

Auto Receive – Troubleshooting Guide

***Within MedPlus you'll have to enter Host: 172.18.16.21 and Port: 8080 to run

AutoReceive***Result Flow	2
Result Flow	3
Determining the Scope of the AutoReceive Issue	3
Verifying Info	5
Verify AR is requesting and downloading results	5
How to determine if an ACK is PDF or HL7	5
How to determine last ACK.....	5
Verify AR is requesting and downloading results	5
How to determine if an ACK is PDF or HL7	5
How to determine last ACK.....	6
Verify HUB is receiving results.....	6
Verifying the account is setup correctly for PDF or HL7.....	8
Identifying the Hub account that the user is accessing.....	9
Troubleshooting steps for a generic AutoReceive is not printing complaint.....	10
Troubleshooting Other AutoReceive Issues	13
Product question	13
Installation help.....	13
System Requirements	13
Is Vista supported?.....	13
Is Windows 7 Supported.....	13
What Servers are Supported	14
Is Win98, ME or NT supported?	14
Configuration help	14
AutoReceive is not connecting to the server	14
Java error when AR Starts up	15
Account # missing from subscription	15
Can AR print alphabetically?.....	15
AR won't auto update	15
Flowsheet isn't printing	16
New results in eMaxx/PhysPort but AR hasn't printed them.....	17
AR did not print a specific result	17

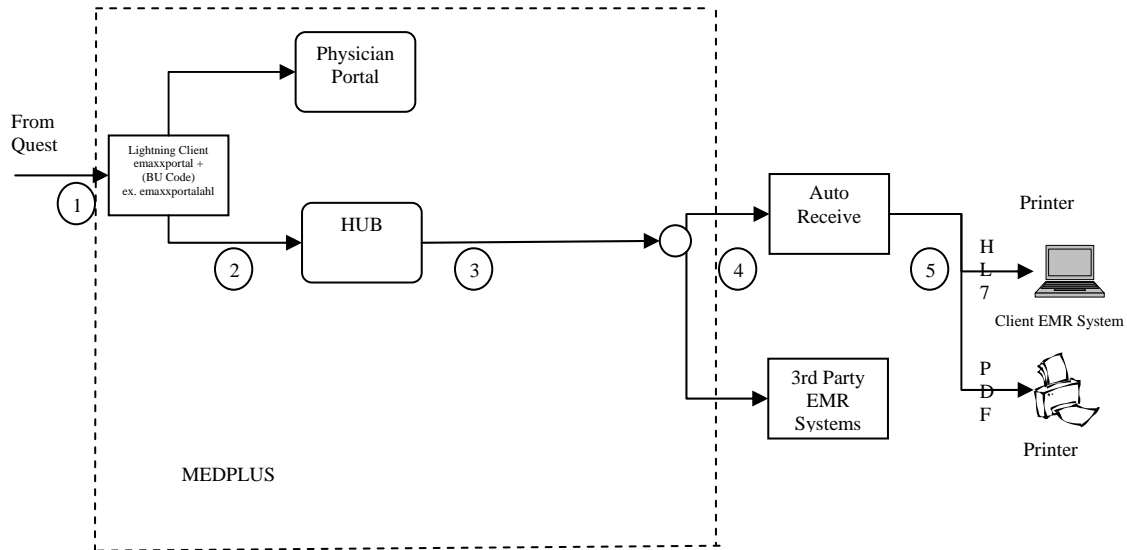
AR printing results at a later time than client expects	17
AR printing old results.....	18
Result printing at wrong location or isn't mine	18
AR is printing multiple copies of the same results	18
AR Runs under Admin User but not under other Users on the System.....	19
Are you sure you want to close AR without saving? Your changes will be lost.....	19
Can AR run as a service?.....	19
Can AR print to multiple printers?	19
Can AR reprint the last batch of results that printed?.....	20
Can AR collate printed reports?.....	20
Can AR print results in a specific order?.....	20
How to change Notification Options?	20
Print Summary Page	21
Advisory Message Report.....	21
LOINC	21
AR 4.0 Error message – Need full control to AR install – user security permission limitation (windows issue, not AR). If AR was installed under an admin user and a non admin user logs into windows, this message may appear.	21
Reason for converting Service Mode to Classic Mode.....	21
SOAP Errors	23
Error: “Since every account is assigned to a subscription, no new subscriptions can be created” I changed credentials and selected “Reprint Last Reports” and results from the old credentials printed out.	23
List of AR Credentials for a Business Unit	23
REVISION HISTORY.....	25

