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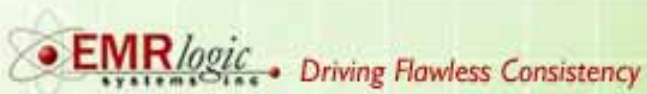
Hardware/OS Recommendations & General IT Guidelines

OID PROFESSIONAL

ENTERPRISE 2010

Building a better practice

First Response Support 866.623.5644



powered by **CACHE**



InterSystems Caché

OD Professional™ uses Caché, Ensemble, and DeepSee technologies by InterSystems Corporation. Caché® is the high-performance object database that runs SQL five times faster than relational databases. Caché enables rapid web application development, extraordinary transaction processing speed, massive scalability, and real-time queries against transactional data – with minimal maintenance and hardware requirements.

Founded in 1978, InterSystems Corporation is a privately-held software company with offices in 23 countries and corporate headquarters in Cambridge, Massachusetts. They provide the premier platform for connected healthcare, and their innovative products are widely used in other industries that demand the highest software performance and reliability. Their clients include TD Ameritrade, British Telecom, U.S. Army, Cleveland Clinic, Deutsche Bank, Johns Hopkins Hospital, Kaiser Permanente, Credit Suisse, Prudential Insurance Company, Volvo, and thousands of other successful organizations.

Leading application providers also leverage the high performance and reliability of InterSystems' advanced technology in their own products. These organizations include Epic Systems, Fiserv, GE Healthcare, Siemens Medical, and hundreds of others.

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System Recommendations - Enterprise 2009 & 2010

OD Professional/Caché Database Server Guidelines

	MINIMUM REQUIREMENTS	RECOMMENDED CONFIGURATION for sites with 15 or more users
Operating System	<p>Windows Server 2008 Web Edition with Service Pack 2 64bit.</p> <p>* Please note that we do not recommend Cache database server to be used as a regular workstation or a personal machine. We highly recommend that your Cache/OD Professional server be a dedicated box and encourage you to avoid installing another database product or the legacy application to be concurrently used with OD Professional.</p>	<p>Windows Server 2003 or 2008 with appropriate number of user licenses. (Both 32-bit and 64-bit versions are supported).</p> <p>* Please note that we recommend a Thin Client environment over a Thick Client set-up as most of our internal testing and third party application compatibility screening is conducted over a Terminal Services Environment.</p> <p>*OD Professional is compatible with Citrix-based Thin Client environment</p>
Processor	Intel Dual Core	Intel Core 2 Duo (equivalent or better)
Memory (RAM)	4 GB	8 GB or higher
Hard Drives	500 GB SATA II	<p>2 TB SATA II</p> <p>*Please note that the storage requirements are based on baseline created by existing customer usage and will largely depend on each sites existing database size and ongoing Imaging/Pictures /storage requirements</p>
Video Card	128 MB unshared	256 MB unshared
Monitor	17" LCD with minimum resolution of 1280 x 1024 for standard definition monitors, and 1280 X 800 for wide screen monitors	
Network Card	<p>100 Mb Adapter on CAT5</p> <p>*We do support wireless networks if installed by a professional and tested for network performance and stability.</p>	<p>Gigabit Adapter on CAT6e or better.</p> <p>*Multiport Gigabit Adapters (recommended for clients with multiple offices).</p>
Remote Support Tool For OD Professional	SecureLink Gatekeeper to be provided and installed at no cost to the customers by EMRlogic Systems	

Workstation Requirements

	MINIMUM REQUIREMENTS
Operating System	<ol style="list-style-type: none"> Windows XP Professional SP2 Windows Vista Business or Ultimate Windows 7 Pro or Ultimate (Both 32-bit and 64-bit versions are supported). (OS is not a factor if a Thin Client environment/Terminal Services)
Processor	Intel Dual Core or better
Memory (RAM)	2 GB or better
Hard Drive	120 GB SATA II
Video Card	128 MB or better
Monitor	17" LCD with minimum resolution of 1280 x 1024 for standard definition monitors, and 1280 X 800 for wide screen monitors
Network Card	100 Mb Adapter on CAT5e

Remote Access Tool:

Due to the nature of the application solution being provided we need to have remote access to the database server as well as the ability to do remote screen sharing to provide end-user desktop level support. We use SecureLink products for our remote support, desktop sharing, and database maintenance tool.

