



IMS Troubleshooter Application 03/23/2013



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1. Purpose

This application will help users troubleshoot in the unlikely event that they are **Unable to Login** to IMS. It was developed to automate the steps to take when unable to login to IMS.

2. Installation of the Setup

Availability

The setup of IMS Troubleshooter application is available at:

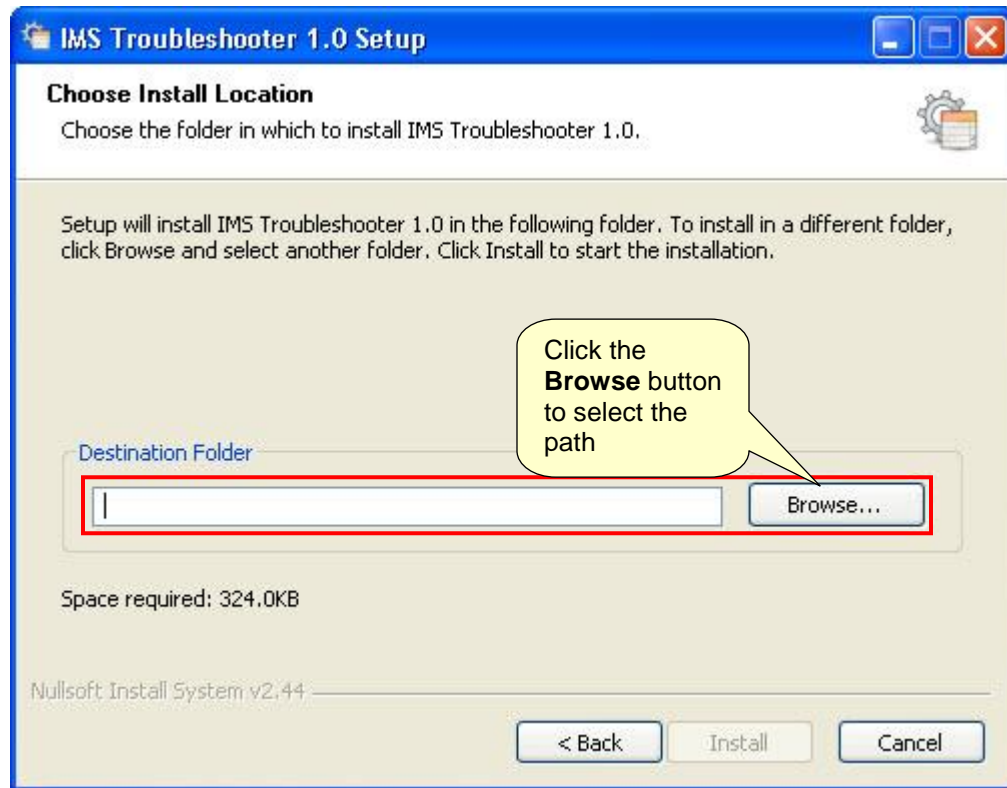
ftp://cdl.meditab.com/SuiteMed_Setup/19_TroubleShooter/

How to Install the Setup

- Double-click on **IMSTroubeshooter.exe** icon available on the desktop.
- This opens the “IMS Troubleshooter 1.0 Setup” window.
- Click the **Next** button to proceed.

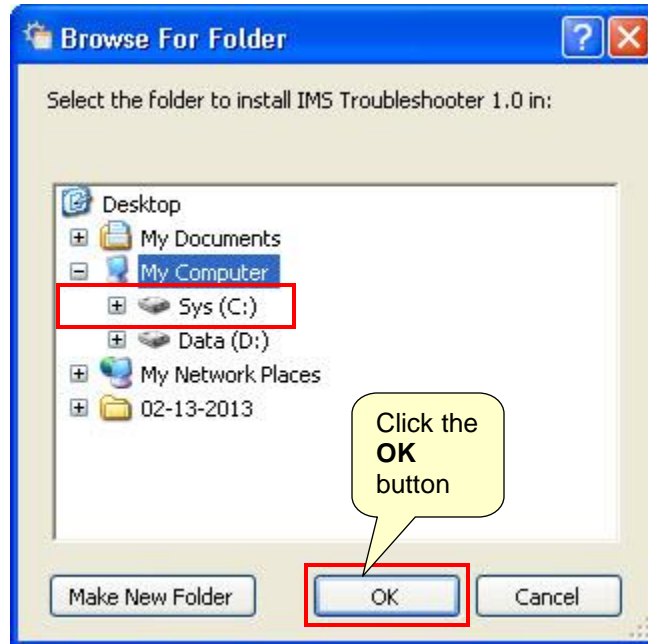


- In the **Destination Folder** field, the path must be selected for the setup folder to be installed.
- Click the **Browse** button to make an appropriate selection.

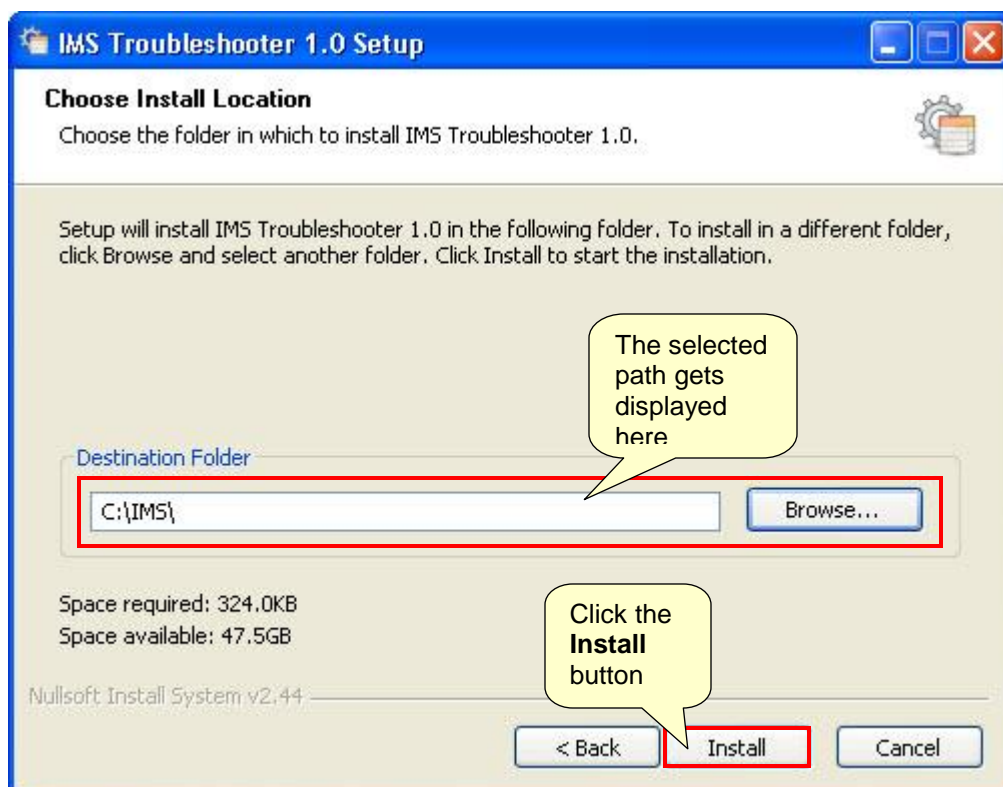


- The application should be installed where the IMS folder exists.

- In the current scenario, we will select the **C:** drive, within the root **IMS** folder.



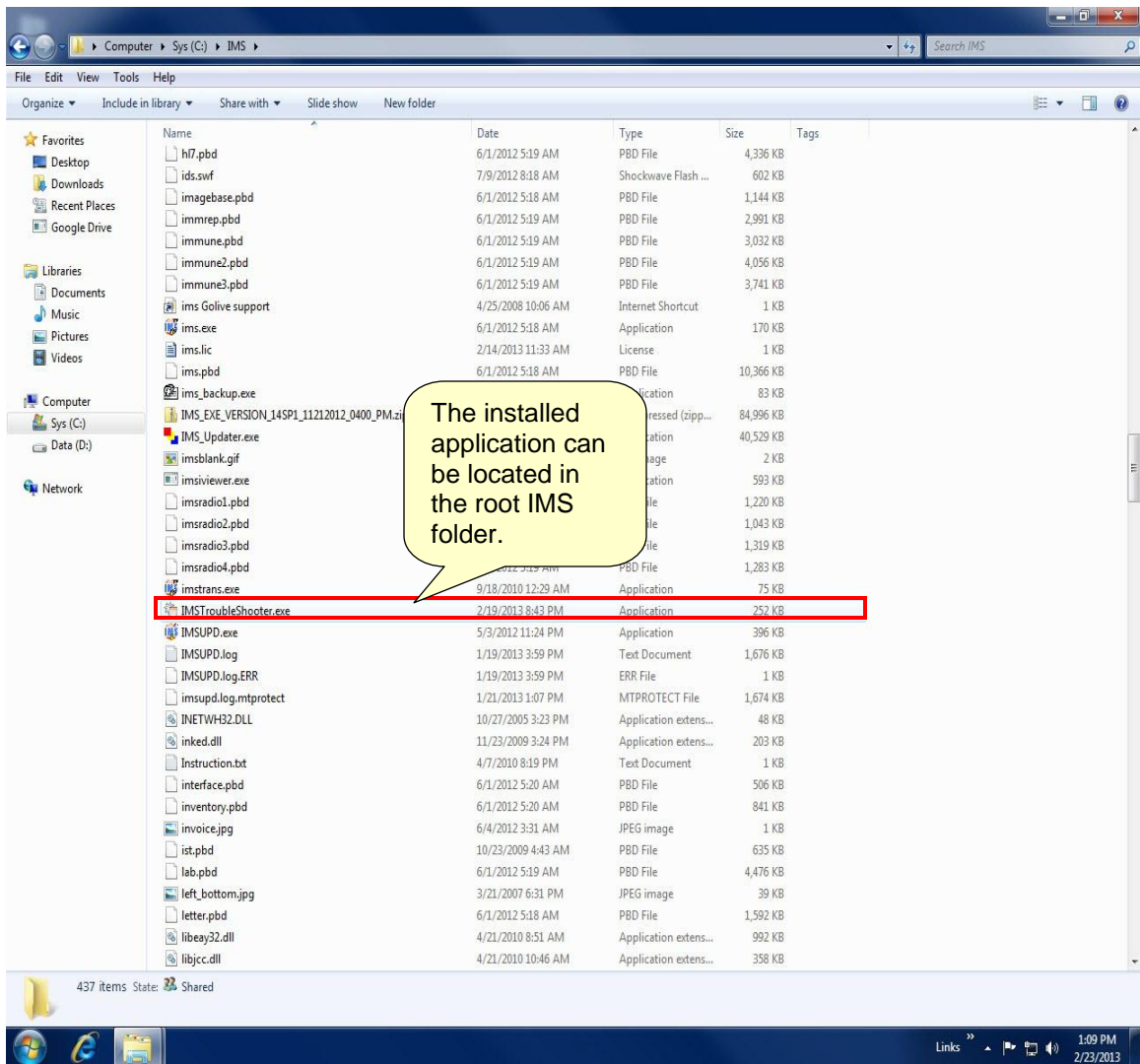
- Once the selection has been made, click the **OK** button.
- The selected location will be displayed in the **Destination Folder** field.



- Click the **Finish** button to exit the setup wizard.



- The **exe** file is installed in the root **IMS** folder.



Using the Application

- Locate **IMSTroubleShooter.exe** in the root IMS folder.
 - This opens a Login interface.
 - Enter your **Username**, **Password**, and **User Type**.