*****Within MedPlus you'll have to enter Host: 172.18.16.21 and Port: 8080 to run AutoReceive*****

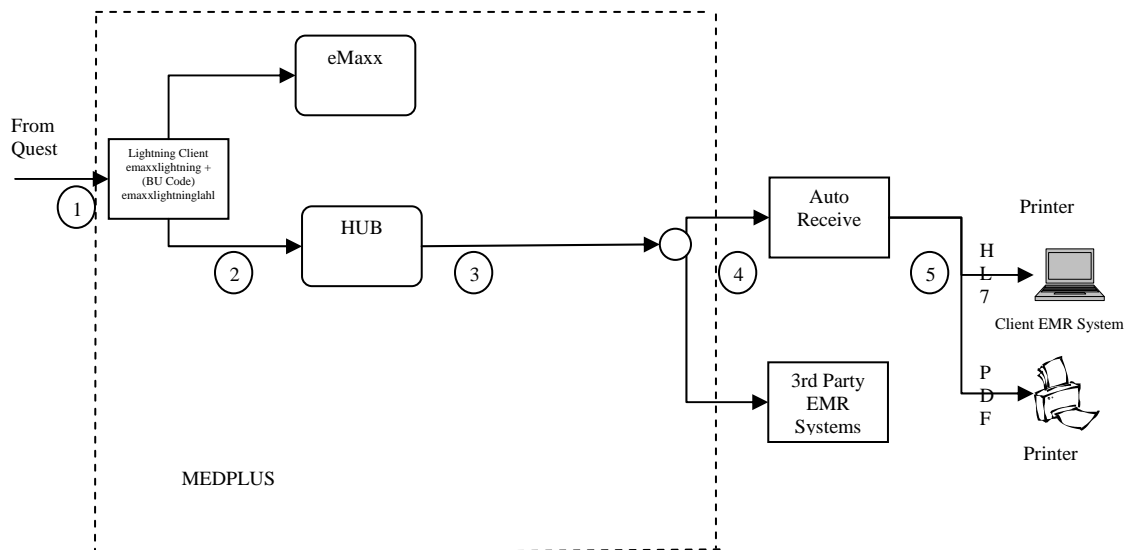
Result Flow

Below are general models of how a result passes through the MedPlus system to the customer's system.

Physician Portal



eMaxx



Determining the Scope of the AutoReceive Issue

When you determine the scope of an AutoReceive issue, you want to isolate the cause of the issue to either the Medplus system or the customer or quest system. The Medplus system is defined as the dashed line that serves as boundary for the systems that we have direct access to, everything outside this boundary are items that we can investigate.

- 1) Ask questions about the printing cycle or hl7 download cycle at the client site. By asking questions such as “have you ever had results print out automatically before?” can give you an idea of whether results have flowed through to that account in the past.
 - a) In the figures above, these questions would point you to step 5 in diagram above. If the client states that he has had AR print on its own before, you can start by limiting your investigation between steps 4 and 5.
 - b) Additional items that you can examine are the status log in AutoReceive or the log files. When viewing the status log, ask the clients if they see errors or confirmations that the application has downloaded results. If there are entries in the log that stated it has downloaded successfully, the issue may lie in the communication between the printer and the computer.

- 2) Ask questions about the initial installation of AutoReceive. Questions such as “when was this system installed?” or “has AutoReceive printed since it was installed?” will provide you an idea whether or not the AutoReceive account was installed or setup correctly.
 - a) If the files have not printed out since it was installed, or if the client is calling around the same time that AR was installed, the issue may lie with the setup of the account. In the figure above, these questions would direct you between steps 1 and 3. You can limit your investigation to this part of the system.
 - b) One quick way to verify that the system should be working is to check to see if the provider account is active and verifying the correct login and password combination. About 1% of the calls can be attributed to these error.

Verifying Info

Verify AR is requesting and downloading results

How to determine if an ACK is PDF or HL7

How to determine last ACK

- Ask the Caller to right click on AR Icon and select send status/error (*if you have already ask the caller to do this. Discard this request here*)
- Log into [HUB](#)
- From the navigation bar, click on *Results*
- Click on *request summary*.
- In the *Hub account name* enter the CareSite Code or Org ID and % sign
- Select the hub account in the *Hub Account Search Results*
- Enter an *End Date* of “t”
 - The start time is the time that the result was received by HUB.
- Enter in a Time
 - The time displayed is UTC time:
 - During Daylight Saving Time (Oct-Apr) subtract 5 hours to calculate EST.
 - During Standard Savings Time (Apr-Oct) subtract 4 hours to calculate EST
- Click Search
- Review the results, which appear in the Search Results list
 - Each request ID indicates a request to the HUB (see HUB help menu for definitions for each column)

Verify AR is requesting and downloading results

- The numeric value listed under results acknowledged is the number of results ACKed for that specific request ID.

How to determine if an ACK is PDF or HL7

- The result type column displays if the result is PDF, HL7. PDF is listed as RESULT.

How to determine last ACK

- From the request summary page go to the last page of the search results and look for a numeric value in the Results Acknowledged field. Make note of the date. This date is the last time the client ACKed. The max we will check is for the past 30 days or 1,000 requests, whichever comes first.
- The client could also view their status log to obtain this information
 - Right click on AR icon
 - Click on view status log
 - Scroll to the very bottom of the status log. They will be looking for a line that says “results received for during the session” with a numeric value after it. This will be their last ACK date.

Verify HUB is receiving results

- Log into [HUB](#)
- HUB Link for people outside MedPlus
 - Production – <https://hubadmin.quest.care360.com/admin>
 - Stage – <https://hubadmin.quest.care180.com/admin>
- From the navigation bar, click on *Result*
- Click the *Results Search* tab
- Under *Provider Account* enter in the account # (if multiple accounts are assigned to the HUB Account search by HUB account name.)
- Click on search result to select client (HUB or Provider)
- Enter in *Arrival Start Date* and *Arrival End Date*:
 - The arrival time is the time that the result was received by HUB. The maximum range you can specify is 30 days. If you type only a start date or end date, the opposing date is automatically set to 30 days from the date you specify.
- Other optional fields:
 - *Accession number*: to limit the search to a specific accession number.
 - *Finals Only*: to limit the search to only final results (no partials).
- Click *Search*
- Review the results, which appear in the Search Results list
 - The time displayed is UTC time:
 - During Daylight Saving Time (Oct-Apr) subtract 5 hours to calculate EST.
 - During Standard Savings Time (Apr-Oct) subtract 4 hours to calculate EST.
 - The ACK column will show a Y or N. If the client has multiple “versions” of the result pending (ex. Observation AND HL7) a Y will show when at least one version has been acked.
 - To determine if client has downloaded a specific version of the result click on the message control ID.
 - To view the detailed (HL7) content of an individual result, click the desired *Message Control ID*. A

separate browser window appears, displaying the content of the HL7 message. This is only available for HUB Admin level 7 and 9.