We find it to be the most secure remote access solution currently available that will provide our clients with next-generation encryption, reporting, and security. Please visit <http://securelink.emrlogic.com> and <http://www.enexity.com/forenterprises/c2/fag/> to view a full demonstration of the technology and several white papers outlining SecureLink's features and benefits.

SecureLink features some of the following benefits:

- Email notification of whenever EMR/logic disconnects after a session and summary email with details of all activity
- Quicker problem resolution times due to secure and easy connect features
- A detailed, real-time audit of all activity, down to an individual user
- Replaces Netmeeting, Log Me In, open RDP accounts, and other freeware
- No need to modify the firewall or change other security applications
- Total control over all EMRlogic access (when and to what resources) – clients control the remote access and can turn it off as needed
- Completely free for all EMRlogic clients
- Currently in use at healthcare facilities and by IT Healthcare service providers that are sensitive to HIPPA compliance, including our partner InterSystems.

Please note that if you already have a standard Remote Access IT process/tool being managed by your local IT Professional, that you are happy with, it will not be necessary to stop using it or replace it with this new tool. You simply need to add an account for EMR/logic and provide us the required credentials and user instructions for both Server and desktop support. If you have any questions or concerns, please contact our Support Team directly at support@emrlogic.com

Tablet PCs

All new Exam Forms testing has been carried out on a Motion Computing Tablet (LE-1700). However, all Tablet PCs available through Motion Computing will be compatible.

Please visit the following website for more information: <http://www.motioncomputing.com>

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Peripherals & Protection Applications

Barcode Scanner	Windows XP compatible
Card Scanner	Must be TWAIN compliant and have a TWAIN driver available (i.e. ScanShell 800N)
Printers	Newer Laser or Inkjet
Label Printer	Dymo
Firewall Solution	Consult your certified network technician
Protection Software	Panda is not compatible Consult your IT technician

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Barcode Scanner, Label Printer Package

Required For Frames Inventory Management only

We recommend the following hardware, which has been found to be compatible with the OD Professional™ software.

Option A: For Offices not using Butterfly Labels:

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Note: please purchase Dymo printers that are compatible with Dymo software version 7.8 but not higher.

Dymo Printers:

- Labelwriter 400
- Labelwriter Turbo 400

Dymo Labels:

Multipurpose Labels ½" x 1" – Product # 30333 with Plastic Tags: OP-Tags – style No. 830 (suggestion – color ‘frosted’ available from Arch Crown)

- *Dymo products are generally available at local office supply stores.*

Note: Your scanner must be able to set a prefix and suffix of a bar code. We recommend the following:



Symbol Tech Barcode Scanner:

LS 2208 – Barcode Scanner with USB interface. Part Number: LS2208-SR20001R-UR

Metrologic Bluetooth Wireless Scanner:

- Metrologic Bluetooth MS9535 VoyagerBT

Note: All scanners are available from POS World (recommended supplier): (888) 801-7282; www.posworld.com.

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Option B: For Offices with a Butterfly Label requirement:

Cognitive Printer:

LBT24-2043-012 Cognitive Advantage 2.4” Label Printer LX, Thermal Transfer, Parallel Interface.
Thermal Transfer Ribbon
2.0" x 0.56" with 2665 labels per roll
Item number: 03-02-1732

Note: Your scanner must be able to set a prefix and suffix of a bar code. We recommend the following:

Symbol Tech Barcode Scanner:

LS 2208 – Barcode Scanner with USB interface. Part Number: LS2208-SR20001R – UR

Metrologic Bluetooth Wireless Scanner:

- Metrologic Bluetooth MS9535 VoyagerBT

Note: All scanners are available from POS World (recommended supplier): (888) 801-7282; www.posworld.com.

Scanner Wand

HHP ImageTeam Wand:

3800g – HHP IMAGETEAM 3800g General Purpose Linear Image Scanner (USB interface requires an optional USB interface cable mfg part #44206161-01E)

Installation and Use Instructions: ScanShell 800N Insurance Card Scanner

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1. Attach Scanner to the computer's USB connection port.
2. The Windows operating system will automatically detect new hardware and inform that it has found a new USB device.
3. Insert ScanShell 800 Driver CD into computer. When prompted to select a specific driver, select CD-ROM device and click on Next to finish driver installation.

