

IMS Troubleshooter Application 03/23/2013





Clinical. Automation.

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

How to Install the Setup

- > Double-click on **IMSTrobleshooter.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.

🚈 IMS Troubleshooter 1.0 Setup	j	
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> 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.

🌤 Browse For Folder	? 🔀
Select the folder to install IMS Troubleshooter 1.0	in:
 Desktop My Documents My Computer Sys (C:) Sys (C:) Data (D:) My Network Places O2-13-2013 Click the OK button 	
Make New Folder	ancel

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

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





> The exe file is installed in the root IMS folder.

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invoice.jpg 6/4/2012 3:31 AM JPEG image 1 KB ist.pbd 10/23/2009 4:43 AM PBD File 635 KB lab.pbd 6/1/2012 5:19 AM PBD File 4,476 KB left.pbottom.jpg 3/21/2007 6:31 PM JPEG image 39 KB letter.pbd 6/1/2012 5:18 AM PBD File 1,592 KB ibbc.y32.dll 4/21/2010 8:51 AM Application extens 992 KB		inventory.pbd	6/1/2012 5:20 AM	PBD File	841 KB		
□ istracy g 10/23/2009 4.43 AM PBD File 635 KB □ lab.pbd 6/1/2012 5.19 AM PBD File 64476 KB □ left_bottom.jpg 3/21/2007 6.31 PM JPEG image 39 KB □ letter.pbd 6/1/2012 5.18 AM PBD File 1.592 KB ⓐ libey32.dll 4/21/2010 8.51 AM Application extens 992 KB ⓐ libjcc.dll 4/21/2010 10.46 AM Application extens 992 KB		S invoice.ing	6/4/2012 3:31 AM	IPEG image	1 KB		
□ lab.pbd 6/1/2012 5:19 AM PBD File 4,476 KB □ left_bottom.jpg 3/21/2007 6:31 PM JPEG image 39 KB □ letter.pbd 6/1/2012 5:18 AM PBD File 1,592 KB ③ itbesy32.ull 4/21/2010 8:51 AM Application extens 992 KB ● libjc.cdll 4/21/2010 0:46 AM Application extens 932 KB		ist.obd	10/23/2009 4:43 AM	PBD File	635 KB		
ieft, bottom,jpg 3/21/2007 6:31 PM JPEG image 39 KB letter,pbd 6/1/2012 5:18 AM P8D File 1,592 KB ibexy32.dll 4/21/2010 8:51 AM Application extens 992 KB ibipc.dll 4/21/2010 0:46 AM Application extens 958 KB		lab.pbd	6/1/2012 5:19 AM	PBD File	4.476 KB		
☐ Ietter.pbd 6/1/2012 5.18 AM PBD File 1,592 KB ⑤ Ibbeay32.dll 4/21/2010 8.51 AM Application extens 992 KB ⑥ Ibjec.dll 4/21/2010 8.64 AM Application extens 992 KB		Set left bottom.jpg	3/21/2007 6:31 PM	JPEG image	39 KB		
Bibesy32.dll 4/21/2010 8:51 AM Application extens 992 KB Bibjcc.dll 4/21/2010 10:46 AM Application extens 358 KB		letter.pbd	6/1/2012 5:18 AM	PBD File	1.592 KB		
Ibjcc.dll 4/21/2010 10:46 AM Application extens 358 KB		libeav32.dll	4/21/2010 8:51 AM	Application extens	992 KB		
		libicc.dll	4/21/2010 10:46 AM	Application extens	358 KB		
	427 Hores 0	22 Shared		,			



Using the Application

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

Username*	
Password*	
Pas	sword is case sensitive
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*		
	Meditab	
	VAR	
	Client	

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.

🖰 Doctor Li	ist -IMS Troubleshooter	• 1.0					
Server C Client							
Sr.No.	Name	Database Name	Service Name B				
1.	cos_new_sp1	cos_new_sp1	cos_new_sp1				
2.	testt	testt	testt				
3.	testt	test					
•							
Please se	elect the database for	which you want to do th	e troubleshooting. 🗹 Ok				
			Contact Support				



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 dotorlist (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.