- If no results are found, see section titled “Troubleshooting Steps for a Generic AR not printing complaint”
 - *ACK* - client has downloaded the result and sent an acknowledgement back to the hub. If the client has a Printable subscription, an ACK indicates the result was downloaded to the printer and sent to the print queue. It does not indicate the printer actually printed the result.
 - *NAK* – a vendor’s response, telling us that they got the result, and that they either could (ACK) or couldn’t (NAK) process it. Regardless of the ACK/NAK status, this acknowledgment is recorded by the Hub and it means that we won’t send them that result the next time they make a request for new results.
 - *PENDING* – result has not been downloaded
 - If no results are found, see section titled “Troubleshooting Steps for a Generic AR not printing complaint”

Verifying the account is setup correctly for PDF or HL7

- Ask the Caller to right click on AR Icon and select send status/error (*if you have already asked the caller to do this. Discard this request here*).
- Verify the Provider Account is active and attached to a Hub Account:
 - Note the Hub Account name and the date the provider account was modified. What if?
 - a. If the Provider Account is not active, the results bound for that account number will be sent to an error directory in Hub and will not be available for download.
 - b. If the Provider Account does not belong to a Hub Account, then there is no login that will be able to access the account.
 - c. If there are multiple Hub Accounts listed, then the same results will be contained in each Hub Account the provider account is associated to.
- Now check the Hub Account:
 - Verify Document Queuing is active (**for AR 4.6 and below**)
 - If not, the results will not print automatically and will only be available via a redownload now.
 - Verify that HL7 queuing is active (**for HL7 subscriptions only**)
 - If not, the results will not download automatically and will only be available via a redownload now.
 - Verify that Observation queuing is active (**for AR 5.0 and above**)
 - If not, the results will not download automatically and will only be available via a redownload now.
 - Verify that the Hub Account is active.
 - If not, when the AR tries to access it with the correct username, an error message will appear on the client system
 - Verify that the correct Provider Accounts are attached to the Hub Account
 - If not, you possibly looking at the wrong Hub Account
 - Verify that the correct username is attached to this Hub Account
 - If there is no username or a different username is attached to the account, then you are possibly looking at the wrong Hub Account.
 - If there are multiple Provider Accounts listed, then those accounts have the chance of printing out when the username that is linked to this Hub Account is used.

Identifying the Hub account that the user is accessing

- Ask the Caller to right click on AR Icon and select send status/error (*if you have already ask the caller to do this. Discard this request here*)
- Login to [HUB](#) admin
- Ask the client/technician to tell you what the username is for the AR account in question.
 - There are some occasions where the Provider Account that you are searching for is a member of multiple Hub Accounts. To isolate the Hub Account that you are working with, perform the following.
- Compare the username attained with the username on listed in the Hub Account.
- If they are the same, then this is the correct Hub Account.

Troubleshooting steps for a generic AutoReceive is not printing complaint

Verify with the client that the workstation is on, logged into windows, and AR is running

- If icon is not in the system tray ask the caller: Is this a Quest provided computer?
 - If yes, have the client log out of windows and back in so as to restart AR. Click download now
 - If no, have client launch AR from start, programs. Click download now
 - If AR starts up with a connection error see “AutoReceive is not connecting to the server”

Do a Results Search in HUB

- If there are NO results to download, verify the account is set up properly
 - Verify AR is enabled (Provider Account , Document Queuing (**for AR 4.6 and below**), Observation Queuing (**for AR 5.0 and above**) and HL7 queuing [**for HL7 only**] on the HUB account.
 - If Document Queuing, Observation queuing or HL7 queuing [**for HL7 only**] is enabled and the Provider Account is disabled, the results will not be listed HUB. The result will have to be resent by Tier One – through Lightning (not QLS).
 - If Document Queuing is Disabled (**for AR 4.6 and below**) and the Provider Account is Enabled, then the result is in the Hub, but needs to be redownloaded after Document Queuing has been enabled.
 - If Observation Queuing (**for AR 5.0 and above**) is Disabled and the Provider Account is Enabled, then the result is in the Hub, but needs to be redownloaded after Document Queuing has been enabled.
 - If HL7 Queuing is Disabled and the Provider Account is Enabled, then the result is in the Hub, but needs to be redownloaded after HL7 Queuing has been enabled. **For HL7 only.**
 - Compare the quest account number in the Hub against an HL7 message for possible leading zeros. eGate (ISC) trims leading zeros but HUB must have the leading zero.
 - Check to see when AR was enabled, it’s possible the client hasn’t had any new results since it was activated.
 - Verify account # is in lightning user in LOR admin.
 - Conference in RHD to check the set up in the LIS.
 - Conference in RHD to verify the client has results which should be available (maybe the client thinks they have results but they do not)
 - Is there more than one account #? Are they ALL activated? Are they all associated to the Hub account? Are they all selected in the clients AR configuration?
 - Verify if AR is running in service or classic mode via client status. If running in service mode and pointed to a printer or file on the network AR needs to be switched to classic mode.
 - Verify ALL users have access to any network printer or file that AR is pointed to.

