

AutoReceive

User Manual

Release 8.0

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Release 8.0

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About This Manual

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Introduction

This *AutoReceive User Manual* provides information on configuring and using Care360® AutoReceive. It also describes how to add, modify, and remove subscriptions that deliver results to your printer or computer from various service providers, or subscriptions that allow you to upload clinically relevant documents to Care360 EHR (Electronic Health Record). In addition, it describes how to upload point-of-care testing (POCT) results to Care360 Lab Orders and Results.

Note: For an explanation of subscriptions, see [“Configuring Subscriptions”](#) on page 8.

Intended Audience

This user manual is intended for end users of AutoReceive who receive results, upload clinical documents, and/or upload POCT results. The manual assumes your computer, printer, and network (if applicable) are set up and ready to use, and that you are familiar with the basic skills needed to use them.

What's New in This Release

AutoReceive 8.0 provides the following updates and enhancements:

- **Platform support.** AutoReceive platform support has been updated as follows:
 - AutoReceive now supports the following operating systems:
 - Windows® 8 and Windows 8.1. For information on the Windows 8 and Windows 8.1 conventions used in this manual, see [“Documentation Conventions”](#) on page viii.
 - Windows Server® 2012 R2.
 - Windows Small Business Server (SBS) 2011 Standard.
 - Windows 2000 has been removed from the list of supported operating systems. If you are currently running AutoReceive on Windows 2000, you can continue to use it, but no new installations of AutoReceive on Windows 2000 will be performed.

For more information, see [“System Requirements”](#) on page 5.

- **Start and stop options.** AutoReceive now supports the following options for managing how the AutoReceive service and user interface are started and stopped:
 - **Manual stop and restart option.** A new option for forcing the AutoReceive service to stop and restart is now available in the Windows *Start* menu (or in the *Apps* screen for Windows 8, Windows 8.1, and Windows Server 2012 R2). For more information, see [“Starting and Exiting AutoReceive \(Service Mode\)”](#) on page 49.
 - **Additional options for starting the AutoReceive user interface.** Several options have been added to support users' attempts to start the AutoReceive user interface when another instance of AutoReceive is already running. For more information, see [“Starting and Exiting AutoReceive \(Classic Mode\)”](#) on page 52.
- **Automatic recovery.** AutoReceive can now automatically recover from system-level error conditions. For more information, see [“Automatic Restarts of AutoReceive”](#) on page 54. [“Automatic Recovery”](#) on page 71
- **Retry attempts.** If results fail to download, AutoReceive now continues retrying instead of exiting. This is especially beneficial for subscriptions that are configured to download results only once or twice a day.

Documentation Conventions

This manual uses the following conventions:

- Manual titles, special terms, Web page and dialog box titles, menu items, toolbar button names, labels that appear on Web pages and dialog boxes, and keyboard key names appear in *italic*.
Italic is also used to indicate variables. For example, an email address might be presented as *name@company.com*. When typing the address, you would use the actual user name and company name rather than *name* and *company*.
- Words that are being emphasized appear in bold.
- Text that you type as well as messages and prompts that appear on the screen appear in `this type style`.
- The greater than symbol (>) indicates a series of menu items to click. For example, the instructions to click the *File* menu item and then click *Open* might be presented in the following way: "Click *File > Open*."
- This manual calls your attention to important information in several ways:

Note: A note indicates exceptions to the stated rule, or information that emphasizes or supplements important points in the main text. A note can supply information that might apply only in a special case.

Caution! A caution indicates that failure to take or avoid a specified action could result in losing data. When you see a caution, follow the instructions carefully.

- The following Microsoft® Windows operating systems are referred to collectively as User Account Control (UAC) operating systems:
 - Windows 8
 - Windows 8.1
 - Windows 7
 - Windows Vista®
 - Windows Server 2012 R2
 - Windows Small Business Server (SBS) 2011 Standard
 - Windows Server 2008 R2
 - Windows Server 2008

UAC is Microsoft Windows security technology that limits applications to standard user security unless you explicitly request that the application be run with administrator privileges. AutoReceive requires administrator privileges to run properly in Service mode.

- For Windows 8 and Windows 8.1, the instructions in this manual assume the following:
 - You are using a keyboard and mouse, not a touch screen.
 - You are using desktop mode to access the *AutoReceive* menu. (To access the desktop mode from the Windows 8 and Windows 8.1 *Start* screen, press the Windows logo key + d.)
- For all operating systems, the instructions in this manual assume that the notifications area is expanded to show the *AutoReceive* icon.
- When viewing this manual using Adobe® Reader®, we recommend that you do the following to ensure optimal display:
 - 1 Click *Edit > Preferences*.
The *Preferences* dialog box appears.
 - 2 In the *Categories* list, click *Page Display*.

- 3 In the *Rendering* area, clear the *Enhance thin lines* check box. You may also want to clear the *Use 2D graphics acceleration* check box, based on capabilities of your graphics card.
- 4 Click *OK*.

Note: The preceding steps are specific to Adobe Reader X; the procedure may vary based on the version you are using.

Abbreviations and Acronyms

The following is a list of abbreviations and acronyms that are used in this manual.

Abbreviation/Acronym	Description
BU	Business Unit
DHCP	Dynamic Host Configuration Protocol
DNS	Domain Name Server
DPI	Dots Per Inch
EHR	Electronic Health Record
EMR	Electronic Medical Record
HL7	Health Level 7 Standard Interface
HTTP	Hypertext Transfer Protocol
HTTPS	Hypertext Transfer Protocol, Secure
KB	Kilobyte
LAN	Local Area Network
MB	Megabyte
MCID	Message Control ID
PDF	Portable Document Format
POCT	Point-of-Care Testing
SOAP	Simple Object Access Protocol
TIQ	Test In Question
TNP	Test Not Performed
UAC	User Account Control
UNC	Universal Naming Convention
USB	Universal Serial Bus


Accessing the Documentation

You can access AutoReceive documentation in the following ways:

- **Online help.** The help provides overviews and step-by-step procedures for all AutoReceive tasks. It can be viewed with an Internet browser.
- **User manual.** Like the help, the user manual provides overviews and step-by-step procedures for all AutoReceive tasks, but it also includes screen captures and other diagrams. It is available as a PDF file that can be viewed online or printed.




Access the Online Help

1 Do one of the following:

- Right-click the AutoReceive icon () in the taskbar and click *Help*.
- From any of the subscription configuration dialog boxes, click the *Help* link in the upper-right corner

The AutoReceive help appears in a new browser window.

2 Do one or more of the following to access a help topic:

- On the *Contents* tab, click the appropriate book or topic:
 - To view a topic, click the page icon ()
 - To expand a closed book, click the closed book icon ()
 - To collapse an open book, click the open book icon ()
- On the *Index* tab, click the appropriate letter in the list, and then click one of the listed keywords.
- On the *Search* tab, type the word or phrase that you want to find, and then click *Search*. From the list of search results, click the appropriate topic name.
- From the navigation bar above the topic, do one or more of the following:

To do this

Click this

See where the topic appears in the table of contents.



Note: If the topic is not included in the table of contents, an error message appears.

Go to the previous topic in the help system.



Note: If you are viewing the first topic in the help system, this button appears dimmed.

Go to the next topic in the help system.



Note: If you are viewing the last topic in the help system, this button appears dimmed.

Display a list of related topics that provide additional information.



Note: You can also click the *Related Topics* link at the bottom of the topic.

Display the *Contents*, *Index*, and *Search* tabs after accessing a task-specific help topic.



Note: This button does not appear when you access the general help.


Print a topic



- At the top of the help topic, click any of the links that appear within the navigation links. The navigation links show where the current topic appears in the hierarchy of the *Contents*. (You might have to scroll the window to see the navigation links.)

Notes:

- The name of the currently displayed topic is not a clickable link.
- Although you can always go higher in the hierarchy, you cannot go deeper using the navigation links.

- 3 When you are finished viewing the help, close the help browser window by clicking the close button () in the upper-right corner of the window.

Access the User Manual

- 1 Do one of the following, depending on your operating system:
 - From the Windows 8, Windows 8.1, or Windows Server 2012 R2 *Apps* screen, click *AutoReceive User Manual.pdf*.
 - From all other Windows operating systems, click *Start > All Programs > AutoReceive > AutoReceive User Manual.pdf*.
The *Care360 AutoReceive User Manual* PDF file opens in the Windows Reader app or Adobe Reader.
- 2 Use the bookmarks in the left pane of Adobe Reader to navigate through the chapters and sections in the PDF file.

Chapter 1: Getting Started

In This Chapter:

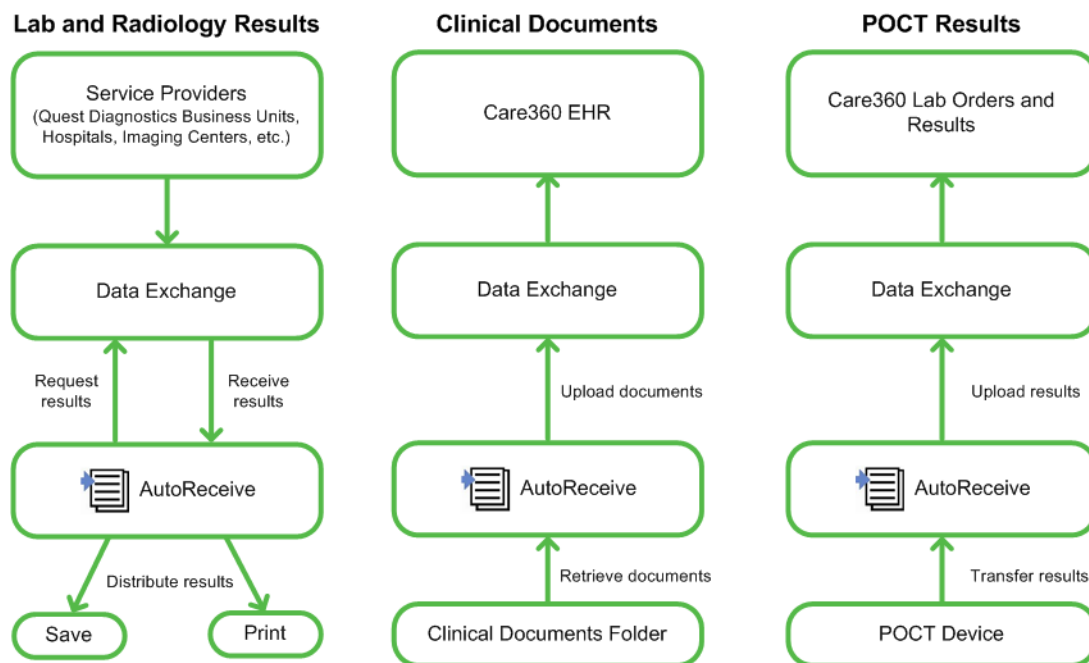
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About AutoReceive

AutoReceive, part of the Care360 suite of products, provides a secure method for the following:

- Receiving, routing, and storing lab results from Quest Diagnostics® or radiology results from other service providers. The lab and radiology results are available in HL7 or printable (PDF) formats, depending on how AutoReceive is configured.
- Uploading clinically-relevant scanned documents to your computer or network drive, and transferring them electronically into the Care360 EHR.
- Uploading point-of-care testing (POCT) results to AutoReceive using an external POCT device (such as a HemoCue® device) for delivery to Care360 Lab Orders and Results.

The following graphic illustrates the process of receiving lab results from a Quest Diagnostics service provider using AutoReceive.



AutoReceive Subscriptions

A subscription is a defined delivery method that identifies the lab or radiology result document types (HL7 or PDF) that you want to receive, or the location of the files that you can upload (scanned clinical documents).

Lab and radiology result subscriptions include how and when results are delivered to you, and how you prefer the results be stored, saved, or printed for clinical use. You can create any number of HL7 and PDF subscriptions, each with differing delivery options. Lab and radiology result subscription parameters include the following:

- Document type (for example, HL7 or PDF)
- Subscription name
- Save or print location (defined at your discretion)
- Type of result (final results only or partial and final results)
- Frequency of transmission (for example, every 60 minutes)
- Disabled days of the week (for days your office is closed)

- Print order (for example, by file date or file name)
- HL7 filename extension (for HL7 subscriptions only)
- Quest Diagnostics account

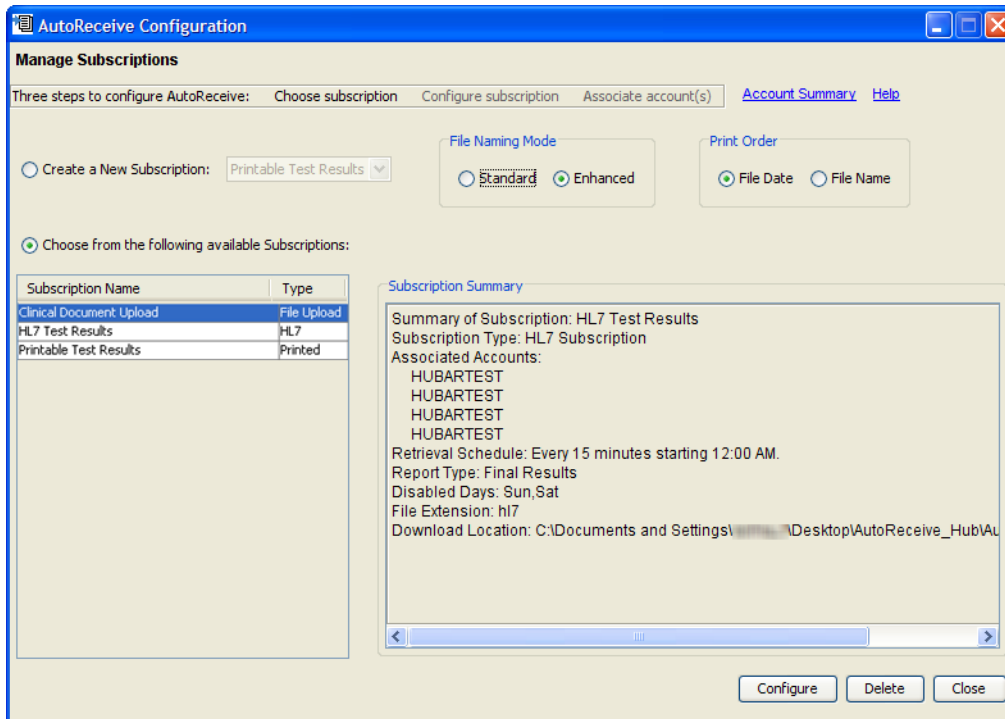
A Quest Diagnostics account can be associated with only one HL7 subscription and one PDF subscription type. If you want reports from all of your Quest Diagnostics accounts to be delivered according to the same set of parameters, that is, at the same time(s) each day, to the same printer/folder, etc., you would configure only two subscriptions—one for HL7 and one for PDF— and associate all your Quest Diagnostics accounts with these two subscription types.

If, however, you want to specify variations to your subscriptions to accommodate differing delivery requirements among your clinicians, you can create and name additional HL7 and PDF subscriptions and associate them with accounts that are not already associated with another subscription of the same document type.

Example Subscription

If you want to receive HL7 final results (document and result type) from Quest Diagnostics for the Northern Medical Group (Quest Diagnostics account), you can configure an HL7 subscription to retrieve results every 60 minutes (frequency of transmission) to a folder on your network (save location). You might have already configured other HL7 subscriptions with differing parameters for other Quest Diagnostics accounts, but AutoReceive offers the flexibility to configure additional subscriptions to suit your clinical requirements. For more information on creating subscriptions, see [“Configuring Subscriptions”](#) on page 8.


The following image shows two configured subscriptions and the specified delivery parameters for the selected account. For more information, see [“Accessing Account and Subscription Summary Information”](#) on page 38.



Running AutoReceive as a Windows Service

AutoReceive runs as a Windows® service by default (called *Service mode*), unless a previous installation of AutoReceive on the same computer ran as a standard application (called *Classic mode*), in which case this setting is retained. A Windows service is an application that runs when Windows is started, and continues to run in the background as long as Windows is running. Running as a Windows service enables AutoReceive to continue downloading or printing results even when no user is logged in to Windows.

There are no visible changes to the AutoReceive user interface when AutoReceive is running as a Windows service, except for some minor modifications to the status messages that appear in the status window. (For a list of these status messages and for information on setting their display, see [“Changing Notification Options”](#) on page 44).

You can still access the AutoReceive menu options from the notification area (at the far right of the Windows taskbar), and you can start the AutoReceive application from the *Start* menu. The primary difference is that exiting AutoReceive (by right-clicking the AutoReceive icon () and selecting *Exit*) closes the user interface, but does **not** stop the Windows service from running.

Note: The AutoReceive service operates properly on Windows UAC operating systems only if you run it as an administrator.

System Requirements

Before you can use AutoReceive, your computer must meet the hardware and software requirements listed in the following sections:

- [“Operating Systems”](#), below.
- [“Printer Requirements”](#) on page 6.

Operating Systems

AutoReceive supports the following operating systems:

- Windows 8.1 (32-bit and 64-bit)
- Windows 8 (32-bit and 64-bit)
- Windows 7 (32-bit and 64-bit)
- Windows Vista (32-bit and 64-bit)
- Windows XP (32-bit)
- Windows Server 2012 R2 (64-bit)
- Windows Small Business Server (SBS) 2011 Standard (64-bit)
- Windows Server 2008 R2 (64-bit)
- Windows Server 2008 (32-bit and 64-bit)
- Windows Server 2003 (32-bit)

For all operating systems, your computer hardware must meet the requirements recommended by Microsoft. In addition, your computer must be connected to the Internet.

If you are using a modem, the minimum required modem speed is 56 KB.

Notes:

- Quest Diagnostics will support the Windows XP (all service packs) and Windows Server 2003 operating systems as long as they are supported by Microsoft Corporation.
- Adobe Reader version 5.0 or newer is required for viewing documentation PDF files, and files that you download using AutoReceive.
- A browser is required for viewing the AutoReceive online help.

Printer Requirements

The printer for receiving and printing documents must be a laser printer that is connected to a workstation or office network. The following requirements apply:

- Microsoft Windows-supported printer
- Network, serial, parallel, or USB connection
- Print drivers appropriate to your computer's operating system

Note: PostScript® printer drivers are not supported.

- Support for landscape and portrait orientation
- 200 dpi print resolution or higher

The following is a list of the printers with which AutoReceive has been tested. However, you are not limited to the printers in this list.

- Lexmark® E322
- OKI® B6500
- OKI B6300
- OKI B4350
- OKI B4300
- OKI C6100
- OKI C5400

Installing AutoReceive

AutoReceive is installed for you by Quest Diagnostics personnel who also do the initial set up and configuration of subscriptions. At the end of the installation process, AutoReceive is typically running as a service and ready to receive results (lab or radiology) or to upload clinical scanned documents (to Care360 EHR) or POCT results (to Care360 Lab Orders and Results).

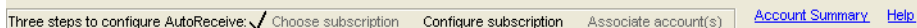
As AutoReceive runs in the background, operation is largely invisible and requires very little interaction from you. Otherwise, for a list of tasks you might need to perform, see ["Using AutoReceive"](#) on page 34.