Password*		356		
MS Troubleshooter	assword*	*****		
The following doctorlist entries are not valid	Troublesho	oter		x
TESTT TEST	he following ESTT TE	doctorlist ent	ries are not valid	



- 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.

TIMS TroubleShooter 1.0				×
Service Name: Server Path: IMS Installation Path:	(80.00.080.080.800) 80.0) 199300 (1988) (889-71.01.888.876.00.86			i 🔁 🔜 🚱 😈
Welcome, Human Mag				IMS Client Connect
Diagnosis	Diagnosis Log			Server
Network Availability <table-cell> View Secondary Logon Service <table-cell> View Firewall Exceptions 🔍 View Ping Server 🔍 View Access Server Path 🔍 View IMS Database Connection 🔍 View Drug Database Connection 🔍 View Ping Computer</table-cell></table-cell>	Network connection available.			
Ping	Windows Services dblocate	<u>dbisqlc</u>	Connect IMS Database	Connect Drug Database



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.

TIMS TroubleShooter 1.0			X
Service Name: Server Path: IMS Installation Path:	nganos () tana (<mark>1996) (1</mark> 997) 1999 - J. 1997 - J. 1997 - J. 19		
Welcome,			Contact Support
Diagnosis	Diagnosis Log		Server
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	Network connection available.	na proarams to antivirus firewall exce IMS.exe IMSUPD.exe UPDATECLIENT.exe ASA\WIN32\dbsrv12.exe ASA\WIN32\dbeng12.exe	eption.
	<u>Windows Services</u> <u>dblocate</u>	dbisqlc Connect IMS Da	atabase <u>Connect Drug Database</u>
Registry Information			
	Connect IMS (DSN)		Connect DRUG (DSN)
Driver: D: \vb6\tDC	S\ASA\Win32\dbodbc12.dll	Driver: C:\PROGRA~1\\$	SQLANY~1\Bin32\dbodbc12.dll
Engine Name: emr_allergy_sp1		Engine Name: Drug1234	
Comm Links: TCPIP {}		Comm Links: SharedMemory,	TCPIP{}
Start Line: Not Found		Start Line: Not Found	
	Edit Save Registry		Edit Save Registry



- > 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.

🔄 IMS TroubleShooter 1.0	Top Panel		В	D F	×
Service Name:					<u>ک</u>
Welcome, Marine Marine		A	C	E	ct Support
Diagnosis	Diagnosis Log				Server
Network Availability Pan	el				*
Secondary Logon Service					
Firewall Exceptions					
Ping Server	Proce	essingPlea	ase Wait.		
Access Server Path	1	Right			
IMS Database Connection		Panel			
Drug Database Connection					
Enter IP or Computer Name					-
Ping	Windows Services dblocate	<u>dbisqlc</u> <u>Conne</u>	ect IMS Database	<u>Connect Drug D</u>	<u>atabase</u>
Registry Information		20			
170 C	Connect IMS (DSN)	_		Connect DRUG	(DSN)
Driver:		Driver:			
Engine Name:		Engine Name:			
Comm Links:		Comm Links:			
Start Line:		Ctart Line			
	Edit Save Registry	Panel	E	dit Save Re	gistry



• 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.

Doctor L	ist -IMS Troubleshoote	r 1.0		_ □ <mark>_ ×</mark>
Serve	er <mark>O</mark> Client			<mark>ල</mark> ි ල
Sr.No.	Name	Database Name	Service Name	IP Addr
1.	cos_new_sp1	cos_new_sp1	cos_new_sp1	
2. 3.	testt testt	test	testt	
٠				,
Please se	elect the database for	which you want to do th	e troubleshooting.	Ok
			Cor	ntact Suppor



