ClinicPlus 8.0 Setup Configuration

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ClinicPlus – Getting Ready

ClinicPlus installation requires two parts. In MSDE version of ClinicPlus, a database server is required to store the data centrally. For this, MSDE or Microsoft SQL Desktop Engine is required to be installed on the main computer. After the installation of the MSDE is done, user can proceed to install ClinicPlus. For the MSDE computer is it advisable to computer is at least a Pentium 4 with at least 256Mb of RAM.

1. Starting the installation of MSDE (Server)

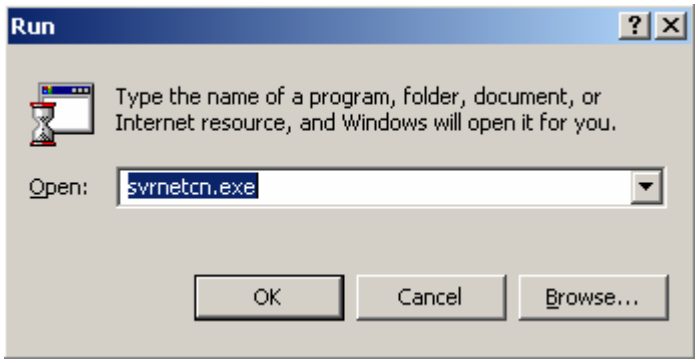
Copy of installation files for the Microsoft SQL Desktop Engine can be found on the installation CD of ClinicPlus.

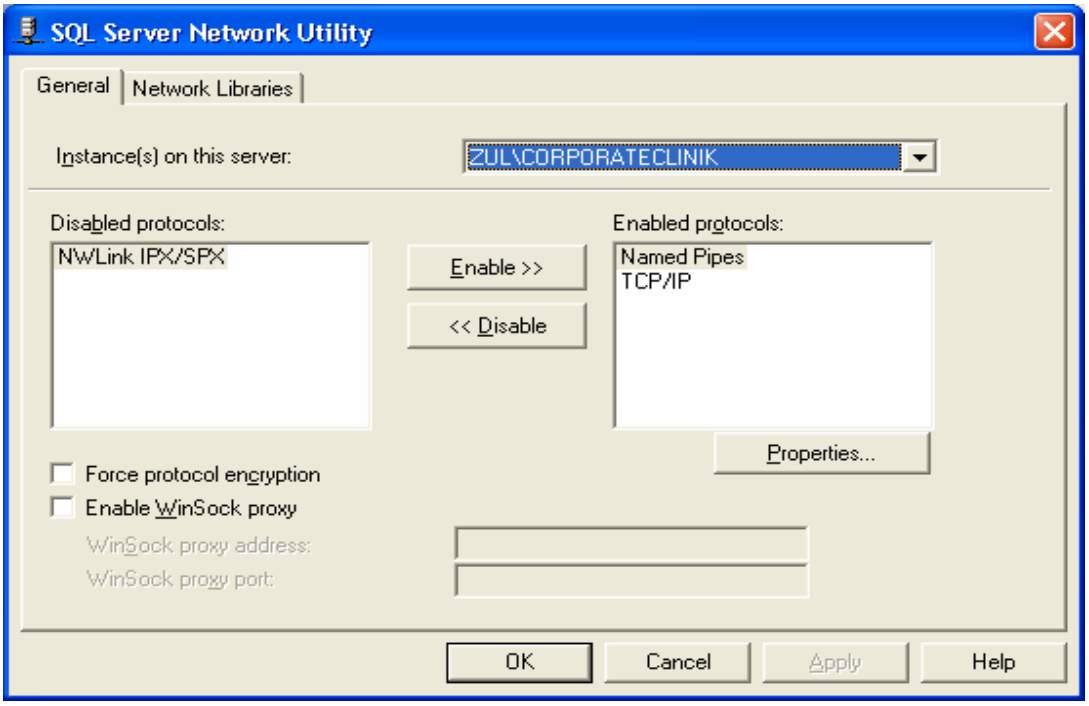
Prior to installation, ensure that the **current user have administrator privilege** to the computer. To install the MSDE open the folder containing the MSDE installation files in the CD, locate the files

, and double click on the file. The setup program should start. Just wait until the setup finish (it will just disappear from the screen). **Restart** the computer afterward. After restart, an additional icon should be in the taskbar showing that the MSDE is running.
If the additional icon is not appearing in the taskbar, proceed to 1.1 Checking Server Connection.

1.1 Checking Server Connection

Click on the 'Start' button and then click the 'Run' shortcut. A run Windows will be displayed. Type 'svrnetcn.exe' at the 'Open' textbox and a window 'SQL Server Network Utility' will be displayed once users click the 'OK' button.



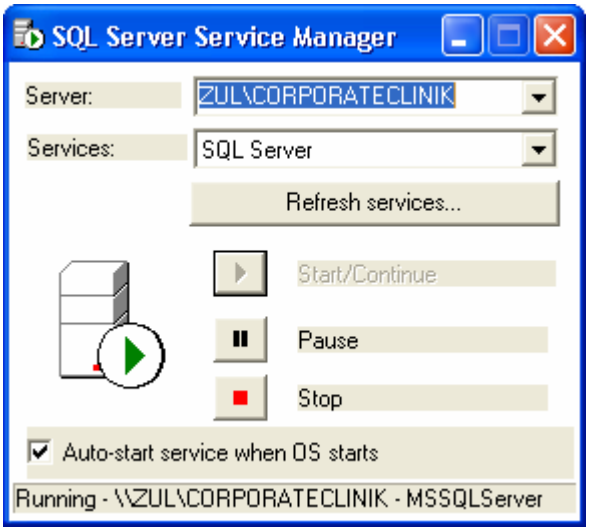


Ensure the Named Pipes and TCP/IP is on Enabled protocols list. If the Named Pipes and TCP/IP are not on Enabled protocols list, users can choose Named Pipes and TCP/IP from the Disabled protocols list and click on the 'Enable' button. Click on then 'OK' button and restart the PC.

