

# Introduction

## Using This Installation Guide

Welcome to the IntraVet Software installation guide. This guide is designed to assist individuals with the installation of IntraVet software. The intent is to document all past research and findings to facilitate a quality installation of software and hardware.

This guide was developed to help acquaint you with the installation process and to provide you with the information on the procedures involved. Before installing the IntraVet software, we encourage you to read the entire manual.

For more information on the various features of IntraVet, please review the corresponding IntraVet User's Guide.

Below is an outline of the manual:

- Requirements Overview
- Hardware Requirements
- Determining Your Server Machine
- Multi-User Guide
- Network Cabling
- Network Configuration
- Startup/Shutdown Procedures
- Making Backups
- Multi-User Image Storage
- Technical Bulletins

# Requirements Overview

## Minimum System Requirements

Power User rights are required on all machines for all Windows<sup>®</sup> users.

### Operating Systems

#### Server

- Windows 2000 Server \* (Will no longer be supported with IntraVet version 5.00)
- Windows 2003 Server
- Windows 2008 Server Service Pack 1
- Windows 2008 Server R2
- **We recommend a Server OS with 10 or more connections to the acting server.**
- **We recommend using a dedicated server with a network of six or more workstations.**

#### Workstations

- Windows 2000 Professional (Will no longer be supported with IntraVet version 5.00)
- Windows XP Professional
- Windows Vista Business and Ultimate
- Windows 7 Professional

### Minimum Requirements

*For more information, read the **IntraVet Hardware Requirements** sheet at the end of this section.*

## Recommended Hardware Requirements

For the most up-to-date information on Hardware Requirements, visit us online at <http://www.IntraVet.com>. Select Support, Installation Guideline and Hardware and Network Guidelines

## Hardware and Software to Avoid

This section details items known to perform poorly with IntraVet Software. To ensure a stable installation and efficient support, we recommend that these be avoided.

If these are encountered while a support specialist is troubleshooting an area of concern, this area cannot be serviced until these items are removed.

### Configurations Not Supported

- Compressed hard drives
- IntraVet is not supported under any version of Windows 95, Windows ME, Macintosh Windows emulators, Windows NT, Novell, LANtastic, Linux, Unix or other non-Windows networks
- Energy Star compliant system power saver setup will disconnect a workstation from the IntraVet Software database
- Windows Small Business Server 2003 has been reported to cause network wide lockups when used with IntraVet.
- Because of their networking limitations Windows Home operating systems are not supported.
- Due to possible compatibility issues some 64-bit versions of Windows are not recommended. Please refer to the hardware requirements for more specific supported 64-bit OS's



\*\*\* Modified 07/29/10\*\*\*

## IntraVet Hardware Requirements

This guide details the critical points of installing the IntraVet software from specific technology requirements to explicit hardware recommendations.

|                    | <b>Minimum Requirements</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | <b>Recommended Requirements</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|--------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>File Server</b> | <ul style="list-style-type: none"> <li>• Intel Pentium® IV Processor</li> <li>• 4 GB RAM</li> <li>• 40 GB Hard Drive<sup>1</sup></li> <li>• Ethernet 10/100 Network Card</li> <li>• Keyboard and mouse or KVM switch box</li> <li>• 17" LCD Monitor</li> <li>• Intel USB Chipset with at least 2 powered USB 2.0 Ports</li> </ul> <p><b>Supported Operating Systems:</b></p> <ul style="list-style-type: none"> <li>• Windows® Server 2000 — SP4</li> <li>• *Note: Will no longer be supported with IntraVet 5.00</li> <li>• Windows® Server 2003 — SP2</li> <li>• Windows® Server 2008</li> <li>• Windows® Server 2008 R2</li> </ul> <ul style="list-style-type: none"> <li>• *Note: Server 2008 is only supported with IntraVet 4.00 or higher software</li> <li>• * Note: 64-bit operating systems are only supported with IntraVet 4.00 and higher.</li> </ul> | <ul style="list-style-type: none"> <li>• Intel Core2Duo Processor</li> <li>• 4 GB RAM</li> <li>• 7200RPM SATA2 or faster, mirrored</li> <li>• DVD-ROM Drive</li> <li>• Ethernet adapter (Intel Pro 100 or Pro 1000)</li> <li>• Keyboard and mouse or KVM switch box</li> <li>• 17" LCD Monitor (capable of 1024x768)</li> <li>• Intel USB Chipset with at least 4 powered USB 2.0 Ports</li> </ul> <p><b>Supported Operating Systems:</b></p> <ul style="list-style-type: none"> <li>• Windows® Server 2003 — SP2</li> <li>• Windows® Server 2008</li> <li>• Windows® Server 2008 R2</li> </ul> <ul style="list-style-type: none"> <li>• *Note: Server 2008 is only supported with IntraVet 4.00 or higher software.</li> <li>• * Note: 64-bit operating systems are only supported with IntraVet 4.00 and higher.</li> </ul> |
| <b>Workstation</b> | <ul style="list-style-type: none"> <li>• Intel Celeron 2.0 GHz Processor</li> <li>• 2 GB RAM</li> <li>• 20 GB Hard Drive</li> <li>• Ethernet 10/100 Network Card</li> <li>• 17" LCD Monitor</li> <li>• Keyboard and mouse or KVM switch box</li> <li>• Intel USB Chipset with at least 2 powered USB 2.0 Ports</li> </ul> <p><b>Supported Operating Systems:</b></p> <ul style="list-style-type: none"> <li>• Windows® XP Professional- SP3</li> <li>• Windows® 2000 Professional- SP4</li> <li>• Windows Vista Business- SP1</li> <li>• Windows Vista Ultimate- SP1</li> <li>• Windows 7 Professional</li> <li>• * Note: 64-bit operating systems are only supported with IntraVet 4.00 and higher.</li> </ul>                                                                                                                                                    | <ul style="list-style-type: none"> <li>• Intel Core2Duo Processor</li> <li>• 2 GB RAM</li> <li>• 7200RPM SATA2 or faster</li> <li>• Ethernet adapter (Intel Pro 100 or Pro 1000)</li> <li>• 17" LCD Monitor (capable of 1024x768)</li> <li>• Keyboard and mouse or KVM switch box</li> <li>• Intel USB Chipset with at least 8 powered USB 2.0 Ports</li> </ul> <p><b>Supported Operating Systems:</b></p> <ul style="list-style-type: none"> <li>• Windows® XP Professional- SP3</li> <li>• Windows® 2000 Professional- SP4</li> <li>• Windows Vista Business- SP1</li> <li>• Windows Vista Ultimate - SP1</li> <li>• Windows 7 Professional</li> <li>• * Note: 64-bit operating systems are only supported with IntraVet 4.00 and higher.</li> </ul>                                                                        |

• <sup>1</sup>Storage of images may require larger capacity hard drive

**\*\* Note: For customers using IntraVet prior to 4.00 release, please contact support for information on Terminal Services environments**

**\*\* Note: While a 64-bit OS is approved to work with IntraVet 4.00 and higher, this does not mean that all peripherals including lab machines have drivers available for them. Please refer to the manufacturer’s specifications for driver compatibility.**

