

Software Procedure

SWP-0046 tConsult Update Client Software Installation

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Purpose

The purpose of this document is to detail the necessary steps to install the tConsult Update Client Software v4.x on the Advanced Telemedicine Cart or Desktop using the tConsult Client software.

Audience

This document applies to persons who work in the Information Technology department within an organization and have a basic working knowledge of Windows XP and Windows 7.

Scope

tConsult Update Client will communicate with the tConsult Update Server to check for any updates or upgrades. It initiates the conversation with the server. It is independent of the tConsult Cart Client software and is a separate application. This document will guide the reader through the necessary steps to install tConsult Update Client software onto the Advanced Telemedicine Cart or Desktop.

Installing the tConsult Update Client Software

This section details step by step directions for installing the tConsult Update Client Software onto an Advanced Telemedicine Cart or a desktop/laptop. These steps are based on the premise that no other tConsult Update Client software from an earlier version is installed.

Prerequisites: tConsult Update Client software requires .Net Framework 4.0 to be installed prior to installing the tConsult Update Client software.

STOP: If there is an earlier tConsult Update Client installed, remove this earlier installation by following the instructions in the next section – Uninstalling the tConsult Update Client Software.

1. Logon to the tConsult Telemedicine Cart or Client Desktop/Laptop with a local administrative account.
2. Open Internet Explorer and enter the following URL:

https://IP_Address_Of_Your_Server/Update

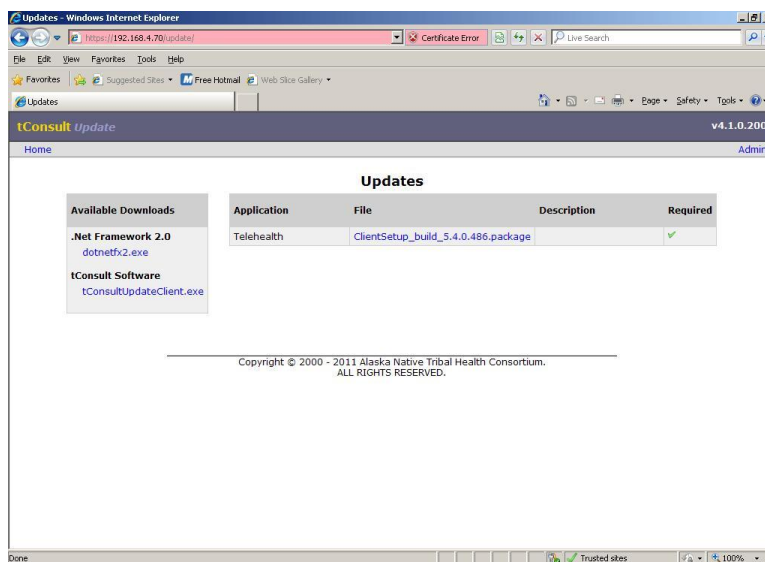


Figure 1 – Accessing the tConsult Update Server via Internet Explorer

Note: All pictures are representative only. All versions of the tConsult Update Client Software install in accordance to these instructions.

3. **Do a right mouse click** on tConsultUpdateClient.exe and **save** it to the Client Desktop. **Close** Internet Explorer.