After restart, an additional icon will be in the taskbar showing that the MSDE is running.

1.2 Checking MSDE Server Status

Icon shows that MSDE is running. Double click on the icon , it will open the 'SQL Server Service Manager'. Make sure that the 'Auto-start service when OS starts' is checked.



After installation and configuration of MSDE process is done, users can proceed to restoration of a blank database to the server.

The database file can locate at the root folder of ClinicPlus application (**under CPShared folder**). There were 2 different database files can be found inside the CPShared\Database. You may use **either one** of the database files.

1) **Corporate Clinik - Sample.nsb**
- contains database file with some sample data.
2) **Corporate Clinik - Blank.nsb**
- contains database file only

Copy the desired file to the root of the local drive, e.g. to the C:\.

1.3 Database Restoration

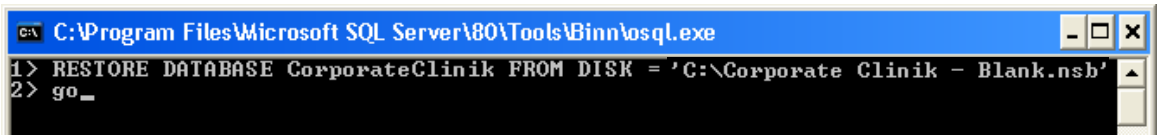
To run the database restoration, again click on the 'Start' button and then click the 'Run' shortcut, at the 'Open' textbox, type 'osql.exe –S *ServerName/InstanceName (refer 1.2 Checking MSDE Server Status)* -Usa -Psa' and click the 'OK' button .

*Replace *ServerName* with the server name as in the 'SQL Server Service Manager' screen.

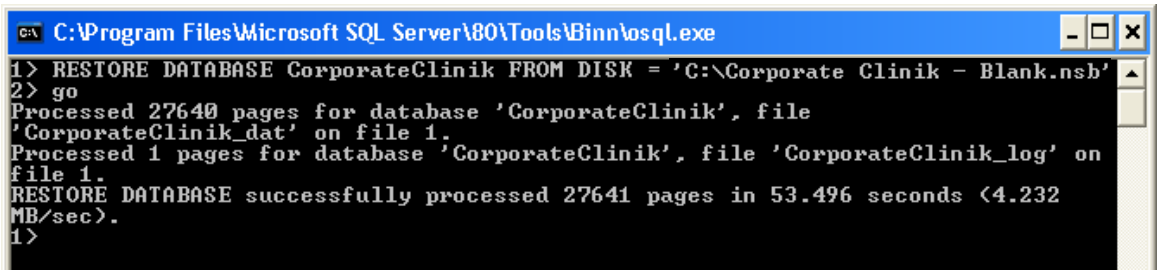
E.g. in the example, the command would be 'osql.exe -S Zul\CorporateClinik -Usa -Psa' (case sensitive). Press 'Enter'

At the prompt '>1' type,
RESTORE DATABASE CorporateClinik FROM DISK = 'C:\Corporate Clinik - Blank.nsb'; *if you're want to run the application with only Blank DB. or*
RESTORE DATABASE CorporateClinik FROM DISK = 'C:\Corporate Clinik - Sample.nsb'; *if you're want to run the application with DB that have sample data.*

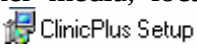
Press ‘Enter’, and then on the next line, type ‘**go**’ and press ‘Enter’. The restoration process will start to run.



Wait for a while, a statement will appear to indicate the restoration was successful.



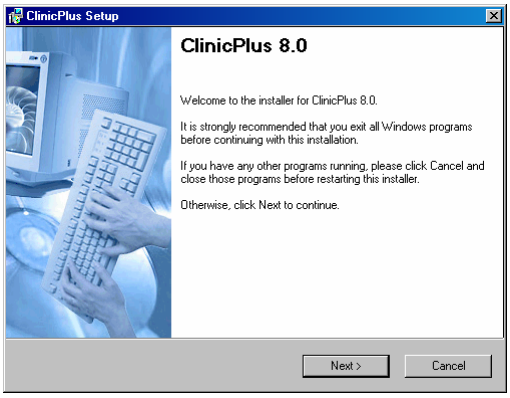
2. *Starting the installation of ClinicPlus (Server & Client)*

From the ClinicPlus CD or other media, locate the file name ‘ClinicPlus Setup’ or look for files like this 

, and double click on the file. The setup program should start. From here the ‘Setup Wizard’ will guide you al the way.

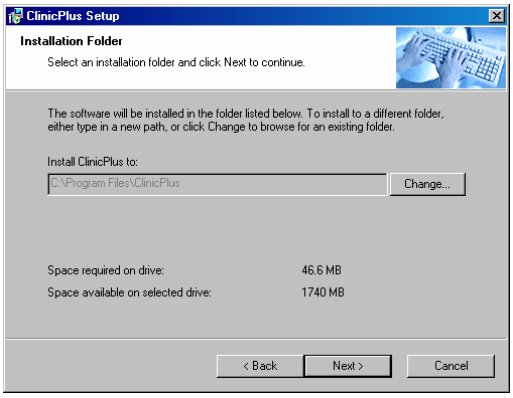
3. *Setup Wizard*

Screen 1 – Introduction



Click ‘Next’

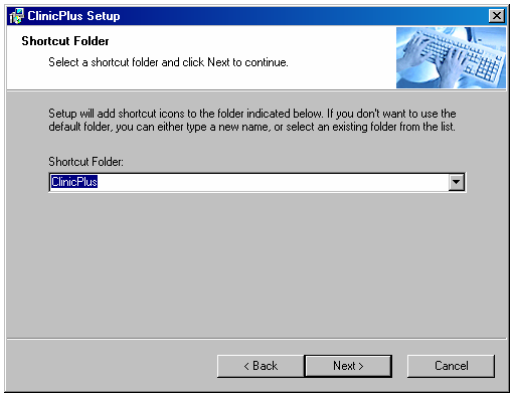
Screen 2 – Installation Folder Location



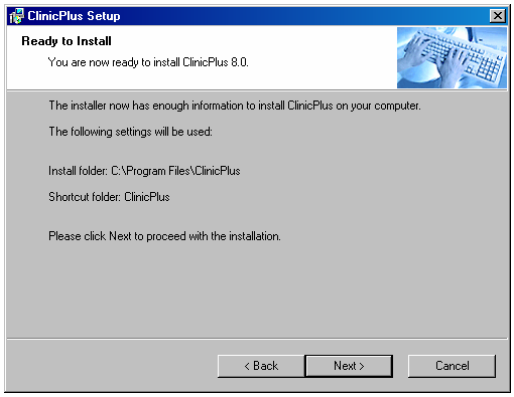
ClinicPlus does not allow user to change the installation location. Click ‘Next’.