Here, the credential entry will be based on the type of user selected in the **User Type** dropdown. Refer the following information to know the set of credentials applicable to your role:



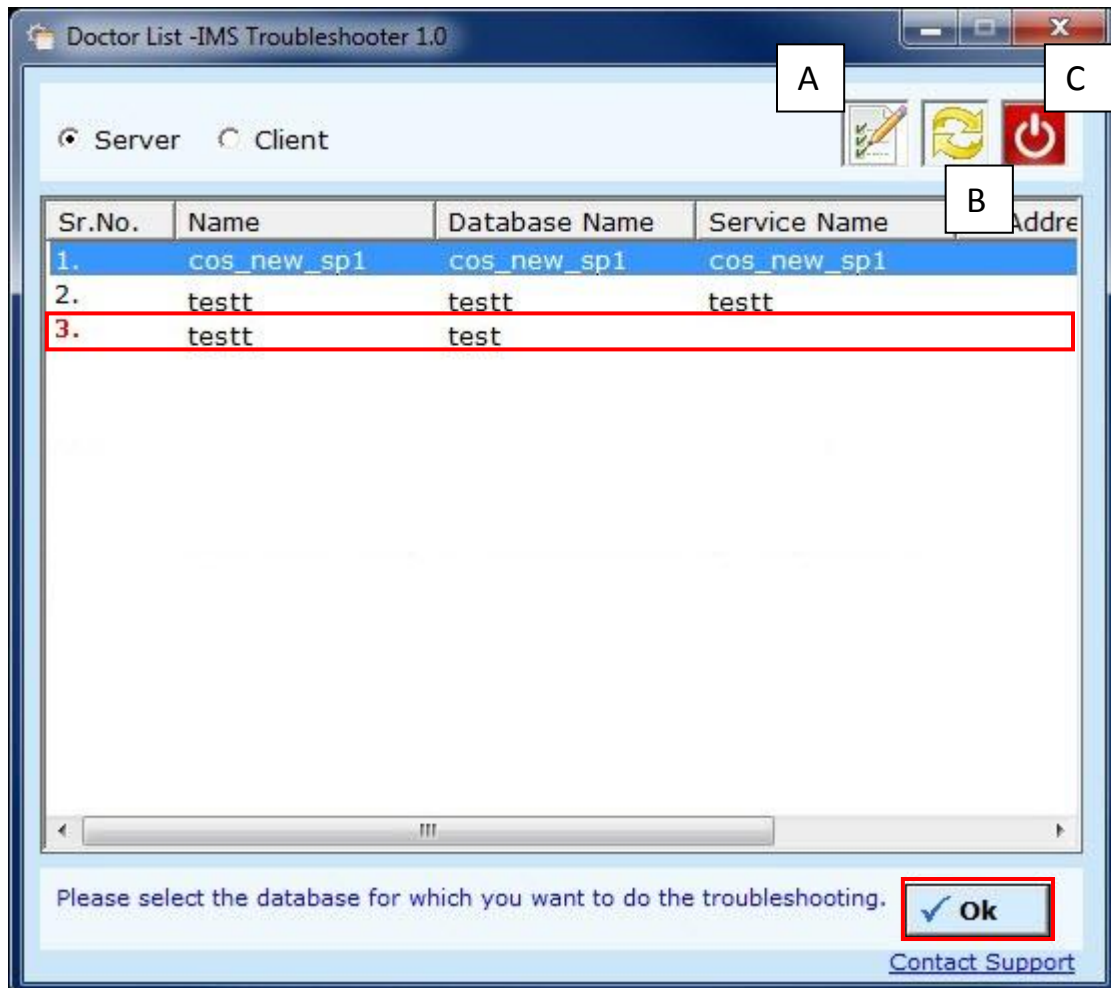
User Type	Login Credentials
Meditab	MEM Username and Password
VAR	VAR Support Username and Password
Client	IMS ClientConnect Username and Password

- Once the login details have been entered, click the **Login** button or click the **Cancel** button to exit the application.

➤ You will be directed to the “Doctor List” window.

- A list of currently running databases will be displayed here. The user should select a particular database on which the troubleshooting is to be performed.
- A set of icons are displayed at the right most corner of the top panel of this window.
 - Click the first icon **(A)** to view the **doctorlist.txt** file. It enables a user to directly make the changes to the doctor list.
 - The **Refresh** button **(B)** will load the updated **doctorlist.txt** file.
 - At any time if you want to exit the application, you can click the **Logout** button **(C)**.
- Users must select **Server** if the issue has occurred on the server, else **Client** must be selected.

➤ Click the **OK** button once the selection has been made.

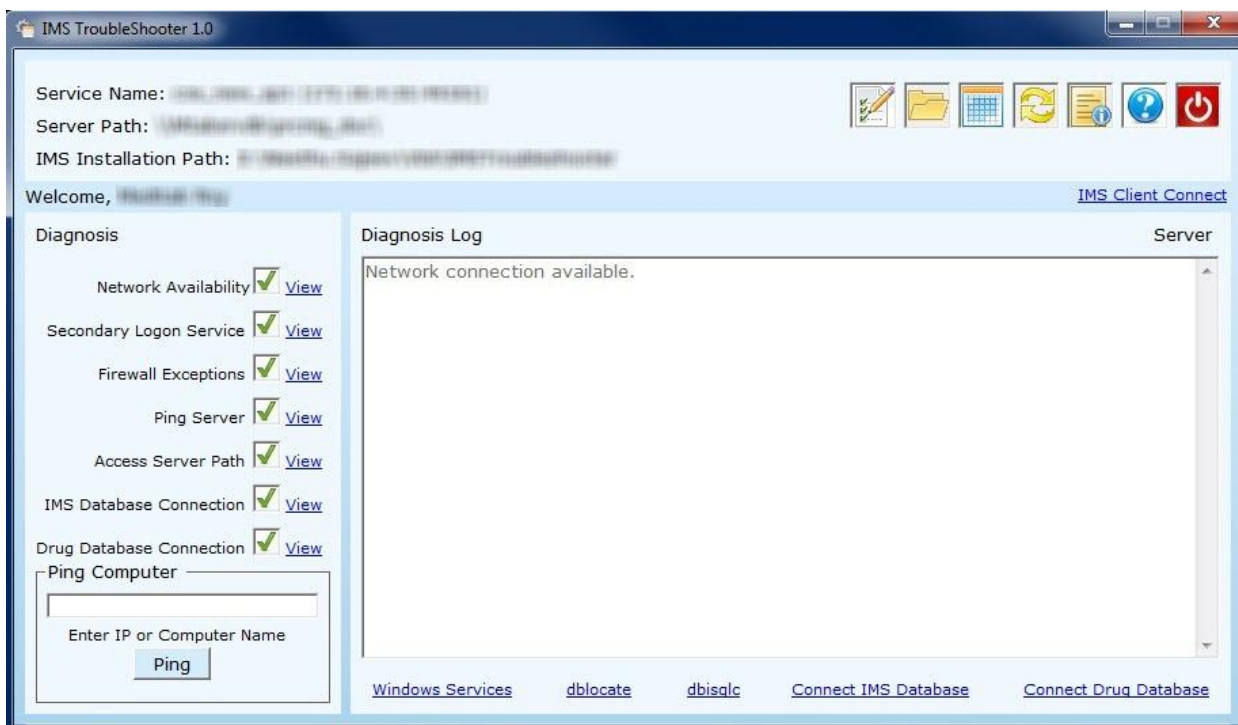


- ❖ **Note:** If the application suspects a possible error in an entry of the doctorlist, it would give a warning message to the user displaying the details of that doctorlist (refer the image displayed below). The warning message is displayed soon after you login to the application. In the “Doctor List” screen, the erroneous entry will be highlighted in red color so the user can readily click the first icon and make the required changes in the doctorlist.txt file.

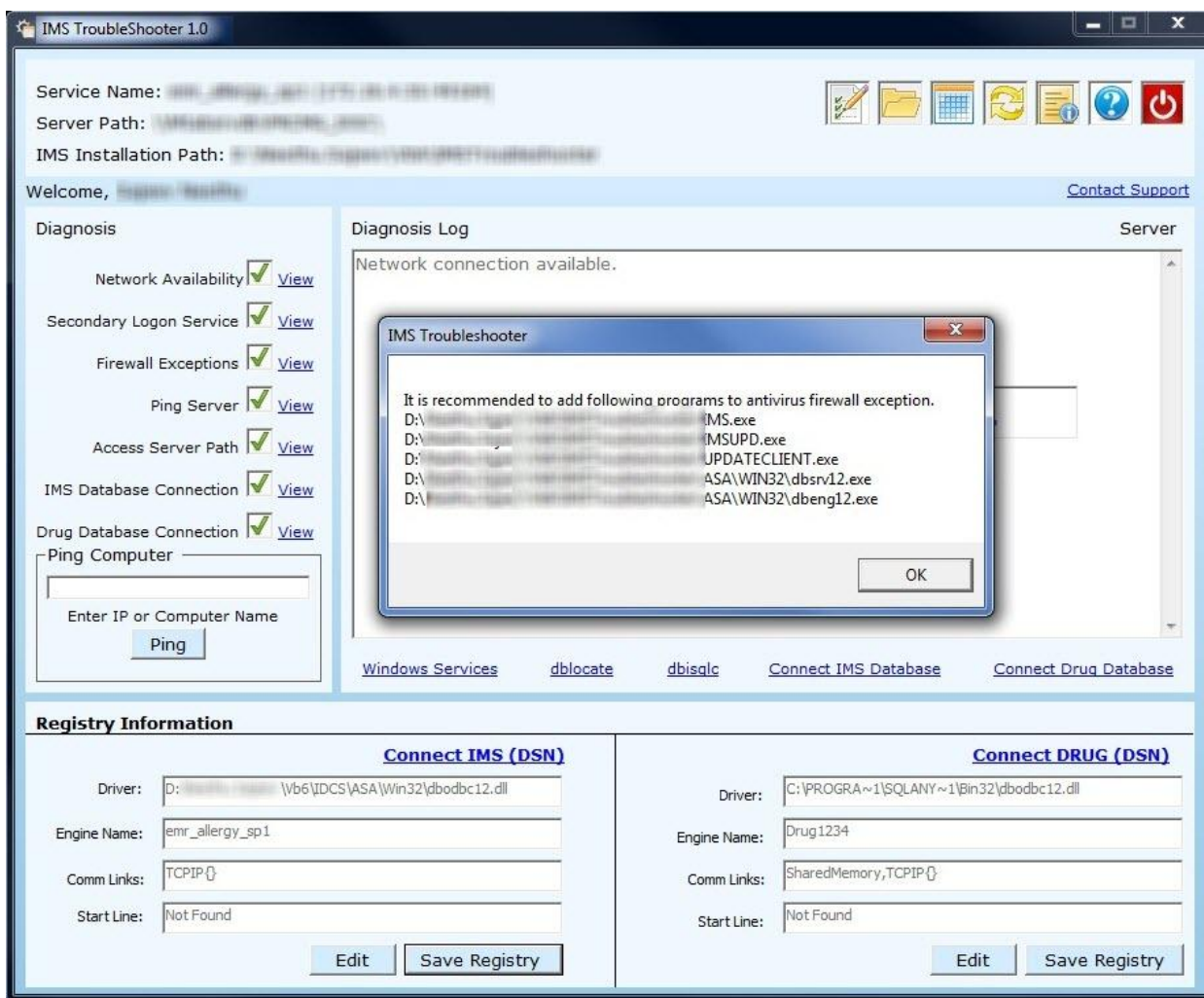


- When a user clicks the **Ok** button in the “Doctor List” screen, the “IMS ToubleShooting” screen would appear immediately.