**\*\* Note: Windows 7 and Server 2008 operating systems are only supported on IntraVet 4.00 and higher.**

### Configuration Notes

|                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|----------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Server</b>                          | <ul style="list-style-type: none"> <li>-Create an IntraVet folder on the server and share it as IntraVet (** IntraVet VO Build 300 and below)</li> <li>-Create an IntraVet Server folder on the server and share it as IntraVet Server (** IntraVet 4.00 and Higher)</li> <li>-Grant all users “Full Access” or “Change” permissions to the IntraVet Server/IntraVet folder</li> <li>-The account used to install IntraVet and run IntraVet updates must be a member of the Administrator group</li> <li>-Recommended to install higher resolution monitors and video cards with additional memory for future enhancements, 32-bit color, 1024x768 resolution</li> <li>-Power Management disabled on Operating System, USB Root Hubs and Network Interface Card.</li> <li>-Region Settings – Have short date style set to <b>M/D/YY</b></li> <li>-For networks of 10 or more workstations, a dedicated server configuration is recommended.</li> <li>-IntraVet is not recommended to be installed in a Domain environment.</li> </ul> |
| <b>SQL Server Workgroup</b>            | <ul style="list-style-type: none"> <li>-Microsoft SQL Server 2005 Express will be installed automatically during IntraVet 4.00 install.</li> <li>-For those offices that have a database of 4.0 GB or larger, we recommend upgrading the version of Microsoft SQL server to Microsoft SQL Server Workgroup.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <b>Workstations</b>                    | <ul style="list-style-type: none"> <li>-The account used to install IntraVet and run IntraVet updates must be a member of the Administrator group</li> <li>-Recommended to install higher resolution monitors and video cards with additional memory for future enhancements, 32 bit color, 1024x768 resolution</li> <li>-Power Management disabled on Operating System, USB Root Hubs and Network Interface Cards</li> <li>-Region Settings – Have short date style set to M/D/YY</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>IntraVet Software upgrade paths</b> | <ul style="list-style-type: none"> <li>-Must be on build 292 or higher to upgrade to IntraVet 4.00</li> <li>-Must be on 260 or higher to upgrade to build 300</li> <li>-Must be on 246 or higher to upgrade to build 260 ** below build 260 boarding will be blanked, please print all reservations and note setup before upgrading to build 260</li> <li>-Must be on 180 or higher to upgrade to build 246</li> <li>-Below build 144, appointment calendar will be blanked, please print all appointments and note setup before upgrading to build 144</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

### Network Components

| Network Component                   | 802.11G Wireless Technology                                                                                               | 100base T Technology                                                                       | Gigabit Technology                                                                         | Laptop Solution                                                                           |
|-------------------------------------|---------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|
| <b>NIC – Network Interface Card</b> | <ul style="list-style-type: none"> <li>3Com – PCI</li> <li>3Com – PCMCIA or</li> <li>Intel Integrated wireless</li> </ul> | <ul style="list-style-type: none"> <li>3Com</li> <li>Intel Pro</li> <li>Realtek</li> </ul> | <ul style="list-style-type: none"> <li>3Com</li> <li>Intel Pro</li> <li>Realtek</li> </ul> | <ul style="list-style-type: none"> <li>3Com Megahertz series</li> <li>PC cards</li> </ul> |
| <b>Network switch/Access Point</b>  | <ul style="list-style-type: none"> <li>3Com Wireless AP</li> </ul>                                                        | <ul style="list-style-type: none"> <li>3Com</li> </ul>                                     | <ul style="list-style-type: none"> <li>3Com</li> </ul>                                     |                                                                                           |

\*\*\* Please see FAQ 11388 for most recent requirements \*\*\*

## Network Component Notes

|                 |                                                                                                                                                                                                                                                                                                                                                                                                            |
|-----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Wireless</b> | <ul style="list-style-type: none"> <li>-Recommended only for workstations that use a terminal client to access IntraVet from a terminal server</li> <li>-Not recommended for running the entire network via wireless connections</li> <li>-Not recommended for the server or the workstation that makes the backup</li> <li>-Speed and reliability are limited in comparison to a wired network</li> </ul> |
|-----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

## Printers

| Printer                            | Utilization    | Notes                   |
|------------------------------------|----------------|-------------------------|
| HP LaserJet 2035                   | Office printer |                         |
| HP CP2025DN Color Laser Printer    | Office printer |                         |
| HP P2035N Network LaserJet Printer | Office printer |                         |
| DYMO LabelWriter 330               | Label printer  | Serial or USB interface |
| DYMO LabelWriter 400 Turbo         | Label printer  | USB Interface only      |
| DYMO LabelWriter 450               | Label printer  | USB Interface only      |

## Printer Notes

|                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|---------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Printer</b>      | <ul style="list-style-type: none"> <li>-IntraVet recommends using Hewlett-Packard LaserJet printers. <b>The printers listed in the above Printers section have been tested and are known to work with IntraVet. IntraVet makes no guarantee that all other HP models will produce optimum results.</b></li> <li>-IntraVet does not recommend using Brother, Canon or Minolta printers due to driver incompatibility issue with HP standards</li> <li>-Dot Matrix Printers are not supported with IntraVet</li> </ul> |
| <b>Print Server</b> | <ul style="list-style-type: none"> <li>-IntraVet recommends connecting the main invoice printer to the network using one of the following print servers: <ul style="list-style-type: none"> <li>• HP JetDirect 300X</li> <li>• HP JetDirect 175X</li> <li>• Internal HP JetDirect Print Server</li> </ul> </li> </ul>                                                                                                                                                                                                |

|                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Paper Configuration and Size</b> | <ul style="list-style-type: none"> <li>Prescription Labels <ul style="list-style-type: none"> <li>• 30258 Diskette</li> <li>• Landscape Orientation</li> </ul> </li> <li>Client and Patient Labels <ul style="list-style-type: none"> <li>• 30252 Address</li> <li>• Landscape Orientation</li> </ul> </li> <li>X-ray Labels <ul style="list-style-type: none"> <li>• 30330 Return</li> <li>• Landscape Orientation</li> </ul> </li> <li>Reminder Cards <ul style="list-style-type: none"> <li>• Three-card-per-page format</li> </ul> </li> </ul> |
|-------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

## FieldVet Notes

|                 |                                                                                                                                                                                                                     |
|-----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>FieldVet</b> | <ul style="list-style-type: none"> <li><b>-FieldVet is not supported until IntraVet 5.00</b></li> <li>- If you use FieldVet, we recommend you remain on Build 300 program until release of IntraVet 5.00</li> </ul> |
|-----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

\*\*\* Please see FAQ 11388 for most recent requirements \*\*\*

## Lifelearn Notes

|                                     |                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Paper Configuration and Size</b> | <p><b>-Lifelearn Small Animal 8 and Equine will be the only supported Lifelearn integrations with IntraVet 4.00</b></p> <p>-Previous versions of Lifelearn will update to IntraVet 4.00, however if the need to reinstall arises; only Small Animal 8 and Equine will be able to be installed.</p> <p>-Contact our sales department at 877-422-8838 for details to upgrade your previous version of Lifelearn.</p> |
|-------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

## Backup

|               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|---------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Backup</b> | <p>-Recommended to have backup media 1 for each day the office is open, 3 monthly and 1 Year End backup.</p> <p>-We recommend a 3 external hard disk drive rotation, setup with folder for each day of the week along with monthly and year end backup options.</p> <p>-It is highly recommended to view the backup log daily and ensure you are taking the external drives offsite.</p> <p>-Backup4all from EDGE is the recommended software for local backup on the Server. Backing up across the network we recommend Genie Backup Manager Pro backup software</p> <p>-It is NOT recommended to use an automatic backup routine</p> |
|---------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|



Deviation from this list may result in technical problems, errors and malfunctions. Please consult the IntraVet Installation Guide prior to configuring your hardware, network and software.