Screen 3 – Shortcut Location

Screen 4 – Confirmation

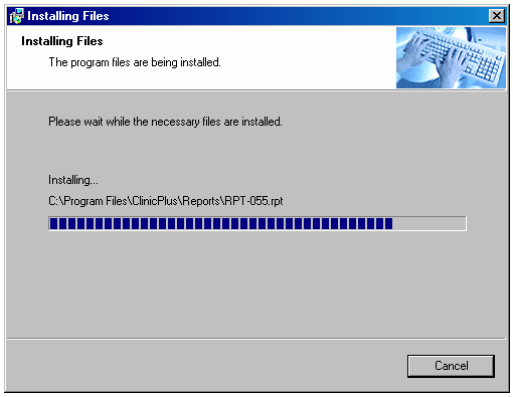


Leave to default setting. Click ‘Next’



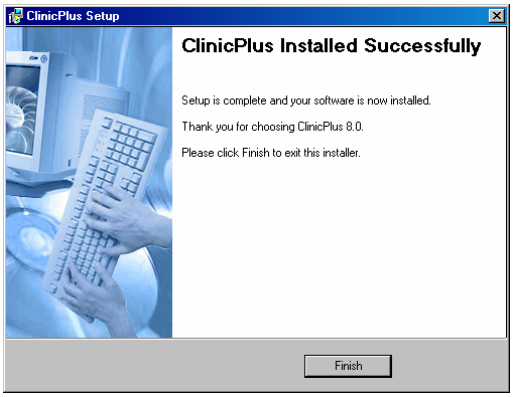
Click ‘Next’

Screen 5 – Installation in progress..



Wait for a moment for the installation to complete.

Screen 6 – Successful Installation Notification



Click 'Finish', to close installation.

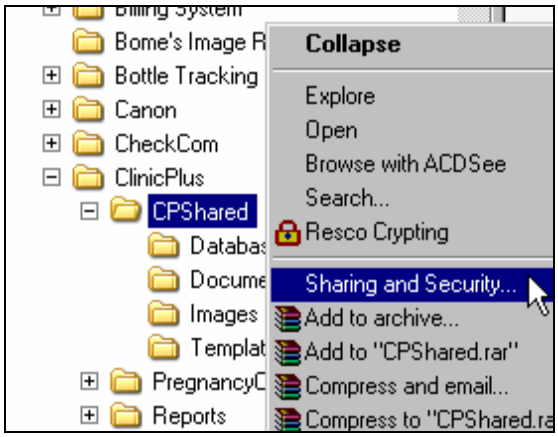
4. Setting up shared folder for ClinicPlus (Server Only)

After installing ClinicPlus, the Setup Wizard will automatically create the folder structure as below by default. In some cases, the directory might not be created automatically, so user need to create the folder manual according to the structure below.

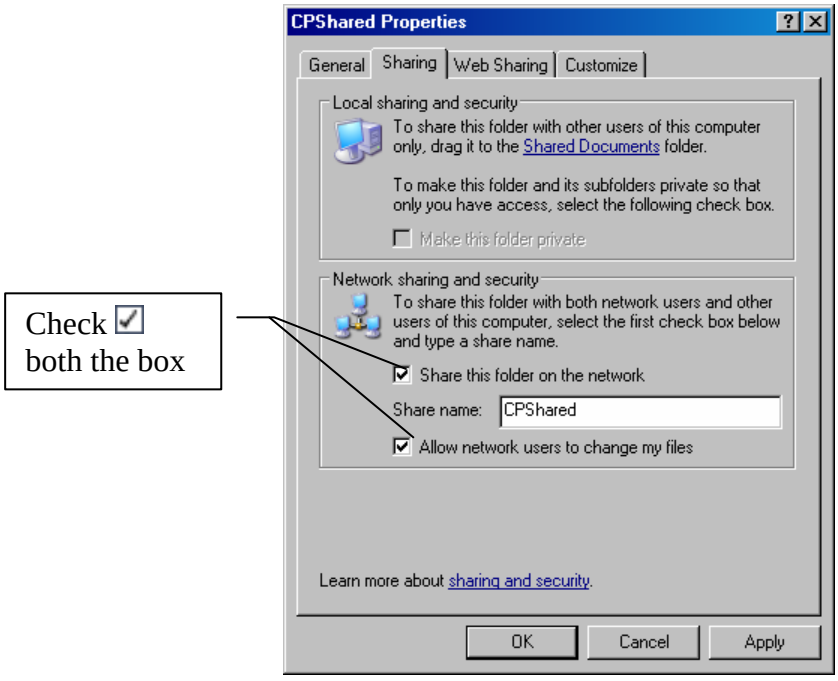
My Computer
Local (C)
- *Program files*
  - *[ClinicPlus]* - *ClinicPlus Folder*
    - *[CPShared]* - *Data shared with client*
      - *[Documents]* - *reference document folder*
      - *[Images]* - *images folder*
      - *[Templates]* - *user define templates folder*
    - *[PregnancyCalc]*
    - *[Report]* - *various report templates*

User will need to verify the folder structure before proceeding any further. User can verify the folder structure using 'My computer'. If the directory structure is complete, user needs to 'Share' the folder name *[CPShared]* to enable client PC to connect to the 'Server' and access the files in the server.

