_City= 1425.25988769531
F4_Colwidth_DOB= 1200.18908691406
F4_Colwidth_Age= 569.763793945313
F4_Colwidth_NHI= 1094.740234375
F4_Colwidth_AltID= 494.929168701172
```

Setting up printers

Set up the printers in accordance to the documentation provided by Incisive Medical Systems. This is available for download from

The Incisive Application creates records in the database based on the name of the **locally installed printer driver** (i.e. on the Citrix computer), hence the **need** to have the **printer** installed with the **identical name on the server**.

It is these printers in the database that are configured to **ensure** that **different types of print jobs pull from the correct trays/bins**, without the need to prompt the operator each time a print job is sent to the printer. We find it **useful** for support purposes **to name the printers by their make and model number**, and if necessary to identify the printer by the location it is based at, i.e. HP 4200 Reception1.

But please make sure the printer name is less than 50 characters, make sure they do NOT include apostrophes eg Dr Smiths Office – HP4250tn and ensure that the Printer Drivers are not being created with the “in Session <number>” added to the end of the Printer Driver Name as this can cause major problems.

- b. The **printer driver** is installed on the **local computer**, complete with the **correct number of bins installed**. **Paper size** is set to **A4** and the **paper selection** is set to the bin that would hold the **plain paper** (as opposed to letterhead). **It must not be set to Auto Select**.
- c. If the above printer is a **Laser Jet** (as opposed to a label printer), it should be set as the **default printer**.
- d. The same **printer driver** is installed on the **Citrix Server** and given the **same name** as installed on the **local workstation (1 above)**. **As in 1 above**, the correct number

of bins needs to be installed, the paper size set to A4, and the paper selection bin needs to be set to the bin that will hold the plain paper, once again, not Auto Select.

- e. If there is more than one **physical printer of the same type**, then each needs to be **individually named**, and a **printer driver** by the **same name** needs to exist on the **server**.
- f. Once the above is done, then set the **port** on each of the printers **in 2 above**, to **match the port** that is being **printed to by the auto installed printer under Citrix**.

Additional information

The standard printing process for SPM (fat client) is as follows:

- Program gets physical workstation name.
- Program looks up that workstation in Spm.WrkStation table.
- Program finds which printer that workstation has been configured for, for the type of print job.
- Program looks up Spm.Printers table to find which paper bin to select for type of print job.
- Program scans the list of printer devices enumerated by Windows to find a mach.
- If program finds a match then it will make that printer the default printer.
- Program prints to the default printer.
- (Optionally) Program restores the previous default printer.

The Terminal Server printing process for SPM is:

- Program gets Windows account login name and treats this as if it was the workstation name.
- Remaining steps as above.

But:

- The list of printers enumerated by windows, under Citrix, is "not" the list available from the server, it is the list available from the workstation.
- Therefore, to get the selection mechanism to work correctly, the same printer device name must be made available on the workstation as on the server.
- It is important to avoid printer driver names such as "... In Session 43 ..." as that will stop the matching process.

Appendix D. - Remote Access

To be able to provide optimal support and training we would like to have the ability to remotely access the servers and also each workstation.

Access to the workstations can be by:

- Using Remote Desktop from the server to the workstation
- Forwarding Ports on the router to specified workstations.

Remote access software

While there is a proliferation of remote access tools available we would like to restrict the range down to:

- Remote Desktop, or;
- Citrix, or;
- TeamViewer

Security

Suitable security to the connection is required and at the very least it should involve:

- Virtual Private Network (VPN) tunnelling
- Restricting access to the network to specified IP addresses
- Making the Incisive login a member of the 'Remote Administrators' account group

Remote Settings

- Turn off any background tiling of images.
- Limit display colour to 16bit maximum
- Set screen size to 1024x768 pixels

Please call the Incisive Helpdesk for assistance, to test the connection, or to provide us with the details of the Remote Access configuration.

Appendix E. – CopyToLocal

CopyToLocal.exe allows you to:

- Copy SPM.MDB & SPMWORK.MDB from the server to a laptop
- Copy Images & Scanned document files for specific Users
- Configure the laptop database to point to the image files in their new location
- Mark the laptop database as 'Read Only'
- Configure and enable the Replication & Merge function.

This application replaces the need to create a batch to copy the files and then use SpmPatch.exe to change the pointers of the image files in the target database

Settings

The screenshot shows the 'Settings' dialog box for CopyToLocal.exe. It is organized into three main sections:

- Main (Server) Database:** Contains fields for 'Main Data Path' (\\incisive\spmwin\data\), 'Main Spm DSN' (SPM), and 'Main Work DSN' (SPMWORK). Each field has a 'Set' button, and the DSN fields have 'Select' and 'Make' buttons. A 'SQL' button is also present.
- Local (Laptop) Database:** Contains fields for 'Local Data Path' (c:\spmwin\data\), 'Local Spm DSN' (Ophthal), and 'Local Work DSN' (Ophthalwork). Each field has a 'Set' button, and the DSN fields have 'Select' and 'Make' buttons.
- Images:** Includes checkboxes for 'Copy image and scanned documents' (checked), '(Use xcopy command)' (checked), and 'Update allocated image and allocated scanned document paths' (checked).
- Users:** A text field contains the number '4', with a 'Select Users' button next to it.
- Update Spm.ini after copy to point to local database:** A checkbox is checked.
- Replication:** Includes a checkbox for 'Replication' (unchecked), an 'Enable' button, and fields for 'Hold Data Path', 'Hold Spm DSN', 'Hold Work DSN', and 'Remote Number'. There are also 'Select' and 'Make' buttons for the DSN fields, and a 'Skip merge of Images' checkbox (unchecked).

At the bottom of the dialog are buttons for 'Cancel', 'Print', 'Help', and 'OK'.

While CopyToLocal.exe only works with Microsoft Access databases (.mdb), it can be used in conjunction with SpmExtract.exe which extracts all the patient data, for a specified User, from a Microsoft SQL Server database, and creates separate .mdb files for each User, which can then be copied to the laptop.

The program is run from the \SPMWIN directory on the laptop.

For further information http://www.incisive.co.nz/tech/copytolocal_setup.pdf

Advanced

Contact Incisive Medical Systems for further information on installing and configuring the software for:

- CopyToLocal.exe - database and file copy tool
http://www.incisive.co.nz/tech/copytolocal_setup.pdf
- Switch Database locations (laptop)
http://www.incisive.co.nz/tech/selectdatabase_setup.pdf
- Compress & Repair database
- Update Database structure
- Data replication for off-site use
<http://www.incisive.co.nz/tech/setupreplication.pdf>
- Sending faxes directly from SPM
http://www.incisive.co.nz/tech/faxing_setup_using.pdf
- Setting up mail Message carriers
http://www.incisive.co.nz/tech/messagecarriers_setup.pdf
- Enable Healthlink Healthdocs
- Setting up External Typing
http://www.incisive.co.nz/tech/typing_external_spm.pdf
- Offline checking of Typing
- Sending SMS (txt) messages
<http://www.incisive.co.nz/tech/sms-sendingapptreminders.pdf>
- Setup SurgiPAD application for Handheld PDA
http://www.incisive.co.nz/surgipad/surgipadv2_installation.pdf
- Enabling FileNote on Tablets
- Enabling ClinicalINK on Tablets
- Backing up databases & associated files
<http://www.incisive.co.nz/tech/techsheet-backup.pdf>
- Linking to external database