## Additional Items

|                            |                                                                               |
|----------------------------|-------------------------------------------------------------------------------|
| <b>Anti-Virus Software</b> | Symantec Endpoint 11                                                          |
| <b>Internet</b>            | Recommend at least one computer in the office have high speed Internet access |
| <b>Battery Backups</b>     | Industry Standard                                                             |

| <b>IntraVet</b>                                                      |                                                                                       |
|----------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| <b>Must have Administrator rights to use IntraVet in a Workgroup</b> | <b>User must have Administrator group membership on local workstation in a Domain</b> |

Please consult your Webster technology representative or the Patterson Technology Center if you have any questions or concerns prior to purchasing or installing hardware or software.

Patterson Technology Center

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Support: 800.422-8875

Support fax: 217.342.4571

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# Determining Your Server Machine

## Additional Server Requirements

Before beginning the software installation, it is necessary to decide which machine on your network should be designated as the server. Because all other workstations will be connecting to and accessing this machine for data, the server machine has additional specifications.

With this in mind, we have provided some recommendations:

- **Do not attach a printer to the server**

Attaching a printer to the server on a large network will slow down your overall performance. Since there is a lot of network traffic to and from the server, a printer on the server could create even more congestion.

- **The server must be the least used machine on the network**

If the server is a regularly used workstation, the network performance will be affected. Most of the server's processing power is already spent transmitting data back and forth between workstations, so using the server as a workstation on a large network could increase performance problems.

- **Install the backup device on the server**

Installing the backup device on the server enables you to make the backup process quicker and more convenient. If the backup device is installed on a workstation, you will have to back up across the network, which is time-consuming and often difficult.

*For more information, see the **IntraVet Hardware Requirements** sheet at [www.intravet.com](http://www.intravet.com).*

# Multi-User Guide

## A Brief Overview

### What is a Network?

Networks consist of two or more computers connected and running software, allowing them to communicate with one another.

Users on a network can share computer *resources*, such as hard drives, printers, modems, CD-ROM drives and even processors. The efficient sharing of resources saves time in transferring data from one computer to another. It also saves money by sharing expensive equipment such as printers. This all leads to increased productivity for your office.

When the computers connected to the network are all close together, such as in the same building, the network is called a Local Area Network (LAN) or a Wireless Local Area Network (WLAN)

### Definitions

**Workstation** – A computer that utilizes IntraVet Software. Also referred to as a Client.

**Server** – The computer that stores the database accessed by all workstations. On smaller networks, one computer can serve as both a workstation and a server.

**Switch/Hub** – The hardware component used to connect all the computers on the network. These can be both wired or wireless.

**Access Point** – A hardware device that acts as a communication hub for users of a wireless network.

**Wireless Network Interface Card (NIC)** – Provides a hardware interface between the computer and wireless network.

**Site Survey** – A program used in conjunction with a wireless network card to determine the coverage area of a wireless network.

**Router** – A device that forwards packets between networks. The forwarding decision is based on network layer information and routing tables, often constructed by routing protocols.

### Components of a LAN

The minimum hardware components required to build a LAN include:

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- At least one computer that can act as a server to share its resources
- At least one computer, also known as a workstation or client, that will access the shared resources
- A network adapter (card) for each computer
- Cabling to connect the two computers
- A hub/switch that allows the computers to communicate with each other

The minimum software components required to build a LAN include:

- A network operating system or a network-aware operating system

***Note: Operating systems in their beta test phases are not supported.***

- Appropriate network protocol drivers
- Network-aware applications (any application that has the ability to accept data or send data across the network is considered network-aware)

## Components of a WLAN

The minimum hardware components required to build a WLAN include:

- At least one computer that can act as a server to share its resources
- At least one computer, also known as a workstation or client, that will access the shared resources
- A network adapter (card) for each computer
- Access point that allows the computers to communicate with each other
- Server computer must be on a wired network

The minimum software components required to build a WLAN include:

- A network operating system or a network-aware operating system

***Note: Operating systems in their beta test phases are not supported.***

- Appropriate network protocol drivers
- Network-aware applications (any application that has the ability to accept data or send data across the network is considered network-aware)

**Wireless Network Guideline and Recommendations rely on the following points:**

- There are a wide range of environmental conditions which affect wireless communications.
- Speed Limitations, IntraVet is a file-sharing program. As a result the more speed between the workstation and the server, the better the program will behave.
- Connection reliability.

IntraVet does not recommend running the entire network using wireless connections. Wireless should not be used on the server or on a workstation which does the backup. The amount of data which travels to and from these computers makes wireless networking impractical due to speed and reliability limitations

## Server and Workstation

In any network configuration, at least one of the computers on the network is configured to share resources. Computers that make resources available to other machines on the network are called *servers*. The process of making a resource available to other computers is called *sharing* the resource.

**In terms of *IntraVet Software*, the resource being shared is the data that is contained in the IntraVet Server Folder and the Data Folder including: Attached Images, Attached Files, Pet Pictures and the IntraVet Database file**

## Network Adapter

Network adapter cards are installed into each computer on the LAN. These cards do the actual work of moving data from computer to computer over the network. This happens through translation of digital personal computer signals into electrical and optical signals for the network's cables. The cards also assemble data into packets for transmission and verify source-to-destination transmissions.

A twisted-pair Ethernet network (10BaseT or 100BaseT) connection uses an RJ-45 connector. The RJ-45 connector is similar to an RJ-11 telephone connector but has more conductors.

## Wireless Network Adapter

Wireless network adapters are installed into each computer on the WLAN. These cards provide a hardware interface between the computer and the wireless network. These cards do the actual work of moving data from computer to computer over the wireless network. This happens by using an Access Point (AP) to centralize wireless communication and bridge wireless network cards to wired network segments through the wireless/wired network cards.

## Cabling

### *Twisted-Pair Cable*

Twisted-pair cable consists of two insulated strands of copper wire twisted together. Twisted-pair wires are often grouped together and enclosed in a protective sheath to form a cable.

Unshielded twisted-pair cable is commonly used for telephone systems and is already installed in most office buildings.

A shielded twisted-pair cable is less susceptible to electrical interference and supports higher transmission rates over longer distances than unshielded twisted-pair cable. This cable medium can carry a signal for 100 meters (about 328 feet).

## Network Operating System

When setting up your multi-user network for use with the IntraVet Software system, you are required to set up one of the previously listed operating systems (depending on the size of the network) as the operating system on the server.