To share the folder follows the steps below.



1. Right click the folder ***[CPShared]*** and choose 'Sharing and Security'.

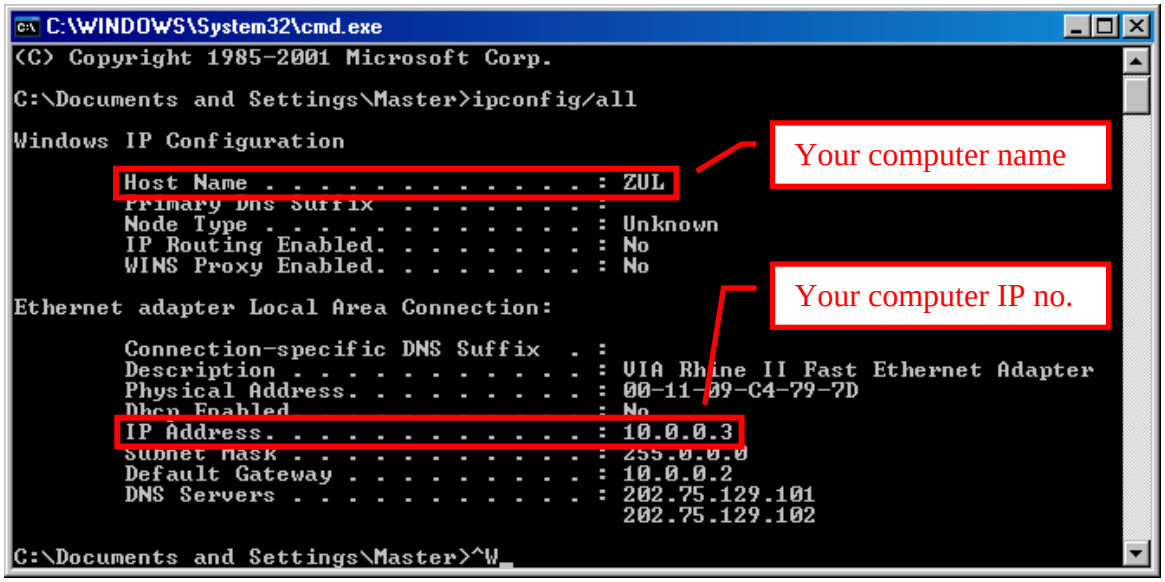


2. 'CPShared Properties' will appear. Enable option 'Share this folder on the network' & 'Allow network users to change my files'. Leave the shared name as 'CPShared'. Click 'Apply' and 'OK'.

3. To check either the folder was successfully shared, try the following.

   a. Get your computer name on the network. To obtain the computer name, just click 'Start → Run', type 'cmd' at the box, and click 'OK'. A black color window will appear. Just type 'ipconfig /all' (without the quote), and enter.

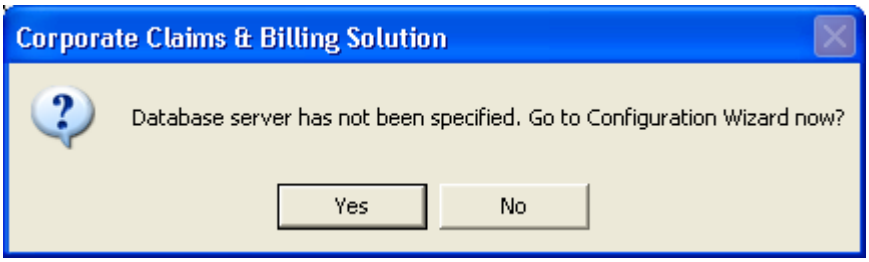
b. Your network configuration will be display similar to below.



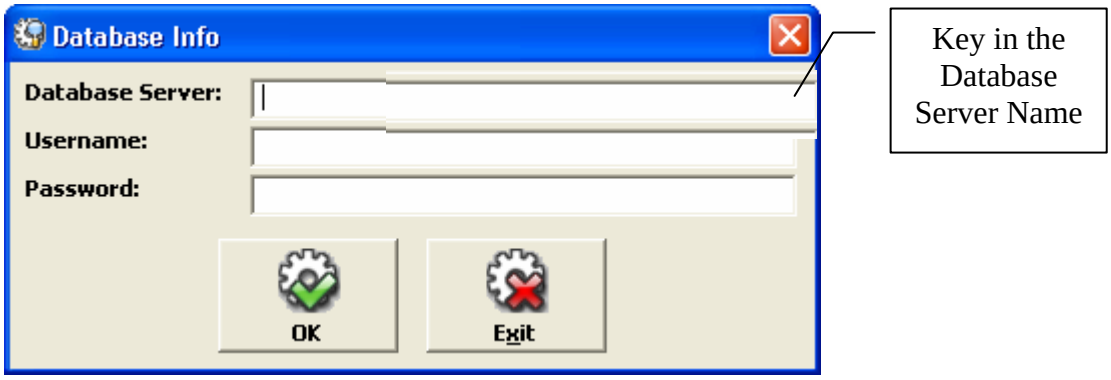
c. Again click click 'Start → Run', type '\\yourcomputername\CPShared' (without the quote), at the box. In the example above it would be '\\zul\CPShared'. Click 'OK'. A window showing the content of 'CPShared' folder should appear. If not, check again your steps.

5. Setting up ClinicPlus (Server & Client)

The first time ClinicPlus is run, it will ask for the location of the server. User need to point the location to the correct server.



Click 'Yes'



From the window, key in the Database Server Name (**refer to 1.3 Database Restoration**), for the username & password, type 'sa' (without the quote).

