

STAR 2000™



STAR NAVIGATOR USER'S GUIDE

Release 17.0
October 2011

S17000081

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Publication date

October 2011

Produced in Cork, Ireland

Product and version

STAR 2000 Release 17.0

Publication number

S17000081

Reader comments

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Preface

The *STAR Navigator User's Guide* provides the MIS department and end users with information needed to install, use, and support STAR Navigator.

The primary audience for this book is end users in the hospital setting or at remote locations such as physicians' offices or homes.

This book provides instructions for installing and setting up STAR Navigator software on a PC, an overview of the most commonly used functions, troubleshooting information, and how to use the McKesson Windows Word Processing Interface and the STAR GUI Utility Tool Database Management Processor.

Additional technical information about STAR Navigator is provided in [“Appendix A - TECHNICAL NOTES”](#).

For information about WEM, refer to the *WEM User's Guide* or WEM's Online Help.

Documentation Conventions

Documentation for McKesson's STAR 2000™ line of products follows these conventions:

Revisions

Text revisions are indicated by a change bar in the left margin. Paragraphs that contain grammatical changes that do not affect content are not marked.

Canadian Documentation

This volume may include documentation for Canadian users of this product. Complete sections of Canadian text are identified by "CN" and "CN Only."

Key Names

Named keys, such as SHIFT, CTRL, ALT, and ENTER, are displayed in this document in uppercase (capital) letters. A symbol key is written as text in this document followed by the symbol in parentheses, such as hyphen (-) and asterisk (*).

Key Chords

Key chords are key entries that require you to hold down one or more keys (typically, CTRL, ALT, or SHIFT) before pressing another key. In this document, key chords are displayed as the names of each key in the chord separated by a hyphen (-) (for example, CTRL-ALT-DEL).

Enter

ENTER is a key on a computer keyboard used to complete an entry on a STAR system. (This key may also be referred to as NEW LINE or NL in the STAR system.)

Data Entries

Letters or words you enter in response to the system are displayed in **bold** letters in this document. For example: Enter **Y** for Yes or **N** for No.

Selecting an Entry

This document often instructs you to "select an entry." The method you use to select an entry depends on whether you are using STAR from a terminal or IBM-compatible personal computer. Entry methods include:

- Entering the option number
- Using your arrow keys to highlight the option and pressing ENTER
- Clicking on the option using a mouse or other pointing device (PC only)

For more information about these options, see the *General Information Volume*.

Prompts

System prompts are displayed at the bottom of many STAR screens when the system requests an entry or displays a message. In this document, these prompts are indented and the text italicized, as shown in the following example:

Enter patient name--

Field Characteristics

STAR product documentation provides field explanation codes, in addition to a narrative description for each field on a screen. These codes display the maximum length of your entry in the field, the type of entry you make in the field, and whether the field is required. This information displays in the following format:

- DISPLAY ONLY for a field you cannot edit.
 - For X-YY-Z field types, where:
 - X is the maximum number of characters permitted in the field:
 - P for a field length determined by a Parameter
 - T for a field length determined by a Table
 - U for a field having an Undefined length
 - YY is the type of entry technique permitted in the field:
 - A for Letters only
 - AC for Letters and Punctuation only (no numbers)
 - AN for Numerals and Letters only (no punctuation)
 - C for Characters (including punctuation)
 - N for Numerals only
 - NC for Numerals and Punctuation only (no letters)
 - Z is the requirement indicator of the field:
 - C if an entry is Conditionally required or optional
 - O if an entry is Optional to complete the function
 - R if an entry is required to complete the function
- NOTE:** Facilities can designate that certain fields be Required. STAR product documentation does not display R for fields designated as Required by a facility.
- For YY-Z field types, where YY is:
 - DATE for a field subject to the date entry conventions described in the *General Information Volume*.
 - SPECIAL FORMAT for a field having data entry requirements not conforming to standard format. The field definition contains the specific data entry requirements for the field.
 - TABLE LOOKUP for a field that enables you to select from a displayed table. See the *General Information Volume* for more information regarding this entry technique.
 - TIME for a field subject to the time entry conventions described in the *General Information Volume*.

NOTE: For use of the Z position in this format, refer to the explanations for Z under X-YY-Z.

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Introduction

Chapter 1: Defining STAR Navigator User Parameters on the Host

This chapter contains information about configuring STAR Navigator user parameters on the host computer, including how to enable and use e-session, McKesson's online support utility.

Chapter 2: Installing STAR Navigator on the Workstation

This chapter provides information about how to install the Full Install and Test Install options of STAR Navigator to a workstation.

Chapter 3: STAR Navigator Automatic Update

This chapter provides information about how to configure parameters and implement the processes that allow you to automatically update versions of STAR Navigator on certain workstations.

Chapter 4: STAR Navigator Multi-CPU GUI Functionality

This chapter describes optional setup requirements and procedures for customers using split-database, networked environments.

Chapter 5: Quick User Guide

This chapter describes the most used functions of STAR Navigator.

Chapter 6: Troubleshooting

This chapter contains information to help STAR Navigator users troubleshoot problems. Error messages and resolutions are included.

Chapter 7: Word Processing Interface

This chapter explains how to implement, use, and troubleshoot the McKesson Windows Word Processing Interface.

Chapter 8: STAR GUT Database Management Processor

This chapter explains how to move, update, backup, and distribute the Microsoft® Access database (base forms and McKesson defined data elements) used with the STAR Patient Processing ADT and Medical Records GUI modules.

Chapter 9: STAR Navigator Print Screen Utility

This chapter explains how to use the STAR Navigator Print Screen Utility to print an active window while STAR Navigator is running.

Appendix A: Technical Notes

This appendix contains information on the following technical topics:

- STAR Navigator Architecture
- NAVIGATORX.INI File
- Terminal Server Port Setup
- Scrolling Screen Fields and Function Keys
- STAR Patient Accounting Receivables Workstation GUI Setup

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INTRODUCTION

This section provides information about how to set up a user workstation for STAR Navigator as well as how to enable and use e-session, McKesson's online support utility. This material is intended for the hospital's MIS department. End users can install STAR Navigator and e-session on their PCs at the discretion of the MIS department.

NOTE: If this is a firsttime installation or if WEM has never been installed, please see the *WEM User's Guide* or online help for information about how to set up WEM defaults for STAR Navigator.

NOTE: Customers who are implementing split-database STAR host applications in networked environments and who want to run STAR GUI applications that support split-database access must perform additional setup using the Navigator Applications/CPU List table. See "[Chapter 4 - STAR NAVIGATOR MULTI-CPU GUI FUNCTIONALITY](#)".

To configure a user workstation for STAR Navigator:

1. Define the user's parameters on the host computer.

On the STAR host computer access the STAR Hospital Employee File. Tables with parameters that need to be modified are:

- STAR Navigator Maintenance Tables
 - Product Path Table
- STAR Navigator User Maintenance
 - Department File
 - Navigator User Views

NOTE: For detailed information, see "[DEFINING USER PARAMETERS ON THE HOST](#)" on page 1-5.

2. Install workstation communication hardware, including LAN card and software.

- For hardware installation instructions, refer to the manuals provided by the hardware manufacturer.
- To install connectivity software for a LAN connection:

Use a WINSOCK 1.1 - compliant TCP/IP stack. All supported versions of Windows contain the necessary TCP/IP support at level 1.1 or higher without any third party software.

3. If applicable, configure the workstation for e-session. For more information, see [“E-SESSION \(STAR ONLINE SUPPORT ACCESS ADMINISTRATION\)”](#) on page 1-31.

DEFINING USER PARAMETERS ON THE HOST

STAR Navigator provides two different ways of displaying available functions:

Department View: Provides you with a way to group functions according to the demands of individual departments. Set up views to contain just non-patient-related functions, or to logically group all departmental functions.

Patient View: Provides you with a way to group functions performed on individual patients. Each view gives you access to patient functions without having to back out and make alternate selections.

A set of base menus and views is provided with this project for use as templates. These assist you in creating and generating your STAR Navigator application. You can use these views as is, copy and change them, or create your own set of views.

NOTE: To take full advantage of the ease in navigation, review existing STAR menus to ensure they fit into the above views. Clients *must* be menus/forms certified; if you are not, contact McKesson to make such modifications.

Accessing STAR Navigator Maintenance Tables

STAR Navigator Maintenance functions are located under Employee Table Maintenance for each product. To access the STAR Navigator Maintenance functions from each product, simply select Navigator Maintenance on the Employee Table Maintenance menu. The maintenance functions that enable you to create/maintain the base views are located in various areas of Maintenance, depending on the product.

Financials:

1. Select Financials System Management from the Financials System Coordinator menu.
2. Select HBO & Company Tables.
3. Select Menu Control.
4. Select Navigator Maintenance to display the Navigator Maintenance Input Options menu.

Laboratory:

1. Select Maintenance Functions.
2. Select Maintenance - Flags/Utilities.
3. Select Navigator Maintenance to display the Navigator Maintenance Input Options menu.

Patient Care:

1. Select System Management from the Data Processing Main menu.
2. Select HBO & Company Tables.
3. Select Menu Control.
4. Select Navigator Maintenance to display the Navigator Maintenance Input Options menu.

Pharmacy:

1. Select System Management from the System Coordinator menu.
2. Select HBO & Company Tables.
3. Select Menu Control.
4. Select Navigator Maintenance to display the Navigator Maintenance Input Options menu.

Radiology:

1. Select Maintenance Functions.
2. Select HBO Maintained Parameters.
3. Select Navigator Maintenance to display the Navigator Maintenance Input Options menu.

The following menu screen is displayed when you select the Navigator Maintenance option:

General Hospital Navigator Maintenance Processor	
Mon Jun 21, 2004 12:02 pm	
Navigator Maintenance Input Options	
Option No.	Option

1	Product Path Table
2	Base Department Table
3	STAR Navigator Base Views
4	Enable/Disable Navigator
5	Synch Navigator Files (Live to Test)
6	GUI Application Functions
7	Navigator User Maintenance
Enter option number--	

You can access the STAR Navigator Maintenance tables through the Navigator Maintenance Input Options menu. From here, you can create, modify, and display all components of the base product views and client views (users, departments, and/or patients), enable/disable the use of STARNavigator, and synchronize STAR Navigator files from Live to Test (only for McKesson employees.)

These maintenance tables are described in detail in the following screens.

Product Path Table

Use the Product Path Table to define the different paths in the system that you want to follow upon sign-on into your specific product. The Product Path Table is a McKesson Table. Instruct the user not to change this table. Each product path is used to group the Departmental and Patient Views into one set, that you can assign to one or multiple employees. The information defined in the Product Path Table tells Navigator the STAR Product that needs to be accessed (Financials, Laboratory, Patient Care, Pharmacy, and Radiology). You can define multiple product paths for each product.

Select the option Product Path Table on the Navigator Maintenance Input Options menu and press ENTER. The Navigator Product Paths screen is displayed:

General Hospital Product Path Table Processor	
Mon Jul 24, 1995 09:19 am	
Page:01	Navigator Product Paths
(1) ADM-Admissions	(18) ERS-Emergency Room w/Sched
(2) ADS-Admissions	(19) FAP-Accounts Payable
(3) ANC-Ancillary Departments	(20) FAS-Accounting Supervisor
(4) ANP-Ancillaries w/Profiling	(21) FBC-Biller/Claims Processor
(5) ANS-Ancillaries w/Scheduling	(22) FBM-Business Office Manager
(6) BO-Business Office	(23) FBR-Bad Debt Review
(7) CM-Care Manager	(24) FBS-Billing/Claims Supervisor
(8) CMP-Care Manager w/o Phy Cons	(25) FCC-Contract Coordinator
(9) CMS-Care Manager w/Scheduling	(26) FCL-Collectors
(10) CPS-Care Manager w/Sch w/oPhy	(27) FCN-Controller
(11) CSR-Central Supply	(28) FCP-Cash Posting
(12) DOC-Physician's Lounge (PC)	(29) FDC-Discharge Cashier
(13) DP-Data Processing	(30) FE-HR Personnel
(14) DTY-Dietary	(31) FEM-HR Personnel Manager
(15) ENS-Emergency Room Nsg w/Schd	(32) FFA-Fixed Assets
(16) ER-Emergency Room	(33) FFS-Patient Financial Svcs
(17) ERN-Emergency Room Nursing	(34) FGA-General Accounting
Enter choice, or add(A)--	
next page(/)	

This screen enables you to select the appropriate product path or to enter **A** to add a new product path.

When you select an existing path or add (create) a new path, the following screen is displayed:

```

General Hospital Product Path Table Processor
                                Mon Jul 24, 1995 09:19 am

( 1)Code                       : DP
( 2)Product Description        : Data Processing
( 3)$ZApplication              : C
( 4)Variables Preserved       : IN,AN,Y%
( 5)Act Search Number Field   :
( 6)Act Search Number Valid   :
( 7)MPI Search Number Field   :
( 8)MPI Search Number Valid   :
( 9)STAR Process/MPI Add Pat:

Enter product description--

```

Field Explanations

1. CODE (3-AN-R)

This field enables you to add a new product path code. This field is only accessible when adding a new code. When you access this field, the following prompt is displayed:

Enter code--

2. PRODUCT DESCRIPTION (25-AN-R)

This field enables you to define the description of the product path. When you access this field, the following prompt is displayed:

Enter product description--

3. \$ZApplication (1-A-R)

This field enables you to specify the STAR Application that runs when you sign on with this path. You can run only one STAR Application from one Product Path. These are typically the sign-on keys that are used when you sign on to STAR without STAR Navigator and AllSTAR Sign-On. When you access this field, the following prompt is displayed:

Enter \$ZApplication associated with this path--

NOTE: STAR Pharmacy needs to enter **C** rather than a **P** because Pharmacy uses the same employee file.

4. VARIABLES PRESERVED (50-AN-O)

This field enables you to define the internal variables that are maintained by STAR Navigator between function points. For example, if you want the patient to be retained between functions, enter IN and AN as variables to be maintained.

When you access this field, the following prompt is displayed:

Enter list of preserved variables (separated by ',')--

5. ACT SEARCH NUMBER FIELD (40-AN-O)

This field enables you to define the heading that displays over the Account Number field on the Active Patient Search screen in STAR Navigator. This field is optional, but if left blank, the heading over this field in STAR Navigator remains blank and the field is bypassed and not accessible. This field can be used to search for the patient by name or account number just as used in the Patient Care Active Name Inquiry function. When you access this field, the following prompt is displayed:

Enter active account screen number field heading--

NOTE: This field is typically used by Clinicals to access the patient by check-in number, accession number, pharmacy number, etc.

6. ACT SEARCH NUMBER VALID (40-AN-O)

This field enables you to define the STAR program that runs for this product path to validate the number entered on the Active Patient Search screen in STAR Navigator. It is optional, but if left blank, you are not able to use the Account Search Number field to locate a patient. When you access this field, the following prompt is displayed:

Enter active search number validation routine (include '^')--

7. MPI SEARCH NUMBER FIELD (40-AN-O)

This field enables you to define the heading that displays over the Number field on the MPI Search screen in STAR Navigator. This field operates in the same manner as the Active Search Number Valid field. This field is optional, but if left blank, the heading over this field in STAR Navigator remains blank and this field is bypassed and not accessible. This field can be used to search for the patient by name or account number just as used in the Patient Care Active Name Inquiry function. When you access this field, the following prompt is displayed:

Enter MPI search screen number field heading--

NOTE: This field allows you to search by name, unit number, account number, social security number, corporate number, and name.

8. MPI SEARCH NUMBER VALID (40-AN-O)

This field enables you to define the STAR program that runs for this product path to validate the number entered on the MPI Search screen in STAR Navigator. It is optional, but if left blank, you are not able to use this MPI Search Number field to locate a patient through the MPI Search. When you access this field, the following prompt is displayed:

Enter MPI search number validation routine (include '^')--

9. STAR/PROCESS/MPI ADD PAT (40-AN-O)

This field enables you to define the menu library element that runs when you add a patient to the MPI. This field is optional, but if left blank, you cannot add patients to the MPI. The control displayed on the MPI Search screen is disabled. When you access this field, the following prompt is displayed:

Enter MPI Add/Registration library--

Once all fields have been completed, the system prompts you to accept the screen.

NOTE: You cannot delete entries in the Base Product Path Table. This is to prevent errors in deleting a view that may be used by another user.

During the STAR Navigator installation, the installer needs to check with the department coordinators to see which views need to allow MPI Adds and modify any views necessary.

Base Navigator Department Table

You can define multiple departments for each of the Department and Patient Views contained in each product path. The base departments identified for all products are contained in the Base Navigator Department Table.

To access this table, select the option Base Navigator Department Table on the Navigator Maintenance Input Options menu and press ENTER. The following screen is displayed:

General Hospital Base Department Table Processor	
Mon Jul 24, 1995 09:23 am	
Page:01	Departments
(1) 1-Admissions	(18) 31-Laboratory - Facility B
(2) 11-Business Office	(19) 32-Laboratory - Facility C
(3) 12-Ancillary Departments	(20) 4-(A) Radiology
(4) 13-Medical Records	(21) 40-(B) Computed Tomography
(5) 14-Scheduling	(22) 41-(B) Diagnostic Imaging
(6) 16-Nursing	(23) 42-(B) Nuclear Medicine
(7) 17-Central Supply	(24) 43-(B) Ultrasound
(8) 18-Ancillaries	(25) 44-(C) Cardiovascular Lab
(9) 19-Medical Staff Office	(26) 45-(C) Diagnostic Imaging
(10) 2-Data Processing	(27) 46-(C) Nuclear Medicine
(11) 20-Information Desk	(28) 5-Other
(12) 21-Pharmacy	(29) 50-Materials Management
(13) 22-Dietary	(30) 51-General Accounting
(14) 23-Physicians	(31) 52-General Ledger
(15) 24-Utilization Management	(32) 53-Fixed Assets
(16) 3-Laboratory	(33) 54-Accounts Payable
(17) 30-Laboratory - Facility A	(34) 55-Human Resources
Enter choice, or add(A)--	
next page(/)	

The base STAR Navigator Departments already defined display for selection or you can enter **A** to add a new base department. Once you have added a new department or selected an existing department, the following screen is displayed for you to enter the department code, description and facilities.

```
General Hospital Base Department Table Processor
                                Mon Jul 24, 1995   09:23 am

( 1)Code                       : 11
( 2)Department Description     : Business Office
( 3)Valid Facilities           : A

Enter department code--
```

Field Explanations

1. CODE (2-N-R)

This field enables you to define a two-digit code for a new department, and is required. This field is only accessible when adding a new code. If you enter a code that already exists, the message *Code Exists!* displays. When you access this field, the following prompt is displayed:

Enter code--

2. DEPARTMENT DESCRIPTION (25-AN-R)

This field enables you to define the description of the department. When the field is accessed, the following prompt is displayed:

Enter department description--

3. VALID FACILITIES (TABLE LOOKUP)

This field contains the facilities for which this department is valid. In STAR Navigator, the Facility and Selected View (Patient/Department) display at the top of each screen. If the View being displayed contains more than one department, then only those departments valid for the selected facility display for selection. If you changed to another facility, the departments contained in the Selected View field changes to reflect the departments valid for the new facility.

When you access this field, the system displays a list of the valid facilities defined. You can select one or more facilities using standard table selection routines. This field is optional, but if you leave this field blank, all facilities are considered valid for this department.

Once all fields have been completed, the system prompts you to accept the screen.

STAR Navigator Base Views

The STAR Navigator Base View option enables you to enter options that display in the Patient and Departmental Views. You can use these views as they are, or copy and modify them to create customized views for your system.

To access STAR Navigator Base Views, select the option STAR Navigator Base Views on the Navigator Maintenance Input Options menu and press ENTER. The following screen is displayed:

```

General Hospital STAR Navigator Base Views Processor
Mon Jul 24, 1995 09:26 am

Page:01                      Navigator Product Paths
( 1) ADM-Admissions           (18) ERS-Emergency Room w/Sched
( 2) ADS-Admissions           (19) INF-Information Desk
( 3) ANC-Ancillary Departments (20) INS-Information Desk w/Sched
( 4) ANP-Ancillaries w/Profiling (21) LAB-Laboratory
( 5) ANS-Ancillaries w/Scheduling (22) LBS-Laboratory w/Scheduling
( 6) BO-Business Office       (23) MED-Patient Care
( 7) CM-Care Manager          (24) MR-Medical Records
( 8) CMP-Care Manager w/o Phy Cons (25) MRA-Medical Records Coder/Abs
( 9) CMS-Care Manager w/Scheduling (26) MRM-Medical Records - Mngr
(10) CPS-Care Manager w/Sch w/oPhy (27) MRU-Medical Records/Util Mngt
(11) CSR-Central Supply       (28) MSO-Medical Staff Office
(12) DOC-Physician's Lounge (PC) (29) NRA-Nursing w/Advanced Apps
(13) DP-Data Processing       (30) NRS-Nursing w/Scheduling
(14) DTY-Dietary              (31) NUR-Nursing
(15) ENS-Emergency Room Nsg w/Schd (32) RAD-Radiology
(16) ER-Emergency Room        (33) RDS-Radiology w/Scheduling
(17) ERN-Emergency Room Nursing (34) REG-Registrations

Enter choice--
next page(/)

```

The Base STAR Navigator Product Paths defined specifically for your product display for selection.

Upon selection, the following screen is displayed to allow entry of the Patient and Departmental Views.

```

General Hospital Navigator User Views Processor
Mon Jun 21, 2004 11:28 am

1 Navigator Product Path      2 All Facilities?
  Admissions-Character        Yes
3 Dept View Folder Contents  4 Dept View Default Dept
  See Table                   Admissions
5 Pat View Folder Contents   6 Pat View Default Dept
  See Table                   Admissions
7

Navigator View Description

Enter field number or '/' starting field number--

```

If a base view already exists for the selected Product Path, the fields that have been completed display See *Table* or the name of the selected default view. The prompt enables you to select the field(s) you want to edit. If a base view has yet to be created for this product path, the fields are blank, and the first field accessed is the *All Facilities* field.

Field Explanations

1. NAVIGATOR PRODUCT PATH (DISPLAY ONLY)

This field displays the description of the Product Path you selected on the prior screen. It cannot be edited. To change to a different Product Path, you must exit this screen and select a different path.

2. ALL FACILITIES? (1-A-R)

This field specifies if all facilities are displayed. When you access this field, the following prompt is displayed:

Allow the view access to all facilities? (Y/N) [N]--

If users of this view require access to all facilities and view all visits across facilities, enter **Y** for Yes. If you enter **Y**, the facilities control on the MPI Search screen contains an *All* selection. Enter **N** for No to block access to all facilities.

NOTE: Because departments are restricted by facility, you can establish a department to which you only include *View Only* functions. This allows you to vary the functions that the user has access to by facility.

3. DEPT VIEW FOLDER CONTENTS (SCROLLING SCREEN)

When accessed, a list of the base departments display for selection. Items in the listing that already have menus attached display in a different color (if your color settings are set to do this) from those that have nothing attached. When you select a department, a scrolling screen is displayed to allow you to enter up to sixteen function groups (menus) you want to display on the Departmental View screen.

The scrolling screen is the same one used to define the *Patient Specific Window Contents* field. Refer to Appendix A: Scrolling Screen Function Keys, for a description of the function keys used with this screen.

4. DEPT VIEW DEFAULT DEPT (TABLE LOOKUP)

If this field has already been completed, the description of the selected default department displays for selection. If a Base Department is deleted before it is removed from any of the Base Views, then *Delete* displays next to the description of the selected department. If this occurs, you need to change the Default Department. If nothing has been entered, the field is blank. When you access this field, the Department Views defined in the Departmental Window Contents field display for selection. The prompt enables you to select one of the views and is required.

5. PAT VIEW FOLDER CONTENT (SCROLLING SCREEN)

When you access this field, a list of the base departments displays for selection. Items in the listing that already have menus attached display in a different color (if your color settings are set to do this) from those that have nothing attached. When you select a department, a scrolling screen is displayed to allow you to enter up to sixteen function groups (menus) that you want to display on the Patient View screen that displays after you have selected a patient through one of the STAR Navigator Patient Selection functions. These include; Active Account Inquiry, MPI Search, Station Census, and Physician Patient List. The scrolling screen is the same one used to define the Departmental Window Contents field. Refer to Appendix A: Scrolling Screen Function Keys, for a description of the function keys used with this screen.

6. PAT VIEW DEFAULT (TABLE LOOKUP)

If this field has already been completed, then the description of the selected default department displays for selection. If a Base Department is deleted before it is removed from any of the Base Views, the word *Delete* displays next to the description of the selected department. If this occurs, you need to change the Default Department. If nothing has been entered, the field is blank. When you access this field, the Patient Views defined in the Patient Specific Window Contents field display for selection. The prompt enables you to select one of the views and is required.

With each field, you accept the changes at the field level, and therefore the prompt normally displayed to accept the screen does not display. The changes are accepted with each field.

7. NAVIGATOR VIEW DESCRIPTION (25-C-O)

This field contains the description of the view when it is displayed on the View Processor screens. Most often, it is used to identify the location of the PC or the identity of the user. For example, if specific Navigator views are used by the manager of the Medical Records Department, the description may be Medical Records Manager. This field can be changed as necessary to reflect changes in personnel. When you access this field, the following prompt is displayed:

View Description--

Enter the description (up to 25 characters) and press ENTER. The information entered is displayed in this field as well as in a list of views when requested.

BASE VIEW SCROLLING SCREEN

Upon selection of the Departmental Window Contents or Patient Specific Window Contents fields, the following screen is displayed:

```

General Hospital STAR Navigator Base Views Processor
Mon Jun 21, 2004 12:05 pm

1 Navigator Product Path      2 All Facilities?
  ADMITTING - GUI (32 BIT)    Yes
3 Dept View Folder Contents  4 Dept View Default Dept
-> See Table                  Admissions
5 Pat View Folder Contents    6 Pat View Default Dept
  See Table                  Admissions
7 Navigator View Description

Page:01                      Navigator Departments
( 1) Admissions
( 2) Business Office
( 3) Ancillary Departments
( 4) Medical Records
( 5) Scheduling
( 6) (B) Magnetic Res Imaging
( 7) Nursing
( 8) Central Supply
( 9) Medical Staff Office

Enter choice--

next pg(/ or PG DN)  Search(TAB)

```

Enter the number of the department you want to select. The scrolling screen is displayed to enable you to enter or select functional groupings (menus) to be displayed on each of the Department and Patient Views:

```

General Hospital STAR Navigator Base Views Processor
Mon Jun 21, 2004 12:05 pm

1 Navigator Product Path      2 All Facilities?
  Admissions-GUI             Yes
3 Dept View Folder Contents  4 Dept View Default Dept
-> See Table                  Admissions
5 Pat View Folder Contents    6 Pat View Default Dept
  See Table                  Admissions
7 Navigator View Description

Menu   Base Description      Menu Panel/Bar Title  Status
canvlook Adm Select Pt      Admission Selec       Active
canvadms Admissions Main Opti Main Options          Active
camnbfl  Newborn Functions   Newborn Fncts        Active
camadm2  Bed Control Function Bed Control           Active
camadm7  Revise Admission (S) Revise Adm            Active
camadm6  Adm Functions Menu ( Admission Fncts       Active
cgnvchor Orders/Charges      Orders/Charges        Active
cvmcon   Contract Management Contract Mgt           Active
ermcht2  Chart Tracking Funct Chart Tracking         Active
cpnvphy  Physician Options    Physician Info         Active

F1Prev Page F2Next Page F3 Insert  F4 Delete  F5Select F6 Reset  F7 Exit  ?

```

Field Explanations

MENU (TABLE LOOKUP)

This field enables you to enter the menu containing the options you want to display in a function group or on a tab of a folder on the Departmental or Patient Views. If you are entering the menus to display on either the Patient or Departmental View, you are limited to sixteen selections. The menus displayed are STAR menus that can contain up to sixteen options each. Any headings or blank lines are removed when the list of options are displayed through STAR Navigator.

You may enter the menucode or a hyphen (-) to display a partial listing of all the menus that begin with the letters you enter. If you enter a question mark (?) the following prompt is displayed above the function keys:

Enter menu name, or first letters`-` to list--

BASE DESCRIPTION (DISPLAY ONLY)

Upon selection of the menu, the description of that menu as defined by STAR displays. You cannot access this field. It serves as a reference if the description to be displayed in STAR Navigator is changed in the *Menu Panel/Bar Title* field.

MENU PANEL/BAR TITLE (15-AN-R)

Upon selection of the menu, up to fifteen characters of the description of that menu as defined by STAR displays. If you are entering either the Departmental Window Contents or the Patient Specific Contents, the description you enter here is what is displayed on the tab of the appropriate folder. If you do not make an entry, the first fifteen characters of the description of the menu as defined by STAR display. If you enter a question mark (?) the following prompt is displayed above the function keys:

Enter caption for menu panel or bar--

STATUS

If you entered a new menu in the *Menu* field, this field is blank. If you are making edits or displaying a view that previously had defined menus, the status of that menu is displayed. If the menu exists, *Active* displays under the Status field. If the menu has been deleted without first being removed from all Base and User Views, *Deleted* displays. These menus need to be removed from any base or user views that contain this menu.

Once you have entered all menus for this view (Department or Patient), you are prompted to accept the screen. If you enter **Y** for Yes, the changes you entered in the scrolling screen are applied. However, if you enter **N** for No, no changes are accepted.

Function Keys

When entering information in a scrolling screen, you may use your Tab, Enter or any of the arrow keys to move between fields. Refer to Appendix A: Technical Notes, for a

description of the function keys used with this scrolling screen. The following briefly describes the options displayed as function keys at the bottom of the scrolling screen:

F1 Prev Page

This key enables you to view the prior page of menus.

F2 Next Page

This key enables you to view the next page of menus.

F3 Insert

This key enables you to insert a menu in the list. A blank line is inserted before your current cursor line for you to enter a new menu. If you have already defined the maximum number of entries, then an error message displays.

F4 Delete

This key enables you to delete a menu from the list. The menu option contained on your current cursor line is removed from the list. It is not necessary to delete an option first before replacing it with another option. You simply re-enter the new menu code over the one with which you want to replace it.

F5 Select

This key enables you to quickly review the list of options contained on a given menu without having to exit the maintenance function. The following information is contained on this second scrolling screen:

Library Name

The library name for this function displays and may not be edited.

Long Description

The long description is automatically set to contain the description as found in STAR Menu Library Maintenance. This description displays in STAR Navigator on the folders. You can change this field without affecting the library in STAR.

Short Description

This field displays the first 10 characters of the description as found in Menu Library Maintenance. The description displays on the My Top 10 buttons and on the tabs found on the Patient and Department View folders. You can change this field without affecting the library in STAR.

Client Process?

This field displays from the Menu Library Maintenance in STAR and cannot be edited. If this function is a client process (GUI) Yes displays. If this function displays in STAR Navigator through emulation, this is considered a host function and No displays.

Status

This field displays the current status of this library in STAR. Functions that you can access from STAR Navigator display as *Active*. If this library element no longer exists, *Delete* displays. If this library element is not available for mnemonic processing, *Not a*

Valid Mnemonic displays. Deleted functions or ones not valid for mnemonics do not display in STAR Navigator.

NOTE: During the installation, the installer needs to remove any Base Navigator Departments contained in any views that are for facilities that are not installed. The base set of views contains departments for facilities A, B and C. If the hospital is only using A & B, then any C department needs to be removed by going into each view and removing the views attached under that department. If this is not done, then the hospital is not able to copy any base view without creating departments in each facility and linking them in the Hospital's Department Table.

F6 Reset

This key enables you to erase your entry on a given line. You are then returned to the *Menu* field to allow re-entry of the correct menu.

F7 Exit

This key enables you to exit the scrolling screen. Once pressed, you are asked to accept the screen. Enter **Y** for Yes to apply the changes. Enter **N** for No to cancel without saving any of your changes.

? View Help Messages

You can enter a question mark (?) to display the prompt associated with the field you are currently on while in the scrolling screen. After you have entered it once, it is not necessary to re-enter it as you access each field.

Enable/Disable Navigator

This option allows McKesson personnel to control whether STAR Navigator is to be enabled on specific CPUs. This is NOT to be used to install STAR Navigator. A separate installation program is provided that sets the appropriate flags and tildes. Use this option only in critical support situations where you are having problems with STAR Navigator and the support personnel want to stop its use. It is essentially changing the tilde that is set by the installation program so that users access their functions using standard menu processing.

To access this option, select Enable/Disable Navigator on the Navigator Maintenance Input Options menu and press ENTER. The following screen is displayed:

```
General Hospital Enable/Disable Navigator Processor
                               Mon Jul 24, 1995   09:33 am

WARNING: This function will Disable the use of STAR Navigator
For All Users in ID ###!

Disable Navigator? (Y/N)--
```

NOTE: The ### on the Warning line indicates the Product ID that you are in.

Enter **Y** to disable STAR Navigator for all users in this ID/CPU. This simply means, that you need to run your normal STAR Menus, instead of running STAR Navigator.

Enter **N** to return to the menu. To enable STAR Navigator, re-select this menu option and enter **Y**.

Synch Navigator Files (Live to Test)

This function can only be run at a client site. If selected at a non-client site, the message This function can only run at client sites! displays. If selected at a client site, the maintenance files established for STAR Navigator are transferred from the Live ID to the Test ID. This function should only be run by McKesson personnel.

Navigator User Maintenance

Regardless of whether you select this option from STAR Navigator User Maintenance or from your Navigator Maintenance from Employee Table Maintenance, the menu that displays and its functionality is the same:

General Hospital Navigator User Maintenance Processor	
Mon Jul 24, 1995 09:33 am	
Navigator User Maintenance Input Options	
Option No.	Option

1	Edit Department File
2	Copy/Link Base Views
3	Navigator User Views
4	Attach Views
5	Delete Views
Enter option number--	

This screen contains several sub-options that enable you to perform user maintenance functions.

EDIT DEPARTMENT FILE

This option enables you to view, modify, or create entries in your Department Table. This is the same table used in Employee Maintenance. In the process of building User Views, you must update the Department Table first.

To access this function, select Edit Department File on the Navigator User Maintenance Input Options menu and press ENTER. The following prompt is displayed:

Enter partial department name ` ` , or add (A)--

Enter the Department code or the first letters of the department name followed by a hyphen (-) to display a list beginning with those letters. Enter a hyphen (-) to display a list of all departments. If you want to add a new Department code, enter **A**.

Once you have selected the appropriate department, the following screen is displayed:

```
General Hospital Edit Department File Processor
                                Mon Jul 24, 1995 01:03 pm
( 1)Employee File Dept Code   : 14
( 2)Employee File Dept Desc   : ADMITTING
( 3)Secret Code Days          : 30
( 4)Valid Facilities           : A,B,C,D
( 5)Navigator Base Department: Admissions
( 6)STAR Laboratory Dept      :
( 7)STAR Radiology Dept       :

Enter field number or '/' starting field number--
```

Field Explanations

1. EMPLOYEE FILE DEPT CODE (2-N-R)

If you selected a department that already exists, the data already entered for each field displays. If you added a code, the fields are blank and the Employee File Dept Code field becomes accessible. When you access this field, the following prompt is displayed:

Enter department number-

2. EMPLOYEE FILE DEPT DESC (33-AN-R)

This field enables you to enter the employee file department description. This description is displayed in the Department View and Patient View controls displayed at the top of each STAR Navigator screen. When you access this field, the following prompt is displayed:

Enter new department name--

3. SECRET CODE DAYS (3-N-O)

This optional field enables you to define the number of days the current secret code is to be in effect. When you access this field, the following prompt is displayed:

Enter the number of days a secret code is valid--

4. VALID FACILITIES (TABLE LOOKUP)

This field enables you to indicate the facilities to which this department has access. It is used by STAR Navigator to restrict the departments that display in the Department and Patient View controls at the top of each screen. Only the departments valid for the selected facility display for your selection. When you access this field, the facilities defined for this CPU display for selection. You can select one or multiple departments. This field is required.

5. NAVIGATOR BASE DEPARTMENT (TABLE LOOKUP)

This field enables you to indicate the Navigator Base Department to which your hospital department relates. For example, the Base Department code used in the Base Navigator View may be set to 10 for Data Processing. In your hospital table, the Data Processing Department may be 21. When base views are copied, each department contained in that view is checked to make sure there is a corresponding hospital department. If there is not, the copy is not allowed.

Once the copy is successful, when you view your Navigator User View your department descriptions are displayed, not the ones contained in the Base Navigator Views. Each hospital department needs to be linked to a corresponding Base Department before you create any User Navigator Views. When you access this field, the listing of Base Navigator Departments display for your selection.

6. STAR LABORATORY DEPT (TABLE LOOKUP)

This field enables you to indicate the STAR Laboratory department that is used in processing all the functions on the menus defined by this department.

7. STAR RADIOLOGY DEPT (TABLE LOOKUP)

This field enables you to indicate the STAR Radiology department that is used in processing all the functions on the menus defined by this department.

Once all edits have been made, the system prompts you to accept this screen.

DELETE HOSPITAL DEPARTMENTS

If you want to delete a hospital department, first make sure it is not used in any Navigator User View or in the Hospital Employee File. To delete a department, select the department and do not make any changes to the screen. The following prompt is displayed:

Delete? (N)--

Enter **Y** to delete the department. Enter **N** to cancel.

COPY AND LINK BASE VIEWS

Once you have linked all necessary hospital departments to a Base Navigator Department, then the Base Navigator Views can be used to create the hospital's Navigator User Views. User Views can be created in three ways: added manually, copied from a Base Navigator View, or linked to a STAR Navigator View.

Adding Manually

Use this method when you want to create a view from scratch.

Copying

Use this method if you want to start with a Base Navigator View and then make changes to it. This also allows you modify the descriptions of the menus or the options contained in each submenu. McKesson sends out only new views. McKesson no longer sends the entire file.