If using Windows 2000 & XP, you may receive a warning during installation that "This hardware has not passed Windows logo testing" or "The software does not contain a Microsoft digital signature." Please select "Continue the installation."

4. After installation, you will need to restart your computer.
5. Next you must calibrate the scanner. Open OD Pro and click on "Normal Capture" in the tool bar. A pop-up box called "Select Image Capture Source" will appear.
6. Select CSSN-ScanShell 800N along with TWAIN Device and Scanning. Then click OK.
7. The "Predefined Setting" window will appear. Find the "Calibrate" button and click on it. The Calibration Page will appear.
8. Take the Calibration Paper that was provided with the scanner and insert it with black lines down and the arrows pointing toward the scanner.
9. Click on the "Calibrate" button and the paper will run through the scanner. When done, you are ready to use the scanner.

Note: MedicScan and ScanShell are two separate objects. MedicScan is the software that works with the ScanShell 800N hardware. Please visit the following web page for more information: http://www.scanshell-store.com/medical_card_scanner.htm

Remote desktop / terminal services machines:

For our clients using remote desktop / terminal services machines (satellite offices), please note that the Scanshell 800N A6 Simplex Scanner is produced by Ambir Technology Inc. (630-530-5400), and cannot be shared on a RCD with Windows 2003 server.

Ambir Technology is currently working on a solution, and for now, they recommend purchasing a software solution from Remote Scan, www.remote-scan.com. The license cost is per workstation, with a single user license costing approximately \$290.00.

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To use the scanner with OD Pro:

1. In the "Patient View" screen, bring up the patient file to which you want to attach the insurance card.
2. Click on the "Normal Capture" button located in your tool bar.
3. A box titled "Pick Image Capture Source" will appear. Highlight CSSN-ScanShell 800N and click the buttons Twain Device and Scanning. Then click OK.
4. This will bring up the "Predefined Setting" window.
5. Select Gray/Black and 150dpi.

6. Insert the card in the scanner and hit the Scan button. This will start the process of scanning the card.
7. Once the card has been scanned you may save that to the patient's record.
8. You do this by clicking File and then Save As. A window labeled "Imaged Classification" pops up. At this point you may label your insurance card by clicking in the box labeled "Description" and typing in the information.
9. To view the saved insurance card, open up the patient file in the Browse Tree and click on the folder icon labeled "Video Image". This will show all cards that have been saved to that patient's file.

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To View Image with Microsoft Viewer:

1. To view a saved image in OD Pro with the Microsoft viewer instead of the OD Pro viewer, you must first pull up the image in OD Pro.
2. Next, left-click on Tools then select Export to file.
3. At this point a Save As box will pop up. Select the file to which you would like it saved and enter a file name for the image.
4. You must then go to the file in which the image was saved and open it. This will allow you to view the image using the Windows image viewer.

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Linking of Ophthalmic Instruments, Slit-Lamp & Retinal Cameras (CCD)

ActiveEHRs by OD Professional™ have been linked to most well-known brands of instruments and cameras including Nidek, Marco, Humphrey, Reikert, Topcon, Canon, and Nikon & Hitachi. When considering the linking of a particular instrument, please note the following:

