Dental Record Manager Plus (DRM Plus) Application

Installation Guide

DENT*1.2*69

Version 1.2

May 2018

Department of Veterans Affairs
Office of Information and Technology (OI&T)

Installation Guide

DENT*1.2*69 SEQ #69, dentalmrmtx V6.9.0.116 **May 2018**

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Pre-Installation Consideratons

The pre-installation will assign flags for device tracking and adverse events to appropriate codes within the DENTAL CPT CODE MAPPING (#228) file.

The post-installation will also create and initialize new parameters.

After the KIDS install has completed, site installation personnel need to place the DRM Plus executable (dentalmrmtx.exe) from the zip file in the appropriate directory.

Installation Procedure

The DENT*1.2*69 patch is available on Forum. The DRM Plus GUI and documentation are available on the ANONYMOUS SOFTWARE directory at one of the following Office of Information (OI) Field Offices. Sites may retrieve documentation in one of the following ways:

(1) The preferred method is to FTP the files from download.vista.med.va.gov, which will transmit the files from the first available server.

(2) Sites may also elect to retrieve the software and/or documentation directly using Secure File Transfer Protocol (SFTP) from the ANONYMOUS.SOFTWARE directory at the following OI Field Offices:

Hines	fo-hines.med.va.gov
Salt Lake	fo-slc.med.va.gov

The documentation will be in the form of Adobe Acrobat files. Documentation can also be found on the VA Software Documentation Library at:
https://www.va.gov/vdl/

The documentation includes:

File Description	File Name	FTP Mode
Dental ZIP file w/ exe	DENT_1_2_69.zip	BINARY

The DENT_1_2_69.zip file contains the following files:

File Name	Description
Dent_1_2p69_ig.pdf	DENT*1.2*69 installation guide
Dent_1_2p69_rn.pdf	DENT*1.2*69 release notes
Dent_1_2p69_tm.pdf	Technical Manual/Security Guide
dentalmrmtx.exe	DRM Plus v6.9.0.116
DRM-Plus.chm	Help File

Users must exit the DRM Plus application in order to copy the executable to the appropriate production server. All open DRM Plus GUI applications should be closed (no users should be using the application).

It is not necessary to disable any DENTV* options.
This patch should take less than 5 minutes to install.

1. Choose the PackMan message containing this patch.

2. Choose the INSTALL/CHECK MESSAGE PackMan option.

3. From the Kernel Installation and Distribution System Menu, select the Installation Menu. From this menu, you may elect to use the following option. When prompted for the INSTALL name, enter DENT*1.2*69.
    a. Backup a Transport Global - This option will create a backup message of any routines exported with this patch. It will not backup any other changes such as DD's or templates.
    b. Compare Transport Global to Current System - This option will allow you to view all changes that will be made when this patch is installed. It compares all components of this patch (routines, DD's, templates, etc.).
    c. Verify Checksums in Transport Global - This option will allow you to ensure the integrity of the routines that are in the transport global.

4. From the Installation Menu, select the Install Package(s) option. When prompted for the INSTALL enter **DENT*1.2*69**

5. When prompted 'Want KIDS to Rebuild Menu Trees Upon Completion of Install? NO//' answer **NO**

6. When prompted 'Want KIDS to INHIBIT LOGONs during the install? NO//' answer **NO**.

7. When prompted 'Want to DISABLE Scheduled Options, Menu Options, and Protocols? NO//' answer **NO**.

8. If prompted 'Delay Install (Minutes): (0 - 60): 0//' respond 0

Post-Installation Instructions

1. Move dentalmrmtx.exe to the root of ...\DOCSTORE (replace existing file)
       '...\' indicates your path for where DRM Plus is located.
         The version of the new exe is v6.9.0.116.

2. Move drm-plus.chm to   ...\DOCSTORE\HELP (replace existing file)
       '...\' indicates your path for where DRM Plus is located.

These are the NEW compatible DRM Plus files for patch 69:
    dentalmrmtx.exe   v6.9.0.116   dated 02/14/2018 (server)

The post-installation routine DENTV069 may also be deleted from the system at this time if desired.

Routine Information
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 The following is a list of the routine(s) included in this build.
  The second line of each routine will look as follows.
   ;;1.2;DENTAL;<patch list>;AUG 10, 2001;Build n

Verify Checksums using CHECK1^XTSUMBLD.