Linking

Use this method if you want to use the Base Navigator View and not make any modifications to it. This means you use the views as they are, and even the department codes are displayed as in the Base Navigator View.

To copy a Base View, select Copy/Link Base Views on the Navigator User Maintenance Input Options menu and press ENTER. The following prompt is displayed:

Enter copy from base(C), or link to base(L)--

Enter **C** to copy. The Base Navigator View you selected is copied to the new User View.

Enter **L** to link the User View directly to the Base Navigator View. You cannot make modifications to the view through the Navigator User Views processor.

If you are copying a Base Navigator View, the following screen is displayed to enable you to select the product path you want to use when starting up STAR Navigator. This tells STAR Navigator which product you want to access when you are attached to this view and log in.

```

                                General Hospital Copy/Link Base Views Processor
                                Mon Jul 24, 1995 12:59 pm

Page:01                                Navigator Product Paths
( 1) ADM-Admissions                    (15) ERS-Emergency Room w/Sched
( 2) ADS-Admissions                    (16) INF-Information Desk
( 3) ANC-Ancillary Departments         (17) INS-Information Desk w/Sched
( 4) ANP-Ancillaries w/Profiling       (18) LAB-Laboratory (Patient Care)
( 5) ANS-Ancillaries w/Scheduling      (19) LBS-Laboratory w/Sched (PC)
( 6) BO-Business Office (PC)          (20) MR-Medical Records
( 7) CM-Care Manager                  (21) MRA-Medical Records Coder/Abs
( 8) CMP-Care Manager w/o Phy Cons     (22) MRM-Medical Records - Mngr
( 9) CMS-Care Manager w/Scheduling     (23) MRU-Medical Records/Util Mngt
(10) CPS-Care Manager w/Sch w/oPhy    (24) MSO-Medical Staff Office
(11) CSR-Central Supply                (25) NRA-Nursing w/Advanced Apps
(12) DOC-Physician's Lounge (PC)      (26) NRS-Nursing w/Scheduling
(13) DP-Data Processing                (27) NUR-Nursing
(14) DTY-Dietary                      (28) PAC-Pharmacy Ambulatory Care

Enter choice--

                                next page(/)

```

Enter the desired product path choice. Once selected, several checks are made against the base departments contained in this product path's base view against the

hospital departments that point to the base STAR Navigator Departments. As discussed previously, each base STAR Navigator Department must be linked to a hospital department. In addition, each view that you want to copy must have a corresponding hospital department pointed to it. This link is made in the Edit Department Table. To copy each Navigator Base Department contained in the view, the view must have a corresponding hospital department, or the copy is not allowed.

The system first looks at each base STAR Navigator Department used in the selected product path view. If there are multiple hospital departments pointing to the same base STAR Navigator department, the following screen is displayed to enable you to select the correct hospital department:

General Hospital Copy/Link Base Views Processor
Mon Jul 24, 1995 12:59 pm

Page:01 Site Specific Departments (base = 12-Ancillary Departments)

(1) 19-CARDIOLOGY
(2) 20-EEG
(3) 30-ANESTHESIA
(4) 32-INTENSIVE CARE UNIT
(5) 34-MEDICAL/SURGICAL
(6) 37-OCCUPATIONAL THERAPY
(7) 39-PSYCHIATRIC
(8) 40-PHYSICAL THERAPY
(9) 41-RECOVERY ROOM
(10) 42-RESPIRATORY THERAPY
(11) 43-SURGERY
(12) 44-SPEECH THERAPY

Select corresponding department--

This screen is displayed only if there are multiple departments pointing to the same base department. When this screen is displayed, you are prompted with:

Select corresponding department--

Enter the number next to the site-specific department you want to use in place of the base department indicated in the heading line. Repeat this process for all departments. A separate screen is displayed each time the system finds that there are multiple hospital departments pointing to the same Navigator Base Department.

After you have made all department selections, STAR Navigator checks to ensure each base department has a corresponding hospital department linked to it. If there is not, the copy is not allowed. A screen is displayed listing each base department that does not have a corresponding hospital department to which to copy. Go to the Edit Department Table menu and link the appropriate hospital department back to the Navigator Base Department. If a department does not exist, you must create it. This needs to be done for each department where the system could not find a corresponding hospital department.

NOTE: Any Navigator Base Departments specifically used for facilities that do not exist need to be removed by the installer before you begin copying any base views.

After all checks have been successfully performed, the following screen is displayed:

```
General Hospital Navigator User Views Processor
                               Mon Jul 24, 1995 09:44 am

( 1)Code                       :
( 2)User View Description      :

Enter new view code--
```

Field Explanations

1. CODE (4-AN-R)

This field enables you to enter the STAR Navigator User View code. If you enter a code that already exists, the message *Code Exists!* displays before allowing you to enter another code. When you access this field, the following prompt is displayed:

Enter new view code--

2. USER VIEW DESCRIPTION (25-AN-R)

This field enables you to enter the description of the STAR Navigator User View description. This description displays on the Sign-On screen in STAR Navigator to identify which system/view has been accessed. When you access this field, the following prompt is displayed:

Enter view description--

Once you have entered all fields and the screen is accepted, the copy is completed and the message *View Copied!* displays. You are returned to the prompt asking if you want to copy or link a base view. Once a Base View has been copied, use the STAR Navigator User Views processor to make any necessary modifications.

LINKING TO A BASE VIEW

If you are linking a User View directly to a Base View, you cannot make modifications to the resulting User View. If you want to make changes, copy and modify the Base View. Once you enter L at the prompt, STAR Navigator processes in the same manner as described in copying base views above. The only difference in the processing is that the following prompts display before the view is linked.

Accept this screen? (Y/N) [Y]--

Are you sure? (Y/N)--

VIEW, UPDATE, AND CREATE USER VIEWS

STAR Navigator enables you to view, update or create your user views. If you want to copy from, or directly link to, a Base Product View, use the Copy/Link Base Views processor described in this manual. However, if you want to create a new view, or update or view an existing one, use this process, that also enables you to attach a selected view to one or more employees once you have made all updates to the view.

To select this process, select Navigator User Views on the Navigator User Maintenance Input Options menu and press ENTER. The following screen is displayed:

```

                                General Hospital Navigator User Views Processor
                                Mon Jul 24, 1995 09:44 am

Page:01                                User Views
( 1) ADM-Admitting Clerks
( 2) ADMS-Admitting Supervisor
( 3) CSR-Central Supplies
( 4) DP-Data Processing
( 5) EEG-EEG
( 6) INF-Information Desk
( 7) NSG-Nursing
( 8) NSG-Nursing Supervisor
( 9) PT-Physical Therapist
(10) PTS-Therapy Supervisor
(11) SCH-Scheduling
(12) SGY-Surgery
(13) SGYS-Surgery Supervisor
(14) TBL-Table Maintenance

Enter choice, or add(A)--
```

If no user views are defined, a prompt is displayed asking you if you want to add a view. If user views do exist (as in example screen), enter **A** at the prompt to add a new view and description, or enter the number of the existing view you want to display.

Field Explanations

CODE (4-AN-R)

If you are adding a new User View code, enter a code of up to four alphanumeric characters. This field is required. If you enter a code that already exists, the message *Code Exists!* displays. When you access this field, the following prompt is displayed:

Enter view code--

USER VIEW DESCRIPTION (25-AN-R)

This field enables you to define the user view description of the Department. When you access this field, the following prompt is displayed:

Enter view description--

Once you have completed all fields, STAR Navigator prompts you to accept the screen. The listing of Product Paths defined displays for selection. Each User View must be associated with a Product Path.

Once you select the product path or user view, the following screen is displayed enabling you to enter the contents of the view:

```

General Hospital Navigator User Views Processor
                                Fri Aug 26, 2005 10:05 am

View: NUR - NURSING NAV VIEW
1 Navigator Product Path      2 All Facilities?
Nursing                      Yes
3 Dept View Folder Contents  4 Dept View Default Dept
See Table                    NURSING
5 Pat View Folder Contents   6 Pat View Default Dept
See Table                    NURSING
7 Navigator View Description
  NURSING NAV VIEW

Enter field number or '/' starting field number--

```

The name of the view you selected is displayed above the fields.

This screen functions in the same manner as the STAR Navigator Base Views maintenance screen with one exception. If the user view selected is linked to a base view but not copied, you are not allowed to change any of the entries in any of the fields. You can select fields 2-7 only for viewing. If you need to change one of the options, copy the base view and then modify the user view. You can only modify unlinked user views.

Refer to the STAR Navigator Base Views explanation of this section for detailed field explanations of the above screen.

Once you have made all updates to the contents of the user view, the following prompt is displayed to enable you to attach this view to one or more users:

Attach this view to employees? (Y/N) [N]--

If you enter N, you are returned to the menu. If you enter Y, you are able to select from the Employee File a user to whom to attach this view.

ATTACH USER VIEWS

This function enables you to attach the STAR Navigator user views you have created to one or more employees. You can also use this function to detach employees from

STAR Navigator so they begin using the menu system found in STAR. When you access this function, the following prompt is displayed:

Enter last name '-' to list--

You can enter a portion of the employee's last name or a (-) to view a list of the employees defined on this CPU. Once entered, the following prompt is displayed to enable you to show only active employees:

List only the active employees? [Y]--

Enter **Y** to display a list of active employees only. Enter **N** to display a list of both active and inactive employees.

The employees matching the characters entered display for selection. The prompt enables you to select one or multiple employees using standard table selection routines.

Once you have selected the desired employees, press ENTER to select the userview to which you want these employees attached. The following screen is displayed:

General Hospital Attach Views Processor		
Mon Jun 26, 2000 09:27 am		
1 Employee Name JONES, TRACY L	2 Navigator User View Data Processing	3 Exit Double Dare Y
4 Initial View Displayed Department	5 See Patient View Yes	

Enter field number or '/' starting field number--

At the prompt, enter the field number you want to edit.

NOTE: The Employee Name field cannot be edited.

Field Explanations

1. EMPLOYEE NAME (DISPLAY ONLY)

The first selected employee displays and cannot be edited.

2. NAVIGATOR USER VIEW (TABLE LOOKUP)

This field enables you to enter the STAR Navigator user view to which you want to link this employee. When you access this field, the following prompt is displayed:

Enter '-' to list--

The prompt enables you to enter the STAR Navigator user view code if it is known. If you do not know the code, enter a hyphen (-) to view a list of the STAR Navigator user views defined for this product. If the employee is being attached to a view through the STAR Navigator User View processor, this field is not accessible.

3. EXIT DOUBLE DARE (1-A-O)

This field enables you to indicate whether or not you want to be double dared upon exiting STAR Navigator. Enter **Y** to be double dared.

4. INITIAL VIEW DISPLAYED (1-A-R)

This field enables you to define the first screen to display when the selected user signs on through STAR Navigator. When you access this field, the following prompt is displayed:

Enter (P)atient, (D)epartment folders, or (O)ther--

If you enter P, the Patient View folders are displayed when the selected user accesses STAR Navigator. The following prompt is displayed:

Enter (M)PI, (C)ensus, (D)etailed Station Census, Detailed Active (P)atient Search or (A)ctive Name search--

Enter the GUI Patient Selection screen that is displayed at sign on for the selected user.

If you enter D at the *Enter (P)atient, (D)epartment folders, or (O)ther--* prompt, the Department View folders are displayed when the selected user accesses STAR Navigator.

If you enter O at the *Enter (P)atient, (D)epartment folders, or (O)ther--* prompt, the following prompt is displayed:

*Enter partial alias name`-`, or *partial internal name`-` to list--*

Enter the specific STAR function or select from a list of menu libraries that is displayed when the selected user accesses STAR Navigator.

5. SEE PATIENT VIEW? (1-A-O)

This field enables you to disable the Patient View folders for the specified user. When you access the field, the following prompt is displayed:

Do you want to see a Patient View? (Y/N) [Y]—

Enter **N** to disallow the user from access the Patient View folders via the GoTo or View functions.

Enter **Y** or leave blank to allow the user access to the Patient View folders.

NOTE: If patient related folder options are made available to the user, he/she is able to access the Patient View folders when the option is selected.

Once you have entered all fields, the following prompt is displayed to enable you to attach this user to the selected STAR Navigator User View:

Enter (A)cccept, (D)elete, (N)ext, or (Q)uit [A]--

Enter **A** to attach this user to the selected STAR Navigator User View. The default is A. The next selected employee displays.

Enter **D** to remove this employee from the list of selected employees and detach the employee from the selected view. This employee is no longer attached to any user view.

Enter **N** to access the next selected employee. The currently displayed employee is not attached to the selected user view. No changes are made to the current employee.

Enter **Q** to quit the attaching process and return to the menu.

If you select multiple employees, each employee is processed in the same manner as described above. Once attached, these employees run STAR Navigator at sign-on if the PC is set up to do so. To detach an employee from a view, select the employee and on the same screen above, and enter **D** to delete or detach this employee. The employee no longer runs STAR Navigator.

DELETE USER VIEWS

This function allows you to delete existing user views created in error or no longer being used. When you access this function, STAR Navigator displays a list of the user views defined for this product. The prompt enables you to enter the desired choice.

Once you have made a selection, STAR Navigator checks to see if there are any employees attached to this user view. The message Searching for Attached Employees! displays. If no attached employees are found, the following prompt is displayed that enables you to indicate if you want the view deleted:

Are you sure you want to delete (xx)? (Y/N) [N]--

The xx indicates the user view that is to be deleted. Enter **Y** to delete the user view. The message, *View Deleted!*, displays. Enter **N** to cancel out of this user view without deleting it.

If employees are attached to this view, the employees are listed. The following prompt is displayed:

Delete this View? (Y/N)--

Enter **Y** to delete the user view. The message *Warning: These users are not able to use Navigator until attached to another View!* displays.

Enter **N** to cancel out of this user view without deleting it.

Once you have deleted the view, you are returned to the list of Views to make another selection.

E-SESSION (STAR ONLINE SUPPORT ACCESS ADMINISTRATION)

e-session (also called STAR ONLINE Support Access Administration) is a Web communication utility that allows you to communicate with STAR Support Analysts via the web real-time. e-session can be used to ask quick questions and log a case for all STAR products between the hours of 8 a.m. to 5 p.m. ET Monday - Friday.

Enabling e-session via STAR Navigator

You can access e-session via the Web by entering the appropriate URL from your browser. However, to access e-session through STAR Navigator, each applicable environment ID (Live or Test) must be enabled by completing the following setup:

1. Log into the environment (Live or Test) through which users can access e-session through STAR Navigator.
2. From the System Management menu, enter the option for **User Preferences Functions**. For example:

```
General Hospital System Management Processor
                                     Mon Feb 16, 2004 11:46 am
System Management Input Options

Option No.  Option
-----
   1      Parameters and Defaults
   2      SQL DBA Menu
   3      FDB Tape/File Processing
   4      Spooler Management
   5      Bulletin Board
   6      Order Database Inquiry
   7      View Spooled Reports
   8      Workload/Revenue Statistics
   9      Interface Utilities
  10      User Preferences Functions
  11      Site Release Screen Parameters
  12      Pennsylvania - Charge Master File Information

  13      Pharmacy Toolbox for Users

Enter option number--
```

3. Select **User Preferences**. The following screen is displayed:

```

                                General Hospital User Preferences Processor
                                Tue Jul 05, 2005 10:49 am
User Preferences Input Options

Option No.  Option
-----
      1      Menu and Mnemonic Functions
      2      Function Key Definition
      3      Menu Type Selection
      4      CRT Color Selection

      5      Windows Word Processing User Preferences
      6      Download Windows Word Processor Macros

      7      Information Windows Administration
      8      Information Windows Preference

      9      Select Alternate STAR Environment
     10      STAR ONLINE Support Access Administration

     11      STAR Navigator Automatic Update Settings
Enter option number--

```

4. Enter the option for **STAR ONLINE Support Access Administration** (called e-session in other applications). The following screen is displayed:

```

                                General Hospital ONLINE Support Administration Processor
                                Mon Feb 16, 2004 11:47 am

( 1)ONLINE Access      : Enabled
( 2)Address (URL)      :
( 3)Last Edit By       : Stephens,Keith
( 4)Last Edit Date      : 12/16/03 1536

Enter field number or '/' starting field number--

```

Field Explanations

1. ONLINE ACCESS (1-A-O)

This field is used to enable or disable access to e-session via STAR Navigator for the environment. When you access this field, the following prompt is displayed:

ONLINE Support (E)nabled or (D)isabled

Enter **E** to enable users to access e-session via STAR Navigator for the environment (Live or Test).

Enter **D** to disallow access to e-session via STAR Navigator for the environment (Live or Test).

2. ADDRESS (URL)

This field contains the web URL for the e-session support page. When you access this field, the following prompt is displayed:

Address (URL) for STAR ONLINE Support

Enter the URL for the McKesson e-session support site.

3. LAST EDIT BY (DISPLAY ONLY)

This system displays the name of the person logged in to the CRT when the latest changes to the screen were made and saved.

4. LAST EDIT DATE (DISPLAY ONLY)

This system displays the date and time that the latest changes to the screen were made and saved.

User PC Requirements

1. Each user PC must be able to access the following URL on the Internet:

<http://admin.instantservice.com/links/5528/9250>

2. To enter a case via e-session, you must have appropriate rights in the SAGE/Vantive system. Authorization to log a case is granted by your organization's Information Systems Department.

Initiating e-session

1. Access STAR Navigator and click the **e-session** button from the toolbar. Your Web browser is launched, and a sign-on window is displayed.
2. Complete the following fields:

First Name: Enter your first name.

Last Name: Enter your last name.

Email Address: Enter your e-mail address.

Phone Number: Enter your area code and phone number.

Customer Number: Enter your organization's STAR Enterprise ID Number.

3. Click **Submit**. A dialogue session is opened and the following message is displayed:

Establishing a connection. Please wait while we find an agent to assist you.

4. When a STAR Support Agent responds, the following message is displayed:

You have been connected to John Smith - STAR Support Analyst.

5. In the **Type Here** box, enter your question and click **Send**.
6. The STAR Support Analyst replies and you continue the dialogue by repeating step 5 until you want to end the session.

NOTE: The STAR Support representative has the option to respond via text, send you an applicable URL or file or e-mail to ensure your issue is resolved in the most appropriate manner.

Ending e-session

1. When you want to end the session, click **End Session**.
2. A brief online survey is displayed. McKesson requests you complete the survey to help us evaluate how we can serve you better in the e-session utility. At the bottom of the survey form:

To receive an e-mail transcript of your session, check the box to the left of the **Check here to have your chat text e-mailed to you**. In the **E-Mail Address** box, enter a valid e-mail address (the session transcript is sent to this address). The e-mail address entered here does not have to be your e-mail address.

3. Click **Submit**.
4. In the session window, the following message is displayed:

Your session has ended. You may now close this window.

5. Click the **X** in the upper right corner (or **File > Close**) to close the window. The STAR Navigator session is still active in the background.

Chapter 2 - INSTALLING STAR NAVIGATOR ON THE WORKSTATION

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INTRODUCTION

This chapter provides information about how to install STAR Navigator on a workstation. The two installation options are:

- Full Install (page [2-4](#)) - allows you to install one version of STAR Navigator on a workstation. For example, the latest version after it is tested and approved for use by your organization.

The Full Install allows you to apply subsequent Patch Updates to update to the latest version of STAR Navigator without performing the Full Install each time modifications are made to the application. In addition, you can use the optional Automatic Update process (described in [“Chapter 3 - STAR NAVIGATOR AUTOMATIC UPDATE”](#)) for Patch Updates.

- Test Install (page [2-24](#)) - allows you to install more than one version of STAR Navigator on a workstation at a time. For example, you can access and run the current version and also a later version if you are testing it for your organization.

Patch Updates and Automatic Update are not available for the Test Install option.

Both the Full Install and the Test Install are implemented using the Microsoft Windows Installer (MSI) and allow you to perform a local installation or a network node installation. Network node installation is supported only on workstations running the Windows XP operating system. The Network Administrator Installation, which places files on a shared server that workstations can access to perform a Full or Test Install, is also implemented using the Microsoft Windows Installer. For a definition of local and network node installation, see [“Prerequisite Terminology” on page 2-4](#).

FULL INSTALL - LOAD AND RUN ONE VERSION OF STAR NAVIGATOR ON THE WORKSTATION

Full Install allows you to install only one version of STAR Navigator at a time on the workstation.

NOTE: The default installation path for STAR Navigator is \Program Files\McKesson. Please review applicable STAR tables to reflect this installation path (for example, the Icon Access table in STAR Patient Care).

Prerequisite Terminology

Before selecting and performing Full Install, it is imperative that you understand the terms defined below:

- Network Administrator Installation - this function copies STAR Navigator installation files to a server so workstations can access the files on the server (instead of downloading them from Download Central or from a CD) and perform either a Local Installation or a Network Node Installation.
- Local Installation - places all of the STARNavigator files on your workstation. If you perform this type of installation, you access STAR Navigator on the workstation and the workstation performs the STAR Navigator processes.
- Network Node Installation - places STAR Navigator executables on a server and only certain STAR Navigator files on the workstation. If you perform this type of installation, the workstation reads the executables that reside on the server and then the workstation performs the STAR Navigator processes. Network node installations are supported only on workstations running the Windows XP operating system.

User Rights Required for STAR Navigator

To install STAR Navigator, you must have administrator rights locally on the workstation. If you are installing under the Windows Vista operating system, depending on the workstation settings, a UAC prompt may be displayed where you must provide credentials to elevate to an administrator in order to complete the installation.

If you run STAR Navigator Automatic Update on the Windows XP operating system, users who are not local workstation administrators must be given Write/Modify rights to the STAR Navigator installation folder. (See [“AUTOMATIC UPDATE PROCESSING ON THE WORKSTATION”](#) on page 3-15 for more details on STAR Navigator Automatic Updates.) The default location for the folder is:

\Program Files\McKesson\STAR Navigator nn

where nn is the STAR Navigator Enterprise Release number you want to install.

NOTE: If you want to use Secure Shell (SSH) session connections on a workstation running a client firewall, it is important that you configure your firewall software to allow network communication by the STAR SSH component named WemTnSsh.exe.

How to Obtain the STAR Navigator Installation File

The STAR Navigator installation file is a self-extracting .exe file. This file can be obtained by:

- downloading the Full Install option for the desired release from Download Central, or
- requesting a CD copy of the file from your McKesson STAR Navigator representative.

Network Administrator Installation

This section provides information about how to copy STAR Navigator installation files to a server so workstations can access the files on the server (instead of downloading them from Download Central or from a CD) and perform either a Local Installation or a Network Node Installation.

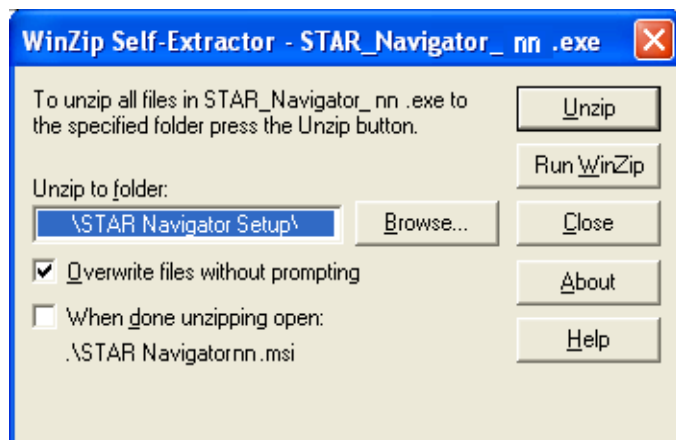
NOTE: Procedures about how to perform a Local Installation or a Network Node Installation are detailed in other sections of this chapter.

Based on your selections during the installation, the screens and input may vary slightly from the examples in this section. Verify the release number you are installing when the screens are displayed on your workstation during the install.

COPY THE SELF-EXTRACTING .EXE FILE TO THE SERVER

1. Obtain the STAR Navigator self-extracting .exe file by completing one of the following:
 - download the Full Install option for the desired release from Download Central
 - request a CD copy of the file from your McKesson STAR Navigator representative

2. Access and double-click the STAR_Navigator_nn.exe file (where *nn* is the STAR Navigator release number). The following screen is displayed:



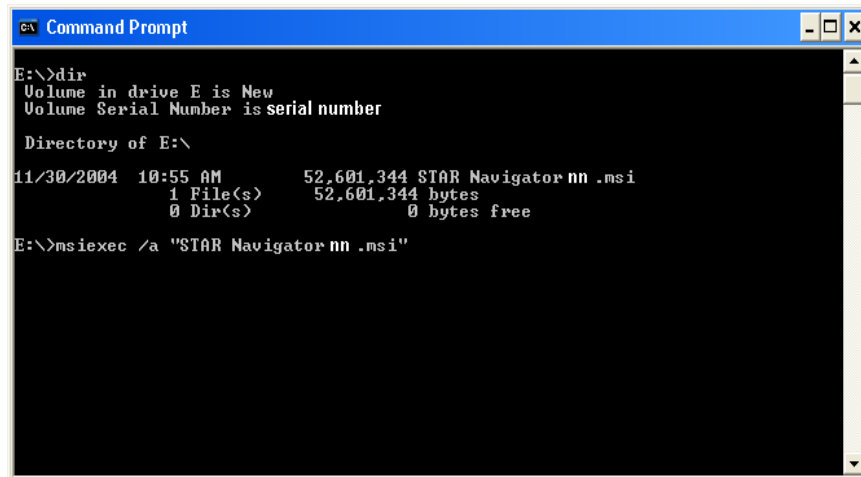
3. In the Unzip to folder: field, enter the location of the .msi file or click **Browse** and select the location.
4. Uncheck the box beside When done unzipping open: \STAR Navigatornn.msi. Click **Unzip**. The .msi file is extracted from the .exe file to the specified location.

LOAD THE STAR NAVIGATOR INSTALLATION FILES FROM THE UNZIPPED .MSI FILE

1. Open a command prompt window.
2. At the prompt, enter the msixec command, referencing the unzipped .msi file. For example:

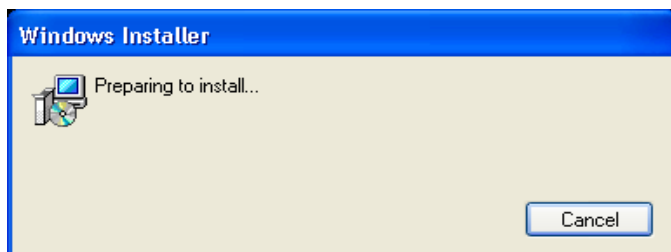
```
msiexec /a "STAR Navigator nn.msi"
```

where *nn* is the enterprise release number. The following is a sample screen:

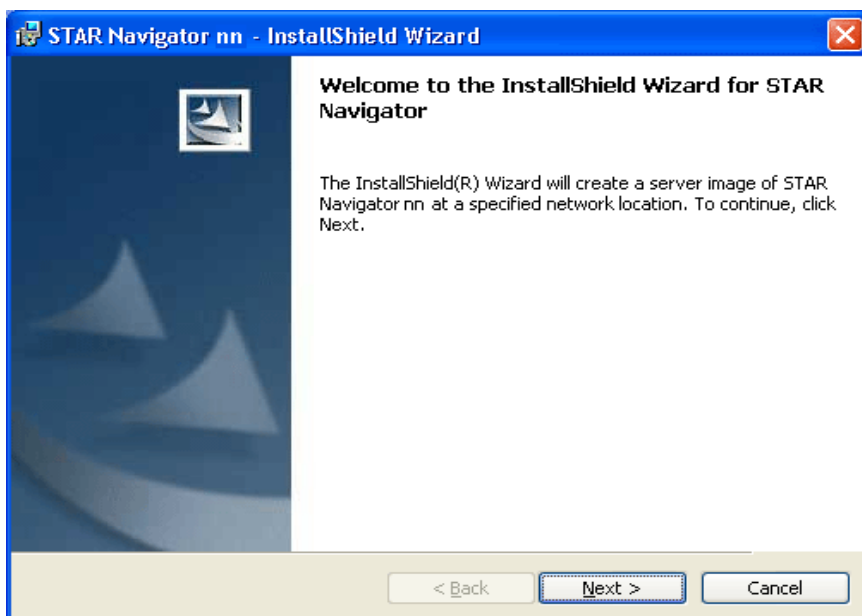


NOTE: A complete listing of command prompt parameters for the msixexec command is available at <http://support.microsoft.com/kb/314881>. If that URL is out of service, access <http://www.microsoft.com> and search on "msiexec command line parameters."

When you enter the appropriate msiexec command and press ENTER, the following screen is displayed:

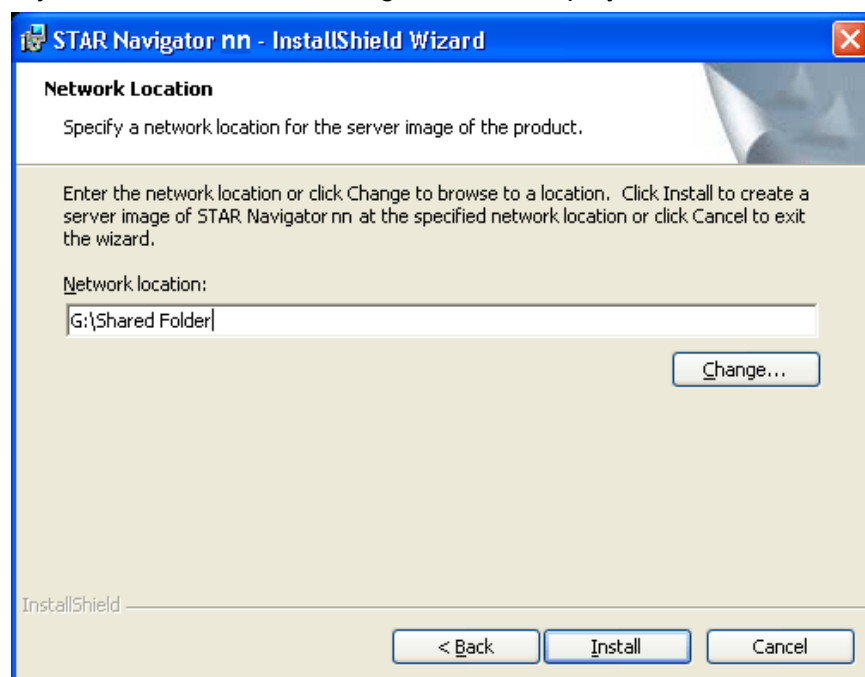


When the installer program loads, the following screen is displayed:

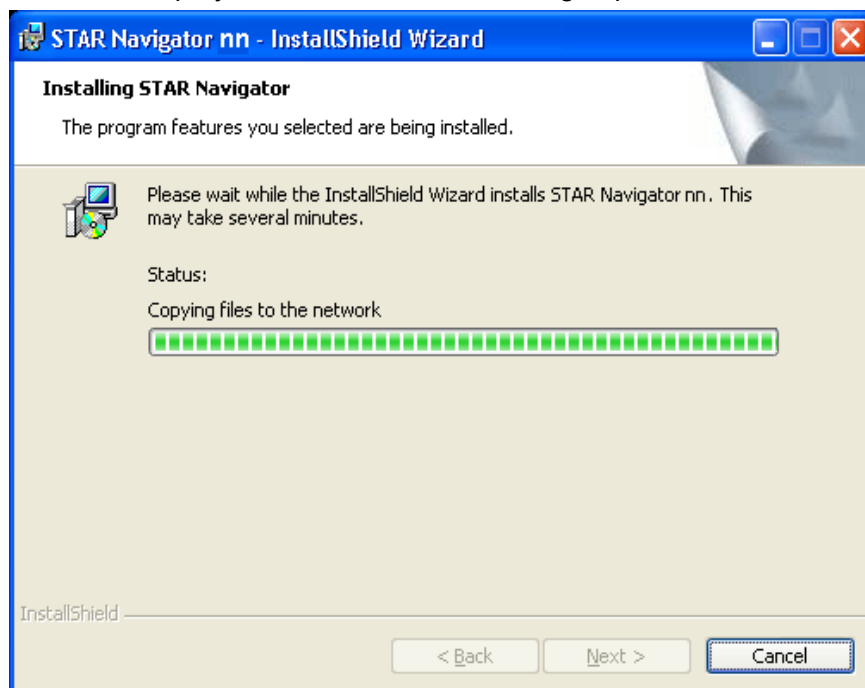


3. Click **Next** to proceed or **Cancel** to exit without installing STAR Navigator.

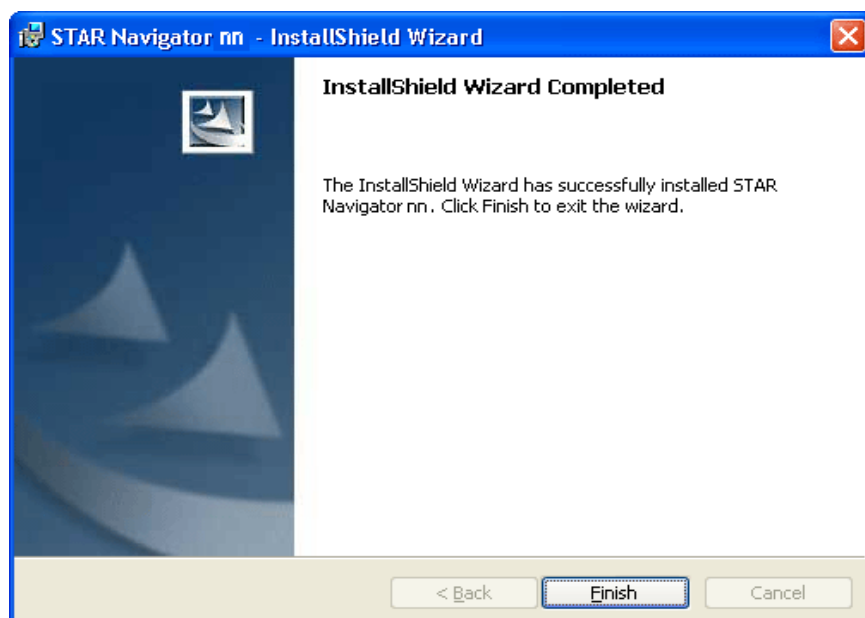
If you click Next, the following screen is displayed:



4. Click **Change** to select a different Network location, if desired. After you select the appropriate network location, click **Install**. You can also click **Back** to return to the previous screen or **Cancel** to exit the installation. If you click Install, the following screen is displayed while the files are being copied:



5. Do not enter any information or press any keys while the files are copying. You can click **Cancel** to exit the installation. When all of the files are copied and the installation is complete, the following screen is displayed:



6. Click **Finish** to complete the installation.

PERFORM AN UNATTENDED NETWORK ADMINISTRATOR INSTALLATION

To perform an unattended Network Administrator installation, you can execute the `msiexec` command at a command prompt to a mapped/shared drive. For example:

```
c:\>msiexec /a"e:\STAR Navigator nn.msi" /qn TARGETDIR="g:\Shared Folder"
```

where:

- `e:\STAR Navigator nn.msi` - references the STAR Navigator installation files either downloaded or received on CD-ROM
- `nn` - is the enterprise release number
- `g:\Shared Folder` - is the specified destination folder.

Local Installation

This section provides information about how to install a single version of STAR Navigator to your workstation. If you choose to perform this type of install, all of the STAR Navigator files are loaded on your workstation. You access STAR Navigator on the workstation and the workstation performs all STAR Navigator processes.

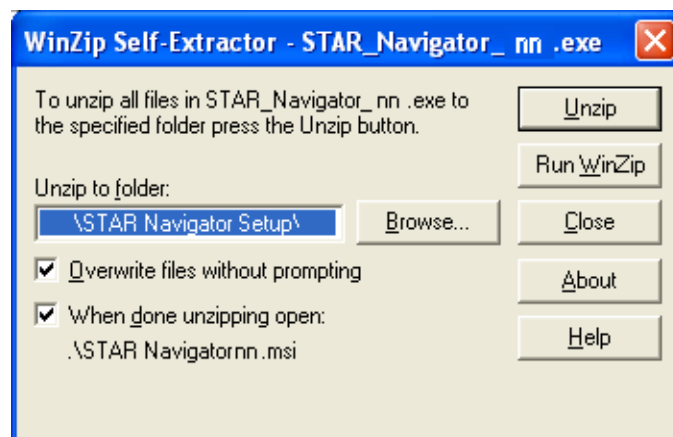
Based on your selections during the installation, the screens and input may vary slightly from the examples in this section. Verify the release number you are installing when the screens are displayed on your workstation during the install.

NOTE: You must have Local Administrator rights to perform this type of installation. If you are installing under the Windows Vista operating system, depending on the workstation settings, a UAC prompt may be displayed where you must provide credentials to elevate to an administrator in order to complete the installation. Contact your organization's system administrator if you do not have those rights/credentials.

INSTALL FROM THE SELF-EXTRACTING .EXE FILE

If you are responsible for obtaining the self-extracting .exe source installation file for STAR Navigator:

1. Obtain the STAR Navigator self-extracting .exe file by completing one of the following:
 - download the Full Install option for the desired release from Download Central
 - request a CD copy of the file from your McKesson STAR Navigator representative
 - access the file from the server if your organization utilizes the option for [“Network Administrator Installation” on page 2-5](#)
2. Access and double-click the STAR_Navigator_nn.exe file (where nn is the STAR Navigator release number). The following screen is displayed:



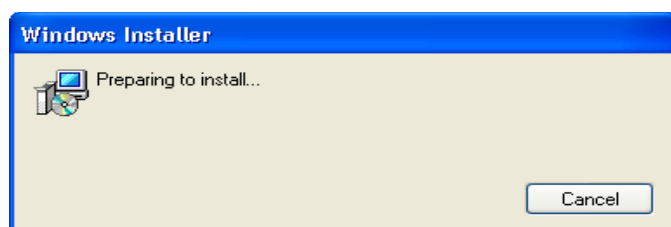
3. In the Unzip to folder: field, enter the location of the .msi file or click **Browse** and select the location.
4. Click **Unzip**. The .msi file is extracted from the .exe file and the Microsoft Windows Installer program is launched.