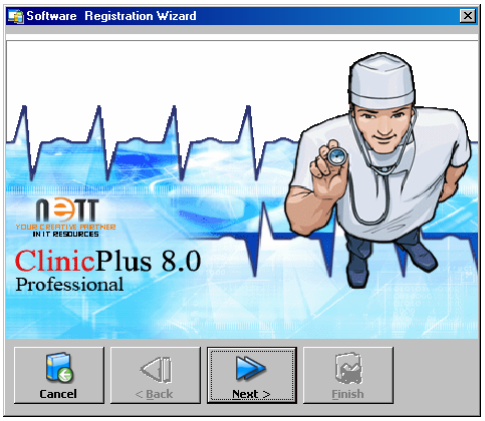
6. *Running ClinicPlus for the first time (Server)*

To run ClinicPlus, user can access the ClinicPlus icon from the user 'Desktop' area with the icon or from the Start Menu > All Program > ClinicPlus > ClinicPlus. It is advisable to run ClinicPlus for the first time from the server.

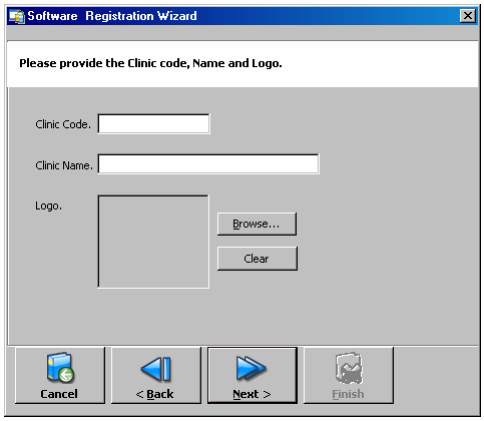
The first time ClinicPlus runs, a message as shown below, just **ignore** the message by click 'OK' at this moment.

Next, user will be presented with the ClinicPlus registration screen. Just follow the registration wizard screen and register your ClinicPlus.

Screen 1 – Introduction **Screen 2 – Registration**

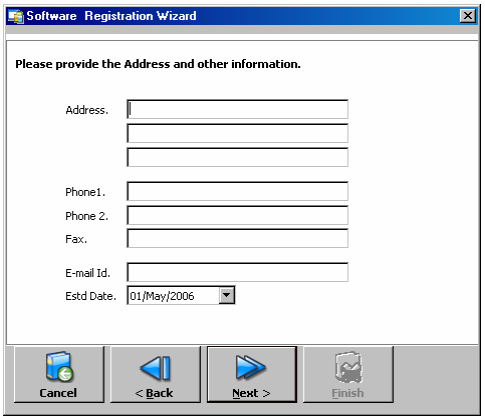


Click ‘Next’.



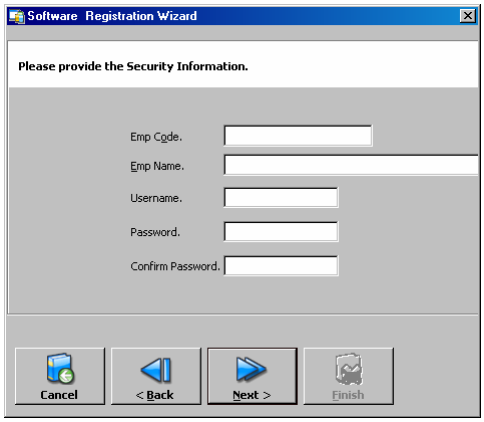
Enter your clinic code (you can create yourself) and your clinic name (in full). Browse for a clinic logo if you have one. ‘Next’.

Screen 3 – Clinic Information



Fill in clinic information. ‘Next’

Screen 4 – Administrator Info

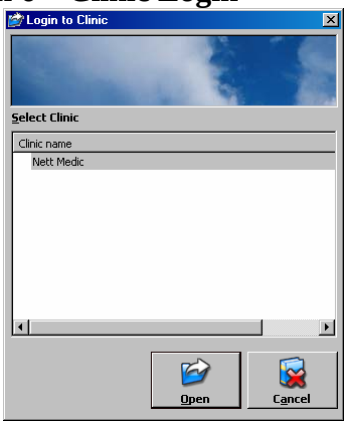


Fill in administrator info. ‘Next’

Screen 5 – Registration Complete

‘Finish’

Screen 6 – Clinic Login



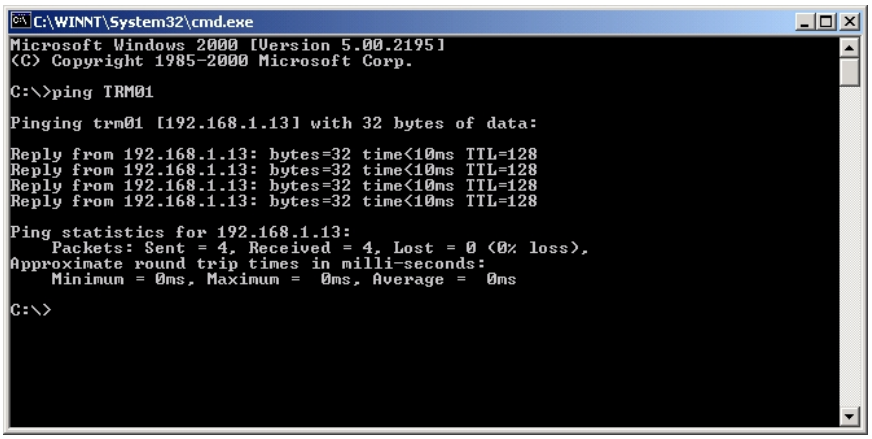
Select you clinic name, and then ‘Open’.

You will have a user login screen. Login using the administrator username & password created in screen 4. ClinicPlus is ready to be use. Enjoy.