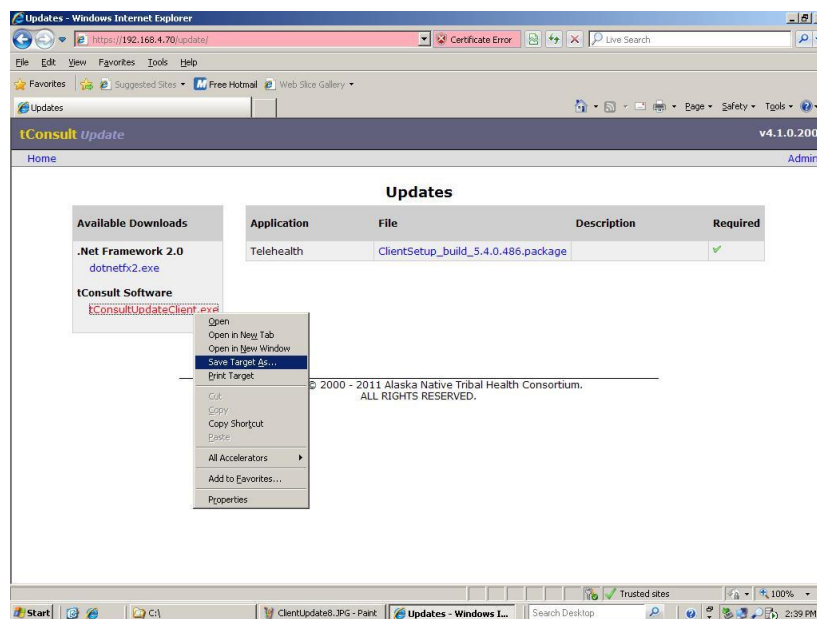


Figure 2 – Saving the File to the Client Desktop

4. **Double click** on the tConsultUpdateClient.exe. The Welcome...screen will appear. **Click** on Next.



Figure 3 – Welcome Screen

5. **Accept** the Default location, and **click** on Next.

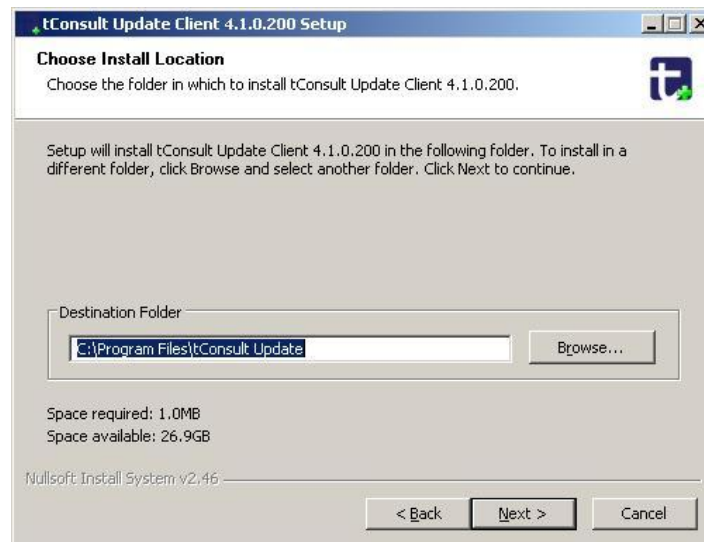


Figure 4 – Installation Location

6. **Enter** the IP Address of the tConsult Update Server. **Click** on Next.



Figure 5 – Entering the IP Address of the tConsult Update Server

7. **Highlight** the role for the client.