Configuring Subscriptions

Configuring a new subscription is a three-step process. All three steps must be completed for the subscription to be considered active so that you can begin receiving results. An overview of the three steps follows:

- 1 Choose Subscription.** Select the subscription type (HL7, Printable, or Clinical Document Upload).
- 2 Configure Subscription.** Specify the subscription parameters, including the retrieval schedule and the location to save or print the results.
- 3 Associate Account(s).** Associate the subscription with one or more Quest Diagnostics account(s). This step applies to HL7 and Printable subscriptions only.

At any time during the configuration process, you can monitor your progress by reviewing the *Steps to configure AutoReceive* area at the top of the configuration dialog box. A check mark appears next to each completed step.



Three steps to configure AutoReceive: ✓ Choose subscription Configure subscription Associate account(s) [Account Summary](#) [Help](#)

Caution! If you close the *Subscription Configuration* dialog box prior to completing the configuration, your configuration changes are not saved. The three configuration steps listed above have associated parameters from which you must make selections. See the descriptions below for the selections available for each of the three configuration steps.

Step 1: Choose Subscription

The first step in creating a new subscription is to select the subscription type, either HL7, Printable (PDF) test results, or Clinical Document Upload. Based upon this selection, the appropriate parameters appear for the second step of the configuration process.

Step 2: Configure Subscription

You can uniquely configure each subscription to meet the needs of your office. You need to consider and make selections for the following parameters for each subscription you configure:

- **Subscription name.** The default name is *HL7 Test Results* for an HL7 subscription, *Printable Test Results* for a PDF subscription, or *Clinical Document Upload* for a Clinical Document Upload subscription. You can change the name to something more meaningful to you if you want. For example, if you have multiple service providers from whom you are receiving results, you may want to identify the subscription by the service provider's name. An example might be *Quest Diagnostics HL7 Test Results*.
- **File naming mode.** Two naming modes indicate how HL7 and PDF files are named: *Standard* and *Enhanced*. The *Standard* naming mode uses a timestamp to name the file, while the *Enhanced* mode adds a Provider Account ID, Message Control ID (MCID), and Document ID (PDF files only) to the file name to aid in matching an HL7 file to any corresponding PDF file(s).

Note: The file naming mode you select applies to **all** subscriptions you configure; that is, you only need to set it once. You do **not** need to select it separately for each subscription.

Examples of the Enhanced file formats are shown below:

- HL7: *Provider Account ID-MCID-timestamp.hl7*
- PDF: *Provider Account ID-MCID-Document ID-timestamp.pdf*

Enhanced file naming examples:

- HL7: 10088-10200001-1342806194056.hl7
- PDF: 10088-10200001-87235-1342806194056.pdf
- **Print Order.** If you selected the Enhanced file naming mode, you can choose the print order in which your results are sorted. You can choose to sort results by *File Date* or *File Name*. (For standard file naming, the default is to print the results in the order in which they are received.)
- **Retrieval schedule.** The retrieval schedule is defined by your selections for both a *retrieval time* and a *result type*. Choose a retrieval time by selecting either a *specific time* or an *interval*. Examples include:
 - **Specific time.** You may want to receive results first thing in the morning and at the end of the day. To do this, you can select 8:00 A.M. and 6:00 P.M. as the *specific times* for receiving your results.

Note: When you select a specific time or interval, AutoReceive retrieves results within a range of nine minutes **prior** to nine minutes **after** the selected time.

- **Interval.** You may want to receive results every four hours. To do this, you can set an *interval* by selecting a duration, for example, every four hours, and a starting time, for example 8:00 A.M. The starting time is used to calculate each interval in a 24-hour period. For this example, results save at 8:00 A.M., 12:00 P.M., 4:00 P.M., 8:00 P.M., 12:00 A.M., and 4:00 A.M.

Additionally, you can determine the result type by selecting either *Final Results Only* or *Partial and Final Results* for the specified retrieval time.
- **Final results only.** If you make this selection, you receive results only when **all** the results are complete for a specific requisition. If you choose this option, you may want to place orders that require more than one day to complete on a separate requisition. This way, you do not delay the receipt of the patient's labs that have quicker turnaround time.
- **Partial and final results.** If you make this selection, you receive the *latest* result at the time of retrieval, whether it is a partial or final result.
- **Disabled day(s) of the week.** You may want to disable result retrieval on days that your office is closed. To do this, select the day, or days of the week to disable the results retrieval. You cannot disable results retrieval for **all** the days of the week. To disable retrieval for more than 6 days, for example, if your office will be closed for a week, exit AutoReceive until you want to resume results retrieval again. See "[Starting and Exiting AutoReceive](#)" on page 49.
- **Save location.** Determine where you want to save and/or print your HL7 and PDF results. Due to the format of HL7 files, they cannot be printed; they can only be saved to a folder on your computer or network.

HL7 subscriptions have additional configuration options available such as filename extensions and sorting of saved results. For more information on the HL7 configuration options, see "[Configuring HL7 Test Results](#)" on page 11.

Notes:

- The starting time (for intervals) does not designate the first time the results are saved. You receive results at the next *scheduled* interval after you complete the configuration. For example, if the intervals are 8:00 A.M., 12:00 P.M., 4:00 P.M., 8:00 P.M., 12:00 A.M., and 4:00 A.M. (every four hours) and you are setting the configuration at 9:00 A.M., you receive results for the first time at 12:00 P.M.
- If you shut your computer down (without exiting AutoReceive) in the evening and then restart it in the morning, new results save at the next scheduled interval.

Step 3: Associate Account(s)

The final step of the configuration process is to associate a account, or accounts, to the new subscription. You can choose from the list of available accounts that appears on the *Associate Accounts* dialog box. You can select multiple accounts for an individual subscription, but each account can be associated with only one HL7 subscription and one PDF subscription.

Note: This step is not required for a Clinical Document Upload subscription.

Once a subscription is saved, you can access it later to make any necessary modifications. See [“Managing Subscriptions”](#) on page 38 for more information on modifying existing subscriptions. To create new subscriptions, see one of the following:

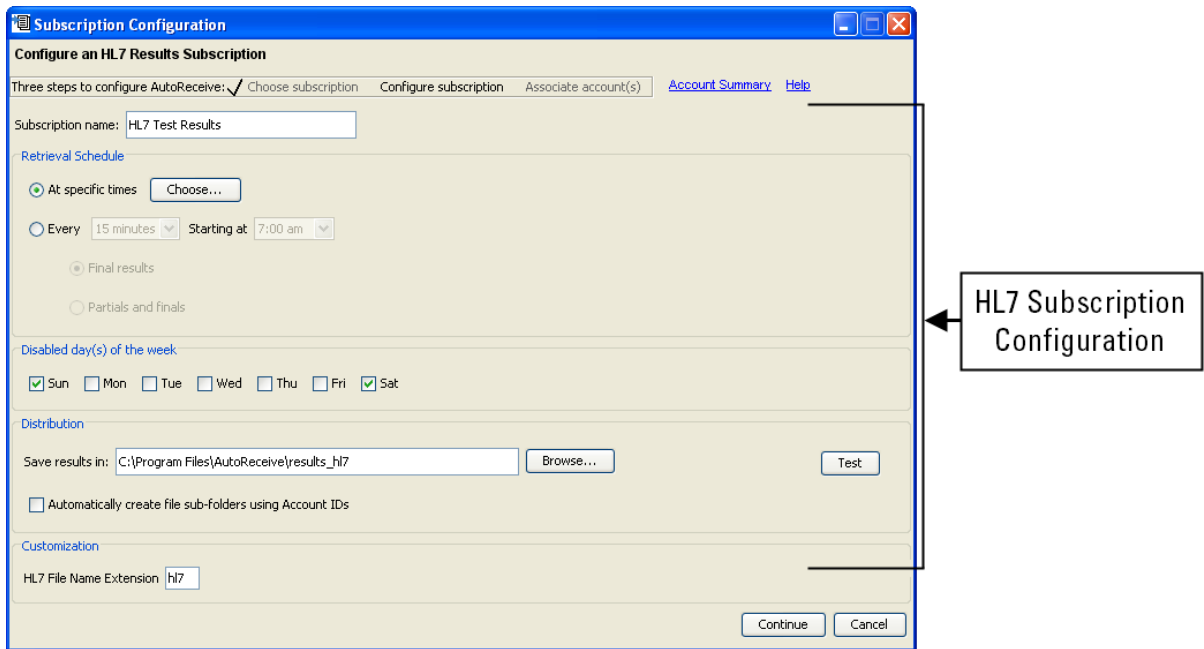
- [“Configuring HL7 Test Results”](#) on page 11.
- [“Configuring Printable Test Results”](#) on page 16.

Configuring HL7 Test Results


HL7 test result files are saved to a specified location on your computer or network where they can then be retrieved by your electronic medical record (EMR) system or any other system that reads HL7 test results. Due to their format, HL7 files cannot be printed.

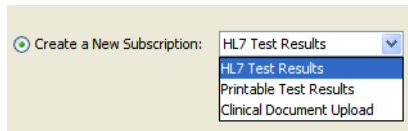
To review the detailed descriptions of subscription parameters, see “Configuring Subscriptions” on page 8. Two parameters that are specific to HL7 subscriptions are the following:

- **HL7 file extensions.** The default value for the HL7 file name extension is hl7. If your EMR system does not recognize files with an .hl7 extension, type the HL7 filename extension that is appropriate for your receiving system (for example .res or .hll).
- **Result sorting.** HL7 results can be sorted into sub-folders for each account that is associated to the subscription. If you want to sort your HL7 results in this manner, select the *Automatically create file sub-folders using Account IDs* check box available in the *Distribution* area of the *Subscription Configuration* dialog box. See “Configuring HL7 Test Results,” step 9 for more information.

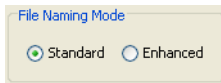


Configure HL7 Test Results

- 1 If the *AutoReceive Configuration* dialog box is not already open, right-click the AutoReceive icon () in the notification area, and then click *Configure Subscriptions*.
- 2 In the *Create a New Subscription* list, click *HL7 Test Results*.



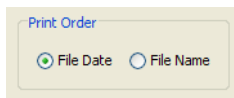
- 3 In the *File Naming Mode* area, click either the *Standard* or *Enhanced* option button to indicate how result files are named. (For information on the naming modes, see “File Naming Mode” under “Step 2: Configure Subscription” on page 8.)

A control box titled "File Naming Mode" with two radio buttons: "Standard" (selected) and "Enhanced".

Notes:

- The file naming mode you select applies to all subscriptions you configure (including HL7 and Printable). If you have selected the mode previously, you do not need to select it again.
- If you change the file naming mode, the setting takes effect immediately (that is, the next time results are downloaded).
- If you want to be able to configure the order in which results are sorted or printed, click the *Enhanced* option button.

- 4 In the *Print Order* area, click either the *File Date* or *File Name* option button to indicate how results are sorted or printed.

A control box titled "Print Order" with two radio buttons: "File Date" (selected) and "File Name".

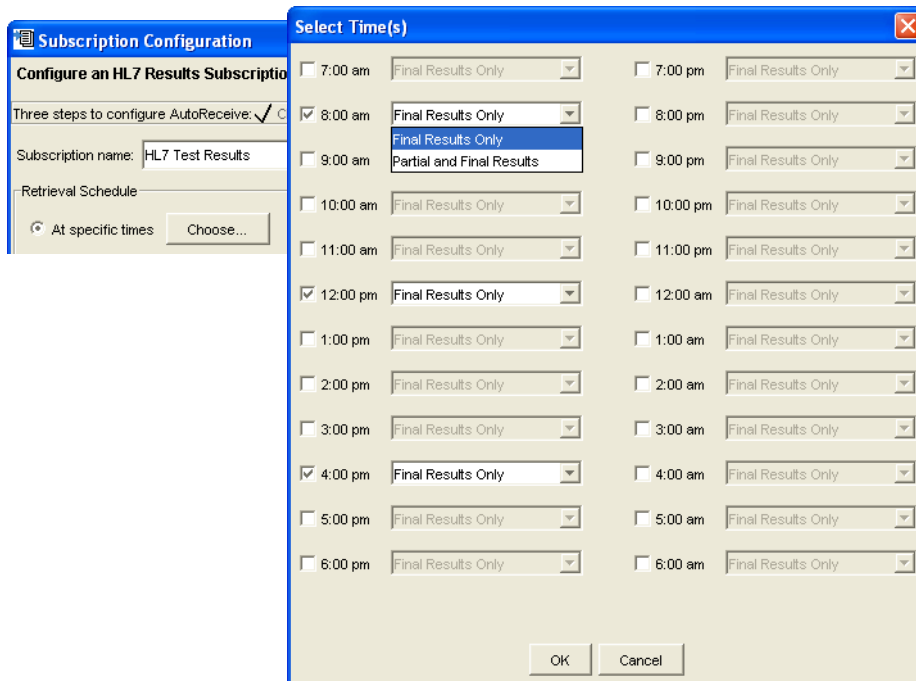
Note: To use this feature, you must first select *Enhanced* as the file naming mode.

- 5 Click *Continue*.
- 6 In the *Subscription Name* box, type a subscription name for the HL7 results, or leave the default name *HL7 Test Results*.

An input field labeled "Subscription name:" containing the text "HL7 Test Results".

- 7 Set the retrieval schedule by doing one of the following:
- **Receive results at specific times.** To receive results at specific times, do the following:
 - a Click the *At specific times* option button, and then click *Choose*.
 - b In the *Select Time(s)* dialog box, select the check box next to each desired retrieval time.

- c For each selected time, click either *Final Results Only* or *Partial and Final Result*, as follows. In the *Select Time(s)* dialog box, select the check box next to each desired retrieval time. For each selected time, specify whether you want to receive *Final Results only* or *Partial and Final Results*.

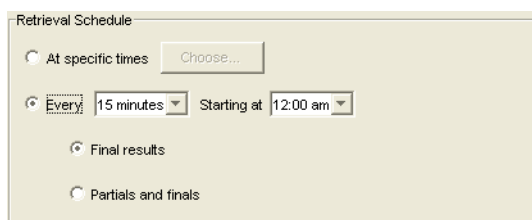


- To receive only final result reports, click *Final Results only*. All tests on the requisition must be complete to receive results.
- To receive the latest results, whether partial or final, click *Partial and Final Results*.

d When you are finished selecting the results type for each specific time, click *OK*.

- **Receive results at regular intervals.** To receive results at regular intervals, do the following:

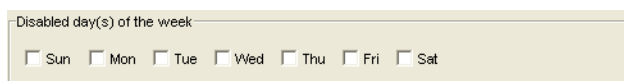
a Click the *Every* option button, and then click the interval duration and starting time.



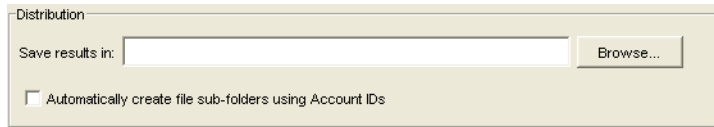
b Determine the type of report you want to receive, as follows:

- To receive only final result reports, click the *Final results* option button. All tests on the requisition must be complete to receive results.
- To receive the latest results, whether partial or final, click the *Partials and finals* option button.

8 To disable retrieval for specific days of the week, select the appropriate day of the week check box(es).



9 In the *Save results in* box, do one of the following to specify the location to save the HL7 results:



- Type the local directory or network path.
- Click *Browse* to locate the local directory or network path.

The network path must be formatted as follows:

- **Non-UAC operating systems (Windows XP and Windows 2003).** You can enter the network path using a mapped drive letter, or you can enter the path using the universal naming convention (UNC).
- **UAC operating systems.** You must enter the network path using the UNC.

Note: You must also configure the AutoReceive service to log on as the user account that has read and write permissions to the network path. Otherwise, AutoReceive can run only in Classic mode. For instructions, see [“Configuring AutoReceive to Write to a Network Drive”](#) on page 27

The format for the UNC is `\\servername\directorypath`.

Examples:

- Network path with mapped drive letter: `Y:\AutoReceive HL7 Results`
- Network path with UNC: `\\OfficeServer_1\Physicians\AutoReceive HL7 Results`

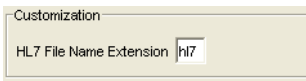
10 To test the directory or network path, click *Test*.

If you specified a directory that does not exist, the directory is created, and a sample document (test.hl7) is downloaded to the specified directory.

Note: If AutoReceive is running as a Windows service and you specified a network drive in step 9, clicking *Test* may not accurately confirm the ability to save a results file because the account under which the service runs may not have the same access permissions as the current user. If you encounter problems saving files to a network drive, make sure that the AutoReceive service is configured to log on as the user account that has read and write permissions to the network path as explained in [“Configuring AutoReceive to Write to a Network Drive”](#) on page 27. If that does not work, try saving to a local drive, or switch AutoReceive to Classic mode instead of Service mode. For information on switching AutoReceive modes, see [“Switching Between Service Mode and Classic Mode”](#) on page 55.

11 To sort the HL7 results into sub-folders by the account associated with this subscription, select the *Automatically create file sub-folders using Account IDs* check box.

12 In the *HL7 File Name Extension* box, type the file name extension used by your EMR system (if it is different from hl7).



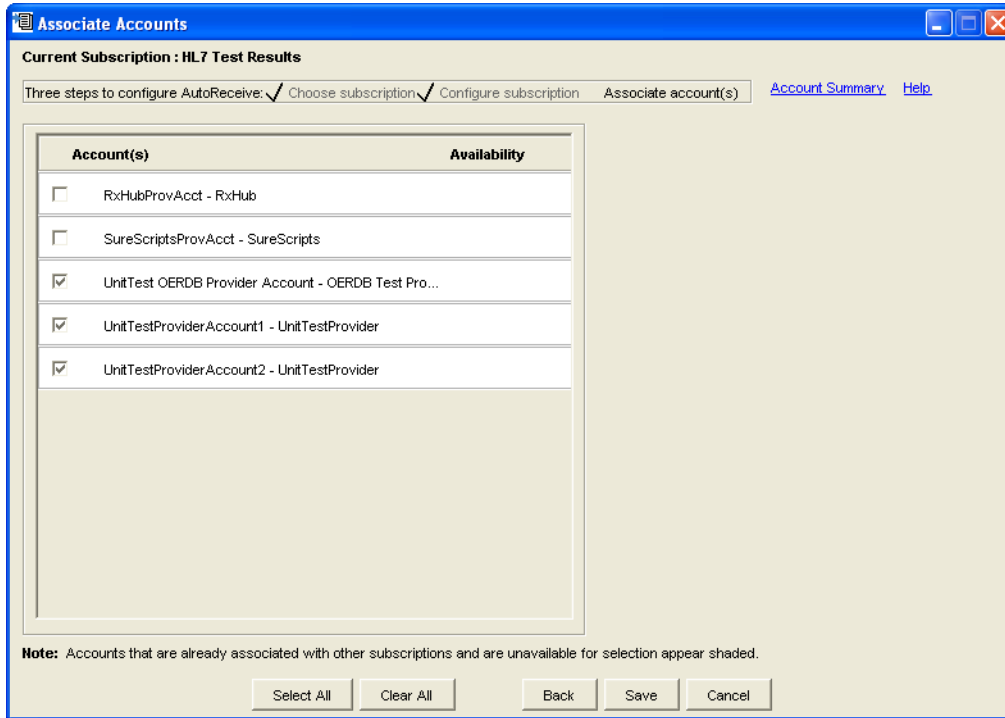
13 When you are finished configuring the HL7 subscription and have successfully tested it, click *Continue*.

