

TROUBLESHOOTING GUIDE FOR

The

Medical

Manager

Version 10

revised May 25, 2004

This Troubleshooting Guide is designed to provide practical solutions for any problems encountered while using the Medical Manager Student Edition v10.0 in classroom situations. All of the technical information used by Delmar Learning to solve errors with the Student Edition software is contained within this Guide, and you may find it more useful than the information found in the Instructor's Manual.

You may print as many copies of this document as you wish.

It's a good idea to provide a copy to each instructor and any computer technicians at your site that you may call on for assistance.

Note that some of these items require advanced computer skills.

Many of these items should only be attempted by someone experienced in troubleshooting computer problems, a lab or network technician, for example. If the description does not make sense to you, you should get help from your local technician or call Delmar Learning's Technical Support team.

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Getting help

This document contains solutions to all of the problems you may encounter. If you need more assistance you can contact the Technical Support department.

Phone: 800-477-3692

Fax: 518-881-1247

Email: help@delmar.com

Hours: Monday-Friday, 8:30 A.M. to 5:30 P.M. Eastern Time

If you need to call for assistance, it is best for you to be at a computer while on the phone. Most problems occur on a particular student disk, so you should have that disk when you call.

If you don't have a phone near the computer, many instructors have found that they can use a cell phone, a cordless phone with a base attached in a nearby room, or a regular phone with a long cord.

Help available

Delmar Learning will provide technical support to instructors, lab technicians, and other school and training personnel. Technical Support staff will help with installation and configuration problems, and program errors, but will not provide help regarding data entry or billing procedures. Support is provided to customers that have installed the Medical Manager Student Edition according to the Installation Instructions. Delmar cannot provide support if the installation has been customized in any way.

System requirements

These are the minimum system requirements.

Operating system: Windows98, WindowsNT, Windows2000, WindowsME, or WindowsXP

Processor: 486DX2, 66 MHz

RAM: 32 MB suggested

Hard Drive: 70 MB – Basic installation; 100 MB – Including Online Documentation

Disk Drive: 3.5" 1.44 MB Disk drive

CD-ROM Drive: 2x, required for installation only

Network: Does NOT run on a network. Network printers may be used.

Security permissions required

C:\Med\	Read & Execute, List Folder Contents, Read
C:\Med\Meddata\	Read & Execute, List Folder Contents, Read, Write
C:\Med\Medprogs\	Read & Execute, List Folder Contents, Read
C:\Med\Medprogs\ansi.key	Read & Execute, List Folder Contents, Read, Write

Components

Medical Manager Classroom Software	ISBN 1-4018-4996-2
student Textbook w/ Template disk	ISBN 1-4018-2574-5
student Workbook	ISBN 1-4018-2575-3
Instructor's Manual	ISBN 1-4018-2576-1
Instructor's Resource CD	ISBN 1-4018-5265-3
student Template disk 10-pack	ISBN 1-4018-2577-X

Installation

Insert the Medical Manager CD in the drive. An installation program will start automatically if your computer is configured to auto-run CDs. Click the MMWin button to begin the installation and follow the steps on the screen.

If the CD does not start automatically, you can start it manually by running Install.exe from the CD.

Do not change the default installation location. The Medical Manager Student Edition will not function properly if installed to a location other than C:\Med\

Files installed and system changes

The Medical Manager installs files into C:\Med\Meddata, C:\Med\Medprogs, and C:\Med\Meddocs, if the Online Documentation is installed.

For Windows98 or WindowsME, the Autoexec.bat file is changed to reflect your printer setup. The text “SET MEDPTR=...” is added, the information after the equal sign is the name of your printer assigned by Windows. This variable should not be edited unless the printer has changed.

WindowsNT, 2000, and XP will have an environment variable created. The variable name is MEDPTR, the value is the network path to the printer.

Passwords

Most functions are performed while logged in as a student. Certain functions, including fixing errors, must be performed while logged in as an Instructor.

Student login

User Number: 1

Password: ICAN

Instructor login

User Number: 2

Password: NICE

To delete records

DELETE

Avoiding errors: smart use of floppy disks

All of the work that students do is saved on their student Data disks, and most errors received reflect a problem with the student data disk. Because of this, it is very important to manage the use of floppy disks carefully. The most successful classrooms are those in which the student data disks are stored at the classroom, rather than allowing the students to carry their own disks.

