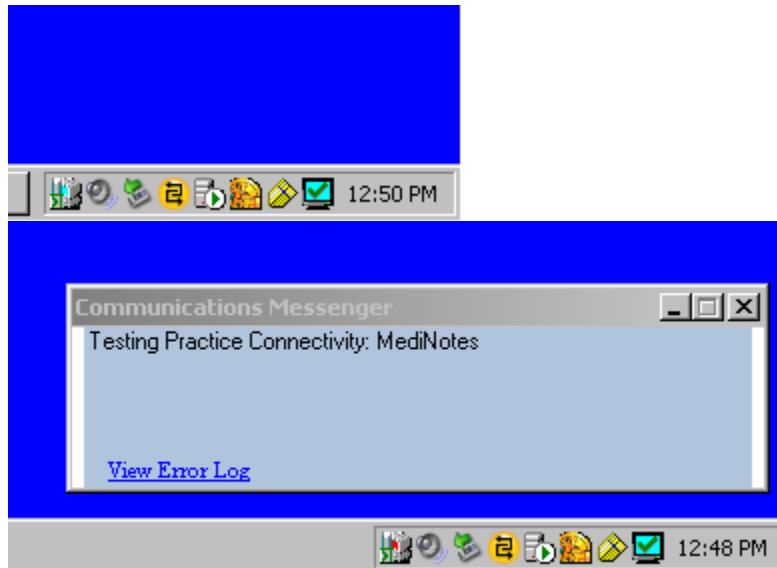


Lytec to MediNotes Synchronization Checklist

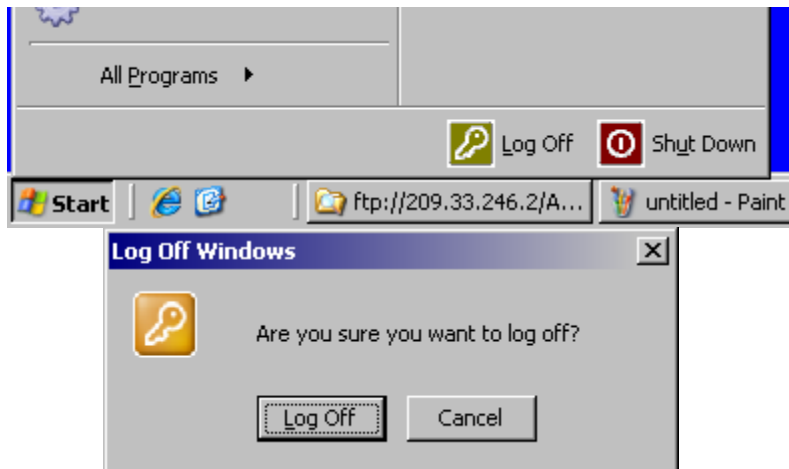
If patients are not transferring from Lytec to MediNotes follow these troubleshooting steps

1. Is the server logged into Windows (can you see the icons on the desktop)
 - The computer MUST be logged into Windows in order for all of the necessary components to be able to run on the server.
 - If the server is not logged in please have someone that has the Administrator password log the server into Windows.
 - The Lytec Communications Manager and the MediNotes side of the connection should both start automatically when the server is logged in.
2. If the server is logged into Windows but patients are not transferring between Lytec and MediNotes verify that the Lytec Communications Manager is running. The Communications Manager will appear as an icon of a computer monitor on the Windows TaskBar near the Time Clock. In the picture below the Communications Manager icon is the icon to the far left with the blue/green screen, not the one on the right hand side next to the time clock with the check box in it. The icon may also have a red screen as pictured in the second picture. The red screen indicates an error. **This error status is not something that needs to be addressed or cause a problem with the functioning of the program.**

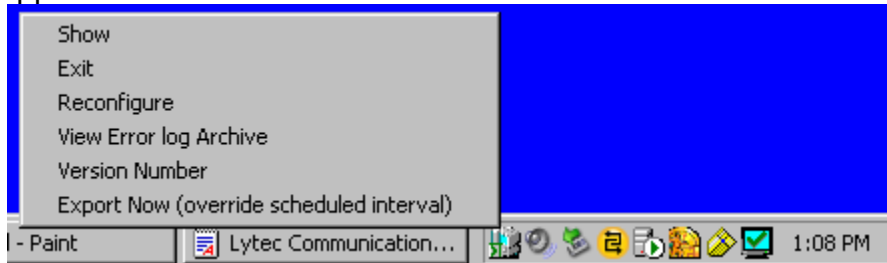


3. If patients are not transferring the first step and easiest way to get patients to synchronize in most cases is to simply Log Out of Windows and then log back in. Restarting the server is not usually necessary.