*If you have 10 or more workstations, a Microsoft Server Operating System is required.*

## Network Protocols

A protocol is a set of rules governing communications between two stations. Just as two people need to understand the same language in order to speak to each other, workstations need to be running the same protocol driver in order to communicate on the same network. A network protocol, or protocol driver, is generally responsible for the packaging and routing of data and application messages on the network.

## Network Protocol

### *TCP/IP*

This protocol is an industry-standard protocol providing communications between dissimilar end systems. IntraVet Software requires this protocol for all networks.

## Network Application

The main network application you will be using is IntraVet Software.

## Terminal Services for Multiple Locations

A remote desktop connection allows IntraVet to be run on the server and relieves the workstations of the burden of running IntraVet. The terminal server does all the work and the workstations only display what the server is doing. No data ever leaves the server. A terminal server solution is only used when a peer to peer solution is not feasible, due to performance concerns, mainly in a multi-site location setup.

### ➤ *Connecting Multiple Locations:*

- To allow multiple clinics to use the same data files, a terminal server using Terminal Services must be installed at the 'main' clinic.
- All clinics must have broadband Internet access with low latency (<80ms).
- All clinics must have static Internet IPs.
- A VPN must be established between the main clinic and each remote clinic. This is for printing purposes.
- **IntraVet Support staff will not assist in the configuration or support of remote connections using equipment purchased from a 3<sup>rd</sup> party.**

## Security Procedures

With technology continually developing and touching more areas of business and the world. The continued risk of security breaches of sensitive information is an ever growing concern. The Payment Card Industry (PCI) has developed standards that an office should implement to reduce the risk of sensitive information being compromised. For additional information on compliance with the PCI Security Standards Council's recommendations, please visit them on the web at [www.pcisecuritystandards.org](http://www.pcisecuritystandards.org). Below are some procedures that are good practice in keeping information secure.

- Always change default vendor provided passwords.
- Make sure your passwords are at least 7 characters long including numbers, symbols, as well as upper and lower case letters.
- Ensure that you are changing your passwords at least every 90 days.

- Set computers to “Lock” the account after sitting idle for 15 minutes.
- Ensure that you have a firewall setup to protect you from external attacks across the internet.
- Use a minimum of WPA2 security setup on any wireless network.

# Network Cabling

## Connecting Your Computer to the LAN

When you are finished installing and configuring your network card, the next step is to connect the cables that link your computer to the other computers on your network. The following section describes twisted-pair networking.

Please have network cables installed and tested **before** the day of the computer installation. A qualified, professional cable installer should install the network cables. Improper cabling can delay installation and may cause ongoing network problems. Please follow these instructions. Call IntraVet Support (800-422-8875) if you have any questions.

1. Use Category 5e or 6, 8-conductor, unshielded, twisted pair cable.
2. Run one cable from the hub/router\* location to each workstation location. If the hub/router\* is not located by the server, run a cable from the server to the hub/router\*.

*\* If you are buying computers from us, a hub/router may be part of your contract.*

3. Run one cable from the hub/router location to the location of each laser printer using a print server (Shared Network Printers).
4. **DO NOT** run cable over fluorescent light fixtures or near large electrical devices such as x-ray machines, etc.
5. Make sure a grounded (3 prong) electrical outlet with an adequate surge protector is available at each location.
6. Terminate cables with female RJ45 connectors in wall plate or surface mounted box using Bell 258A/TIA568B protocol. Label or number all cables.

7. The cable installer or the clinic is responsible for providing enough patch cables to connect all RJ45 connectors to hub/router. The cable installer or clinic is also responsible for providing enough patch cables to connect all workstations and print servers to RJ45 wall plates or boxes. Patch cables are available either from the cable installer or for most any office/computer supply store such as Radio Shack, Office Depot, Best Buy, etc.

8. There must be a space for the computer (tower case), monitor, the keyboard and the mouse as each workstation location. You can get a listing of dimensions from your sales representative.

9. Be prepared to clear space on your counter tops or have a 2 ½ “ hole drilled through countertop for cables if the computer is to be installed under the counter.

10. Please call IntraVet Support (800-422-8875) if you have any questions.

### ***Twisted-Pair Ethernet***

The advantages of a twisted-pair Ethernet system are that the cable is generally less expensive than thick Ethernet systems, and it is also relatively easy to install and maintain.

The following table describes the hardware components.

| <u>Item</u>                            | <u>Description</u>                                                                                                                                                                                                                                                                                                                              |
|----------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Network card with RJ-45 connector port | The connector port on the back of your network card connects the card to the network cable.                                                                                                                                                                                                                                                     |
| RJ-45 connector                        | An RJ-45 connector is located at each end of the twisted-pair cable. To connect the cable to the card, align the connector so the small plastic tab is in line with the slot in the receptacle. Push in the connector until you hear a click. (The connector is similar to the plastic plug used to connect a telephone cord to a wall outlet.) |
| Hub/Switch                             | The computers on a twisted-pair system are connected to each other by using a hub/switch. The cable from each computer is plugged into a socket in the hub.                                                                                                                                                                                     |

## Connecting Your Computer to the WLAN

When you are finished installing and configuring your access point, the next step is to link your computer to the other computers on your network.

|                 |                                                |
|-----------------|------------------------------------------------|
| Access Point    | Configure your Access Point                    |
| Site Survey     | Complete your Site Survey                      |
| Wireless Client | Configure your wireless clients (workstations) |

# Network Configuration

## Introduction

After the network hardware components are in place, it is necessary to configure the network for your operating system. There is one network configuration we have fully tested and support: TCP/IP protocol.

It is necessary to use this network configuration according to your operating system. If this configuration is not followed, IntraVet Software will not support any performance problems that may occur with your program.

*This chapter will explain in detail how to set up the following:*

- Windows 2003 Server Setup
- Windows 2008 Server Setup
- Windows XP Network Setup
- Windows Vista Network Setup
- Windows 7 Network Setup

## Windows 2003 Network Setup for TCP/IP

For offices NOT using IntraVet Branded Hardware, we recommend a professional trained in installation and maintenance of a Windows 2003 system be employed to set the server and workstation. TCP/IP network setup is required on Windows 2003.

### To Review and Confirm Windows 2003 Server Configuration

1. Go to **Start | Settings | Control Panel** and double click on the **Network Connections** icon.
2. If your Ethernet network card is installed and configured properly, a **Local Area Connection** icon will appear.

### To Change the Identification of the Server

1. From the **Control Panel**, double-click **System** icon.
2. Click the **Computer Name** tab.
3. Click in the **Computer Name** box to edit the computer name.  
*Changing the Computer Name or Workgroup name requires the computer to be rebooted before the changes can take effect.*
4. Select the **Workgroup** radio button. Click in the **Workgroup** box to edit the **Workgroup** name.

## Network Components

When the Ethernet card is installed, all network components should automatically be configured by Windows 2000 (*see the following image*).

1. Go to **Start | Settings | Control Panel** and double click on the **Network Connections** icon.
2. Right-click **Local Area Connection** and choose **Properties**.

### ***Editing a Protocol***

1. To edit the TCP/IP protocol, select the protocol.
2. Select the **Properties** button.
3. From the **IP Address** window, select the **Specify an IP Address** radio button.
4. Enter the IP Address and subnet mask.