5. To complete the installation, complete the steps in “Install from the Unzipped .msi File” on page 2-11.

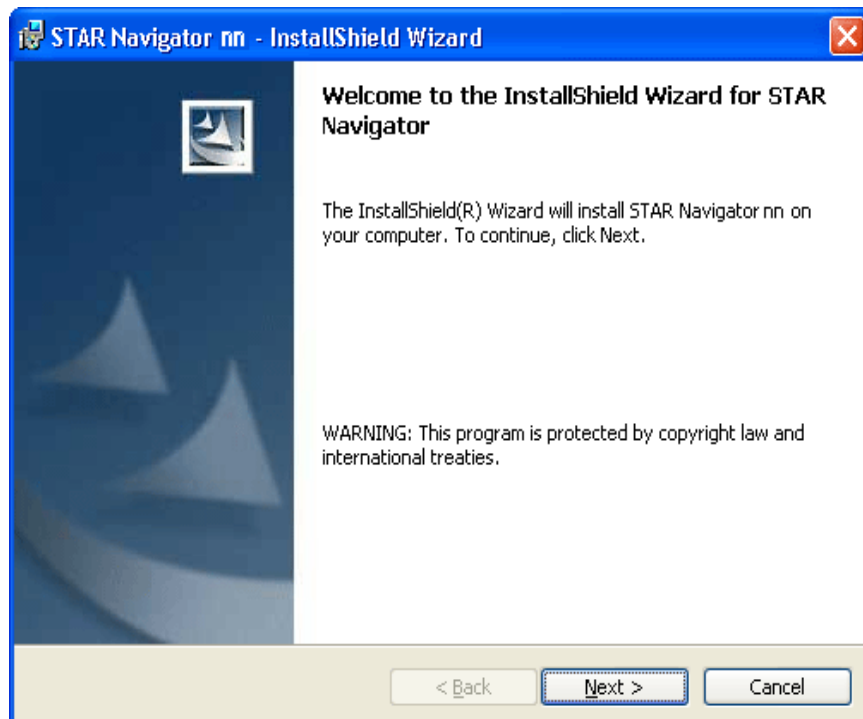
INSTALL FROM THE UNZIPPED .MSI FILE

1. Launch the STAR Navigator *nn* .msi file (where *nn* is the enterprise release number) by:
 - unzipping the .exe file (per the procedure in “Install from the Self-Extracting .exe File” on page 2-10), or
 - double-clicking the STAR Navigator *nn* .msi file.

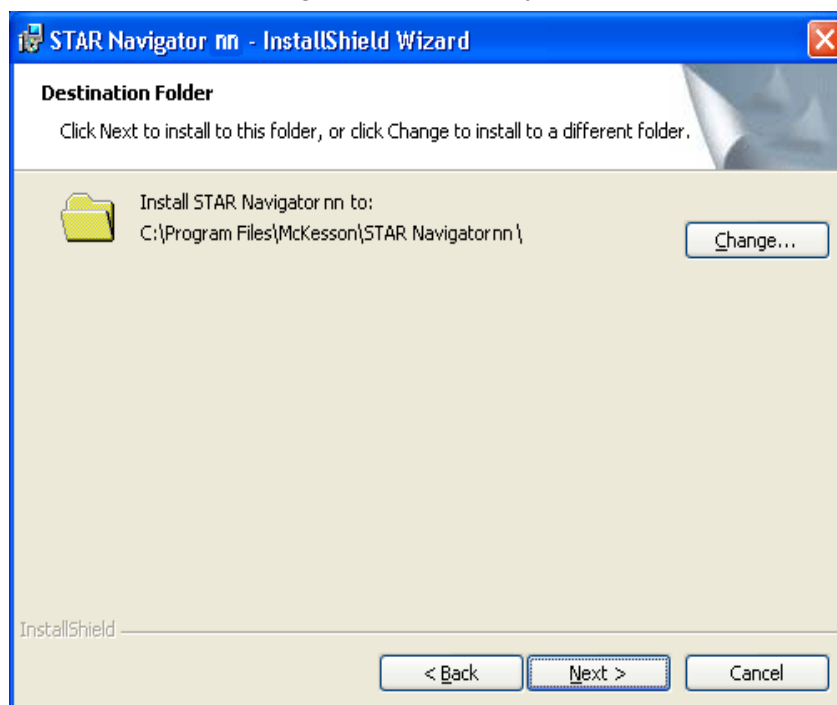
The following screen is displayed:



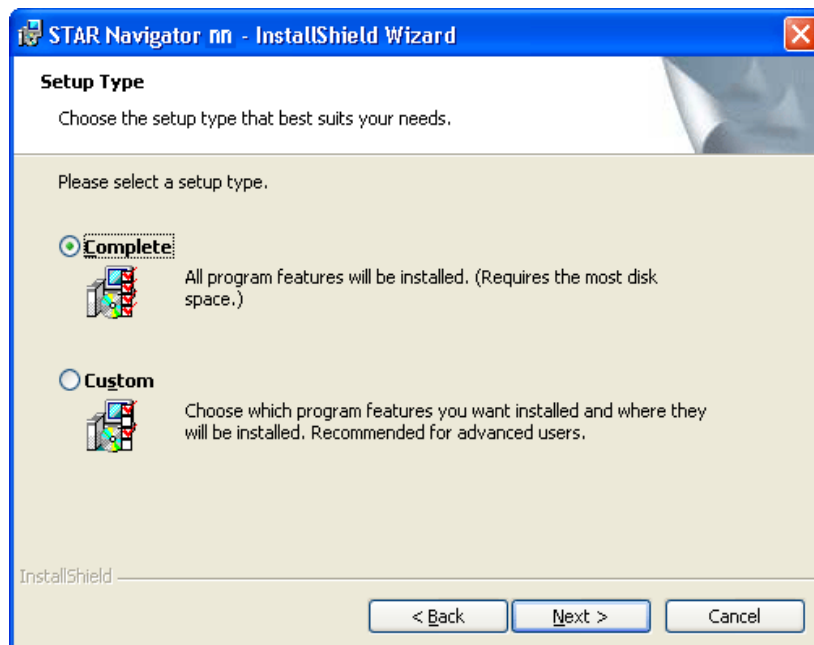
2. When the installer program loads, the following screen is displayed:



- Click **Next** to proceed or **Cancel** to exit without installing STAR Navigator. If you click Next, the following screen is displayed:

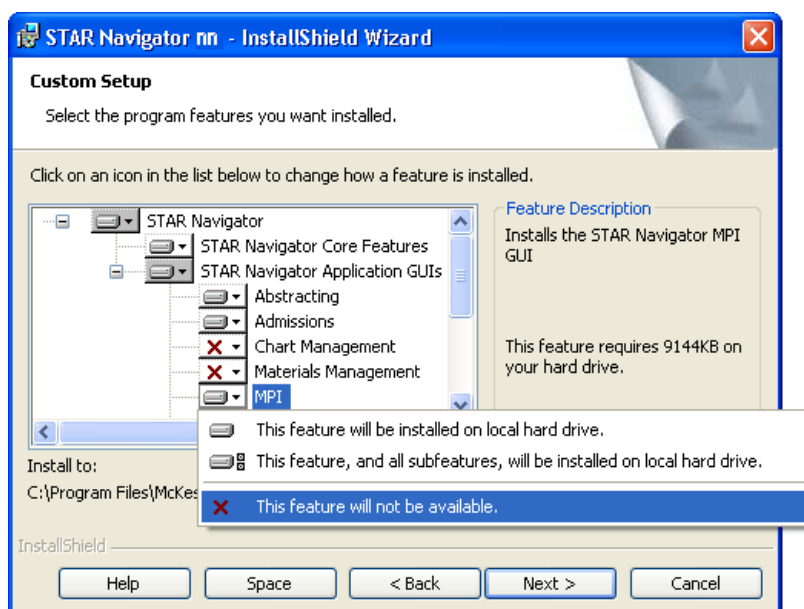


- Click **Change** to select a different Destination Folder, if desired. After you select the appropriate destination folder, click **Next**. You can also click **Back** to return to the previous screen or **Cancel** to exit the installation. If you click Next, the following screen is displayed:



5. If you want to install:

- all STAR Navigator components, select **Complete** and click **Next**. You can also click **Back** to return to the previous screen or **Cancel** to exit the installation. If you select the Complete setup type and click Next, skip to step 6 of this procedure to complete the installation.
- certain STAR Navigator components, select **Custom** and click **Next**. You can also click **Back** to return to the previous screen or **Cancel** to exit the installation. If you select the Custom setup type and click Next, the following screen is displayed:



By default, all options are pre-selected for installation. Since this is a Local Installation, you must install the STAR Navigator Core Features.

NOTE: Do not select any installation options that reference running from the network. To run STAR Navigator from the network, you must run the [“Network Node Installation \(Windows XP only\)”](#) on page 2-16.

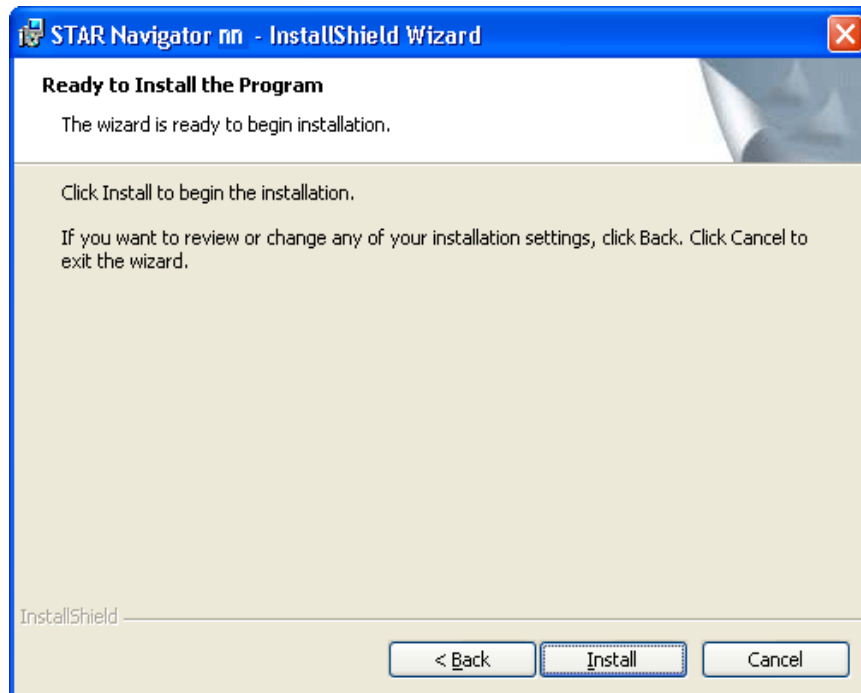
To deselect an option, click and expand the STAR Navigator Application GUIs branch where the option resides. Click the option you do not want to install and select **This feature will not be available**.

To review disk space requirements, click **Space**. If disk space is an issue, you can click **Change** to change the current destination folder.

You can also click **Help** for Custom Setup Tips, click **Back** to return to the previous screen or **Cancel** to exit the installation.

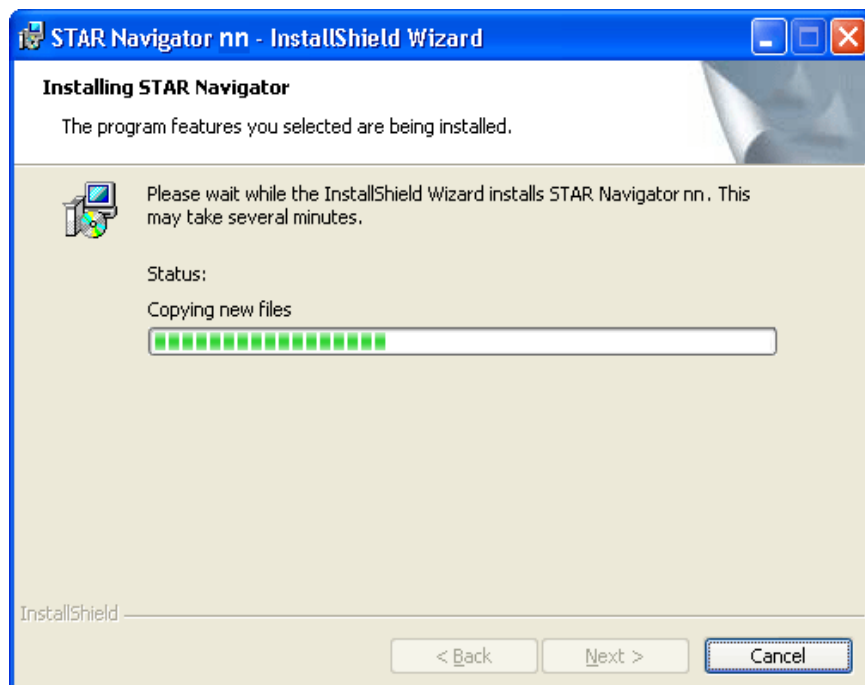
After you select all desired options, click **Next**. Proceed to step 6 of this procedure to complete the installation.

6. After you select the desired setup type and click **Next** (in step 5), the following screen is displayed:



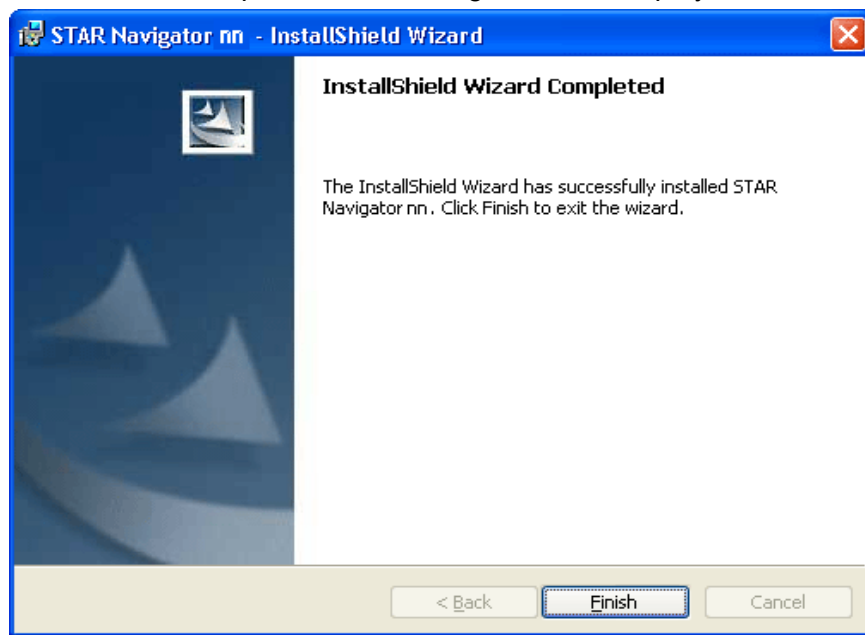
7. Click **Install** to proceed. You can also click **Back** to return to the previous screen or **Cancel** to exit the installation.

If you click Install, the following screen is displayed while the files are being copied:



NOTE: If you are installing on the Windows Vista operating system, depending on your system settings, a UAC prompt may be displayed to complete the installation.

8. Do not enter any information or press any keys while the files are copying. You can click **Cancel** to exit the installation. When all of the files are copied and the installation is complete, the following screen is displayed:



9. Click **Finish** to complete the installation.
10. Test the parameter setup and installation by completing the procedures in [“Testing the Workstation Setup” on page 2-22](#).

PERFORM AN UNATTENDED LOCAL INSTALLATION

To perform an unattended Local Navigator installation, you can execute the `msiexec` command at a command prompt to a specified destination folder. For example:

```
c:\>msiexec /i "e:\STAR Navigator nn.msi" /qn ADDLOCAL=ALL ALLUSERS=1  
INSTALLDIR="c:\My Install Location"
```

where:

- `e:\STAR Navigator nn.msi` - references the STAR Navigator installation files either downloaded, received on CD-ROM, or installation files on the server
- `nn` - is the enterprise release number
- `c:\My Install Location` - is the specified destination folder.

You can install different features by changing the `ADDLOCAL` statement (for example, `ADDLOCAL=<Feature1>,<Feature2>,<Feature3>,...`). You can select the appropriate features listed on the Feature table of the STAR Navigator .msi file. To access the Feature table, you must use the ORCA utility (installed as part of the Microsoft Platform Software Development Kit (SDK)). For information about the Microsoft Platform SDK, access www.microsoft.com.

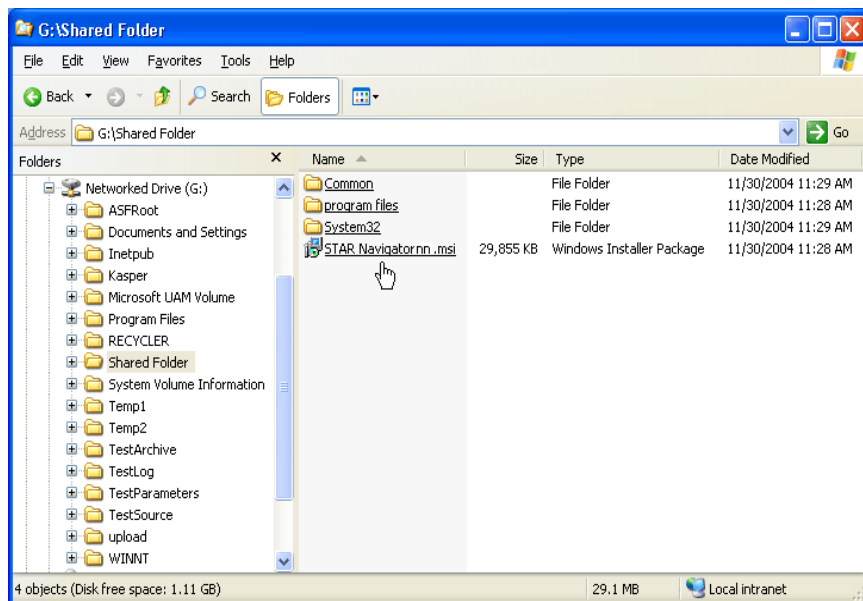
Network Node Installation (Windows XP only)

This section provides information about how to install a single version of STAR Navigator to your workstation. If you choose to perform this type of installation, the workstation reads the executables that reside on the server and then the workstation performs the STAR Navigator processes. This type of installation is supported only under the Windows XP operating system.

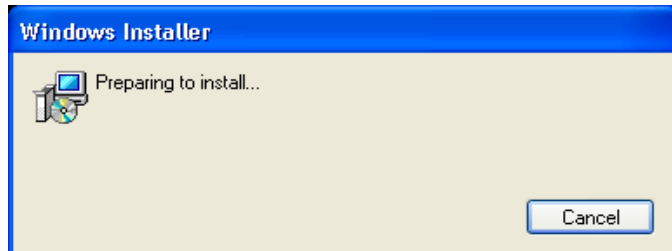
Based on your selections during the installation, the screens and input may vary slightly from the examples in this section. Verify the release number you are installing when the screens are displayed on your workstation during the install.

INSTALL FROM THE UNZIPPED .MSI FILE ON THE SERVER

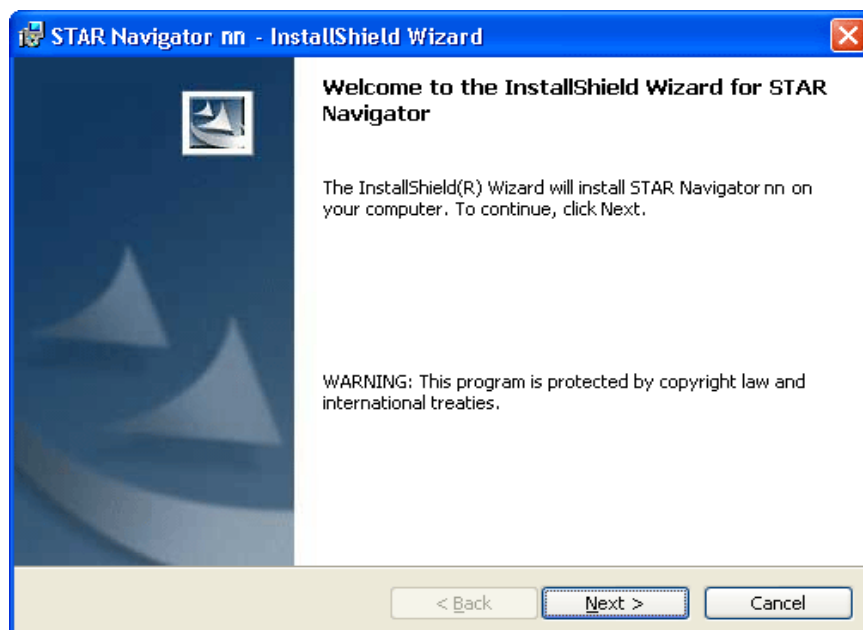
1. Access the STAR Navigator *nn* .msi file (where *nn* is the enterprise release number) on the mapped/shared drive of the server. The following screen is an example:



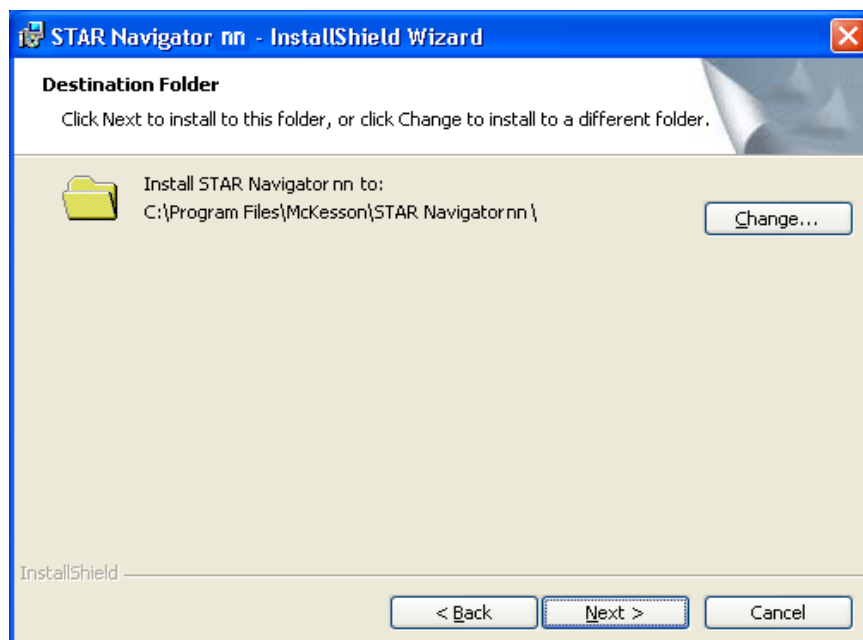
2. Double-click the STAR Navigator *nn* .msi file. The following screen is displayed:



3. When the installer program loads, the following screen is displayed:

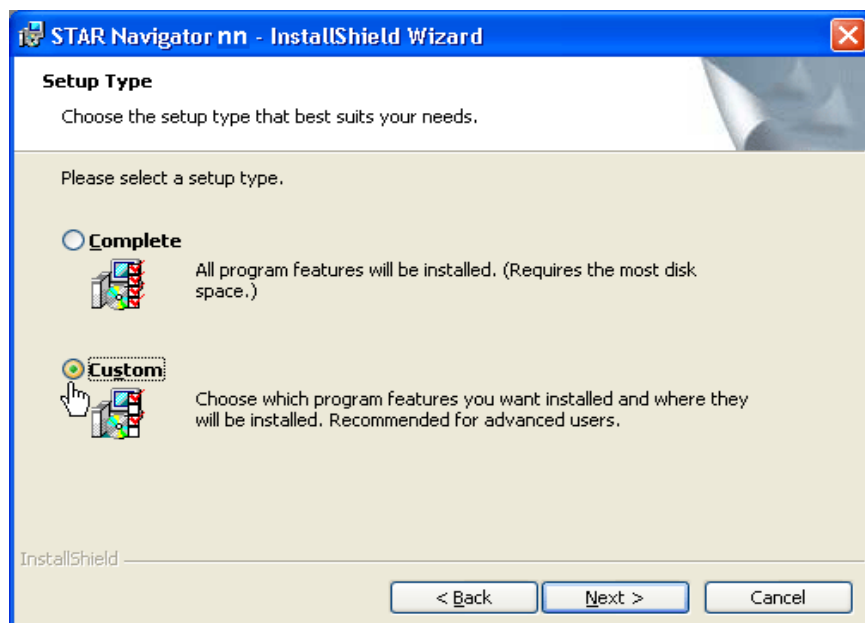


4. Click **Next** to proceed or **Cancel** to exit without installing STAR Navigator. If you click Next, the following screen is displayed:

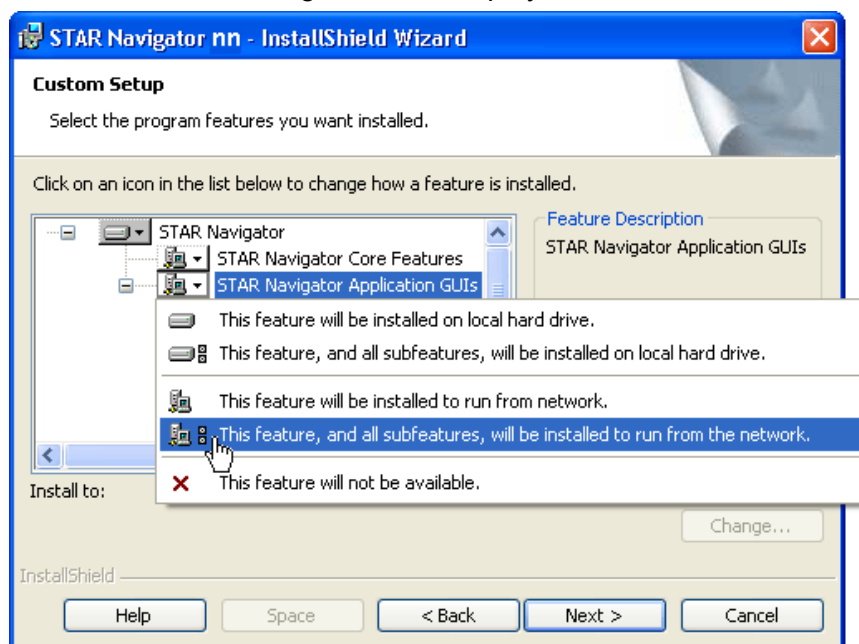


5. Click **Change** to select a different Destination Folder, if desired. After you select the appropriate destination folder, click **Next**. You can also click **Back** to return to the previous screen or **Cancel** to exit the installation.

If you click Next, the following screen is displayed:

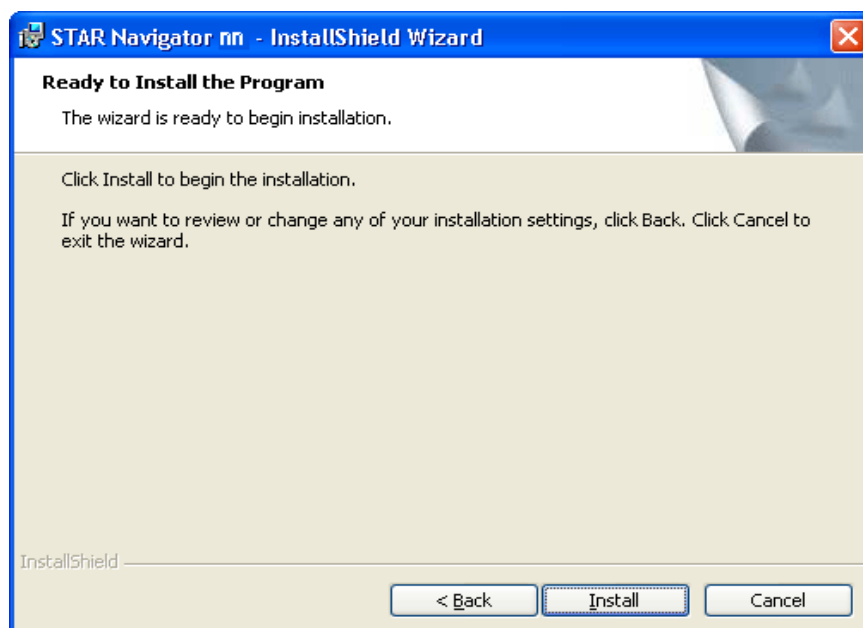


6. Select **Custom** and click **Next**. You can also click **Back** to return to the previous screen or **Cancel** to exit the installation. If you select the Custom setup type and click Next, the following screen is displayed:

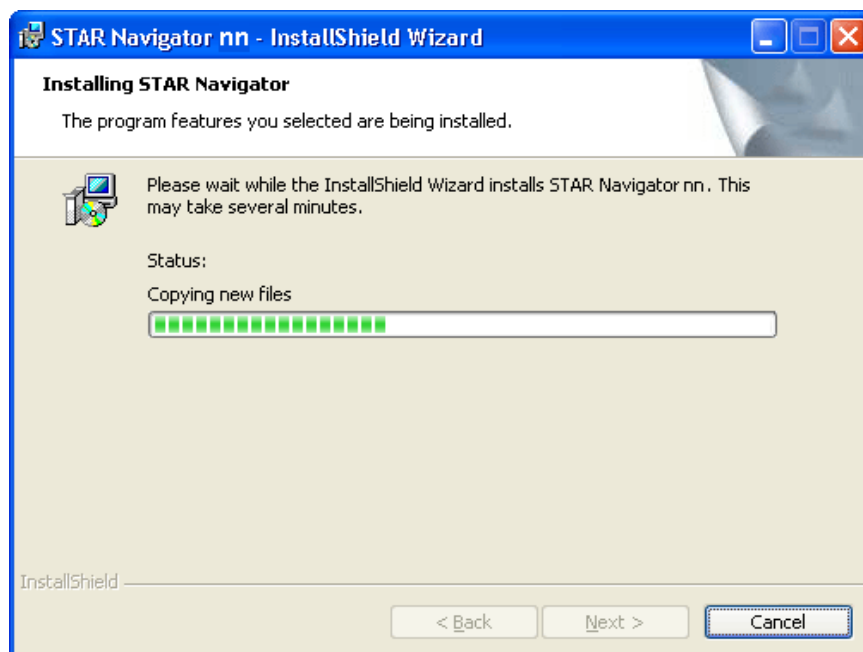


7. You must select **This feature, and all subfeatures, will be installed to run from the network** under both the STAR Navigator Core Features and STAR Navigator Application GUIs. Click **Next**. You can also click **Help** for Custom Setup Tips, click **Back** to return to the previous screen or **Cancel** to exit the installation.

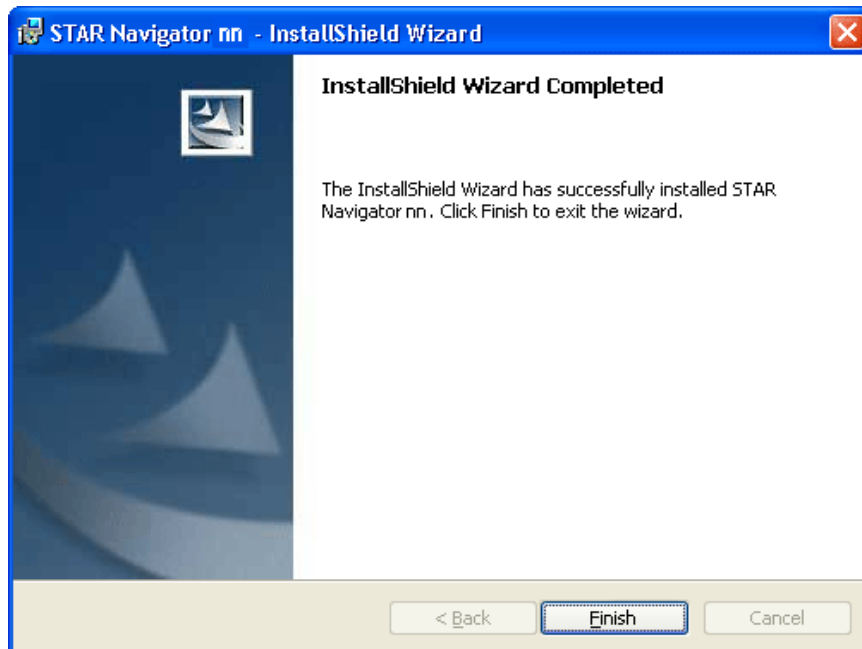
If you click Next, the following screen is displayed:



8. Click **Install** to proceed. You can also click **Back** to return to the previous screen or **Cancel** to exit the installation. If you click Install, the following screen is displayed while the files are being copied:



9. Do not enter any information or press any keys while the files are copying. You can click **Cancel** to exit the installation. When all of the files are copied and the installation is complete, the following screen is displayed:



10. Click **Finish** to complete the installation.
11. Test the parameter setup and installation by completing the procedures in ["Testing the Workstation Setup"](#) on page 2-22.

PERFORM AN UNATTENDED NETWORK NODE INSTALLATION

To perform an unattended Network Node installation, you can execute the `msiexec` command at a command prompt to a specified destination folder. For example:

```
c:\>msiexec /i "g:\Shared Folder\STAR Navigator nn.msi" /qn ADDSOURCE=ALL
```

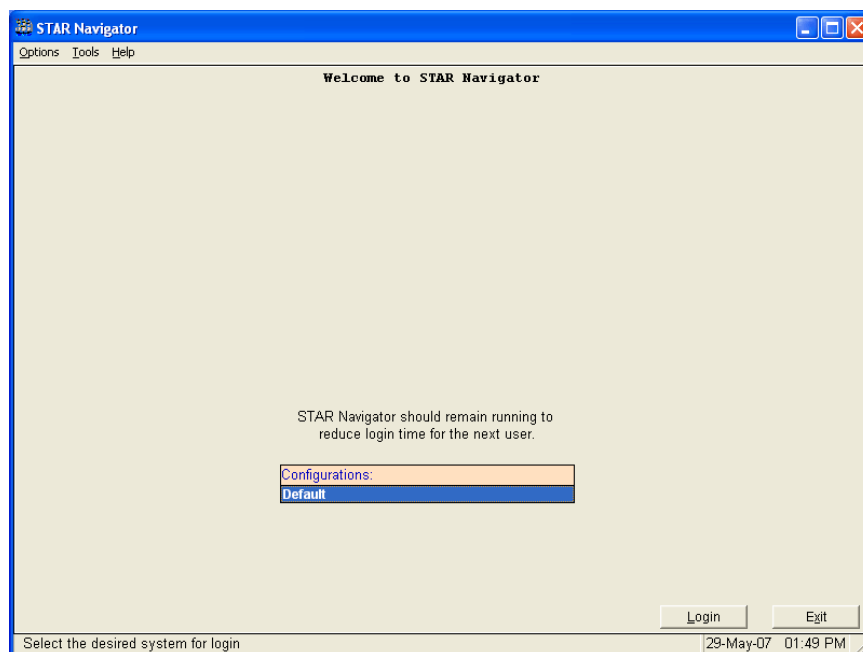
where:

- `g:\Shared Folder\STAR Navigator nn.msi` - references the STAR Navigator installation files on the server
- `nn` - is the enterprise release number.

Testing the Workstation Setup

If you have performed a Local Installation or Network Node Installation, McKesson recommends you test the setup to ensure all elements of the host setup and installation were successful.

1. Launch STAR Navigator by clicking on the Navigator icon. The following screen is displayed:



2. Make sure the connection to the host is working properly, and then choose the desired configuration and click on the correct icon.

NOTE: You can bypass this step by including the default configuration name in the command line of the executable.

3. Sign on to the host using your login to ensure the host configuration is correct. Consider the following questions when viewing your configuration:
 - Is the correct view displayed?
 - Are you getting the proper information when you sign on?
 - If the patient list displays, are the correct patients on it?
 - Can you select a patient from the patient list or from the MPI?
4. Test the print setup by printing anything from the system (for example, the patient list).

- Does the hard copy print?
- Does it print in the right location?

TEST INSTALL - LOAD AND RUN CONCURRENT MULTIPLE VERSIONS OF STAR NAVIGATOR ON THE WORKSTATION

Test Install allows you to install more than one version of STAR Navigator on the workstation at a time. The application software included for this install is identical to the Full Install. However, Patch Updates and Automatic Update are not available for the Test Install option.

Chapter 3 - STAR NAVIGATOR AUTOMATIC UPDATE

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INTRODUCTION

This chapter provides information about how to configure parameters and implement the processes that allow you to automatically update versions of STAR Navigator on certain workstations. Automatic Update saves time and resources because applicable hospital personnel do not have to update each workstation individually.

The Automatic Update function is optional and must be purchased separately. To activate this functionality, contact your McKesson account representative. After your organization purchases Automatic Update and initial setup prerequisites have been configured, you obtain Automatic Update Patch packages from Download Central for each interim release and place them on one or multiple servers in your organization. A workstation that has been installed with the procedures described in [“Local Installation” on page 2-9](#) detects, automatically pulls down and installs the latest version of STAR Navigator.

This chapter contains three major sections:

- [“IMPLEMENTATION INFORMATION” on page 3-4](#)
- [“AUTOMATIC UPDATE PROCESSING ON THE WORKSTATION” on page 3-15](#)
- [“TROUBLESHOOTING INFORMATION” on page 3-24](#)

IMPLEMENTATION INFORMATION

This section contains information about how to configure and implement Automatic Update. In addition, procedures for implementing patches as well as summary checklists are provided. The following topics are covered:

- “Implementation Procedures” on page 3-4
- “Loading Automatic Update Patch Files to the Server” on page 3-5
- “Configuring Automatic Update” on page 3-7
- “Quick Reference Checklists” on page 3-13

Implementation Procedures

To enable your organization to use Automatic Update, you must complete the following:

1. Contact your McKesson account representative to purchase Automatic Update functionality.
2. Load STI M21225 to the appropriate environment on your system if you are running STAR Enterprise Release 9.0 or 10.0. If you are running STAR Enterprise Release 11.0 and later, the functionality is included, so you do not have to load STI M21225.
3. Contact McKesson to activate the Automatic Update feature. Contact information is provided in the STI.
4. For each workstation performing Automatic Update, ensure that:
 - the operating system is Windows XP or later.
 - STAR Navigator was installed using the **Local Installation** option of the Full Install. You can perform the installation manually (requires Local Administrator rights), or you can use a third-party package for mass installation.
 - the .msi file used for the Local Installation is either resident on the workstation or is accessible via a shared network location on the server.
 - after the Local Installation is complete, a user has logged into a STAR Navigator View at least once on the workstation. This action loads information so the workstation can access the server to perform Automatic Update.