The *Associate Accounts* dialog box appears.

14 Do one of the following to select the account(s) with which the subscription is to be associated:

- Select the individual check box for each account.
- Click *Select All* to select all accounts.

If you want to clear the selected accounts, click *Clear All*, and then make your selections again.



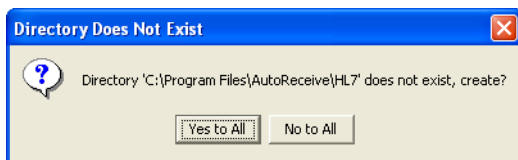
Notes:

- Accounts that appear shaded and display the status of *Pre-Assigned* are not available for selection; they are already associated with another subscription.
- If your accounts do not appear for selection on the *Associate Accounts* dialog box, contact customer support.

15 Do one of the following:

- To return to the previous configuration screen to make changes prior to saving, click *Back*. Any changes made to the account associations are not saved.
- To save your selections and return to the first configuration screen, click *Save*.

If you specified a directory (in step 9) that does not yet exist on your computer, you are prompted to create the new directory. To create the new directory, click *Yes to All*.



A message appears indicating that the folder(s) have been created.

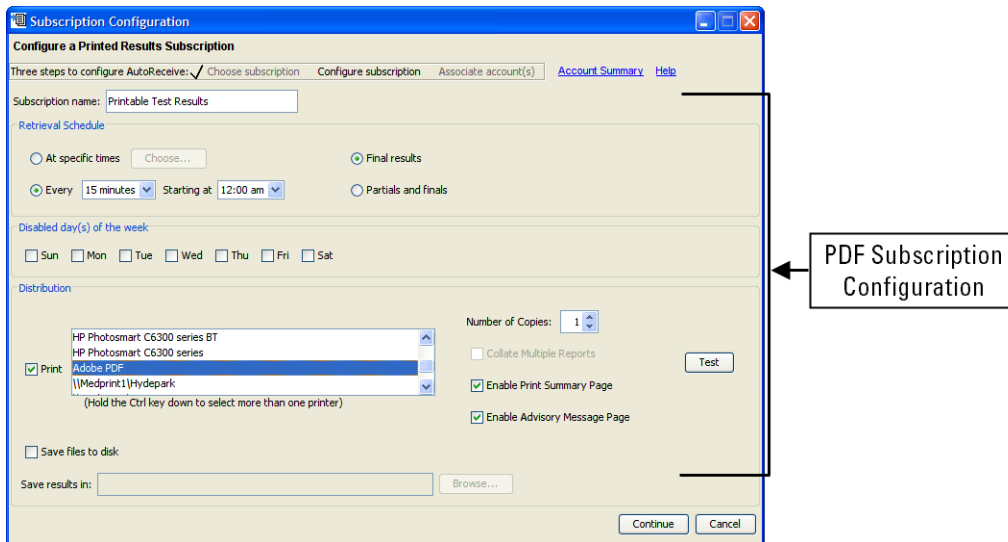
- To exit the subscription configuration (without saving your changes) and return to the first configuration screen, click *Cancel*.

The *Manage Subscriptions* dialog box appears, displaying a summary of the subscriptions created so far. Click a subscription name to display the corresponding summary.


16 Click *Close* to exit the *Manage Subscriptions* dialog box.

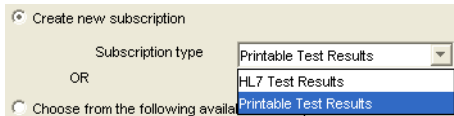
Configuring Printable Test Results

Printable (PDF) results can be saved to your computer or network drive, and can be printed automatically on a local or network printer. To review the detailed descriptions of subscription parameters, see “Configuring Subscriptions” on page 8.

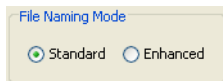


Configure Printable Test Results

- 1 If the *AutoReceive Configuration* dialog box is not already open, right-click the AutoReceive icon () in the notification area, and then click *Configure Subscriptions*.
- 2 In the *Subscription type* list, click *Printable Test Results*.



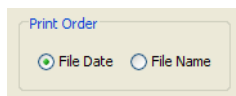
- 3 In the *File Naming Mode* area, click either the *Standard* or *Enhanced* option button to indicate how result files are named. (For information on the naming modes, see “File Naming Mode” under “Step 2: Configure Subscription” on page 8.)



Notes:

- The file naming mode you select applies to all subscriptions you configure (including HL7 and Printable). If you selected the mode previously, you do not need to select it again.
- If you change the file naming mode, the setting takes effect immediately (that is, the next time results are downloaded).
- If you want to be able to configure the order in which results are sorted or printed, click the *Enhanced* option button.

- 4 In the *Print Order* area, click either the *File Date* or *File Name* option button to indicate how results are sorted.

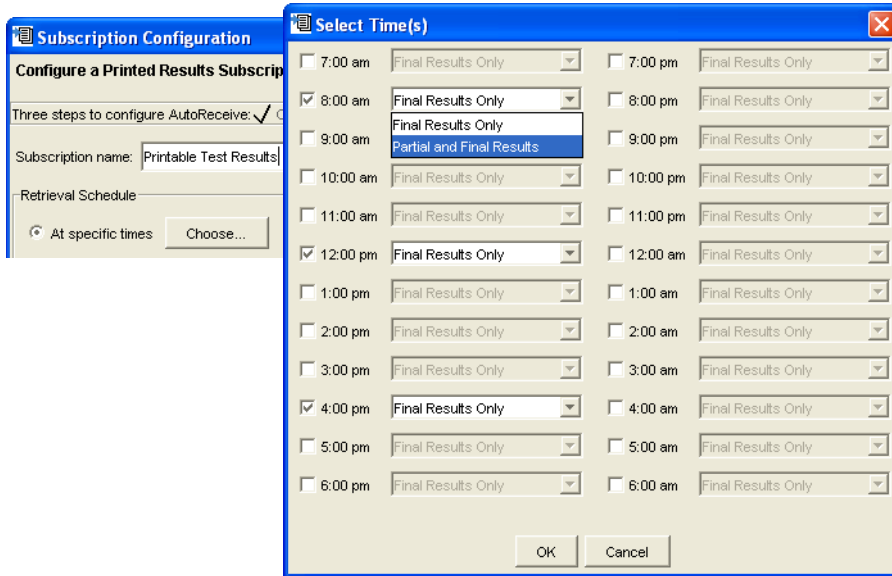


Note: To use this feature, you must first select *Enhanced* as the file naming mode.

- 5 Click *Continue*.
- 6 In the *Subscription Name* box, type a subscription name for the PDF results, or leave the default name *Printable Test Results*.

Subscription name:

- 7 Set the retrieval schedule by doing one of the following:
 - **Receive results at specific times.** To receive results at specific times, do the following:
 - a Click the *At specific times* option button, and then click *Choose*.
 - b In the *Select Time(s)* dialog box, select the check box next to each desired retrieval time.
 - c For each selected time, click either *Final Results Only* or *Partial and Final Result*, as follows.



- To receive only final result reports, click *Final Results Only*. All tests on the requisition must be complete to receive results.
 - To receive the latest result, whether it is partial or final, click *Partial and Final Results*.
- d When you are finished selecting the results type for each specific time, click *OK*.
- **Receive results at regular intervals.** To receive results at regular intervals, do the following:
 - a Click the *Every* option button, and then click the interval duration and starting time.

Retrieval schedule:

At specific times

Every Starting at

Final results

Partials and finals

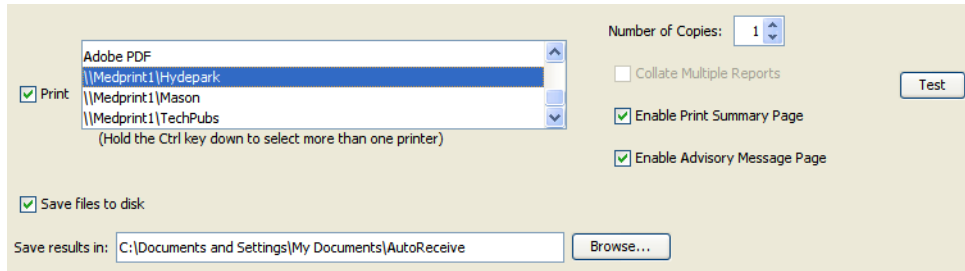
- b Determine the type of report you want to receive, as follows:
 - To receive only final result reports, click the *Final results* option button. All tests on the requisition must be complete to receive results.
 - To receive the latest result, whether it is partial or final, click the *Partials and finals* option button.

- 8 To disable retrieval for specific days of the week, select the appropriate day check box(es).

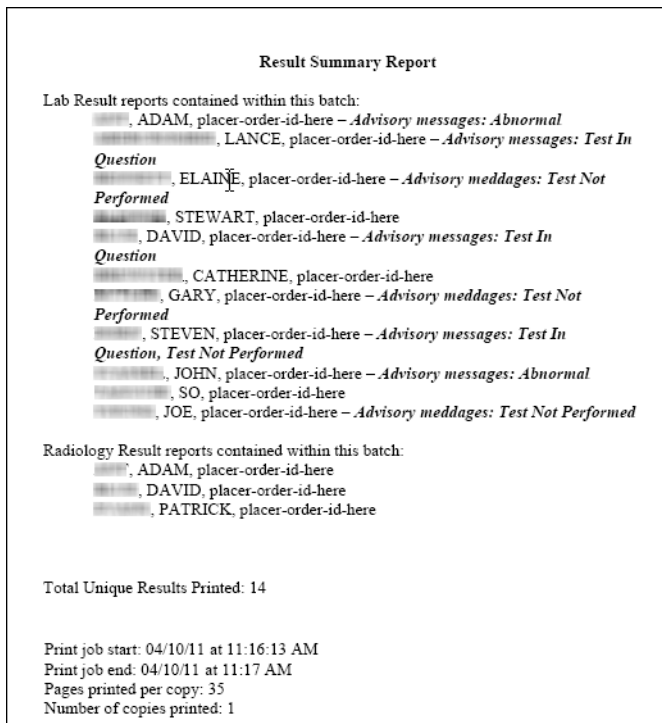
Disabled day(s) of the week:

Sun Mon Tue Wed Thu Fri Sat

9 Determine how you want the results to be distributed (to printer(s) and/or to disk) by doing one or more of the following:



- **Printer.** To automatically print test results to one or more printers, do the following:
 - a Select the *Print* check box, and then click a local or network printer. To select more than one printer, press and hold the Ctrl key while you click the printers.
 - b If applicable, specify the *Number of copies* you want to print for each test result (maximum of 10 copies).
 - c If you selected two or more copies for each test result, you can have your results collated by selecting the *Collate Multiple Reports* check box.
 - d To generate a summary of your printed test results, select the *Enable Print Summary Page* check box. An example of the *Result Summary Report* is shown below.



The *Result Summary Report* displays a summary of printed Lab results contained within a batch including Test in Question (TIQ), Test Not Performed (TNP), and Abnormal results. The *Result Summary Report* also displays a summary of Radiology results contained within a batch listed separately from the Lab results.

In the event there are no results for a result type (that is, lab or radiology), only the section heading appears.

Result Summary Report

Lab Result reports contained within this batch:

Radiology Result reports contained within this batch:
██████, ADAM, place-order-id-here
██████, DAVID, place-order-id-here
██████, PATRICK, place-order-id-here

Total Unique Results Printed: 3

Print job start: 04/10/11 at 11:16:13 AM
Print job end: 04/10/11 at 11:17 AM
Pages printed per copy: 35
Number of copies printed: 1

- e To generate an advisory message report alerting you that your batch contains Abnormal, Test in Question (TIQ), or Test Not Performed (TNP) results, select the *Enable Advisory Message Page* check box. An example of the *Advisory Message Report* is shown below.

Advisory Message Report

This page is being provided to you to highlight patient orders being received in this batch of reports that may require action on your part.

Test In Question—Please check the patient lab report for further details and contact the lab to resolve questions.
Due to potential specimen stability issues, please contact the lab as soon as possible.

██████, FRED; place-order-id-here
██████, BILL; place-order-id-here
██████, JOHN; place-order-id-here

Test Not Performed—Please check the patient lab report for further details.

██████, ELAINE; place-order-id-here
██████, JOHN; place-order-id-here
██████, JOE; place-order-id-here

The *Advisory Message Report* highlights patient orders being requested in a batch that contain Test in Question (TIQ) and Test Not Performed (TNP) results.

Notes:

- Reports with an advisory message (TIQ, TNP) print before the rest of the results within the batch.
 - If you have requested advisory messages for a result category, and there are no messages for that category when the report is run, no corresponding heading for that category appears in the *Advisory Message Report*.
- **Disk.** To save the results to a local or network drive, do the following:
- a Select the *Save files to disk* check box
 - b Do one of the following:
 - Type the directory or network path where you want to save the files. For example, type C:\AutoReceive Printable Results.
 - Click *Browse* to locate the directory or network path where you want to save the printable results.

10 To test your configuration settings, click *Test*.

A sample document (test.pdf) is downloaded and one or both of the following occurs depending on the selected configuration settings:

- If you selected to save results to disk, the sample document is stored in the specified directory, and the following message appears.

Caution! If AutoReceive is running as a Windows service and you specified a network drive in step 9, clicking *Test* may not accurately confirm the ability to save a results file because the account under which the service runs may not have the same access permissions as the current user. If you encounter problems saving files to a network drive, try saving to a local drive, or switch AutoReceive to Classic mode instead of Service mode. (For more information, see “[Switching Between Service Mode and Classic Mode](#)” on page 55.)

- If you selected to distribute results to a printer, the sample document is sent to the specified printer.

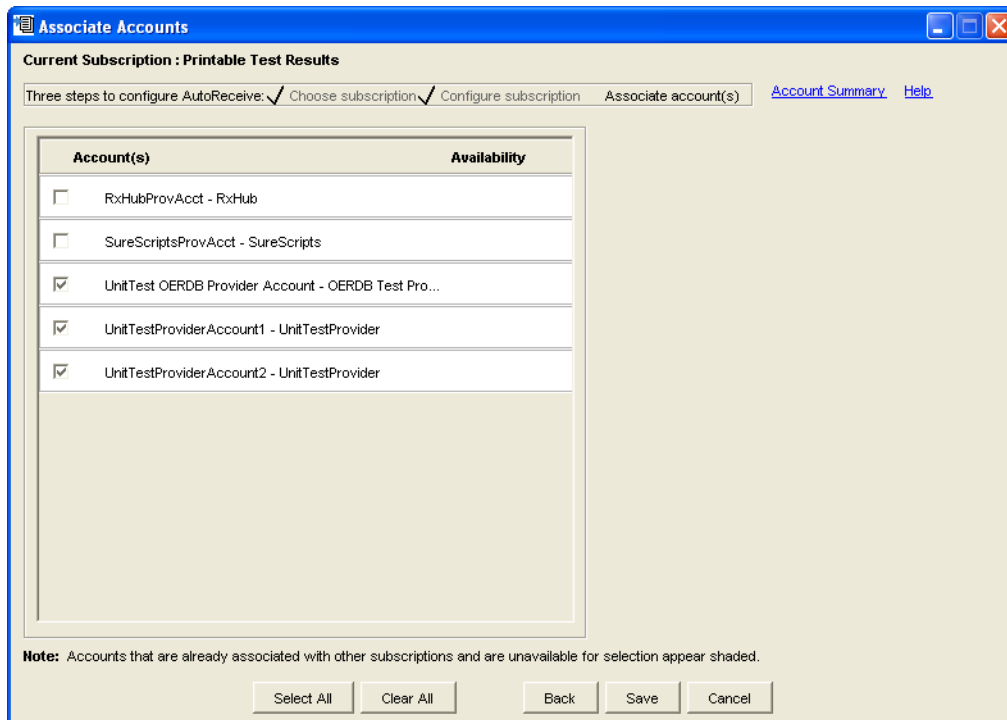
11 When you have finished configuring the Printable subscription and have successfully tested it, click *Continue*.

The *Associate Accounts* dialog box appears.

12 Do one of the following to select the account(s) with which the subscription is to be associated:

- Individually select the account check boxes.
- Click *Select All* to select all accounts.

If you want to clear the selected accounts, click *Clear All*, and then make your selections again.



13 Do one of the following:

- To return to the previous configuration screen to make changes prior to saving, click *Back*.
- To save your selections and return to the first configuration screen, click *Save*.

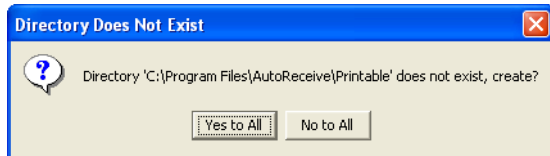
If you are prompted to create a directory in which to save the results, click *Yes to all*. When you are finished configuring subscriptions, click *Close* from the configuration screen.

- To exit the subscription configuration (without saving your changes) and return to the first configuration screen, click *Cancel*.

Notes:

- If you want to clear the selected accounts, click *Clear All* and make your selections again.
- Accounts that appear shaded and display the status of *Pre-Assigned* are not available for selection; they are already associated with another subscription.
- If your accounts do not appear for selection on the *Associate Accounts* dialog box, contact customer support.

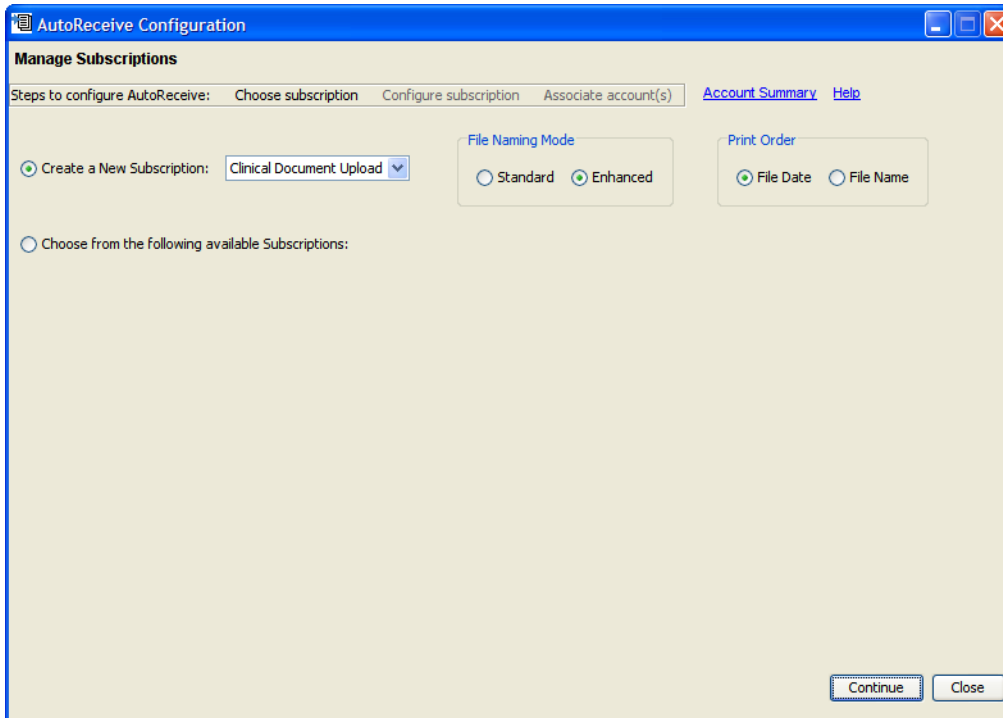
- 14** If you specified a directory (in step 9) that does not yet exist on your computer, you are prompted to create the new directory. To create the new directory, click *Yes to All*.