When students carry their disks, they often subject them to extremes of temperature, humidity, vibration, and magnetic fields. Students may carry them in a bookbag or purse that is left in a car or carried through libraries or stores with anti-theft devices. All of these things can easily cause damage to the magnetic media contained in a disk.

The best way to avoid lost work time due to damaged disks is to keep the student data disks in the classroom, with the students' names written on the labels. New floppy disks—disks that are blank and unused—should be kept on hand for times when new disks must be created.

Backup disks

Creating backup disks are the only way to ensure that the Medical Manager exercises are completed without loss of work. Each student should have at least two backup disks; if the most recent backup also contains an error the previous backup may be used.

For example, if your class meets three days each week, backup to a different disk each day. You'll have three backup disks, one for Monday, one for Wednesday, and another for Friday. If there is an error found during work on Friday, you can go back to Wednesday's disk. The error may also be present on Wednesday's disk, so you can go back to Monday's disk, or even the previous Friday's disk. If the errors are not avoided through the use of backup disks, there are two other choices: create a disk from the Instructor's Resource CD, or copy another student's disk.

After creating a new disk, the student will have to register their name. See Unit 1, Exercise 5, page 22.

See the Instructor's Resource CD to create student disks from pre-made backups.

What to do when you get an error message

When an error message appears on the screen, try to record the exact text of the complete message. When a Fatal Error occurs, the Medical Manager will display a message that an error was encountered and will then log out. Be patient, it may take up to a full minute before this occurs. During this time, the program will appear to have locked up the computer.

It is important to solve errors as soon as possible after they arise. Errors can sometimes add up, eventually making it impossible to recover the data on the disk.

Viewing the Error Log

In order to fix an error, we need to know what the error is. If you need to see what error message was received but it is no longer on the screen, viewing the Error Log will show the record of errors received.

To open the Error Log, type `/m1704` from any Medical Manager screen. You can type `C` for console to see the report on the screen, or type `P` to print the report.

The third column contains the error number, this is the most important piece of information when looking up the solution.

If you cannot log in to the Medical Manager to view the error log, there is a work-around. The error log is simply a text file that can be viewed in any word processor or text editor. The file is `A:\errfile.dat`.

What causes a Fatal Error?

Most errors that you will encounter are caused by damage to one of the files contained on the floppy disk. See the "Common errors and how to solve them" section below for solutions to your errors.

Removing/fixing erroneous charges

Some mistakes in payment entry will prove difficult to fix. In those circumstances, it's best to use the appropriate backup file on the Instructor's Resource CD. You can also find helpful information in the multimedia Tutorials section of the Instructor's Resource CD and website.

Common errors and how to solve them

Most errors received are caused by corruption of files on the student Data disk or by an improper action, which will be obvious from the message displayed on the screen. A few errors have other causes and can be fixed by using the appropriate solution, listed below.

<i>Error</i>	<i>Cause</i>	<i>Solution</i>
114 [29] (10) 'LF' {218}	Caused by a write-protected disk.	Flip write-protect tab on disk.
114 [] () 'PN' { }	PN indicates Printer not properly set up.	See the "Printers" section.
All other 114 errors	Data file corruption	Create a data disk from recovery files or a backup disk
115 or B-Tree error	Data file or program file corruption	Use a new student disk. If the error persists uninstall and reinstall.
152	A file is locked by Medical Manager.	Delete A:\lockfile.med
191 Error Creating Child	User permissions not sufficient	See "Security permissions required", p. 2
300-340	Medical Manager did not record a log off.	Delete A:\logfile.dat
Failed To List Available Printers	Printer setup incompatibility	Capture network printer to LPT1, configure Medical Manager to use LPT1. See p. 9
No output when printing.	Printing has not been set up.	See the Printers section, p. 6
All other errors	Data file corruption	Create a data disk from recovery files or a backup disk

If one of these errors listed persists even though a new student Data disk has been created (see the section "Backup disks" above), call the Technical Support team for more help.