NOTE: Automatic Update is not available for workstations installed using the Network Node installation of a Full Install, Citrix servers or any workstations installed using Test Install procedures. For more information about installation types, see “**Chapter 2 - INSTALLING STAR**”

NAVIGATOR ON THE WORKSTATION”.

5. Identify the Web or network file servers in your organization on which the latest version of update files are to reside. Network shares are recommended where possible because they offer slightly more efficient and dependable access.
6. Obtain the latest STAR Navigator update files from Download Central and copy them to the designated shared network location on each server. This process is detailed in [“Loading Automatic Update Patch Files to the Server” on page 3-5](#).

NOTE: For Automatic Update operations, minimal server resources are required and there is typically little impact to network traffic or system performance.

7. Configure Automatic Update parameters in the:
 - the STAR Navigator Automatic Update Settings utility. You are required to specify the servers on which the update files reside. (You would configure this information only once, and only prior to implementation, unless different servers are identified later.) In addition, this option allows you to enable/disable Automatic Update for all workstations as appropriate. Workstations use this information to automatically check to see if an update is necessary, and to download the update files. This process is detailed in [“Configuring Standard Star Navigator Automatic Update Settings” on page 3-7](#).
 - the snupdate.dat file. This file is included in the Automatic Update Patch pack for each update release. Do not modify the parameter settings in this file unless you need more advanced functionality. This process is detailed in [“Configuring Customized STAR Navigator Automatic Update Settings” on page 3-10](#).
8. Test Automatic Update on sample workstations. Instructions for testing are detailed in step 8 of the [“Initial Rollout Checklist” on page 3-13](#).

After you have completed steps 1-8, you can disable Automatic Update for all workstations until the first update is ready to be performed, but you are not required to do so.

NOTE: For a summarized checklist of these steps, see [“Initial Rollout Checklist” on page 3-13](#).

Loading Automatic Update Patch Files to the Server

This section provides information about how to obtain and copy the latest STAR Navigator Automatic Update Patch files to the server that workstations access to perform Automatic Update.

NOTE: If you need to install a major (Enterprise Release) version of STAR Navigator (or if the update impacts Windows system-level files), the Automatic Update

function is not available. You must perform a Local Installation of the Full Install option for each workstation. For more information, see [“Chapter 2 - INSTALLING STAR NAVIGATOR ON THE WORKSTATION”](#).

To access and copy the Automatic Patch Update of the latest STAR Navigator files to the server:

1. Access Download Central and select the STAR Navigator release you want to copy.
2. The Automatic Update Patch files are bundled in a self-extracting zip file.

NOTE: Follow these guidelines when copying:

Do not change the name of any of the files (case-sensitive).

Replace the previous files with the new version.

If you are copying the files to a Web server, ensure the directory or folder on the server supports download of any files (not just html files).

Copy the files listed below to the server path designated in the STAR Navigator Automatic Settings utility.

- `snupdate.dat`

This file defines how Automatic Update functions for the current release (the release you are copying) from Download Central. Therefore, the file name does not include the release number.

- *current release* .msp

This file is the Microsoft Windows Installer patch package. For identification purposes, the file name includes the release number.

NOTE: When an Automatic Update Patch updates system-level files or the Windows Registry, or the operating system is Windows Vista, the Automatic Update functions always select the .msp patch file. If the operating system is Windows XP, the user logged in at the workstation must be a Local Administrator to perform this type of update.

- *current patch release* .zca

This is the zipped archive file that contains non-administrator user patch information. For identification purposes, the file name includes the release number.

NOTE: When an Automatic Update patch updates only STAR applications on a Window XP workstation, Automatic Update will select the .zca file if the user logged in at the workstation is not a Local Administrator. For Enterprise Release 13 and later, .zca patches can be used only on a Windows XP workstation.

NOTE: For a summarized checklist of these steps, see [“Checklist to Load New Automatic Patch Update to the Server”](#) on page 3-14.

Configuring Automatic Update

This section provides information about how to enable and configure Automatic Update for all users. To configure:

- standard settings, see [“Configuring Standard Star Navigator Automatic Update Settings”](#) on page 3-7.
- customized settings, see [“Configuring Customized STAR Navigator Automatic Update Settings”](#) on page 3-10.

CONFIGURING STANDARD STAR NAVIGATOR AUTOMATIC UPDATE SETTINGS

NOTE: You must enter settings in these parameters for Automatic Update to function correctly.

These settings are accessed by the workstation when you log in to STAR Navigator. Any changes to these parameters take effect when you log in to STAR Navigator after the changes are accepted.

To configure standard Automatic Update settings, access the User Preferences Input Options menu. A screen similar to the following is displayed:

```

General Hospital User Preferences Processor
                                Tue Jul 05, 2005 10:49 am
User Preferences Input Options

Option No.  Option
-----
      1      Menu and Mnemonic Functions
      2      Function Key Definition
      3      Menu Type Selection
      4      CRT Color Selection

      5      Windows Word Processing User Preferences
      6      Download Windows Word Processor Macros

      7      Information Windows Administration
      8      Information Windows Preference

      9      Select Alternate STAR Environment
     10      STAR ONLINE Support Access Administration

     11      STAR Navigator Automatic Update Settings
Enter option number--

```

Select **STAR Navigator Automatic Update Settings**. The following screen is displayed:

```

General Hospital Navigator Automatic Updates Processor
                                Tue Jul 05, 2005 10:52 am

( 1)Status           : Enabled
( 2)Primary Address  : http://servername/STAR Navigator Update
( 3)Secondary Address : http://backupservername/STAR Navigator Update
( 4)Last Edit By     : Smith,John
( 5)Last Edit Date   : 11/16/04 1042

Changes will take effect at the workstation with the next Navigator login

```

Field Explanations

1. STATUS (1-C-R)

This field is the initial setting to enable Automatic Update for your system. If you enable this function, all workstations configured correctly can update the STAR Navigator release automatically. When you access this field, the following prompt is displayed:

Enter STAR Navigator Automatic Updates (E)nabled or (D)isabled [D]--

Enter **E** to enable Automatic Update for your system. Enter **D** if you do not want to allow Automatic Update.

NOTE: If you initially set this field to E for enable and you need to disable Automatic Update later, use the UDisableALL parameter in the supdate.dat file instead of changing the setting of the Status field. For more information, see [“UDisableALL=1” on page 3-10](#).

If you do choose to change the Status field and enter D to disable Automatic Update after it has been previously enabled, users have to log off STAR Navigator and log back on for the new setting to take effect.

2. PRIMARY ADDRESS (55-AN-R)

This field defines the first server location workstations access to pull the latest STAR Navigator update. When you access this field, the following prompt is displayed:

Enter new primary UNC or URL address for STAR Navigator updates--

If you want to enter the UNC address (the server folder path), the entry format is:

\\primaryserver\STAR Navigator

where *primaryserver* is the server name.

If you want to enter a URL, the entry format is:

http://primaryserver/STAR Navigator

where *primaryserver* is the server name.

3. SECONDARY ADDRESS (55-AN-O)

This field defines the server location workstations access to pull the latest STAR Navigator update if the location defined in the Primary Address field is not available. When you access this field, the following prompt is displayed:

Enter secondary UNC or URL address for STAR Navigator updates--

If you want to enter the UNC address (the server folder path), the entry format is:

`\\backupserver\STAR Navigator`

where *backupserver* is the server name.

If you want to enter a URL, the entry format is:

`http://backupserver/STAR Navigator`

where *backupserver* is the server name.

4. LAST EDIT BY (DISPLAY ONLY)

This field contains the name of the employee who was signed on at the CRT last used to enter/edit the table entry. The system automatically fills this field with the employee's last and first name.

5. LAST EDIT DATE (DISPLAY ONLY)

This field contains the date and time at which the table entry was last edited. The system automatically fills the field with the appropriate date and time.

CONFIGURING CUSTOMIZED STAR NAVIGATOR AUTOMATIC UPDATE SETTINGS

NOTE: These settings are optional. You would change them only if you needed to customize Automatic Update functionality.

To customize settings, you would access the `snupdate.dat` file and enter settings based on the information in this section. If your system has more than one update server or update path, you need to edit the `snupdate.dat` file for each one.

Changes to some of these parameters take effect immediately. STAR Navigator does not have to be restarted after these changes are entered.

Certain key = value pair control parameters in `snupdate.dat` affect all users. Changes to those parameters take effect the next time Automatic Update is performed. If you accidentally edit any of the other release-specific entries in `snupdate.dat`, the update may malfunction.

UDisableALL=1

NOTE: McKesson recommends you use the setting of this field if you need to manage Automatic Update workstation access after the initial setting is entered in the Status field on the Navigator Automatic Updates Processor screen. For more information about initial setup, see [“1. STATUS \(1-C-R\)” on page 3-9](#).

If you set this parameter to 0 (zero), Automatic Update is enabled for all users. If you want to disable Automatic Update for all users, set this parameter to 1.

If you modify this setting, the change is reflected the next time users access the update server. (They do not have to log off STAR Navigator and log back on for the change to take effect.)

UReCheck=<whole hours between updates checks>

UReCheck determines the interval (number of hours) between each time the workstation checks to see if the version of STAR Navigator on the workstation needs to be updated to the latest version (update files residing on the server). This check is performed only when STAR Navigator is started and only once per STAR Navigator session.

The current workstation date/time is compared to the LastUpdateCheck time recorded in the workstation's StarAdmn.cfg file. For example, UReCheck=8 indicates that the workstation checks the version every eight hours (when STAR Navigator is started). If the current workstation date/time is eight or more hours after the LastUpdateCheck time, Automatic Update is initiated.

McKesson recommends setting this parameter to a minimum of once a day (UReCheck=24). It is not recommended that you set this to anything greater than once a week (UReCheck=168).

If you set UReCheck=0 (the default) or you leave it blank, STAR Navigator checks each time it is started.

UPrompt=<0 or 1>

UPrompt determines if you (the user) are given the option to decline an Automatic Update.

If you set this parameter to 1 and the STAR Navigator version on the workstation version is earlier than the version on the server, a prompt is displayed that allows you to decline running Automatic Update on the workstation.

If you set this parameter to 0 (zero) and the STAR Navigator version on the workstation version is earlier than the version on the server, no prompt is displayed, and Automatic Update is executed.

NOTE: Automatic Update functions slightly differently based on how you log into STAR Navigator. For more information, see [“User Rights Required for Automatic Update Under Windows XP”](#) on page 3-15.

UWebReqTmOut=<initial WEB server response timeout in seconds>

McKesson recommends that you do not alter the default setting of this parameter. This parameter is no longer used, but needs to be retained for compatibility reasons. While it may not have any effect in some environments, problems could arise if the setting is altered.

UZPatch=<0 or 1> [optional override entry]

If this parameter is set to 0 (zero), which is the default, or is not included, the STAR Navigator Automatic Update Patch uses the .msp file under Windows Vista or where a Windows XP user is a Local Administrator. If the XP workstation user is not a Local Administrator, Automatic Update selects the .zca file, if it is available with the current release.

If this parameter is set to 1, Automatic Update under Windows XP is forced to use the .zca file (the .msp file is not considered). However, McKesson recommends that you do not change the default setting of 0 (zero). For Enterprise Release 13 and later, this setting must be left at zero, unless all workstations are running Windows XP (not Windows Vista).

NOTE: For information about which file is used during Automatic Update, see [“AUTOMATIC UPDATE PROCESSING ON THE WORKSTATION” on page 3-15.](#)

UReEntry=<NAVX, or blank>

McKesson recommends you leave this parameter set to NAVX. This specifies that STAR Navigator restarts after an update has been processed (assuming the computer did not need to reboot).

If this parameter is set to blank (UReEntry=), it disables auto-restart of Navigator, which should be used only if all users always start STAR Navigator by logging in through WEM first, instead of selecting a session from Navigator's login screen.

Quick Reference Checklists

This section provides quick reference checklists for you to use when you implement Automatic Update initially and when you upload subsequent Automatic Update Patch information.

INITIAL ROLLOUT CHECKLIST

INITIAL ROLLOUT CHECKLIST		
Check when completed	Step	Action
	1	Contact your McKesson account representative to purchase Automatic Update.
	2	Contact McKesson support to activate the Automatic Update functionality on your system.
	3	Configure all workstations that are going to perform Automatic Update. For detailed instructions, see “Implementation Procedures” on page 3-4 .
	4	Identify and designate web or network shared locations on the servers your organization has designated to store the update files accessed by the workstation for Automatic Update.
	5	Download and copy the Automatic Update Patch to designated servers. For detailed instructions, see “Loading Automatic Update Patch Files to the Server” on page 3-5 .
	6	Configure Automatic Update settings. For detailed instructions, see “Configuring Automatic Update” on page 3-7 .
	7	<p>Complete the following tests on sample workstations:</p> <ol style="list-style-type: none"> Enable Automatic Update and log in to a STAR Navigator View on the sample workstations. Open the installed shortcut for SystemView.exe. The system information window is displayed. In the left column of the system information screen, there are three text windows. Either double-click the middle text window to "zoom" it, or use its scroll bar to move down until you see entries for StarAdmn.cfg Verify there are entries under StarAdmn.cfg that match your automatic update server and paths as listed for the Primary Address and Secondary Address fields in the STAR Navigator Automatic Update Settings Utility. If these entries do not match, or are not found, please contact STAR Support for assistance. Close the system information window and the control window (lower right of your screen) by clicking the window's "X" button at the top right.

CHECKLIST TO LOAD NEW AUTOMATIC PATCH UPDATE TO THE SERVER

CHECKLIST TO LOAD NEW AUTOMATIC PATCH UPDATES TO THE SERVER		
Check when completed	Step	Action
	1	Download the self-extracting Automatic Update Patch for the next release of STAR Navigator from Download Central and copy the files to the servers your organization has designated to store the update files accessed by the workstation for Automatic Update. For detailed instructions, see " Loading Automatic Update Patch Files to the Server " on page 3-5. Note: McKesson recommends that you complete this process during non-peak hours and after any pre-live testing cycles for this new release have been performed.
	2	Notify all users of participating workstations to log off and exit STAR Navigator, if necessary. Automatic Update processes the next time they log into STAR Navigator.

NOTE: If you need to install a major (Enterprise Release) version of STAR Navigator (or if the update impacts Windows system-level files), the Automatic Update function is not available. You must perform a Local Installation of the Full Install option for each workstation. For more information, see "[Chapter 2 - INSTALLING STAR NAVIGATOR ON THE WORKSTATION](#)".

AUTOMATIC UPDATE PROCESSING ON THE WORKSTATION

After you have completed the implementation and configuration steps for Automatic Update, workstations perform Automatic Update as described in this section.

User Rights Required for Automatic Update Under Windows XP

For Windows XP workstations you are required to have certain user rights to execute Automatic Update. This does not apply to Windows Vista workstations. The following table provides information about the type of update and the corresponding user rights that are required under XP:

If you are...	Then...
Installing an Enterprise Release version of STAR Navigator (a major *.0 release)	You must perform a Full Install - Local Administrator rights are required as part of the upgrade implementation. You cannot perform a .msp patch update or a .zca patch update to install a major release.
Updating a STAR Navigator release (where only STAR applications are being updated)	Automatic Update is performed whether or not Local Administrator rights have been granted. The appropriate patch type is automatically selected.
Updating a STAR Navigator (where system-level files and/or registry files are being updated)	Automatic Update is performed if Local Administrator rights have been granted. For the exception to this, see “UZPatch=<0 or 1> [optional override entry]” on page 3-12.

To run STAR Navigator, you must be a member of the Power Users (or equivalent) group (at a minimum).

Detailed Process Description of Automatic Update

INTRODUCTION

This section provides a detailed description of the Automatic Update process.

After McKesson has activated the tilde that allows your organization to use Automatic Update and the administrative site configuration is complete, the user of every workstation that is going to perform Automatic Update must log into a STAR Navigator view. This action downloads the update server information from STAR Navigator Automatic Update Settings and creates a configuration file on the workstation. Automatic Update is active the next time STAR Navigator is started on that workstation.

Automatic Update functions differently based on how you access STAR Navigator. The options are:

- “Automatic Update Process If You Access STAR Navigator Directly” on page 3-16
- “Automatic Update Process If You Access STAR Navigator from WEM” on page 3-19

AUTOMATIC UPDATE PROCESS IF YOU ACCESS STAR NAVIGATOR DIRECTLY

When you access STAR Navigator directly, Automatic Update begins processing before the login screen is displayed.

Automatic Update Version Check

Automatic Update verifies that the StarAdmn.cfg file and other Automatic Update files reside on the workstation. If the files are:

- not present, the STAR Navigator login screen is displayed.
- present, the last update date/time stamp in the StarAdmn.cfg file is compared to the current workstation date/time to determine if it is time for an update check. For more information, see “UReCheck=<whole hours between updates checks>” on page 3-11. If it is:
 - not time for an update check (not enough time has elapsed), the STAR Navigator login screen is displayed.
 - time for an update check, the following Automatic Update screen is displayed:



Automatic Update accesses the snupdate.dat file on the server defined in the Primary Address field in the STAR Navigator Automatic Update Settings

option. If that server is not available, the supdate.dat file defined in the Secondary Address field is accessed.

If the version of the supdate.dat file on the server is:

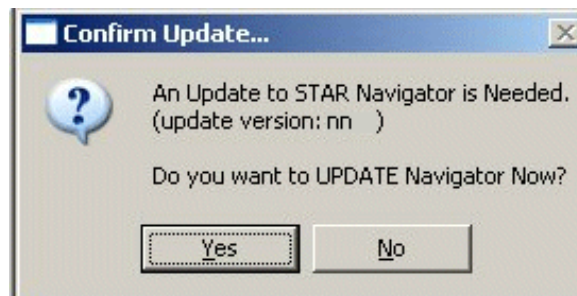
- the same (or earlier) as the version of the supdate.dat file on the workstation, the update check time stamp in the StarAdmn.cfg file is updated. The correct version of STAR Navigator is present, so the STAR Navigator login screen is displayed.
- later than the version of the supdate.dat file on the workstation, Automatic Update patch processing begins (see [“Automatic Update Patch Process” on page 3-17](#)).

Automatic Update Patch Process

If Automatic Update determines a patch update is necessary, the following process occurs:

1. This step is optional. The UPrompt parameter in the supdate.dat file defaults to no prompt. If you do not change the default, Automatic Update patch update begins at step 2 of this process (without user intervention).

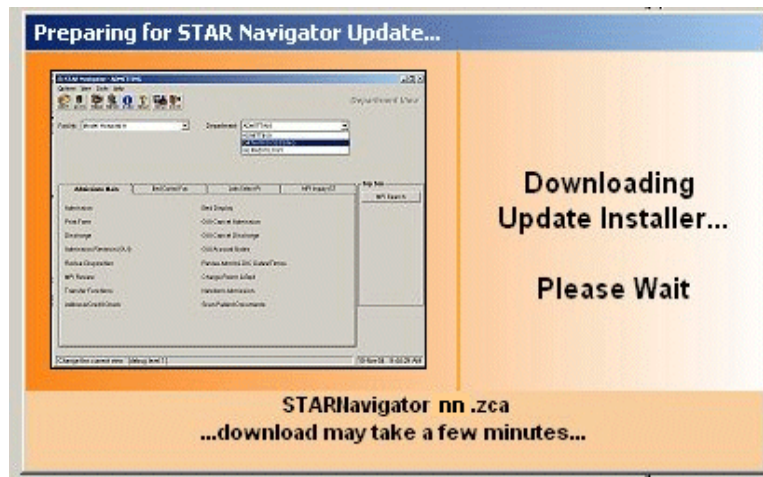
However, if you set the UPrompt parameter in the supdate.dat file to prompt all users, the following screen is displayed:



NOTE: For more information about UPrompt, see [“UPrompt=<0 or 1>” on page 3-11](#).

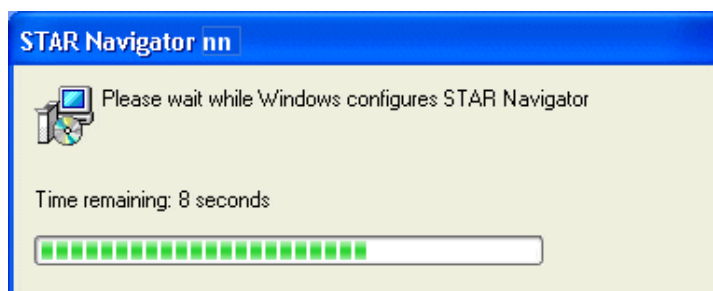
Click **Yes** to update STAR Navigator to the version *nn* (where *nn* is the latest version available). Click **No** to exit the update process without updating STAR Navigator.

2. When the update process begins, the following screen is displayed:

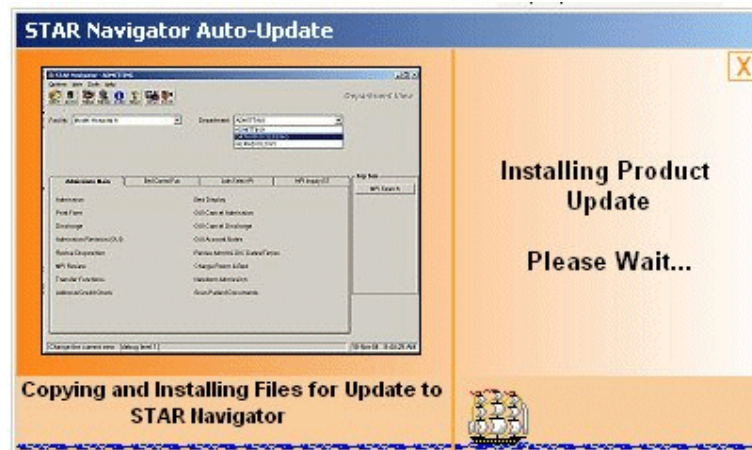


NOTE: If the workstation is running Windows Vista or the user is a Local Administrator under Windows XP, the patch file downloaded has an extension of .msp. For Windows XP workstations only, if the user is not a Local Administrator, the patch file downloaded has an extension of .zca.

3. When the file has downloaded successfully, STAR Navigator calls the UpdtBoot.exe program and then exits.
4. If UpdtBoot.exe:
 - is using settings in the snupdate.dat file and executes msixexec.exe, standard MSI/MSP process screens are displayed. A screen similar to the following is displayed:



- executes the .zca file, a screen similar to the following is displayed:



UpdtBoot.exe remains in memory during the update install and detects/records any errors, and then restarts STAR Navigator after the update is complete.

NOTE: Any errors that occur are displayed on the screen. Report any errors to your organization's system administrator.

- When the update is complete, the update check time stamp is updated in the StarAdmn.cfg file on the workstation and the STAR Navigator login screen is displayed.

AUTOMATIC UPDATE PROCESS IF YOU ACCESS STAR NAVIGATOR FROM WEM

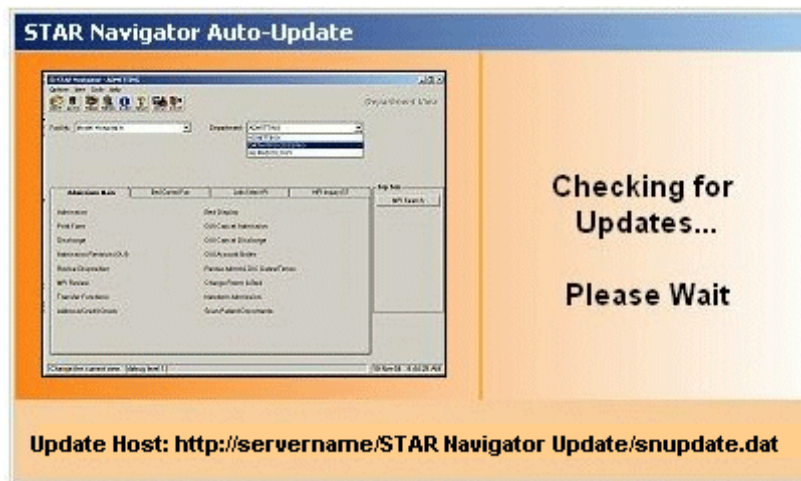
If you select a STAR Navigator session after you log into WEM, Automatic Update begins processing at that time.

Automatic Update Version Check

Automatic Update verifies that the StarAdmn.cfg file and other Automatic Update files reside on the workstation. If the files are:

- not present, the STAR Navigator view screen is displayed.
- present, the last update date/time stamp in the StarAdmn.cfg file is compared to the current workstation date/time to determine if it is time for an update check. For more information, see “UReCheck=<whole hours between updates checks>” on page 3-11. If it is:
 - not time for an update check (not enough time has elapsed), the STAR Navigator view screen is displayed.

- time for an update check, the following Automatic Update screen is displayed:



Automatic Update accesses the snupdate.dat file on the server defined in the Primary Address field in the STAR Navigator Automatic Update Settings option. If that server is not available, the snupdate.dat file defined in the Secondary Address field is accessed.

If the version of the snupdate.dat file on the server is:

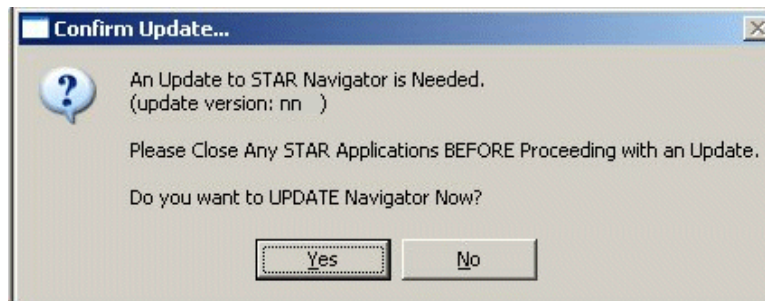
- the same (or earlier) as the version of the snupdate.dat file on the workstation, the update check time stamp in the StarAdmn.cfg file is updated. The correct version of STAR Navigator is present, so the STAR Navigator view screen is displayed.
- later than the version of the snupdate.dat file on the workstation, Automatic Update patch processing begins (see [“Automatic Update Patch Process”](#) on page 3-17).

Automatic Update Patch Process

If Automatic Update determines a patch update is necessary, the following process occurs:

1. This step is optional. The UPrompt parameter in the snupdate.dat file defaults to no prompt. If you do not change the default, Automatic Update patch update begins at step 2 of this process.

- If you set the UPrompt parameter in the snupdate.dat file to prompt all users, the following screen is displayed:



NOTE: For more information about UPrompt, see “UPrompt=<0 or 1>” on [page 3-11](#).

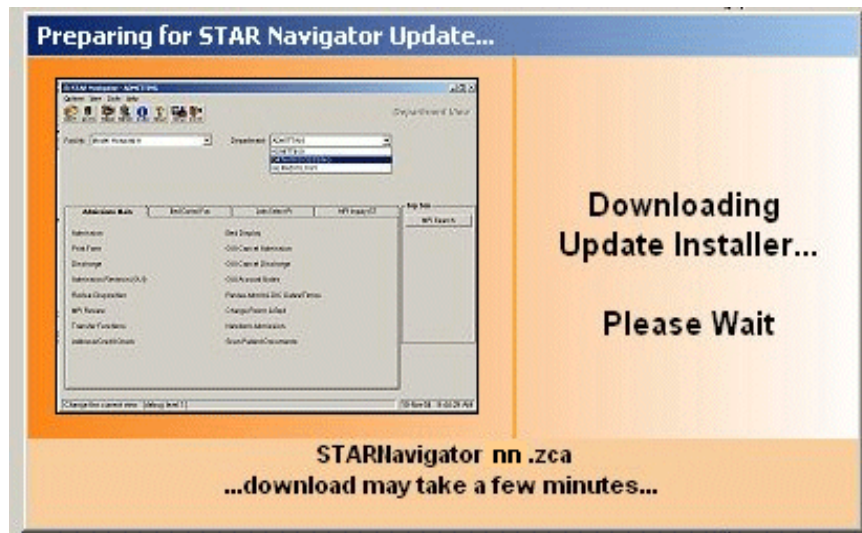
Close any open STAR applications and then click **Yes** to update STAR Navigator to the version nn (where nn is the latest version available). Click **No** to exit the update process without updating STAR Navigator.

- If you set the UPrompt parameter to the default (users are not prompted), the following screen is displayed:



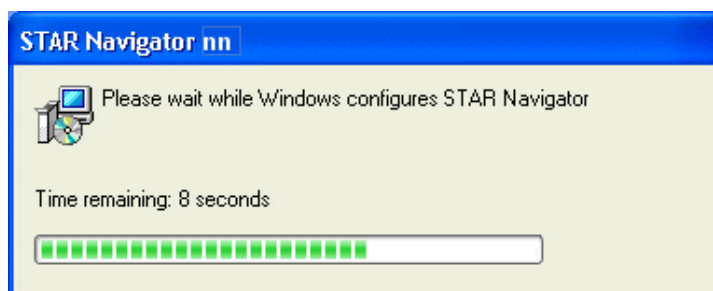
Close any open STAR applications and click **OK**. The system logs you off and Automatic Update proceeds.

2. When the update process begins, the following screen is displayed:

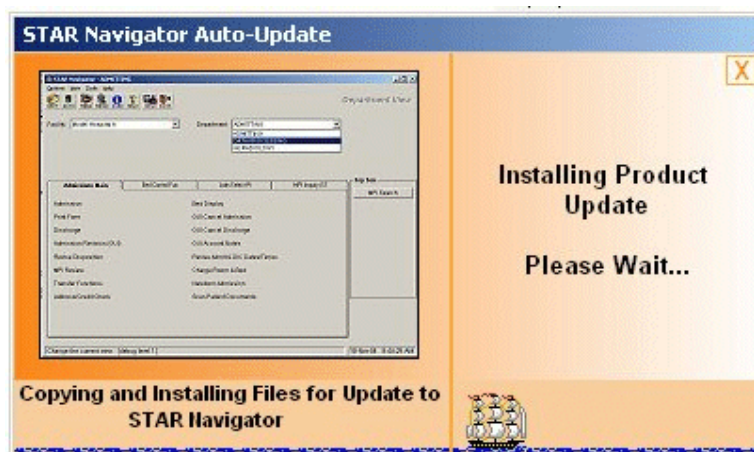


NOTE: If workstation is running Windows Vista or the user is a Local Administrator under Windows XP, the patch file downloaded has an extension of .msp. For Windows XP workstations only if the user is not a Local Administrator, the patch file downloaded has an extension of .zca."

3. When the file has downloaded successfully, you are logged off and STAR Navigator is closed. The Automatic Update calls the UpdtBoot.exe program and then exits.
4. If UpdtBoot.exe:
- is using settings in the snupdate.dat file and executes msixec.exe, standard MSI/MSP process screens are displayed. A screen similar to the following is displayed:



- executes the .zca file, a screen similar to the following is displayed:



UpdtBoot.exe remains in memory during the update install and detects/records any errors.

NOTE: Any errors that occur are displayed on the screen. Report any errors to your organization's system administrator.

5. When the update is complete, the update check time stamp is updated in the StarAdmn.cfg file on the workstation. You can now log into STAR Navigator.

TROUBLESHOOTING INFORMATION

This section contains information about errors that may occur during Automatic Update and how they are reported and logged. Errors or other non-successful update process messages are displayed on the screen. This list is not comprehensive, since numerous run-time, configuration or system events can occur.

If you receive an error message, contact your organization's system administrator with the following information:

- message number (if displayed)
- message text
- the point in the process where the error occurred

If the error occurs while Automatic Update is running, a plain error number, usually at a 9000 level (unless a Visual Basic runtime error is trapped), is displayed.

If the error is reported after control returns to STAR Navigator, the message is displayed in a message box with either of the following headings:

- Automatic Update Check Returned Incomplete (Code 99): <message>
- Automatic Update Check Returned with Code: <xx..>

General Message Categories

This section contains basic errors that occur based on workstation or update server setup.

INTERNAL PROGRAM ERRORS - CONTACT STAR SUPPORT AT MCKESSON

"objInfo" could not be created - internal error!"

9999: Aborted: Internal-Failed to Create Object of cUpdateCtrl

9002 : Aborted: Automatic Update is Only Available on Local Workstation Installations.

PROBLEMS WITH SITE SETUP OR CONFIGURATION FILES

9003: Aborted: Invalid Automatic Update Parameter Value(s).

9004: Aborted: Invalid Automatic Update Server Specification.

9005: No Update Server was Specified!"

9006: Update Check File sunupdate.dat Not Located.

9025: No Update URL was Specified!

Unknown update data check key: <update parameter key>"

SERVER ACCESS OR OTHER FILE ACCESS RELATED PROBLEMS

Site Setup, Permissions or Network Issues

9024: Too much time - Request Cancelled" (web server access timeout)
 9026 : Unable to Access: <intranet URL>

Not Found or File Access Errors on Web/Network Servers

"9027: Not Found - HTTP 404 error : <URL>
 (9027): Download failed to execute: " <download package>
 9027: Error on Download: " <error description>
 9027: File Download Problem: size = 0 bytes... (could not read file length, or bad file)
 9027 Error Validating Download: ...) (could not read file length)
 9027: Download Process Failed"
 9028: Update URL Page Not Found (HTTP 404): <other info>
 9029: Update URL Page Not Found or Invalid: <other info>

(network file access or download (copy) failures)
 9009 : <network path>" - Access Error #" <error number>
 9010 : <network path> " - File Access Failed" (could not read file length)
 9033 : " <Package Path> ...unable to access package message

ERROR OR CANCEL OCCURRED DURING THE INSTALL/UPDATE

When STAR Navigator is restarted, the following message is displayed:

The last UPDATE Did Not Complete Successfully - Please Contact a Supervisor or Support, and report the following message: <The message generated>

where <The message generated> can include the following:

- messages about Anomalous Termination of msixec.exe (the Microsoft Windows Installer runtime process). These messages are captured by UpdtBoot.exe and reported the next time STAR Navigator is started.
- messages similar to the standard messages documented by Microsoft for process termination codes set by msixec.exe. For more information, see Microsoft Installation documentation. Examples are:

```
ERROR_PRODUCT_VERSION : "Another version of this product is already installed.
Installation of this version cannot continue."
ERROR_INSTALL_USEREXIT : "The User Cancelled Installation."
ERROR_INSTALL_FAILURE : "A fatal error occurred during installation."
ERROR_INSTALL_SUSPEND : "Installation suspended, incomplete."
ERROR_UNKNOWN_PRODUCT : "Unknown Product (product must currently be
installed)."
ERROR_INVALID_COMMAND_LINE : "Invalid command line argument."
```

ERROR_PATCH_PACKAGE_UNSUPPORTED :

ERROR_INSTALL_PACKAGE_VERSION : "This installation package requires a newer version of the Windows Installer service."

ERROR_PRODUCT_UNINSTALLED : "Product is uninstalled."

ERROR_INSTALL_ALREADY_RUNNING : "Another installation is already in progress. Complete that installation first."

ERROR_INSTALL_PACKAGE_OPEN_FAILED :

ERROR_INSTALL_PACKAGE_INVALID : "This installation package could not be opened."

ERROR_PATCH_PACKAGE_OPEN_FAILED :

ERROR_PATCH_PACKAGE_INVALID : "This patch package could not be opened."

ERROR_INSTALL_UI_FAILURE :

ERROR_CREATE_FAILED:

ERROR_INSTALL_SERVICE_FAILURE : "The Windows Installer service could not be accessed. Contact support to verify that the Windows Installer service is properly registered."

ERROR_INSTALL_LOG_FAILURE : "There was an error opening the installation log file. Verify the log file location exists and is writable."

ERROR_FUNCTION_NOT_CALLED : "The function could not be executed."

ERROR_FUNCTION_FAILED : "The function failed during execution."

ERROR_INSTALL_REMOTE_DISALLOWED : "Installation from a Terminal Server client session is not permitted."

ERROR_PATCH_TARGET_NOT_FOUND : "The installer cannot install the upgrade patch because the program being upgraded may be missing or the upgrade patch updates a different version of the program."

ERROR_INSTALL_REMOTE_PROHIBITED : "Windows Installer does not permit installation from a Remote Desktop Connection."

ERROR_UNKNOWN_PATCH : "Unknown patch--patch is not applied to this product."

// internal problems with the package, etc.

ERROR_INVALID_DATA : "Invalid install data."

ERROR_INVALID_PARAMETER : "Invalid install parameter."

ERROR_CALL_NOT_IMPLEMENTED : "Invalid custom install action attempted."

ERROR_UNKNOWN_FEATURE : "The feature identifier is not registered."

ERROR_UNKNOWN_COMPONENT : "The component identifier is not registered."

ERROR_UNKNOWN_PROPERTY : "Unknown property encountered."

ERROR_INVALID_HANDLE_STATE : "Handle is in an invalid state."

ERROR_BAD_CONFIGURATION : "The configuration data for this product is corrupt."

ERROR_INDEX_ABSENT : "The component qualifier not present."

ERROR_INSTALL_SOURCE_ABSENT : "The installation source for this product is not available."

ERROR_BAD_QUERY_SYNTAX : "The SQL query syntax is invalid or unsupported."

ERROR_INVALID_FIELD : "The record field does not exist."

ERROR_INVALID_TABLE : "An invalid or unknown table was specified."

ERROR_DATATYPE_MISMATCH : "The data supplied is the wrong type."