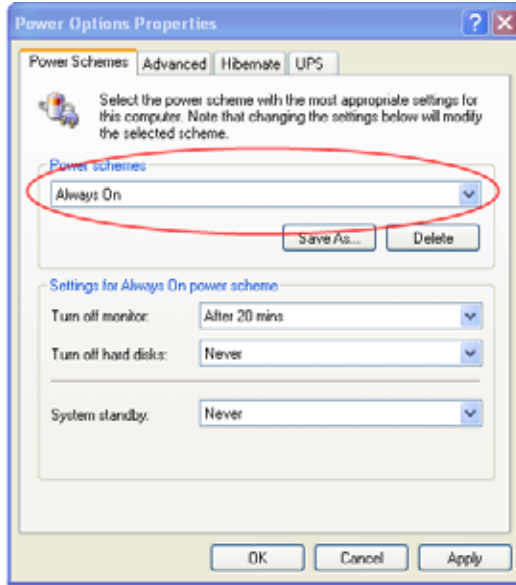
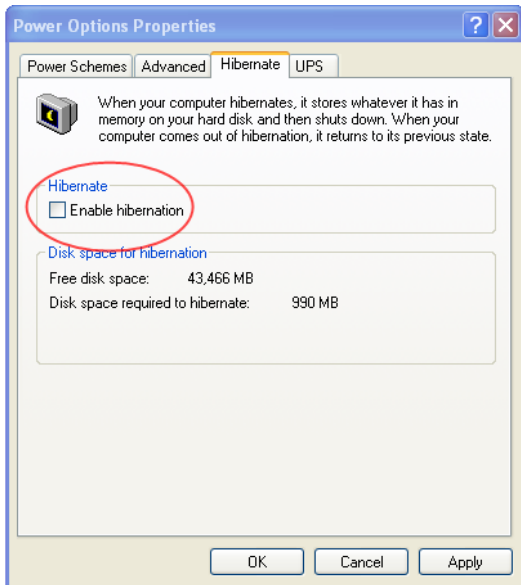
- Manufacturer's cables to interface to the instrument are a requirement.
- Many instruments now take advantage of a USB port.
- Any CCD camera (whether retinal or slit-lamp) can capture live video using the Flashpoint 3DX Pro card. This requires cabling from the camera to the computer workstation to the Flashpoint card. We use no other video card.
- Most cameras are now **digital**.

Tips for Getting Ready to Install OD Professional™

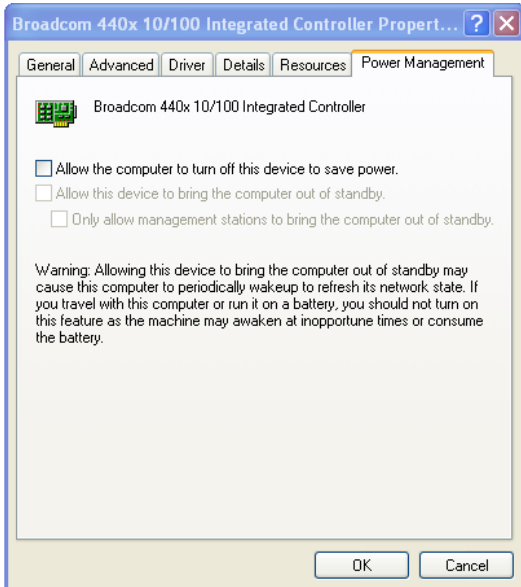
This section provides helpful tips to ensure both a smooth infrastructure and OD Professional™ implementation before we install OD Professional™ on the server and workstations in your office.

- ✓ **Internet Explorer:** Internet Explorer version 8 is required.
- ✓ We also need **Java plug-in** and latest **Adobe Reader** to be installed.
- ✓ **Remote Access Account:** We will need your IT Tech to provide us with an RDP or some other type of remote access account to log on to your Server for the first time. This account could be audited and disabled by your staff or IT Tech. You can turn off this account once we have installed our secure remote access product on the Database Server.
- ✓ **IP Address Setup for the Database Server:** Please set up an Internal static IP address for the computer that will be used for the OD Professional™/ Cache Server installation.
- ✓ **Please use a naming convention** for all machines that uses 11 or less letters/characters
- ✓ **Shared Folder Access:** To use the OD Professional™ application, all network users must be able to browse and map to a shared folder called "ODProfessional." The installation process automatically creates this folder on the server. (Before we install OD Professional™, we recommend that you test the share functionality by setting up a temporary shared folder on the server and ensuring that each workstation/user can map to the shared folder and can create, edit, rename or delete a file and/or folder in the same folder.)
- ✓ **Windows User Profile / Access:** It is recommended that all users have administrative rights on their respective workstations. It's a good idea to explain to each user how desktop and other settings can look different when separate user accounts are used to log into a commonly used workstation.
- ✓ **Screen Resolution Settings:** Screen resolution settings must be set at a minimum of 1280 by 1024 for standard definition monitors and 1280 by 800 for wide screen monitors.
- ✓ **Power Management Settings:** Power management settings should be disabled or turned off on the database server and all client workstations in order to ensure continuous database connectivity. This includes the Power Schemes and Hibernation settings for all Windows users and the Hibernation settings for the network card.