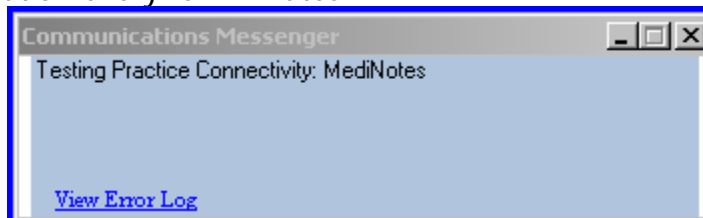
Start
Log Off
Log Off
and then Log Back into Windows



3. To view the status of the Communications Manager right-click on the icon and a screen will appear.



Show - will display the statusbox from which you can view the current status of the Communications Manager and watch as it transmits information every few minutes.



As stated above the presence of errors does not indicate a problem that needs to be addressed.

Exit - will exit the Communication Manager. The server will need to be logged off and logged back in to restart the Communications Manager. You can not properly start the Communications Manager manually.

Reconfigure - Don't go there!!!

View Error Log Archive - This will open the current Communication Manager error log in Windows Notepad. Almost all of the errors shown are unimportant and do not need to be addressed.

Version Number - This will display the current version of Communications

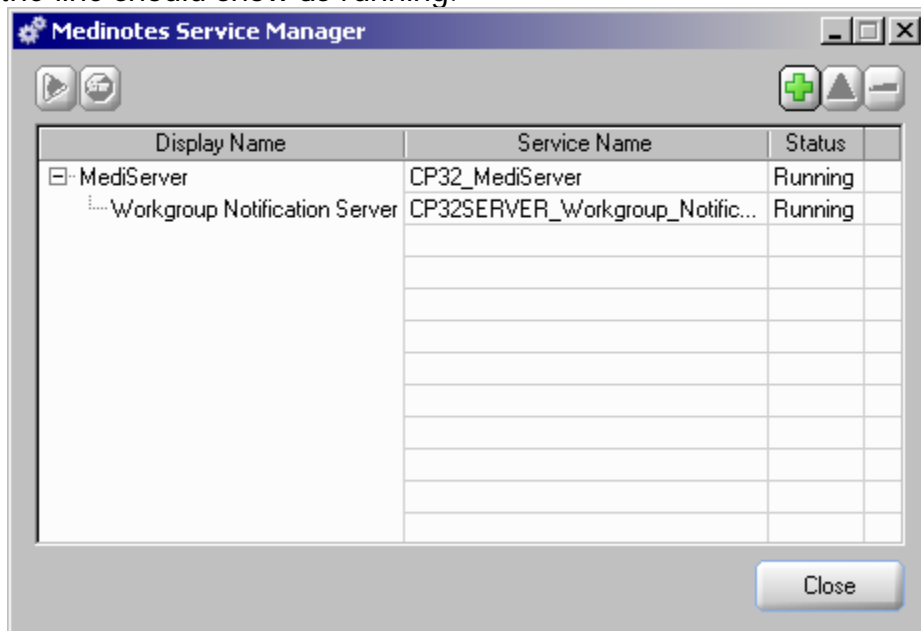
Manager being run.

Export Now (override scheduled interval) - This will cause the Communications Manager to override the configured time period between synchronizations (usually 2 minutes) and synchronize immediately.

4. You may also need to verify that the MediNotes side of the connection is running. To do this double click the MediNotes ASAService.exe icon on the desktop.



Verify that the item listed on the second line "Workgroup Notification Server" shows as running. If it is not showing as running click once on this line to select it and then click the green arrow in the upper left corner of the screen. After a few seconds the line should show as running.



5. Restart Server

6. Call Infinite Solutions

656-4660 Office