❖ *Note: If you have logged in as **Client**, the **IMS TroubleShooter 1.0** window will be displayed as displayed below, else, an additional Registry Information panel would be displayed.*



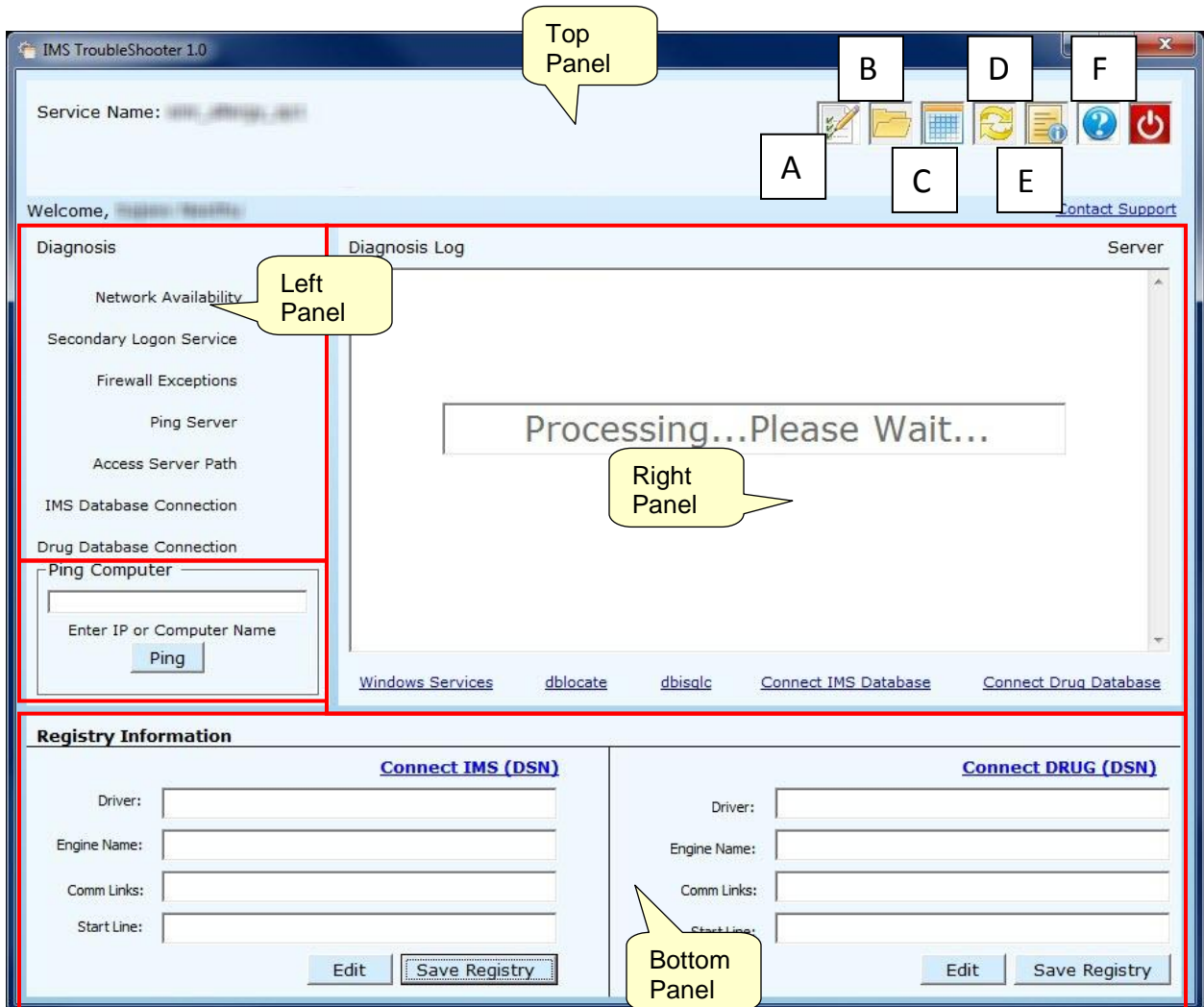
- Some programs are added to the Windows Firewall exception, it is recommended to add all the programs displayed in the message pop-up to the Antivirus Firewall exception.



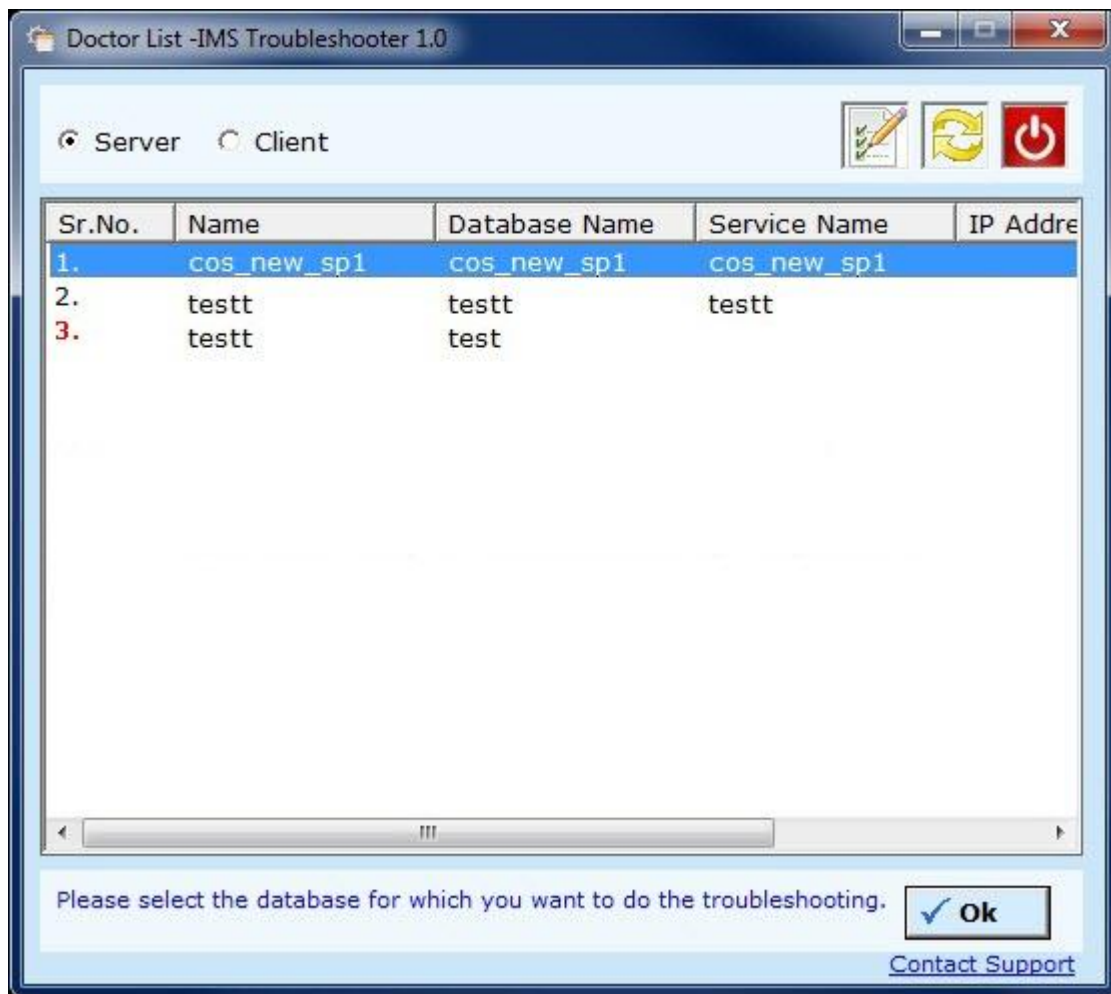
➤ The screen is divided into various sections which are:

- **The Top Panel**

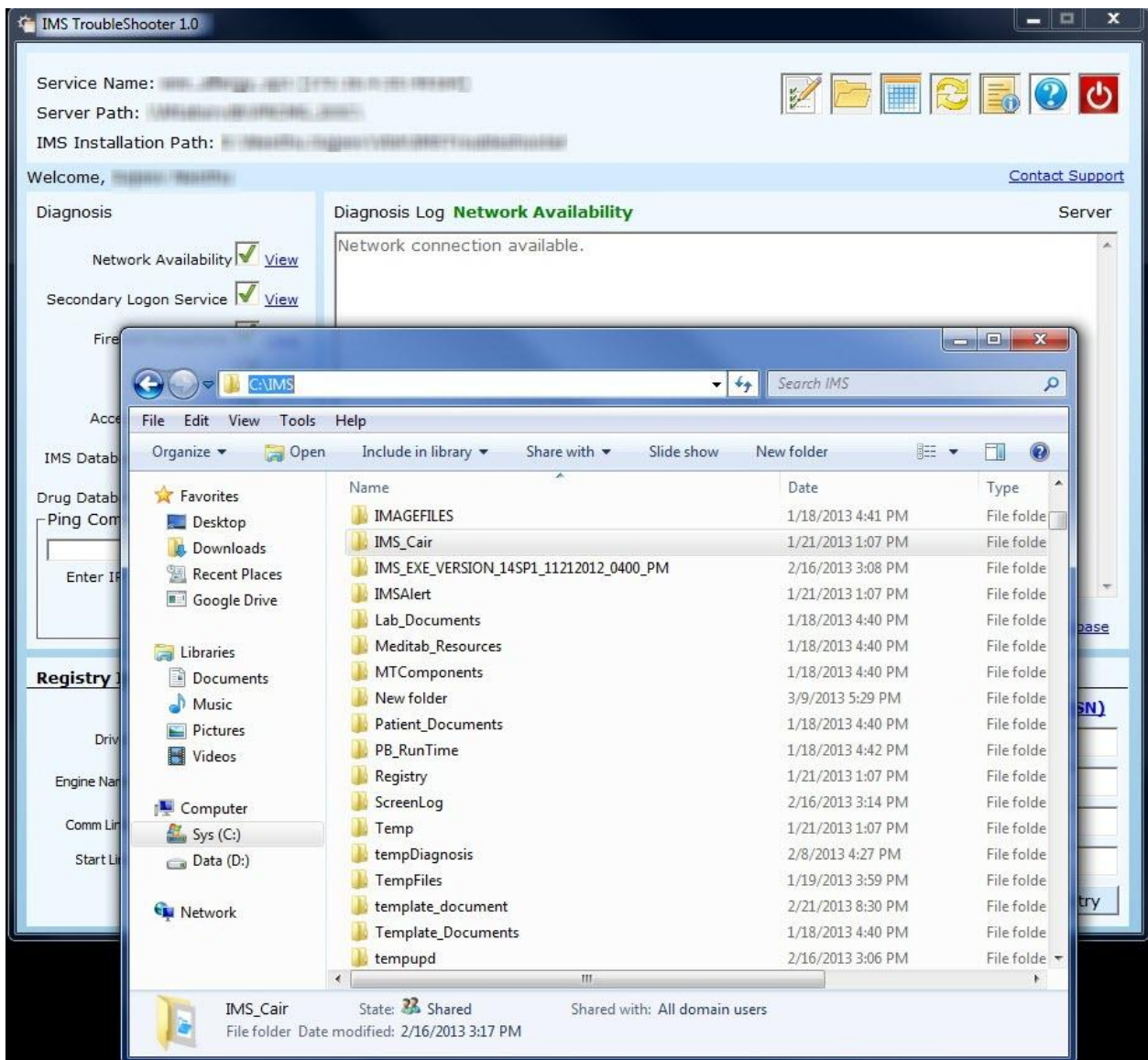
- The name of the service is displayed at the top left corner of the screen while a list of icons is displayed at the top right corner of the screen.
- Once the application starts functioning, name of the **Server Path** and the path where the IMS is installed will be displayed.