If you have any questions about the installation, please call 1-866-623-5644 and ask to speak with one of our Support Specialists.



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Option 1: OD Professional™ Backup Procedure for sites with an established back up strategy

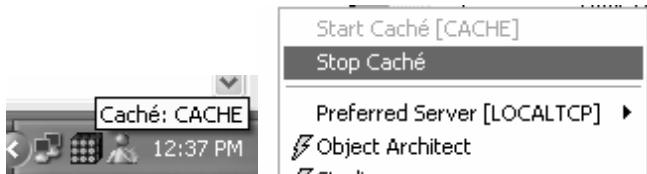
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OD Professional offers two methods of backing up and restoring your data. The first method is the File Copy Method and involves stopping the database server and copying files. The second method is the Caché Method and involves utilizing built-in functions within the Caché server software to backup and restore the database.

File Copy Method of Backup and Restore:

- **Step 1: Stop the Database Engine on the Server:**

1. On the system tray to the left of the Windows clock is a blue cube. Right-click on the cube, and then select the option “Stop Caché”.



The following prompt appears:



2. Select Shut down, and then click OK. Notice that the cube turns from blue to gray to indicate the database is no longer running.

- **Step 2: Back up 2 Folders:**

1. **Optodata** folder located in the shared ODProfessional Directory
2. **Journal** folder located in the InterSystems\Cache\Mgr Directory.



NOTE: The Journal folder could be located in the CacheSysMgr Directory on older versions of Cache.

You can now back up the above-mentioned folders following the steps required by your specific backup system. (If you have any questions about this process, **please contact your hardware technician.**)

Backup Summary:

Daily Backup	Monthly Backup
C:\ODProfessional\Optodata	C:\ODProfessional
C:\InterSystems\Cache\Mgr\Journal OR C:\CacheSys\Mgr\Journal	C:\InterSystems\Cache OR C:\CacheSys

- **Step 3: Restart the Database Engine on the Server:**

Right-click on the Caché cube, and then select “Start Caché”. The cube turns from gray to blue to indicate that the database is running.

Automating the Starting & Stopping of the Database:

You can use the following commands to start & stop the database: These commands can be placed in two separate batch files and run from the Windows Task Scheduler at the appropriate times before and after your backup software runs, or they can be run directly through your backup software as pre and post backup commands if your software has that capability.

C:\InterSystems\Cache\bin\css.exe STOP cache

C:\InterSystems\Cache\bin\css.exe START cache



NOTE: “C:\InterSystems\Cache\bin\” represents the path to the css.exe file. It could also be located at “C:\CacheSys\bin\” or on a different drive, depending on your installation.

Setting up the Backup Frequency

We recommend you do a backup nightly. We also recommend you set up a separate backup medium for each day of the week. For example, if the backup is being done on a DVD, have one DVD-RW for each day of the week and rotate them.

Restoring the OD Professional Database from Backup Files, Option 1



Restoring the OD Professional database is similar to backing up the database. The Database Engine on the Server will have to be stopped and the appropriate files should be copied from the backup source to the appropriate directory on the Database Server. The Database Engine should then be restarted.

Option 2: Built in automated Caché Tool for Backup and Restore:

The following steps detail what you need to do to successfully backup and restore your OD Professional database using the built in Caché Method.

Backing Up the Database

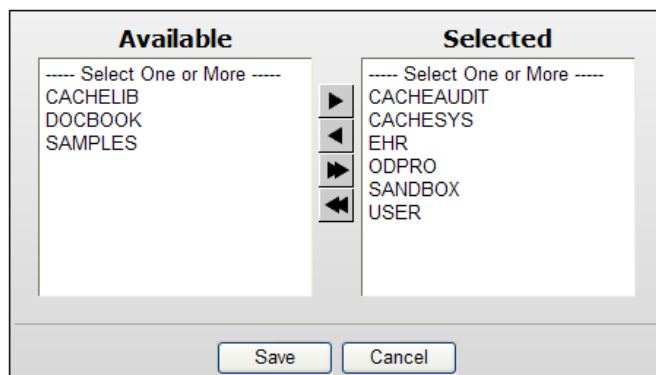
Backing up the OD Professional database can be accomplished by following these steps:

Right click on the Caché cube and select the System Management option.