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

ervice Name:	AT (1979) (ABLID: 2011 (ABLANE))	1 📂 🥅 🕼	3 🔜 💽 🛛
erver Path:	AND CONTRACTOR		
IS Installation Path:	AND THE REPORT OF A DESCRIPTION OF A DES		
lcome,			Contact Su
iagnosis	Diagnosis Log Network Availability		Ser
	Network connection available.		1999 Billion
Network Availability 🗹 ⊻	ew		
Secondary Logon Service 🔽 🗸	ew		
Fire			
	л <mark>я</mark>	✓ 4→ Search IMS	Q
Acce File Edit View	Texts Hale		
File Edit View			
MS Datab Organize 🔻 🔓	Open Include in library Share with Slide sho	w Newfolder 📴	
rug Datab 🙀 Favorites	Name	Date	Туре 🔷
Ping Com 📃 Desktop	JMAGEFILES	1/18/2013 4:41 PM	File folde
Downloads	🔐 IMS_Cair	1/21/2013 1:07 PM	File folde
Enter II	, IMS_EXE_VERSION_14SP1_11212012_0400_PM	2/16/2013 3:08 PM	File folde
Google Drive	🍌 IMSAlert	1/21/2013 1:07 PM	File folde
	Lab_Documents	1/18/2013 4:40 PM	File folde
🕞 Libraries	🍌 Meditab_Resources	1/18/2013 4:40 PM	File folde
egistry 1 Documents	MTComponents	1/18/2013 4:40 PM	File folde
A Music	🍌 New folder	3/9/2013 5:29 PM	Filefolde
	Patient_Documents	1/18/2013 4:40 PM	File folde
Driv Videos	🔒 PB_RunTime	1/18/2013 4:42 PM	File folde
Engine Nati	🔒 Registry	1/21/2013 1:07 PM	File folde
	ScreenLog	2/16/2013 3:14 PM	File folde
- Computer		1/21/2012 1-07 DM	Filefolde
Comm Lin	1 emp	1/21/2015 1:07 PIVI	0.00220002220
Comm Lin Start Lin Start Lin Data (Da)	Lemp LempDiagnosis	2/8/2013 4:27 PM	File folde
Comm Lir Start Li	Femp Femp FempDiagnosis TempFiles	2/8/2013 4:27 PM 1/19/2013 3:59 PM	File folde File folde
Comm Lir Start Lie Start Lie Comm Lir Market Sys (C:) Start Lie Computer Start Lie Computer Sys (C:) Computer Computer Sys (C:) Computer Computer Sys (C:) Computer Compu	I emp EmpDiagnosis TempFiles template document	2/8/2013 4:27 PM 1/19/2013 3:59 PM 2/21/2013 8:30 PM	File folde File folde File folde
Comm Lir Start Li Comm Lir Start Li Comp Lir Start Li Comp Lir Start Li Comp Lir Start Li Comp Lir Comp Lir Start Li Comp Lir Comp Lir Start Lir Comp Lir Co	 I temp I tempDiagnosis TempFiles template_document Template Documents 	2/8/2013 4:27 PM 1/19/2013 3:59 PM 2/21/2013 8:30 PM 1/18/2013 4:40 PM	File folde File folde File folde File folde
Comm Lir Start Li Comm Lir Start Li Start Li Computer Sys (C:) Computer Sys (C:) Computer Sys (C:) Computer Computer Sys (C:) Computer Computer Sys (C:) Computer Computer Sys (C:) Computer Computer Sys (C:) Computer Computer Sys (C:) Computer Com	 Lemp LempDiagnosis TempFiles template_document Template_Documents tempupd 	2/8/2013 4:27 PM 1/19/2013 3:59 PM 2/21/2013 8:30 PM 1/18/2013 4:40 PM 2/16/2013 3:06 PM	File folde File folde File folde File folde File folde