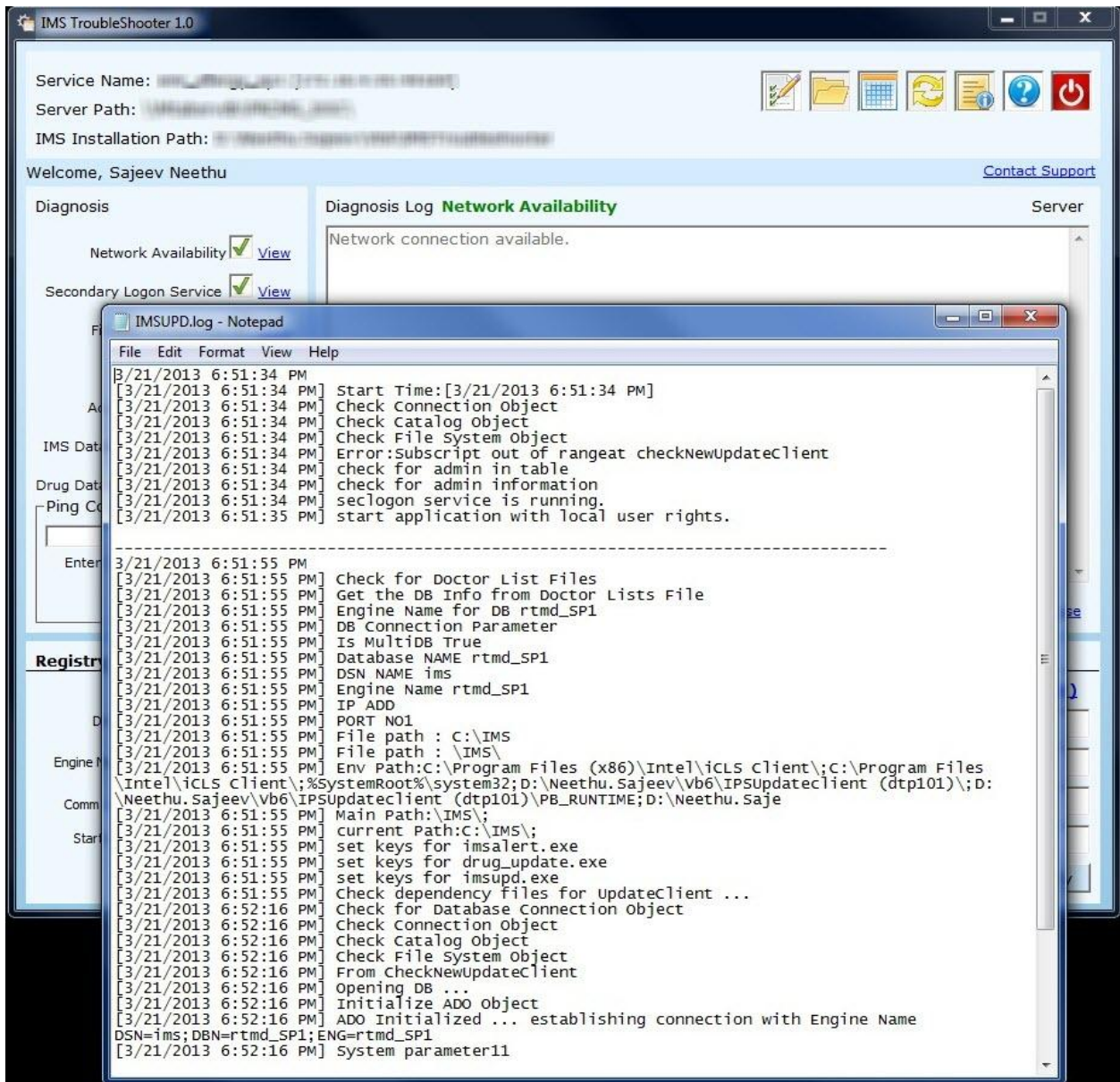
- The first icon in the sequence is known as the **Back to Doctor List (A)** icon. This will direct the user back to the “Doctor List” window.



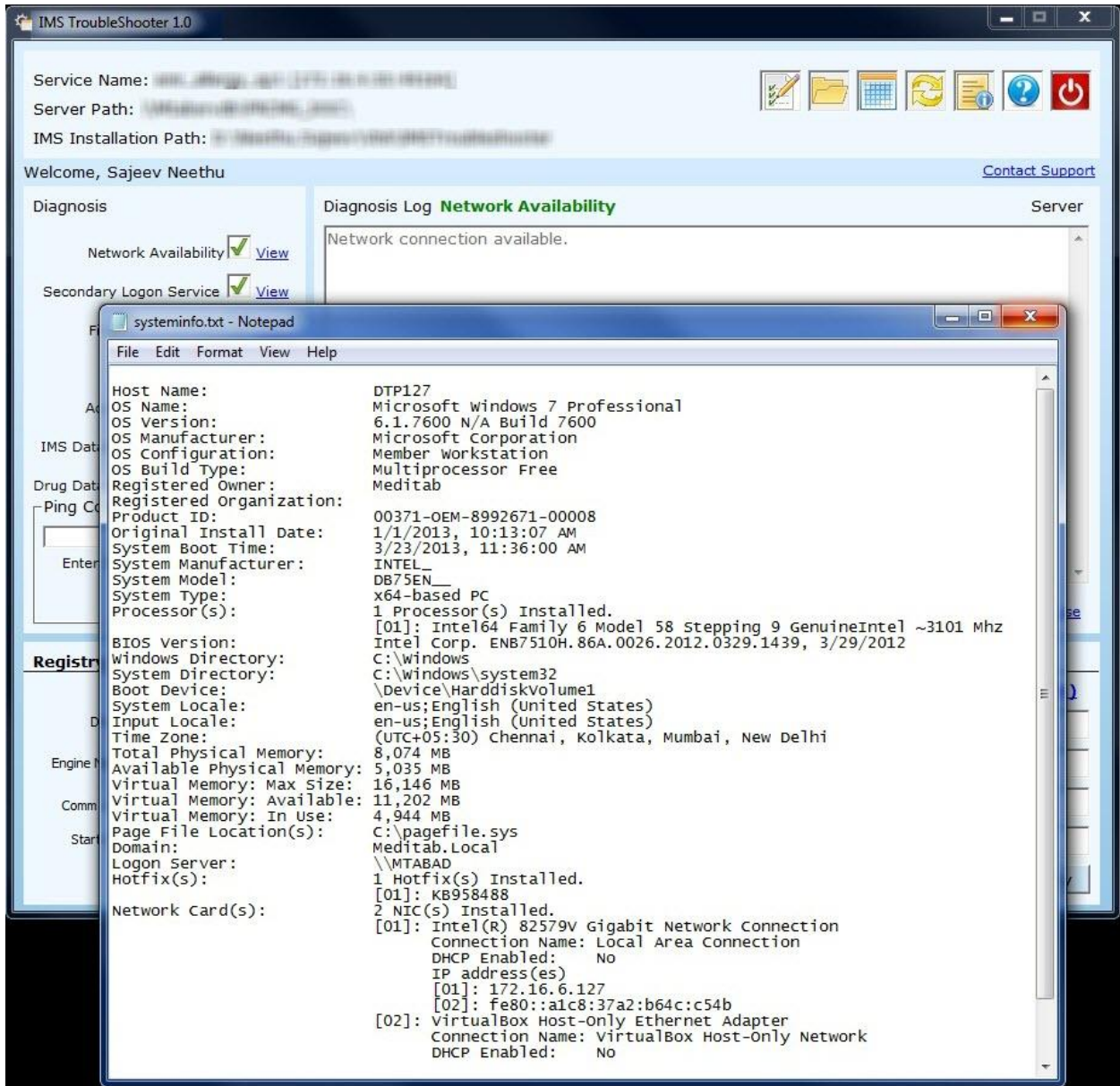
- The second icon is the **IMS Folder (B)** icon. Click the icon to gain access to the root IMS folder.



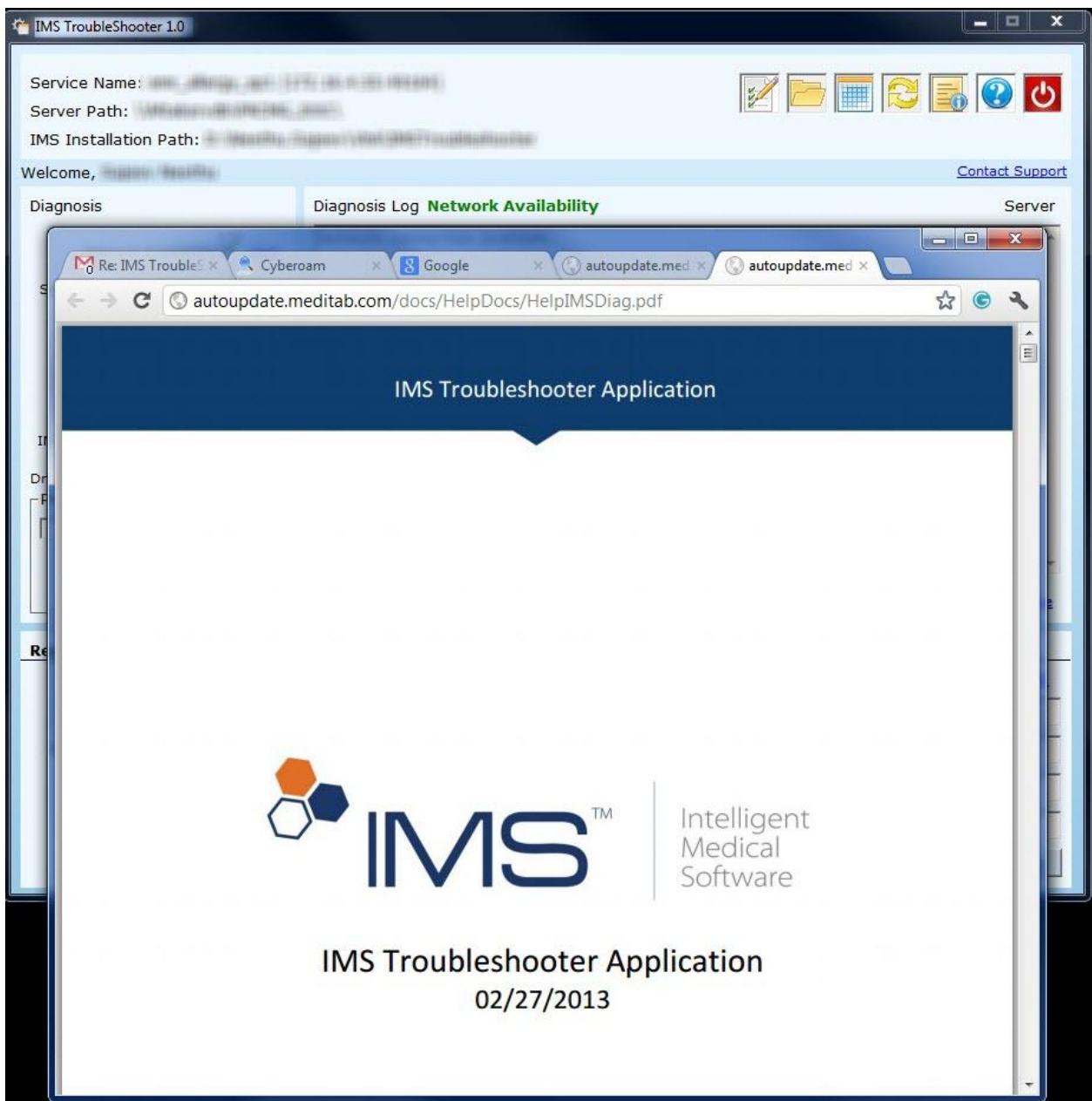
- Next is the **UPD Log (C)** icon which opens the upd.log file.



- The **Refresh (D)** icon will do the entire processing again.
- Following the Refresh icon is the **System Information (E)** icon which provides the user with complete system configurations.