Click on the following links to define the Database Backup List:

Home → Configuration → Database Backup Settings → Backup Database List

Here you will define the list of databases that Caché will backup by default during any backup operation. This list will likely only have to be defined once. Select the database you would like to include from the left list box and use the arrow buttons to move the database to the right list box.



Click on the following links to schedule a backup task from the Task Manager:

Home → Task Manager → Schedule New Task

Here you will define the schedule of backups to be automatically performed by Caché. An appropriate backup strategy should be selected to ensure a mix of full and incremental backups that optimizes the speed of backup and restore procedures with the amount of space being utilized by the backup files. This might include a

weekly full backup and then daily incremental backups.

Caché offers three different types of backups:

Full backup – a complete backup of the selected databases.

Cumulative backup – a partial backup that includes all records modified since the last full backup.

Incremental backup – a partial backup that includes all records modified since the last full, cumulative or incremental backup.

In the Task Scheduler Wizard window (as shown below), create a new task by completing the following fields:

a. Task Name – an abbreviated unique name of the task being created

Description – a full description of the task being created

Namespace – by default select %SYS

Task Type – select **FullDBList** for a full backup, **CumulIncrDBList** for a cumulative backup or **IncrementalDBList** for an incremental backup

Device – allows selection of path or tape device to save the backup to

Task Priority – by default select Normal

RunTaskAs – by default select UnknownUser

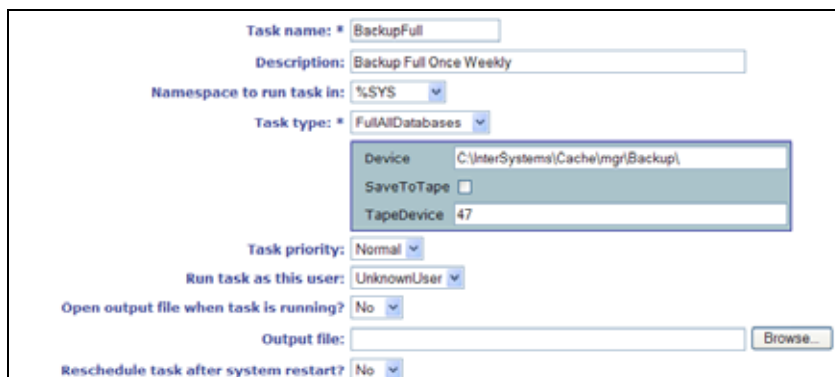
OpenOutputFile – by default select No

Reschedule – by default select No

How Often? – select either daily or weekly as needed (note that weekly tasks could be programmed as daily by selecting all days or near daily by selecting all days in which a full backup is not running)

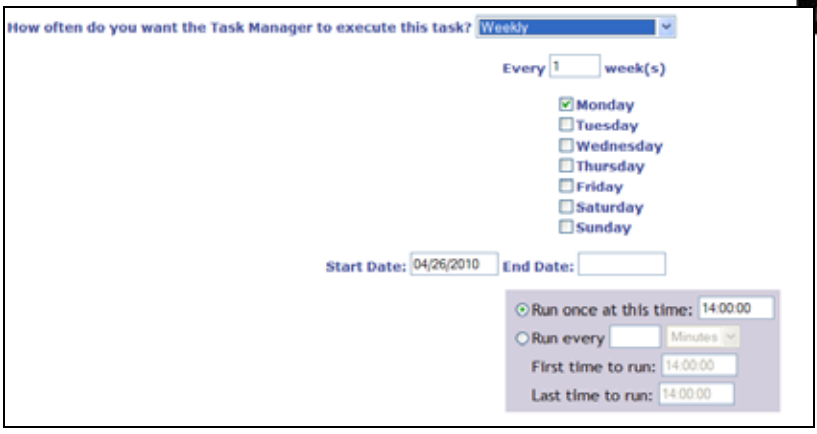
Time – select an appropriate time to schedule a task (note that sometime in the early hours of the morning is most appropriate)