➤ If Transaction Status shows as Pending

- Document queuing is enabled
- Observation queuing is enabled

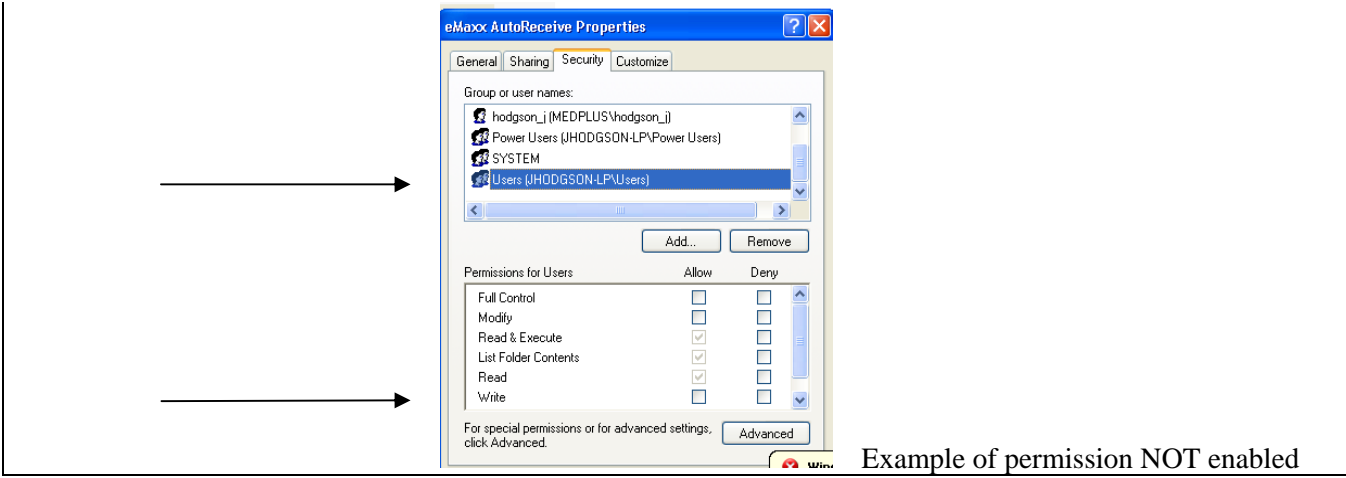
- HL7 queuing is enabled (for HL7 only)
- Have the client perform a download now, if successful problem may have been:
 - results were not available earlier at the scheduled time
 - AR was not running earlier at the schedule time (workstation was not on, user was not logged into windows)
 - PC could have been in sleep mode and internet connection was lost
 - Printer could have been in sleep mode.
- Check AR configuration to verify all account #'s are selected
- Ask the user: Is this Quest Hardware? If not verify the “currently logged in” user to windows has permissions to the AutoReceive folder (see next page for specific instructions)
- Verify the configure subscriptions is set up to print at the appropriate times and the correct printer is selected
- Verify the username on the clients pc and the associated hub configuration
- Check the date and time on the pc

➤ If Transaction Status shows ACKs

- Ask user - Is the printer turned on and does it have paper?
- Ask user - Is the printer online or is there an error code or is it jammed?
- Ask user - Is it possible someone else picked up the results off the printer?
- Check the configure subscriptions, is it selected to print to the same printer the customer is checking?
- Ask user – Do you have multiple locations? Is the other location possibly printing via AR too?
- Are there additional account #'s which are not active or set up?
- If none of the above – send someone on site to investigate and possible reinstall

➤ Verify the windows users have write access to the hard drive

- ✓ On XP and 2000:
 - ✓ Right Click on start
 - ✓ Click Explore
 - ✓ Click Local Disk C
 - ✓ Click Program Files
 - ✓ Right Click on eMaxx AutoReceive
 - ✓ Click on Properties
 - ✓ Click on the security tab
 - If there is not a security tab, the user does not have windows administrative privileges, the user must contact their Local IT to give them right access to this folder on the hard drive.
 - ✓ Click on users and verify under permissions area that Allow is enabled for the Write permission



Troubleshooting Other AutoReceive Issues

[Top of Document](#)

Product question

<ul style="list-style-type: none">➤ Client wants to know what they can customize with their automatic download/printing➤ Client needs instruction on performing manual downloads	<ul style="list-style-type: none">➤ Look up in AR help (right click on AR icon) or user manual (start menu)➤ Walk user through performing a download now.
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Installation help

<ul style="list-style-type: none">➤ Sales is installing AR at customer site and needs assistance➤ New Field IT personnel needs installation assistance➤ Client (end user) – Field IT will need to be sent on-site, the customer center password cannot be given out to end users.	<ul style="list-style-type: none">➤ Instruct caller to access the MedPlus Customer Center to download the AutoReceive client installation software. <u>Do not give the customer center password out to end users only Quest</u><ul style="list-style-type: none">✓ Go to www.medplus.com✓ At the bottom of the page, click on Care360 Info Center✓ Enter Username and Password (it is case sensitive)<ul style="list-style-type: none">▪ Username: QUESTBU▪ Password: MedOrders7 (changed 3/12/2007)
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System Requirements

<ul style="list-style-type: none">➤ The hardware and software requirements for AutoReceive are listed in the User Manual.