#### *Requirements for IP Addresses and subnet masks*

- Specific IP addresses (*see example below*)
- Subnet mask should be **255.255.255.0** (same for all computers)
- A unique IP address for each computer

*A static IP address is recommended but not required.*

An example of an IP address setup for three workstations and a server:

- Server: **10.0.0.1**
- Router: **10.0.0.2**
- Workstation 1: **10.0.0.3**
- Workstation 2: **10.0.0.4**
- Workstation 3: **10.0.0.5**

5. Click **OK** when finished.

## **Windows 2008 Network Setup for TCP/IP**

**For offices NOT using IntraVet Branded Hardware, we recommend a professional trained in installation and maintenance of a Windows 2008 system be employed to set the server and workstation. TCP/IP network setup is required on Windows 2008.**

### **To Review and Confirm Windows 2008 Server Configuration**

1. Go to **Start | Control Panel** and click on the **Network and Sharing Center** icon.

2. If your Ethernet network card is installed and configured properly, a **Local Area Connection** link will appear.

### ***To Change the Identification of the Server***

1. From the **Control Panel**, click on **System** icon.
2. On the right-hand side of the screen, click on **Change Settings**.
3. To change the Computer Name or Workgroup name, select **Change**.
4. Click in the **Computer Name** box to edit the computer name.
5. Select the **Workgroup** radio button. Click in the **Workgroup** box to edit the **Workgroup** name.
6. Select **OK**. You will be prompted to restart your computer.
7. Once you have restarted your computer, you can check your network connection by going to **Network and Sharing Center** and opening up the network. Any and all other computers in the same workgroup will be listed.

## **Network Components**

1. Go to **Start | Control Panel** and double click on the **Network and Sharing Center** icon.
2. On the left-hand side of the screen, click on **Change Adapter Settings**.
3. Right click Local Area Connection and choose Properties.

*Computer names should be limited to no more than 15 characters. Avoid using spaces, asterisks, pound signs, punctuation marks and ampersands.*

4. You will be able to add your **Adapter, Client, Services** and **Protocols** from this screen.
5. Select **OK** when you are finished.

### ***Editing a Protocol***

1. To edit the TCP/IPv4 protocol, select the protocol.
2. Click the **Properties** button.

3. From the **IP Address** window, select the **Specify an IP Address** radio button.

4. Enter the IP Address and subnet mask.

*Requirements for IP Addresses and subnet masks:*

- Unique IP addresses (*Note: Static IP addresses are recommended but not required.*)
- Subnet mask should be **255.255.255.0** (same for all computers)

*An example of an IP Address setup for three workstations and a server*

- Server: **10.0.0.1**
- Router: **10.0.0.2**
- Workstation 1: **10.0.0.3**
- Workstation 2: **10.0.0.4**
- Workstation 3: **10.0.0.5**

5. Click **OK** when finished.

## Network Settings using Windows XP

For offices NOT using IntraVet branded hardware, we recommend a professional trained in installation and maintenance of a Windows XP system be employed to set up machines running a Windows XP Professional as a server or a Windows XP Professional workstation. TCP/IP network setup is required on Windows XP.

### To Review and Confirm Windows XP Configuration

1. Go to **Start | Settings | Control Panel** or **Start | Control Panel** and double-click on the **Network Connections** icon.
2. If your Ethernet network card is installed and configured properly, a **Local Area Connection** icon will appear.

### To Change the Identification of the Server/Workstation

1. From the **Control Panel**, double-click **System** icon.
2. Select the **Computer Name** tab and select **Change**.

3. Select the **Computer Name** box to edit the computer name.
4. Select the **Workgroup** radio button. Select the **Workgroup** box to edit the **Workgroup** name.
5. Select **OK**. You will be prompted to restart your computer.
6. Once you have restarted your computer, you can check your network connection by going to **Network Connections**, double-click on **Entire Network | Microsoft Windows Network | Workgroup Name**.

## Network Components

1. Go to **Start | Settings | Control Panel** and double-click on **Network Connections**.
2. Right-click **Local Area Connection** and choose **Properties**.
3. You will be able to add your **Adapter, Client, Services** and **Protocols** from this screen.
4. Select **OK** when you are finished.

*Computer names should be limited to no more than 15 characters. Avoid using spaces, asterisks, pound signs, punctuation marks and ampersands.*

### **Editing a Protocol**

1. To edit the TCP/IP protocol, select the protocol.
2. Select the **Properties** button.
3. From the **IP Address** window, select the **Specify an IP Address** radio button.
4. Enter the **IP Address** and subnet mask.

*Requirements for IP Addresses and subnet masks:*

- Unique IP addresses (*Note: Static IP addresses are recommended but not required.*)
- Subnet mask should be **255.255.255.0** (same for all computers)

*An example of an IP Address setup for three workstations and a server*

- Server: **10.0.0.1**
- Router: **10.0.0.2**
- Workstation 1: **10.0.0.3**
- Workstation 2: **10.0.0.4**
- Workstation 3: **10.0.0.5**

5. Click **OK** when finished.

## Network Settings using Windows Vista

For offices NOT using IntraVet branded hardware, we recommend a professional trained in installation and maintenance of a Windows Vista system be employed to set up machines running a Windows Vista server or a Windows Vista workstation. TCP/IP network setup is required on Windows Vista.

### To Review and Confirm Windows Vista Configuration

1. Go to **Start | Settings | Control Panel** or **Start | Control Panel** and double-click the **Network and Sharing Center** icon.
2. On the left-hand side of the screen, select **Manage Network Connections**.
3. If your Ethernet network card is installed and configured properly, a **Local Area Connection** icon will appear.

### *To Change the Identification of the Server/Workstation*

1. From the **Control Panel**, double-click **System** icon.
2. On the right-hand side of the screen, click on **Change Settings**.
3. Click in the **Computer Name** box to edit the computer name.
4. To change Workgroup name, select **Change**.
5. Select the **Workgroup** radio button. Click in the **Workgroup** box to edit the **Workgroup** name.
6. Select **OK**. You will be prompted to restart your computer.

7. Once you have restarted your computer, you can check your network connection by going to **Network**. Any and all other computers in the same workgroup will be listed.

## Network Components

1. Go to **Start | Settings | Control Panel** or **Start | Control Panel** and double click on the **Network and Sharing Center** icon.
2. On the left-hand side of the screen, click on **Manage Network Connections**.
3. Right click Local Area Connection and choose Properties.

*Computer names should be limited to no more than 15 characters. Avoid using spaces, asterisks, pound signs, punctuation marks and ampersands.*

4. You will be able to add your **Adapter, Client, Services** and **Protocols** from this screen.
5. Select **OK** when you are finished.

## Editing a Protocol

1. To edit the TCP/IPv4 protocol, select the protocol.
2. Click the **Properties** button.
3. From the **IP Address** window, select the **Specify an IP Address** radio button.
4. Enter the IP Address and subnet mask.