Finish – saves the scheduled task



The screenshot shows the Task Scheduler Wizard window with the following configuration:

- Task name: BackupFull
- Description: Backup Full Once Weekly
- Namespace to run task in: %SYS
- Task type: FullAllDatabases
- Device: C:\InterSystems\Cache\mgr\Backup\
- SaveToTape:
- TapeDevice: 47
- Task priority: Normal
- Run task as this user: UnknownUser
- Open output file when task is running?: No
- Output file: (empty field with a Browse... button)
- Reschedule task after system restart?: No



Review the history of completed backup tasks using the following link:

Home → Task Manager → View Task History

This will enable you to see the success or failure of tasks in the history list. User defined tasks will be identifiable with a Task Number of 1000 and above. Unsuccessful tasks will be highlighted.

The following is a list of Task Manager activities:

Last update: 2010-05-03 10:56:50.419 Auto

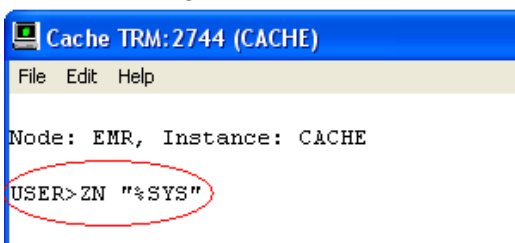
Last Start	Completed	Task Name	Status	Result	Task	Namespace	Routine	PID
2010-05-03 07:31	2010-05-03 07:31	Purge Journal	1	Success	2	%SYS	%SYS.Task.PurgeJournal	5712
2010-05-03 07:31	2010-05-03 07:31	Purge Audit Database	1	Success	7	%SYS	%SYS.Task.PurgeAudit	1372
2010-05-03 07:30	2010-05-03 07:30	TASKMGR	1	Scheduling Task Purge Audit Database	7	%SYS	TASKMGR	3192
2010-05-03 07:30	2010-05-03 07:30	TASKMGR	1	Scheduling Task Purge Journal	2	%SYS	TASKMGR	3192

Restoring the Database when using Option 2

Restoring the OD Professional database would be accomplished with the following steps:

1. On the Server, open the Terminal window by right-clicking on the Caché cube and selecting Terminal.

Enter the following command to enter the system namespace:



Enter the following command to begin the restore process:

```

Cache TRM:2744 (CACHE)
File Edit Help

Node: EMR, Instance: CACHE

USER>ZN "%SYS"

%SYS>Do ^DBREST
  
```

The Caché Restore Utility will open. The utility allows for certain customization to the restore process, but accepting the defaults given will ensure a successful database restore. At the prompts given, click Enter to accept the defaults to the following prompts:

- a. Accept All Directories to restore all databases, including Production and Sandbox.

```

                Cache DBREST Utility
                Restore database directories from a backup archive

Restore: 1. All directories
         2. Selected and/or renamed directories
         3. Exit the restore program

1 =>
  
```

Confirm restoring All Directories by clicking Enter.

```

Proceed with restoring ALL directories Yes =>
  
```

Confirm restoring all databases into their original directory by clicking Enter to accept Top Directory as the directory to restore database files to.

```

Top directory for all Databases to be restored to (? for Help)?
  
```

Enable the suspension of all other tasks during database restore by clicking Enter to suspend other tasks.

```

Do you want to set switch 10 so that other processes will be
prevented from running during the restore? Yes =>
  
```

The Caché Restore Utility will now logically determine the location and file of the most recent full database backup. Ensure that this is the most recent full backup file located on the external hard drive. Click Enter to accept this file.

```

Specify input file for volume 1 of backup 1
(Type STOP to exit)
Device: c:\intersystems\cache\mgr\backup\FullAllDatabases_20091214_001.cbk =>
  
```

The Caché Restore Utility will present summary information of the volume to be restored and request confirmation. Click Enter to accept this file.

```

The volume label contains:
  Volume number      1
  Volume backup      APR 26 2010 02:00PM Full
  Previous backup    DEC 14 2009 09:04AM Full
  Last FULL backup   DEC 14 2009 09:04AM
  Description        Full backup of ALL databases, whether or not they are in t
he backup database list.
  Buffer Count       0
Is this the backup you want to start restoring? Yes => █