See the Instructor's Resource CD to create new student disks, or visit the Instructor's Resource website at <http://www.delmarhealthcare.com/medicalmanager>

Saving student data to the hard drive or network

Note that these instructions are provided without warranty. Delmar Learning's technical support staff will not provide assistance either with configuring the Medical Manager software to save data to a hard drive or network location, nor will they assist in troubleshooting problems with this configuration. These instructions are provided as a convenience to our customers with skilled network technicians that can troubleshoot this configuration. Delmar Learning does guarantee proper operation of the Medical Manager software when installed using the default installation configuration.

If errors occur after performing the steps below, repeat the steps from the beginning.

In order for this setup to work, each student must have a dedicated data directory. This can be either on the hard drive or on a network, if on a network then the network location must be identified with a drive letter. This is often accomplished with a Windows or Novell login script, i.e., after login, each student will have a network drive N:\ which only that student can access and contains only their own data.

For example, each time the student Paul Wilson logs into Windows, he has a dedicated network location, which he sees through his Windows Explorer as the N:\ drive. Through a login script, N:\ is mapped to \\Data_server\users\pwilson\. So no matter which computer Paul uses, he always has his N:\ drive available.

These steps must be done in this order:

- Step 1: Create the directory to save the data, i.e. N:\medman data\ . The directory can have any name that follows Windows naming conventions.
- Step 2: Copy the student data files to this directory. You can do this either by copying files from a student data disk, or by using the Unit Recovery Files found on the Instructor's Resource CD and website.
- Step 3: Launch Setup. Click Start, Programs, The Medical Manager, Administration, Setup.
- Step 4: Configure the MedData directory to the desired directory. You can type in the location (i.e., N:\medman data\), or browse to it. Click OK to save the change.
- Step 5: Launch Install. Click Start, Programs, The Medical Manager, Administration, Install. A data disk must be in the drive.
- Step 6: Configure the A logical drive. From the Main Menu, choose option 4, File Locations Press Enter to begin editing, type the location from step 4 into the A line. Press F1 to save the change, then Escape through each subsequent screen to exit.
- Step 7: Launch Mdserial. Click Start, Programs, The Medical Manager, Administration, Mdserial.
- Step 8: Change the Control File Drive to A. It already says A, but it must be changed again so that Medical Manager looks for the control.dat file in the correct location. Press Enter through each field until you arrive at the Control File Drive field. Re-type A, then press F1 to save the change.
- Step 9: Edit the Shortcut properties. The executable MedWinSE.exe must be changed to MedWin.exe. The entire target will be C:\Med\Medprogs\MedWin.exe -p*. The * will be replaced by the number of the printer selected. See "Printers Available" below.

If you wish to copy these configuration changes between computers or profiles, you can copy control.dat and med.ovl from the data directory to each new computer or profile, then complete steps 3 and 4 above.

Printing

Printer Setup

The Medical Manager automatically configures itself to use the default Windows printer at installation. In Win98 and ME, it does this by creating a variable in the autoexec.bat file. A line is added with the text "SET MEDPTR=..." , the value is set to the name of the default Windows printer. For example, if you have an HP Laserjet 4, the line added to autoexec.bat is SET MEDPTR=HP Laserjet 4: Note the colon added to the end of the printer name, this must be present to print properly.

In WindowsNT, 2000, and XP, printing is accomplished through an environment variable. This variable is created automatically during installation. The variable name is MEDPTR, the value is the name of the default Windows printer, followed by a colon. For example, if using an HP Laserjet 4, you'll find MEDPTR listed in your environment variables, the value is HP Laserjet 4:

If you cannot print due to a problem with the printer setup, the fastest way to fix the problem is to reinstall the Medical Manager from the CD.

Printers available

The Medical Manager will work with most laser and dot-matrix printers. A limited list of printers is provided, these selections include the formatting codes required to make reports appear correctly. Most dot-matrix printers and laser printers can be used, even if not found in the list above. Dot-matrix printers should be compatible with Epson printer language, Laser printers should be compatible with the Hewlett Packard printer language.

Ink-jet printers will not provide reliable output when printing directly from the Medical Manager.