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

Carl IMS Troub	bleShooter 1.0		- 🗆 🗙
Service M Server P	Name:		
IMS Inst	allation Path:	Here chart light to require one	2010-1010-001-001-001-001-001-001-001-00
Welcome,	Sajeev Neethu	<u>Co</u>	ntact Support
Diagnosis	5	Diagnosis Log Network Availability	Server
Ne	etwork Availability 🗹 <u>View</u>	Network connection available.	^
Seconda	ry Logon Service <u>View</u>		
F	IMSUPD.log - Notepad		×
	File Edit Format View H	elp	
Ad IMS Data Drug Data Ping Co	B/21/2013 6:51:34 PM [3/21/2013 6:51:35 PM [3/21/2013 6:51:35 PM] Start Time:[3/21/2013 6:51:34 PM]] Check Connection Object] Check Catalog object] Check File System Object] Error:Subscript out of rangeat checkNewUpdateClient] check for admin in table] check for admin information] seclogon service is running.] start application with local user rights.	Î
Enter	3/21/2013 6:51:55 PM [3/21/2013 6:51:55 PM [3/21/2013 6:51:55 PM [3/21/2013 6:51:55 PM [3/21/2013 6:51:55 PM [3/21/2013 6:51:55 PM [3/21/2013 6:51:55 PM] Check for Doctor List Files] Get the DB Info from Doctor Lists File] Engine Name for DB rtmd_SP1] DB Connection Parameter] IS MultiDB True] IS MultiDB True	<u>28</u>
Engine for Comm Start	[3/21/2013 6:51:55 PM [3/21/2013 6:51:55 PM	<pre>DSN NAME ims DSN NAME ims PORT NO1 File path : C:\IMS File path : C:\IMS Env Path::(Program Files (x86)\Intel\iCLS Client\;C:\Program Files SystemRoot%\system32;D:\Neethu.Sajeev\vb6\IPSUpdateclient (dtp101)\;D: Supdateclient (dtp101)\PB_RUNTIME;D:\Neethu.Saje Main Path:\IMS\; Current Path:C:\IMS\; set keys for imsalert.exe set keys for imsalert.exe set keys for imsupd.exe check dependency files for UpdateClient Check for Database Connection Object</pre>	н
	[3/21/2013 6:52:16 PM [3/21/2013 6:52:16 PM [3/21/2013 6:52:16 PM [3/21/2013 6:52:16 PM [3/21/2013 6:52:16 PM [3/21/2013 6:52:16 PM [3/21/2013 6:52:16 PM DSN=ims;DBN=rtmd_SP1; [3/21/2013 6:52:16 PM] Check Connection Object] Check Catalog Object] Check File System Object] From CheckNewUpdateClient] Opening DB] Initialize ADO Object] ADO Initialized establishing connection with Engine Name ENG=rtmd_SP1] System parameter11	-



- 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.

1MS TroubleSho	oter 1.0				_ _ ×
Service Name Server Path: IMS Installatio	on Path:	ing an a constant (and () and ()		2	
Welcome,	NACE PRODUCTION OF				Contact Support
Diagnosis		Diagnosis Log Network Ava	ilability		Server
Network Secondary Log Firewall Access S IMS Database Drug Database Ping Comput Enter IP or	c Availability View gon Service View Exceptions View Ping Server View Connection View Connection View Connection View	Network connection availab	le.		*
		Windows Services dbloca	nte <u>dbisglc</u>	Connect IMS Database	Connect Drug Database
Registry Info	ormation				
		Connect IMS (DSN)			Connect DRUG (DSN)
Driver:	D: //Vb6/IDC	S\ASA\Win32\dbodbc12,dll	Driver:	C:\PROGRA~1\SQLANY~1\B	in32\dbodbc12.dll
Engine Name:	emr_allergy_sp1		Engine Name:	Drug1234	
Comm Links:	TCPIP{}		Comm Links:	SharedMemory, TCPIP {}	
Start Line:	Not Found		Start Line	Not Found	
		Edit Save Registry	our Chier	E Constantino de Constant	dit Save Registry



• 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.