ERROR_UNSUPPORTED_TYPE : "Data of this type is not supported."

ERROR_INSTALL_TEMP_UNWRITABLE : "The Temp folder is either full or inaccessible."

ERROR_PATCH_REMOVAL_UNSUPPORTED : "The patch package is not a removable patch package."

ERROR_PATCH_NO_SEQUENCE : "No valid sequence could be found for the set of patches."
ERROR_INVALID_PATCH_XML : "The XML patch data is invalid."
ERROR_PATCH_MANAGED_ADVERTISED_PRODUCT : "Administrative user failed to apply patch for a per-user managed or a per-machine application that is in advertise state"

/** workstation / environmental problems
ERROR_INSTALL_LANGUAGE_UNSUPPORTED : "Language of this installation package is not supported by your system."
ERROR_INSTALL_TRANSFORM_FAILURE : "There was an error applying transforms. Verify that the specified transform paths are valid."
ERROR_INSTALL_TRANSFORM_REJECTED : "One or more customizations are not permitted by system policy."
ERROR_PATCH_PACKAGE_REJECTED : "The patch package is not permitted by system policy."
ERROR_INSTALL_PACKAGE_REJECTED : "This installation is forbidden by system policy."

ERROR_INSTALL_PLATFORM_UNSUPPORTED :
ERROR_APPHELP_BLOCK : "Possible incompatibility with platform, operating system."
ERROR_PATCH_REMOVAL_DISALLOWED : "Patch removal was disallowed by policy"
ERROR_INSTALL_NOTUSED : "Component is not used on this machine."

Chapter 4 - STAR NAVIGATOR MULTI-CPU GUI FUNCTIONALITY

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INTRODUCTION

With Release 14.0 and later, the Navigator GUI can start and coordinate more than one connection with STAR. This enables the development of applications capable of spanning split, networked STAR databases to gain access to data elements regardless of their location. For example, STAR GUI applications connected to different sessions for Medical Records and for Financials can share data and integrate workflows on the Windows workstation. The implementation of Navigator Multi-CPU access functionality does not involve direct, runtime host-to-host interactions.

NOTE: Refer to STAR GUI application documentation for information about which STAR applications support Multi-CPU capabilities in Release 14.0 and later and for more details about their use.

SETUP REQUIREMENTS FOR MULTI-CPU (SPLIT-DATABASE) USE ONLY

Multi-CPU GUI functionality is an optional implementation that requires no added setup or configuration steps for single database customers who run all host applications in the same local environment—as has been the case for all previous GUI releases. Additional setup tasks are required for customers moving to split-database STAR environments and wanting to use STAR GUI Applications with multi-CPU GUI features.

General Setup Steps for STAR Navigator

1. Upgrade STAR and MSE with the Release 14.0 updates.
2. Complete required host configuration and setup steps* before installing and running Navigator from workstations.
3. Install STAR Navigator Release 14.0 on Windows workstations.

* Added Setup Requirements for multi-CPU GUI Functionality Customers:

1. Site-specific setup of a STAR table, the Navigator Application/CPU List, is required for all remote, split-database environments accessed by STAR GUI applications that use multi-CPU GUI functionality. This table provides vital host application and host address data to each Navigator workstation client.
2. All Windows workstations running multi-CPU GUI-enabled STAR applications must have an existing WEM session definition for each host address that could be accessed within split-database networked environments. If Navigator cannot match a local workstation WEM session to a requested host address, plus possibly a Secure Shell (SSH) connection requirement, then no second connection to STAR can be made, and the request fails. This becomes a configuration prerequisite for all participating workstations.

Navigator Application/CPU List

The Navigator Application/CPU List table contains the locations of pertinent remote component pieces of a split STAR application database. STAR Navigator uses this table to determine whether it is necessary to launch multiple concurrent Navigator sessions when the STAR database is split. Its entries tell STAR Navigator where on the network a remote application database can be found. By definition, no fewer than two table records must be configured for a given split-database networked environment.

CAUTION: Do not do this if using only single database, AllSTAR environments or in character-based only environments.

To access table setup, select the following:

- STAR Patient Care Menu Input
- Tables
- Table Maintenance
- Navigator Application/CPU List

When the Navigator Application/CPU List table is selected, the system prompts the user to enter an application location code. By default, there are only three valid possible codes that can be built: MED, FIN and CLN. The user can enter a new code, enter an existing code, or press hyphen (-) and ENTER to display the list of existing codes available for selection. If a new code is entered, the user is prompted to accept this new code. After the new code is accepted, the following screen is displayed:

Serious Health, Inc. Table Maintenance Processor	
Tue Sep 16, 2008 02:46 pm	
Navigator Application/CPU List	
(1)STAR Application Code	: FIN
(2)Description	: Remote Financial Database
(3)Host Address	: myserver.serioushealth.com
(4)App's STAR ID number	: 1
(5)Remote Database Name	: /hbo/db02/h0114n2
(6)Connect using SSH	: N
(7)Edit by	: Griffen,Gary D
(8)Edit date	: 09/16/08 02:46pm
Enter field number or '/' starting field number--	

Field Explanations

1. CODE (DISPLAY ONLY)

The system displays the 3-character alphanumeric code for the Navigator Application/CPU List table.

2. DESCRIPTION (30-AN-R)

The system requires entry of a description of the Navigator Application location code. The description will default to the MSE network application link by the same name.

3. HOST ADDRESS (30-AN-R)

This field contains either the fully qualified domain name (the preferred best practice) or an IP address. This is used by Navigator to match to a workstation WEM session that connects a session to the host server for this application location. The host address defaults to that of the MSE network application link by the same name.

4. APP'S STAR ID NUMBER (3-N-R)

This field contains the STAR ID number for the application location being defined. (typically, number 1, 2 or 5 are used to designate Live, Test or Train respectively). The STAR ID number defaults to that of the MSE network application link by the same name.

5. REMOTE DATABASE NAME (30-AN-R)

This field contains the host file system path name of the database for the location being defined. The database name defaults to that of the MSE network application link by the same name. A full, correct path name must be used here.

6. CONNECT USING SSH (1-A-R)

This field indicates whether Navigator should connect using Secure Shell to the application location being defined. Enter **Y** to indicate that secure shell must be used. Enter **N** to indicate that standard telnet is used to make the connection. For more information, see the chapter about Configuring and Using Secure Shell Sessions in the *WEM User's Guide*.

7. EDIT BY (DISPLAY ONLY)

The system displays the name of the person who last updated this table entry.

8. EDIT DATE (DISPLAY ONLY)

The system displays the date and time that this table entry was last updated.

NOTE: When you modify a table entry, the Edit By and Edit Date fields change to reflect the current date and the name of the individual signed on with security at the time of the edit. If the individual making the change is not signed on with security, only the Edit Date field reflects the new revision.

Once these fields are completed, you have the option of accepting or editing the screen. If you accept the screen, the transaction is complete.

Impact

Upon acceptance of this screen, the following takes place:

- The table entry is added, deleted, or revised as appropriate.
- The table listing reflects any changes made.

This table is to be built only on STAR databases that are split across two or more MSE to MSE networked application environments. The table does not allow modification on non-split, single environment or ALLSTAR databases.

Setup for Coordinating Windows Workstations with WEM Sessions

All the Host Address/SSH connection combinations specified in the STAR Navigator Application/CPU List table must have corresponding, pre-configured WEM Sessions

available on STAR Navigator client workstations. If not, Navigator cannot open a new session on STAR if one is needed based on the STAR host application required by a STAR GUI Application needed to execute on the workstation.

Navigator examines the saved local WEM sessions to match connection parameters to find a compatible session. That WEM session is used for an application that requires another CPU host, STAR database, or different ID, and therefore requires another user logon to STAR.

If a suitable WEM session does not already exist on the PC, an error occurs.

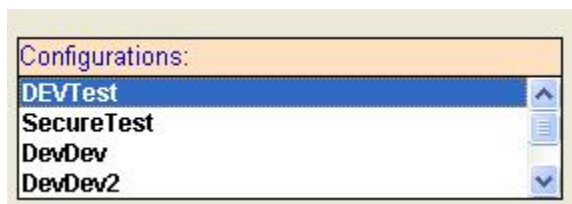
Satisfying this requirement should be regarded as an essential step for completing overall implementation on all necessary workstations. There is no automatic mechanism for creating new WEM sessions on workstations.

For example, if Navigator Application/CPU List table data sent to the workstation defines host address / application locations like this:

FIN=Host1.MyHospital.org

MED=Host2.MyHospital.org

then local workstation WEM sessions, as revealed in the GUI Logon screen list, must exist with data definitions that support connection to those specific addresses.



END USERS AND MULTI-CPU GUI FUNCTIONALITY

Additional WEM Logons

As part of a particular workflow, one STAR GUI application may start another GUI application that requires another remote host application. For example, a financial GUI application (FIN) may need to run a medical records (MED) GUI application where the MED host application is running on a remote STAR host. In such a case, the end user is presented with an additional WEM session logon screen and must complete UNIX or Linux logon to that session to continue the workflow. This added step represents a potentially unexpected event for end users and should be included in any user training and orientation on using Multi-CPU GUI-enabled applications.

Though site-specific procedures can vary, in general the users log on to any additional session as they normally do to enter the Navigator GUI. But after the second WEM logon, the requested STAR GUI application runs without a second Navigator View menu screen becoming visible. Only the original Navigator View menu screen is visible to the user. If the user logs on incorrectly or fails to complete logon within a reasonable time, the alternate session may be rejected and closed, or it may time out. An error dialog box notification is displayed if this happens.

Logging off STAR Navigator GUI in a Multi-CPU Environment

While control of multiple sessions is performed within application code, end users do need to be careful about how they exit programs and terminate Navigator and understand some consequences that result from specific actions.

When more than one STAR session is active, only the initial (parent) Navigator GUI View is visible. Care should be taken when exiting a session:

- Users should use Exit Star, either on the toolbar or from the menu, to exit a Navigator GUI View session menu screen.
- Users should avoid clicking the upper right-hand window corner X to terminate Navigator.

When there are active STAR GUI applications connected to different WEM-to-STAR host sessions, users should generally **not** use any STAR GUI application-based Exit Star menu items or buttons: when ready to completely terminate a work session, users should invoke Exit STAR only from the Navigator GUI View tabs menu screen.

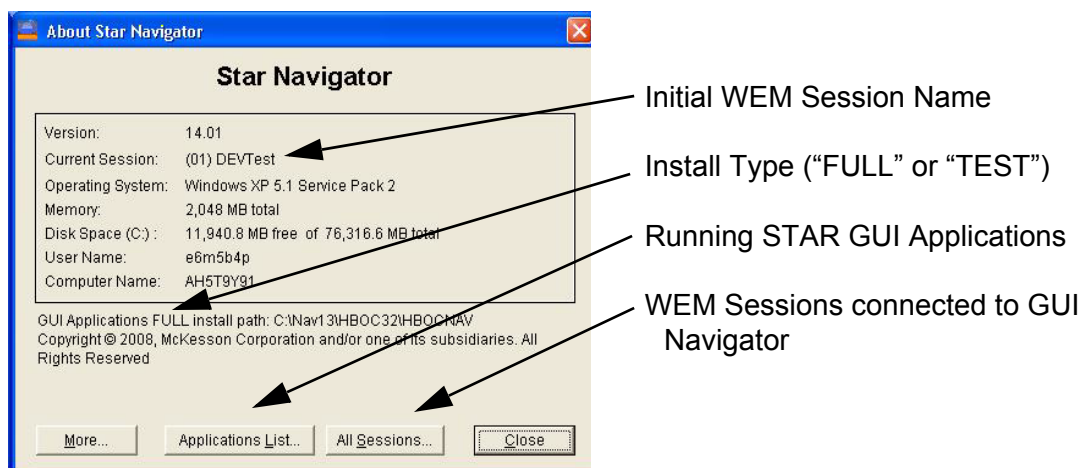
- When Exit Star is selected in a STAR GUI application running in the initial (parent) View session, it unloads **all** applications and sessions currently running.
- If Exit Star is selected in a STAR GUI application running in a secondary (child) logon session, it unloads itself and any applications also running in that session

and terminates the secondary session. Users may not be aware a particular application is running in a second session and should therefore avoid this method of ending a session.

Users should allow logoff processes time to complete before trying to initiate other actions.

INFORMATION ON RUNNING APPLICATIONS AND MULTIPLE SESSIONS

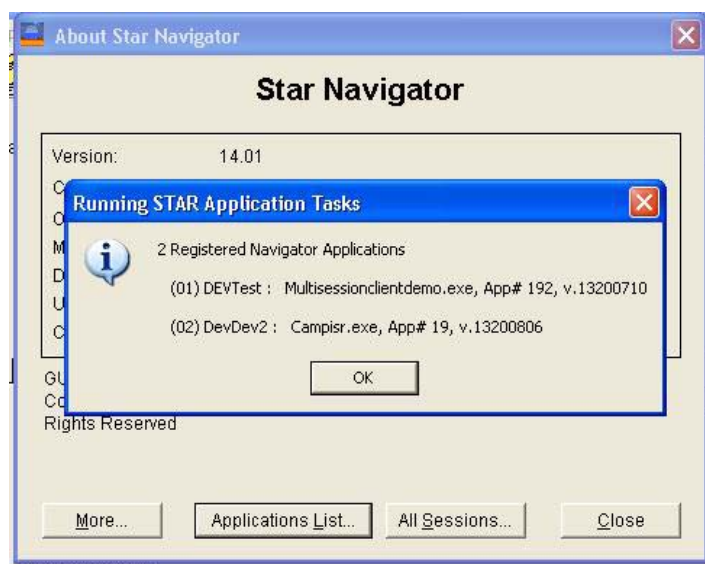
To allow quick reference to what is running, the About window (found on the GUI View help menu) shows additional information, when appropriate.



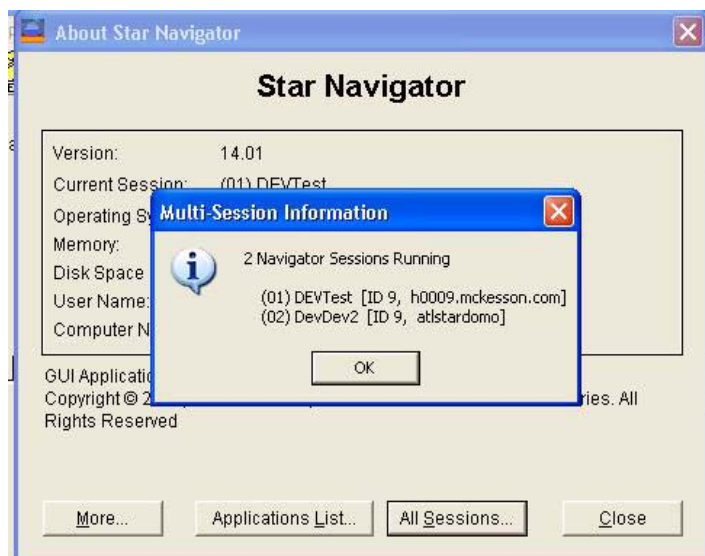
The All Sessions button is not visible unless more than one WEM session is currently connected.

The Applications List and the All Sessions list provide an overview of the current Navigator GUI process environment, allowing you to see which applications are connected to which host sessions:

The following example shows which applications are running:



The following example shows the multi-session information:



NOTE: The number in parentheses before each entry is an internal session key number, which is not necessarily always sequential—it is not a counter.

NAVIGATOR RUNTIME/DEBUG INFORMATION

Navigator debug log files are session-specific, and Navigator logs are stored for each session, using a numbering scheme. This allows the logs from all sessions to use the same directory folder.

You can access the system-defined Navigator debug directories on the Navigator Tools menu, Debug Management in the GUI logon screen, and in the logged-on GUI View menu screen.

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INTRODUCTION

This section provides an introduction to STAR Navigator's features and functions and is not intended to provide complete documentation on all facets of STAR Navigator functionality.

Detailed instructions for using STAR Navigator functions are provided in **STAR Navigator Online Help** that is available from each window's Help menu. The Help provides step-by-step procedures for performing tasks in STAR Navigator. Help topics deal with a specific function or task and provide links to related information.

STAR Navigator supports Secure Shell (SSH) client sessions for connection to a STAR host running on a server configured with a compatible SSH version 1 or 2 implementation. The Navigator install includes SSH client software consisting of an SSH-aware version of WEM (McKWem.exe) and other required STAR SSH workstation components. Please see the *WEM User's Guide* for detailed setup and usage information under "Network Connections."

This guide does provide an introduction to STAR Navigator's basic features and functions. The first part, Getting Started, explains features and functions that are common to one or more windows. The second part, Using Navigator Views, offers an overview to STAR Navigator's major functions.

GETTING STARTED

Getting Started explains features and functions that are common to one or more STAR Navigator windows. The following features and functions are discussed:

- Starting STAR Navigator
- Moving Around STAR Navigator
- Exiting STAR Navigator
- Reconnecting to STAR Navigator
- Getting Help
- Using Folders
- Creating the Top Ten List
- Using the Toolbar
- Using the Options Menu
- Using the Tools Menu
- Printing from STAR Navigator

Starting STAR Navigator

To start STAR Navigator:

Action	Result
1. Click on the STAR Navigator program.	The STAR Navigator application executes one of several possible sessions.
2. Click on either the McKesson Windows Emulation Manager program for Enterprise Release 13 and later (McKWEM.exe), or the STAR Navigator program itself to launch McKWEM.exe.	If your workstation is set up to open a default configuration, WEM attempts to establish a connection to the host and the login: prompt is displayed. If a configuration opens, skip the next step and continue to step 4.
3. Open the desired configuration from the list that is displayed.	The login: prompt is displayed.
4. Logon to the host.	If you have a Navigator View attached to your employee ID*, STAR Navigator launches.
*Refer to the <i>ALLSTAR SignOn User's Guide</i> for more information and/or contact your MIS department, if you need further assistance signing on to the proper environment.	





Moving Around STAR Navigator

STAR Navigator provides several different ways to move between windows:

Use this feature	To do this . . .
View menu	Switch between Department and Patient View windows
Folder options	Select the name of an option from the active folder and display the appropriate STAR screen in emulation mode or STAR GUI module window.
GOTO icon on the toolbar/ Options menu/ Goto another Screen option	Displays the Goto Screen dialog box from which you can select any STAR Navigator window that you have accessed since logging on.
Top Ten list of frequently used functions	Quickly select a frequently used function and display the appropriate screen or window.
Patient Search Window buttons Go to Active List Go to Station List	 From the Station Census window, display the Active Patient Search window. From the Active Patient Search window, display the Station Census window.

Exiting STAR Navigator

Use one following ways to exit STAR Navigator:

Exit Button (Toolbar) 	Click on the Exit button. STAR Navigator remains launched. The icons for these applications may display in the Windows 95 task bar. These applications remain launched in order to speed up sign on if you sign on to STAR Navigator again.
Close Box 	As with any Windows application to exit the application, you can click on the close box located in the upper right corner of the window. STAR Navigator and WEM use close boxes.
Exit STAR (Options Menu) 	Select the Exit STAR option from the Options menu to exit.
New User (Toolbar) 	Select the New User button from the toolbar to exit and sign on as a new user. The login prompt is displayed. The New User function is disabled if more than one Navigator/WEM GUI session is currently connected (see "Chapter 4 - STAR NAVIGATOR MULTI-CPU GUI FUNCTIONALITY").

Depending on your parameter settings, you may be prompted to confirm that you want to exit STAR Navigator. This message is intended to help prevent unintended logoff. Click on the **OK** button to exit. Click on the **Cancel** button to return to STAR Navigator.

NOTE: After you exit, the STAR Navigator application remains launched in Windows. This is intended to speed up the sign-on procedure.

Reconnecting to STAR Navigator

If the connection between your PC and the host computer is lost while you are running STAR Navigator, you need to reconnect to the host computer to resume using STAR Navigator.

To reconnect to the host:

1. Select the STAR Navigator program. The STAR Navigator sign-on window is displayed.
2. Select the correct WEM session to sign-in to.
3. Logon to the host computer again. STAR Navigator starts again as if you were signing on for the first time. Your default view is displayed.

Getting Help

You can access online help for a STAR Navigator window using one of the following options:

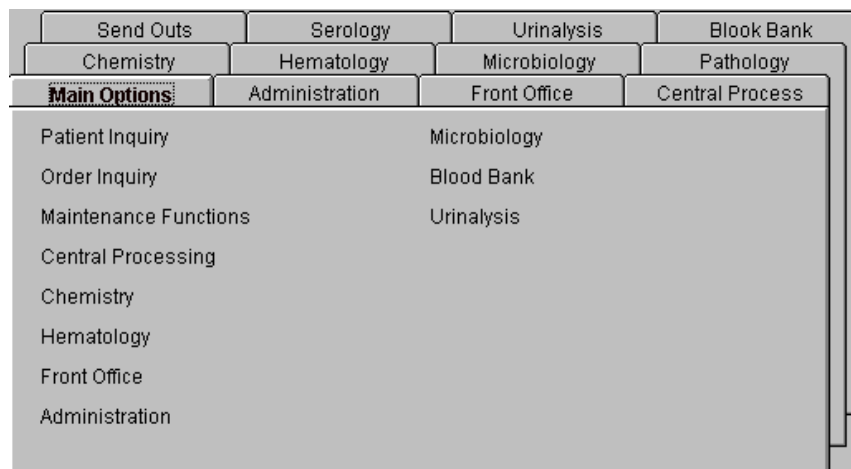
- From the Help Menu, select Help - The Help system is opened and the main Contents topic displays. From the Contents topic you can move through the Help system or search for specific topics.
- View Status Line Help - Use the TAB key to select the window element or control. A brief explanation of what the element or control does is displayed at the bottom of the window.

Using Folders

STAR Navigator provides department folders that enable you to access and perform departmental functions from a single screen in Department and Patient Views. You can have up to 16 folders with up to 16 options on each folder, giving you as many as 256 options for each department. Folders allow you to group non-patient functions or keep all of your logical functions in one place.

SELECTING AN OPTION

1. Click on the folder tab to display the folder's options. The selected folder becomes the active folder and the options display on the folder.



In this example, the **Main Options** folder is the **active** folder.

2. To select an option, click on the option name. The system displays your selection. In this example, clicking on the menu option name, Chemistry, displays the selected function in emulation mode.

NOTE: For quick access to your most frequently used functions, add them to your Top Ten list.

CHANGING THE DEPARTMENT

The Department list box displays the currently selected department view. The selected department controls the folders that you can access. When you sign on, your default department displays. You can use the Department list box to select a different department.

To change the currently selected Department:

1. Click on the down arrow to the right of the list box.



A list of the available departments drops down for your selection

2. Select the department you want to access.

Your selection is displayed in the Department list box. Since menus are usually grouped by department, the folders and menu options may change.

Creating the Top Ten List



Use the Top Ten function to provide quick access to functions you use most often in Department or Patient View. Regardless of the PC you use to sign on, the Top 10 list is always available.

To create or change your top ten list, use the Top Ten Preferences option on the Tools menu to put you into Preference mode. Once enabled, the message, **You are in Top Ten Preference Mode**, is displayed and the Tools menu option is checked (enabled).

In Top Ten Preference Mode, you can add and remove functions. To exit Preference mode, select the menu option. The checkmark (on the Options menu next to the Top Ten option) and message (on the Department or Patient View window) are removed indicating that you can no longer change your list.

ADDING A TOP TEN FUNCTION

Always add your functions in the order you want them to display on the list. Newly added functions are added at the bottom.

To add a function to the Top Ten list:

1. Click on the folder tab from the menu from which you want to choose your function.

The available functions display on the body of the folder for selection.

2. Place the mouse pointer on the name of the function you want to add and click the left mouse button.

The mouse pointer now displays as a hand symbol.

3. Press and hold the left mouse button and then drag the hand symbol to the **Top Ten** area.
4. Release the left mouse button.

The new function is created and added to the bottom of the your **Top Ten** list.

REMOVING A TOP TEN FUNCTION

To remove a function from your Top Ten list:


1. Position the mouse on the function you want to remove. Click and hold the left mouse button.

The function button changes to a hand symbol.

2. Drag the symbol out of the **Top Ten** list area.

The hand symbol changes to a trash can symbol.



3. Drag the function to the  icon on the Toolbar and release the left mouse button.












STAR Navigator removes the function from your **Top Ten** list.

Using the Toolbar

The toolbar provides you with quick access to information and actions commonly used in STAR Navigator. It is located on the Department and Patient View windows:



Use this button	To perform this action
	Display the options defined for the selected department in a file folder format.
	Display the Goto Screen list of currently open STAR Navigator programs and select a program to go to.
	Display the Tools menu options available for this window.
	Remove functions from the Top Ten list.
	Access e-session (also called STAR ONLINE Support Access Administration).
	Display a window with information about your User ID and Name; Job # and Port #; application information, and your Login ID and PID.
	Access online help for STAR Navigator.

Use this button	To perform this action
	Sign out of the STAR system and sign back on to this same STAR system as a new user without having to reconnect.
	Exit STAR Navigator.

STAR Navigator provides a similar toolbar on the Patient List of Results and Results Detail windows:



The **TOP10** and **DEPT** functions are not available on this toolbar. These functions are unique to the Department and Patient View windows.

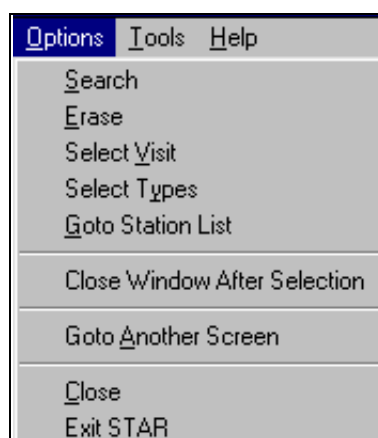
Using the Options Menu

Each STAR Navigator window provides you with a pull-down Options menu to perform the window's basic functions. Examples of pull-down menus are provided below:

Department View and Patient View Windows

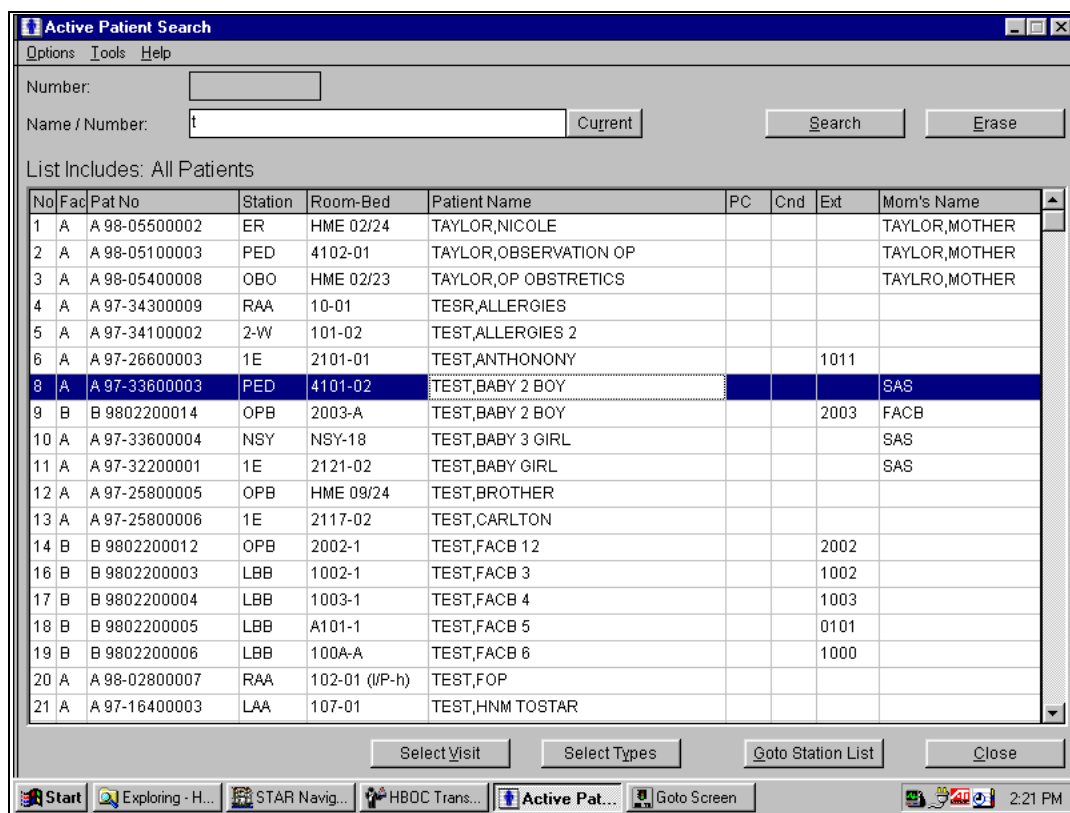


Active Patient Search Window





For most Options menu functions, you also can perform the function by clicking a button available on the window or the toolbar.

The following example of the Active Patient Search window illustrates the command buttons available for performing the Options menu functions directly.




With the Department View and Patient View Options menu, the last two functions are available as buttons on the toolbar:

Options Menu Function	Toolbar Button
Goto Another Screen	
Exit STAR	

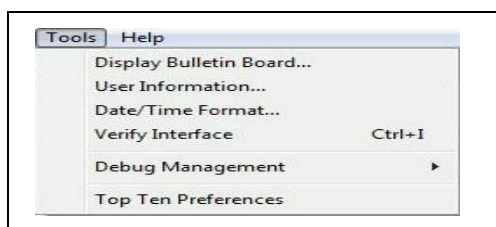
Using the Tools Menu

Each STAR Navigator window provides you with a pull-down Tools menu from which you can access several non-STAR applications. Depending on the window a different set of options is available.



If the window has a toolbar, you can also access this menu using the  button.

An example of the Department and Patient View window Tools menu is provided below:



Use this Tools option	To take this action
Display Bulletin Board. . .	Display Bulletin Board information for your application. The Bulletin Board is a screen used by the STAR products to pass along information to STAR users.
User Information	Access information about your User ID and Name, Job # and Port #, application information, and your UNIX® ID and PID.
Date/Time Format. . .	Change the format in which the Date/Time displays in the bottom right corner of STAR Navigator windows
Verify Interface	Verify that your PC workstation is connected to the host system and that all software elements are functioning properly.
Debug Management	Use mainly in troubleshooting by supervisory personnel or STAR Support. Allows setting Navigator/WEM debug levels at runtime, and access to the real-time debug console (see “Navigator Debug Console” on page 6-5 for more details).
Top Ten Preferences	Enable Top Ten Preference Mode so that you can add a function to or remove a function from the Top Ten list.

USING STAR NAVIGATOR VIEWS

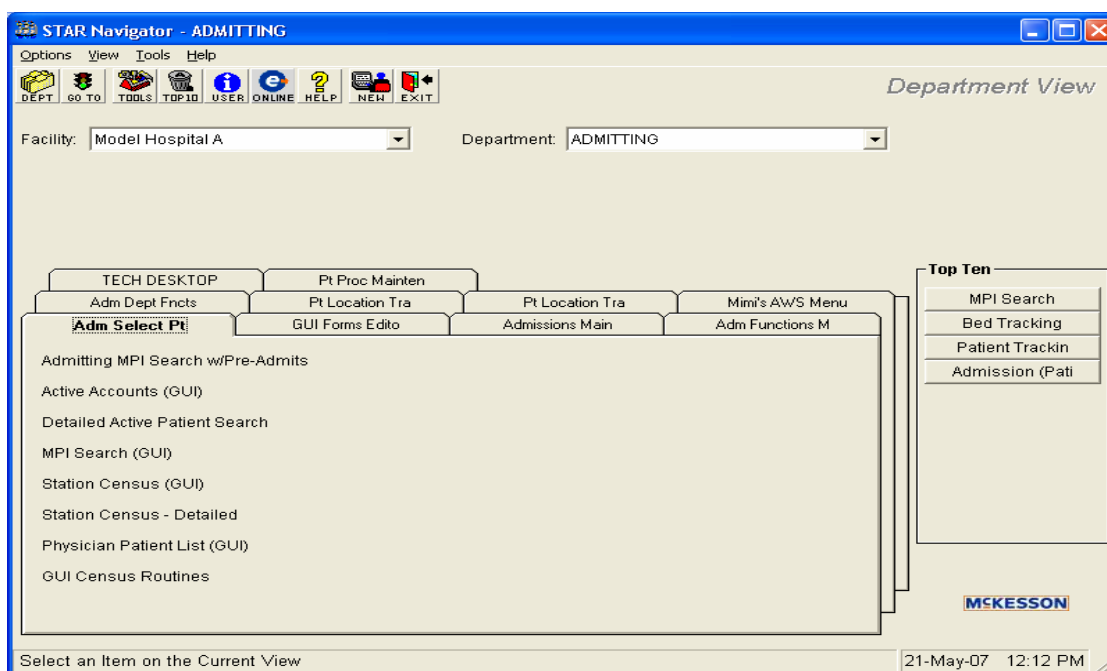
STAR Navigator offers the following two views from which you can access STAR functions.

- The **Department View** provides you with a way to group the functions that you need to perform in a given department. You can set up this view to contain only non-patient related functions or to logically group all of your department functions.
- The **Patient View** provides you with a way to group the functions that you need to perform when working on a given patient. Each view is intended to give you access to the functions that you need without having to back out and make alternate selections. This view displays once you select a patient using one of the available the STAR Navigator Patient Search options — Active Accounts, Patient MPI Search, Station Census, or Physician Patient List.

Generally, you work in one view. If you have a need to switch between views, STAR Navigator provides access from either window. For example, if you are in Department View and need patient information, you can switch to Patient View, find the patient, access the patient's results, and then return to your default Department View.

Department View

A screen similar to the following example is displayed, if your default sign-on view is Department View, or if you are in Patient View and you clicked the DEPT icon on the toolbar or you selected Department View from the View menu to display your Department View.

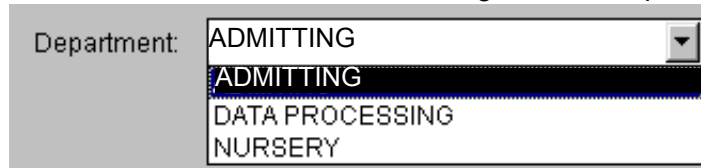


CHANGING THE DEPARTMENT VIEW

The Department View window displays the currently selected department view and facility. This controls the folders that you can access. When you sign on, your default department for the currently selected facility displays. You can use the Department and Facility list boxes to change the view.

To select a different department:

1. Click on the down arrow box to the right of the Department list box.

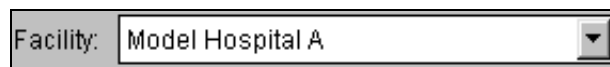


A list of the available departments displays for your selection.

2. Select the department you want to access.

This selection determines the group of patients or department functions included in the folders that display.

To select a different facility:



1. Click on the down arrow box to the right of the Facility list box.

A list of the available facilities displays for your selection.

2. Select the facility you want to access.

This selection determines the group of patients or department functions included in the folders that display.

ACCESSING PATIENT VIEW FROM THE DEPARTMENT VIEW WINDOW

From the Department View window, you can access the Patient View window as follows:

From the View menu, select Patient View. The Patient MPI Search window is displayed. Select a patient. Select a visit. The Patient View window is displayed.

From the Top Ten list, select your preferred patient search option. Select a patient or patients. (Using Station Census or Physician Patient List, you can select more than one patient.) Select a visit. The Patient View window is displayed for you to view and access patient information and results.

Once you obtain your needed patient information, click on the DEPT icon on the Toolbar or select Department View from the View menu to return to the Department View window.

NOTE: The Previous/Next Patient buttons are disabled on the Department View window. These buttons are only enabled on the Patient View window after you select multiple patients from either the Station Census or Physician Patient List. They allow you to display the information for the selected patients, one patient at a time.

Patient View

The Patient View window provides you with a way to group the functions that you need to perform when working on a given patient. Each view is intended to give you access to the functions that you need without having to back out and make alternate selections.

This view displays once you select a patient using one of the available the STAR Navigator Patient Search options (Active Accounts, Patient MPI Search, Station Census, or Physician Patient List). The Patient View is used when you need to perform several functions on a single patient.

For example, from the Patient View window, you can access the Results Module and perform the following functions:

- View and print a patient's list of results.
- View and print result detail for one or more patients.
- For a given result, display, graph, and print the previous five laboratory test results.
- View, save to file, and print the result data and graph for comparing multiple graphs at a future time.
- View, graph, print, and save patient vitals and fluids detail information from the previous 24 hours.

ACCESSING PATIENT VIEW FROM THE PATIENT VIEW WINDOW

Accessing the Patient View window is a two step procedure.

1. Select a patient using one of the available the STAR Navigator Patient Search options (Active Patient Search, Patient MPI Search, Station Census, or Physician Patient List).
 - The Patient search option that displays depends on your sign-on default configuration and which search options you can access. The default search

option is Active Patient Search. The patient search window first displays blank so you can select a patient. In this example, the Active Patient Search window is displayed with a patient selected.