*Requirements for IP Addresses and subnet masks:*

- Unique IP addresses (*Note: Static IP addresses are recommended but not required.*)
- Subnet mask should be **255.255.255.0** (same for all computers)

*An example of an IP Address setup for three workstations and a server*

- Server: **10.0.0.1**
- Router: **10.0.0.2**
- Workstation 1: **10.0.0.3**
- Workstation 2: **10.0.0.4**
- Workstation 3: **10.0.0.5**

5. Select **OK** when finished.

### **Windows Vista Recommendations**

The User Access Control (UAC) should be disabled on all Windows Vista computers. As long as the UAC is enabled it is unlikely IntraVet will install or function correctly.

Due to the internal differences between Windows Vista and previous versions of Windows, compatibility issues may arise when using software and hardware more than a year old. Be sure and check with your device or software manufacturer to make sure the devices or software to be used on the network (printers, scanners, cameras, accounting packages, scanning software, etc.) are Windows Vista compatible

## **Network Settings using Windows 7**

**For offices NOT using IntraVet branded hardware, we recommend a professional trained in installation and maintenance of a Windows 7 system be employed to set up machines running a Windows 7 as a server or a Windows 7 workstation. TCP/IP network setup is required on Windows Vista.**

### **To Review and Confirm Windows 7 Configuration**

1. Go to **Start > Control Panel** and double-click the **Network and Sharing Center** icon.
2. If your Ethernet network card is installed and configured properly, a **Local Area Connection** link will appear.

### ***To Change the Identification of the Server/Workstation***

1. From the **Control Panel**, click on **System** icon.
2. On the right-hand side of the screen, click on **Change Settings**.

3. To change the Computer Name or Workgroup name, select **Change**.
4. Click in the **Computer Name** box to edit the computer name.
5. Select the **Workgroup** radio button. Click in the **Workgroup** box to edit the **Workgroup** name.
6. Select **OK**. You will be prompted to restart your computer.
7. Once you have restarted your computer, you can check your network connection by going to **Network and Sharing Center** and opening up the network. Any and all other computers in the same workgroup will be listed.

## Network Components

1. Go to **Start | Control Panel** and double click on the **Network and Sharing Center** icon.
2. On the left-hand side of the screen, click on **Change Adapter Settings**.
3. Right click Local Area Connection and choose Properties.

*Computer names should be limited to no more than 15 characters. Avoid using spaces, asterisks, pound signs, punctuation marks and ampersands.*

4. You will be able to add your **Adapter, Client, Services** and **Protocols** from this screen.
5. Select **OK** when you are finished.

### ***Editing a Protocol***

1. To edit the TCP/IPv4 protocol, select the protocol.
2. Click the **Properties** button.
3. From the **IP Address** window, select the **Specify an IP Address** radio button.
4. Enter the IP Address and subnet mask.

*Requirements for IP Addresses and subnet masks:*

- Unique IP addresses (*Note: Static IP addresses are recommended but not required.*)

- Subnet mask should be **255.255.255.0** (same for all computers)

*An example of an IP Address setup for three workstations and a server*

- Server: **10.0.0.1**
- Router: **10.0.0.2**
- Workstation 1: **10.0.0.3**
- Workstation 2: **10.0.0.4**
- Workstation 3: **10.0.0.5**

## Sharing the CD-ROM Drive

If you need to install the program on a computer that does not have a CD-ROM drive, you will need to *share* the CD-ROM of a computer in the office that has a CD-ROM. To do this, use the following instructions:

*Do not put the **IntraVet Software** compact disk in the CD-ROM drive yet.*

1. On the computer with the CD-ROM drive, double-click the **My Computer** icon
2. Click one time on the CD-ROM drive so that it is highlighted. Then, click **File | Sharing and Security**.
3. Select the **Shared This Folder** radio button. Leave the share name as it is. It will most likely match your CD-ROM drive letter.
4. Select the **Permissions** button.
5. Select the access level checkboxes.
6. Select the **Apply** button at the bottom of the window. Click **OK**.
7. The CD-ROM drive is now shared and the icon for your CD-ROM drive should now have a picture of a hand under it.

## IntraVet Printers

**Dot Matrix printers are not supported under IntraVet.**

### **Invoice / Reminder Printer:**

- IntraVet requires a laser or inkjet style printer for printing invoices, reminder cards, reports, etc.
- Reminder cards need to be 3 card-per-page format. **Other formats will not print correctly.**
- IntraVet recommends using Hewlett-Packard LaserJet printers. For a list of recommended models please contact IntraVet Support. **Due to differences in printer drivers we can not guarantee compatibility with all manufacturers and models of printers.**
- IntraVet **DOES NOT** recommend using Brother, Canon or Minolta printers. Driver incompatibility issues with HP standards have caused printing problems with these brands.
- IntraVet recommends connecting the main invoice printer to the network using an HP JetDirect 300X, HP JetDirect 175X, or internal HP JetDirect Print Server.

### **Label Printer:**

- IntraVet supports the **DYMO LabelWriter 330, 400 and 450** thermal printers. **The DYMO LabelWriter 300, 310, 315, ASCII 250 and SE300 will not work.**
- The DYMO LabelWriter 330 can be installed via the serial or USB interface. The Dymo LabelWriter 400 and 450 is USB only.
- The Dymo LabelWriter 330 and LabelWriter 400 can be installed on a print server. However, Dymo only supports the use of the HP JetDirect 175X at this time. Please refer to [www.dymo.com](http://www.dymo.com) for more information.
- **Configuration:**
  - ✓ This configuration must be done on all workstations after following the manufacturer's installation instructions.
  - ✓ **Prescription Label Printer Setup:**
    - Paper Size should be *30258 Diskette*.
    - Orientation should be **"Landscape"**.
  - ✓ **Client & Patient Folder Label Printer Setup:**
    - Paper Size should be *30252 Address*.
    - Orientation should be **"Landscape"**.
  - ✓ **X-ray Label Printer Setup:**
    - Paper Size should be *30330 Return*.
    - Orientation should be **"Landscape"**.
- **Labels:**
  - Prescription labels are formatted for **Dymo Diskette Labels (DYMO part # 30258)**.
  - Client and Patient folder labels are formatted for **DYMO Address Labels (DYMO part #30252)**.
  - X-ray labels are formatted for **DYMO Return Address Labels (DYMO part #30330)**, though the 30252 labels may be used.
  - **These labels are available for purchase from IntraVet.**
  - **DO NOT** use the roll of labels that comes with the DYMO printer.

# Startup/Shutdown Procedures

## What You Need to Know

### Multi-User

If you have more than one computer in the office, make sure that you turn on the computer that holds your IntraVet data first. It is important to make sure that this is powered on first so that all of your other computers will be able to connect to the IntraVet program.

### *To Shut Down the Program*

Once you have finished your work for the day, you will want to make sure all computer workstations are properly shut down and turned off.

In order to close out of your IntraVet program on any computer you click on the red X to the right of the question mark on your top tool bar or you can go to File and then Exit.

If you do your backup from a workstation, then you will leave your workstation that does the backups and the computer that holds the IntraVet turned on. Even though these computers are left turned on it is important to make sure that the IntraVet program is closed out on all computers before attempting to do a backup. Failure to shut down the IntraVet Software on all computers will result in important database files not being backed-up.

After the backup is complete, then you may shut down the remaining computers in the office.