TIMS TroubleShooter 1.0			_ _ ×
Service Name: Server Path: IMS Installation Path:	for calls to balls and games (annul) agained (1989) (AMERT in california color:		1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Welcome, Handle Handle			Contact Support
Diagnosis	Diagnosis Log		Server
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 Intabsrvdb Enter IP or Computer Name Ping	Network connection available.	nged successfully.	nect IMS Database Connect Drug Database
	Connect IMS (DSN)		Connect DRUG (DSN)
Driver: D: D: Driver: Vb6\IDC	S\ASA\Win32\dbodbc12.dll	Driver:	C:\PROGRA~1\SQLANY~1\Bin32\dbodbc12.dll
Engine Name: emr_allergy_sp1		Engine Name:	Drug1234
Comm Links: TCPIP {}		Comm Links:	SharedMemory,TCPIP{}
Start Line: Not Found		Start Line:	Not Found
	Edit Save Registry		Edit Save Registry



×		
IMS froubleShooter 1.0		
Service Name: Server Path: IMS Installation Path:	anno (1975) (an iosta anno 1970) 1970 - Iona Colombia 1980 - Thaban Colombia	10 😒 📑 📨 😒
Welcome, Manual Manual		Contact Support
Diagnosis	Diagnosis Log Network Availa	bility Server
Network Availability Secondary Logon Service Firewall Exceptions Ping Server Access Server Path IMS Database Connection Drug Database Connection Ping Computer mtabsrvdb Enter IP or Computer Name Ping IP Address 172.16.4.55	View View View View View View View View	<u>dbisglc Connect IMS Database Connect Drug Database</u>
Registry Information		
Driver: C:\IMS\ASA\Win3 Engine Name: emr_allergy_sp1 Comm Links: TCPIP{} Start Line: C:\IMS\ASA\Win3	Connect IMS (DSN) 2\dbodbc12.dll 2\dbsrv12.exe Edit Save Registry	Connect DRUG (DSN) Driver: C:\PROGRA~1\SQLANY~1\Bin32\dbodbc12.dll Engine Name: Drug1234 Comm Links: SharedMemory,TCPIP.} Start Line: Not Found Edit Save Registry



• 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.

TIMS TroubleShooter 1.0						_ = ×	
Service Name: Server Path: IMS Installation Path:	te cale de seus constante) marte genere (Vital Constantes reception	Province			-	1	
Welcome,						Contact Support	
Diagnosis	Diagnosis Log					Server	
Network Availability View Secondary Logon Service View Firewall Exceptions View	Network Availability View Secondary Logon Service View Firewall Exceptions View						
Services							
IMS C C C C C C C C C C C C C C C C C C C	▶ ▶ ■ 11 IÞ						
Ping En	en to view its description.	Name ActiveX Installer (Adaptive Brightness	Description Provides Us Monitors a	Status	Startup Type Manual Manual	Log On As Local Syste Local Service	
Regis		 Adobe Acrobat U Application Experi Application Identity Application Infor Application Layer Application Mana ASP.NET State Ser Backnound Intelli 	Adobe Acro Processes a Determines Facilitates t Provides su Processes in Provides su Transfers fil	Started Started	Automatic Manual Manual Manual Manual Manual Manual	Local Syste Local Syste Local Service Local Syste Local Syste Network S Local Syste	
Collins		Base Filtering Engl BitLocker Drive En Block Level Backu Bluetooth Support BranchCache	The Base Fil BDESVC hos The WBENG The Bluetoo This service	Started	Automatic Manual Manual Manual Manual	Local Syste Local Syste Local Syste Local Syste Network S	
Extended	(Standard /						