1. Print to file
2. HP 4 Compatible
3. HP II/III Compatible
4. Epson Compatible
5. Epson with ESC codes
6. IBM Proprinter
7. Oki184/Citizen
8. Okidata
9. Panasonic Dot Matrix
10. Generic Printer
11. Alps P2100
12. TI 830
13. TI 800

If your printer does not appear on the list select any one of the printers and follow the instructions below to change the page formatting. You will need to know the following items to format the page properly. These items are found in the manual for your printer, or can be obtained by calling the manufacturer.

- Form Length
- Lines Per Page
- Compress Print Codes
- Uncompress Print Codes
- Newline Characters

Changing the way text appears on the printed page

1. Insert the student data disk, then run Install. Install is found by clicking the Start Menu, Programs, The Medical Manager, Administration.
2. Choose item 2, Printer Controls.
3. Select the printer you wish to modify with the arrow keys. Press Enter to edit the printer.
NOTE: The list of printers on this screen does not numerically match the printer list.
4. Press Enter to move through the fields, and change the Form Length, Lines Per Page, and Compress Print Codes..
5. Press F1 to save your changes.
6. Edit the properties of the Medical Manager shortcut so that the printer is set to the appropriate number. For printer 2, it will be "C:\Med\Medprogs\MedWinSE.exe -p2". Make sure to use the printer list above for the appropriate reference number.

After changing these settings, the configuration can be copied to other workstations by copying `control.dat` and `med.ovl` files from the data directory. This is `A:\` if using floppy disks, or whatever data directory you configured if not using floppy disks. Be aware that the system date is stored in these files, so if the system date has been advanced you cannot copy these files, each workstation will need to be configured manually.

Ink jet printers such as those made by Canon, Hewlett Packard, Lexmark, or Brother will not work properly with the Medical Manager. See the “Alternatives to printing” section on p. 9.

Changing the default printer

The default printer is set in the parameters of the Medical Manager shortcut. A switch is added to the shortcut target to select the print. For example, if HP 4 is selected during installation, the shortcut target will be “`C:\Med\Medprogs\MedWinSE.exe -p2`”. To select an Epson printer, change the shortcut target to “`C:\Med\Medprogs\MedWinSE.exe -p4`”. See the list of printers above to determine which printer number to use.

If using Win98, open the `Autoexec.bat` file and check the `MEDPTR` variable. It should reference the Windows printer you wish to use, and the text should be written exactly as it appears in the Printers Control Panel, followed by a colon. For example, if you have an HP Laserjet 4, the line added to `autoexec.bat` is `SET MEDPTR=HP Laserjet 4:`

If using WinNT, 2000, or XP, you’ll have to edit the `MEDPTR` environment variable. The value of the variable takes the form `\\Server_Name\Printer_Name:`. The colon is required at the end of the value.

Formatting the printed page

If your printouts do not fit on the page, you can change the formatting so that it prints properly.

First, check the shortcut properties, make sure the printer set is the most appropriate. The switch “-p1” defines the printer setup to be used. Use the “Printers available” section on page 7 to ensure you have the correct printer chosen.

If the printer is correct, follow these steps to change the page formatting.

If the page breaks fall in the wrong place and a few lines run on to the next page:

1. Insert the student data disk, then run `Install`. `Install` is found in the **Start Menu, Programs, The Medical Manager, Administration**.
2. Choose item **2, Printer Controls**.
3. Use the arrow keys to select the printer you need to change. Press `Enter` to edit it.
4. Reduce the **Form Length** and **Lines Per Page**. You will need to experiment to determine what settings work for your printer.
5. If changing the **Form Length** and **Lines Per Page** do not correct the problem, check the **Newline Characters** setting. If both 13 and 10 are present, remove 10.

If the print is too wide for the page:

1. Insert the student data disk, then run Install. Install is found in the Start Menu, Programs, The Medical Manager, Administration.
2. Choose item 2, Printer Controls.
3. Use the arrow keys to select the printer you need to change. Press Enter to edit it.
4. Edit the Compressed Print Usage. The choices are (N)one, (W)ide Reports Only, and (A)lways. If it is set to W, try A.

If these steps do not solve the problem, see the “Alternatives to printing” section below for another solution.