Active Patient Search

Options Tools Help

Number:

Name / Number: Current

List Includes: All Patients

No	Fac	Pat No	Station	Room-Bed	Patient Name	PC	Cnd	Ext	Mom's Name
1	A	A 98-05500002	ER	HME 02/24	TAYLOR,NICOLE				TAYLOR,MOTHER
2	A	A 98-05100003	PED	4102-01	TAYLOR,OBSERVATION OP				TAYLOR,MOTHER
3	A	A 98-05400008	OBO	HME 02/23	TAYLOR,OP OBSTRETICS				TAYLRO,MOTHER
4	A	A 97-34300009	RAA	10-01	TEST,ALLERGIES				
5	A	A 97-34100002	2-W	101-02	TEST,ALLERGIES 2				
6	A	A 97-26600003	1E	2101-01	TEST,ANTHONY			1011	
8	A	A 97-33600003	PED	4101-02	TEST,BABY 2 BOY				SAS
9	B	B 9802200014	OPB	2003-A	TEST,BABY 2 BOY			2003	FACB
10	A	A 97-33600004	NSY	NSY-18	TEST,BABY 3 GIRL				SAS
11	A	A 97-32200001	1E	2121-02	TEST,BABY GIRL				SAS
12	A	A 97-25800005	OPB	HME 09/24	TEST,BROTHER				
13	A	A 97-25800006	1E	2117-02	TEST,CARLTON				
14	B	B 9802200012	OPB	2002-1	TEST,FACB 12			2002	
16	B	B 9802200003	LBB	1002-1	TEST,FACB 3			1002	
17	B	B 9802200004	LBB	1003-1	TEST,FACB 4			1003	
18	B	B 9802200005	LBB	A101-1	TEST,FACB 5			0101	
19	B	B 9802200006	LBB	100A-A	TEST,FACB 6			1000	
20	A	A 98-02800007	RAA	102-01 (W-P-h)	TEST,FOP				
21	A	A 97-16400003	LAA	107-01	TEST,HNM TOSTAR				

Select Visit Select Types Goto Station List Close

Start Exploring - H... STAR Navig... HBDC Trans... Active Pat... Goto Screen 2:21 PM

- Accessing Patient View from Department View automatically displays the Patient MPI Search window unless you select another option. The Patient MPI Search window is displayed blank.

For example, in Department View, click the DEPT icon on the toolbar or select Patient View from the View menu. In this example, the Patient MPI Search window is displayed with the patient and visit information selected.

Patient MPI Search

Options Tools Help

Name Residence Classifications

Number: Name: Current

Birthdate: Facility: All Facilities

Patient Name	Unit Number	Age	Birthdate	Sex	Add
Test,Admitbr		92Y	05/05/05	M	123
Test,Allergies	A000003336	88Y	09/09/09	F	999
Test,Allergies 2	A000003337	88Y	09/09/09	F	999
Test,Baby 1	B000000000197	0Y	01/22/98	M	123
Test,Baby 1	A000003349	0Y	12/08/97	F	600
Test,Baby 2	A000003324	0Y	12/02/97	M	121
Test,Baby 2	B000000000198	0Y	01/22/98	M	123
Test,Baby 2	A000003254	0Y	09/23/97	F	123
Test,Baby 3	A000003326	0Y	10/03/97	F	123
Test,Baby 3	A000003326	0Y	12/02/97	F	121
Test,Baby 4	A000003327	0Y	12/02/97	M	121
Test,Baby 4	A000003261	0Y	09/03/97	F	123
Test,Baby 5	A000003348	0Y	12/08/97	M	121
Test,Baby Boy	A000003179	0Y	08/07/97	M	123
Test,Baby Boy	A000003224	0Y	08/14/97	M	123
Test,Baby Boy	A000003238	0Y	09/26/97	M	123
Test,Baby Girl	A000003318	0Y	11/18/97	F	121
Test,Bage	D000000008	32Y	01/11/66	F	112

Visit Information

Service: PED Phone (W):

Fin. Class: VIP (SELF PAY)

Insurances:

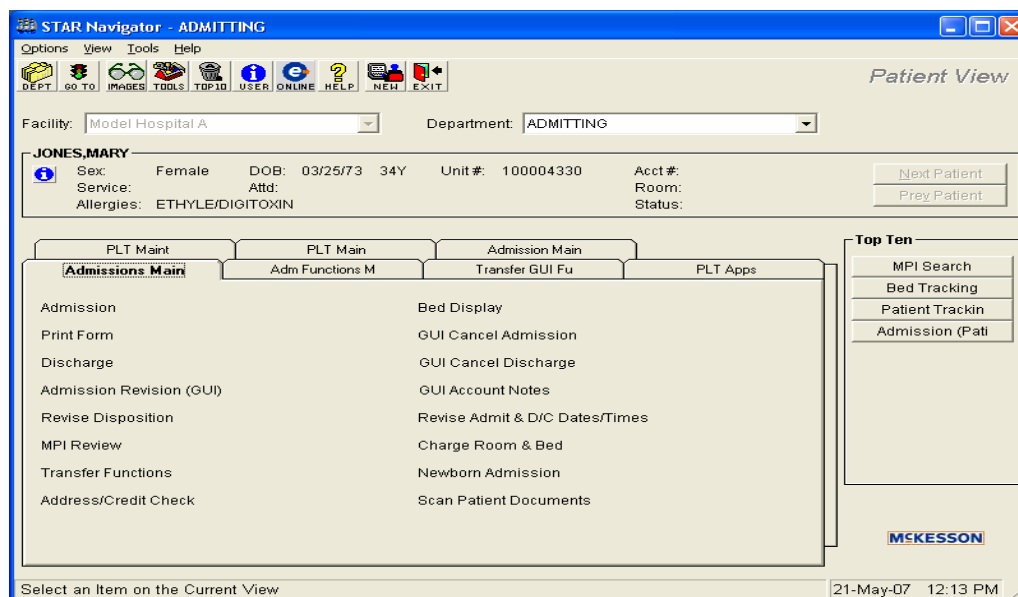
Physicians: SMITH,MICHELE (Abd)

V	Account #	P/T	Adm Date	Expt Adm Dis Date	Dis
	A97-25800002	OPC	09/15/97	D - 09/15/97	HMS
	A97-21900009	NEW	08/07/97	D - 08/07/97	BYE

Select Patient Add Patient Select Visit Add Visit

Start Exploring - H... STAR Navig... HBDC Trans... Goto Screen Patient M... 2:23 PM

2. Select a visit or double-click on the selected patient row to display the Patient View window. A screen similar to the following example is displayed.



FINDING PATIENTS

Use the STAR Navigator Patient Search options to find your STAR patient or patients. Each option is a separate application that can remain launched (open) while you work in other windows.

To find a patient, select the appropriate option. The requested window is displayed. Help is available with each application. The following table summarizes the ways you can search for patients:

Use this option	To do this
Active Accounts	<p>Display the Active Patient Search window and search for a patient from the STAR system's list of active patient accounts.</p> <p>Limit your search to just certain types of patients: Bedded, Non-Bedded, Emergency room, Contract, or the default, All Patients.</p> <p>You can access the Active Patient Search window from the Station Census or Physician Patient List windows.</p>
MPI Search	<p>Display the MPI Search window and use the Master Patient Index (MPI) to find a patient.</p> <p>If your initial view is Department View, when you select Patient View, the MPI Search window is displayed.</p>

Station Census	<p>Display the Station Census window and select one or more patients from STAR's Nursing Station Census. Display All Beds or Only Occupied Beds.</p> <p>You can access the Active Patient Search screen from the Station Census or STAR Physician Patient List windows.</p>
Physician Patient Lists	<p>Display the Physician Patient List window and select one or more patients from the physician's patient list available on the STAR system.</p> <p>You can access the Active Patient Search screen from the Station Census or STAR Physician Patient List windows.</p>

Chapter 6 - TROUBLESHOOTING

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INTRODUCTION

This section documents troubleshooting tools supplied by STAR Navigator workstation installations, as well as a list of error messages, the descriptions of possible causes, and resolutions.

If you are unable to resolve problems, contact your MIS department for assistance.

ERROR MESSAGES

This section discusses the types of errors that can occur while using STAR Navigator. A table of error messages is provided. For each error, the table includes the error message, error type, cause of the error, and possible resolutions.

Closing Applications

When you encounter some error conditions you may need to shut down one or more applications. There are several ways to shut down applications, and depending on which method you choose there are different results.

- When you click on the **Exit STAR** button, the connection between the PC and host is closed and WEM closes down. The STAR Navigator application remains launched in order to speed up sign on if you sign on to STAR Navigator again.
- You can click on the *close box* or press ALT+F4 to exit an application. The *close box* is located at the upper right corner of the window. If you close an application using this method, STAR Navigator and WEM close.

Using SystemView.exe

DESCRIPTION

SystemView.exe is added to your Windows Start menu as a shortcut icon in the installed STAR Navigator group. (This replaces the SupportView.exe icon used in previous versions of Navigator).

PURPOSE

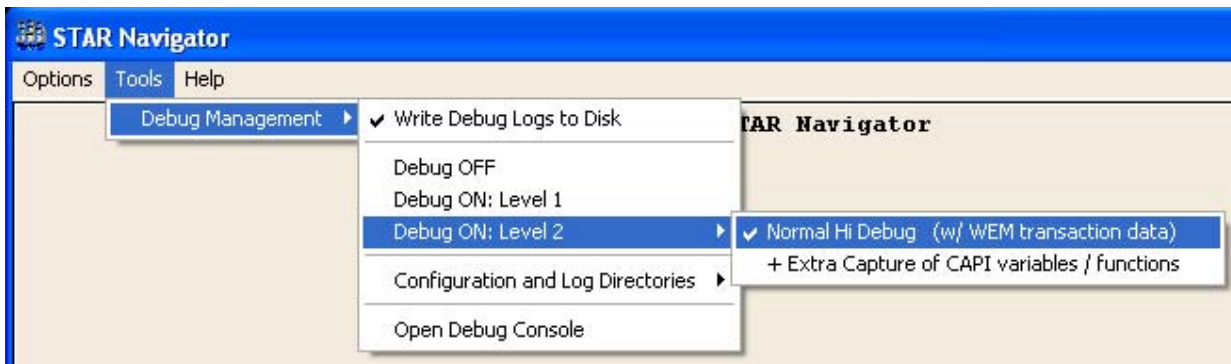
SystemView.exe is primarily a workstation environment information viewer to aid in basic Navigator troubleshooting procedures when not logged into a Navigator session. The extended functions within SystemView include launching of the registry checking utility, access to a STAR-specific process "killing" utility, and direct access to STAR common configuration and logging directories. These functions are intended for use by MIS personnel under consultation with STAR Support staff, not for access by typical workstation end-users.

For more usage details, please contact STAR Support.

Navigator Debug Console

THE NAVIGATOR DEBUG MANAGEMENT MENU, AND DEBUG CONSOLE

The Debug Management submenu is available under the Tools options menu as well as the the Navigator Sessions logon screen menu.



This menu allows you to access new runtime troubleshooting settings and monitoring capabilities, useful for detailed triage of system problems, particularly where interactions between applications or issues with host transactions are suspected. These tools are mainly useful to STAR Support and Development resources to aid gathering information for assessment and resolution of such problems in a technical context. The debug console function also increases the ability to view greater operational details in a real-time setting, such as remote debugging sessions. For example, Web-Meeting interactions between users and STAR Support.

The following list summarizes features of the new debug troubleshooting capabilities:

- Debug information can be displayed in a runtime console window as it is generated. The display can show sequential side-by-side debug captures for WEM, Navigator, and up to 2 running STAR Applications at a time.
- File capture to debug logs on disk can be disabled while still allowing the viewing of debug data captured to the console.
- Debug mode and levels can be dynamically set (turned on/off) for both Navigator and WEM during a run-time Navigator session. The last-used settings persist across sessions until changed because they are saved to INI files.
- Level 2 (higher) debug levels report Navigator transaction PGE data and server message contents previously available only for review in disklogs, and the console offers formatted displays of transaction data in both a record/field grid and VB 2-D array format.

- Reporting of PC system information and configuration data, including the Navigator (MSI-based) installations on the system, are consolidated for access within the Debug Console component. (This screen can also be viewed using the SystemView.exe utility shortcut icon.)
- A standard access code to open the Debug Console is needed for any given date, simply to discourage inappropriate access:

2-digit month + 2-digit year + 2-digit year + 5995

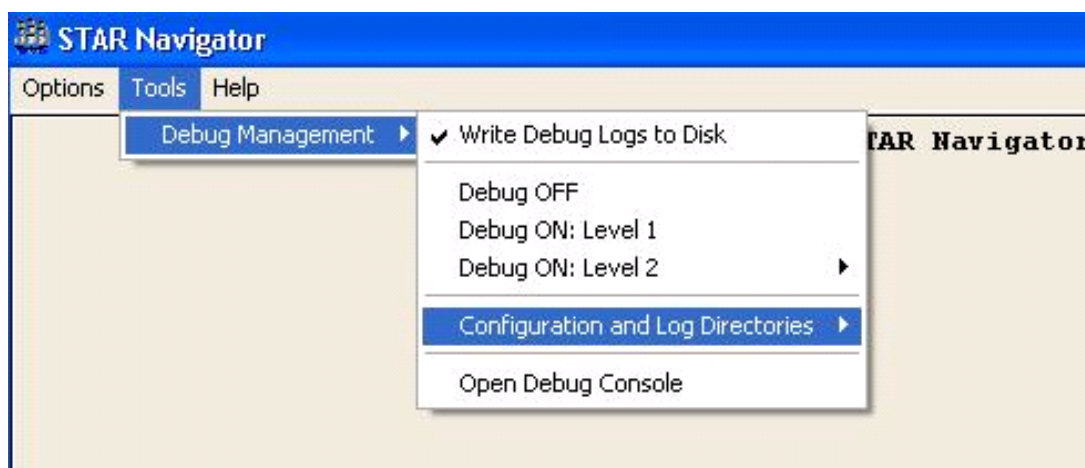
For example: "0609075995" (June 9, 2007)

Access to Configuration and Log File Data Directories

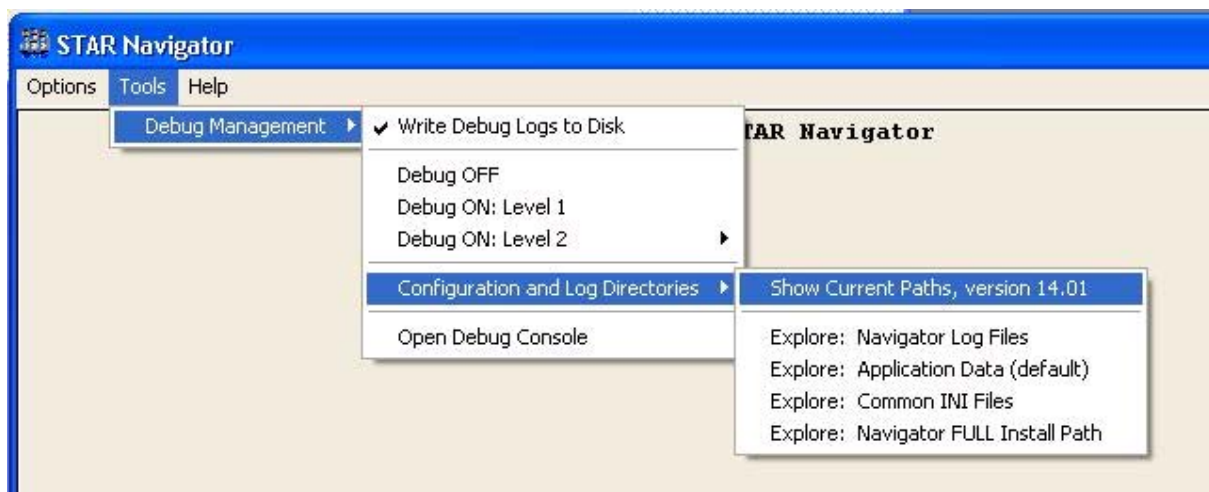
With Release 14, the Debug Management menu had been expanded to include options for accessing the system-dependant configuration directory locations on the workstation, which changed with Windows Vista® and security modifications originally made with Release 13.

These base directory locations are controlled by the operating system (XP and Windows Vista are different, for example), and, in some cases, by enterprise administrators or how a workstation was staged, and therefore may not be the same on all workstations.

The Configuration and Log Directories menu item provides access to configuration data directories.



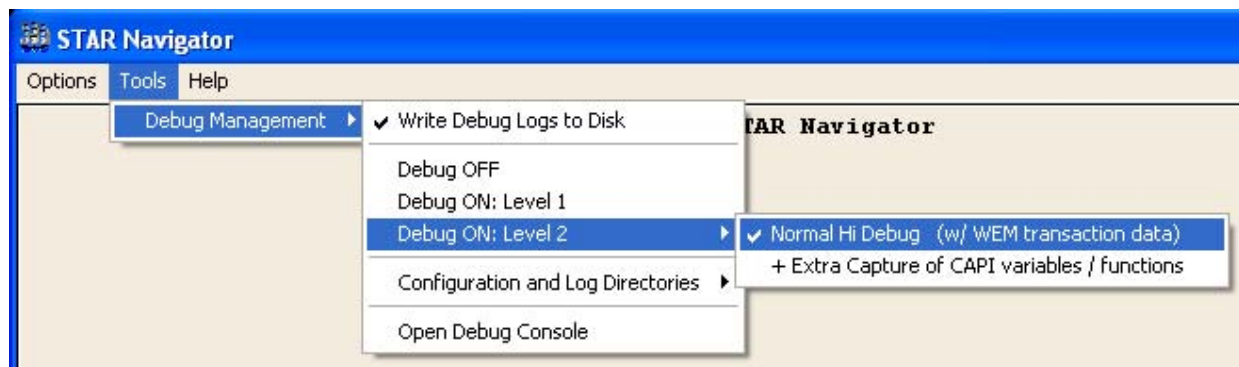
After you select Configuration and Log Directories, you can view path Information and navigate to important Navigator local directory locations:



Any instances of Windows Explorer opened from this menu need to be closed manually by the user.

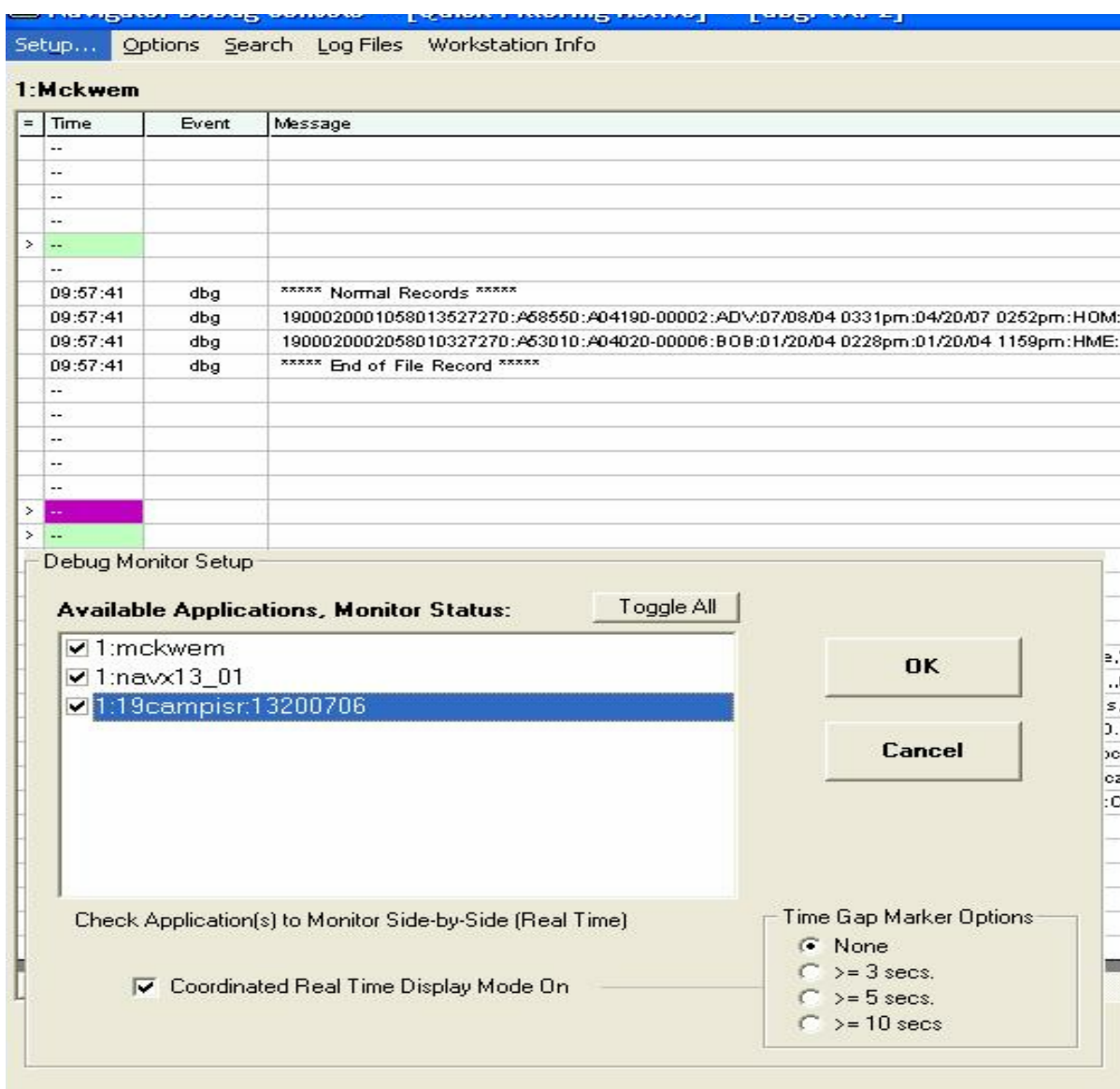
A QUICK REFERENCE TO THE NAVIGATOR ENTERPRISE RELEASE 13 AND LATER DEBUG CONSOLE

1. To begin debug data capture that includes the logon to Navigator View transactions sequence, start the Navigator, booting to the Navigator session selection logon screen.
2. From the Tools menu, select the Debug level before starting a session. Open Debug Console for real-time monitoring.

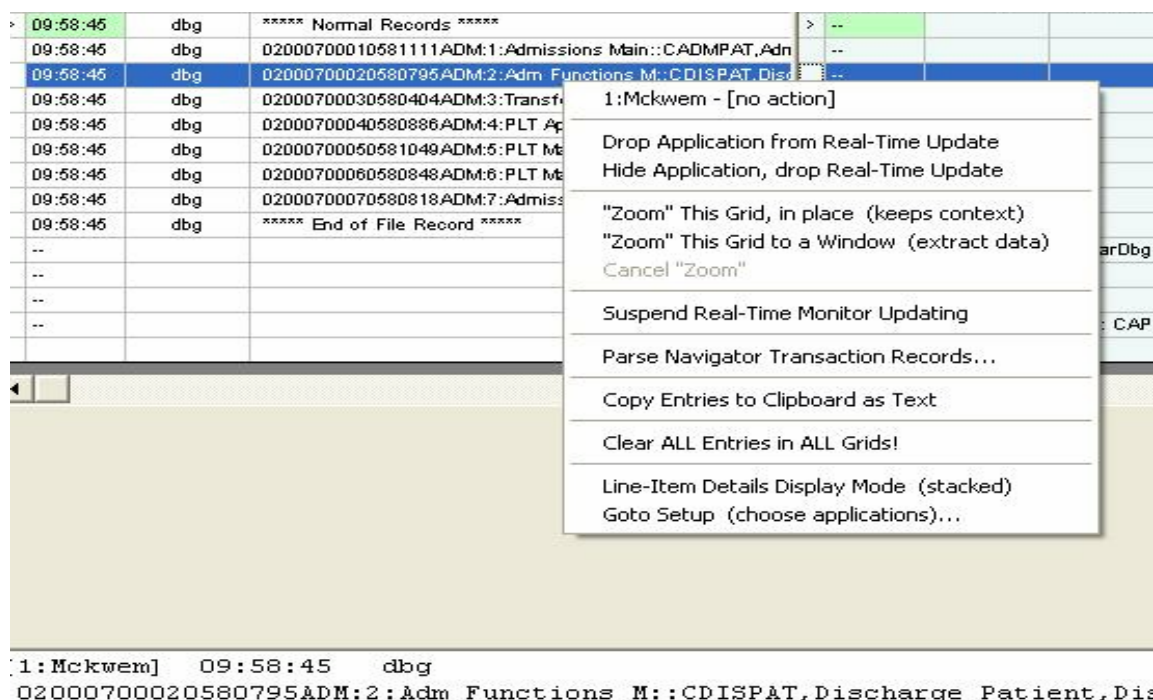


3. Select a session, and log in through WEM.

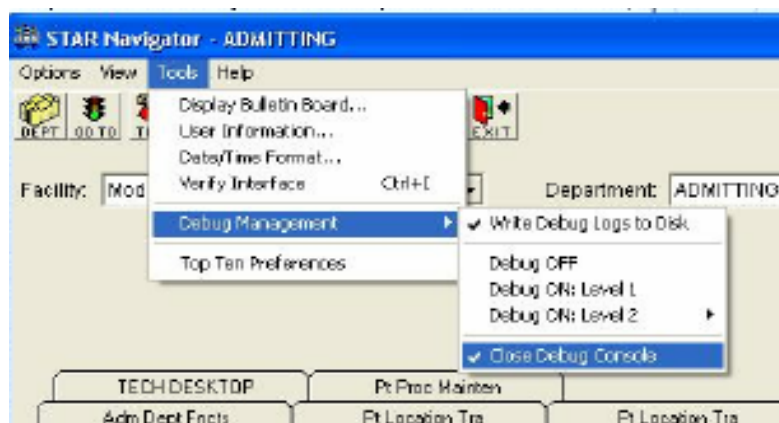
- To monitor STAR Applications started from the View, use the Setup menu.



- To view formatted transaction data, double-click data in the WEM grid, or right-click the grid with focus to invoke the pop-up options menu.



- To Close the Debug Console before quitting Navigator, use the Tools menu, either in a View or after using Exit STAR to return to the logon screen. (This is useful for viewing information generated in the session exit sequence). Otherwise, the Debug Console should unload on final exit from Navigator.



ERROR TYPES

Following are descriptions of the types of errors included in the error message list:

SERVER CRITICAL ERRORS

These error conditions occur on the STAR(host) side as a consequence of transaction management. They are critical and cause the host connection to be terminated. When you encounter one of these errors, an error message displays in the WEM window and you are prompted to abort the connection.

SERVER NON-CRITICAL ERRORS

These error conditions originate on the STAR (host) side as a consequence of transaction management. In general, when you encounter one of these errors, a warning message displays in the WEM window or in a message dialog box.

CLIENT CRITICAL ERRORS

These error conditions originate on the client (PC) side as a consequence of transaction management. In general, you receive a warning about the error condition in a message dialog box. Client critical errors are defined as those that prevent *any* transactions from being processed through the interface.

CLIENT NON-CRITICAL ERRORS

These error conditions originate on the client (PC) side as a consequence of transaction management. In general, you receive a warning about the error condition in a message dialog box. Client non-critical errors are defined as those that prevent a *single* transaction from being processed through the interface. A non-critical error can become critical if the transaction in question is integral to the operation of the client application.

WEM

These messages originate from the McKesson Windows Emulation Manager (WEM).

Message	Error Type	Cause	Resolution
Application Sign-on Error	Server Critical	<p>This error condition occurs during application start up on the STAR side as a consequence of transaction management. It occurs when the process used to perform server user sign on either does not exist, or an application error has occurred during the sign on process.</p> <p>This occurs only on the host. There is no transaction management database on the PC with 32-bit.</p>	In general, these conditions cannot be resolved without technical support.

Message	Error Type	Cause	Resolution
Application Number Not Defined	Client Non-critical	The transaction attempted does not have a valid application number associated in the runtime transaction database.	<p>If this error occurs during development, the resolution is to assure that the application number is valid.</p> <p>If this error occurs at runtime, it indicates a software packaging problem or the transaction database has been corrupted.</p> <p>Report the problem to technical support.</p>
Cannot Initialize Workstation Parameters	Server Critical	Under 32-bit versions of STAR Navigator, this indicates a basic communication problem or software installation problem.	<ol style="list-style-type: none"> 1. Abort the host emulation as prompted. 2. Close the client application (i.e. STAR Navigator). 3. Perform the sign on procedure to establish another session. <p>If this condition repeats, technical support is required.</p>
Cannot Complete Transaction Request	Server Critical	This condition occurs during the course of the user session. It means the transaction request posted to STAR does not match the request received.	<ol style="list-style-type: none"> 1. Abort the host emulation session as prompted. 2. Use NavKillX.exe to terminate McKesson windows applications (i.e. STAR Navigator, WEM). 3. Perform the sign on procedure to establish another session.
Cannot Process Application Startup Transaction	Server Critical	This error condition occurs during application start up on the STAR side as a consequence of transaction management. It means the application start up process was started but did not complete. It indicates a problem on the server application side of the interface.	<ol style="list-style-type: none"> 1. Abort the host emulation as prompted. 2. Close the client application (i.e. STAR Navigator). 3. Perform the sign on procedure to establish another session. <p>If this condition repeats, technical support is required.</p>

Message	Error Type	Cause	Resolution
Communications Error	Client Critical	A general communications problem has been reported from WEM to the client side. The transaction management functions terminate when the user responds to the message dialog box.	<ol style="list-style-type: none"> 1. Close the client application (i.e. STAR Navigator). 2. Close the Windows emulator (WEM). <p>NOTE: If the applications do not close cleanly, close them using NavKillX.exe.</p> <ol style="list-style-type: none"> 3. Perform the sign on procedure to establish another session.
Could Not Initiate Data Mode	Server Critical	This error condition occurs during application start up on the STAR (host) side as a consequence of transaction management. It means that WEM could not be minimized.	<ol style="list-style-type: none"> 1. Abort the host emulation session as prompted. 2. Perform the sign on procedure to establish another session.
Could Not Initiate Application Sign-On Process	Server Critical	This error condition occurs during application start up on the STAR side as a consequence of transaction management. It occurs when the process used to initiate application start up transactions does not exist. This error indicates a packaging problem between the client and server application installation processes.	This condition cannot be resolved without technical support.
Data Download Failed	Server Critical	The STAR side of transaction management has attempted a DDE download operation from STAR to the client (PC), and the communications system has reported a failure.	<ol style="list-style-type: none"> 1. Abort the host emulation session as prompted. 2. Use NavKillX.exe to terminate McKesson windows applications (i.e. STAR Navigator). 3. Perform the sign on procedure to establish another session.
Error Caching Transaction	Server Non-critical	<p>This error occurs when the server application has exceeded one of the two physical data limitations imposed when processing transaction responses:</p> <p>Field Length Greater 254</p> <p>More than 9900 Responses</p>	Report the problem to technical support. The server application process may need to be modified to accommodate these limitations.

Message	Error Type	Cause	Resolution
Foreign Host Closed Connection	WEM	<p>The connection between your modem and the host computer was lost.</p> <p>This is only a problem if you did not intend to break the connection. That is, if you clicked on an Exit STAR button, this message is purely informational and does not mean there is any problem with your workstation.</p> <p>Connections can be lost for many reasons, including everything from excessive line noise to failure of your modem or phone line.</p> <p>If you experience chronic problems losing connection,</p>	<p>Reestablish the connection to the host computer.</p> <p>In WEM, from the <i>Options</i> menu, select <i>Connect</i>. Sign on to the host again.</p>
Host System Not Available	Client Critical	The client side of transaction management is not ready to accept transactions. The transaction management functions do not allow transaction processing until both sides of the interface have negotiated readiness.	<ol style="list-style-type: none"> 1. Close the client application (i.e. STAR Navigator). 2. Perform the sign on procedure to establish another session.
Host Report & Printer Must Have Same Name	Server Non-critical	The STAR Spooler report and printer name used when the Print Location is set to Print Local do not have the same name. This is a Print Queue processing requirement.	The resolution to this problem is to review Print Queue implementation to correct the problem.
Invalid Transaction Processing Command	Client Non-critical	The transaction attempted does not have a valid request type associated at the time the transaction is initiated. This error is differentiated from <i>Transaction Not a Request Type</i> because it checks for gaps within the valid range of request types.	<p>If this error occurs during development, the resolution is to assure that a valid request type is used.</p> <p>If this error occurs at runtime, it indicates a software packaging problem.</p> <p>Report the problem to technical support.</p>

Message	Error Type	Cause	Resolution
Maximum Request Limit Reached	Client Non-critical	A transaction request was initiated and the total size of the request parameters exceeded the limit specified in the transaction management initialization file.	Reported the problem to technical support. The client or server application process may need to be modified to accommodate this limitation, or the request limit can be increased up to the MULTISTAR (MSE) string maximum. The optimum level is not to exceed 2K from a performance standpoint.
Network Task Initialize - FAILED	WEM	The program was unable to establish a Windows task with the LAN software that is used to communicate across the network. The DLL was found but is unable to communicate with your LAN software package. Typically this indicates the Ethernet driver was not loaded when the PC was booted or when Windows was initiated.	Reinstall LAN communication software.
Page File Requested Not Found	Client Non-critical	A transaction request was initiated and the page frame indicated by the request type was not present. This means that a full request cycle for the transaction did not complete, and the current requested operation (i.e. next page, previous page) is not possible.	If a Refresh function is available, you can perform a refresh of the affected transaction, otherwise terminate the session. If this error repeats on the same transaction, contact technical support.
Report Routine Not Specified	Server Non-critical	The server application routine that generates the STAR Spooler report and printer associated with the Host Report Name does not exist. The Host Report Name is specified in the Print Queue printing preferences. This indicates a packaging problem for the application.	Report to technical support for resolution.

Message	Error Type	Cause	Resolution
Request String Too Long	Server Non-critical	The STAR side of transaction management is attempting to package a request received from the client. It means the physical limitation of a MAXIMUMPS string has been reached. This limitation is based on a MULTISTAR (MSE) system configuration parameter.	Report the problem to technical support. The client or server application process may need to be modified to accommodate this limitation.
Transaction Number Not Defined	Client Non-critical	The transaction attempted does not have a valid transaction number associated in the runtime transaction database.	<p>If this error occurs during development, the resolution is to assure that the application number is valid.</p> <p>If this error occurs at runtime, it indicates a software packaging problem or the transaction database has been corrupted.</p> <p>Report the problem to technical support.</p>
Transaction Not a Request Type	Client Non-critical	This error indicates the transaction attempted does not have a valid request type associated at the time the transaction is initiated.	<p>If this error occurs during development, assure that a valid request type is used.</p> <p>If this error occurs at runtime, it indicates a software packaging problem.</p> <p>Report the problem to technical support.</p>
Transaction Request Timeout	Client Non-critical	The client application specifies a timeout value associated with a transaction request. If the timeout value expires before a full transaction request cycle completes, a message box displays allowing the user to cancel the transaction. A transaction request timeout typically precedes a <i>Transaction Request in Progress</i> error.	<p>Use the Verify Interface option (press CTRL+I) to ensure the STAR side of the interface is still active.</p> <p>If the Verify Interface option determines the interface is <u>not</u> active, make sure STAR Navigator and WEM are terminated. Use NavKillX.exe to close applications if necessary.</p> <p>Note that the Verify Interface option can be used any time it is suspected the STAR side of transaction management is not active.</p>

Message	Error Type	Cause	Resolution
Transaction Data Length MisMatch	Client Non-critical	The length portion of the transaction header does not match data portion of the transaction header at the time transaction management accepts the request from the client application.	<p>If this error occurs during development, assure that the proper calling procedure for a transaction request is followed.</p> <p>If this error occurs at runtime, it indicates a software packaging problem.</p> <p>Report the problem to technical support.</p>
Transaction Request in Progress	Client Non-critical	<p>Transaction management functions process transactions serially and requires a full transaction cycle to complete before another transaction can be processed.</p> <p>This error indicates that transaction management functions are in the process of completing a previous transaction request, or a previous server process has aborted.</p>	<p>Use the Verify Interface option (press CTRL+I) to determine if the STAR side of transaction management is still active.</p> <p>If the Verify Interface option determines the interface is not active, make sure STAR Navigator and WEM are terminated. If necessary, use NavKillX.exe to close applications.</p> <p>Note that the Verify Interface option can be used any time it is suspected the STAR side of transaction management is not active.</p>

Chapter 7 - WORD PROCESSING INTERFACE

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INTRODUCTION

McKesson's STAR word processing interface supports use of a word processing interface in the Windows environment. The interface is available to all customers using STAR Navigator and allows you to download STAR documents to Windows-based word processors, revise the documents, and upload them back to STAR.

Currently McKesson supports the following Windows-based word processors:

- Microsoft Word 2003
- Microsoft Word 2007
- Microsoft Word 2010

Instructions for setting up these versions of Microsoft Word are included in this section.

Softkey Editor, the STAR word processor, is available for PC users who choose to use it and for those who do not have PCs. This discussion assumes you are at a PC with STAR Navigator installed, a McKesson-supported word processor installed, and you plan to or have activated the Windows-based word processing interface.

Once the interface is invoked, you can download a document to your PC for editing. When you complete your editing, STAR uploads the document. All STAR documents, whether created using Softkey Editor or a Windows-based word processor, are printed by STAR. Special features such as bold, underline, or special fonts are retained, but are not printed by STAR.

In addition, you can download a document for inquiry. In most of the inquiry functions in STAR where a document can be reviewed, STAR displays the documents from a Windows-based word processor with all of the character fonts and formatting characteristics.

STAR retains two copies of each document maintained in the Windows-based interface. The first copy of each document is a standard ASCII text version, the same version used in STAR's Soft Key Editor. STAR uses the standard ASCII text version to display the document on standard CRTs and in any print function that prints the documents.

With the Windows-based word processing interface, STAR creates a second copy of each document in standard Rich Text Format (RTF). The RTF version of each document retains the character fonts and formatting characteristics placed in the document by the Windows-based word processor.

Word processing integration with STAR applications is currently available in the following product areas:

STAR Laboratory

- Results entry for word processing results

- Standard Result Text (Maintenance function processor)

STAR Patient Care

- Order Management - Custom Documents
- Nursing - Custom Documents
- Departmental Profiling - Notes Processing

STAR Pharmacy

- Target Drug/Class Management - Post Worksheet
- Target Drug/Classes Table
- Kinetic Consults
- Compound Form Maintenance

STAR Radiology

- Results entry for word processing results
- Precanned Summaries (Maintenance Functions processor)

Available Word Processors

McKesson determines the Windows-based word processors that can be used in the Windows-based word processing interface. For supported word processors, McKesson creates the macros in the word processor that are required for the interface. As additional word processors and their macros are added, McKesson makes them available.