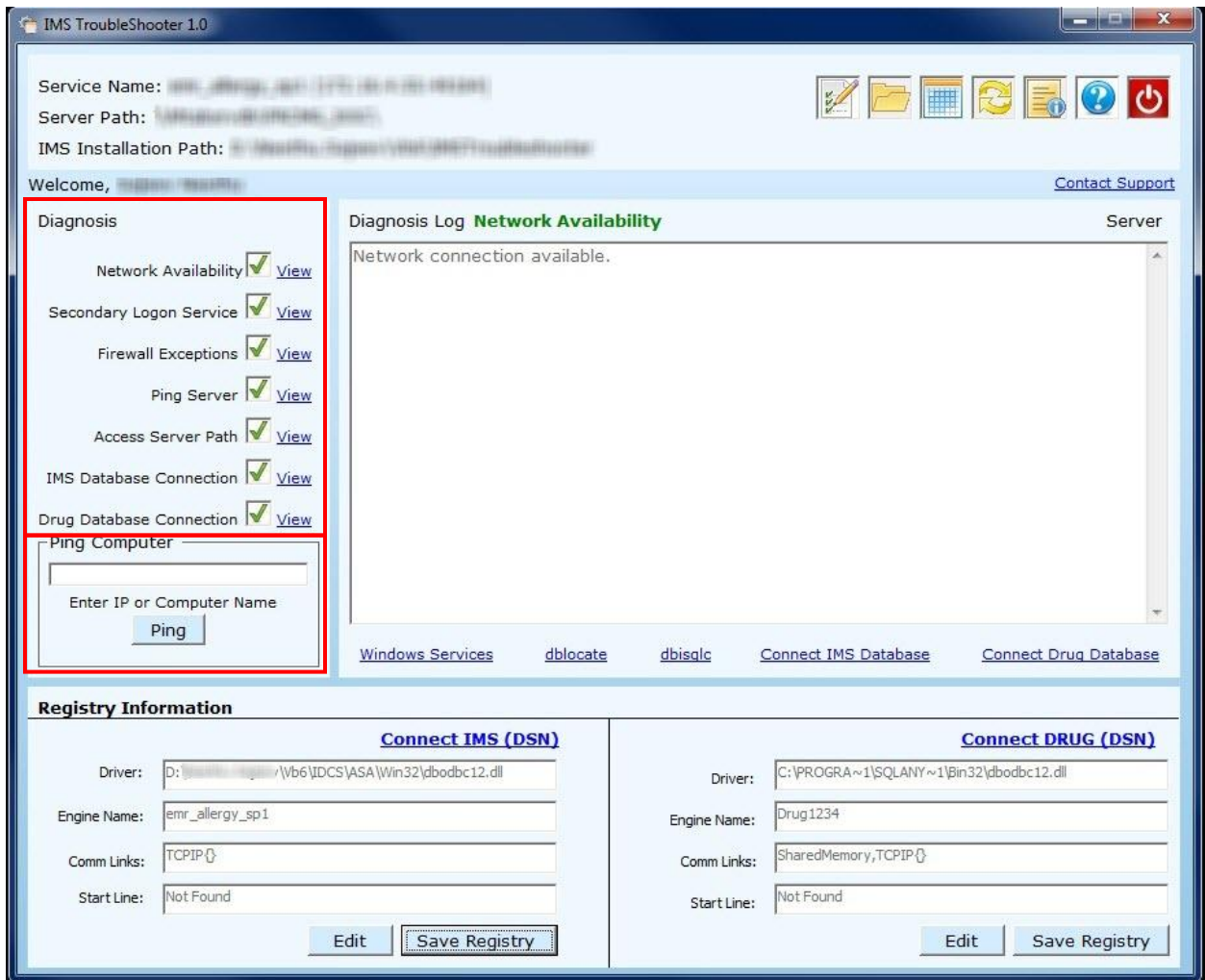


- The last button at the top right corner of the screen is the **Help (F)** icon. Click this icon to learn more about the IMS Troubleshooting application.

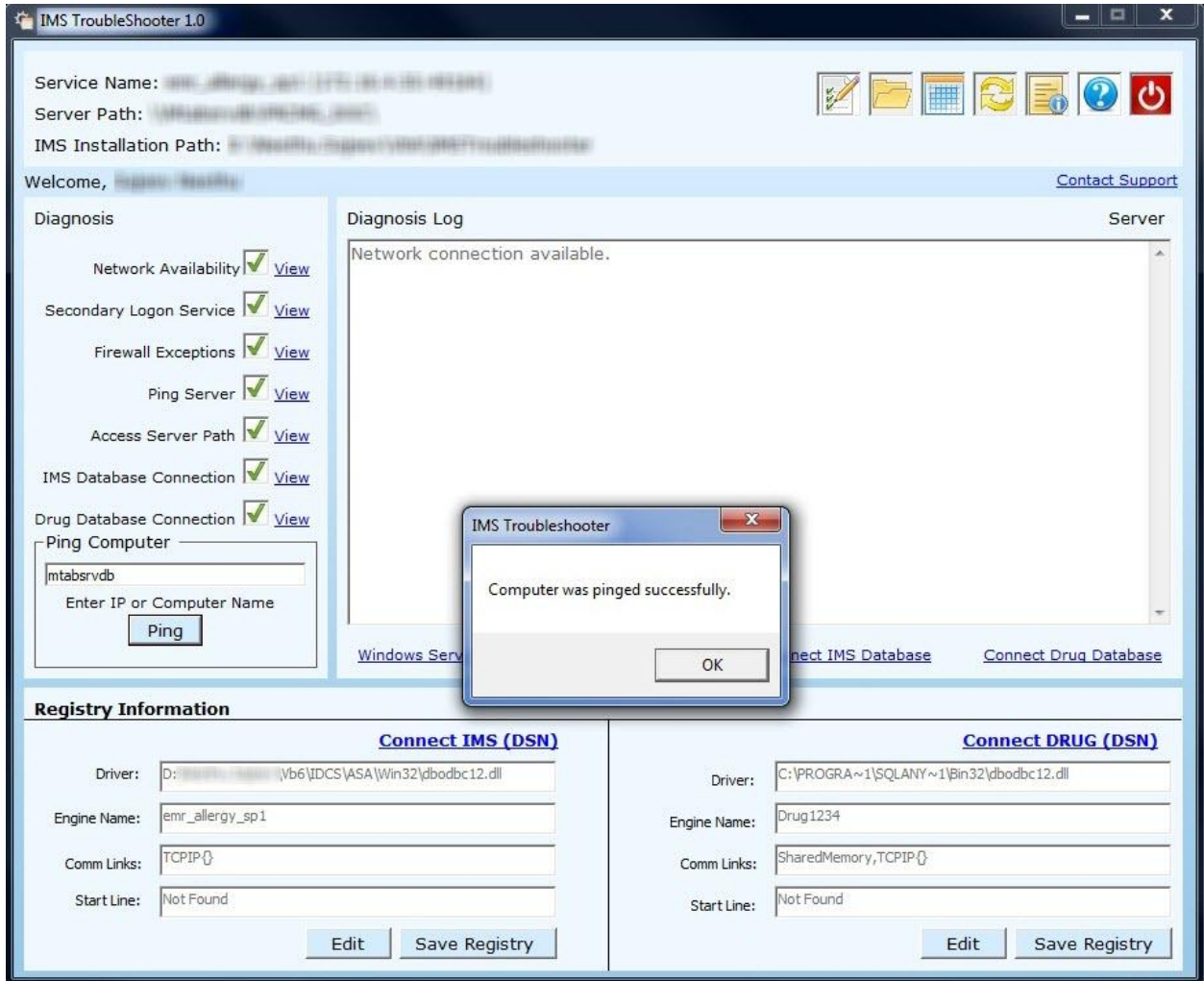


- **The Left Panel – Diagnosis Section**

- A list of all areas to be diagnosed is displayed here.
 - As the application proceeds, a green check mark will be placed next to each section where there are no errors found by the application. A red X will be placed next to sections which are missing according to the application. This makes it easy for the user to check that area get IMS functioning properly again.



- The **Ping Computer** Section – If a machine name or an IP address is entered here and when user clicks the **Ping** button, a message of the successful ping response will be displayed. This means that the machine is working appropriately.



IMS TroubShooter 1.0

Service Name:

Server Path:

IMS Installation Path:

Welcome,

Contact Support

Diagnosis

Network Availability ☒ [View](#)

Secondary Logon Service ☒ [View](#)

Firewall Exceptions ☒ [View](#)

Ping Server ☒ [View](#)

Access Server Path ☒ [View](#)

IMS Database Connection ☒ [View](#)

Drug Database Connection ☒ [View](#)

Ping Computer

Enter IP or Computer Name

Ping

IP Address 172.16.4.55

Diagnosis Log **Network Availability**

Server

Network connection available.

[Windows Services](#)
[dblocate](#)
[dbisqlc](#)
[Connect IMS Database](#)
[Connect Drug Database](#)

Registry Information

Connect IMS (DSN)

Driver:

Engine Name:

Comm Links:

Start Line:

Edit

Save Registry

Connect DRUG (DSN)

Driver:

Engine Name:

Comm Links:

Start Line:

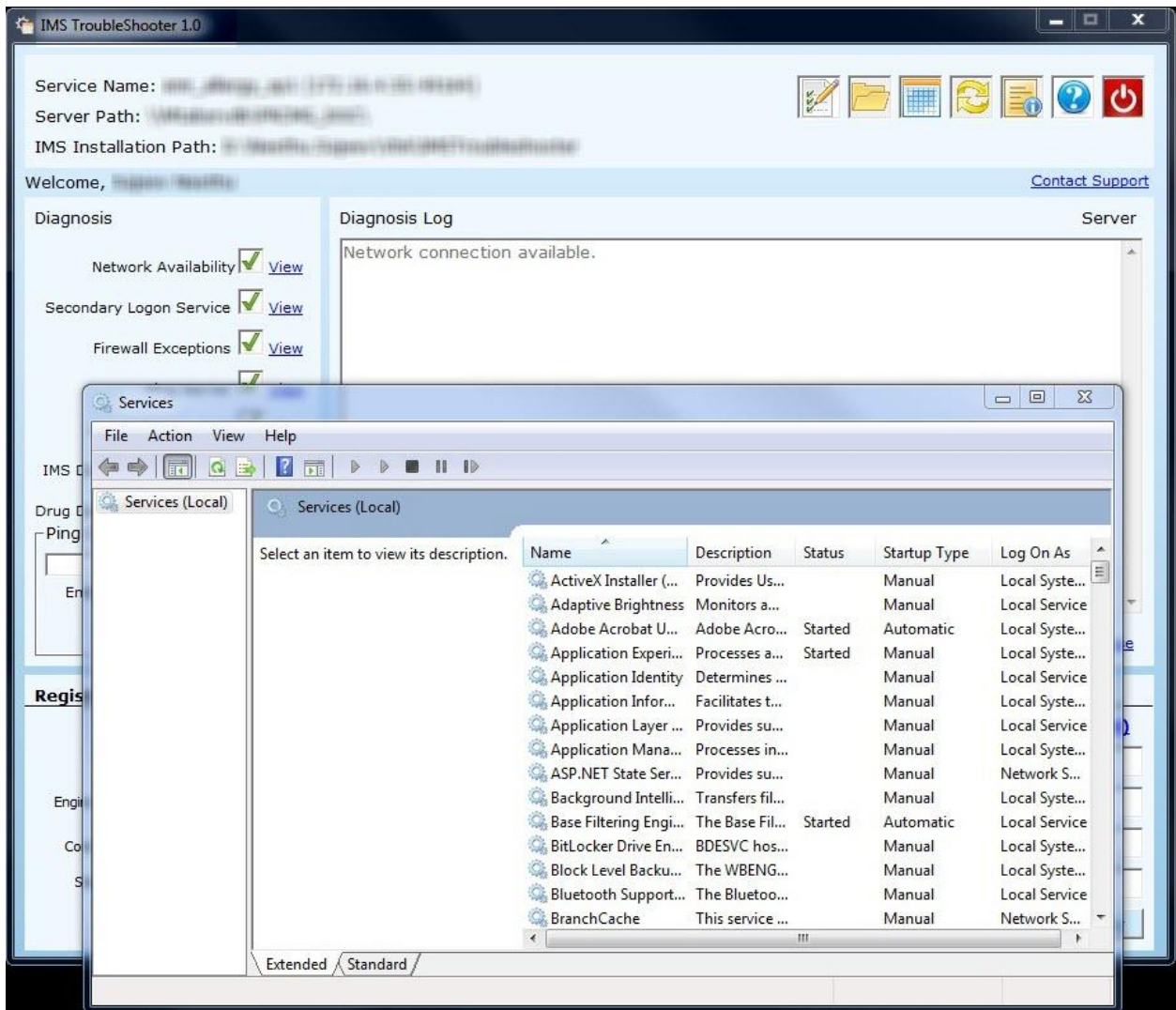
Edit

Save Registry

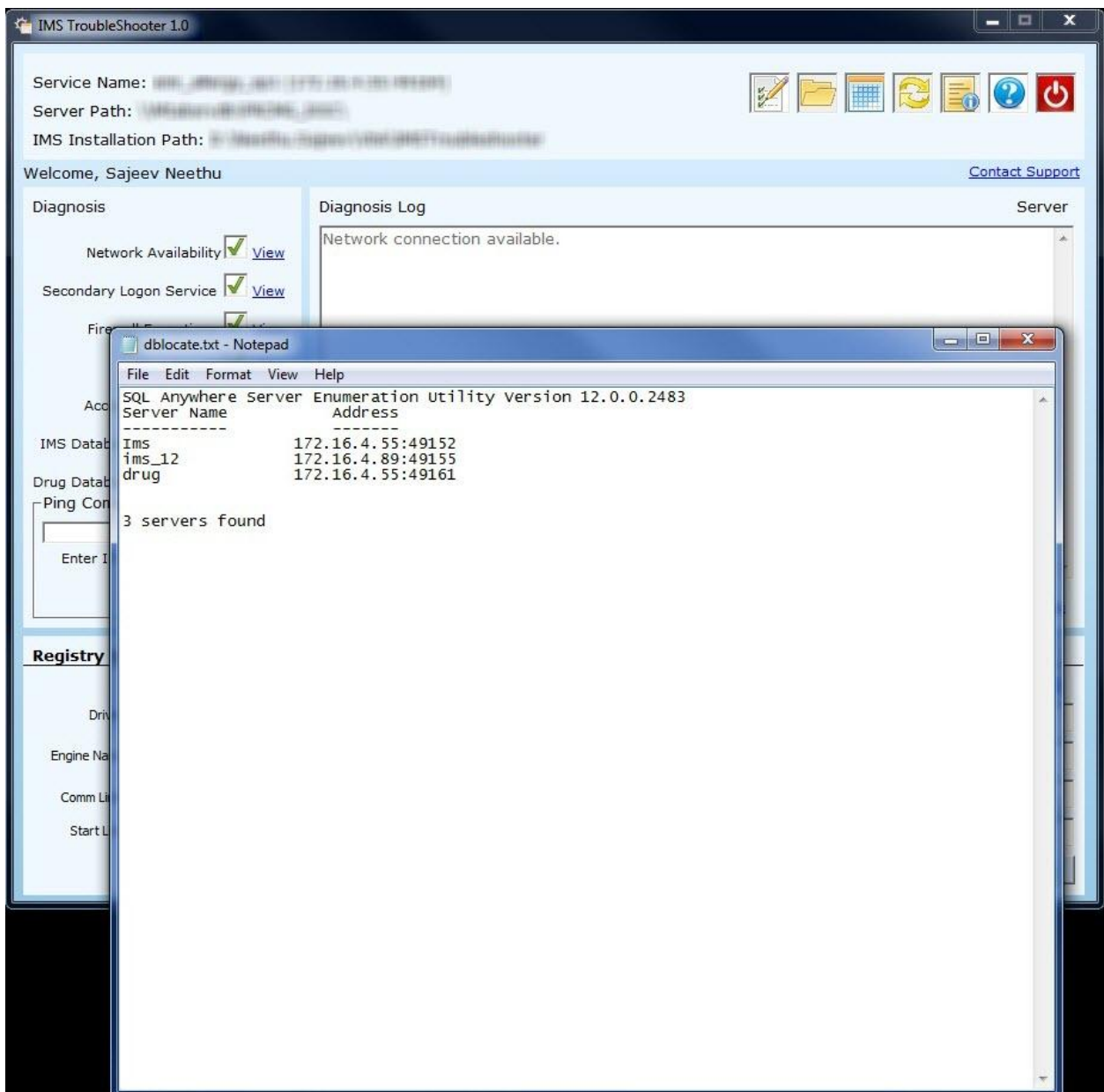
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- **The Right Panel – Diagnosis Log Section**

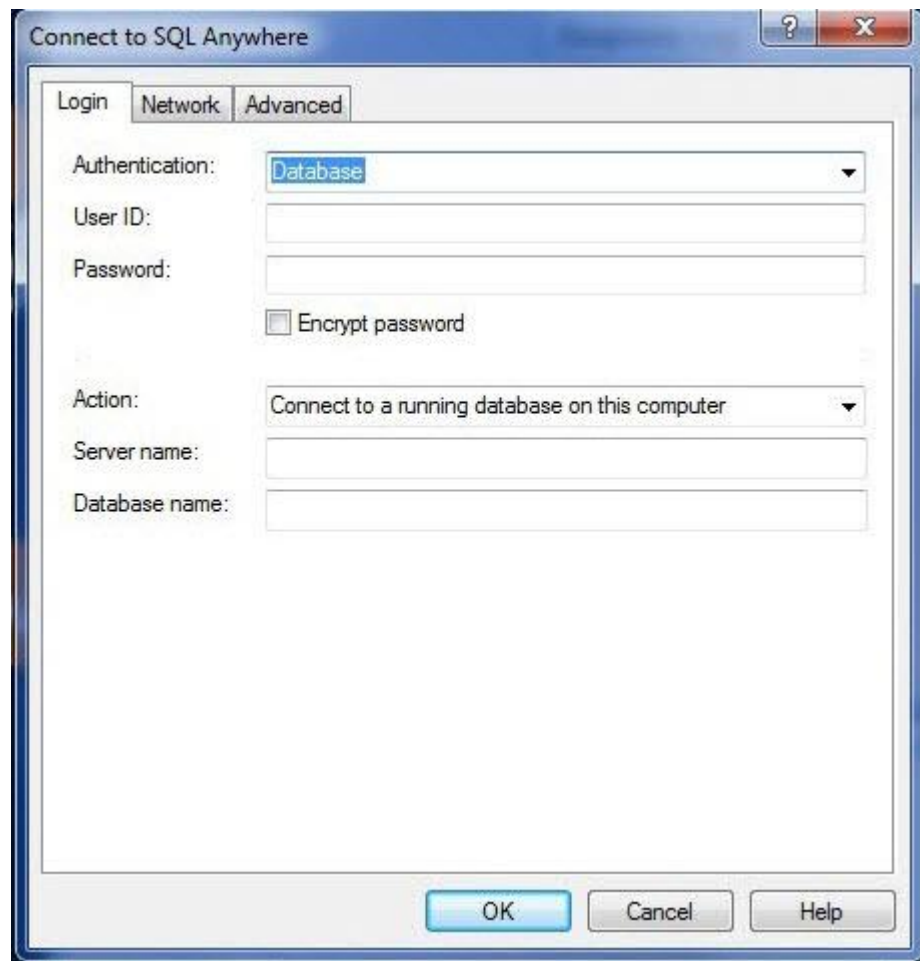
- Once the problem is diagnosed in a specific area, a user is allowed to view the details of that problem by clicking the **View** icon next to each field (see the left panel of the screen).
- The application will display all details for the problem in the **Diagnosis Log** section making it easier for the user to repair.
- Directly below the Diagnosis Log section, there are various links which have different significance in this application:
 - **Windows Service** – Click this link to access the “Services” screen. The user can learn the status of any particular service using this link.



- **Dblocate** – This gives a list of all the databases currently running in the network.



- **Dbsqlc** – Click this link to open a window to connect to any database service.

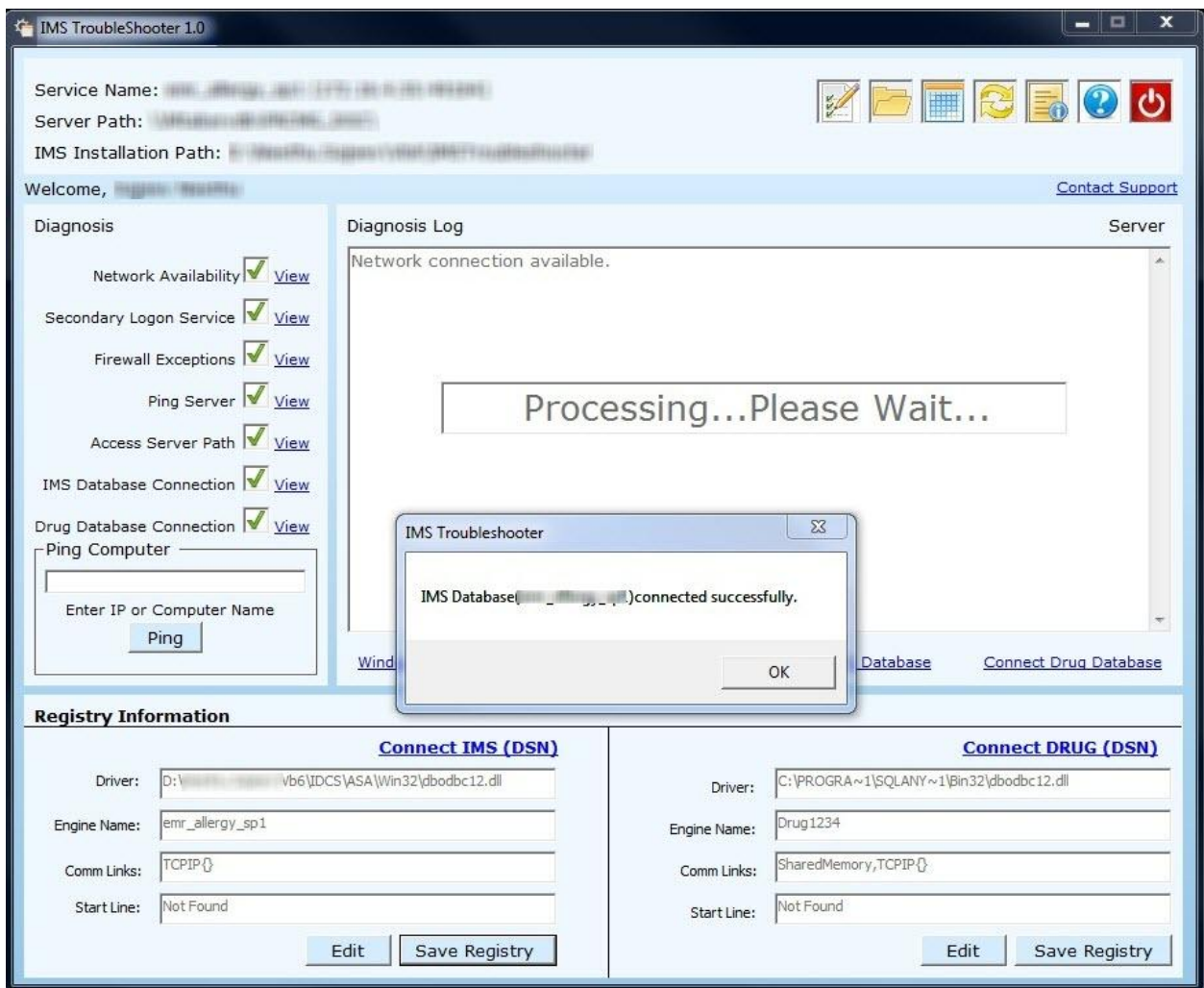


The image shows a screenshot of a Windows-style dialog box titled "Connect to SQL Anywhere". The dialog has three tabs: "Login", "Network", and "Advanced", with "Login" currently selected. The "Login" tab contains the following fields and controls:

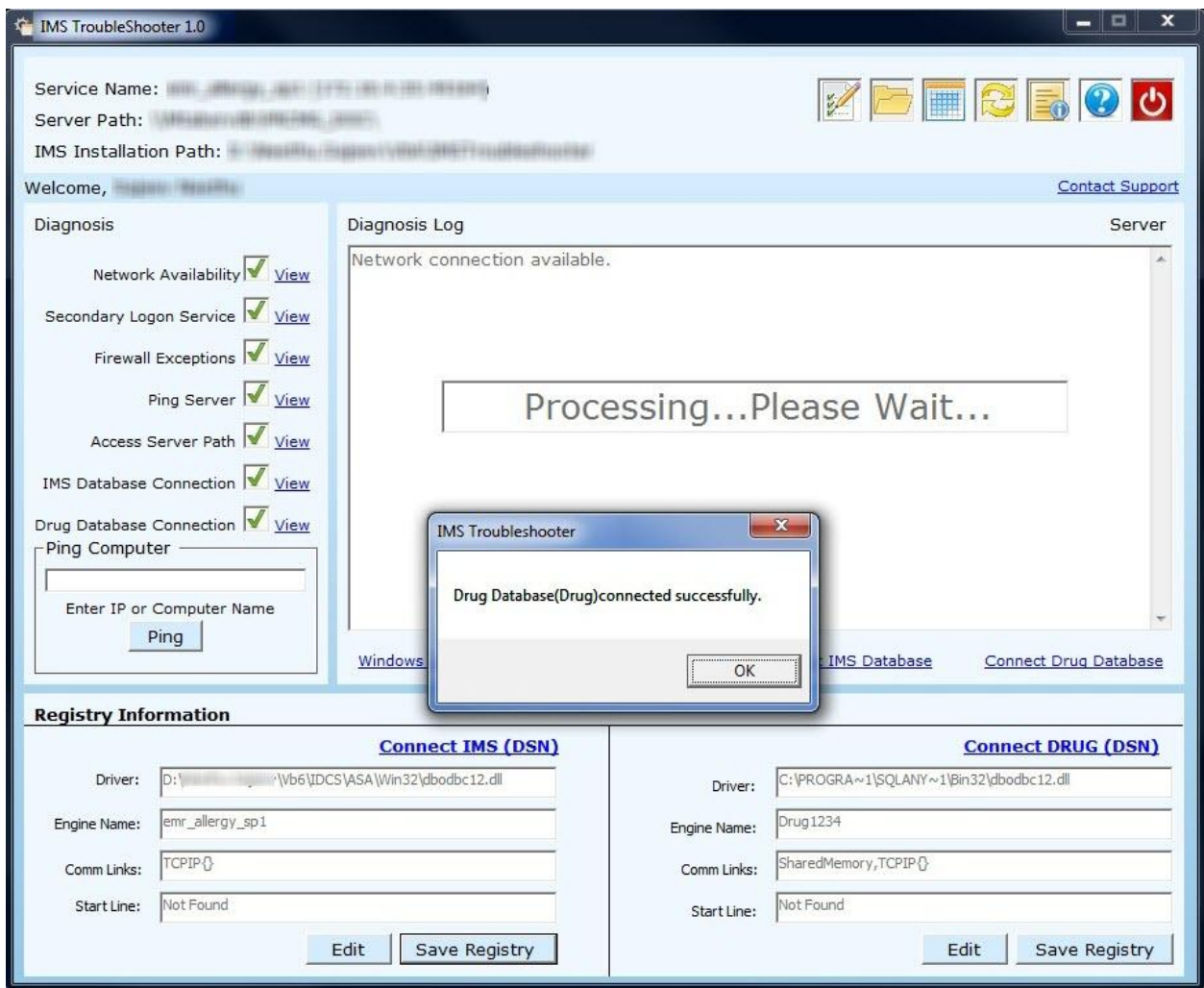
- Authentication:** A dropdown menu with "Database" selected.
- User ID:** A text input field.
- Password:** A text input field.
- Encrypt password:** An unchecked checkbox.
- Action:** A dropdown menu with "Connect to a running database on this computer" selected.
- Server name:** A text input field.
- Database name:** A text input field.

At the bottom of the dialog are three buttons: "OK", "Cancel", and "Help".

- **Connect IMS Database** – This link will help users discover whether the application is able to connect to the IMS database or not.

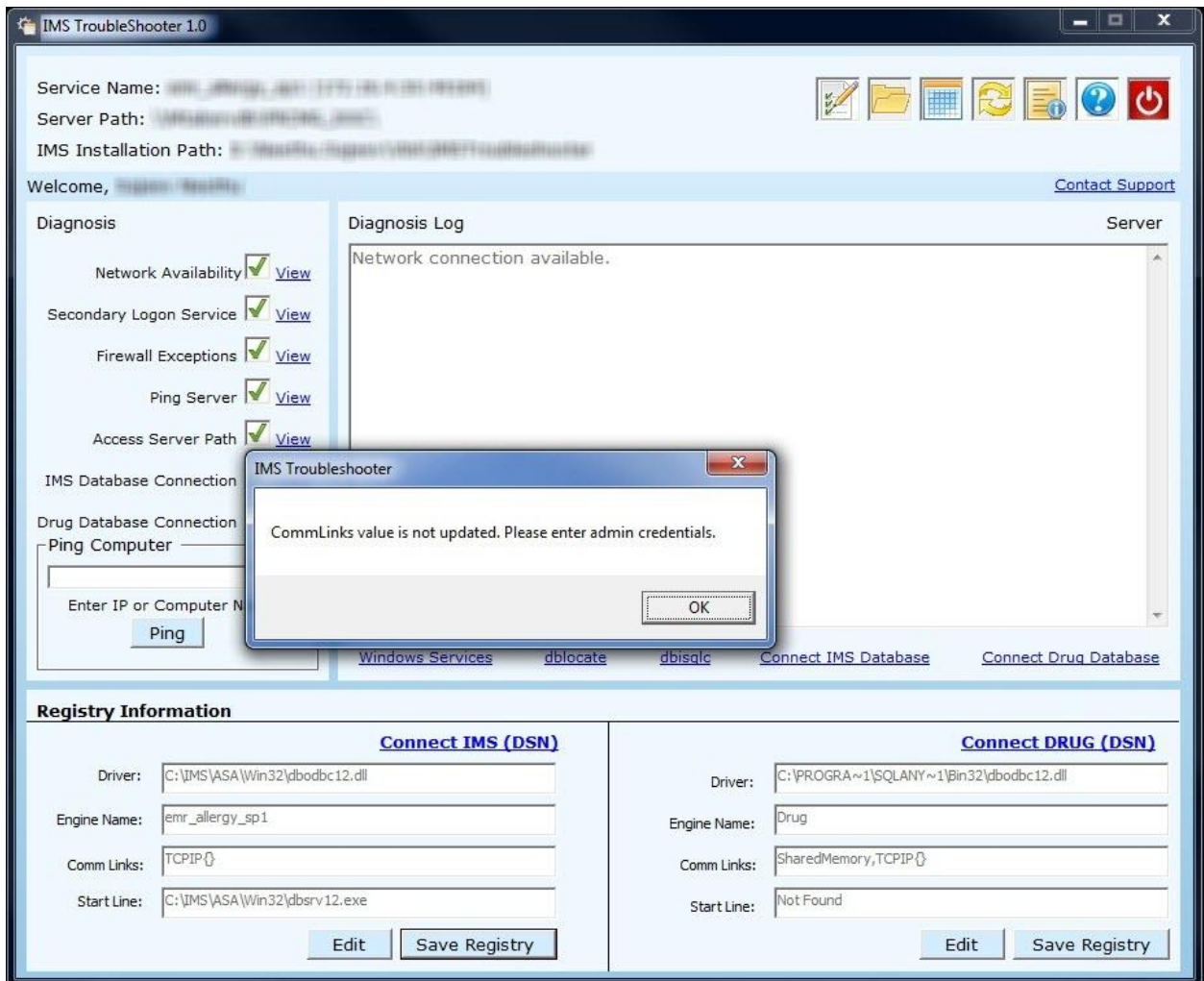


- **Connect Drug Database** – Click this link to know if the application is able to connect to the Drug database or not.