```

The utility will confirm the databases to be restored and confirm restoration. Type “YES” and click Enter to begin the restore process.

```

The following directories will be restored:
c:\intersystems\cache\mgr\
c:\intersystems\cache\mgr\cacheaudit\
c:\intersystems\cache\mgr\user\
c:\odprofessional\optodata\databases\ehr\
c:\odprofessional\optodata\databases\odpro\
c:\odprofessional\optodata\databases\sandbox\

Restore will overwrite the data in the old database. Confirm Restore? No => █

```

Each database being restored will be confirmed by the Caché Restore Utility as completed by the number of blocks restored and the time to complete.

```

***Restoring c:\intersystems\cache\mgr\ at 22:57:41
4608 blocks restored in 2.3 seconds for this pass, 4608 total restored.

***Restoring c:\intersystems\cache\mgr\cacheaudit\ at 22:57:43
73 blocks restored in 0.0 seconds for this pass, 73 total restored.

***Restoring c:\intersystems\cache\mgr\user\ at 22:57:43
71 blocks restored in 0.1 seconds for this pass, 71 total restored.

***Restoring c:\odprofessional\optodata\databases\ehr\ at 22:57:43
984873 blocks restored in 606.0 seconds for this pass, 984873 total restored.

***Restoring c:\odprofessional\optodata\databases\odpro\ at 23:07:49
986932 blocks restored in 564.1 seconds for this pass, 986932 total restored.

***Restoring c:\odprofessional\optodata\databases\sandbox\ at 23:17:13
985297 blocks restored in 576.7 seconds for this pass, 985297 total restored.

```

Upon completion of the initial restore of the full backup, the Caché Restore Utility will prompt to begin the restore of the first incremental backup saved on the external hard drive. The utility will then in turn perform the same procedure for each incremental backup saved. Each incremental backup will go through identical steps as Step 5 through Step 8 above. Upon completion of the restoration process for the last incremental backup, the OD Professional databases will be completely restored.

If you have any questions about the backup recommendations in this document, please contact one of our technicians using any of the following contact information:

Telephone: 1-866-623-5644

Email: support@emrlogic.com

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Important Notes

- We strongly recommend that you work with a local IT professional who will assume responsibility for the optimal infrastructure, configuration, support, data redundancy & recovery planning.
- Windows XP or Vista Home Editions are not adequate operating platforms for OD Professional™. This is not a concern if using Terminal Services.
- Please advise us if on a previous occasion you have been unsuccessful in loading Windows XP Service Pack 2 on any one of your computers as it may affect the proper loading of the Caché database.
- Appropriate networking equipment such as a high-speed Ethernet switch is required to connect the workstations to the server.
- For data transfer and remote support purposes, we require permission to install Securelink Gatekeeper remote access software on the database Server.
- Database Server requires a static internal IP address.
- Anti-Virus software is recommended for all systems, including each workstation. We recommend Norton or AVG. There may be compatibility issues between Caché and some anti-virus programs like Kaspersky and older/free versions of Panda.
- Software firewalls are discouraged on workstations as they can prevent communication between the database Server and workstations unless configured properly.
- High-speed Internet access is required for training and support.
- Installation of resource intensive third-party download products for music/videos is not recommended. Based on our experience web downloads and social media browsing and chatting applications are known sources of system infection.
- Certain free Spyware products have known compatibility issues and should not reside on any workstation.
- Hard drive size is dependant on usage – image files, videos, sound and all media files require significant amounts of hard drive space above the minimum system requirements previously stated in this document.
- Certain third-party products that utilize Crystal Reports or SQL-based applications are known to have compatibility issues with OD Professional™ when installed on the same machine.
- All printers and peripherals to be used in conjunction with OD Professional must be Windows OS compatible.
- For clients using our Business Intelligence Reports and Recall Letters, MS Excel & Word are required. We recommend Excel 2003 or higher.
- We highly recommend that your IT Tech contacts us to discuss this document in order to ensure a seamless implementation. Our Application Installers can be reached at 1-866-623-5644.