When you have completed the subscription, the *Manage Subscriptions* dialog box appears, displaying a summary of the subscription you created.

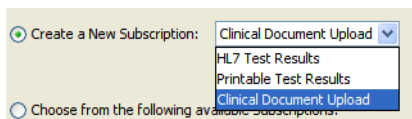
Configuring Clinical Document Upload

Non-electronic, clinically-relevant documents (scanned documents) can be uploaded to your computer or network drive, and transferred electronically into the Care360 EHR. To review detailed descriptions of subscription parameters, see “Configuring Subscriptions” on page 8.



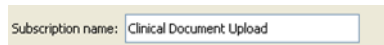
Configure Clinical Document Upload

- 1 If the *AutoReceive Configuration* dialog box is not already open, right-click the *AutoReceive* icon () in the notification area, and then click *Configure Subscriptions*.
- 2 In the *Create a New Subscription* list, click *Clinical Document Upload*.



Note: This option is available only if you are using Care360 EHR and your account has the document upload service activated.

- 3 Click *Continue*.
- 4 In the *Subscription Name* box, type a name for this clinical document upload subscription, or leave the default *Clinical Document Upload* name.



- 5 In the *Parent Path* box, type a directory path or click *Choose* to select the directory where AutoReceive looks for documents to be uploaded to the hub.



Parent Path:

Notes:

- AutoReceive must be able to have an exclusive lock on a document before it can be uploaded. The folder selected as the parent path must have proper permissions set so AutoReceive can establish an exclusive lock on the documents.
- You can only have one parent path per subscription.

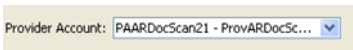
A folder named *Document Upload* is created within the selected parent path. Files copied to this directory are sent to the hub.

Note: The client is responsible for ensuring documents are placed correctly in this directory.

To upload a file, AutoReceive must have the ability to gain exclusive access to the file. The Windows user that AutoReceive is running under must have write permissions to the directory involved. Also, the file cannot be marked as Read Only. The file must be copied completely to the directory before it can be uploaded to the hub.

A sub-folder named *errors* is created inside the *Document Upload* folder. Files that cannot be processed because they are too large (larger than 5MB) are placed in this folder.

- Files that can't be processed because of communication failures or the inability to establish an exclusive lock remain in the *Document Upload* folder and the system tries to re-send them.
 - Any folder within the *Document Upload* folder is not processed.
- 6 In the *Provider Account* list, click a provider account. This identifies the organization in Care360 where the documents are to be sent.



Provider Account:

Note: You can only have one provider account defined for a subscription.

When you have completed the subscription, the *Manage Subscriptions* dialog box appears, displaying a summary of the subscription you created.

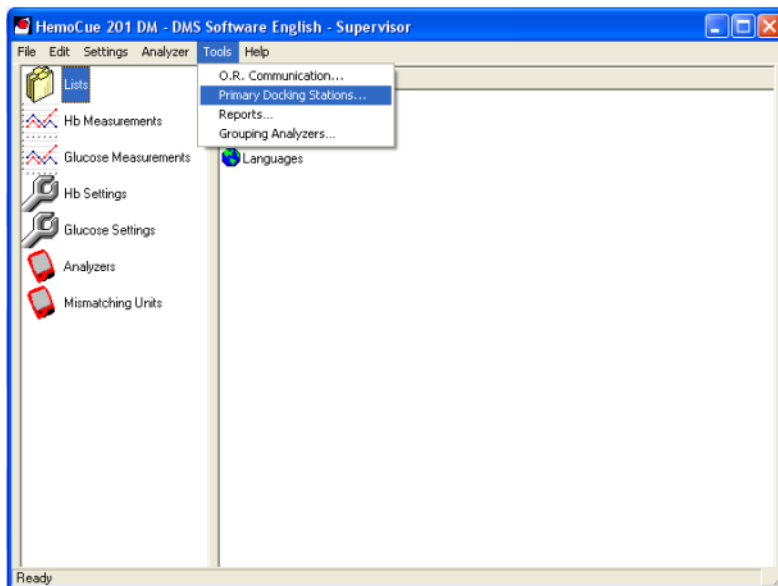
Configuring Point-of-Care Testing (POCT) Results

Point-of-care testing (POCT) results can be uploaded to AutoReceive using an external POCT device for delivery to Lab Orders and Results.

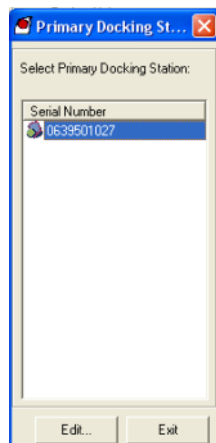
Note: For information on configuring and installing the software for a specific POCT device, refer to the device's user manual.

Configure POCT Results

- 1 Start the POCT device software (refer to the device's user manual for specific instructions).
- 2 Connect power to the POCT device's docking station.
- 3 Insert the USB cable from the external POCT device's docking station into a USB port on the computer that is running the device software (refer to the device's user manual for specific instructions).
- 4 From the toolbar, click *Tools > Primary Docking Stations*.

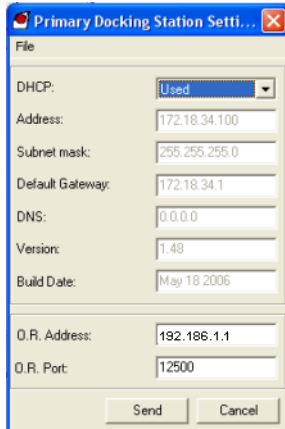


The *Primary Docking Station* dialog box appears.



- 5 Double-click the *Serial Number* of the docking station, or click the *Serial Number* and then click *Edit*. (The *Serial Number* is 10-digits and can be found on the bottom of the docking station.)

The Primary Docking Station Settings dialog box appears.



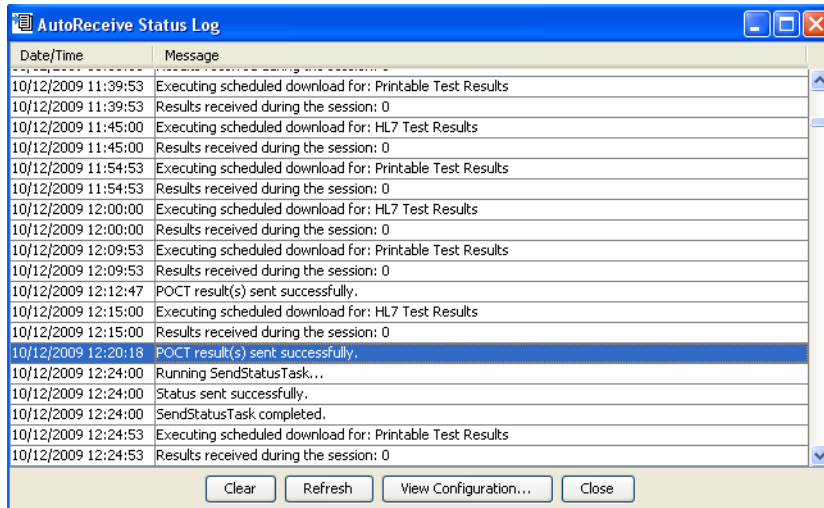
- 6 If *Not Used* is selected in the *DHCP* list, complete the following with information provided by the customer site:
 - Address
 - Subnet mask
 - Default Gateway
 - DNS

The information in these fields is specified for the docking station, not the computer that is running AutoReceive. For example, if DHCP is not used, you must have an IP address assigned for the docking station. This IP address goes in the *Address* field.

- 7 In the *O.R. Address* box, type the IP Address of the computer that is running AutoReceive.
- 8 In the *O.R. Port* box, type 12500.
- 9 Click *Send*.
- 10 After clicking *Send*, perform the following steps:
 - a Disconnect the USB cable from the computer.
 - b Disconnect the power cable from the docking station.
 - c Connect the network cable to the docking station.
 - d Re-connect the power cable to the docking station.
- 11 Use a POCT device to obtain a measurement so that the device has data to send. Then, insert the POCT device into the docking station.

The results are uploaded to AutoReceive and then automatically routed through the hub where they are queued for delivery.
- 12 Right-click the AutoReceive icon (📄), and then click *View Status Log*.

The Status Log appears. Status messages appear for results that were delivered successfully, and error messages appear for deliveries that were unsuccessful.



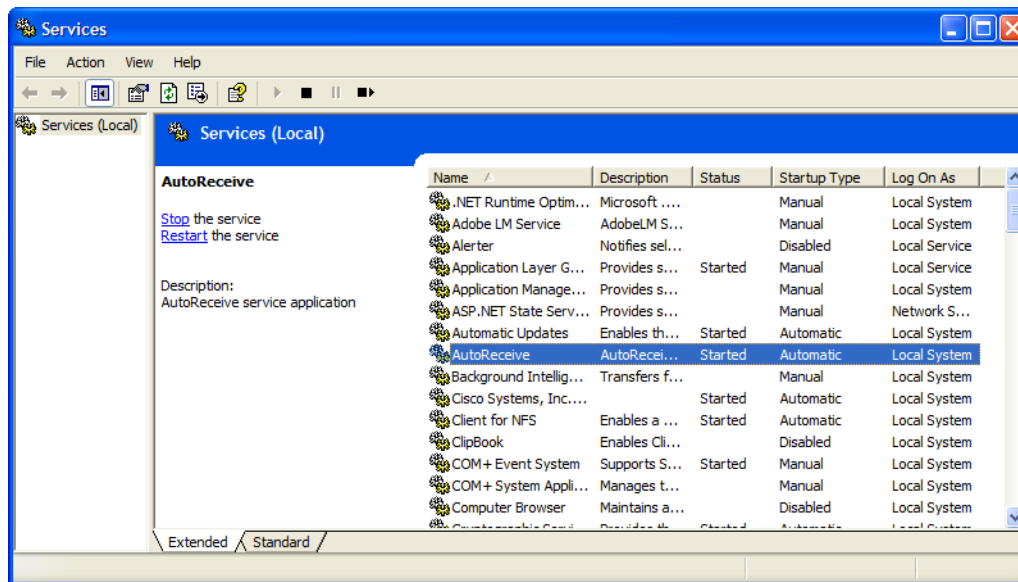
Configuring AutoReceive to Write to a Network Drive

By default, the AutoReceive service runs as the Local System account and does not have privileges to write to a network drive. To allow the AutoReceive Service to write to a network drive, the service must be re-configured to run using an account that has read and write permissions to the specified network drive.

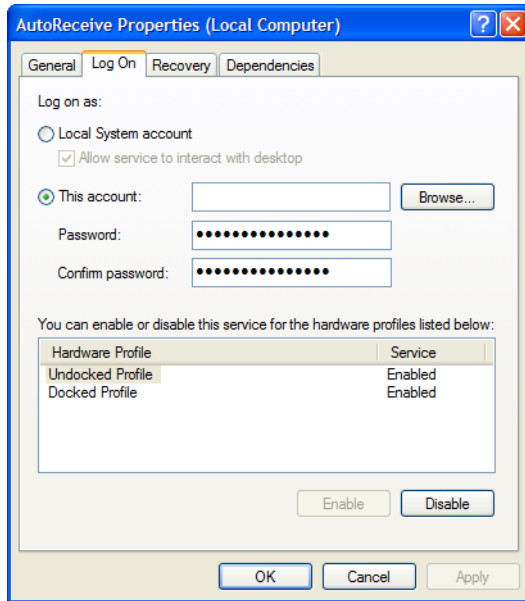
To re-configure the service, log in to Windows as an Administrator and stop AutoReceive (both the user interface and service if running in Service mode). For more information, see “Starting and Exiting AutoReceive” on page 49.

Configure AutoReceive to Write to a Network Drive

- 1 Do one of the following, depending on which operating system you are using:
 - From Windows 8, Windows 8.1, or Windows Server 2012 R2 desktop mode:
 - a Right-click the taskbar and click *Task Manager*.
 - b In the *Task Manager* dialog box, click the *Services* tab. (If the *Services* tab is not visible, click *More Details*.)
 - c If you are using Windows Server 2012 R2, right-click *AutoReceive* and click *Open Services*.
 - From all other Windows operating systems, navigate to the *Control Panel* as you usually do, and then navigate to *Administrative Tools > Services*. (For example, if you are using Windows 7, you would click *Start > Control Panel > System and Security > Administrative Tools > Services*. If you are using Windows Server 2008, you would click *Start > Settings > Control Panel > System and Maintenance > Administrative Tools > Services*.)
- 2 Right-click *AutoReceive*, and then click *Properties*.



3 In the *AutoReceive Properties* dialog box, click the *Log On* tab.



4 Click the *This account* option button, and type the name of the account that has read and write permissions to the network drive.

5 In the *Password* box, type the password, and then in the *Confirm password* box, type the password again.

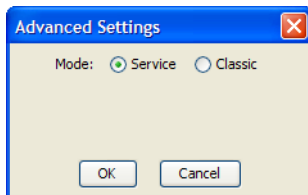
6 Click *OK*.

The account you entered now appears in the *Log On As* column in the list of services.

7 Start AutoReceive. If AutoReceive is running in Classic mode, set it to run as a Service:

a Right-click the AutoReceive icon () and click *Advanced Settings*.

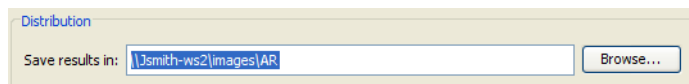
The *Advanced Settings* dialog box appears.



b Click the *Service* option button and click *OK*.

8 Right-click the AutoReceive icon () and click *Configure Subscription*.

9 In the *Save results in* box, type the network path of the file in which you want to save your results.




Note: Use UNC (`\\servername\directorypath`) for the network path. The path must not contain a drive letter, and the folder must be accessible by the account configured in step 4.

Uninstalling AutoReceive

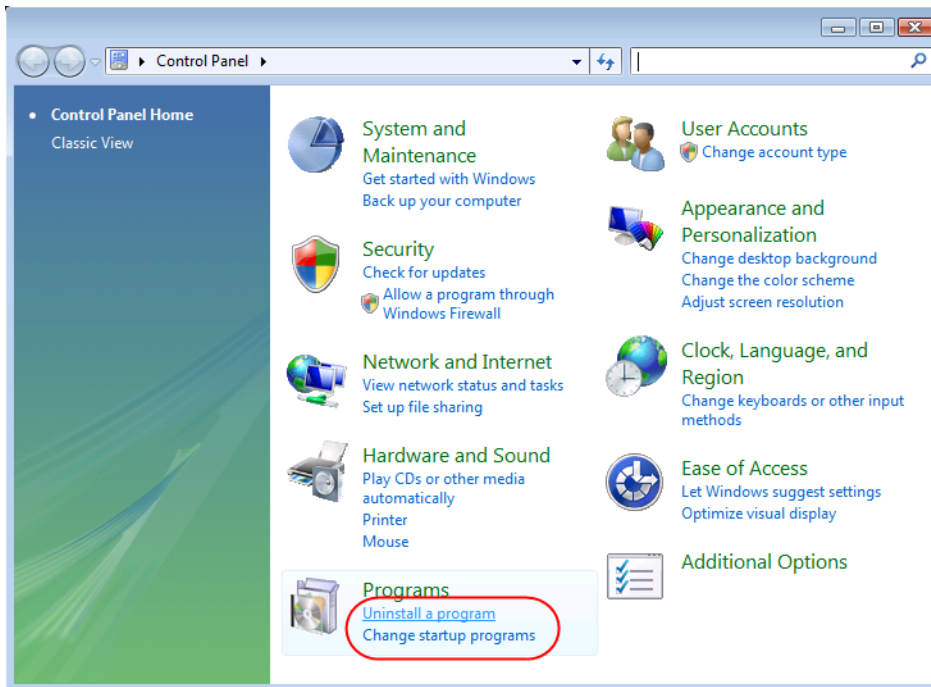
If you need to uninstall AutoReceive, use the *Windows Control Panel*. You must exit both the AutoReceive user interface and service before uninstalling.

Note: You must have administrator privileges on the computer from which you want to uninstall AutoReceive.

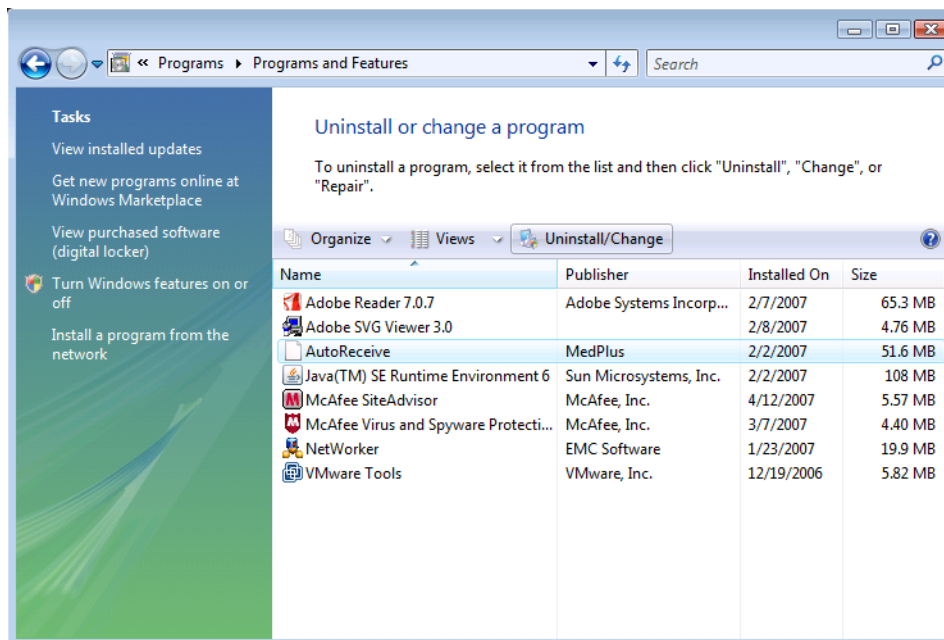
Uninstall AutoReceive from UAC Operating Systems

- 1 If AutoReceive is currently running, exit AutoReceive before you continue.
To do so, right-click the AutoReceive icon () in the notification area, and then click *Exit*.
- 2 If AutoReceive is running as a service, stop the service by doing the following, depending on your operating system:
 - From Windows 8, Windows 8.1, or Windows Server 2012 R2 desktop mode:
 - a Right-click the taskbar and click *Task Manager*.
 - b In the *Task Manager* dialog box, click the *Services* tab. (If the *Services* tab is not visible, click *More Details*.)
 - c If you are using Windows Server 2012 R2, right-click *AutoReceive* and click *Open Services*.
 - d Right-click *AutoReceive*.
 - e Click *Stop*.
 - From all other Windows operating systems, navigate to the *Control Panel* as you usually do, and then navigate to *Administrative Tools > Services*. (For example, if you are using Windows 7, you would click *Start > Control Panel > System and Security > Administrative Tools > Services*. If you are using Windows Server 2008, you would click *Start > Settings > Control Panel > System and Maintenance > Administrative Tools > Services*.) Then do the following:
 - a Right-click *AutoReceive*.
 - b Click *Stop* (or *Stop Service*).
- 3 When you have exited the AutoReceive user interface and stopped the AutoReceive service, navigate to the *Control Panel* as you usually do on your operating system. For example:
 - From Windows 8, Windows 8.1, and Windows Server 2012 R2, you could navigate to the *Apps* screen, locate the *Windows System* section and click *Control Panel*.
 - From other Windows operating systems, you could click *Start > Settings > Control Panel*.