Is Vista supported?

<ul style="list-style-type: none">➤ Yes, this includes 64 byte with AR 7.0 (Vista was support with 4.0 32byte)
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Is Windows 7 Supported

<ul style="list-style-type: none">➤ Yes with AR 7.0.
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What Servers are Supported

➤ Windows 2003 is supported. Windows 2008 is supported with AR 7.0.

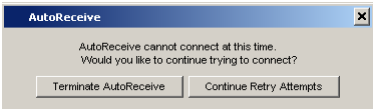
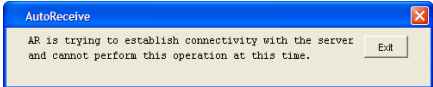
Is Win98, ME or NT supported?

➤ No, unless they are running AR 3.0

Configuration help

<ul style="list-style-type: none">➤ Client wants automatic printing to happen at different time of day/day of week➤ Client wants to change automatic printing from partial/final to only final or vice versa➤ Client wants automatic printing to happen at different printer➤ Client wants to change account numbers that will automatically download/print	<ul style="list-style-type: none">➤ Use AR client installed on your workstation to walk client through configuration changes➤ All account numbers setup in the Hub for the client will be available for configuration➤ If additional account #'s need to be added:<ul style="list-style-type: none">○ Verify account #'s are currently set up for eMaxx/PhysPort. If so, check the configuration in the Hub.○ If the account #'s are not set up, contact the sales rep to have paperwork submitted for eMaxx/PhysPort. (hub access will occur as a natural extension of this request).
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AutoReceive is not connecting to the server

<p>1.4.2 and up</p>  <p>1.4.1</p> 	<ul style="list-style-type: none">➤ Verify workstation can connect to the internet➤ Verify date/time on workstation➤ If internet is good, then use AR client installed on your workstation to verify you can connect to the Hub➤ If you can connect, ask the client: Is this a Quest provided internet connection?<ul style="list-style-type: none">○ If no, direct the client/installer to check with their local IT to see if they have a firewall or proxy server.○ If the customer has a firewall, ports 80 and 443 must be open for AR to connect.○ Currently AR will not connect with a proxy server that requires a username and password. They cannot enter the server username and password in the fields in network configuration it will not connect. They need to use a server that does not require and username and password.○ If they need our IP address ask them to use our server name: hubservices.medplus.com○ If the customer has a proxy server the proxy host and port
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	<p>must be entered in the AR network configuration.</p> <ul style="list-style-type: none"> ➤ AR 7.0? Switching from classic to service mode for Servers 2008, Vista 64byte and Window 7 you need to Run as Administrator. 1) Go to Control Panel -> Administrative Tools -> Services 2) Select AutoReceive service from list of services. Status should be "Started" 3) Right mouse click, select "Stop" from popup menu 4) Go to Start -> Programs -> AutoReceive, select AutoReceive application 5) Right mouse click, select "Run as administrator" from popup menu. When configured for service mode, starting the UI also starts the service. 6) Confirm that both the application and service start correctly.
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Java error when AR Starts up

<ul style="list-style-type: none"> ➤ Verify client's operating system is supported <ul style="list-style-type: none"> ○ WinXP, Win2000, Win NT SP4, Win ME ○ Win98 Second edition operating systems as long as they are being support by Microsoft. ○ Win98 First edition is not supported and will not work with AR 2.0 ➤ Otherwise, call RHD to send ticket to local BU to have AR reinstalled
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Account # missing from subscription

<ul style="list-style-type: none"> ➤ Verify account # in set up and active in HUB ➤ Ask or check to see if the account # was recently added in HUB. If so, the client may just need to restart AR. AR only loads the available accounts #'s upon start up. ➤ Obtain AR Username from client workstation, verify the account # is attached to the correct hub account

Can AR print alphabetically?

<ul style="list-style-type: none"> ➤ No, this is being considered for a future release.
--

AR won't auto update

<ul style="list-style-type: none"> ➤ Verify client is running the most current version of AR. (Right click on AR Icon, click About)
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Direct client to login screen for eMaxx or PhysPort. Click link in bottom right hand corner to update

- Right click on AR Icon, and click check for update now. If states AR is running the most current version and it is not, verify the client has write permission to the AR folder (under program files) on the hard drive

Flowsheet isn't printing

➤ See Physician Portal troubleshooting guide

New results in eMaxx/PhysPort but AR hasn't printed them

- Confirm why client expects more results to print.
 - Are they looking at the new results in eMaxx/PhysPort?
 - Just because results are showing new in eMaxx/PhysPort does not mean that they didn't print. The new results list is not connected to AR product. Results will print via AR and still show as new in the new results.
 - Do they have a choice of groups to select when logging in?
 - AR may only be set up to print fewer account numbers than currently available to the user in eMaxx/PhysPort– even if the user has access to one or more CareSites.
 - Are they looking at the count on the LOR main page?
 - These results aren't yet available to AR to download/print (they will be within the hour unless a setup issue is present).
- Check to see if the result is a partial or final. If it is a partial, check the client's AR configuration to see if they are set to print partials.
- Otherwise, see generic AR is not printing