Word Processor Defects

For information pertaining to defects in the Microsoft Word for Windows software, please contact Microsoft using the support telephone number listed in the Microsoft Word documentation, or access Microsoft's Internet home page.

DISCLAIMER

McKesson is not responsible for any defects in any Windows-based word processor used in the Windows-based word processing interface. This includes any defects in the word processor's RTF writer (the software that converts documents to the Rich Text Format), or defects in its RTF reader (the software that interprets the RTF format for display and printing).

If the contents of a document maintained in the McKesson Windows-based word processing interface are not displayed, processed, or printed correctly in the word processor, the company that produced the word processor is responsible for helping you resolve the problem.

All documentation pertaining to any component of a Windows-based word processor used in the Windows-based word processing interface needs to be obtained from the company that produces the word processor.

McKesson makes no representation that an RTF document is displayed exactly the same between word processors, PCs, servers, workstations, printers, or operating systems.

Lastly, questions pertaining to the functionality of any Windows-based word processor, except those questions that pertain to the setup of McKesson features, need to be referred to the company that produced the word processor.

McKESSON FEATURES IN THE WORD PROCESSORS

McKesson has added the following features to each word processor to make the Windows-based word processing interface easier to use.

- **Macros**

Each word processor has McKesson macros that are used in the interface. The interface does not work without them.

The macros perform functions such as opening new documents, inserting patient demographic header text, inserting STAR documents into the word processor, and running the word processor's spelling check tool.

- **Exit Macro**

The McKesson Exit macro is used to signal STAR that you want to exit the word processing interface and return to STAR and the STAR Navigator window.

There are two versions of the exit macro. They are the same except one automatically starts the spelling check tool when a McKesson document is revised, and the other does not.

The version of the exit macro that automatically starts the spelling check tool is associated with the HBOC Exit button and the ALT+X keystroke combination. The version of the exit macro that does not start the spelling check tool is only associated with the ALT+E keystroke combination.

If the document was changed and the ALT+X or HBOC Exit button is used to exit the word processor, then the exit macro starts the word processor's spelling check tool automatically. After you complete the spelling check, the exit macro transmits the Save code to STAR, informing STAR to upload the document and file the changes.

If no document changes are made, the exit macro transmits the *Exit without saving* code to STAR and the spelling check tool is not started.

Whether a STAR document is downloaded into a Windows-based word processor for creation/revision, or for inquiry purposes, the exit macro minimizes the word processor's window and close the STAR documents after all of its other processing is completed.

The exit macro only works on STAR Windows-based word processing documents. The macro stops if it is executed in a document window that does not contain a McKesson document.

- **HBOC Exit Button**

The HBOC Exit button is used to make it easy for users to execute the exit macro using the mouse. The exit macro is started after the user clicks on the button once. The HBOC Exit button starts the version of the exit macro that automatically starts the spelling check tool when a McKesson document is revised.

- **ALT+E Keys**

The ALT+E keystroke combination lets you start the McKesson Exit macro without using a mouse. This keystroke combination runs the version of the McKesson exit macro that does not start the spelling check tool when a McKesson document is revised.

- **ALT+X Keys**

The ALT+X keystroke combination lets you start the McKesson exit macro without using the mouse. This keystroke combination runs the version of the McKesson exit macro that automatically starts the spelling check tool when a McKesson document is revised.

- **Opening New Blank Documents**

The McKesson macros open new blank documents when they are needed for the Windows-based word processing interface based on the following templates:

Word Processor	New Blank Document Template
Microsoft Word (any version)	Normal

User Preferences Functions Menu

The User Preferences Functions menu contains the two Windows-based word processing interface functions.

- Windows Word Processing User Preferences
- Download Windows Word Processor Macros

There are two versions of this menu. The first version is for system administration personnel with a security level of 80 or higher. It contains an option that allows access to the Menu and Mnemonics Parameters menu. An example of the User Preferences Functions menu for system administrators is provided below.

General Hospital User Preferences Processor	
Tue Jul 05, 2005 10:49 am	
User Preferences Input Options	
Option No.	Option
1	Menu and Mnemonic Functions
2	Function Key Definition
3	Menu Type Selection
4	CRT Color Selection
5	Windows Word Processing User Preferences
6	Download Windows Word Processor Macros
7	Information Windows Administration
8	Information Windows Preference
9	Select Alternate STAR Environment
10	STAR ONLINE Support Access Administration
11	STAR Navigator Automatic Update Settings
Enter option number--	

The second version of the User Preferences Functions menu is available to all users.

An example of the User Preferences Functions menu for all users is provided below.

General Hospital User Preferences Functions Processor	
Fri May 08, 1998 01:51 pm	
User Preferences Functions Input Options	
Option No.	Option
1	Function Key Definition
2	Menu Type Selection
3	CRT Color Selection
4	Windows Word Processing User Preferences
5	Download Windows Word Processor Macros
6	Information Windows Preference

Enter option number--

The Windows Word Processing User Preferences and Download Windows Word Processor Macros functions were added to both versions of the User Preferences Functions menu for the Windows-based word processing interface.

WINDOWS WORD PROCESSING USER PREFERENCES

To use the Windows-based word processing interface you must sign into STAR using STAR Navigator or McKesson's Windows Terminal Emulator (WEM).

You use the Windows Word Processing User Preferences function on the User Preferences Functions menu to select a Windows-based word processor, a startup macro, a post-document-load macro, and a patient demographic header type to display in documents.

If you choose not to use a Windows-based word processor, you have the STAR Soft Key Editor available for viewing and revising STAR documents.

If any of the following conditions apply, the Soft Key Editor is used:

- You did not sign into STAR using STAR Navigator or WEM.
- You signed into STAR using STAR Navigator or WEM, but in the Windows Word Processing User Preferences function you either did not select a word processor, or you indicated that a word processor is not to be used.

Upon entry to the function, processing initially differs depending on which STAR product you originally signed into. Because the STAR Laboratory and STAR Radiology products use departments, the Windows Word Processing User Preferences are

separated by department for each user. All other STAR products have their user preferences separated by facility.

NOTE: By selecting a department or facility, you are not setting Windows Word Processing preferences for every user. You are selecting the preferences you want to use each time you access word processing documents in that department or facility.

DOWNLOAD WINDOWS WORD PROCESSOR MACROS

You use this function to download the McKesson macros for your selected word processor to your PC for use in the Windows-based word processing interface. Macros are downloaded when the Windows-based word processing interface is first implemented, the macros are revised, or a word processor is added to the interface.

McKesson provides the macros for each supported word processor used in the interface. Downloading the macros is a required part of implementing the Windows-based word processing interface and is specific to the selected word processor.

The macros cannot be downloaded if they are in use on the PC. The steps you take to prepare for the download of the macros to your PC vary by word processor. Instructions for downloading the McKesson macros for your selected word processor are provided in Implementing the Word Processing Interface in this section.

IMPLEMENTING THE WORD PROCESSING INTERFACE

Perform the following implementation steps before attempting to use the Windows-based word processing interface. Implementation involves the following tasks:

- Determining your PC workstation software and hardware needs and requirements to obtain the most efficient processing performance.
- Consulting with the people who are responsible for creating and updating documents to agree on document standards for font, font size, and margins to ensure that your documents have a consistent look and to avoid reformatting problems.
- Setting up your word processor. This task involves downloading the required McKesson macros, setting up the default document directory, and performing any additional setup needed by the word processor.
- For STAR Laboratory and STAR Radiology, creating RTF versions of any precanned text files.

NOTE: This step must be performed before the interface is used and does not have to be performed for every PC that is set up to use the interface.

Before You Begin

Before implementing the Windows-based word processing interface, review this information and determine your workstation needs, department or facility document conventions, and any impact on your host system disk space.

REVIEW WORKSTATION REQUIREMENTS

Make sure you have the required hardware and software to get the desired computer performance.

Hardware and Software

In order to use the Windows word processing interface, the following hardware and software is required:

- A 500 MHz processor or higher.
- 256 MB of RAM or higher.
- McKesson's Windows Terminal Emulator (WEM) version 5.0 or later.
- Microsoft Word 2003, Microsoft Word 2007, or Microsoft Word 2010.

Performance

How fast the Windows-based word processing interface operates is influenced by the following four conditions:

- The speed of the PC.
- The speed of the word processor.
- The speed of the PC's connection to the STAR HOST.
- The speed of the STAR HOST.

If any of these is running slowly, the response time (speed of) the interface can be adversely impacted.

The Windows-based word processing interface requires more processing than the STAR-based editor. Documents that are maintained have to be uploaded in two different formats (RTF and ASCII) and filed in two different formats. In addition, the ASCII version is formatted so that the text fits within the defined line length limitations and spaces are inserted to replace tab characters.

All of the additional processing that is required for the Windows-based word processing interface has the potential to make it slower than the STAR-based editor.

To help your Windows-based word processing interface perform its processing as quickly as possible:

- Use the fastest PC available to you.
- Before using the Windows-based word processing interface, load your word processor into memory.

NOTE: STAR starts the word processor for you if it isn't already loaded, but the loading process takes a lot more time. If you have the word processor loaded, you do not have to wait for it to be loaded by STAR.

- Consider adding the word processor's icon to the Windows Startup group so the word processor automatically loads each time you start Windows.
- Before using the Windows-based word processing interface, if the word processor is already open, close any open documents.

NOTE: If there are open documents, the McKesson macros have to search for a blank one and open one if there isn't one available. This slows down the interface.

AGREE ON THE FONT, FONT SIZE, AND MARGINS TO USE

Since you are going to create and modify documents on different PCs, it is important that your department or facility's documents have a consistent appearance when they are updated or viewed via the word processing interface.

Before implementing the word processing interface, reach an agreement on which font, font size, and margins to use with your department or facility's documents. The font selected needs to be available on all of the PCs using the Windows-based word processing interface. Using the same margins helps avoid reformatting by the word processors when a document is loaded on a PC.

UNDERSTAND THE REQUIREMENTS FOR CUSTOM DOCUMENTS

Custom documents for Nursing and Order Management are supported in the Windows-based word processing interface. However, McKesson does not support or provide the macros that create patient blocks in these custom documents.

To print custom documents that you maintain in the Windows-based word processing interface, you must meet the following requirements:

1. Create all patient blocks using standard keyboard characters such as tabs, spaces, and hyphens.

Only standard keyboard characters are translated to the ASCII text version that is used to print custom documents. If standard keyboard characters are not used, custom documents do not print correctly.

2. Set the margins in your Windows-based word processor so that each line has no more than 75 characters and each page has no more than 60 lines.

CONSIDER THE IMPACT ON HOST SYSTEM DISK SPACE

Using the Windows-based word processing interface impacts your Host system disk space. For each document (including precanned text files) you create or revise in the interface, two versions are filed: the standard ASCII version and the Rich Text Format (RTF) version.

The RTF file typically has more than 10 times as many bytes as its ASCII text counterpart. The RTF file contains a large volume of formatting codes in addition to the text. The RTF file size increases dramatically if any graphical or drawing objects, such as tables and text boxes, are added to the document.

To estimate your Host disk space requirements, you need to determine the number of documents that your department or facility plans to maintain in the Windows-based word processing interface on a daily basis.

For more information about the PATH statement, refer to your Microsoft DOS manual.

Set Up the Word Processor

Please perform the following implementation steps for the word processor before using it with the Windows-based word processing interface. Read the information in the Before You Begin part of this section to make sure you have the required hardware and software and understand the need for selecting a standard document look (font, font size, and margins) for documents processed in the interface.

Setup instructions for the following word processors are provided in this guide:

Word Processor	Location
Microsoft Word 2003 for Windows	"Microsoft Word 2003 for Windows" on page 7-13
Microsoft Word 2007 for Windows	"Microsoft Word 2007 for Windows" on page 7-21
Microsoft Word 2010 for Windows	"Microsoft Word 2010 for Windows" on page 7-30

Microsoft Word 2003 for Windows

If you are using Microsoft Word 2003 with the McKesson Windows-based word processing interface, perform the following implementation steps to set up the word processor before using the interface.

Step 1: Download the McKesson Macros

McKesson provides the macros that are required for the Windows-based word processing interface. Macros are available for each supported Windows-based word processor. You use the Download Windows Word Processing Macros function on the User Preferences Functions Processor menu to download the macros for the selected Windows-based word processor to your PC for use in the Windows-based word processing interface.

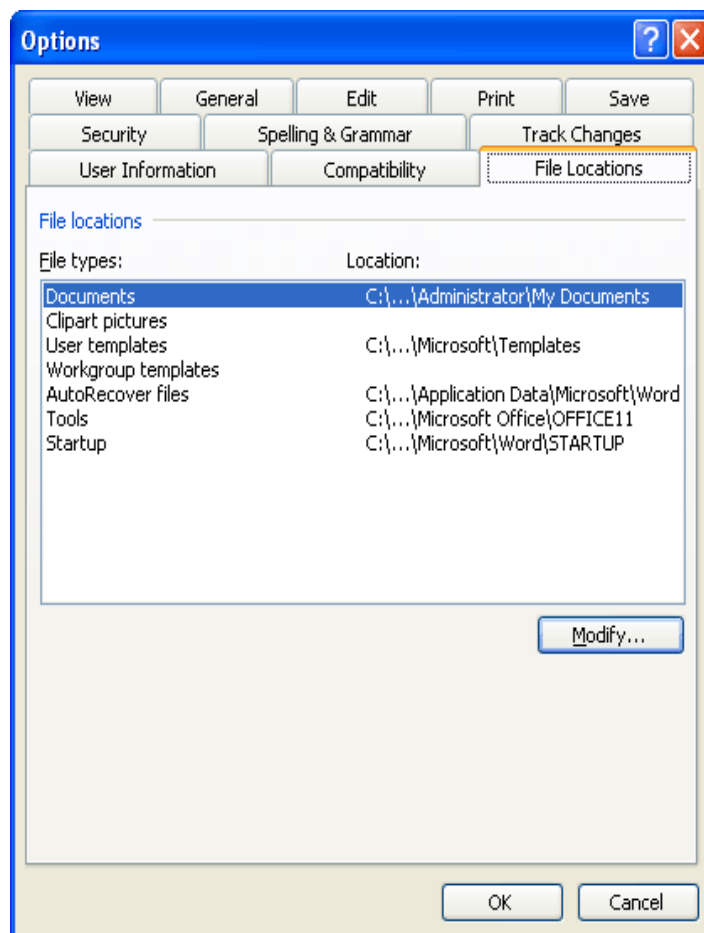
The McKesson macros (contained in the HBOC.DOT template) are downloaded into Microsoft Word's startup directory. When the HBOC.DOT template is in Microsoft Word's startup directory, Microsoft Word automatically attaches the HBOC.DOT template as a global template each time the word processor is started. As a global template, all of the macros in HBOC.DOT are available for use in the McKesson Windows-based word processing interface. If HBOC.DOT is not loaded into the startup directory, the interface to STAR does not work correctly.

For a New Word Installation

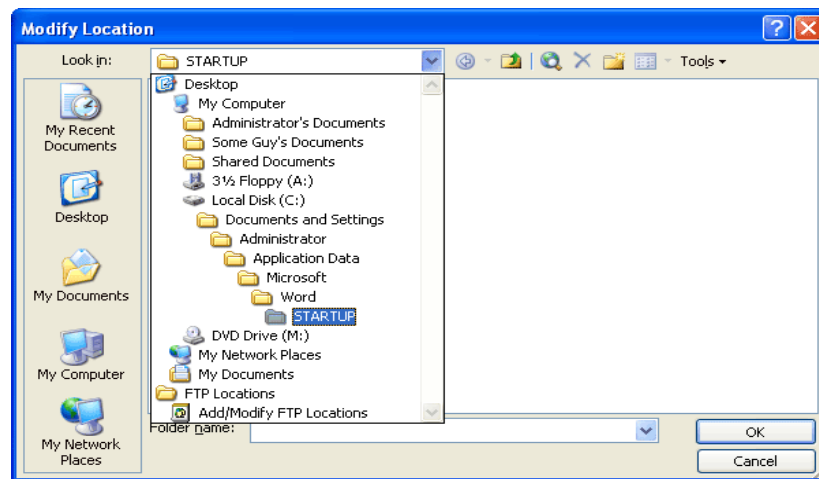
Step 1a: Determine the Startup Directory Path

In Microsoft Word, to determine the path to the startup directory, follow these steps:

1. From the **Tools** menu, select **Options**. The Options dialog box is displayed.
2. Select the **File Locations** tab. The File Locations dialog box is displayed.



3. Double-click the **Startup** file type. The Modify Location dialog box is displayed. Click the down-arrow in the Look in: box to see the full path.



NOTE: This setting is user-specific. The macro either needs to be downloaded for each user or copied to each user's Startup location. Alternatively, the Startup location could be modified with Word to a common location for each user with one copy of the macro residing on the workstation.

NOTE: Be sure that you have the ability to update files in the Startup directory. If you do not have this ability, change the Startup directory to one that you can update files in and copy any files in your present Startup directory to it.

4. Click Cancel to exit to the Modify Location dialog box without making any changes.
5. Click Close to exit the Options dialog box without making any changes.

Step 1b: Close Word 2003

1. Close all open documents using the Close option from the File menu.
2. To close Word, from the File menu, select **Exit**.

Step 1c: Download the HBOC.DOT Template

To download the McKesson macros for Word 2003 (contained in the HBOC.DOT template file), follow these steps:

1. From the **User Preferences Functions Main Menu**, select the **Download Windows Word Processor Macros** function.

```

General Hospital User Preferences Processor
                                Tue Jul 05, 2005 10:49 am
User Preferences Input Options

Option No.  Option
-----
      1      Menu and Mnemonic Functions
      2      Function Key Definition
      3      Menu Type Selection
      4      CRT Color Selection

      5      Windows Word Processing User Preferences
      6      Download Windows Word Processor Macros

      7      Information Windows Administration
      8      Information Windows Preference

      9      Select Alternate STAR Environment
     10      STAR ONLINE Support Access Administration

     11      STAR Navigator Automatic Update Settings
Enter option number--

```

The list of supported Windows-based word processors is displayed.

```

General Hospital Download Word Processor Macros Processor
                                Thu Jun 09, 2011 10:00 am

Page:01

                                Windows-Based Word Processors
( 1) Microsoft Word '97
( 2) Microsoft Word 2000
( 3) Microsoft Word 2002 (Office XP)
( 4) Microsoft Word 2003
( 5) Microsoft Word 2007
( 6) Microsoft Word 2010
( 7) Microsoft Word 6.0 For Windows
( 8) Microsoft Word 7.0 For Windows
( 9) WordPerfect 6.0 For Windows
(10) WordPerfect 6.1 For Windows
(11) WordPerfect 7.0 For Windows '95
(12) WordPerfect 8.0 for Windows
(13) WordPerfect 9 (WP Office 2000)

Select the word processor to download macros for--

```

NOTE: If you previously selected a word processor, the Download Word Processor Macros Processor screen is displayed.

2. From the displayed list, select the option number for Microsoft Word 2003 and press ENTER. The Download Word Processor Macros Processor screen is displayed.

```
General Hospital Download Word Processor Macros Processor
                                Wed May 30, 2007 03:16 pm

( 1)Word Processor   : Microsoft Word 2003
( 2)Total Macro Files: 1
( 3)Directory       :

Warning! The HBOC macros for Microsoft Word 2003 will be
overwritten in the directory selected!

Enter drive and directory to download to--
```

Field Explanations

1. WORD PROCESSOR (TABLE-R)

This field displays the name of the word processor that was selected at the beginning of the function.

To change the selection, select the field and choose the option number of the word processor for which you want to download macros.

2. TOTAL MACRO FILES (DISPLAY ONLY)

For the selected word processor, this field displays the total number of macro files that have to be downloaded.

3. DIRECTORY (SPECIAL-R)

This field defines the disk drive and directory into which the macro files are downloaded. Make sure this is the correct path (disk drive and directory) for the Microsoft Word 2003 for Windows Startup directory.

To change the path, select the field. The following warning and prompt is displayed:

Warning! The HBOC macros for Microsoft Word 2003 will be overwritten in the directory selected!

Enter drive and directory to download to-

NOTE: If McKesson (HBOC) macros are in the destination directory, prior to the download, back up the macros to a diskette or another directory on the PC. All McKesson (HBOC) macros and templates begin with HBOC.

Enter the desired drive and directory to which you want the macros downloaded.

3. Press ENTER. The following prompt is displayed.

Accept this screen? <Y/N> [Y] --

4. Enter **Y** or press ENTER to accept the screen. The download process is initiated. If only one macro file has to be downloaded, the system only displays the name of the macro file:

Downloading macro file HBOC.DOT Please wait!

5. If the macro download is successful, the system displays the following prompt.

Macro download completed successfully! Press NL to continue--

Press ENTER to continue. The User Preferences Functions menu is displayed.

6. If the macro download is unsuccessful, the following prompt is displayed:

Macro download unsuccessful! (A)abort, (R)etry or change (D)irectory? [A]--

NOTE: These prompts have a two hour response timeout period to assure that users does not miss it if they are away from their PCs.

Select one of the following options:

A Abort

To abort the download and exit the function, enter **A** or press ENTER. The User Preferences Functions menu is displayed.

R Retry

To retry the download of the macro file, enter **R**.

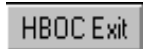
The system retries the download of the current macro file. In other words, if the system was in the process of downloading the fifth macro of 14, it restarts the download process with the fifth macro and continues to the 14th. The download process is not restarted with the first macro in the list.

D Change Directory

To re-enter the disk drive and directory for the download, enter **D**. The download process begins again with the first macro file for the word processor. When the macro download is successfully completed, the User Preferences Functions menu is displayed.

Step 1d: Restart Word 2003

After the macros are downloaded, restart Microsoft Word. The HBOC Exit button



displays next to the other toolbar buttons.

For a Macro Reload or Upgrade

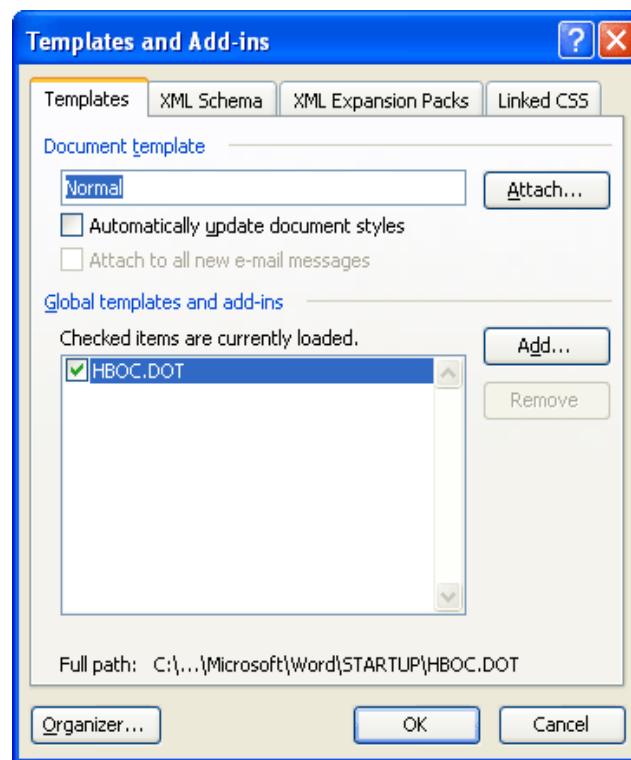
Follow these steps to reload the existing HBOC.DOT template or to download a new version (upgrade) of the HBOC.DOT template for Word 2003.

Step 1a: Start Word 2003 for Windows

Step 1b: Detach the HBOC.DOT Template

If you are reloading or upgrading the HBOC.DOT template you need to detach the HBOC.DOT template temporarily.

1. In Word from the **File** menu, select **Templates**. The Templates and Add-ins dialog box is displayed.



2. To detach the HBOC.DOT template, clear the box next to hboC.dot in the Global Templates and Add-ins frame. This detaches the HBOC.DOT template, removing it from use and allowing it to be updated.
3. Click **OK** to save your choice. The Word 2003 document window is displayed.

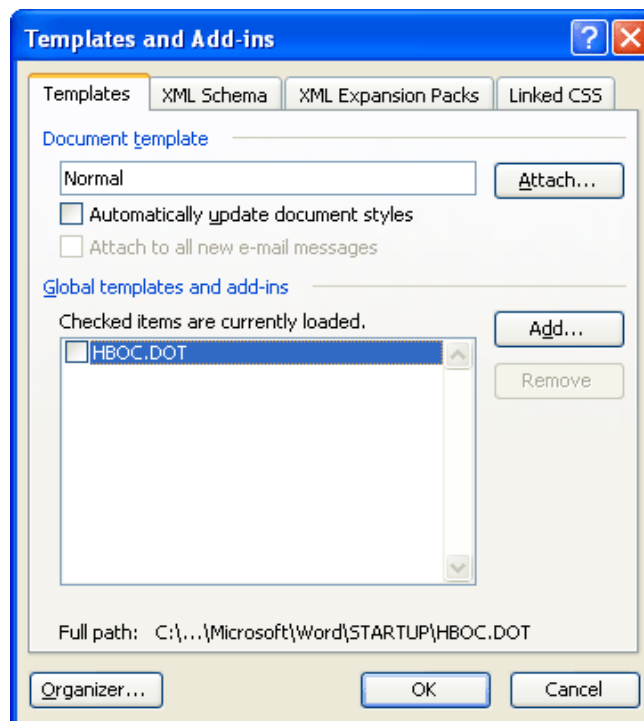
Step 1c: Download the HBOC.DOT Template

Follow the steps in “[Step 1c: Download the HBOC.DOT Template](#)” on page 7-15 for downloading the McKesson macros for a new installation.

Step 1d: Re-attach the HBOC.DOT Template

The McKesson Windows-based word processing interface only works with Microsoft Word 2003 when the HBOC.DOT template is attached as a global template. When the HBOC.DOT template is successfully downloaded, follow these steps:

1. In Word, from the **File** menu, select **Templates**. The Templates and Add-ins dialog box is displayed.



2. To re-attach the HBOC.DOT template, check the box next to HBOC.DOT in the Global Templates and Add-ins frame.
3. Click OK to save your choice. The Word 2003 document window is displayed.

Microsoft Word 2007 for Windows

If you are using Microsoft Word 2007 with the McKesson Windows-based word processing interface, perform the following implementation steps to set up the word processor before using the interface.

Step 1: Download the McKesson Macros

McKesson provides the macros that are required for the Windows-based word processing interface. Macros are available for each supported Windows-based word processor. You use the Download Windows Word Processing Macros function on the User Preferences Functions Processor menu to download the macros for the selected Windows-based word processor to your PC for use in the Windows-based word processing interface.

The McKesson macros (contained in the HBOC.DOT template) are downloaded into Microsoft Word's startup directory. By placing the HBOC.DOT template into Microsoft Word's startup directory, Microsoft Word automatically attaches the HBOC.DOT template as a global template each time the word processor is started. As a global template, all of the macros in HBOC.DOT are available for use in the McKesson

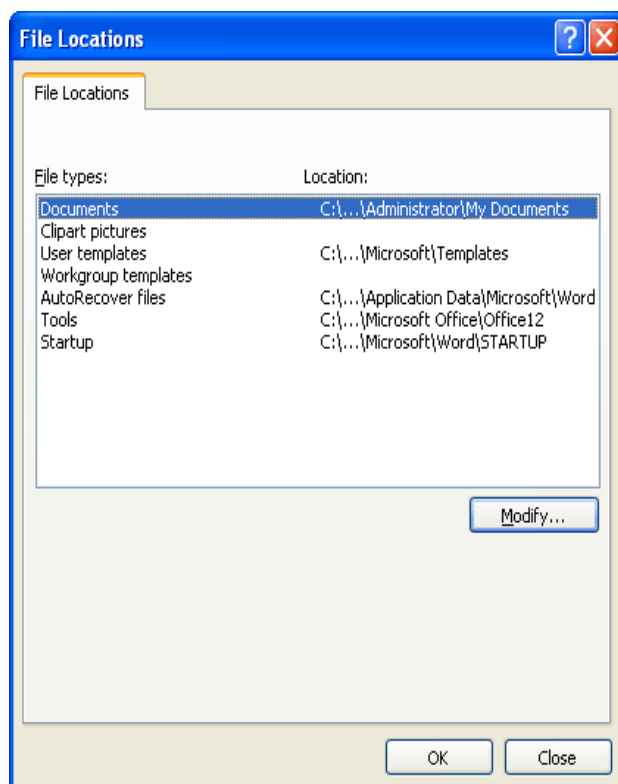
Windows-based word processing interface. If HBOC.DOT is not loaded into the startup directory, the interface to STAR does not work correctly.

For a New Word Installation

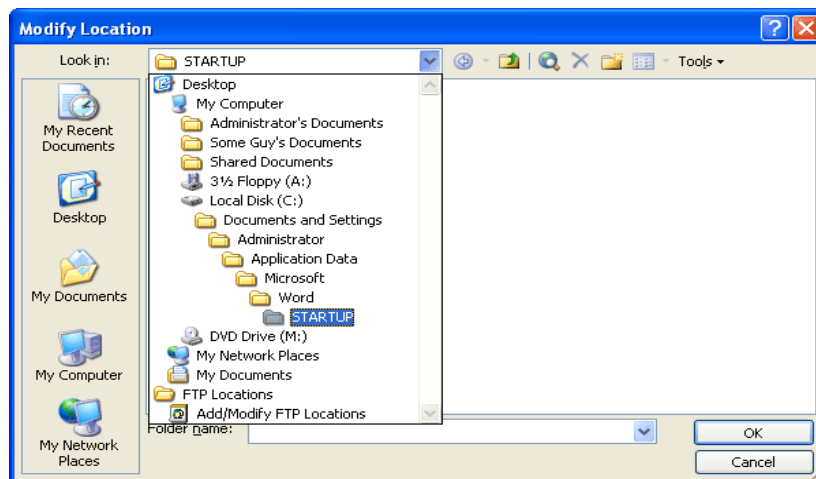
Step 1a: Determine the Startup Directory Path

In Microsoft Word 2007, to determine the name of the startup directory, follow these steps:

1. Click the Office button in the upper left hand corner of the Word window.
2. Click the Word Options button at the bottom of the popup.
3. Click Advanced from the left side menu of the Word Options window.
4. Scroll down to the General section and click the File Locations... button.
5. The File Locations dialog box is displayed.



6. Double-click the **Startup** file type. The Modify Location dialog box is displayed. Click the down-arrow in the Look in: box to see the full path.



NOTE: This setting is user-specific. The macro either needs to be downloaded for each user or copied to each user's Startup location. Alternatively, the Startup location could be modified with Word to a common location for each user with one copy of the macro residing on the workstation.

NOTE: Be sure that you have the ability to update files in the Startup directory. If you do not have this ability, change the Startup directory to one that you can update files in and copy any files in your present Startup directory to it.

7. Click **Cancel** to exit to the Modify Location dialog box without making any changes.
8. Click **Close** to exit the Options dialog box without making any changes.

Step 1b: Close Word 2007

1. Close all open documents using the Close option from the File menu.
2. To close Word, from the File menu, select **Exit**.

Step 1c: Download the HBOC.DOT Template

To download the McKesson macros for Word 2007 (contained in the HBOC.DOT template file), follow these steps:

1. From the **User Preferences Functions Main Menu**, select the **Download Windows Word Processor Macros** function.

```

General Hospital User Preferences Processor
                                Tue Jul 05, 2005 10:49 am
User Preferences Input Options

Option No.  Option
-----
      1      Menu and Mnemonic Functions
      2      Function Key Definition
      3      Menu Type Selection
      4      CRT Color Selection

      5      Windows Word Processing User Preferences
      6      Download Windows Word Processor Macros

      7      Information Windows Administration
      8      Information Windows Preference

      9      Select Alternate STAR Environment
     10      STAR ONLINE Support Access Administration

     11      STAR Navigator Automatic Update Settings
Enter option number--

```

The list of supported Windows-based word processors is displayed.

```

General Hospital Download Word Processor Macros Processor
                                Thu Jun 09, 2011 10:00 am

Page:01

Windows-Based Word Processors
( 1) Microsoft Word '97
( 2) Microsoft Word 2000
( 3) Microsoft Word 2002 (Office XP)
( 4) Microsoft Word 2003
( 5) Microsoft Word 2007
( 6) Microsoft Word 2010
( 7) Microsoft Word 6.0 For Windows
( 8) Microsoft Word 7.0 For Windows
( 9) WordPerfect 6.0 For Windows
(10) WordPerfect 6.1 For Windows
(11) WordPerfect 7.0 For Windows '95
(12) WordPerfect 8.0 for Windows
(13) WordPerfect 9 (WP Office 2000)

Select the word processor to download macros for--

```

NOTE: If you previously selected a word processor, the Download Word Processor Macros Processor screen is displayed.

- From the displayed list, select the option number for Microsoft Word 2007 and press ENTER. The Download Word Processor Macros Processor screen is displayed.

```
General Hospital Download Word Processor Macros Processor
                                Wed May 30, 2007 03:16 pm

( 1)Word Processor   : Microsoft Word 2007
( 2)Total Macro Files: 1
( 3)Directory       :

Warning! The HBOC macros for Microsoft Word 2007 will be
overwritten in the directory selected!

Enter drive and directory to download to--
```

Field Explanations

1. WORD PROCESSOR (TABLE-R)

This field displays the name of the word processor that was selected at the beginning of the function.

To change the selection, select the field and choose the option number of the word processor for which you want to download macros.

2. TOTAL MACRO FILES (DISPLAY ONLY)

For the selected word processor, this field displays the total number of macro files that have to be downloaded.

3. DIRECTORY (SPECIAL-R)

This field defines the disk drive and directory into which the macro files are downloaded. Make sure this is the correct path (disk drive and directory) for the Microsoft Word 2007 for Windows Startup directory.

To change the path, select the field. The following warning and prompt is displayed:

Warning! The HBOC macros for Microsoft Word 2007 will be overwritten in the directory selected!

Enter drive and directory to download to--

NOTE: If McKesson (HBOC) macros are in the destination directory, prior to the download, back up the macros to a diskette or another directory on the PC. All McKesson macros and templates begin with HBOC.

Enter the desired drive and directory to download the macros to.

3. Press ENTER. The following prompt is displayed.

Accept this screen? <Y/N> [Y] --

4. Enter **Y** or press ENTER to accept the screen. The download process is initiated.

If only one macro file has to be downloaded, the system only displays the name of the macro file:

Downloading macro file HBOC.DOT Please wait!

5. If the macro download is successful, the system displays the following prompt.

Macro download completed successfully! Press NL to continue--

Press ENTER to continue. The User Preferences Functions menu is displayed.

6. If the macro download is unsuccessful, the following prompt is displayed:

Macro download unsuccessful! (A)abort, (R)etry or change (D)irectory? [A]--

NOTE: These prompts have a two hour response timeout period to assure that users do not miss it if they are away from their PCs.

Select one of the following options:

A Abort

To abort the download and exit the function, enter **A** or press ENTER. The User Preferences Functions menu is displayed.

R Retry

To retry the download of the macro file, enter **R**.

The system retries the download of the current macro file. In other words, if the system was in the process of downloading the fifth macro of 14, it restarts the download process with the fifth macro and continues to the 14th. The download process is not restarted with the first macro in the list.

D Change Directory

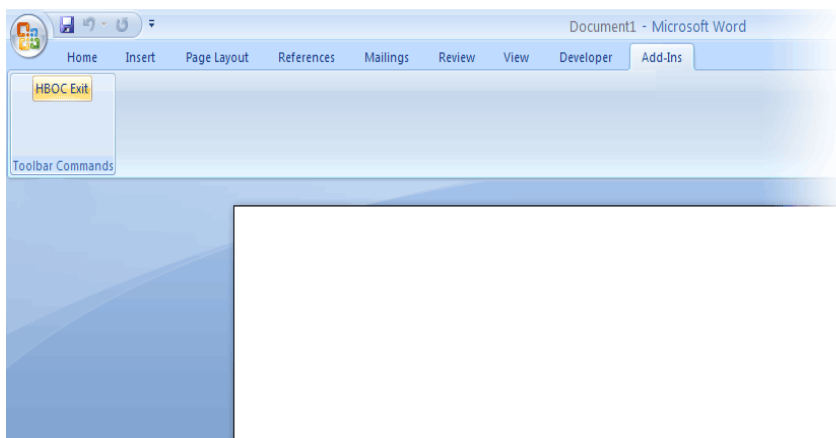
To re-enter the disk drive and directory for the download, enter **D**.

The download process begins again with the first macro file for the word processor.

When the macro download is successfully completed, the User Preferences Functions menu is displayed.

Step 1d: Restart Word 2007

After the macros are downloaded, restart Microsoft Word. The HBOC Exit button is displayed if you click the **Add-Ins** tab.