- 4 In the *Control Panel*, under *Programs*, click *Uninstall a Program*.



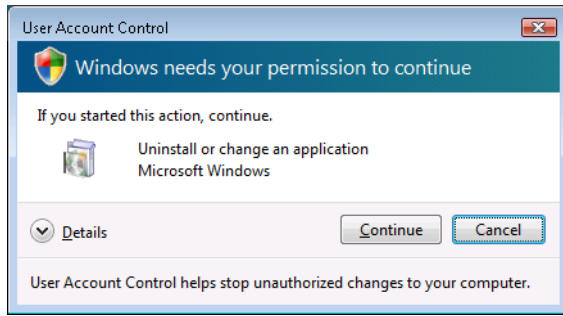
- 5 In the *Uninstall or change a program* area, click *AutoReceive* from the list of programs.



Note: If an earlier version of AutoReceive is installed to more than one user account on the same computer, only the first user who installed AutoReceive can uninstall from the *Control Panel*. If *AutoReceive* does not appear in the list of programs, it may have been uninstalled previously from another user account. In this case, do the following:

- 1 Access the user's AutoReceive uninstall directory (for example, `C:\Users\username\AppData\Local\Program Files\AutoReceive\Uninstall_eMaxx_AutoReceive`).
- 2 Double-click *Uninstall eMaxx AutoReceive.exe*.
- 3 Continue with step 7.

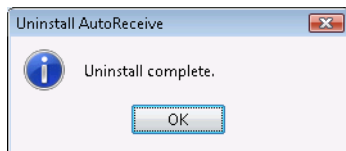
- 6 Click *Uninstall/Change*.
- 7 In the *User Account Control* dialog box, click *Continue* to verify that you want to uninstall AutoReceive.



- 8 In the *Uninstall AutoReceive* dialog box, click *Uninstall* to confirm that you want to uninstall AutoReceive.




- 9 When the *Uninstall Complete* message appears, click *OK* to close the dialog box.

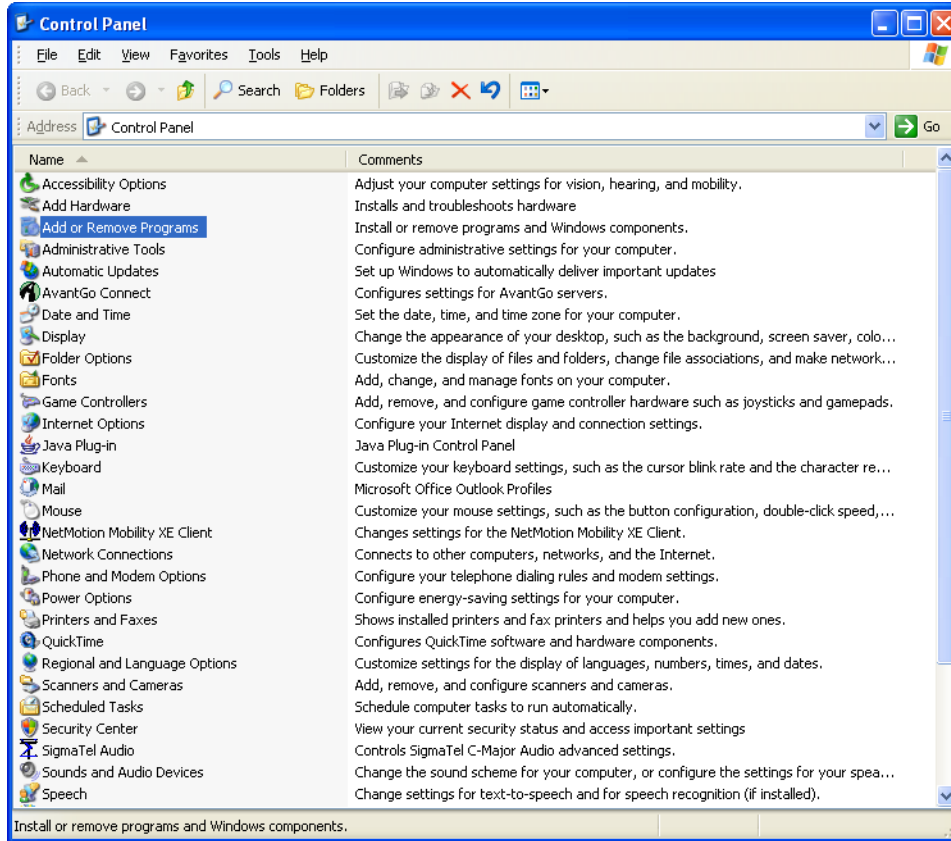


- 10 Close the *Control Panel*.
- 11 Navigate to the directory where AutoReceive was installed and delete the *AutoReceive* folder.
 - For 32-bit version of Windows: C:\Program Files\AutoReceive
 - For 64-bit version of Windows: C:\Program Files(x86)\AutoReceive

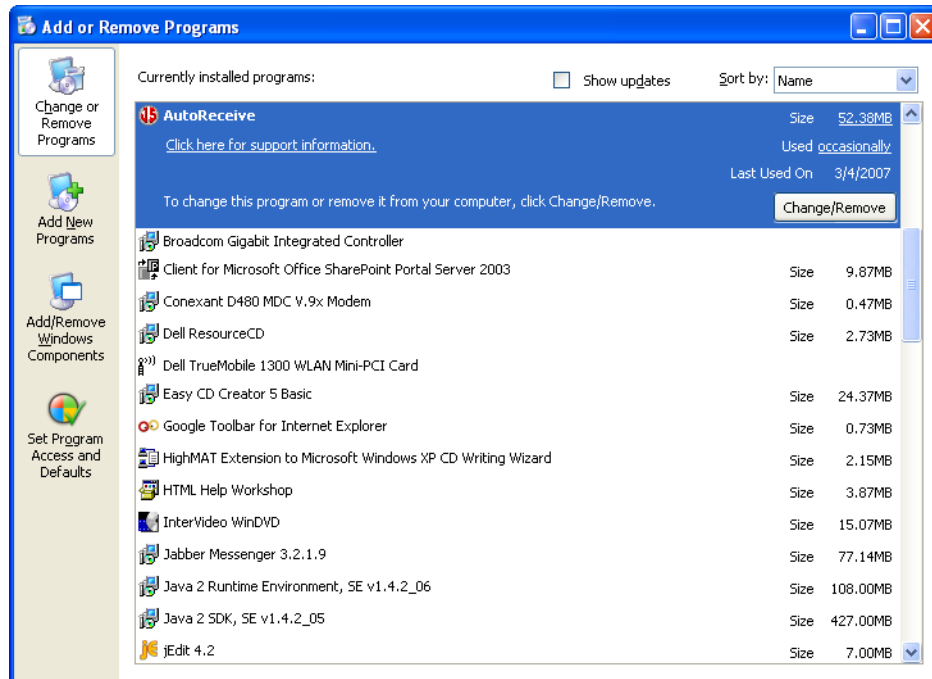
Uninstall AutoReceive from Windows XP or Windows Server 2003

- 1 If AutoReceive is currently running, exit AutoReceive before you continue.
To do so, right-click the AutoReceive icon () in the notification area, and then click *Exit*.
- 2 If AutoReceive is running as a service, stop the service by doing the following:
 - a Click *Start > Control Panel > Administrative Tools > Services* (Windows XP) or *Start > Control Panel > Administrative Tools > Component Services > Services* (Windows Server 2003).
 - b Right-click *AutoReceive*.
 - c Click *Stop*.
- 3 Navigate back to the *Windows Control Panel*.

4 From the *Control Panel*, double-click *Add or Remove Programs*.



5 In the *Add or Remove Programs* dialog box, click *AutoReceive* from the *Currently installed programs* list.

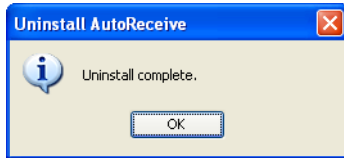


6 Click *Change/Remove*.

- 7 In the *Uninstall AutoReceive* dialog box, click *Uninstall* to confirm that you want to uninstall AutoReceive.



- 8 When the *Uninstall Complete* message appears, click *OK* to close the dialog box.




- 9 Close *Add or Remove Programs*.
- 10 Close the *Control Panel*.
- 11 Navigate to *C:\Program Files* and delete the *AutoReceive* folder.


Chapter 2: Using AutoReceive

In This Chapter:

- About Using AutoReceive 35
- Downloading Results Manually 36
- Managing Subscriptions 38
- Changing Notification Options 44
- Changing Connection Settings 46
- Starting and Exiting AutoReceive 49
- Switching Between Service Mode and Classic Mode 55
- Responding to AutoReceive Connection Failures 57
- Sending Status and Error Logs Manually 59
- Viewing the Print Log 60
- Viewing the Status Log 61
- Viewing the Configuration Settings 63
- Downloading Product Updates 64

About Using AutoReceive

Once configured, AutoReceive runs automatically while your computer is on, requiring no further interaction. If you need to add, modify, or remove a subscription, or change your connection settings, you can access the AutoReceive menu options by right-clicking the AutoReceive icon (). The AutoReceive icon appears in the notification area, at the far right of the Windows taskbar.

Note: If AutoReceive is in Service mode (that is, running as a Windows service), the AutoReceive icon () may not appear in the notification area. To access the AutoReceive user interface, see [“Starting and Exiting AutoReceive”](#) on page 49, which explains how to access the AutoReceive user interface when AutoReceive is running in Service mode as well as in Classic mode. For general information on Auto Receive running as a service, see [“Running AutoReceive as a Windows Service”](#) on page 4.

While using AutoReceive, you may want to download results manually (that is, before the scheduled download of results), update subscriptions, change configuration settings, or perform troubleshooting or various other tasks. Below is a list of the AutoReceive tasks you might need to perform:

- **Download results manually.** Instead of waiting for the scheduled downloads of results, you can request immediate downloads, or you can request results that were downloaded previously. For instructions, see [“Downloading Results Manually”](#) on page 36.
- **Manage subscriptions.** Subscriptions need to be updated when new accounts are available, when you want to change the destination printer or folder for downloaded results, etc. For instructions on updating subscriptions as well as adding new ones or removing unnecessary ones, see [“Managing Subscriptions”](#) on page 38.
- **Change notification settings.** AutoReceive notifications appear in a small status window on your screen. You can change the default setting to display this window all the time, display it on top of other windows, turn it off, etc. For more information, see [“Changing Notification Options”](#) on page 44.
- **Change connection settings.** If your network connection changes (for example, from modem to LAN), or if login credentials change, see [“Changing Connection Settings”](#) on page 46.
- **Start, stop, or restart AutoReceive.** Occasionally, you may need to stop and restart AutoReceive. For instructions, see [“Starting and Exiting AutoReceive”](#) on page 49.
- **Switch between Service mode and Classic mode.** The most common way to run AutoReceive is in Service mode. However, you may need to switch to Classic mode in certain situations, such as using a Windows firewall or anti-virus application that impedes AutoReceive communications in Service mode. For instructions on switching between the two modes, see [“Switching Between Service Mode and Classic Mode”](#) on page 55.
- **Troubleshoot.** If you receive an error that AutoReceive cannot connect, you can respond to it by following the instructions in [“Responding to AutoReceive Connection Failures”](#) on page 57. Otherwise, if you are working with customer support, you may need to send status and error logs manually, view log files, or provide customer support with current configuration settings, as explained in these sections:
 - [“Sending Status and Error Logs Manually”](#) on page 59.
 - [“Viewing the Print Log”](#) on page 60.
 - [“Viewing the Status Log”](#) on page 61.
 - [“Viewing the Configuration Settings”](#) on page 63.
- **Download product updates.** AutoReceive updates are downloaded automatically, but you have the option to check for and install updates at any time. For instructions, see [“Downloading Product Updates”](#) on page 64.

Downloading Results Manually

Although AutoReceive is configured to receive results at the specific times or intervals you specify, you can request an immediate download or redownload of information. For instructions, see the following:

- “[Downloading Current Results](#)”, below.
- “[Redownloading Results](#)” on page 37.
- “[Reprint Last Reports](#)” on page 37.


Downloading Current Results

Instead of waiting for the automatic or timed download of results, you can manually request an immediate download of results at any time. This may be useful when you are seeing a patient whose lab results are ready but not yet received. A manual download retrieves only completed results that have not yet printed or saved. This ensures that you do not receive duplicate results.

After a manual download, the next scheduled download excludes the results you already requested (this also applies for scheduled downloads). For example, if AutoReceive is configured to download results every two hours, but you request a manual download after one hour, the next download includes only those results received during the 60 minutes after the manual download.

Note: You cannot manually download results during the subscription configuration process. You must either complete the subscription configuration or cancel the configuration process prior to manually downloading results.

Download Current Results

Right-click the AutoReceive icon () in the notification area, and then click *Download Now*.


The results, if available, are retrieved and saved or printed according to your subscription configuration.

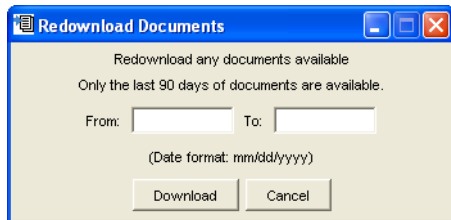
Redownloading Results

If you need to redownload results that have already been received, use the AutoReceive *Redownload* feature. With the AutoReceive *Redownload* feature, you can download results by date range as long as the results are not older than 90 days.

Note: If you are using the Enhanced file naming mode and need to redownload results, the redownloaded file names are generated using the current time. As a result, it is possible to have two identical files with different timestamps. You can determine which file to use by comparing the file names, and using the one with the latest timestamp. (For more information on the Enhanced naming mode, see “File Naming Mode” under “Step 2: Configure Subscription” on page 8.)

Redownload Results

- 1 Right-click the AutoReceive icon () in the notification area, and then click *Redownload Now*.
- 2 In the *From* and *To* boxes, type a date range for the redownloaded documents using the format *mm/dd/yyyy*.




Note: You cannot download results that are more than 90 days old.

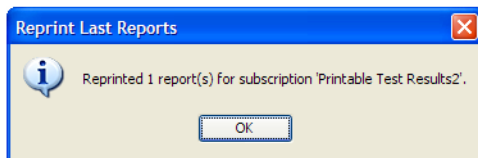
- 3 Click *Download*.

Reprint Last Reports

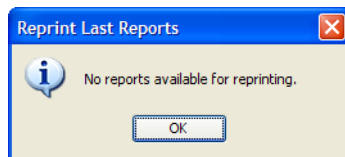
AutoReceive allows the most recent set (batch) of downloaded PDF results to be reprinted. After a successful printable result download, the PDF results are stored in a temporary directory within the AutoReceive install directory to allow reprinting if requested. The *Reprint Last Reports* feature applies only to PDF results.

Reprint Last Reports

- 1 Right-click the AutoReceive icon () in the notification area, and then click *Reprint Last Reports*.
- 2 If reprinting is successful, a dialog appears informing you what was reprinted.



If no results are available for reprinting, a dialog appears informing you that no reports are available for reprinting.



Managing Subscriptions


Subscriptions are usually configured following installation and remain active until you remove or modify them. You can also add new subscriptions if new accounts become available.

Accessing Account and Subscription Summary Information

You can access account and subscription summary information in two locations:

- **Account Summary.** The *Account Summary* dialog box provides a brief summary of all subscriptions that are configured for each account. In the *Account Summary* dialog box, you can determine which type of subscription is configured for the account, for example, HL7 or PDF, as well as the subscription name as specified during configuration. You cannot edit the subscriptions from the *Account Summary*.
- **Subscription Summary.** The *Subscription Summary* area provides a detailed view of the subscription parameters specified during configuration, including the associated accounts. You can edit the parameters by selecting the appropriate subscription and clicking *Configure*. See “[Modifying a Subscription](#)” on page 41 for more information.

Access the Account Summary

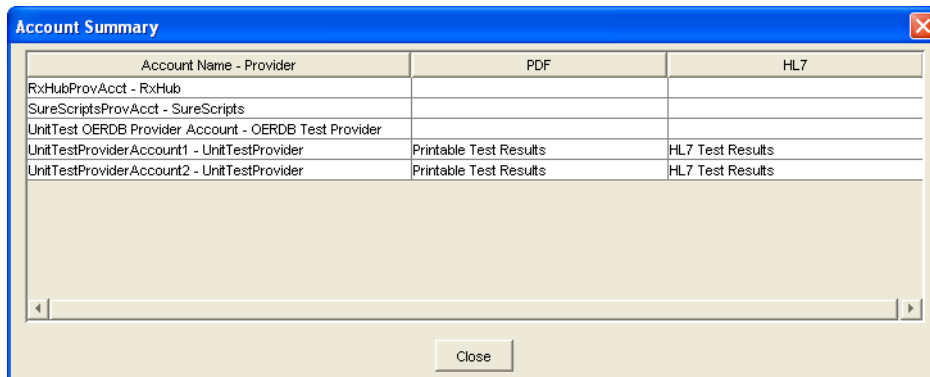
- 1 Right-click the AutoReceive icon () in the notification area, and then click *Configure Subscriptions*.
- 2 In the *Manage Subscriptions* area, click the *Account Summary* link.



The *Account Summary* dialog box appears.


- 3 Review the accounts and subscriptions listed on the *Account Summary* dialog box.

