

Software Procedure

SWP-0013 AFHCAN tConsult Client Software Upgrade Procedures

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Purpose

The purpose of this document is to detail the necessary steps to upgrade the tConsult Cart software.

Audience

This document is written for IT technicians who are responsible for building, configuring, or maintaining an AFHCAN tConsult cart or responsible for loading the tConsult Cart client onto desktops and laptops. It is assumed readers are familiar with intermediate-level computer terms and concepts and a basic working knowledge of Windows XP.

Scope

Steps are detailed here to perform an upgrade of the tConsult Cart client manually onto an AFHCAN Telehealth cart, desktop or laptop.

Software Upgrade Prerequisites

tConsult Cart 5.0.2.x or greater
tConsult Server greater than v5.0.4

Acronyms and Abbreviations

Table 1 lists the abbreviations and acronyms used in this document.

Table 1
Acronyms and abbreviations

Acronym	Meaning
WCF	Windows Communication Foundation

tConsult Cart Software Upgrade Process

This section details the steps to manually upgrade the tConsult Cart Software on an AFHCAN Telehealth cart, desktop or laptop.

1. Log in to the cart, desktop or laptop using an administrative account.
2. Insert the AFHCAN tConsult Cart Software installation disk into the CD-ROM and run the “ClientSetup_build_5.x.x.x” executable to start the InstallShield Wizard.
3. Click on “Yes” to begin the upgrade process when presented with the warning dialog box as seen in Figure 1.

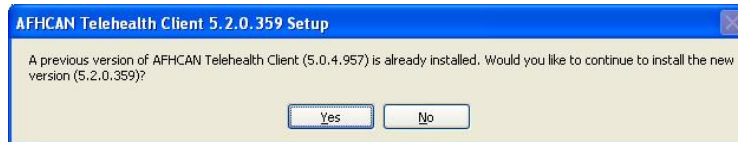


Figure 1 – Upgrade Warning Box

Note: Images are representative of the process and may not necessarily reflect the actual version of software that is being installed; however, the step by step instructions are correct.

4. At the Welcome Screen, click on Next.



Figure 2 – Welcome Screen to tConsult Cart Software Installation

5. Click on "I Agree" to accept the License Agreement. This InstallShield Wizard will proceed to the Install Location. Accept the Default destination folder as shown in Figure 3.

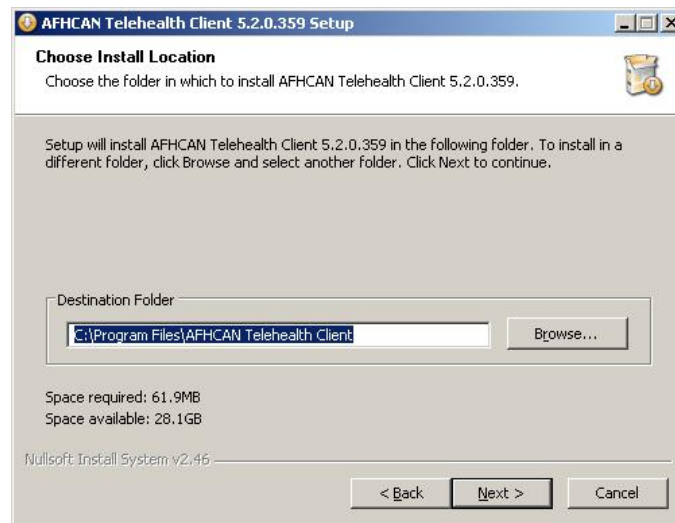


Figure 3 – tConsult Cart Install Location

6. For security reasons, it is highly recommended that Data be in a separate partition than that of the OS. The InstallShield will automatically determine where the previous version stored the Data. On a Telehealth cart, the default installation will suggest placement of the Data Directory be retained on the D:\drive. If installing on a customers' laptop/desktop with only a C:\drive, accept the Data Directory in that location.

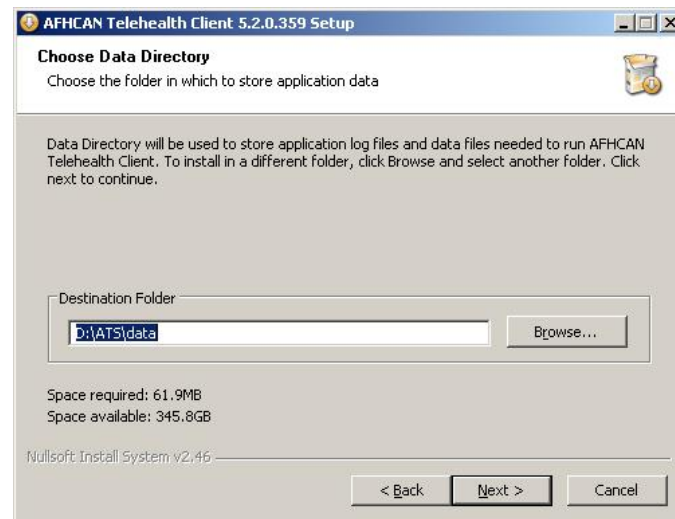


Figure 4 – tConsult Cart Data Directory Location

7. Enter the IP address of the AFHCAN tConsult Server.



Figure 5 – Entering IP Address of AFHCAN tConsult Server

8. Enter the IP Address of the Time Server. If an organization is using a Domain Time Server as the Authoritative Time Source, enter the IP address of that server. The tConsult Server may also be an Authoritative Time Source if set up and can be used as well. This will be determined by each organization.