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

Service Name: Server Path: IMS Installation Path: Welcome, Sajeev Neethu Diagnosis Network Availability Secondary Logon Service Userver Name Address US Duag Data Prog Data Registry Drug Data Registry Drug Data Registry Drug Data No Duag Name Server Sound	🚰 IMS Trouble	Shooter 1.0		
Welcome, Sajeev Neethu Contact Support Diagnosis Diagnosis Log Server Network Availability Yax Network connection available. Network connection available. File didicate txt - Notepad Image: Connection available. Image: Connection available. File didicate txt - Notepad Image: Connection available. Image: Connection available. INS Data Server Rumer at on utility version 12.0.0.2483 Image: Connection available. Image: Connection available. INS Data 172.16.4.35:49153 Image: Connection available. Image: Connection available. INS Data 172.16.4.35:49153 Image: Connection available. Image: Connection available. INS Data 172.16.4.35:49161 Image: Connection available. Image: Connection available. Inscription Image: Connection available. Image: Connection available. Image: Connection available. Inscription Image: Connection available. Image: Connection available. Image: Connection available. Inscription Image: Connection available. Image: Connection available. Image: Connection available. Image: Connection Image: Connection available. Image: Connection available. <t< td=""><td>Service Na Server Pat IMS Instal</td><td>ame: th: lation Path:</td><td>ny vala oo oo</td><td>2 🗁 📰 🔁 🔜 🕢</td></t<>	Service Na Server Pat IMS Instal	ame: th: lation Path:	ny vala oo	2 🗁 📰 🔁 🔜 🕢
Diagnosis Diagnosis Log Server	Welcome, S	Gajeev Neethu		Contact Support
Network Availability View Secondary Logon Service View Fire dibocate kt - Notepad File Edit Format View Help Scyl, ArryWhere Server Enumeration utility Version 12.0.0.2483 Server Name Address Time 2 172.16.4.59:40152 drug 172.16.4.59:40153 drug 172.16.4.59:40161 3 servers found Enter 1 Drug Data Engine Na Commu Start	Diagnosis		Diagnosis Log	Server
Secondary Logon Service View Fire different View Help QL Arywhere Server Ranneration Utility Version 12.0.0.2483 Server Name Address Server Name Address Ims_12 172.16.4.55:49152 ims_12 172.16.4.85:49161 Ping Cor Engine Na Comm Li Start	Netv	work Availability √ <u>View</u>	Network connection available.	*
Fire different View Help SQL Anywhere Server Enumeration Utility Version 12.0.0.2483 Server Name Ims_122_16.4.55:49152 ims_12 172.16.4.89:49155 drug 172.16.4.89:49155 3 servers found Enter 1 Registry Dru Engine Na Community Start	Secondary	v Logon Service 🖌 <u>View</u>		
Conduct Fromat View Help SQL Anywhere Server Enumeration utility version 12.0.0.2483 Server Name Address Tims 12 Tims 12 Drug Datet Ims Ping Con 3 servers found Enter I Servers found Enter I Servers found Enter I Servers found Enter I Servers found	Fire	dblocate txt - Notenad		
Acc Solution Solution Solution Solution Solution 12.0.0.2483 Server Name Address IMS Data Ins_12 172.16.4.55:49152 Ins_12 172.16.4.55:49161 Prig Con Enter 1 Registry Dri Engine Na Commut Startu		File Edit Format View	Help	
INS Data Ims 172.16.4.55:49152 Drug Data Ims 172.16.4.55:49161 Ping Co 3 servers found Enter I Ims Ims Drug Data Ims Ims Drug Data Ims Ims Ping Co 3 servers found Ims Enter I Ims Ims Drug Data Ims Ims Enter I Ims Ims Brigine Na Ims Ims Comm Li Start Ims	Acc	SQL Anywhere Server	Enumeration Utility Version 12.0.0.2483	*
Prug Data Pring Con Enter I Registry Dry Engine Na Comm Li StartL	IMS Datab	Ims 1 ims 12 1	72.16.4.55:49152	
Ping Cor Enter I Registry Driv Engine Na Comm Li Start L	Drug Datab	drug 1	72.16.4.55:49161	
Enter I Registry Driv Engine Na Comm Li StartL	Ping Con	3 servers found		
Registry Driv Engine Na Comm Li StartL	Enter I			
Registry Driv Engine Na Comm Li Start L				
Registry Driv Engine Na Comm Li Start L				-
Driv Engine Na Comm Li Start L	Registry			
Engine Na Comm Li Start L	Driv			-
Comm Li Start L	Engine Na			-
Start L	Chighter Ha			-
	Comm Li			-
	Juite			
				-
				*



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

	Auvanced	
Authentication:	Database	•
User ID:		
Password:		
	Encrypt password	
Action:	Connect to a running database on this computer	Ŧ
Server name:		
Database name:		