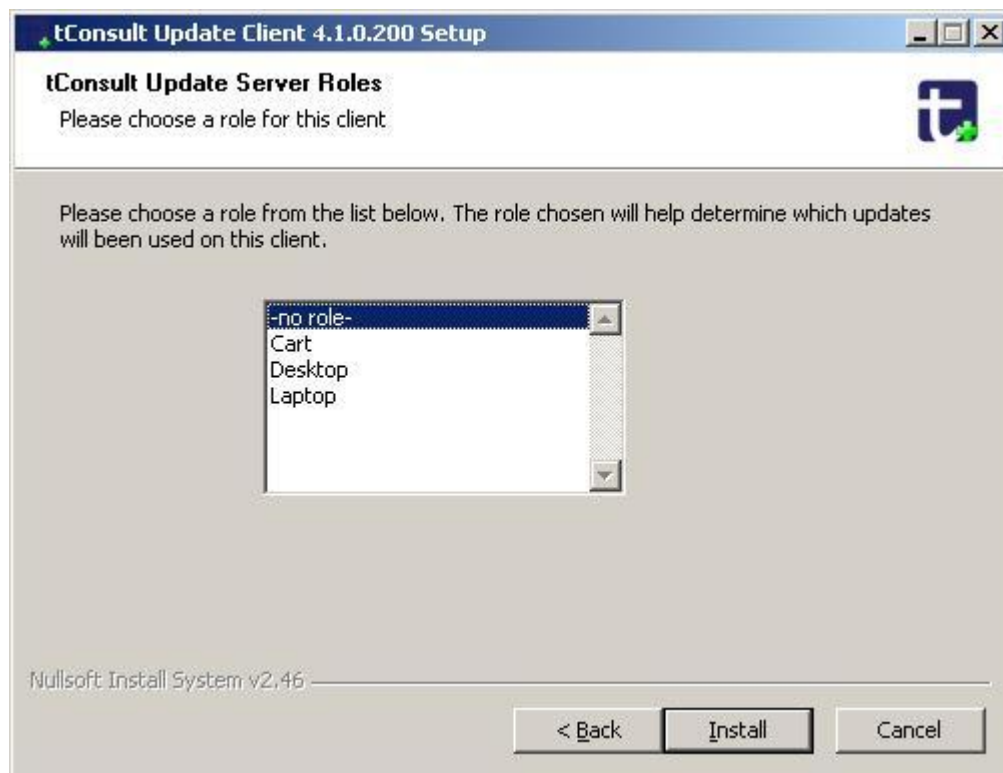


Figure 6 – Selecting the Client Role

8. Files will be extracted and the tConsult Update Client is installed. At the Completion screen, **Click** on Finish.



Figure 7 – Completing the Installation of tConsult Update Client

9. The tConsult Update Client window, if necessary, can be accessed by *clicking* on Start and *selecting* All Programs | tConsult Update | tConsult Update.

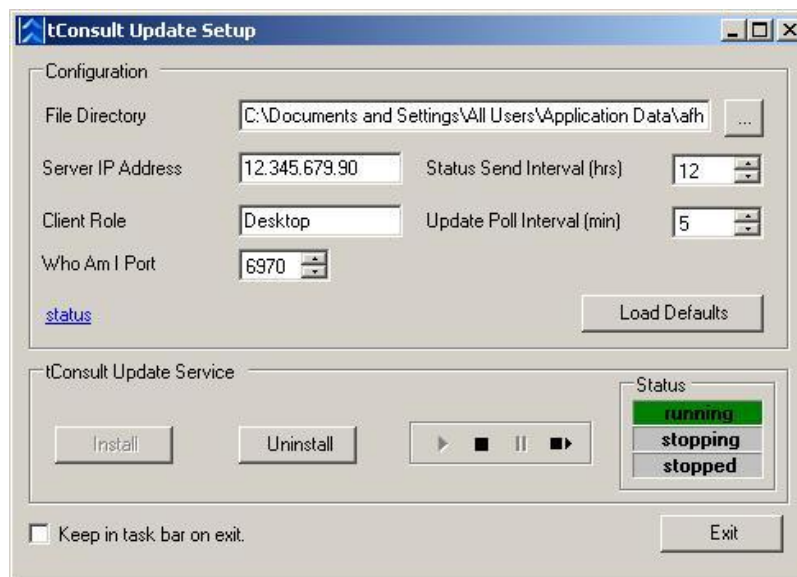


Figure 8 – Checking the Status of the tConsult Update Client

Uninstalling the tConsult Update Client Software

There may be occasion when it is necessary to uninstall the tConsult Update Client software, such as preparing to install a newer version of the tConsult Update Client. This section provides the detailed steps necessary to accomplish the un-install.

1. **Logon** to the tConsult Telemedicine Cart or Client Desktop/Laptop with a local administrative account.
2. **Click** on Start | All Programs | tConsult Update | Uninstall tConsult Update Client.
3. When asked to completely remove tConsult Update Client, **Click** on Yes.