### Single-User

Shutting down a single-user version of IntraVet Software is the same as above, except there is no server to shut down. So you would close out of the IntraVet program, run your backup software, and then shut down your computer.

*Note: Make sure you have exited IntraVet Software before making backups.*

# Making Backups

## Backups

Making a backup is one of the most important things you can do for your office. Backups are a form of insurance against fire, power outages, theft and other misfortunes. If you lose your office data for any reason, a recent backup tape will save your office staff time and money. This section provides information on what to back up, how often to back up and where to store a backup.

### When to Make Backups

It is the office's responsibility to make backups consistently. The more backups your office makes, the more your data is protected and insured against catastrophe. Full backups, instead of incremental or deferential backups, of the IntraVet folder on the server should be made every business day.

**IntraVet strongly recommends NOT using an automatic backup routine.**

While an automatic backup is convenient, experience has shown error messages from automatic backups are easily ignored or missed. Incomplete or corrupt backups can be undetected for several months and the problem is only discovered when the server crashes and data needs to be restored.

***Remember: This process can only occur once you have completed the shutdown procedures explained in the previous section.***

**We recommend the following for backup frequency:**

1. Daily backup – a rotation of three different drives or cds should be used throughout the week.
2. Monthly backups.
3. Yearly backups.

***Note: A separate media *should* be used for each type of backup. Edge external hard drives are recommended as the backup solution.***

## Backup Instructions as of RC2

### Database Copy

The IntraVet 4.00 database file structure and location will change when you install IntraVet 4.00.

The database is now stored in **Program Files\Microsoft SQL Server\...** instead of directly in the IntraVet Server folder. Due to this change, the included commands allow you to create a copy of the required IntraVet database files that are needed in the event of a restore.

(This command does NOT take the place of your normal external backup program and device. It simply makes a copy of the files and places that copy in the **IntraVet Server** folder. This will allow your normal backup software access to those files.)

Each time the command is completed, it adds an additional backup set to the existing filename. If you need to restore your database, please contact IntraVet Support at 800-422-8875 for assistance.

### Database Copy from Server

Having a secure external backup is vital to protect your office data. You must back up your database file every day your office is open, monthly and yearly. You also must use an external system to perform the backup.

As a result, the backup option in IntraVet will no longer be available as it is not sufficient to fully protect your valuable data.

On the RC2 Supplement CD, locate and copy these two files into your **IntraVet Server** folder:

- backupdatabasescript.sql**
- databasecopy.bat**

The following information breaks down the three commands to be tailored to your office.

#### **Backupdatabasescript.sql**

Backup Database INTRAVET to Disk = C:\Intravet Server\autobackup.bak WITH INIT

Backup Database INTRAVETAUDIT to Disk = C:\Intravet Server\autobackupAudit.bak WITH INIT

1. Enter the drive letter where the **IntraVet Server** folder is located, typically your C: or D: drive.

**databasecopy.bat**

```
Sqlcmd – E – S .\INTRAVET – i C:\IntraVet  
Server\BackupDatabaseScript.sql
```

2. Enter the drive letter where the **IntraVet Server** folder is located, typically your C: or D: drive.
3. To run the actual copy of the database files, double-click on **databasecopy.bat**
4. Press any key to exit the batch file.
5. To confirm that the files copied, browse to your **IntraVet Server** folder and verify the date and time stamp on **Autobackup.bak** and **AutobackupAudit.bak** files.

## Database Copy from Client Machine

Having a secure external backup is vital to protect your office data.

You must back up your .bak file every day your office is open, monthly and yearly. You also must use an external system to perform the backup.

As a result, the backup option in IntraVet will no longer be available as it is not sufficient to fully protect your valuable data.

On the RC2 Supplement CD, locate and copy these two files into your **IntraVet Client** folder:

- backupdatabasescript.sql
- databasecopy.bat

The following information breaks down the three commands to be tailored to your office.

### **Backupdatabasescript.sql**

```
Backup Database INTRAVET to Disk = C:\Intravet  
Server\autobackup.bak WITH INIT
```

```
Backup Database INTRAVETAUDIT to Disk = C:\Intravet  
Server\autobackupAudit.bak WITH INIT
```

1. Enter the drive letter where the IntraVet **Server folder** is located, typically your C: or D: drive.

**databasecopy.bat**

```
Sqlcmd – E – D <server name>\INTRAVET – I C:\IntraVet  
Server\BackupDatabaseScript.sql
```

1. **<Enter server name>**, e.g. Dataserver
2. Enter the drive letter where the IntraVet Server folder is located, typically your C: or D: drive.
3. To run the actual copy of the database files, double click on **databasecopy.bat**.
4. Press any key to exit the batch file (after the screen reads “Press any key to continue...”).

## Storing Your Backup

Once you have completed your backups, it is important that you store your data on an external media, preferably one that can be stored off-site.

Contact your local hardware provider for more information on secure external backup systems for your office.

## More Tips On Your Backups

### *Where to Store Backups*

It is a good idea to store your backups in a safe, fire/waterproof location, such as a safe deposit box. More importantly, keep your backups at an off-site location.

### *Make Sure You are Making a Correct Backup*

To verify that you are making the backup correctly, restore it at least once a month. If you have questions on this procedure or need assistance, contact your hardware provider. IntraVet Hardware users can call the Patterson Technology Center for assistance. The Patterson Technology Center can verify backups for a fee.

It may be necessary to send a backup to IntraVet for data related needs. IntraVet can read backups made with the following drives:

- Seagate Travan 8GB/ 20GB drives
- HP Colorado 5GB/8GB/14GB/20GB drives
- CD
- DVD
- Zip 100/250/750
- flash media

These backups can only be read if they are made with Genie Soft, Stomp (also known as Backup My PC), or Bakup4All.

For more information, contact the Patterson Technology Center.

# Multi-User Image Storage

## Storing Images Using a Multi-User Setup

The purpose of this section is to detail the steps involved with saving and accessing images from all workstations in your network. Please make sure that your backup procedure includes backing up your entire IntraVet Server folder, Public Drive from the Dataserver, and any other important documents to the office or hospital.

The following are steps required to have your network configured properly.

## Steps for Moving the Location of the Server

Attention: Multiple servers cannot run at the same time. A network should only have one server designated.

1. Create a backup across the network of the current data for the office. (Follow backup instructions for your version of IntraVet and get all other folders off of the server that you want to move to the new server computer.
2. Set up the new hardware and make sure the network is functioning properly.
3. Install the IntraVet Software following the instructions received with your IntraVet Software.
4. Restore your backup to the new server computer, verify data sizes compared to the previous file sizes and folder numbers. (This will make sure that you have a full backup of your data.)
5. Share the Data folder with full access on the new server computer.
6. Make sure that you can get into IntraVet from your workstations.
7. Set your backup to copy the files on the new server.
8. Confirm that all workstations can access the current shared files such as images and documents.
9. Reinstall IntraVet Software as a workstation only on the old server if you are keeping the old server in the office.

## Checklist For Multi-User Installations

### *To Ensure a Quality Installation*

Please use the following checklist to ensure a quality multi-user installation:

The backup device has been installed on the server or workstation.

All IntraVet Software client programs have been installed onto each workstation (when running recommended Peer to Peer setup).