AR did not print a specific result

- Verify with the client that the workstation is on, logged into windows, and AR is running
- Use HUB, results search or report view audit log (in LOR Admin) to see if the result crossed
- If it has, check to see if the result is a partial or final. If it is a partial, check the client's AR configuration to see if they are set to print partials.
- Otherwise, see generic AR is not printing

AR printing results at a later time than client expects

- Verify with the client that the workstation is on and logged into windows at the scheduled print times]
- Check AR Configuration to ensure the times selected are those the client wants.
- Verify date/time on workstation

- AR may print later than the expected time due to the volume of requests being serviced by the HUB. The HUB can only handle a predetermined amount of requests at one time; therefore, the AR client is designed to compensate for this volume by using retry logic. AR will retry every 8 minutes until the next scheduled download or a total of 10 times, whichever comes first.

AR printing old results

- Some clients may classify a result as “old” because they have already dealt with it via manually printing through eMaxx or PhysPort, a short time ago.
- Have the client check the new results, are the same results listed? If so, its possible results were requeued, possibly do to a migration of historical data and AR was not turned off. If not, results still could have requeued and already deleted from the New Result summary, check the report view audit log in LOR to see if the result has recently crossed to eMaxx/Physician Portal.
- Otherwise, clear the queue.

Result printing at wrong location or isn't mine

- Obtain example, Use Hub, results search to investigate
- Verify the result was ordered under the same account # the customer expects
- Check AR configuration to verify that account # is configured

AR is printing multiple copies of the same results

- Make sure that the client has rebooted the computer since the multiple results started printing.
- Check the Result tab in HUB to verify that the customer did print multiple times.
 - Check to see if the ACKS were part of a download now or a re-download now.
- Check the times for the duplicate prints. If the times for each print are close together (within several seconds), this may be a case where AR is installed on a server of some kind, or installed on Windows XP Home Edition.
 - If multiple users are logged into windows, AR will start up when each user logs into windows. Remove AR from the startup folder for all users except one.
 - Citrix Servers are not supported. Every time a user logs into the citrix server it'll start up AR.

- Check the subscriptions to make sure that the number 1 is listed underneath distribution
- Verify using either ISC or Physician Portal, that only one message was received for one of the results that the client claimed printed more than once
- Verify client is running latest version of AR.
- If not any of these situations, obtain log files including config file and escalate to APPTeam

AR Runs under Admin User but not under other Users on the System

- This is a system related issue related to logins on that computer.
- Verify that the application was installed under the administrator login.
- Verify that AR is located in the start folder of the user it does not start for.
- If AR is in the start folder for this user, either the user does not have access to the folder in the program files or AR is trying to connect but not connecting.
- Verify that the user has an internet connection and do a trace route to hubservices.care360.com
- If the internet connection is good, then verify that all users have access rights to the AR folder. If the security tab is missing from the properties section of the folder, then you are not the admin for the computer or this is Windows XP Home Edition. XP Home does not have permission to join a domain hence why the tab is missing. In this case, share the folder to all users using the Sharing folder.

Are you sure you want to close AR without saving? Your changes will be lost

- You must click save to save your subscription.

Can AR run as a service?

- AR 4.0 and above.

Can AR print to multiple printers?

- AR 4.5 and above have this functionality.
- When configuring the subscription under the distribution section hold in the ctrl button on your keyboard and select all printers you want AR to print to.

Can AR reprint the last batch of results that printed?

- AutoReceive 4.5 (and above) now allows the most recent set (batch) of downloaded results to be reprinted. After a successful printable result download, the results are stored in a temporary directory to allow reprinting if requested.
 - right-click the *AutoReceive* icon and choosing *Reprint Last Reports* from the pop-up menu.

Can AR collate printed reports?

- AutoReceive 4.5 (and above) now provides the option to collate when printing 2 or more copies.
 - During the configuration select the *Collate Multiple Reports* checkbox.

Can AR print results in a specific order?

- AutoReceive 5.0 (and above) now provides the option to print results by provider account ID.
 - To configure a subscription using this parameter right click the AutoReceive tray icon and select the *Configure Subscriptions* menu item.
 - Under File Naming Mode, select the Enhanced radio button.
 - The Print Order radio buttons will become enabled. Select File Name.
- File Date prints as it does today, in the order it was received into Hub database.
- File Name prints by Provider Account ID. When the sorting by File Name is selected results are printed numerically by the Provider Account ID.
 - Provider Account ID is a number given to each Quest account number when it's added to the Hub database.

How to change Notification Options?

- Right click on the AR icon
- Click on *Notification Options*
- Select one of the following
 - Always
 - During AutoReceive activity
 - During user-initiated activity
 - Never
 - There is also an option to always have the notification box on top of all other windows.
 - Click save or cancel when completed.