Routine	Before Patch	After Patch	Patch List
DENTV069	N/A	26340058	69
DENTVA2	39982719	44383866	38,39,42,43,45,47,50,53,63,66,69
DENTVA8	N/A	35593726	69
DENTVAU	42012763	101258123	38,39,43,47,50,53,69
DENTVCK	42417146	44827493	53,59,63,69
DENTVDD1	30659962	31993757	31,38,39,43,69
DENTVGUI	93348	130326	66,69
DENTVIP1	50374988	90904690	33,34,35,36,39,45,53,56,57,66,69
DENTVPCE	N/A	5789925	69
DENTVRP3	47667955	56604095	30,32,35,31,39,43,45,53,57,66,69
DENTVTP0	86723931	97025303	39,47,53,55,63,66,69
DENTVTP2	19621665	85699798	38,39,45,47,50,55,69
DENTVTP5	18984198	21087167	39,45,47,53,55,69
DENTVTP7	131077403	135909744	39,47,50,57,59,63,66,69
DENTVTPA	61619575	71035066	39,42,43,45,47,53,57,59,63,66,69

| DENTVTPC | 87765153 | 205216306 | 39,42,43,45,47,53,57,63,66,69 |

Back-out Procedure

Back-out pertains to a return to the last known good operational state of the software and appropriate platform settings. Successful back-out requires successful back*up* prior to installing software.

Back-out Strategy

The DRM Plus back-out strategy involves communication with stakeholders including site users, OI&T, help desk, developers, quality assurance, and any others such as VA business owners. This communication allows all parties to have an impact on the decision to back out software, and to act on the plan to restore the environment(s) to a previous, working state. Step by step instructions are followed. Each installation will include specific back-out procedures relevant to the components and to the changes made to the system. Back-out may involve copying a previous version of an executable onto a production server, or restoring VistA routines from a transport global.

Successful back-outs require conscientious following of installation steps, especially for any backup procedures. For example, the steps may state that installers copy the previous version of an executable to a safe storage area. If a previous version is not available at the site, DSS, Inc. will provide the necessary version of the software using SFTP or another approved transfer method. After the back-out, tests are performed to ensure the software is working, and then stakeholders are notified. A remediation plan is put into place to correct the issue(s) necessitating a back-out.

VistA KIDs builds cannot be backed out/restored in totality – only routines are part of a backup transport global. Special care is taken during development of VistA code (routines, files, remote procedures, etc.) to make them backward compatible with newer GUI versions to alleviate the issue and avoid typical critical scenario solutions such as emergency patches.

The decision to back out a specific release needs to be made in a timely manner. Catastrophic failures are usually known early in the testing process – within the first two or three days. Sites are encouraged to perform all test scripts to ensure new code is functioning in their environment, with their data. A back-out should only be considered for critical issues or errors. The normal, or an expedited, issue-focused patch process can correct other bugs.

Back-out Considerations

Back-outs are not desirable, and the decision to back out should involve stakeholders from various business units. A back-out should be performed as early after installation as possible to avoid issues with data (see roll-back section). If data corruption has occurred, or will occur, then

sometimes it is safer to create an emergency fix to correct the problem, rather than return to a previous state.

Back-out Criteria

Stakeholders involved in the decision to back out software should be prepared to answer the following questions:

- Was the installation performed correctly and completely? Installed component versions should be verified.
- What component(s) failed?
- Are failures specific to a user, or to all users? Failures for a specific user may be hardware or parameter setting-based issues (user profile, etc.).
- Is there a work-around for the failure?
- Is data involved in the failure?
- Who will make the decision to revert to a previous version?
- Who will perform the back-out?
- How soon can the back-out be performed?
- Does the staff responsible for the back-out understand the procedures?
- How soon after the decision has been made will the back-out be performed?
- What is the expected time required to perform a reversion?
- What are the communication procedures required in the event of a back-out?
- Has the Backout Plan been successfully tested?
- What are the success criteria to be used to denote a successful back-out?

Back-out Risks

DSS, Inc. develops VistA KIDs builds to be backward compatible with previous versions to avoid back-out risks. For existing DRM Plus sites, the DENT*1.2*69 KIDS build is backward compatible and should not require back out.

When a back-out is necessary, the instructions may include stopping to verify data and/or versions after certain steps. Following instructions carefully will mitigate back-out risks.

Authority for Back-out

For DENT*1.2*69, the VA Business owner has ultimate responsibility for the product. The business owner or their designee will make the decision to back out an installation based on feedback from the stakeholders (users, DSS Development, DSS Installation, DSS Support, etc.)

Back-out Summary

For VA server components, the procedures can be performed in VA test account environments prior to performing them in the production account.

1. Notify stakeholders using MS Outlook.
2. Ensure users are not using DRM Plus.
3. If the development team has determined that the VistA routines should be restored, load the backup transport global (saved in Mailman during the installation process) and install the prior routines.
4. Install the previous version of DRM Plus executable (dentalmrmtx.exe v 6.6.0.47).
5. Enable access to users.
6. Test the software
7. Notify stakeholders of the outcome via Outlook.

MISCELLANEOUS INFORMATION
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DSS (Document Storage Systems):
Help Desk: 561-284-7200
Hours of Operation: 8:00 AM TO 7:00 PM (ET)
After-Hours Support: 561-284-7200, Option 1

VA National Help Desk: 888-596-4357