Database Connection Issues

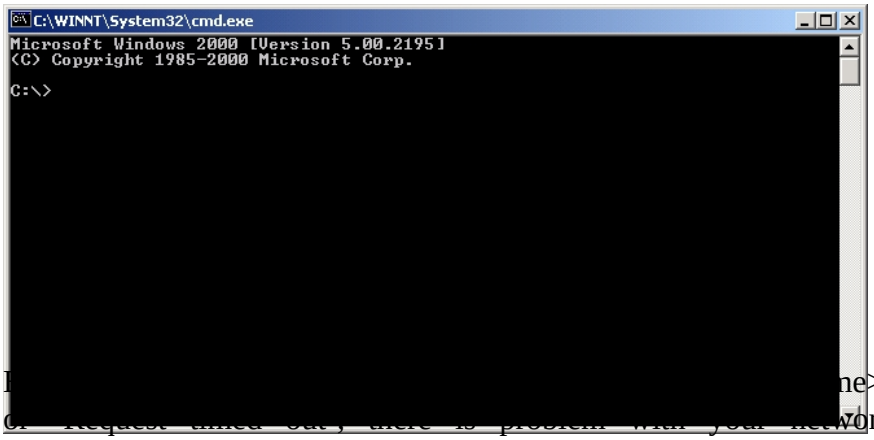
In some condition, ClinicPlus still asks for database info even though it has been supplied earlier. This could be due to some possible problems with the network environment or the database server/client itself. Please check these conditions to troubleshoot and narrow down the problems.

a. Check whether the server is on. ClinicPlus cannot run if the database server is turned off.
b. Check your network connection. To test whether your network connection to the server is working fine, follow these instructions:
   i. Click on Windows Start button, select Run. In the Run dialog box, type 'cmd' (without quotes).
   ii. A screen similar like what is displayed below will appear. Depending



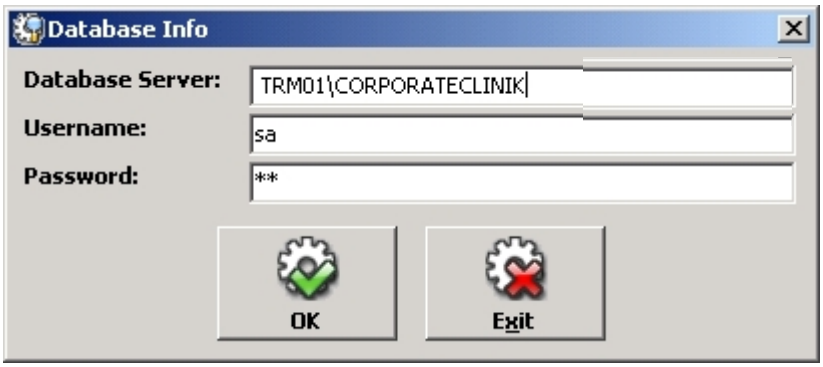
   on your Windows version, the screen may look slightly differ from what is shown below. From now onwards, this screen is referred to as 'command prompt'.

   iii. Type 'ping <your server name>' (without quotes) into the command prompt. If the returned result shows ping reply like below, this means your network to the server is working fine.

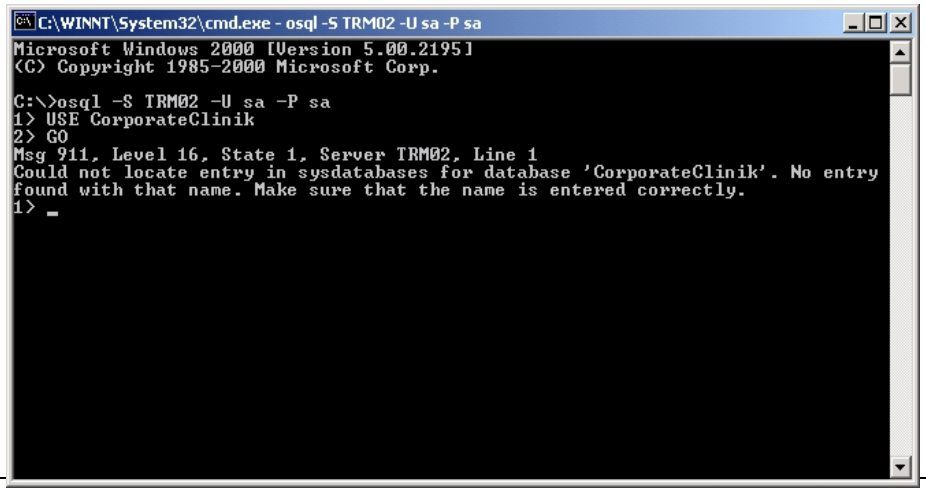


   If ne>' or 'Request timed out', there is problem with your network connection to the server. In this event, please consult your IT personnel to troubleshoot the network problem.
c. Use IP address instead of server name in ClinicPlus database setting. With example from following picture, replace **TRM01\CORPORATECLINIK** to **192.168.1.3\CORPORATECLINIK**. To get your server IP address,

refer to **Section 4: Setting up shared folder for ClinicPlus (Server Only) - Point 3**.



d. Check whether the server or client has firewall software installed. Allow connection to and from the SQL server in the firewall settings or turn off the firewall software. Be advised that turning off your firewall will open your computer to network security issues and should be done only after consulting your IT personnel.
e. Check whether your database is restored successfully as instructed in the previous section. To check your database, follow these instructions:
   i. Open command prompt by following instructions in Point b-i.
   ii. Type 'osql -S <your server name\CORPORATECLINIK> -U <database server name> -P <database server password>'
   iii. If connection is established successfully, you will be presented with a '1>' prompt.
   iv. Type 'USE CorporateClinik' at the '1>' prompt. You will be then presented with '2>' prompt. In the '2>' prompt, type 'GO'.
   v. If your database is restored correctly, you will be presented with '1>' prompt again, indicating that you are using ClinicPlus database. If database is not restored correctly, error message similar with what is displayed in the picture below will be shown.



vi. Type ‘QUIT’ at the ‘1>’ prompt to stop connecting to database server and close the command prompt.

vii. Redo database restore instructions as shown in **Section 1.3** if your database is not restored correctly.