Print Summary Page

- AR 5.0 (and above) provides the following information on the {Print Summary Page}
 - Patient Name
 - Accession#
 - Test in Question (TIQ)
 - Test Not Performed (TNP)
 - Abnormal Results
- To enable this page to print at the end of the result batch
 - During the configuration click *Enable Print Summary Page*

Advisory Message Report

- AR 5.0 (and above) can be configured to generate an Advisory Message Report to be printed with a batch of results, if that batch contains any TIQ or TNP results.
 - If *Enable Advisory Message Report* is selected the report will print first, followed by the reports with an advisory message (TIQ,TNP), then followed by the other results.
 - If the Enable Advisory Message Page is not selected and there are reports with an advisory message (TIQ, TNP), the results will print before the rest of the results within the batch.
 - For clients who automatically upgrade from older versions of AutoReceive to 5.0 the Enable Advisory Message Page will be automatically selected.

LOINC

- As of HUB 8.0 clients can opt to receive LOINC Data or not. This generally only affects HL7 subscriptions when the clients are set up to receive their results into a folder which goes to their EMR.
- LOINC is the industry standard for all results codes.
- If a client is set up to receive LOINC data (in their HUB account) they will receive extra information in from of the test code information in the HL7.
- The client EMR must be set up to accept this extra LOINC information.

AR 4.0 Error message – Need full control to AR install – user security permission limitation (windows issue, not AR). If AR was installed under an admin user and a non admin user logs into windows, this message may appear.

Reason for converting Service Mode to Classic Mode

HL7 files not downloading since upgrade to 4.0

Clients PC is blocking AR service after upgrade to 4.0

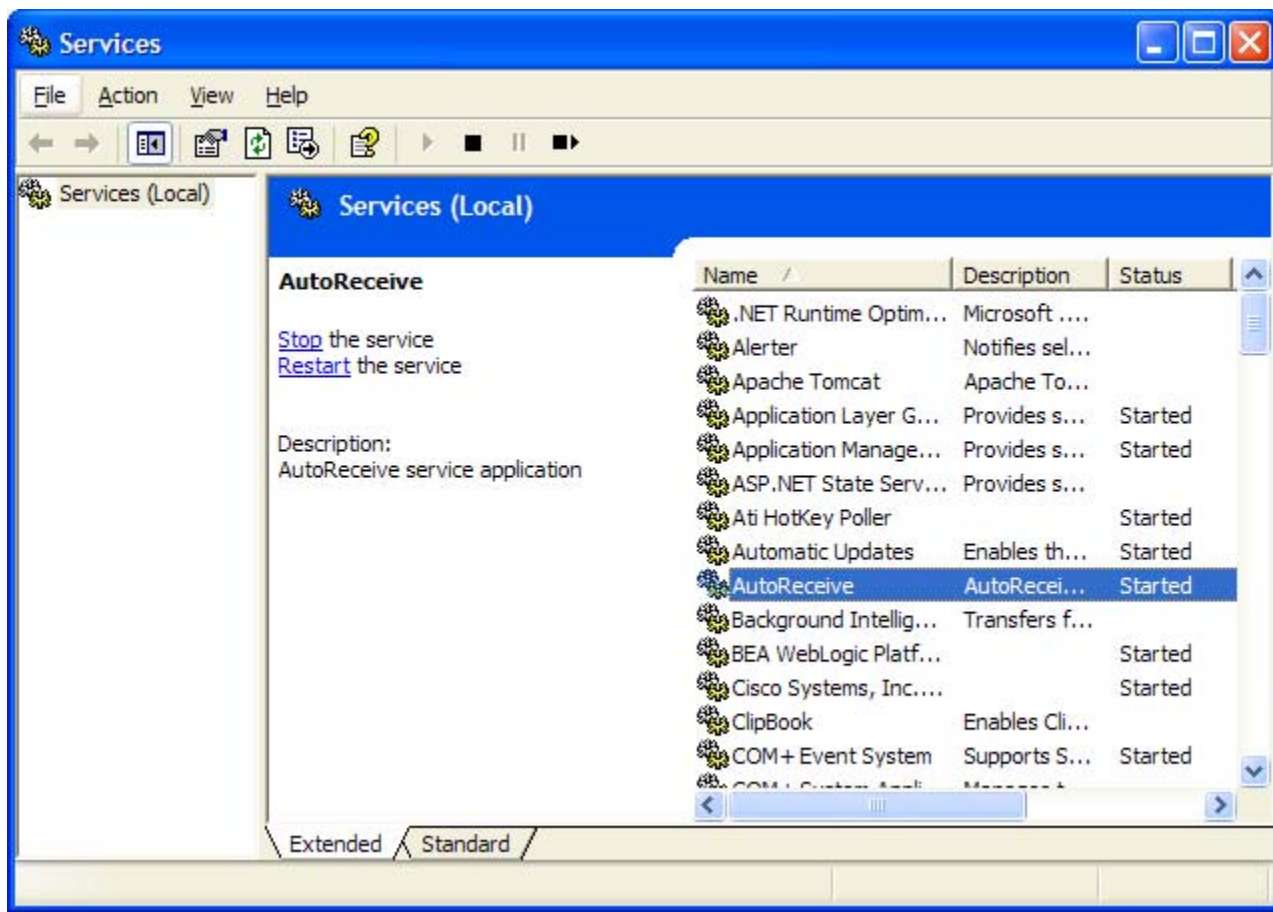
Cancel AutoReceive 4.0 Service Mode (Restarting AR will launch in Classic Mode)

- 1) Stop the AutoReceive client
- 2) Start->Settings->Control Panel->Administrative Tools->Services

Last printed 02/02/2011 1:46:00 PM - 21 -

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support\emaxxcenter\AutoReceive\AR_Troubleshooting_Guide_2011.docx



- 3) Right click on AutoReceive and select stop.
- 4) Right click on AutoReceive->Properties and set Startup Type to Disabled.
- 5) Open the file C:\Program Files\AutoReceive\config\app.properties with notepad
- 6) Find the line: servicemode=true
- 7) Change it to servicemode=false and save the file
- 8) Restart AutoReceive

AutoReceive should now be running in classic mode.