Figure 9 – Confirmation Dialog Box for Un-installing tConsult Update Client

4. The tConsult Update Client will begin to remove the software.

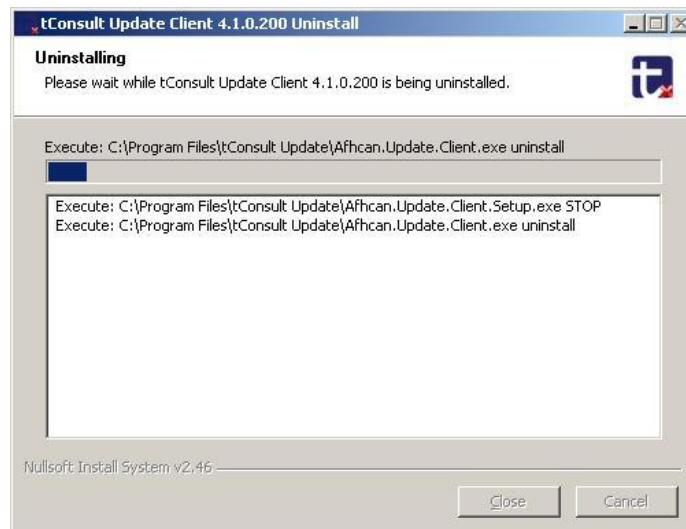


Figure 10 – Removal of the tConsult Update Client

5. **Click** OK when the successful removal dialog box is displayed.

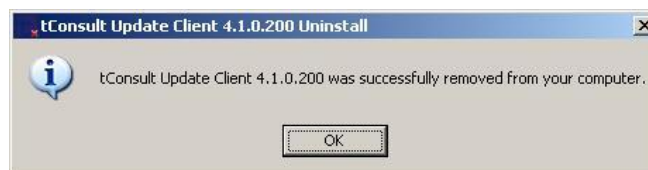


Figure 11 – Successful Removal Dialog Box

6. Using Windows Explorer, **navigate** to C:\Documents and Settings\All Users\Application Data\ and remove the following files:

Manifest.xml
SignerAuthorities.xml
SignerAuthorities.xml.sig
StatusFile.xml

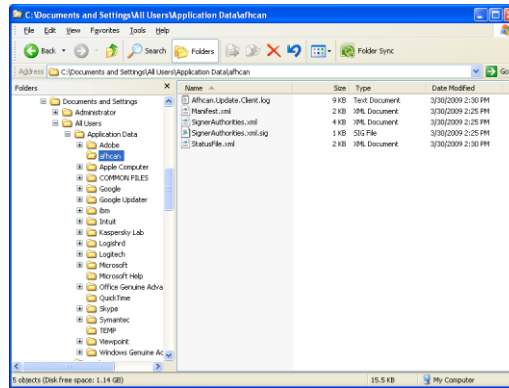


Figure 12 – Locating C:\Documents and Settings\All Users\Application Data\AFHCAN Folder

7. *Navigate* to C:\Windows\Temp and *remove* the contents of the Temp folder.

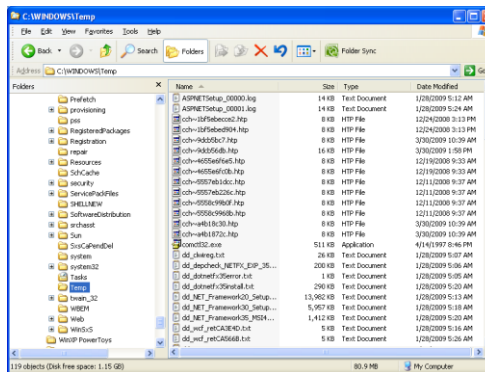


Figure 13 – Locating C:\Temp Folder

8. *Close* Windows Explorer.
9. *Click* on Start | Run and type in regedit.

Editing needs to be done with extreme care to avoid critical failures. Using regedit is at the readers' own risk. AFHCAN assumes no responsibility for failure to follow the below steps.

10. *Navigate* to HKEY_Local_Machine\Software\AFHCAN. *Delete* only the tConsult Update Client key.

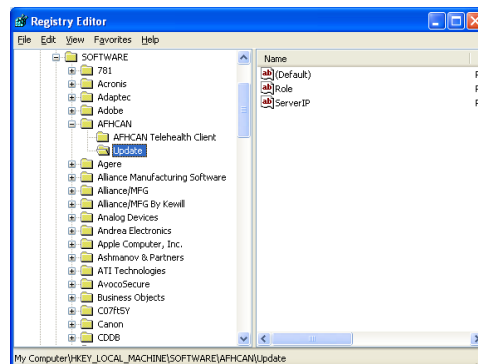


Figure 14 – Using the Registry Editor

11. **Exit** the registry.

End of Procedure