Note: tConsult Server and tConsult Cart now use Windows Communication Foundation (WCF) for user authentication. WCF is dependent on the Windows Time between tConsult Server and tConsult Cart being in sync of each other within 5 minutes, otherwise providers will be unable to log in on the cart.

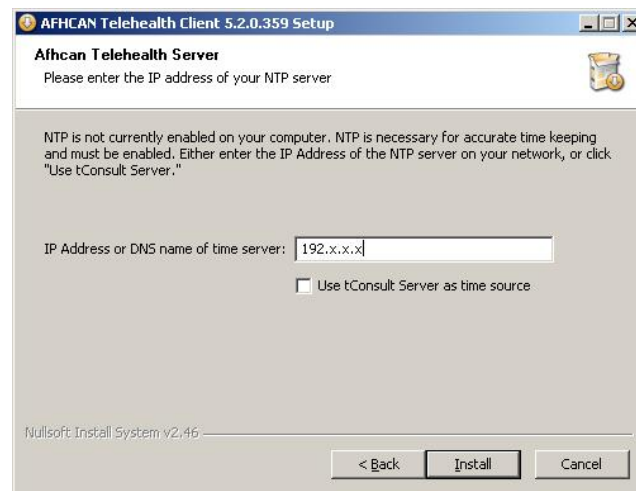


Figure 6 – Entering the IP Address of the Time Server

9. The installation of the Version 5.2.x.x software will commence. While the tConsult Cart is installing, several DOS windows will open and close around the install progress box that is seen in Figure 7.

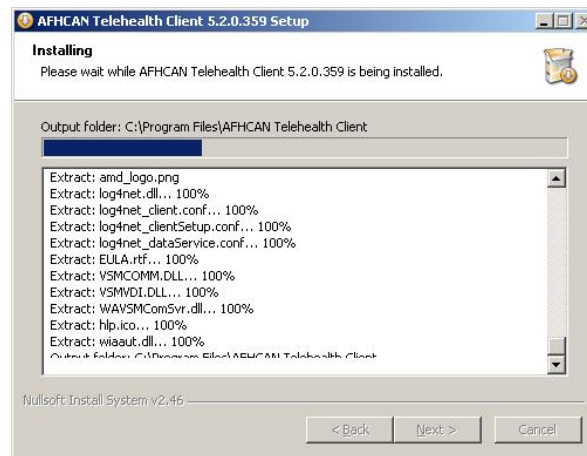


Figure 7 – tConsult Cart Installation

10. Click on Finish when the Setup Wizard has completed.



Figure 8 – Completion of tConsult Cart Installation

Peripheral Configuration

As part of the upgrade process, the peripheral configuration file is saved from the previous version. In this section, the configuration file is verified.

1. Click on Start | All Programs | AFHCAN Telehealth Client | AFHCAN Telehealth Client Setup. The “AFHCAN tConsult Preferences” window will open. The software will perform a system check to verify that a valid certificate has been installed. Click on “Client Settings” to ensure that the cart peripherals are configured.



Figure 9 – tConsult Cart Settings

Uninstalling tConsult Cart Software

Should it become necessary to ever uninstall tConsult Cart Software, this section details the steps necessary to accomplish this.

1. Begin by clicking on Start | All Programs | AFHCAN Telehealth Client | Uninstall
2. Click on Yes to uninstall the AFHCAN tConsult Cart software.



Figure 10 – tConsult Cart Uninstall Verification

3. The uninstaller will proceed to remove the tConsult Cart software.

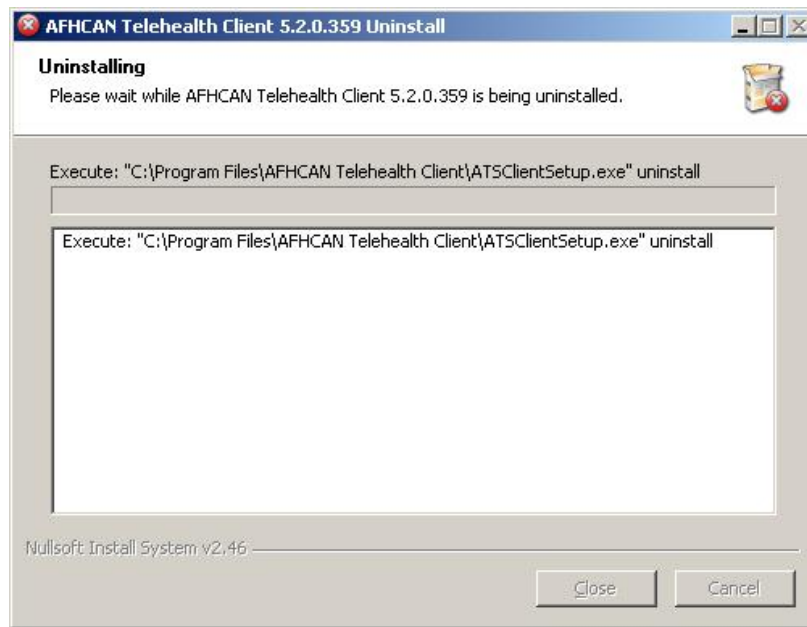


Figure 11 – tConsult Cart Uninstall

4. When complete, click on OK.



Figure 12 – tConsult Cart Uninstall Complete Screen

5. Cleanup of the hard drive: To complete the uninstall, remove the following folders:
 - a. C:\Documents and Settings\All Users\Application Data\AFHCAN
 - b. D:\ATS*

*This may be on the C:\drive if the host box was never partitioned into more than one drive.

End of procedure.