Printing to LPT1

If you are unable to print using the standard configuration created during the installation process, you may still be able to print to a network printer by capturing the network path to LPT1, and then configure Medical Manger to use LPT1

1. Capture your printer to LPT1. Consult the manuals for your operating system if you do not know how to do this.
2. Click on the Start Menu, Programs, The Medical Manager, Administration, Install.
3. Log on as the instructor, user number 2, password NICE.
4. Select item 2, Printer Controls.
5. At the Printer Controls screen, press the ESC key once.
6. At the Application to System Printer Map, use the arrow keys to select the printer to edit. You can verify the printer number by looking at the properties of the desktop shortcut for the Medical Manger. The number after “-p” is the printer number that you will edit.
7. Press Return (or enter) to move to the System Printer column.
8. Delete \$MEDPTR, type LPT1.
9. Press F1 to save the changes.
10. Press ESC to return to the main menu, and exit the Install Module.

Alternatives to printing

Your particular computer and printer setup may prevent you from printing directly from the Medical Manager. Fortunately, there are two alternatives: you can print to a text file, or you can use the Print Screen command.

Printing to a File

Printing to a text file creates a file that can be viewed in your word processing program. After it is opened in the word processor, you can print to any printer, even if it is not compatible with the Medical Manager. Follow the steps below to configure a print file.

Configuring Medical Manager to print to a file

1. Exit the Medical Manager, if logged in.
2. Click on the Start Menu, Programs, The Medical Manager, Administration, Install.
3. Log on as the instructor, user number 2, password NICE.
4. Select item 2, Printer Controls.
5. At the Printer Controls screen, press the ESC key.
6. At the Application to System Printer Map, select item 1, Print to File. Press Enter to edit it.
7. Press Return (or enter) to move to the System Printer column.
8. Enter the name of the file you'd like to use. If the filename is left blank, you will be prompted to enter a filename each time you print. NOTE: By default, the file is C:PRINTER.OUT. The "C:" does not refer to the computer's hard drive, but a logical drive set in the File Locations menu. To save to the floppy drive, enter A:\PRINTER.OUT. See the File Locations section below.
9. Press F1 to save the changes.
10. Press ESC to return to the main menu, and exit the Install Module.
11. Edit the shortcut to the Medical Manager to C:\Med\Medprogs\MedwinSE.exe -p1.

The changes are saved to the setup of the computer.

Some notes on printing to a file:

- It is a good idea to print the file to the students' floppy disks. This will avoid students overwriting each other's reports. Change the filename in step 8 above to A:PRINTER.OUT
- When the students print to a file, they will be prompted to either Overwrite or Append to the existing file. Overwrite means to replace the existing file, Append means to add to the end of the existing file. In most cases, you can choose to Overwrite the file.
- It may be best to name the file "filename.txt". This will prevent the possibility of the .out extension becoming associated with any application.
- The filename can be unspecified so that the student will be asked for a filename each time they print. To do this, name the file A:?.

Using the Print Screen command

You can print exactly what is shown on the screen by clicking the File menu and choosing Print Screen. The printed page will contain exactly what is shown on the screen. If you are printing a report that is longer than one screen, you will need to advance to each screen and print them individually.

File locations

The Medical Manager has a built-in system of managing file locations. *These locations should NOT be altered, except as outlined in the section "Saving student data to the hard drive or network."* These instructions are provided primarily so you can view the existing file location definitions. You can specify several new file locations, should it be useful to you.

To create new file locations:

1. Insert the student Data disk in the disk drive.
2. Start the Install program. It is found in the Start Menu, under Programs, The Medical Manager, Administration.
3. Log on as User #2, password is NICE.
4. Select item 4, File Locations. You will see the following information:

<u>Location</u>	<u>Corresponding Directory Path</u>
.	(current working directory)
A	a:\
B	C:\med\medprogs\
C	c:\med\meddata\
D	c:\med\meddata\sebackup\

- To modify a location, click once on the location letter.
- Press F1 to save the changes.

Using the Medical Manager on a network

The Medical Manager Student Edition is not designed to run on a network. It must be installed to the default location, C:\Med. The only network functionality available is the sharing of a network printer. The installation files can be put on a network drive and installation run from the network, but the program must be installed to and run from the local hard drive.

License agreement and user rights

Delmar Learning will provide Technical Support as required to install the Medical Manager Student Edition software, and to ensure its proper functionality. Delmar Learning will not provide support for operation of the software beyond installation and configuration.

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