Parsible Errors

In version 3.0, clients who have an HL7 subscription may see errors in the Status Log that state “line is not parsible”

- This does not cause any problems with normal operations of AutoReceive. This can occur if there’s a problem sending the Status Log to the Hub.
- The client may Clear the Status Log if they wish to remove the error

SOAP Errors

These errors indicate AutoReceive is having trouble connecting to the server. This can be a result of MedPlus HUB server issue or network/internet connection issue on the customer’s side.

Error: “Since every account is assigned to a subscription, no new subscriptions can be created”



- Verify Hub Account is active
- Verify username is attached to a Hub Account
- Verify account #'s are associated to Hub Account the username is associated to

I changed credentials and selected “Reprint Last Reports” and results from the old credentials printed out.

This is expected behavior. The reprint last reports is not dynamic. It ping back to the server with the new credentials. It just prints whatever is in the “last batch to print” folder within the existing AR folder.

List of AR Credentials for a Business Unit

Send a ticket to the APPteam requesting this information.

Server 2008 or XP attempts to upgrade over and over again (6.0to7.0)

Disable Automatic Updates

Last printed 02/02/2011 1:46:00 PM - 23 -

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1. If AutoReceive is running, stop it before proceeding.
2. Navigate to the AutoReceive *config* directory:
 - On computers with 32-bit operating systems, this will be *C:\Program Files\AutoReceive\config*.
 - On computers with 64-bit operating systems it will be *C:\Program Files(x86)\AutoReceive\config*.
 - For Windows Vista installations of AutoReceive 6.0, it will be *C:\Users\username\AppData\Local\Program Files\AutoReceive\config*.
3. Open the file *app.properties* in a text editor, such as Notepad.

Note: Save a backup copy of any AutoReceive file before making changes to the original.

4. Locate the line *lastUpdate=0*. The value after the = may also be an earlier date timestamp instead of a 0. A value of 0 means an update has not occurred previously since the installation of this AR version.
5. Replace 0 with the date timestamp of the current posted AutoReceive 7.0 release¹. An example of a properly modified line would be *lastUpdate=2010-09-28 00:00:00.0*.
6. Save the file.
7. Restart AutoReceive. When it starts, automatic updates will be disabled until a newer version of AutoReceive is posted to the production FlexNet server.

Note: This procedure only disables automatic updating to the release corresponding to the timestamp you enter. Future automatic updates will occur normally.

#1 AR 7.0 troubleshooting step

- Just because AR was installed under an admin user in service mode for Servers 2008, Vista 64bit and Window 7 doesn't always mean it gives all the rights needed - you need to Run as Administrator.
windows updates can mess this up

 1. Go to Control Panel -> Administrative Tools -> Services
 2. Select AutoReceive service from list of services. Status should be "Started"
 3. Right mouse click, select "Stop" from popup menu
 4. Go to Start -> Programs -> AutoReceive, select AutoReceive application
 5. Right mouse click, select "Run as administrator" from popup menu. When configured for service mode, starting the UI also starts the service.

Note for Vista 6.0 to 7.0 upgrades

- The install directory is going to change. It will remain in classic mode because it defaults to the previous version.

REVISION HISTORY

The following table lists the updates to this document.

Version #	Date	Revision Purpose	Name of Reviser
1	05/01/06	Added Multiple Prints Issues	Erick Ortega
2	05/15/06	Added Rights Issue Complaint to Section	Erick Ortega
3	06/07/06	Added 2 error messages and added Readme File to the Appendix.	Erick Ortega
4	10/25/06	Removed readme b/c it changes with releases, also added Table of contents	JHodgson
5	10/31/06	Added AR won't auto update and Account # missing from subscription	Jhodgson
6	11/17/06	Added new bullet under verify AR is downloading section	Jhodgson
7	11/17/06	Added Running AR as a service or print alphabetically	Jhodgson
8	12/14/06	Added section for flowsheet issue	Jhodgson
9	03/12/07	Added Parsible errors	Jhodgson
10	03/12/07	Updated Page 8 to check for Doc Queuing	Jhodgson
11	05/22/07	Added the following: SOAP errors, system requirements, Error: "Since every account is assigned to a subscription, no new subscriptions can be created"	Jhodgson
12	10/04/07	Instructions on how to change AR 4.0 service mode to classic. Also added additional Vista details	Carol Taylor
13	10/23/07	Instruction on obtaining AR credentials for an entire BU.	Cbutler
14	11/05/07	Updated Support for Vista, Win 98, ME, NT	Bgunckle
15	12/10/07	Updated cannot connect to server information	Cbutler
16	01/18/08	Updated for HUB 6.0 release	Cbutler
17	5-2-08	Added external HUB link	Dan Roberts
18	8/1/08	Added info about service and classic mode	Cbutler

19	6/15/09	Updated for 4.5 and above	Cbutler
20	8/5/09	Added info about LOINC	Cbutler
21	12/8/10	Added AR 7.0 and HUB ack column info	cbutler