Each workstation on the network is using the same workgroup.

Each workstation on the network has a unique computer name.

The computer name and any shared printer names do not contain any spaces or periods. Unsupported hardware or configurations are not being utilized. *See section on hardware and software to avoid.*

The server machine is not operating on a compressed hard drive.

The **Startup** and **Shutdown** procedures within this manual have been read and understood. The underlying principles have also been communicated to the office staff.

*See the **Backup** section for more information.*

The TCP/IP protocol has been established for each computer on the network.

Data folder has been shared with Full Access and each workstation has browsed to the shared folder.

## Technical Bulletins

### *Before Troubleshooting Networking Concerns*

Before proceeding with any troubleshooting steps, consider the following:

- Has this configuration ever worked before, or did this just start happening? If it just started, what has

changed between the time this configuration was working and the time it stopped working?

- Has new hardware, cabling or software been added? If this new addition is removed, does the problem go away?

- Have any new Windows Updates been installed?

- Is this problem occurring on one computer, several or all of them?

- Is the connection to the computer active? Is there a light on the hub/switch that corresponds to the computer that you are troubleshooting?
- Do any error messages appear when the computer is booting up?
- Can you see the other computers through My Network Places/Network?
- It may be necessary to reroute network cabling away from sources of electrical interference (such as fluorescent lights)
- Add permissions for IntraVet Software (must be a power-user)

## Disabling the Power Saver Option

### In Windows 2003

Here are the steps for disabling power management in Windows 2003.

1. Go to **Start | Settings | Control Panel** and double click on the **Power Options** icon.
2. Set the following areas to **Never**:
  - **Turn off monitor**
  - **Turn off hard disks**
  - **System standby**
3. Click **OK** to save your changes.

To disable the standby function when shutting off your computer, follow these instructions.

1. From the **Power Option Properties** window, click the **Advanced** tab.
2. Make sure the drop down list box under **When I press the power button on my computer** is set to **Shut Down**.
3. Click **OK** to save your changes and exit.

### In Windows XP

To disable the Power Management feature in Windows XP:

1. Go to **Start | Settings | Control Panel** and double-click on the **Power Options** icon.
2. Set the following areas to **Never**:

- **Turn off monitor**
- **Turn off hard disks**
- **System standby**
- **System hibernates**

3. Click **OK** to save your changes.

To disable the standby function when shutting off your computer, follow these instructions.

1. From the **Power Option Properties** window, click the **Advanced** tab.
2. Make sure the drop down list box under **When I press the power button on my computer** is set to **Shut down**.
3. Click **OK** to save your changes and exit.

To disable the **Hibernate support** function, follow these instructions:

1. From the **Power Options Properties** window, click the **Hibernate** tab.
2. If checked, deselect the **Enable hibernate support** checkbox.
3. Click **OK** to save your changes and exit.

## In Windows Vista

To disable the Power Management feature in Windows Vista:

1. Go to **Start | Settings | Control Panel** or **Start | Control Panel** and double-click on the **Power Options** icon.
2. Click on either **Choose when to turn off the display** OR **Change when the computer sleeps**.
3. Set the following areas to **Never**:
  - **Turn off the display**
  - **Put the computer to sleep**

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4. Click **Save Changes** to save your changes.

To disable the standby function when shutting off your computer, follow these instructions.

1. From the **Power Options** window, click the **Choose what the power buttons do**.

2. Make sure the drop down list box for **When I press the power button** is set to **Shut down** and the drop down list box for **When I press the sleep button** is set to **Do Nothing**.

3. Click **Save Changes** to save your changes and exit.

To disable the **Hibernate support** function, follow these instructions:

1. From the **Power Options Plan Settings** window, click on **Change advanced power settings**.

2. Click the plus signs next to **Sleep | Hibernate** after and then click on the current setting.

3. Use the down scroll arrow until **Never** is selected.

4. Click **OK** to save your changes and exit.

## In Windows 7 and 2008 Server

To disable the Power Management feature in Windows Vista:

1. Go to **Start | Control Panel** and click on the **Power Options** icon.

2. Click on the **Change Plan Settings** next to **Balanced**.

3. Set the following areas to **Never**:

- **Turn off the display**
- **Put the computer to sleep**

4. Click on **Change Advances Power Settings Options**

5. Set the following areas to **Never**:

- **Turn off Hard Disk Drive**
- **Turn off the display**

6. Set the USB Selective settings to **Disabled**.

To disable the standby function when shutting off your computer, follow these instructions.

1. From the **Power Options** window, click the **Change plan settings | Change advanced power settings**.

2. Select Power button and Lid

3. Set Power button action to **Shut Down**.

3. Click **Save Changes** to save your changes and exit.

## An Office's Responsibility to its Hardware

A network requires routine maintenance in the same manner that an automobile does. In fact, automobiles and networks are analogous in several important ways. For example, an automobile needs an oil change every 3,000 miles, and the tires must be rotated and balanced every 10,000 miles. It might even get washed once or twice a week. This type of tight maintenance schedule is also important to a computer network. If an automobile owner never changed the oil, could he blame his mechanic if his engine burned up? Certainly not. The driver is responsible for the maintenance of his own automobile.

The same is true of computer networks. Having a hardware technician inspect a network does cost money, but it is necessary and should be considered part of normal maintenance. Many computer problems can be avoided by a good maintenance regimen. Think of it not as an unnecessary or frivolous expense, but as a *tune-up* for your network.

There are several points that might be covered by such an inspection. General system performance and reliability might be discussed and weighed against installing updated drivers for system devices such as printers or network cards. Often, hardware manufacturers rewrite drivers as part of their own problem-resolution process. In most cases, they post their updated drivers on the Internet.

You should also have the hardware tech delete any unnecessary files. Uninstalling old or unused programs is part of this process. This helps to speed up the following maintenance chore: DEFRAG. Fewer programs and files to scan or defragment will speed the process of running those utilities. Heavy use over a long period of time may sometimes lead to deterioration of both the storage surfaces and the mechanical portions of the drive as well.

Running DEFRAG will help your computer run more efficiently in some cases. When files are deleted, or programs are installed or uninstalled, files become fragmented. That means that instead of being arranged on the disk drive in a contiguous, consecutive manner, files are scattered about piecemeal, or in fragments. This slows down the hard drive because it must now make several passes in order to get an entire file that it might need.

Avoid potential viruses and spyware. These programs are insidious and will affect every aspect of your system. Virus protection software and

Spyware blockers will help you detect, detain and destroy potential hazards. This is one area where you can never be too careful.

*The  
importance of  
a backup.*

One of the most important responsibilities in maintaining your hardware is examining your backup process. A hardware professional can watch the procedure and verify that a good, restorable backup tape is being produced every night. Backups are important for two reasons. First, and most importantly, a backup can be restored in the event of theft, natural disaster or data corruption. Secondly, in unique support situations, a backup tape could be restored by an IntraVet Software support specialist for further data analysis.

A computer network requires *at least* yearly inspections by a local hardware expert, just as a vehicle merits an occasional tune up. Observing a strict maintenance schedule will have benefit for an office or hospital many times over in network stability and reliability and furthermore could avert an untimely breakdown in the future.

**Notes:**