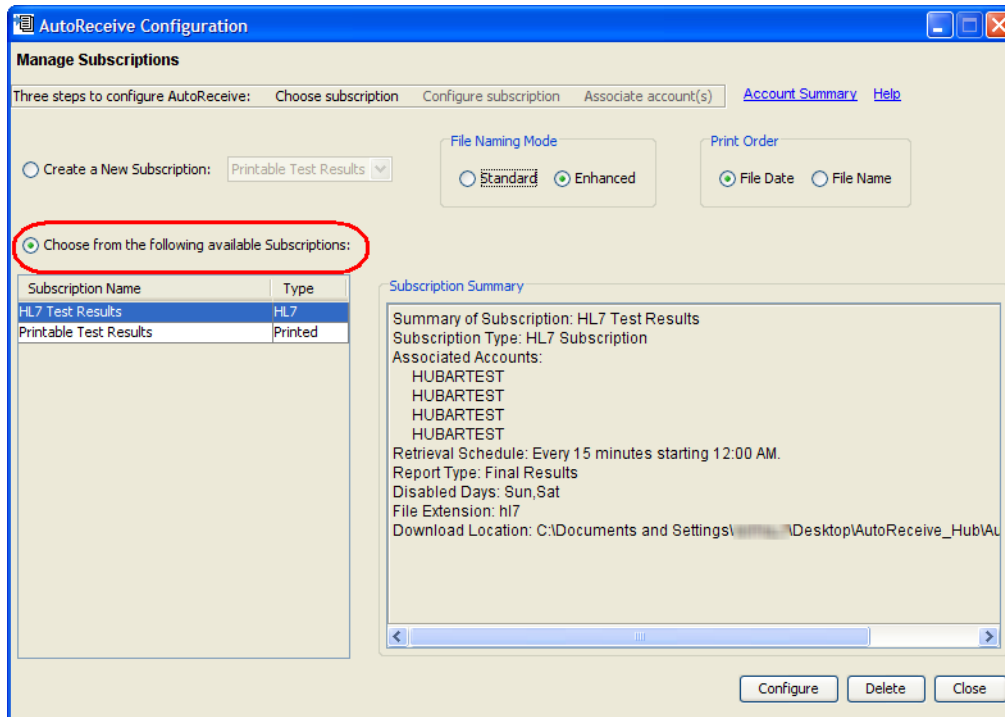
Accounts are listed in alphabetical order, and the name of the subscription to which they are assigned is listed in the HL7 and/or PDF column. Each account can be associated with only one HL7 subscription and one PDF subscription.



- 4 When you are finished reviewing the summary, click *Close*.

Access the Subscription Summary

- 1 Right-click the AutoReceive icon () in the notification area, and then click *Configure Subscriptions*.
- 2 In the *Manage Subscriptions* area, click the *Choose from the following available subscriptions* option button.



- 3 In the list of available subscriptions, click the desired subscription.
The parameters configured for the subscription appear in the *Subscription Summary* area.
- 4 To modify the configuration for the selected subscription, click *Configure*. Otherwise, when you are finished reviewing the summary, click *Close*.
For additional information on modifying subscriptions, see "[Modifying a Subscription](#)" on page 41.

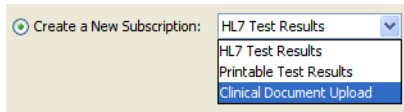
Adding a Subscription

You can add a new subscription any time there is an available account that is not yet associated to a subscription type (HL7 or PDF). Because HL7 and PDF subscriptions can each be associated with one or more accounts, you may need to configure only one HL7 subscription and one PDF subscription, so that all specified delivery options apply to each associated account. If necessary, you can configure multiple subscriptions, one HL7 and one PDF, for each account, specifying unique parameters such as print locations and result types.

Note: If you select a subscription type (HL7 or PDF) that is already assigned to the available account(s), you are notified that it is unavailable for configuration.

Add a Subscription

- 1 Right-click the AutoReceive icon (📄) in the notification area, and then click *Configure Subscriptions*.
- 2 In the *Manage Subscriptions* area, click the *Create new subscription* option button.
- 3 Click *HL7 Test Results*, *Printable Test Results*, or *Clinical Document Upload*.



- 4 Click *Continue*.


For information on configuring the parameters for the selected subscription type, see one of the following:

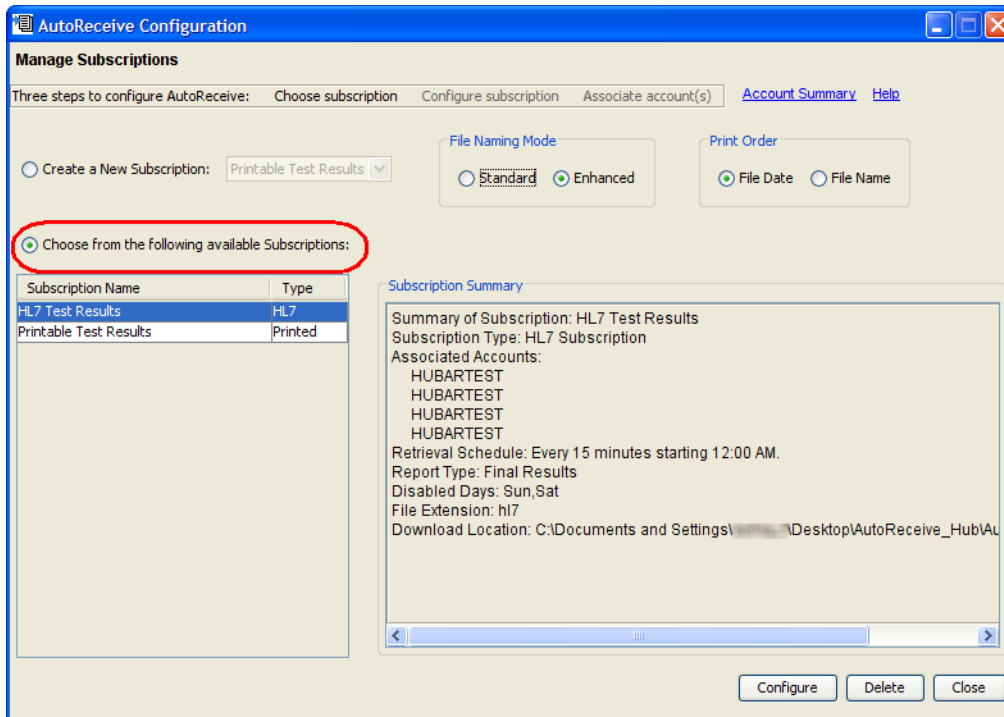
- [“Configuring HL7 Test Results”](#) on page 11.
- [“Configuring Printable Test Results”](#) on page 16.
- [“Configuring Clinical Document Upload”](#) on page 22.

Modifying a Subscription

If you need to make changes to a subscription (for example, routing your results to a different printer), you can access the subscription's existing configuration and make the necessary changes. You can also adjust the interval at which you receive results, or change account associations.

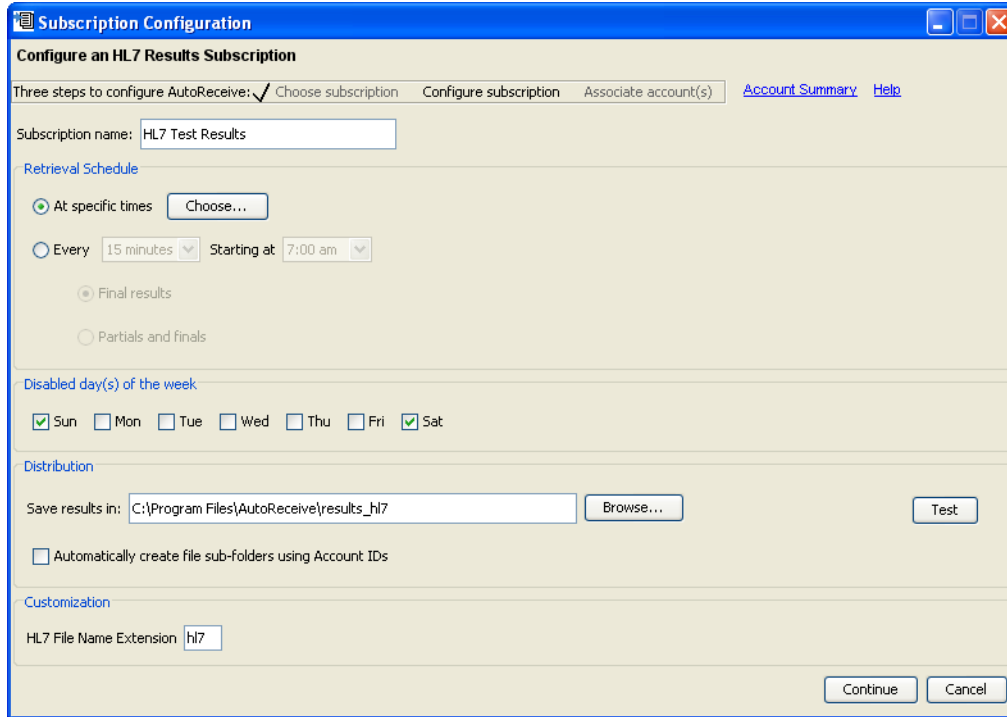
Modify a Subscription

- 1 Right-click the AutoReceive icon () in the notification area, and then click *Configure Subscriptions*.
- 2 In the *Manage Subscriptions* area, click the *Choose from the following available subscriptions* option button.

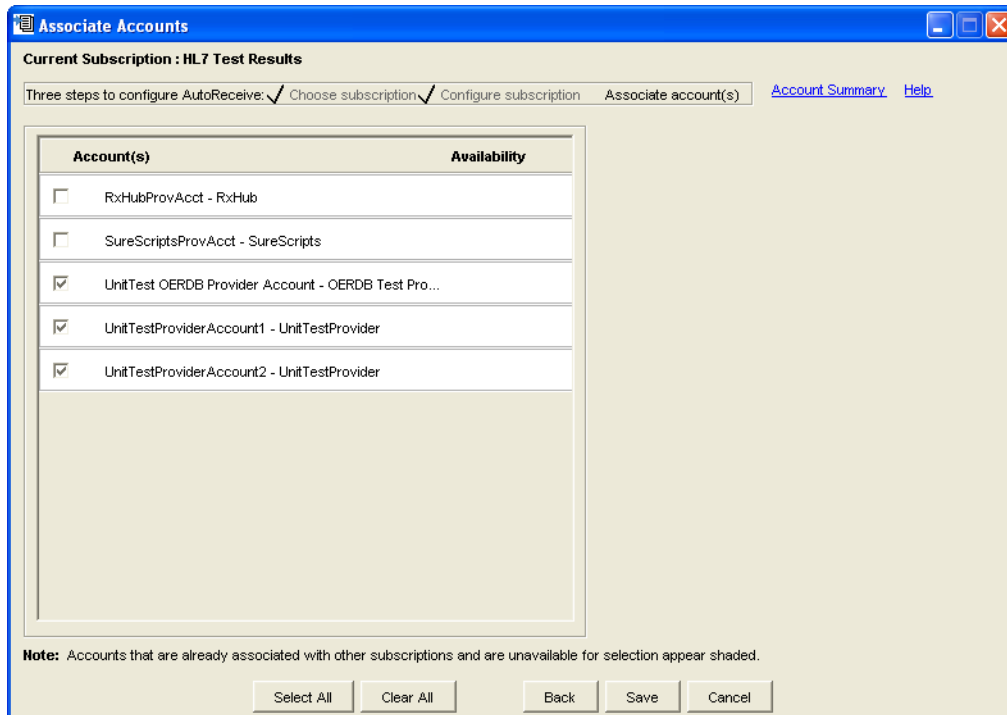


- 3 In the list of available subscriptions, click the subscription that you want to modify.
- 4 Click *Configure*.

5 In the *Subscription Configuration* dialog box, make any necessary changes to the configuration, and then click *Continue*.



6 In the *Associate Accounts* dialog box, select or clear (as appropriate) the account(s) to which the modified subscription parameters should be applied.



7 Do one of the following:

- To return to the previous configuration dialog box to make changes prior to saving, click *Back*.
- To save your selections and return to the *Manage Subscriptions* dialog box, click *Save*.


If you are finished configuring subscriptions, click *Close*.

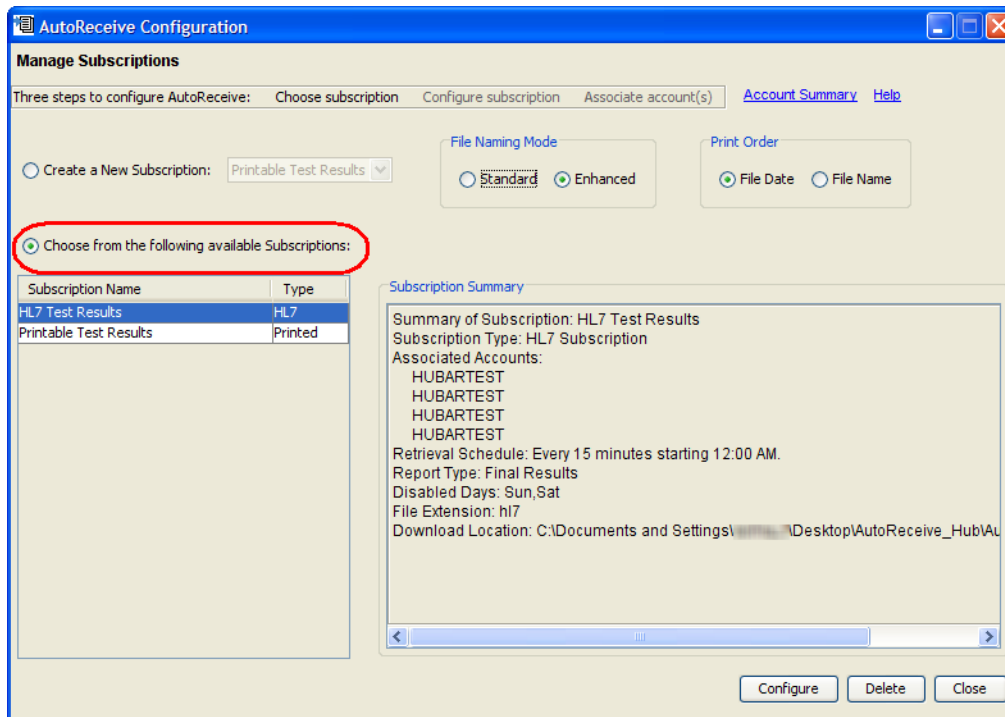
- To exit the subscription configuration without saving your changes and return to the *Manage Subscriptions* dialog box, click *Cancel*.

Removing a Subscription

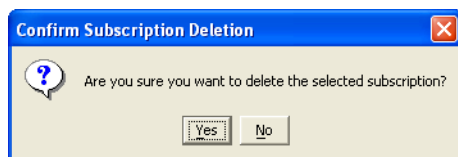
If you are no longer receiving results from a service provider (Quest Diagnostics business unit (BU) or imaging center/hospital), you can remove the associated subscription from AutoReceive. Also, if there are any connectivity problems with a particular service provider, you can remove the subscription to avoid gathering error messages in the status log. When the problem is resolved, you can configure the subscription again. For information on the status log, see “[Viewing the Status Log](#)” on page 61.

Remove a Subscription




- 1 Right-click the AutoReceive icon () in the notification area, and then click *Configure Subscriptions*.
- 2 In the *Manage Subscriptions* area, click the *Choose from the following available subscriptions* option button.




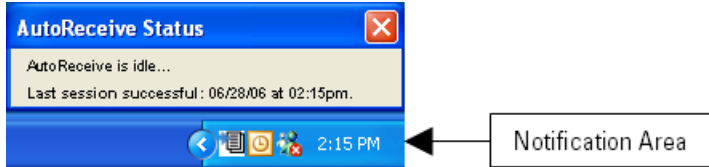
- 3 In the list of available subscriptions, click the subscription that you want to delete, and then click *Delete*.
- 4 When prompted, click *Yes* to confirm the deletion.



Changing Notification Options

After AutoReceive is started, it remains running in the background until you log off or close the application. The AutoReceive icon () in the notification area indicates that AutoReceive is running. When an AutoReceive communication session is in progress, that is, when results are being downloaded or when the application is being automatically updated, the AutoReceive icon () changes to an AutoReceive communication icon () until the session ends, at which time it reverts to the normal AutoReceive icon.

In addition to the AutoReceive communication icon (), you can monitor the status of communication sessions by choosing to display a small status window on your screen that provides information about the success or failure of communications activity such as connections, downloads, saves to disk, printing and system updates.



The *AutoReceive Status* window consists of two lines, as follows:

- The upper text line displays the state of AutoReceive, or what action is occurring. *Idle* indicates that AutoReceive is connected, but no data is being received at this time.
- The lower text line displays the time and completion status of the last communication session. If a communication session is unsuccessful, an alert message appears in this location.


The service-related status messages that can appear include the following:

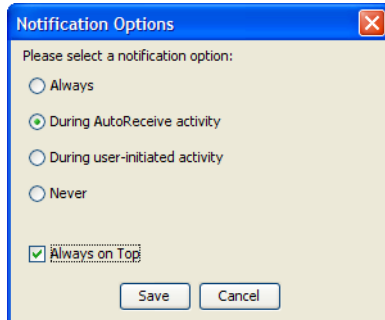
For This Status	This Status Window Appears
AutoReceive is loading	
AutoReceive is in Service mode, and the service is connected	
AutoReceive is in Service mode, and the service is stopped	
AutoReceive is in Service mode, but the service is unavailable (this can be the result of various technical and security issues)	

You can drag the *AutoReceive Status* window from its default location above the notification area to any place on the screen. It remains in that position until you change it.

You must have at least one subscription configured before you can set *Notification Options*. The option you set applies to all subscriptions; options for different subscription types cannot be separately configured.

Change Notification Options

- 1 Right-click the AutoReceive icon () in the notification area, and then click *Notification Options*.
- 2 Complete the *Notification Options* dialog box to determine when the status window appears and whether or not it appears on top of other windows.



- **Always.** The status window appears after the startup process has completed, and remains visible until you exit AutoReceive.
- **During AutoReceive activity.** The status window appears when a communication session begins (for example, retrieval of HL7 or Printable results), and remains visible until two minutes after the session has completed.

Note: *During AutoReceive activity* is the default option.

- **During user-initiated activity.** The status window appears only when you initiate a communication session (for example, *Download Now*, *Redownload Now*, *Send Status/Errors*, or *Check for Update Now*), and remains visible until two minutes after the session has completed.
 - **Never.** The status window does not appear on your screen at any time.
 - **Always on Top.** The status window stays on top of all other windows.
- 3 To save your selection, click *Save*.

Notes:

- Regardless of which display option you select, you can close the *AutoReceive Status* window at any time by clicking *Close* in the upper-right corner of the screen.
- If you close the window manually, the window reappears at the start of the next communication session (unless you have chosen to never display it).

Changing Connection Settings

Connection settings include network configuration and login information. The network and login information configured during installation and setup remain active until you change them. To change the network settings or login information, see the following:

- “Changing Network Settings”, below.
- “Changing Login Information” on page 47.


Note: If you receive an authentication error (your login information is not accepted), contact your system administrator to determine if changes have been made to your login credentials.