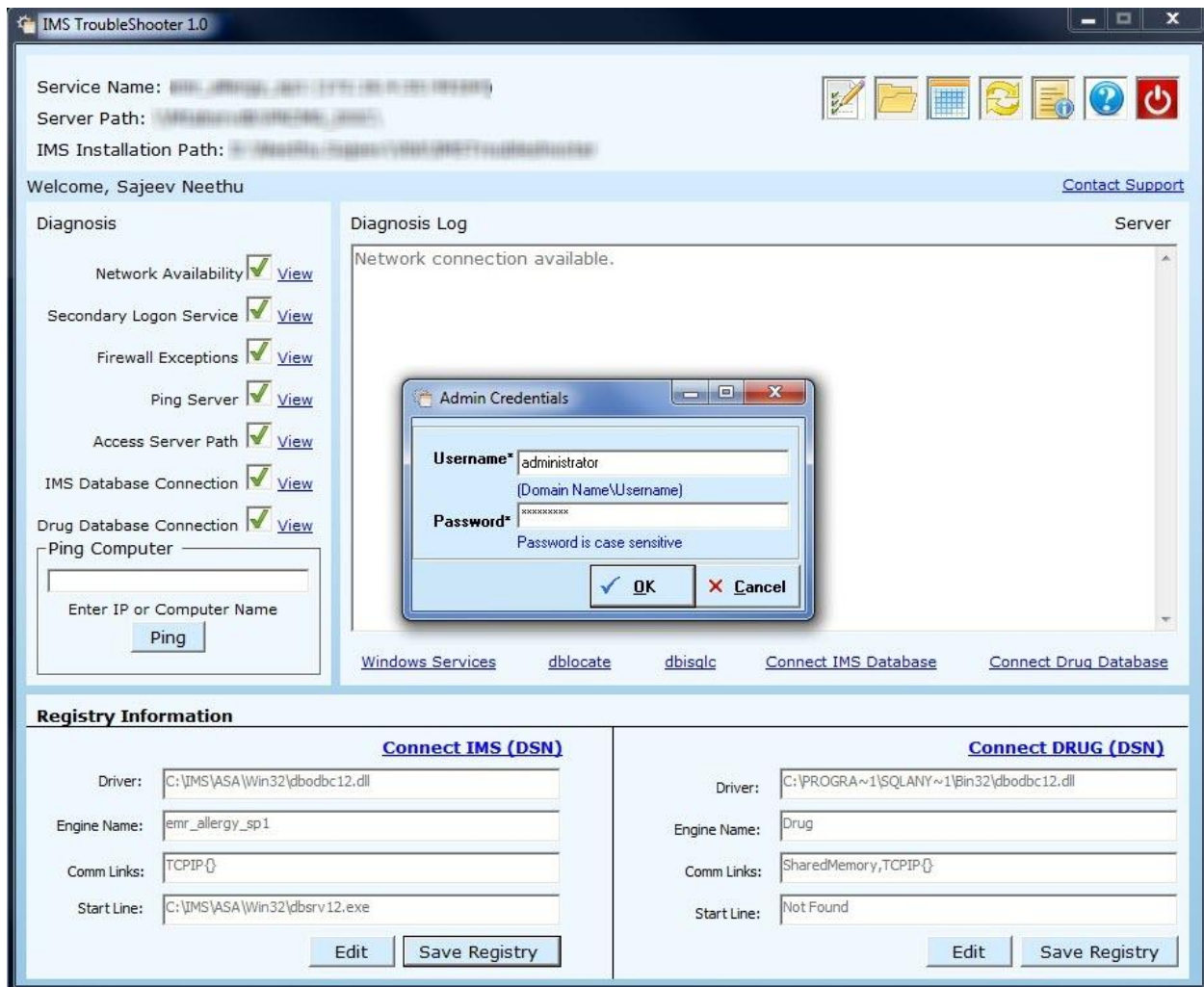


- **The Bottom Panel – IMS and Drug Sections**

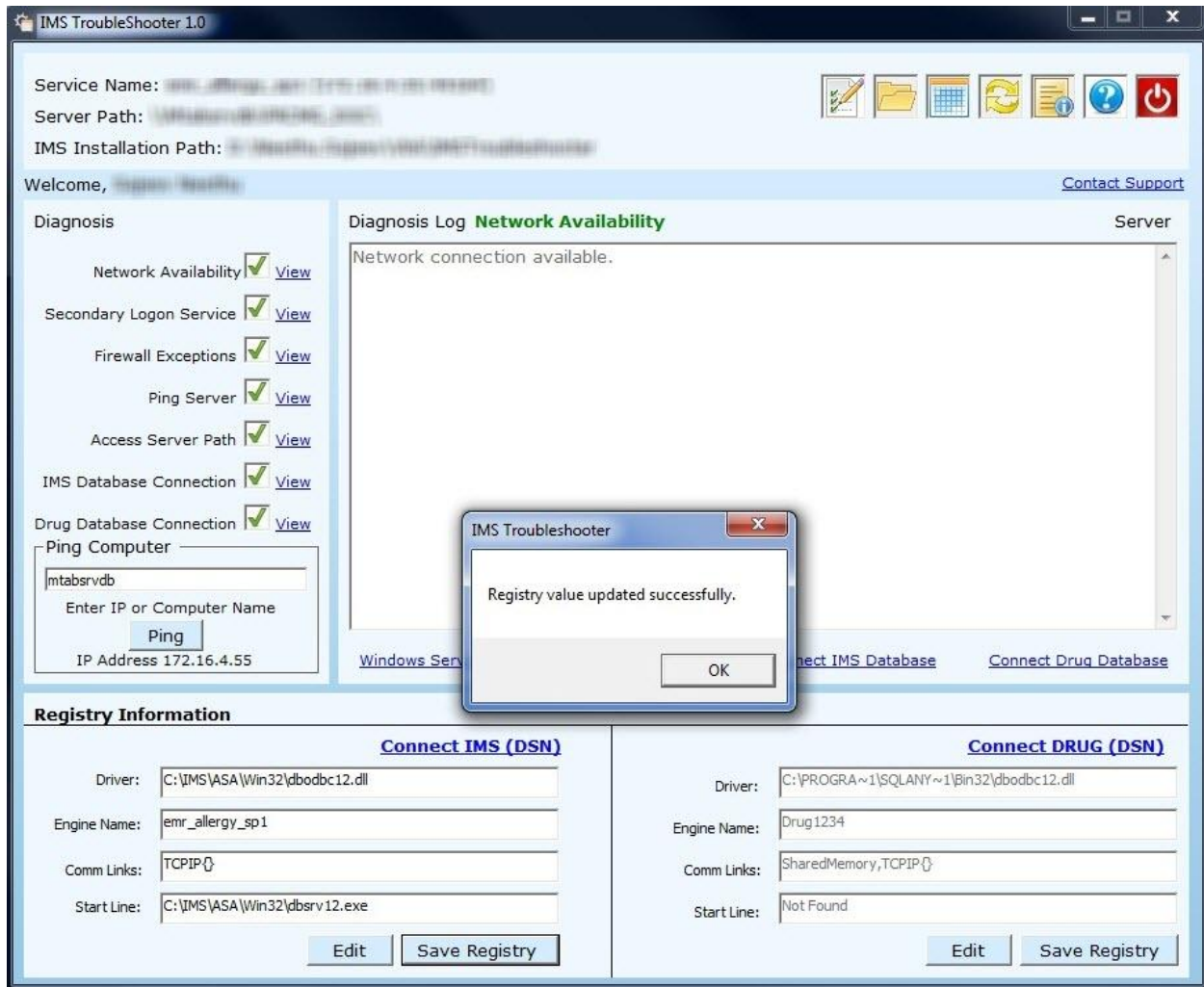
- Here, if any of the field remains blank, the user needs to make sure that the information is entered correctly.
- It allows user to edit the Registry. Once all changes are made, they can be saved by clicking the **Save Registry** button.
- If any of the registry value is not getting saved, the application will display a message and would require the admin credentials to be entered.
 - Click the **OK** button.



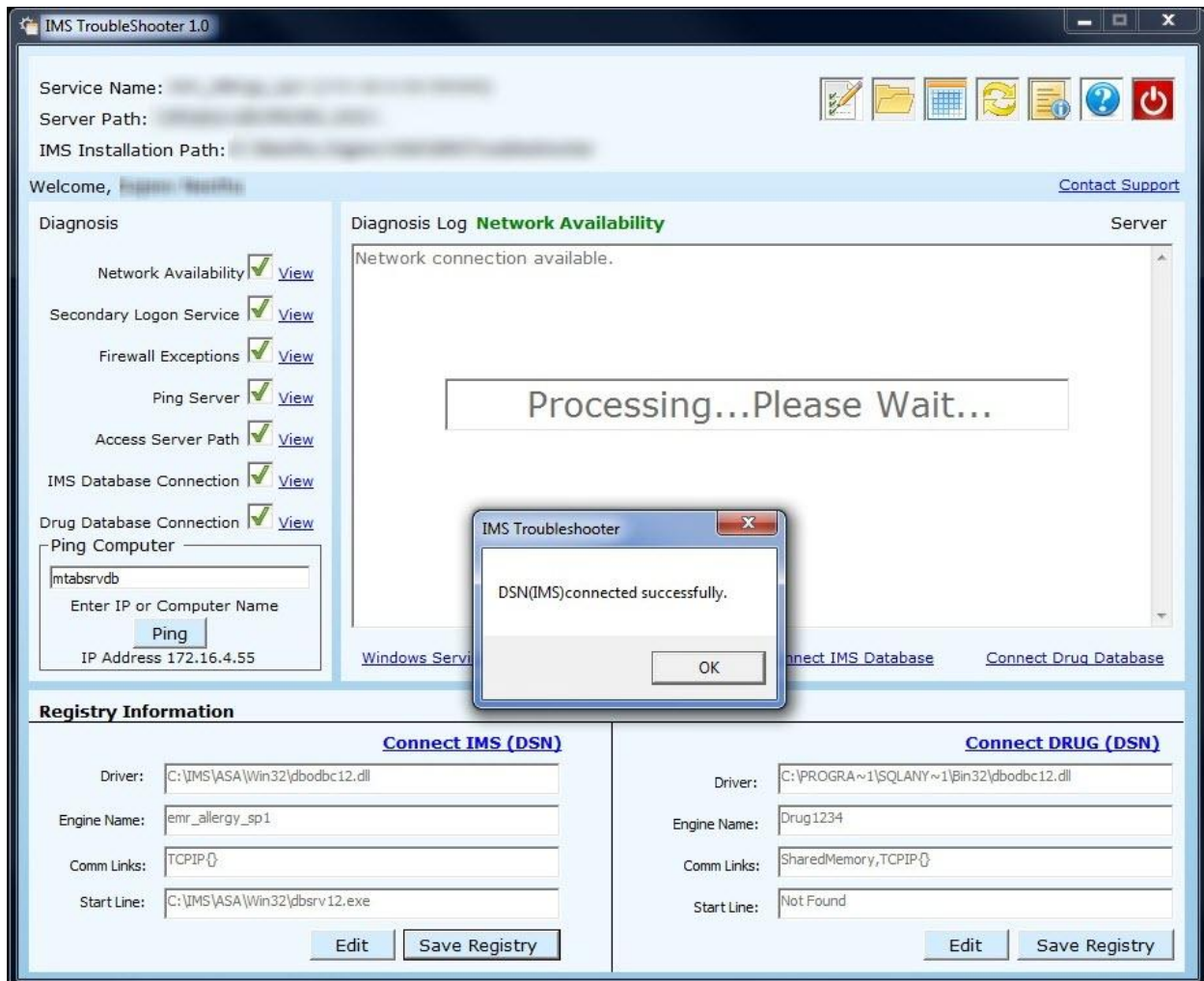
- This opens the “Admin Credentials” pop-up where username and password of the system administrator are to be entered.



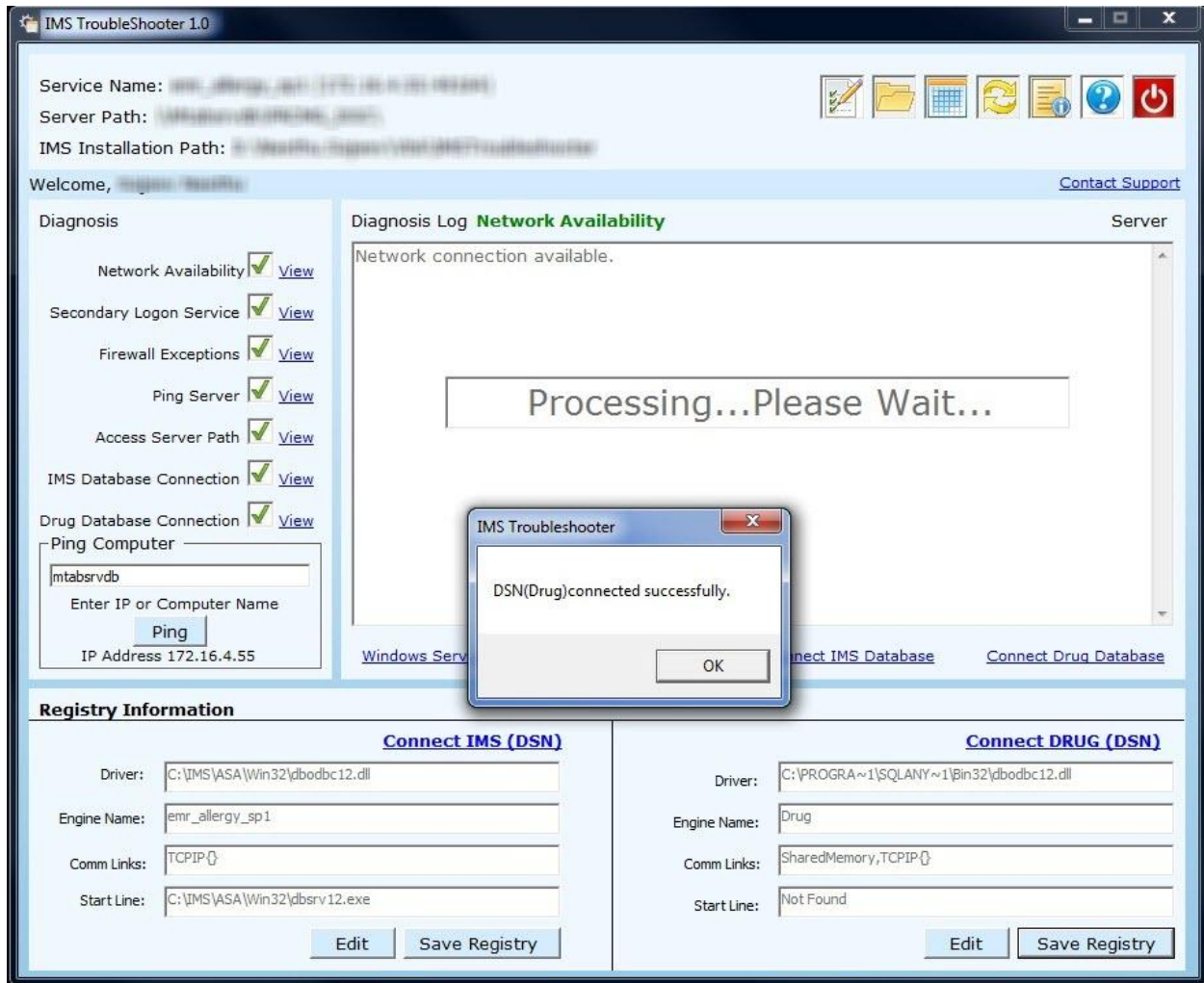
- The application will give users a notification that the registry has been successfully updated.



- Additionally, you can check whether the defined IMS & Drug DSN are getting connected or not.
- A message notifying the successful connection of the IMS DSN will be displayed.



- A message notifying the successful connection of the Drug DSN will be displayed.



- Once all errors have been repaired and if the problem still persists contact software vendor.