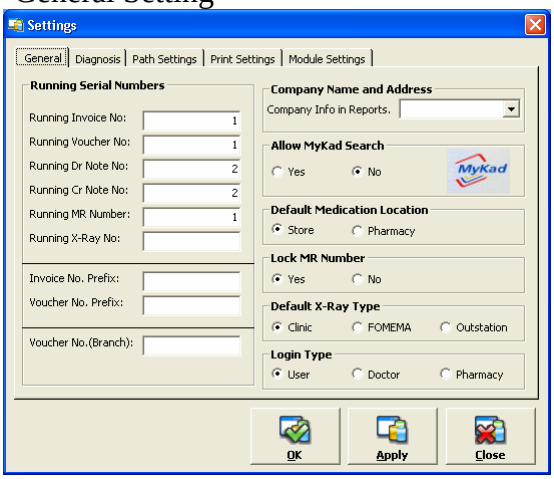
7. Setting up ClinicPlus System Setting (Server & Client)

To run ClinicPlus, user can access the ClinicPlus icon from the user ‘Desktop’ area with the icon or from the Start Menu > All Program > ClinicPlus > .

The first time ClinicPlus is run, user will be prompt that ‘Template Directory Path not found’, ‘Documents Directory Path not found’ and ‘Scan Images Directory Path not found’, just click ‘OK’. You can set the folder later. Once ‘ClinicPlus’ appear login to ‘ClinicPlus’, with the username & password you created earlier. You should be able to use ClinicPlus right now.

The first thing after you login the first time into ClinicPlus is to setup the system setting. Go to ‘File > Settings..’. ‘Settings’ window will appear, you can set how ClinicPlus will run from this window. Most of the setting is global, means that the setting affects the entire ClinicPlus user unless specified.

'General Setting'



Running Serial Numbers
- This section display the current running number of ClinicPlus documents.

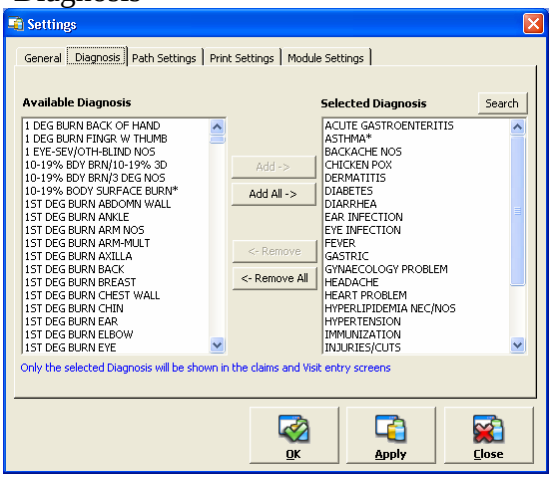
Company Name And Address
- Option for header in the reports

Allow MyKad Search (Per Computer)
- If the computer has the MyKad Reader, you can enable this option.

Default Medication Location
- Sets the default location of medication will be deducted in the 'Visit entry' screen.

Lock MR Number.
- If you want to ClinicPlus automatically assign a number for the MR, set this to 'Yes'.

'Diagnosis'

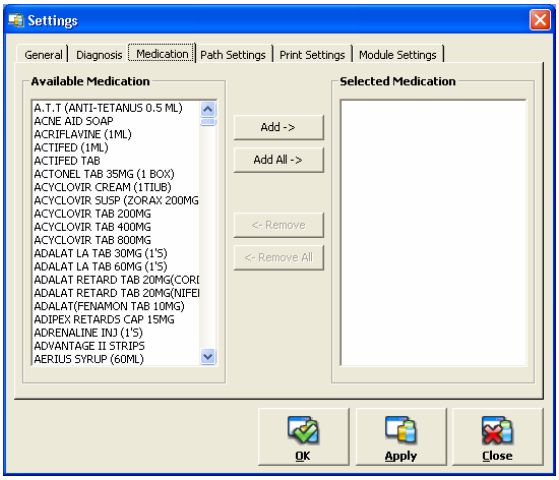


Setting for the diagnosis listing. Here user can set which Diagnosis will appear in the 'Diagnosis screen' in the 'Visit entry'.

Available Diagnosis
- List of Diagnosis available from the master list. Menu : 'Masters' → 'Diagnosis Masters'

Selected Diagnosis
- List of diagnosis that will appear in 'Visit Entry'

'Medication'

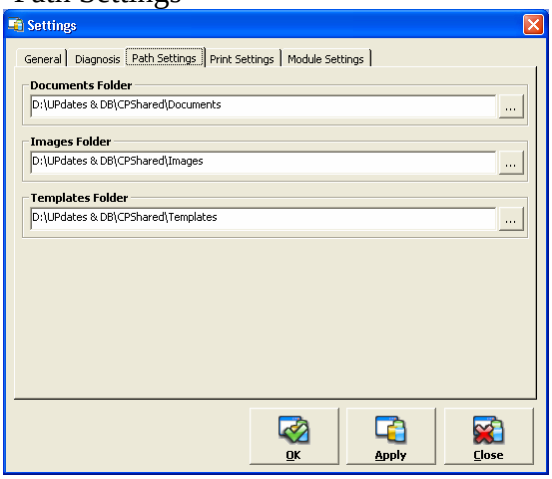


Setting for the medication listing. Here user can set which Medication will appear in the 'Medication tab' in the 'Visit entry'.

Available Medication
- List of Medication available from the master list. Menu : 'Masters' → 'Item Masters'

Selected Medication
- List of diagnosis that will appear in 'Visit Entry'

‘Path Settings’



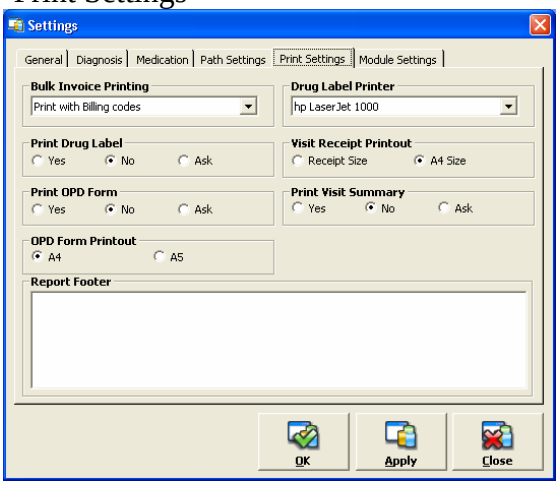
Here user needs to specify the shared directory that is shared for all ClinicPlus user. Normally these folders will be inside the CPShared folder. *Refer to page ‘Installation-2’*. Make sure that all the computers are pointing to the same location. Otherwise, each computer will have a different set of documents\images & templates.