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

TIMS TroubleShooter 1.0			×
Service Name: Server Path: IMS Installation Path:	ng pan nyang pangang) nangy	Z 🖻 🔳 🔁 💽 🕑	5
Welcome, Martin Martin		Contact Suppo	ort
Diagnosis	Diagnosis Log	Server	r
Network Availability <table-cell> View Secondary Logon Service <table-cell> View Firewall Exceptions 🐼 View Ping Server <table-cell> View Access Server Path 🐼 View IMS Database Connection 🐼 View Drug Database Connection 🐼 View</table-cell></table-cell></table-cell>	Network connection available.	essingPlease Wait	
Enter IP or Computer Name	IMS Database)connected successfully.	-
Ping	Wind	OK Database Connect Drug Database	
Registry Information	<u></u>		_
Driver: D:\ Vb6\IDC3 Engine Name: emr_allergy_sp1 Comm Links: TCPIP{} Start Line: Not Found	Connect IMS (DSN) S\ASA\Win32\dbodbc12.dll Edit Save Registry	Connect DRUG (DSN) Driver: C:\PROGRA~1\SQLANY~1\Bin32\dbodbc12.dll Engine Name: Drug1234 Comm Links: SharedMemory,TCPIP {} Start Line: Not Found Edit Save Registry	



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

TIMS TroubleShooter 1.0		X
Service Name: Server Path: IMS Installation Path:	te cale ne cale interantij nantij gane ti jelant giblet i ne administration i kale	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
Welcome, Handle Handle		Contact Support
Diagnosis	Diagnosis Log	Server
Network Availability View Secondary Logon Service View Firewall Exceptions View Ping Server View Access Server Path View IMS Database Connection View Ping Computer Enter IP or Computer Name Ping	Network connection available Proce	essingPlease Wait
	Windows	OK IMS Database Connect Drug Database
Registry Information		
Driver: D:\\Vb6\IDC Engine Name: emr_allergy_sp1 Comm Links: TCPIP{} Start Line: Not Found	Connect IMS (DSN)	Connect DRUG (DSN) Driver: C:\PROGRA~1\SQLANY~1\Bin32\dbodbc12.dll Engine Name: Drug1234 Comm Links: SharedMemory,TCPIP() Start Line: Not Found Edit Save Registry



• 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.

TIMS TroubleShooter 1.0			_ - X
Service Name: Server Path: IMS Installation Path:	TY LINE (N. 201) FREE HOLE HENDEL LINE (N. HENDE (HENDE FF FOR ADDREAD FRANK HOLE)		ک 😒 🗟 🔄 🔜 🗹
Welcome, Hanning Manifest			Contact Support
Diagnosis	Diagnosis Log		Server
Network Availability 🗹 <u>View</u> Secondary Logon Service 🗹 <u>View</u> Firewall Exceptions √ <u>View</u> Ping Server √ <u>View</u>	Network connection available.		*
Access Server Path View IMS Database Connection Drug Database Connection Ping Computer Enter IP or Computer N Ping	shooter ks value is not updated. Please enter adm <u>Windows Services</u> <u>dblocate</u>	in credentials.	Connect IMS Database Connect Drug Database
Registry Information			
Driver: C:\IMS\ASA\Win32\dbodbc Engine Name: emr_allergy_sp1 Comm Links: TCPIP{} Start Line: C:\IMS\ASA\Win32\dbsrv12	Connect IMS (DSN) 2.dll .exe Edit Save Registry	Driver: Engine Name: Comm Links: Start Line:	Connect DRUG (DSN) C:\PROGRA~1\SQLANY~1\Bin32\dbodbc12.dll Drug SharedMemory,TCPIP{} Not Found Edit Save Registry



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

TIMS TroubleShooter 1.0	
Service Name: Server Path: IMS Installation Path:	
Welcome, Sajeev Neethu	Contact Support
Diagnosis	Diagnosis Log Server
Network Availability <mark>√ ⊻iew</mark> Secondary Logon Service <mark>√ ⊻iew</mark> Firewall Exceptions <mark>√ ⊻iew</mark>	Network connection available.
Ping Server ♥ View Access Server Path ♥ View IMS Database Connection ♥ View Drug Database Connection ♥ View Ping Computer Enter IP or Computer Name Ping	Mindows Services dblocate dbisqlc Connect IMS Database Connect Drug Database
Registry Information	50 50 Z2 10H
Driver: C:\IMS\ASA\Win32\dbodbc Engine Name: emr_allergy_sp1 Comm Links: TCPIP{} Start Line: C:\IMS\ASA\Win32\dbsrv12	Connect IMS (DSN) Connect DRUG (DSN) 12.dll Driver: C:\PROGRA~1\SQLANY~1\Bin32\dbodbc12.dll Engine Name: Drug Comm Links: SharedMemory,TCPIP{} .exe Start Line: Not Found