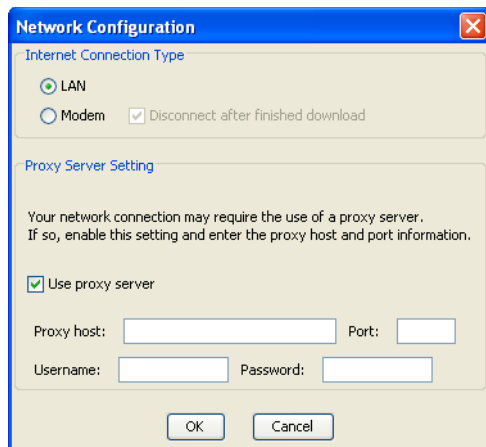
Changing Network Settings

The network settings determine how your computer connects to the Internet (via a dial-up modem or a LAN connection) and, if the connection uses a proxy server, the proxy server credentials (host name, port, user name, and password).

Typically these settings do not need to be updated unless your method for connecting to the Internet changes.

Change Network Settings

- 1 Right-click the AutoReceive icon () in the notification area, and then click *Network Configuration*.
- 2 In the *Network Configuration* dialog box, specify your connection type by selecting one of the following:



- Click the *LAN* option button if your computer accesses the Internet using a LAN.
Some LAN connections use a proxy server for HTTP and HTTPS connectivity. To determine if your LAN connection uses a proxy server, check your Internet browser’s settings by selecting *Tools > Internet Options* on the browser menu bar. Click the *Connections* tab. Click *LAN Settings*. If the *Use a proxy server for your LAN* check box is selected, your LAN connection uses a proxy server.
If your LAN connection uses a proxy server, select the *Use proxy server* check box, and complete the following:
 - a In the *Proxy host* box, type the name of the host for your proxy server.
 - b In the *Port* box, type the port number for your proxy server.

If your proxy server requires you to log in, enter the corresponding username and password. This username and password combination is **not** your AutoReceive username and password.

a In the *Username* box, type the username for logging in to your proxy server.

b In the *Password* box, type the password for logging in to your proxy server.

- Click the *Modem* option button if your computer accesses the Internet using a modem. To automatically disconnect your modem after each transmission of results, select the *Disconnect after finished download* check box.

3 To save your changes, click *OK*.

Changing Login Information

Ordinarily, only Quest Diagnostics personnel change the login information. If you need to change your login information, contact your system administrator to get the appropriate username and/or password before accessing the menu options to make changes.

If you receive an authentication error (your login information is not accepted), contact your system administrator to determine if changes have been made to your login credentials. Your system administrator can provide you with valid login information and make sure your new information is successfully accepted.

Note: Changing login information affects subscriptions as follows:

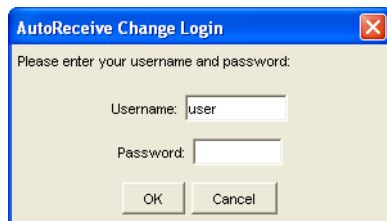
- If you change only the password, your subscriptions are saved with the new password.
- If you change both the username and password, the subscriptions for the previous username are deleted and you must reconfigure them.

Change Login Information

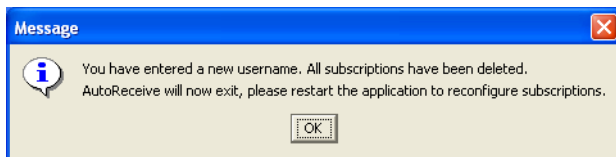
1 Obtain the new login username and/or password from your system administrator.

2 Right-click the AutoReceive icon () in the notification area, and then click *Change Login Information*.

3 Type the new account username and/or password, and then click *OK*.



- If you entered a new username and password, a message box appears, indicating that the username has changed and that all existing subscriptions will be deleted.



a Click *OK* to close the message box.

b Restart AutoReceive, and create one or more new subscriptions.

For information on starting AutoReceive, see [“Starting and Exiting AutoReceive”](#) on page 49.

For information on configuring subscriptions, see [“Configuring HL7 Test Results”](#) on page 11 and [“Configuring Printable Test Results”](#) on page 16.

- If you entered only a new password, AutoReceive checks the connection with the new password. One of the following occurs:
 - If the connection fails, a message box appears indicating that AutoReceive is unable to connect to the server. Click *OK* to close the message box. Enter the new password again and click *OK*.
 - If the connection is successful, no message appears. AutoReceive continues to run as usual.

Starting and Exiting AutoReceive

AutoReceive can run in one of the two following modes:

- As a Windows service (referred to as *Service mode*)
- As a standard Windows application (referred to as *Classic mode*)

By default, AutoReceive is configured to run in Service mode.

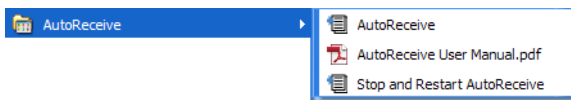
Notes:

- For information on AutoReceive as a Windows service, see [“Running AutoReceive as a Windows Service”](#) on page 4.
- To determine whether or not AutoReceive is running in Service mode on your computer, view your current configuration settings as explained in [“Viewing the Configuration Settings”](#) on page 63.
- The AutoReceive service operates properly on Windows UAC operating systems only if you run it as an administrator.

For instructions on starting and exiting AutoReceive in each mode, refer to the following sections:

- If AutoReceive is running in Service mode (that is, as a Windows service), see [“Starting and Exiting AutoReceive \(Service Mode\)”](#) below.
- If AutoReceive is running in Classic mode (that is, as a standard Windows application), see [“Starting and Exiting AutoReceive \(Classic Mode\)”](#) on page 52.

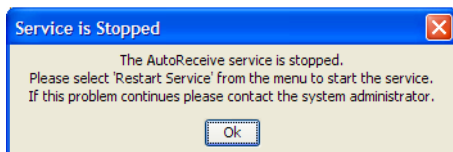
Options for starting and restarting AutoReceive appear in the Windows *Start* menu. Exiting AutoReceive is accomplished via the *AutoReceive* menu.



Starting and Exiting AutoReceive (Service Mode)

If AutoReceive is running in Service mode, there are two separate components of AutoReceive, each of which is started and/or exited independently:

- **Service.** The first component, the AutoReceive service, starts automatically each time the computer is started and operates in the background. If the service should unexpectedly stop running for any reason, you are notified in the following ways:
 - The following dialog box appears, informing you that the service has stopped:



- The AutoReceive icon () in the notification area appears with a red X ().


If this occurs, the AutoReceive service can be restarted via the *Restart Service* option on the *AutoReceive* menu or via the *Stop and Restart AutoReceive* option on the Windows *Start* menu.

- **User Interface.** The second component, the AutoReceive user interface, starts automatically each time the computer is started and you log in to Windows (as long as the *AutoReceive* option is in your Windows *Startup* folder). If the *AutoReceive* option is not in your Windows *Startup* folder (which is likely for Windows server operating systems), the AutoReceive user interface can be started via the *Apps* screen for Windows 8, Windows 8.1, or Windows Server 2012 R2, or via the *Start* menu for all other Windows operating systems.

The AutoReceive user interface continues to run until you exit it manually, or until you turn off your computer. Starting or exiting the AutoReceive user interface has no impact on the AutoReceive service, which continues to run regardless.

Note: Only one instance of the AutoReceive user interface can be running at a time.

Because the service and user interface components operate independently, the following situations can occur:

- The AutoReceive service is running but the AutoReceive icon () does not appear in the notification area. To access the AutoReceive user interface, see [“Start the AutoReceive User Interface \(Service Mode\)”](#), below.
- The AutoReceive user interface may be running even if the service has been stopped. If you attempt to exit the AutoReceive user interface while the service is stopped, the following dialog box appears, informing you that you will **not** continue to receive subscription results until the service is restarted:




To restart the AutoReceive service, see [“Restart the AutoReceive Service \(Service Mode\)”](#) on page 52.

Start the AutoReceive User Interface (Service Mode)

Do one of the following:

- **Start manually.** To start AutoReceive manually, do one of the following depending on your operating system:
 - From the Windows 8, Windows 8.1, or Windows Server 2012 R2 *Apps* screen, right-click the *AutoReceive* tile and click *Run as administrator*.
 - From all other Windows operating systems, click *Start > All Programs > AutoReceive*, and then right-click *AutoReceive* and select the options to run as an administrator.

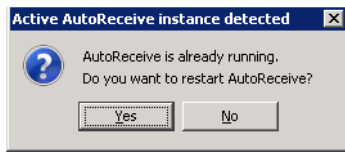
One of the following occurs:

- If no instance of the AutoReceive user interface is currently running, the AutoReceive splash screen appears and the AutoReceive icon () appears in the Windows notification area.

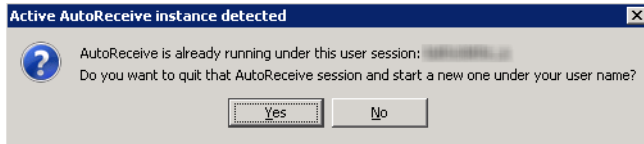
- If an instance of the AutoReceive user interface is running, one of the following messages appears:

Message

Description

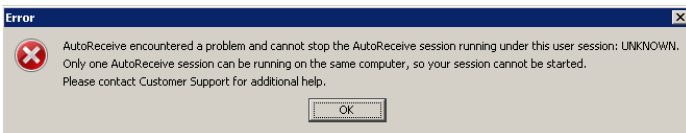


Click *Yes* to restart AutoReceive. Any results that are in the process of being downloaded are downloaded when AutoReceive starts. Otherwise, click *No* to let the current instance of AutoReceive continue running.



Multiple users are set up on the AutoReceive computer, but only one AutoReceive session can be running at a time. Do one of the following:

- Click *Yes* to stop the AutoReceive session started by the specified user and start a new AutoReceive session under your user name. This has no effect on subscriptions; results continue to be downloaded as configured.
- Click *No* to let the AutoReceive session continue running, under the specified user.



It is not possible to restart AutoReceive via the *Start* menu. Your options are:


- Stop the AutoReceive service via the *Windows Control Panel*.
- Stop the AutoReceive service by rebooting the computer.


- **Start automatically.** To start the AutoReceive user interface automatically by restarting Windows, do one of the following depending on your operating system:
 - From the Windows 8, Windows 8.1, or Windows Server 2012 R2 *Start* screen, *Apps* screen, or desktop, press the Windows logo key + c. When the charms appear, click the settings charm (⚙️) and then click *Power > Restart*.
 - From all other Windows operating systems, click *Start > Shut Down*, click *Restart*, and then click *OK*.
- **Force a stop and restart.** To force the AutoReceive user interface and service to stop and restart (even if they are running in another user's session), do one of the following depending on your operating system:
 - From the Windows 8, Windows 8.1, or Windows Server 2012 R2 *Apps* screen, right-click the *Stop and Restart AutoReceive* tile and click *Run as administrator*. Respond to the *User Account Control* prompt to allow eMaxxAutoReceive.exe to make changes to the computer.
 - From all other Windows operating systems, click *Start > All Programs > AutoReceive*, and then right-click *Stop and Restart AutoReceive* and select the options to run as an administrator.

The AutoReceive splash screen appears and the AutoReceive icon (📄) appears in the Windows notification area. (If the AutoReceive service cannot be restarted, AutoReceive reverts to *Classic mode*.)


Note: The steps above may vary slightly based on your Windows operating system.

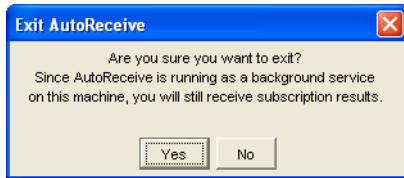
Restart the AutoReceive Service (Service Mode)

If the AutoReceive user interface is currently running but the service isn't, right-click the AutoReceive icon () in the notification area, and click *Restart Service*. (If the AutoReceive user interface is not currently running, start it by following the instructions in “[Start the AutoReceive User Interface \(Service Mode\)](#)” on page 50.)


The AutoReceive service restarts and the icon appears **without** the red X (). If the AutoReceive service cannot be restarted, a message appears.

Exit the AutoReceive User Interface (Service Mode)

- 1 Right-click the AutoReceive icon () in the notification area, and click *Exit*.
- 2 When prompted, click Yes to confirm that you want to exit the user interface.



The AutoReceive user interface closes, but the AutoReceive service continues to run in the background. Results continue to be received and/or printed as normal.

Note: If the AutoReceive icon in the notification area appears with a red X () (indicating that the service has been stopped) when you exit the user interface, you will **not** continue to receive subscription results until the service is restarted.

Starting and Exiting AutoReceive (Classic Mode)

If AutoReceive is running in Classic mode (that is, as a standard Windows application) on your computer, the AutoReceive application opens each time the computer is restarted. AutoReceive continues to run until you either exit it manually, or until you turn off the computer. There is no service running in the background when AutoReceive is running in Classic mode.


If you need to manually exit AutoReceive due to printer, connectivity, or network issues, you must manually restart AutoReceive in order to resume receiving results. To discontinue receiving results without turning off your computer, you can exit AutoReceive manually.

Start AutoReceive (Classic Mode)

Do one of the following:

- **Start manually.** To start AutoReceive manually, do one of the following depending on your operating system:
 - From the Windows 8, Windows 8.1, or Windows Server 2012 R2 *Apps* screen, right-click the *AutoReceive* tile and click *Run as administrator*.
 - From all other Windows operating systems, click *Start > All Programs > AutoReceive*, and then right-click *AutoReceive* and select the options to run as an administrator.

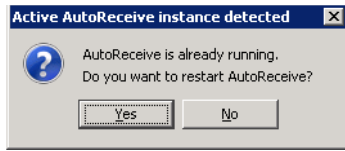
One of the following occurs:

- If no instance of the AutoReceive user interface is currently running, the splash screen appears and the AutoReceive icon () appears in the Windows notification area.

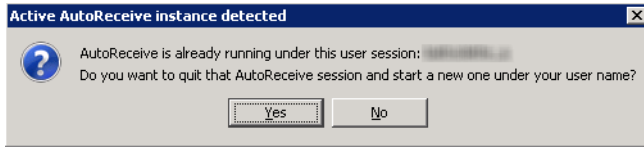
- If an instance of the AutoReceive user interface is running, one of the following messages appears:

Message

Description

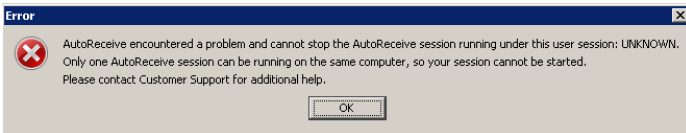


Click *Yes* to restart AutoReceive. Any results that are in the process of being downloaded are downloaded when AutoReceive starts. Otherwise, click *No* to let the current instance of AutoReceive continue running.



Multiple users are set up on the AutoReceive computer, but only one AutoReceive session can be running at a time. Do one of the following:

- Click *Yes* to stop the AutoReceive session started by the specified user and start a new AutoReceive session under your user name. This has no effect on subscriptions; results continue to be downloaded as configured.
- Click *No* to let the AutoReceive session continue running, under the specified user.



It is not possible to restart AutoReceive via the *Start* menu. Your options are:


- Stop the AutoReceive service via the *Windows Control Panel*.
- Stop the AutoReceive service by rebooting the computer.

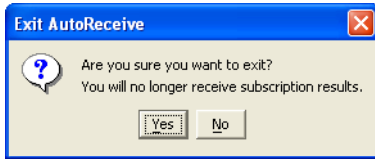
- **Start automatically.** To start the AutoReceive user interface automatically by restarting Windows, do one of the following depending on your operating system:
 - From the Windows 8, Windows 8.1, or Windows Server 2012 R2 *Start* screen, *Apps* screen, or desktop, press the Windows logo key + c. When the charms appear, click the settings charm (⚙️) and then click *Power > Restart*.
 - From all other Windows operating systems, click *Start > Shut Down*, click *Restart*, and then click *OK*.
- **Force a stop and restart.** To force the AutoReceive user interface to stop and restart (even if it is running in another user's session) do one of the following depending on your operating system:
 - From the Windows 8, Windows 8.1, or Windows Server 2012 R2 *Apps* screen, right-click the *Stop and Restart AutoReceive* tile and click *Run as administrator*. Respond to the *User Account Control* prompt to allow eMaxxAutoReceive.exe to make changes to the computer.
 - From all other Windows operating systems, click *Start > All Programs > AutoReceive*, and then right-click *Stop and Restart AutoReceive* and select the options to run as an administrator.

The AutoReceive splash screen appears and the AutoReceive icon (📄) appears in the Windows notification area.

Note: These steps may vary slightly based on your Windows operating system.

Exit AutoReceive (Classic Mode)

- 1 Right-click the AutoReceive icon () in the notification area, and then click *Exit*.
- 2 When prompted, click Yes to confirm that you want to exit the application.

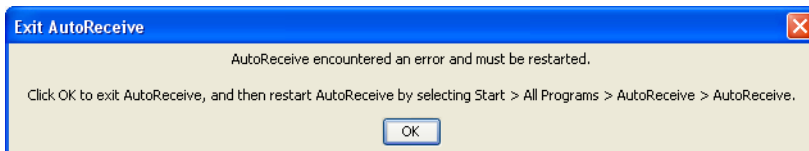


AutoReceive closes, and the receipt of results is discontinued.

Note: To restart AutoReceive manually, see [“Start AutoReceive \(Classic Mode\)”](#) on page 52.

Automatic Restarts of AutoReceive

AutoReceive can automatically recover from several error conditions, such as out-of-memory errors or failed downloads of results. The automatic recovery process includes restarting the AutoReceive service and user interface when AutoReceive is in Service mode. When AutoReceive is in Classic mode, however, the user interface cannot be started automatically, so you are notified with the following message when the user interface must be restarted:




After you click *OK*, be sure to start the AutoReceive user interface by clicking as explained in [“Starting and Exiting AutoReceive”](#) on page 49.

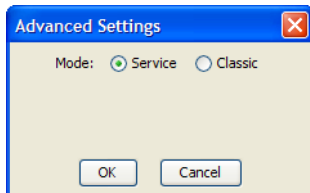
Switching Between Service Mode and Classic Mode

When AutoReceive is initially installed, it is configured to run either as a Windows service (Service mode) or as a standard Windows application (Classic mode), depending on whether it is a new install, or is obtaining settings from a previous install of AutoReceive (for more information, see [“Running AutoReceive as a Windows Service”](#) on page 4). Normally, once AutoReceive is successfully installed, it continues to run in its selected mode without interruption.

There are several environmental factors, however, that may impede AutoReceive’s ability to run successfully in Service mode; for example, if you have configured a subscription to save results to a network drive, or if you are using a Windows firewall or anti-virus application that impedes AutoReceive communications. In these situations, it is possible to change the AutoReceive operating mode from a Windows service to a standard Windows application to work around the issue. (It is also possible to change back to Service mode, as needed; for example, you might want to switch back to Service mode if the impeding issue is corrected.)

Switch Between Service Mode and Classic Mode

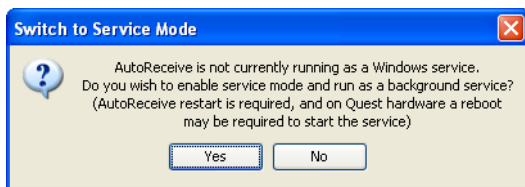
- 1 Right-click the AutoReceive icon () in the notification area, and then click *Advanced Settings*.
- 2 In the *Mode* area, click either the *Service* or *Classic* option button to indicate the mode in which you want AutoReceive to operate.