Documents (Per Computer)
- Folders for document created from templates.

Images (Per Computer)
- Folders for images inserted from

Templates (Per Computer)
- List of diagnosis that will appear in ‘Visit Entry’

‘Print Settings’



This screen set the print function in ClinicPlus.

Bulk Invoice Printing.
- Option for type of invoice that will be produce from ‘Bulk Invoice Printing’.

Print Drug Label. (Per Computer)
- Option to print drug label. After saving ‘Visit Entry’. Label size have to be set before using this function.

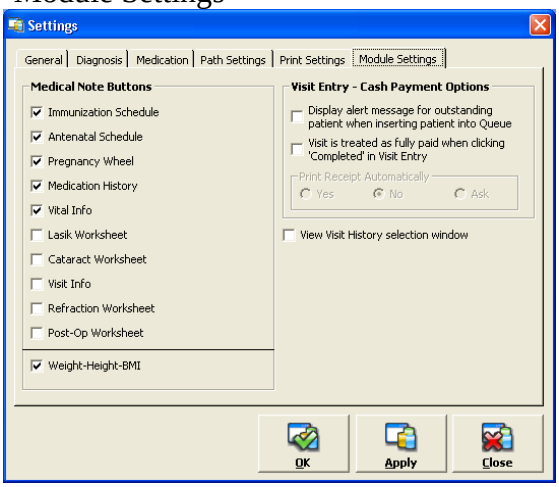
Print OPD Form. (Per Computer)
- Option to print ‘Out Patient Data’ after sending the patient name to the ‘Queue’.

Drug label Printer. (Per Computer)
- Option to specify the printer to use to print the drug label.

Visit Receipt Printout. (Per Computer)
- Option to set the size of the receipt printout.

Print Visit Summary. (Per Computer)
- Option to set print the ‘Visit Summary’ after the ‘Visit Entry’ is completed.

‘Module Settings’



Setting for the Module in ClinicPlus.

Medical Notes Buttons (Per Computer)
- Show\hide buttons that are available in the ‘Medical Notes’ module in ‘Visit Entry’

Visit Entry – Cash Payment Options
- User has the option either to consider the ‘Completed’ status in Visit Entry as payment or manually record the payment made by patient. The manual option will enable user to accept partial payment from patient.

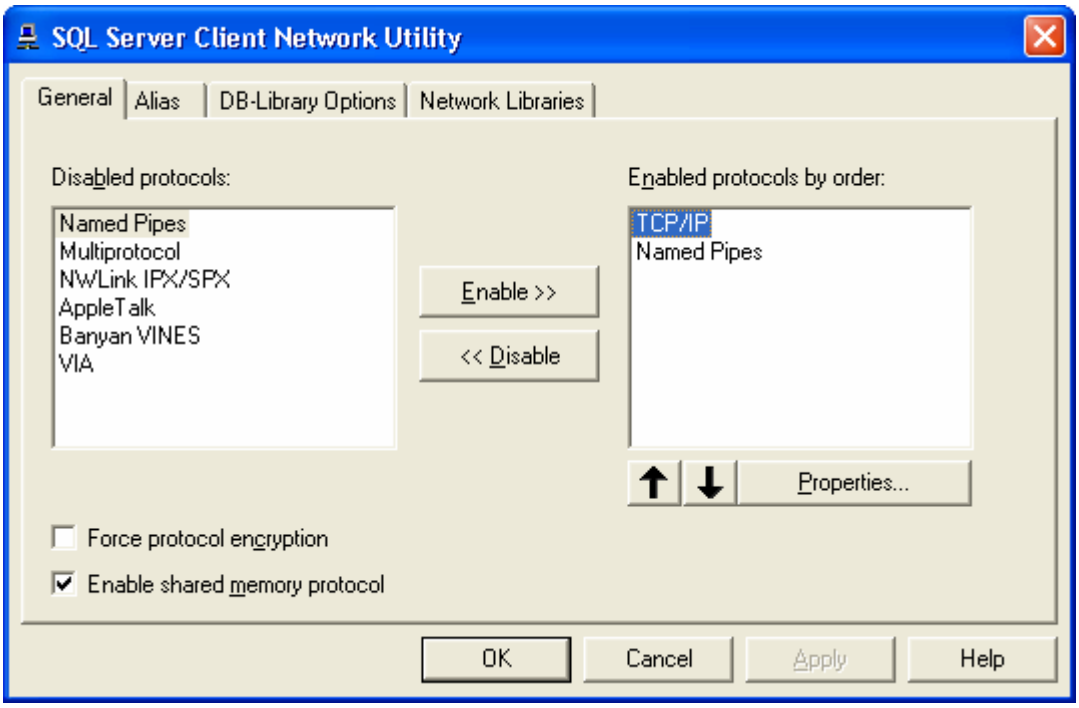
View Visit History Window (Per Computer)
- User has the option either to view a selection window when using “Show

History”

8. Running ClinicPlus for the first time (Client)

8.1 Checking Network Status

Next, go to 'Start' and then 'Run', for the run command type 'cliconfg.exe' and 'OK'. The window 'SQL Server Client Network Utility' should appear.



Ensure that in the 'Enable protocols' appear as above. Enable the protocols if necessary.

Run ClinicPlus, from user 'Desktop' area with the icon or from the Start Menu > All Program > ClinicPlus > ClinicPlus.