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

TIMS TroubleShooter 1.0			_ 🗆 X
Service Name: Server Path: IMS Installation Path:	to calcologia and and mailin again (VANA (AMATT NUMBER AND NAME)		2 🖻 🧮 😒 📑 🕐 😈
Welcome,			Contact Support
Diagnosis	Diagnosis Log Network Availa	bility	Server
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 Intabsrvdb Enter IP or Computer Name Ping IP Address 172.16.4.55	Network connection available.	lated successfully.	rect IMS Database Connect Drug Database
Registry Information	Connect IMS (DSN)		Connect DRUG (DSN)
Driver: C: \TMS\ASA\Win32\dbodbc Engine Name: emr_allergy_sp1 Comm Links: TCPIP{} Start Line: C: \TMS\ASA\Win32\dbsrv1	2.exe Edit Save Registry	Driver: Engine Name: Comm Links: Start Line:	C:\PROGRA~1\SQLANY~1\Bin32\dbodbc12.dll Drug1234 SharedMemory,TCPIP{} Not Found Edit Save Registry



- > 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.

TIMS TroubleShooter 1.0		_ = ×
Service Name: Server Path: IMS Installation Path:		
Welcome, Hannik Maillin		Contact Support
Diagnosis	Diagnosis Log Network Availability	Server
Network Availability <table-cell> <u>View</u> Secondary Logon Service <table-cell> <u>View</u> Firewall Exceptions √ <u>View</u> Ping Server √ <u>View</u> Access Server Path √ <u>View</u> IMS Database Connection √ <u>View</u> Drug Database Connection √ <u>View</u></table-cell></table-cell>	Network connection available. ProcessingPlease Wait	
Intabsrvab Enter IP or Computer Name Ping IP Address 172.16.4.55	Windows Servi OK Inect IMS Database Conr	ect Drug Database
Registry Information		
Driver: C:\IMS\ASA\Win32\dbodbc Engine Name: emr_allergy_sp1 Comm Links: TCPIP{} Start Line: C:\IMS\ASA\Win32\dbsrv1	Connect IMS (DSN) Connect IMS (DSN) c12.dll Driver: C:\PROGRA~1\SQLANY~1\Bin32\dbod Engine Name: Drug1234 Comm Links: SharedMemory,TCPIP{} 12.exe Start Line: Not Found Edit Save Registry Edit	Save Registry



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

TIMS TroubleShooter 1.0		X
Service Name: Server Path: IMS Installation Path:		3
Welcome, Maintain Maintain		Contact Support
Diagnosis	Diagnosis Log Network Availability	Server
Network Availability <mark>√ View</mark> Secondary Logon Service <mark>√ View</mark> Firewall Exceptions √ <u>View</u>	Network connection available.	*
Ping Server View Access Server Path View IMS Database Connection View	ProcessingPlease Wait	
Drug Database Connection View Ping Computer Intabsrvdb Enter IP or Computer Name Ping IP Address 172.16.4.55	Windows Serv OK	ct Drug Database
Registry Information	Connect INE (DEN)	
Driver: C:\IMS\ASA\Win32\dbodbc Engine Name: emr_allergy_sp1 Comm Links: TCPIP{} Start Line: C:\IMS\ASA\Win32\dbsrv1	Connection Connection :12.dll Driver: C:\PROGRA~1\SQLANY~1\Bin32\dbodbc Engine Name: Drug Comm Links: SharedMemory,TCPIP() 2.exe Start Line: Edit Save Registry	12.dll Save Registry

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