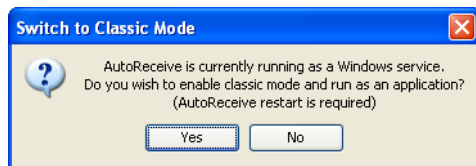
Note: The currently configured operating mode is selected by default. To close the dialog box without making any changes, click *Cancel*.

- 3 When prompted, click Yes to confirm that you want to change the AutoReceive operating mode.
The message that appears varies, depending on whether you are switching from Classic mode to Service mode, or vice versa, as follows.

- Switching from Classic mode to Service mode



- Switching from Service mode to Classic mode



- 4 When prompted, click *OK* to exit AutoReceive.



AutoReceive must be closed and restarted in order to run in the new mode.

- 5 To restart AutoReceive, click *Start > All Programs > AutoReceive > Stop and Restart AutoReceive*.

For more information about starting AutoReceive in either mode, see ["Starting and Exiting AutoReceive"](#) on page 49.

Responding to AutoReceive Connection Failures

AutoReceive opens and connects to the server each time you start your computer. If AutoReceive cannot connect to the server when it starts, either after a restart or when you initially turn on your computer, you are prompted to exit AutoReceive or let AutoReceive try to connect to the server. AutoReceive makes connection attempts every 10 minutes for a maximum of one hour, after which it tries to connect every 90 minutes for an indefinite period of time or until you close AutoReceive.

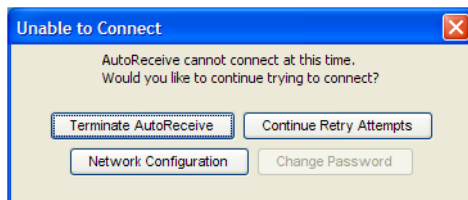
After 48 hours, if a connection has not been established, a dialog box appears from which you can either close AutoReceive or continue trying to connect at 90-minute intervals. If you choose to let AutoReceive continue trying to connect, the dialog box reappears after another 48-hour interval of unsuccessful connection. Once AutoReceive begins retrying connection at 90-minute intervals, it continues to do so until connection is established—even if you have not responded to the dialog box prompts—or until you close it, which you can do at any time (see [“Starting and Exiting AutoReceive”](#) on page 49).

Notes:

- Exiting AutoReceive before a successful connection is made and restarting it later begins the cycle of retry attempts from the beginning; that is, every 10 minutes for one hour and every 90 minutes thereafter.
- If you experience lengthy periods of unsuccessful retry attempts, contact customer support.

Respond to AutoReceive Connection Failures

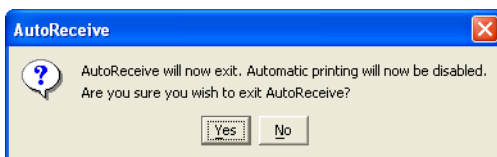
- 1 In the *Unable to Connect* dialog box, do one of the following:



- To close the program and discontinue connection attempts, click *Terminate AutoReceive*.
- To close the dialog box and allow AutoReceive to continue trying to connect with the server, click *Continue Retry Attempts*.
- To update the network configuration settings, click *Network Configuration*. (For more information, see [“Changing Connection Settings”](#) on page 46.)
- To reset your password to match a new password that has been established for you by Quest Diagnostics customer support, click *Change Password*.

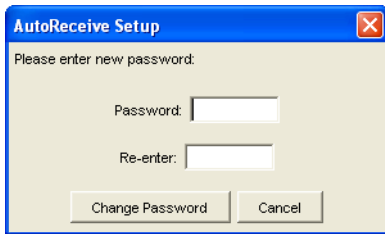
Note: The *Change Password* button appears only if the connection failure is due to a change in your password (for example, customer support may need to reset your password to resolve a connection issue). When your password changes, you are prompted to enter the new password the first time you attempt to log in after the change has been made.

- 2 Do one of the following, based on the selection you made in the previous step:
 - If you clicked *Terminate AutoReceive*, do one of the following to respond to the confirmation prompt:

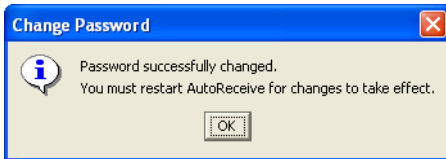


- To exit AutoReceive and terminate connection retry attempts, click *Yes*.

- To keep AutoReceive running, click *No*.
Connection attempts are made every 10 minutes for the first hour, and then every 90 minutes thereafter, until you exit AutoReceive.
- If you clicked *Continue Retry Attempts*, but reconnection has been unsuccessful for approximately 48 hours, do one of the following when the message prompt appears:
 - To close AutoReceive, click *Terminate AutoReceive*.
 - To allow AutoReceive to continue attempting to connect, click *Continue Retry Attempts*.
- If you clicked *Change Password*, do the following:
 - a In the *AutoReceive Setup* dialog box, type (and then re-type) the new password, and then click *Change Password*.



- b In the *Change Password* dialog box, click *OK* to acknowledge the change.




- c In the *Unable to Connect* dialog box, click *Terminate AutoReceive*, and then restart AutoReceive using the new password.

Sending Status and Error Logs Manually

AutoReceive improves the process of resolving system problems and diagnosing critical errors that may occur by automatically collecting information about your configuration and use of AutoReceive. The collected information is stored in log files that are saved on your computer, and the information is periodically forwarded (automatically) to Quest Diagnostics customer support. By default, AutoReceive sends status information every three days, and error information once a day, as needed. (If no errors occur on a particular day, then no error log is sent that day.)

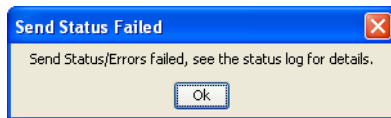
Though AutoReceive is configured to send the status and error data automatically, you can also request that the status and error information be sent immediately. This is useful when you are working with customer support on a particular issue or error.

Send Status and Error Logs

Right-click the AutoReceive icon () in the notification area, and click *Send Status/Errors*.

The latest status and error log files that are stored on your computer are sent immediately to Quest Diagnostics customer support. (To verify that the status and/or error logs were sent successfully, you can view the status log. For details, see ["Viewing the Status Log"](#) on page 61.)

If an error occurs when attempting to send status and error logs, a message appears, indicating the error condition.




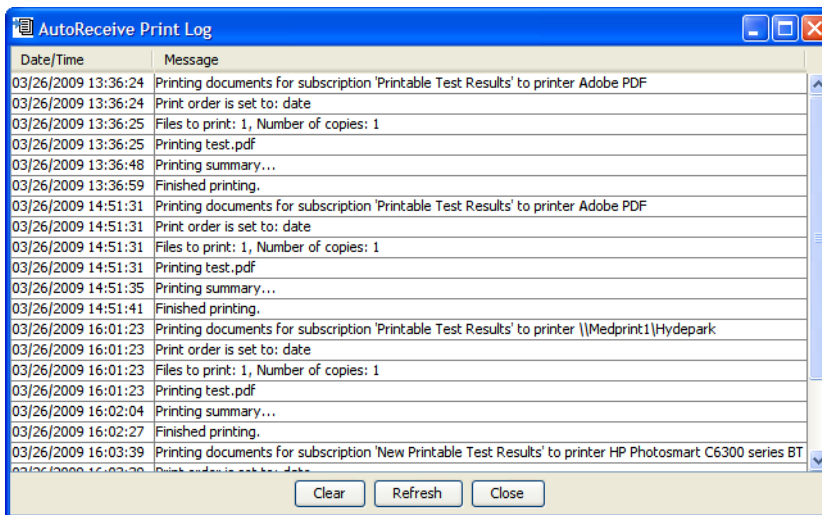
Viewing the Print Log

Any print jobs that are sent to the configured printer while AutoReceive is running are saved to a print log. You can periodically check the print log to determine whether or not the print jobs have been completed properly. If needed, you can redownload files using the date and time values from the *Status Log* to retrieve files that did not print or save. See ["Redownloading Results"](#) on page 37 for more information on redownloading files.

Note: For instructions on configuring the printer that is used for automatic printing (for a Printable results subscription), see ["Configuring Printable Test Results"](#) on page 16.

View the Print Log

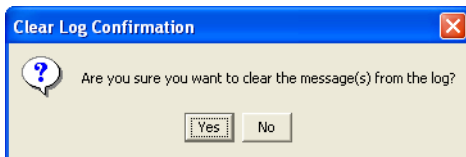
- 1 Right-click the AutoReceive icon () in the notification area, and then click *View Print Log*.
- 2 Review the print messages.



- 3 To refresh the print messages to ensure that you are viewing the latest information, click *Refresh*.
- 4 To clear **all** the messages, do the following:
 - a Click *Clear*.

Note: You cannot clear print messages individually. If you click *Clear*, all messages are deleted from the *Print Log*.

- b When prompted, click *Yes* to confirm clearing the messages.



- 5 When you are finished reviewing the print messages, click *Close*.

Viewing the Status Log

Any errors that occur while AutoReceive is running are saved to a status log. You can periodically check the status log to determine if any results retrievals have failed. If needed, you can redownload files using the date and time values from the *Status Log* to retrieve files that did not print or save. For more information, see [“Redownloading Results”](#) on page 37.

Additionally, the status log tracks when automatic and manual product updates are installed to your computer. Check the status log to see the product version that was installed and if there were any errors while attempting to update AutoReceive.


Error Messages

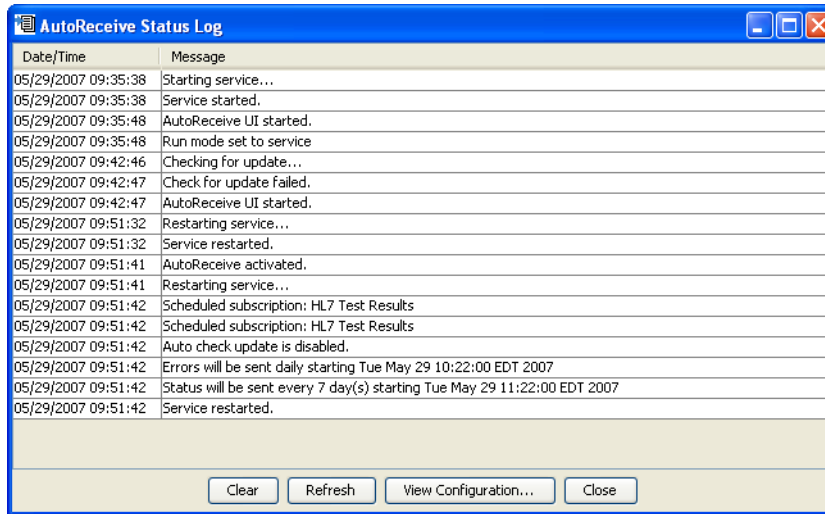
The following table includes some common error messages and their meanings.

Error	Description
Error while executing: <subscription name><message>	Problem with the subscription, or service may be down.
A Remote error occurred while trying to contact the web service. Please try again later.	Service is down.
No Service Providers were found for this account.	Possible misconfiguration.
Authentication failure.	Incorrect credentials (for example, username or password).
Cannot retrieve document types, authentication failure.	Incorrect credentials.
Error printing PDF file: <message>	A corrupt PDF file or printer error. If corrupt file, contact your system administrator.
An error occurred while retrieving document types.	Service could be down.
An error occurred while trying to contact the web service.	Service could be down.
Execution Exception: a SOAP Fault occurred while trying to contact the web service. Please try again later.	AutoReceive is having trouble connecting to the server either during startup or while trying to receive results.
Error while executing: HL7 Test Results A SOAP Fault occurred while trying to contact the web service.	The retrieval of results for an HL7 subscription that is scheduled at a particular time fails because of the SOAP fault.
Error while executing: Printable Test Results A SOAP Fault occurred while trying to contact the web service.	The retrieval of the results for a PDF subscription that is scheduled at a particular time fails because of the SOAP fault.

Note: For assistance understanding or resolving error messages, see your system administrator.

View the Status Log

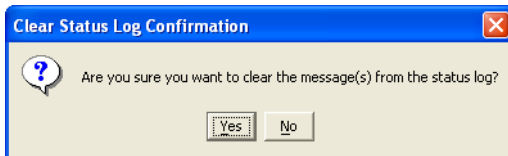
- 1 Right-click the AutoReceive icon () in the notification area, and then click *View Status Log*.
- 2 Review the error and/or system update messages.



- 3 To refresh the status messages to ensure that you are viewing the latest information, click *Refresh*.
- 4 To clear **all** the messages in the status log, do the following:
 - a Click *Clear*.

Note: You cannot clear error messages individually. If you click *Clear*, all messages are deleted from the *AutoReceive Status Log* window.

- b When prompted, click *Yes* to confirm clearing the messages.




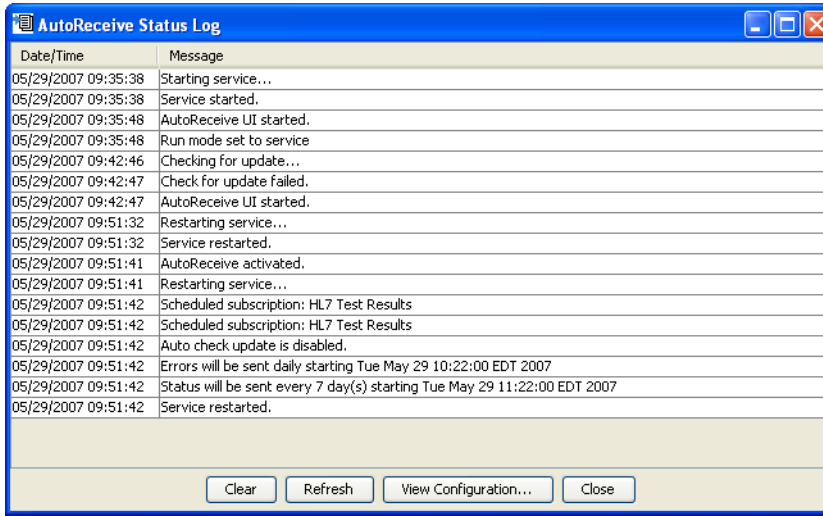
- 5 When you are finished reviewing the status messages, click *Close*.

Viewing the Configuration Settings

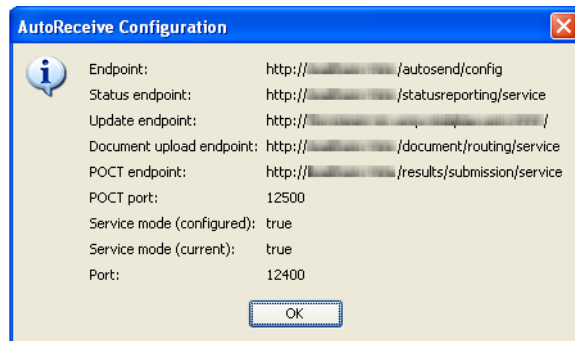
The *AutoReceive Configuration* dialog box, accessed from the *AutoReceive Status Log*, allows you to view the current AutoReceive configuration settings. The configuration settings are read-only, and are to be used primarily when working with customer support for troubleshooting purposes.

View the Configuration Settings

- 1 Right-click the AutoReceive icon () in the notification area, and then click *View Status Log*.
- 2 In the *AutoReceive Status Log* dialog box, click *View Configuration*.




- 3 View the *AutoReceive Configuration* settings.





- 4 To close the *AutoReceive Configuration* window, click *OK*.
- 5 To close the *AutoReceive Status Log* window, click *Close*.

Downloading Product Updates

AutoReceive updates are typically downloaded to your computer automatically as they become available. AutoReceive checks for these updates approximately every two days. Although you do not have to manually install the updates, you can check for product updates at any time and install them if they are available. Additionally, automatic updating may not be available for some installations. In these cases, you are notified that an update is available via a dialog box, as well as a flashing AutoReceive icon () in the notification area. Manual updates are performed using the *Check For Update Now* menu option.

The *Status Log* tracks all product updates that have been completed. You can check the *Status Log* to see when AutoReceive was updated and if the update was successful. See "[Viewing the Status Log](#)" on page 61 for more information on reading log file messages.

Download Product Updates

- 1 Right-click the AutoReceive icon () in the notification area, and then click *Check For Update Now*.
AutoReceive checks to see if an update is available.
- 2 If an update is available, you are prompted to install it. Click *Yes* to begin installation.
- 3 When you are notified that the uninstall is complete, click *OK*.
The new version of AutoReceive is installed.
- 4 To confirm whether or not the update was successful, right-click the AutoReceive icon () in the notification area, and then click *Check For Update Now*.
If the update was successful, the *AutoReceive is up to date* message appears.

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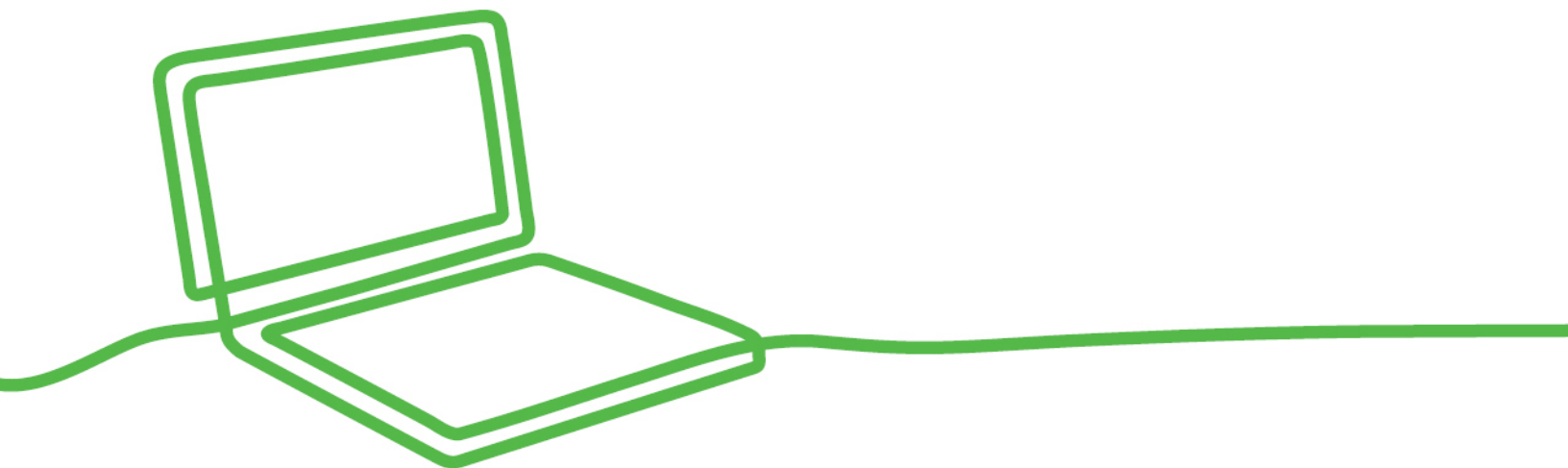
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