For a Macro Reload or Upgrade

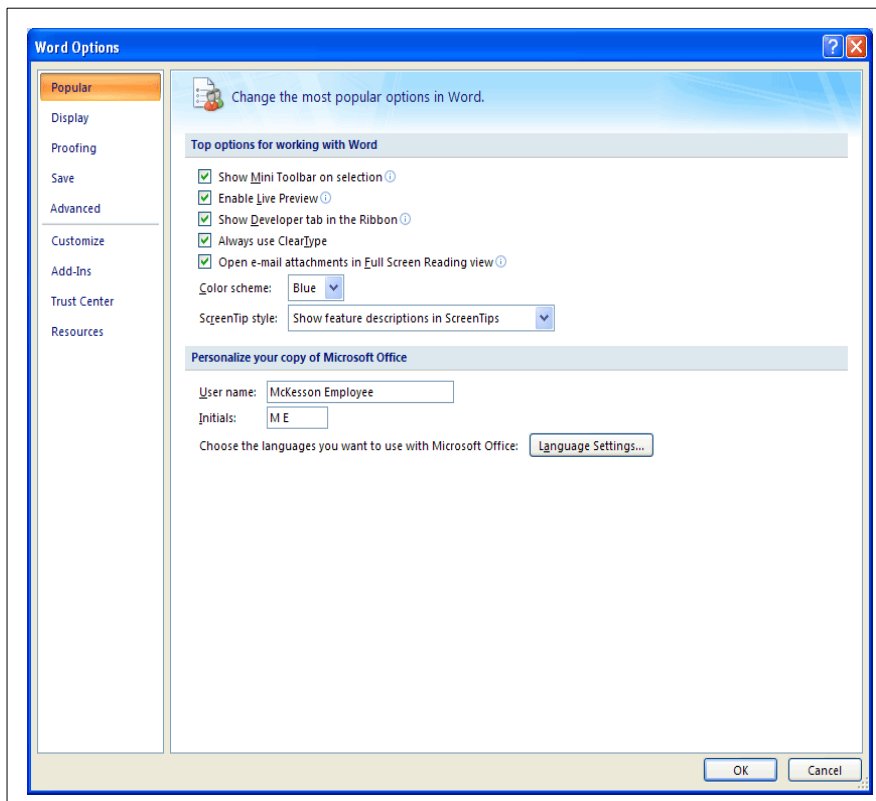
Follow these steps to reload the existing HBOC.DOT template or to download a new version (upgrade) of the HBOC.DOT template for Word 2007 for Windows.

Step 1a: Start Word 2007 for Windows

Step 1b: Detach the HBOC.DOT Template

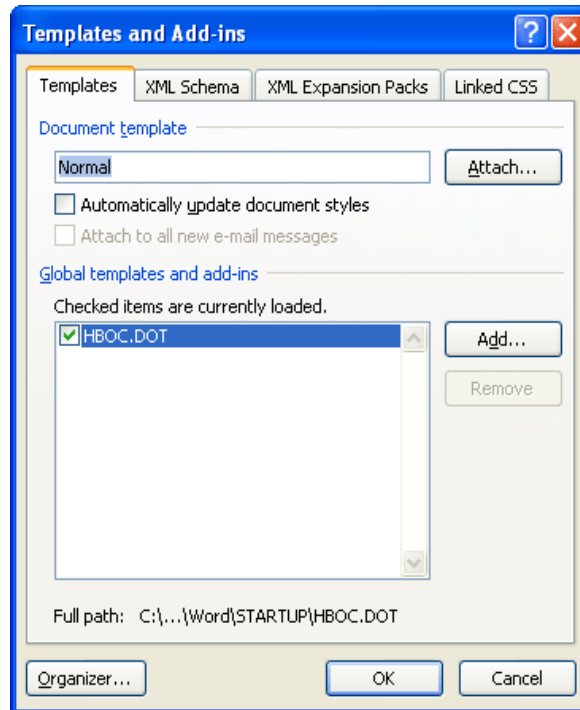
If you are reloading or upgrading the HBOC.DOT template you need to detach the HBOC.DOT template temporarily.

1. If the Developer tab does not already appear in the Word 2007 ribbon, enable the Developer tab by clicking the **Office** button and then the **Word Options** button. Click **Popular** from the left side menu of the Word Options window and enable the **Show Developer tab in the Ribbon** checkbox.



Click the **OK** button to save changes.

2. In the Developer tab on the Word 2007 ribbon, click the **Document Templates** button. The Templates and Add-ins dialog box is displayed:



3. To detach the HBOC.DOT template, clear the box next to HBOC.DOT in the GlobalTemplates and Add-ins frame. This detaches the HBOC.DOT template, removing it from use and allowing it to be updated.
4. Click **OK** to save your choice. The Word 2007 document window is displayed.

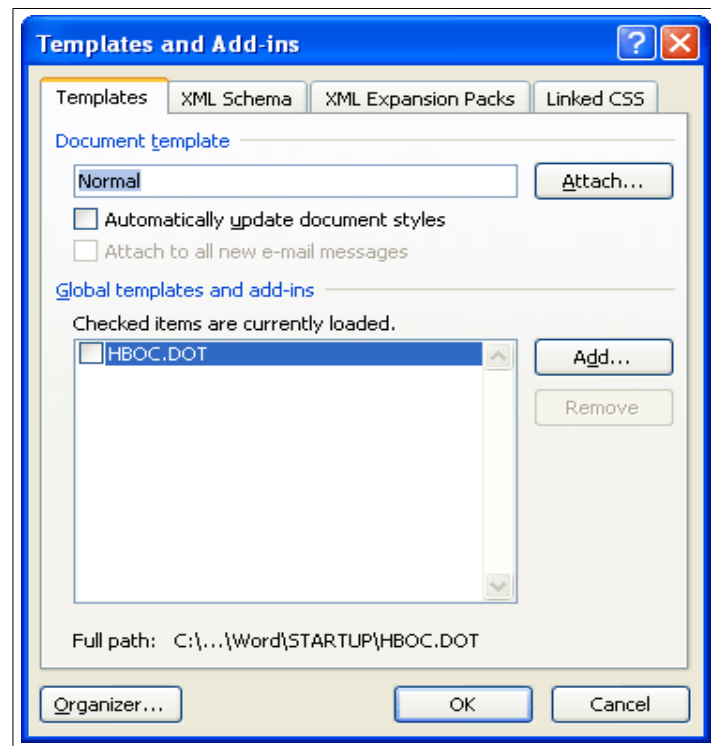
Step 1c: Download the HBOC.DOT Template

Follow the steps in [“Step 1c: Download the HBOC.DOT Template”](#) on page 7-23 for downloading the McKesson macros for a new installation.

Step 1d: Re-attach the HBOC.DOT Template

The McKesson Windows-based word processing interface only works with Microsoft Word 2007 when the HBOC.DOT template is attached as a global template. When the HBOC.DOT template is successfully downloaded, follow these steps:

1. In Word 2007, click the **Developer** tab in the ribbon, and then click the **Document Templates** button. The Templates and Add-ins dialog box is displayed.



2. To re-attach the HBOC.DOT template, check the box next to HBOC.DOT in the Global Templates and Add-ins frame.
3. Click OK to save your choice. The Word 2007 document window is displayed.

Microsoft Word 2010 for Windows

If you are using Microsoft Word 2010 with the McKesson Windows-based word processing interface, perform the following implementation steps to set up the word processor before using the interface.

Step 1: Download the McKesson Macros

McKesson provides the macros that are required for the Windows-based word processing interface. Macros are available for each supported Windows-based word processor. You use the Download Windows Word Processing Macros function on the User Preferences Functions Processor menu to download the macros for the selected Windows-based word processor to your PC for use in the Windows-based word processing interface.

The McKesson macros (contained in the HBOC.DOT template) are downloaded into Microsoft Word's startup directory. By placing the HBOC.DOT template into Microsoft Word's startup directory, Microsoft Word automatically attaches the HBOC.DOT template as a global template each time the word processor is started. As a global template, all of the macros in HBOC.DOT are available for use in the McKesson

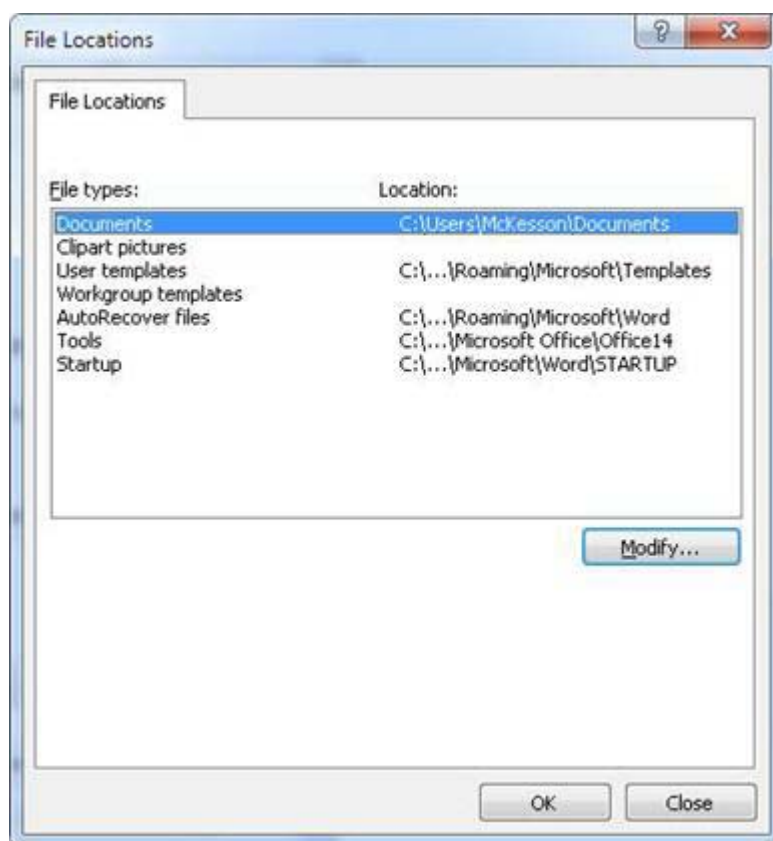
Windows-based word processing interface. If HBOC.DOT is not loaded into the startup directory, the interface to STAR does not work correctly.

For a New Word Installation

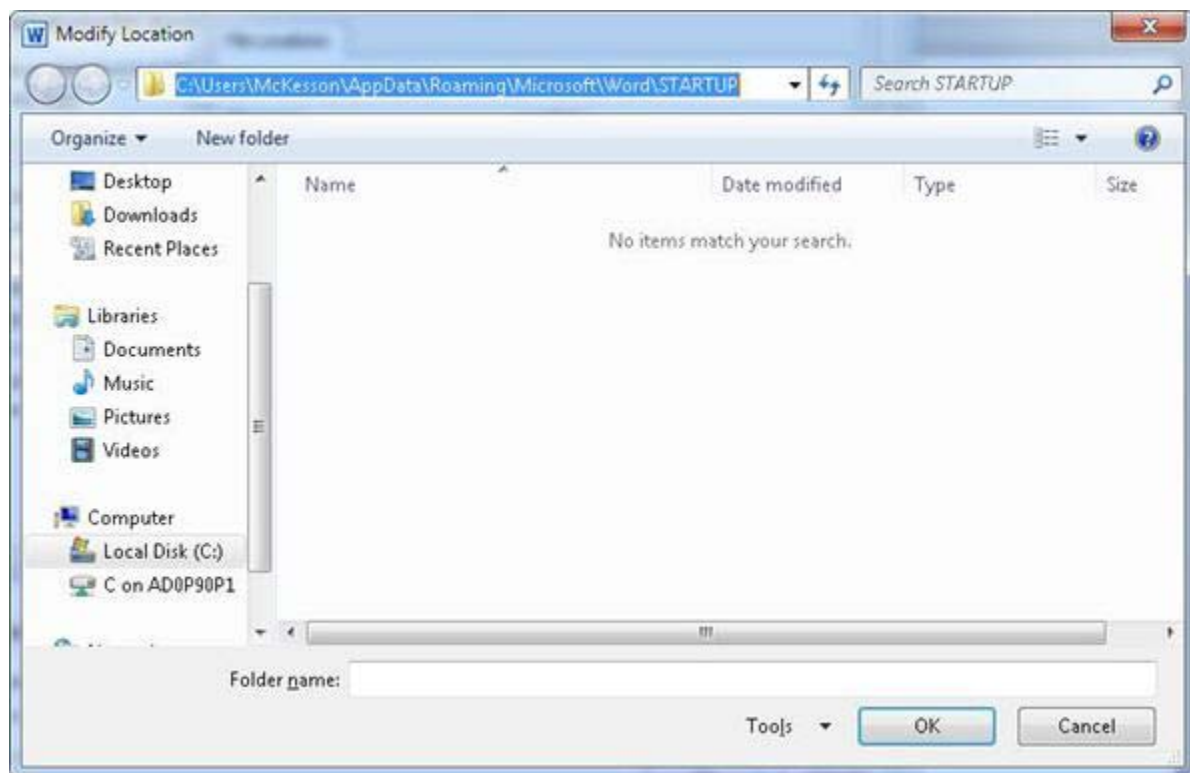
Step 1a: Determine the Startup Directory Path

In Microsoft Word 2010, to determine the name of the startup directory, follow these steps:

1. Click the **File** tab in the upper left hand corner of the Word window.
2. Click **Options** from the left side menu.
3. Click **Advanced** from the left side menu of the Word Options window.
4. Scroll down to the General section and click the **File Locations** button.
5. The File Locations dialog box is displayed.



6. Double-click the **Startup** file type. Click inside the Address/Location field (at the top) to see the full path.



NOTE: This setting is user-specific. The macro either needs to be downloaded for each user or copied to each user's Startup location. Alternatively, the Startup location could be modified with Word to a common location for each user with one copy of the macro residing on the workstation.

NOTE: Be sure that you have the ability to update files in the Startup directory. If you do not have this ability, change the Startup directory to one that you can update files in and copy any files in your present Startup directory to it.

7. Click **Cancel** to exit to the Modify Location dialog box without making any changes.
8. Click **Close** to exit the Options dialog box without making any changes.

Step 1b: Close Word 2010

1. Close all open documents using the Close option from the File menu.
2. To close Word, from the File menu, select **Exit**.

Step 1c: Download the HBOC.DOT Template

To download the McKesson macros for Word 2010 (contained in the HBOC.DOT template file), follow these steps:

1. From the **User Preferences Functions Main Menu**, select the **Download Windows Word Processor Macros** function.

```

General Hospital User Preferences Processor
                                Tue Jul 05, 2005 10:49 am
User Preferences Input Options

Option No.  Option
-----
      1      Menu and Mnemonic Functions

      2      Function Key Definition
      3      Menu Type Selection
      4      CRT Color Selection

      5      Windows Word Processing User Preferences
      6      Download Windows Word Processor Macros

      7      Information Windows Administration
      8      Information Windows Preference

      9      Select Alternate STAR Environment
     10      STAR ONLINE Support Access Administration

     11      STAR Navigator Automatic Update Settings
Enter option number--

```

The list of supported Windows-based word processors is displayed.

```

General Hospital Download Word Processor Macros Processor
                                Thu Jun 09, 2011 10:00 am

Page:01

                                Windows-Based Word Processors
( 1) Microsoft Word '97
( 2) Microsoft Word 2000
( 3) Microsoft Word 2002 (Office XP)
( 4) Microsoft Word 2003
( 5) Microsoft Word 2007
( 6) Microsoft Word 2010
( 7) Microsoft Word 6.0 For Windows
( 8) Microsoft Word 7.0 For Windows
( 9) WordPerfect 6.0 For Windows
(10) WordPerfect 6.1 For Windows
(11) WordPerfect 7.0 For Windows '95
(12) WordPerfect 8.0 for Windows
(13) WordPerfect 9 (WP Office 2000)

Select the word processor to download macros for--

```

NOTE: If you previously selected a word processor, the Download Word Processor Macros Processor screen is displayed.

- From the displayed list, select the option number for Microsoft Word 2010 and press ENTER. The Download Word Processor Macros Processor screen is displayed.

General Hospital Download Word Processor Macros Processor
Thu Jun 09, 2011 03:16 pm

(1)Word Processor : Microsoft Word 2010
(2)Total Macro Files: 1
(3)Directory :

**Warning! The HBOC macros for Microsoft Word 2010 will be
overwritten in the directory selected!**

Enter drive and directory to download to--

Field Explanations

1. WORD PROCESSOR (TABLE-R)

This field displays the name of the word processor that was selected at the beginning of the function.

To change the selection, select the field and choose the option number of the word processor for which you want to download macros.

2. TOTAL MACRO FILES (DISPLAY ONLY)

For the selected word processor, this field displays the total number of macro files that have to be downloaded.

3. DIRECTORY (SPECIAL-R)

This field defines the disk drive and directory into which the macro files are downloaded. Make sure this is the correct path (disk drive and directory) for the Microsoft Word 2010 for Windows Startup directory.

To change the path, select the field. The following warning and prompt is displayed:

Warning! The HBOC macros for Microsoft Word 2010 will be overwritten in the directory selected!

Enter drive and directory to download to--

NOTE: If McKesson (HBOC) macros are in the destination directory, prior to the download, back up the macros to a diskette or another directory on the PC. All McKesson macros and templates begin with HBOC.

Enter the desired drive and directory to download the macros to.

3. Press ENTER. The following prompt is displayed.

Accept this screen? <Y/N> [Y] --

4. Enter **Y** or press ENTER to accept the screen. The download process is initiated.

If only one macro file has to be downloaded, the system only displays the name of the macro file:

Downloading macro file HBOC.DOT Please wait!

5. If the macro download is successful, the system displays the following prompt.

Macro download completed successfully! Press NL to continue--

Press ENTER to continue. The User Preferences Functions menu is displayed.

6. If the macro download is unsuccessful, the following prompt is displayed:

Macro download unsuccessful! (A)abort, (R)etry or change (D)irectory? [A]--

NOTE: These prompts have a two hour response timeout period to assure that users do not miss it if they are away from their PCs.

Select one of the following options:

A Abort

To abort the download and exit the function, enter **A** or press ENTER. The User Preferences Functions menu is displayed.

R Retry

To retry the download of the macro file, enter **R**.

The system retries the download of the current macro file. In other words, if the system was in the process of downloading the fifth macro of 14, it restarts the download process with the fifth macro and continues to the 14th. The download process is not restarted with the first macro in the list.

D Change Directory

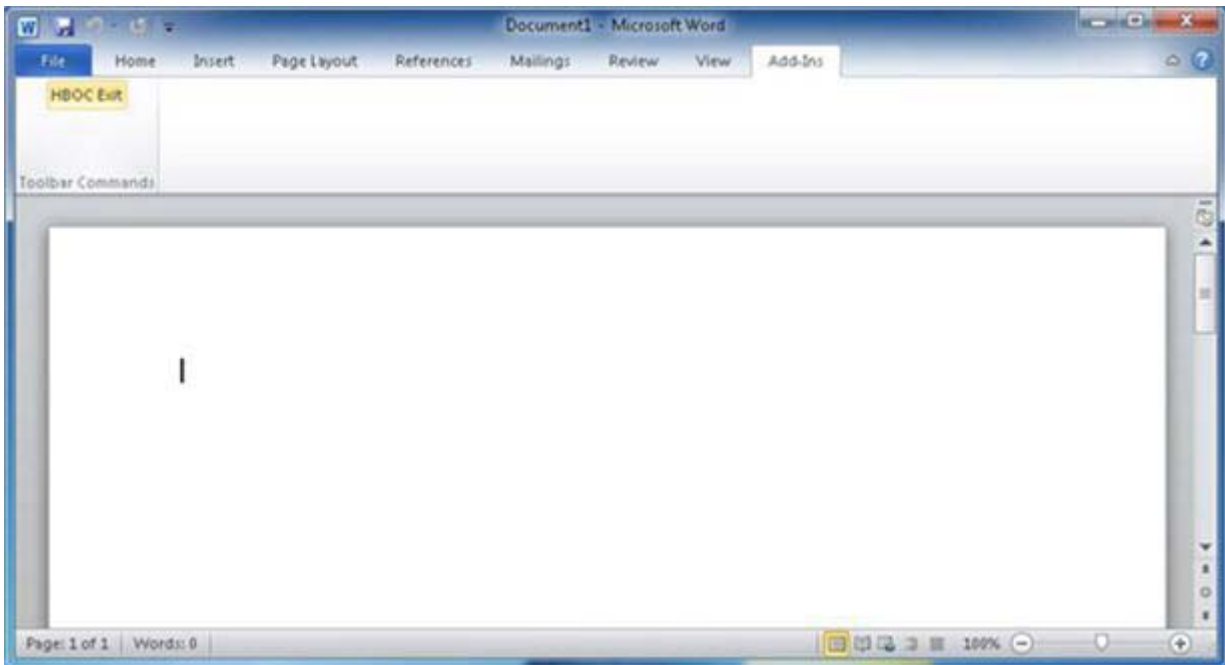
To re-enter the disk drive and directory for the download, enter **D**.

The download process begins again with the first macro file for the word processor.

When the macro download is successfully completed, the User Preferences Functions menu is displayed.

Step 1d: Restart Word 2010

After the macros are downloaded, restart Microsoft Word. The HBOC Exit button is displayed if you click the **Add-Ins** tab.

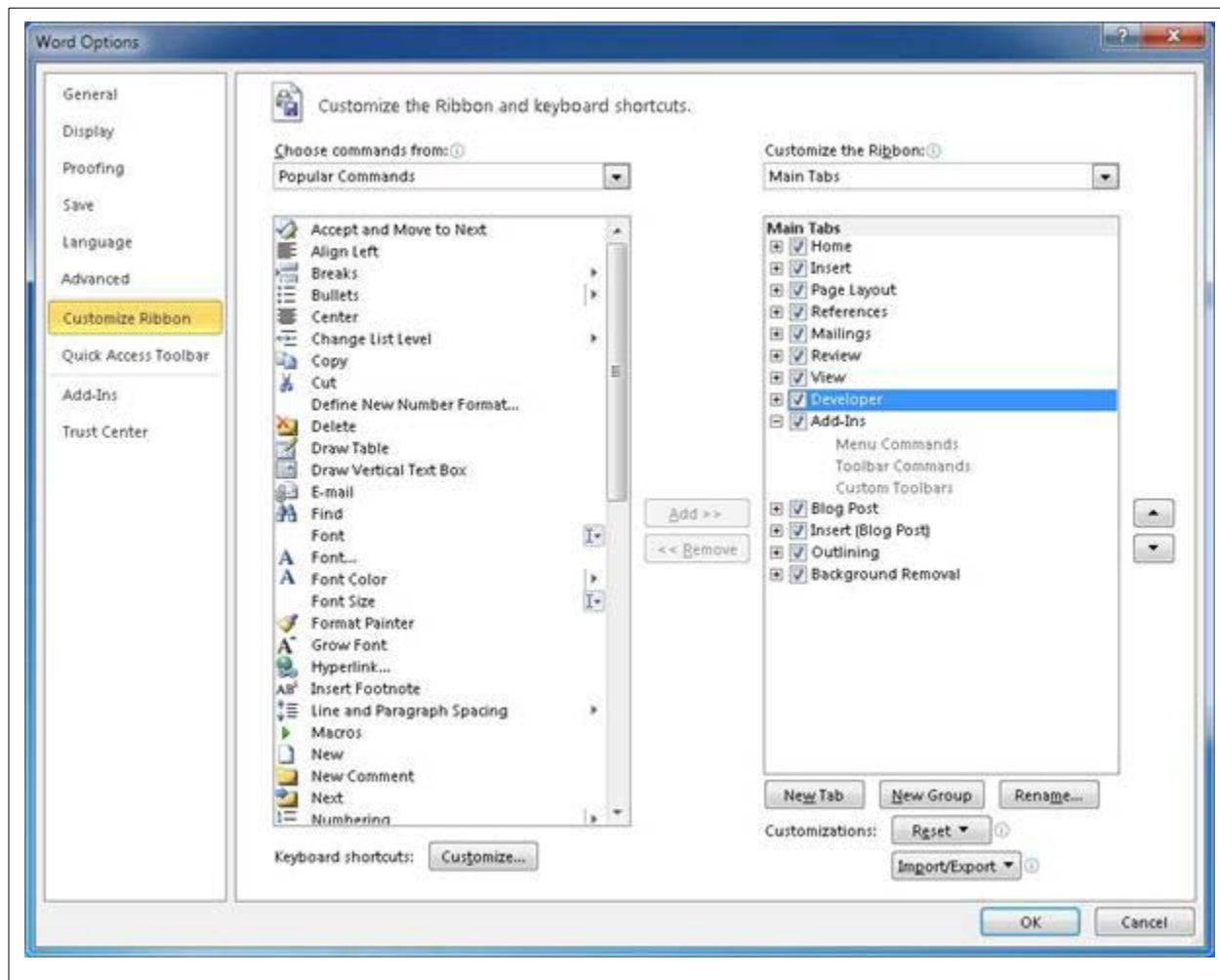
***For a Macro Reload or Upgrade***

Follow these steps to reload the existing HBOC.DOT template or to download a new version (upgrade) of the HBOC.DOT template for Word 2010 for Windows.

Step 1a: Start Word 2010 for Windows**Step 1b: Detach the HBOC.DOT Template**

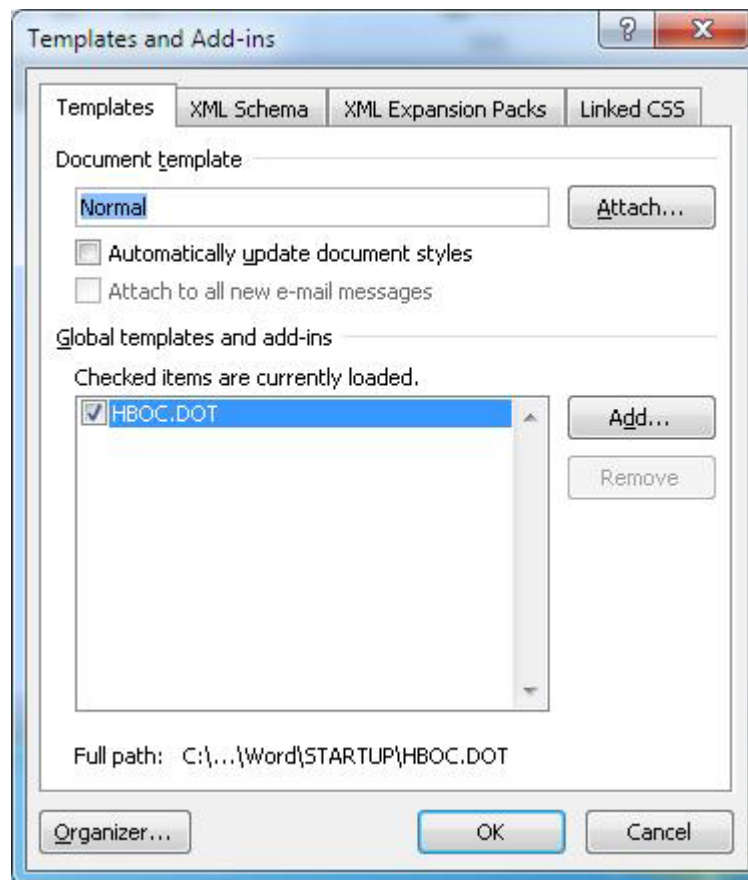
If you are reloading or upgrading the HBOC.DOT template you need to detach the HBOC.DOT template temporarily.

1. If the Developer tab does not already appear in the Word 2010 ribbon, enable the Developer tab by clicking the **File** tab and then **Options** from the left side menu. Click **Customize Ribbon** from the left side menu of the Word Options window and enable **Developer** as a Main Tab on the right side of the screen.



Click the **OK** button to save changes.

2. In the Developer tab on the Word 2010 ribbon, click the **Document Templates** button. The Templates and Add-ins dialog box is displayed:



3. To detach the HBOC.DOT template, clear the box next to HBOC.DOT in the GlobalTemplates and Add-ins frame. This detaches the HBOC.DOT template, removing it from use and allowing it to be updated.
4. Click **OK** to save your choice. The Word 2010 document window is displayed.

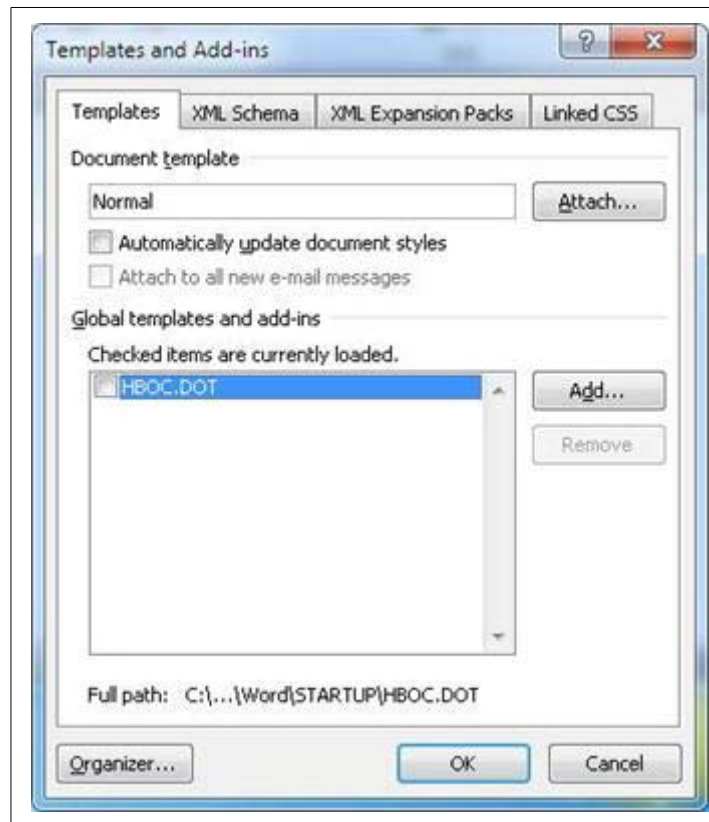
Step 1c: Download the HBOC.DOT Template

Follow the steps in [“Step 1c: Download the HBOC.DOT Template”](#) on page 7-33 for downloading the McKesson macros for a new installation.

Step 1d: Re-attach the HBOC.DOT Template

The McKesson Windows-based word processing interface only works with Microsoft Word 2010 when the HBOC.DOT template is attached as a global template. When the HBOC.DOT template is successfully downloaded, follow these steps:

1. In Word 2010, click the **Developer** tab in the ribbon, and then click the **Document Templates** button. The Templates and Add-ins dialog box is displayed.



2. To re-attach the HBOC.DOT template, check the box next to HBOC.DOT in the Global Templates and Add-ins frame.
3. Click OK to save your choice. The Word 2010 document window is displayed.

Create RTF Versions for Any Precanned Text Files

STAR Laboratory and STAR Radiology users need to create RTF versions of any precanned text files that are used in the Windows-based word processing interface. This step only needs to be performed once.

FOR STAR LABORATORY

STAR Laboratory users need to use the Z - Summary Text RTF Files maintenance option. It can be found by selecting the Maintenance - Anatomic Path option from the main list of maintenance options. For more information about this function, refer to your STAR Laboratory documentation.

FOR STAR RADIOLOGY

STAR Radiology users need to use the Precanned Summary RTF Files maintenance option located in the main list of maintenance options. For more information about this function, refer to your STAR Radiology documentation.

Create Standards for Custom Documents

Custom documents for Nursing and Order Management are supported in the Windows-based word processing interface. However, McKesson does not support or provide the macros that create patient blocks in these custom documents.

To print custom documents that you maintain in the Windows-based word processing interface, you must meet the following requirements:

1. Create all patient blocks using standard keyboard characters such as tabs, spaces, and hyphens.

Only standard keyboard characters are translated to the ASCII text version that is used to print custom documents. If standard keyboard characters are not used, custom documents do not print correctly.

2. Set the margins in your Windows-based word processor so that each line has no more than 75 characters and each page has no more than 60 lines.

SETTING WORD PROCESSING INTERFACE USER PREFERENCES

To use the Windows word processing interface, sign into STAR using STAR Navigator.

You use the Windows Word Processing User Preferences function on the User Preferences Functions menu to select a Windows-based word processor, a startup macro, a post-document-load macro, and a patient demographic header type to display in documents.

If you choose not to use a Windows-based word processor, the McKesson Soft Key Editor is available for viewing and revising STAR documents. If any of the following conditions apply, the Soft Key Editor is used:

- You did not sign into STAR using STAR Navigator.
- You signed into STAR using STAR Navigator, but in the Windows Word Processing User Preferences function you either did not select a word processor, or you indicated that a word processor is not to be used.

Upon entry to the function, processing initially differs depending on which STAR product you originally signed into. Because the STAR Laboratory and STAR Radiology products use departments, the Windows Word Processing User Preferences are separated by department for each user. All other STAR products have their user preferences separated by facility.

To set the word processing user preferences, follow these steps:

1. From the User Preferences Functions Processor menu, select the Windows Word Processing User Preferences function.

If you have access to only one department or facility, the Word Processing User Preferences screen is displayed.

If you have access to multiple departments or facilities, the list of departments or facilities that you can access displays.

2. From the displayed list, select the department or facility for which you want to process documents.

NOTE: By selecting a department or facility, you are not setting Windows word processing preferences for every user. You are selecting the preferences you want to use each time you access word processing documents in that department or facility.

If you do not have a word processor selected, the following warning message and prompt display:

Warning! If you select a word processor, please be sure that the HBO & Company macros are downloaded to your PC and that the HBO & Company implementation steps for the word processor are completed BEFORE you access any STAR documents. Please refer to the STAR Navigator documentation for more information.

Press NL to continue.

3. Press ENTER to continue. The Word Processing User Preferences screen is displayed. In this example, the screen used for STAR Laboratory and Radiology is shown.

General Hospital Word Processing User Preferences Processor
Mon Jan 08, 1998 2:57 pm

(1) User Name : Thompson, Maria

(2) Department : Laboratory

(3) Word Processor : Microsoft Word 7.0 For Windows

(4) Startup Macro : None

(5) Post-load Macro: None

(6) Header Type : Use Document Header

Enter option number:

Field Explanations

1. USER NAME (DISPLAY ONLY)

This field contains the name of the user.

2. DEPARTMENT or FACILITY (DISPLAY ONLY)

For STAR Laboratory and Radiology users, this field contains the name of the previously selected STAR Laboratory or Radiology department. For all other STAR product users, this field contains the name of the previously selected facility.

3. WORD PROCESSOR (TABLE-R)

From the displayed list of available word processors, select the Windows-based word processor you want to use. If you do not want to use a Windows-based word processing interface, enter **N** for None.

NOTE: If None is entered, the Startup Macro, Post-load Macro and Header Type fields are also set to None.

4. STARTUP MACRO (12-ANP-R)

This field allows you to select a macro to be executed when the word processor selected in the previous field is started. The macro runs only once, when the word processor is started. It is not executed after each document is loaded from STAR.

Enter the complete macro name using the DOS file naming convention of 1-8 alphanumeric characters, one period, and a three letter file extension, for example, topofpg.wcm.

If you don't want to use a startup macro, enter **N** for None.

5. POST-LOAD MACRO (12-ANP-R)

This field allows you to select a macro to be executed after each STAR document is loaded into a Windows-based word processor.

Enter the complete macro name using the DOS file naming convention of 1-8 alphanumeric characters, one period, and a three letter file extension, for example, topofpg.wcm.

If you don't want to use a startup macro, enter **N** for None.

6. HEADER TYPE (1-A-R)

This field allows you to indicate the type of header that is used when a patient demographic header is downloaded to the word processor. Patient demographic headers are downloaded to the word processor when patient result documents are being reviewed or revised.

If the document to be reviewed or revised does not require the patient demographic information to be viewed while you are in the document (such as when a non-patient-oriented document is being revised), then no header information is downloaded to the word processor and the value of this field is not used.

Three header types are available. Enter **D**, **I**, or **W**.

D Document Header

Enter **D** or press ENTER to select the document header. The word processor's document header is used to display the patient demographic information at the top of each page of the document.

I Insert At The Top Of The Document

Enter **I** to insert the demographic information directly into the document at the top of the first page. The demographic information becomes part of the of the document.

W Separate Window

Enter **W** to display the demographic information in a separate window above the STAR document that is to be reviewed or revised.

NOTE: This header type requires more time to process because two documents have to be created in the word processor (one for the header and one for the STAR document) and the two document windows have to be tiled (displayed with the header window above the document window).

4. If you have access to multiple facilities or departments, after accepting this screen, the following prompt is displayed:

Copy word processing preferences to all of your departments (or facilities)? (Y/N) [N]--

5. Enter **Y** to copy your Windows word processing preferences so that they are the same for each department or facility that you can access. If you do not wish to copy the preferences, enter **N** or press ENTER.

ACCESSING THE WORD PROCESSING INTERFACE

In general, to use the STAR Windows-based word processing interface, you must perform the following steps:

1. Sign into STAR using the STAR Navigator or WEM.
2. Select a windows-based word processor to use in the interface using the Windows Word Processing User Preferences function.
3. Access a function that is used to create, revise or display a STAR document using McKesson's word processing software.

Exceptions to Access

Access to the Windows-based word processing interface is not available under the following conditions:

- When you are using Physicians Access or Physicians View.
- When you are using patient inquiry or result inquiry functions that display STAR Laboratory textual results that have been corrected. STAR Laboratory uses its own textual result display software for corrected textual results.
- When you are using STAR functions that display the initial part of a document along with a prompt that allows you to indicate when you would like to view or revise the document.

Typically, STAR functions that display the initial part of a document are using software that was created just for that purpose. Because the Windows-based word processing interface is accessed via STAR's word processing software, functions that display the initial part of a document do not use the Windows-based word processing interface until you select an option that allows you to view or revise the entire document.

Rich Text Format (RTF) Use

The Rich Text Format (RTF) specification was developed by Microsoft as a standard method for encoding formatted text and graphics for easy transfer between MS-DOS, Windows, OS/2 and Apple Macintosh applications. RTF files consist of unformatted text, control words, control symbols, and groups.

To maintain documents in the Windows-based word processing interface, McKesson needs to retain two file versions: an RTF version and the standard ASCII version (used with the Soft Key Editor). The ASCII version continued to be used in document and result printing functions. The RTF version is used for document display and maintenance. By filing an RTF version of each document, STAR can now retain document fonts and formatting characteristics.

While use of the RTF format helps make the display of documents more consistent, documents processed on one PC may still display differently on another. How documents display is also attributable to differences in the available fonts from one PC to another, differences in the printers used by the PC (printer selection can influence which fonts are available), differences in PC monitors, and parameters in the word processors, such as margin settings. Consistent use of document standards can help control these differences in document display.

The RTF version of STAR documents is used for display and maintenance if the following three conditions are true:

1. The Windows-based word processing interface is used to access the documents.
2. There is an RTF version of the document available.

If an RTF version of a STAR document is not available, most, if not all, of the formatting and font characteristics of the document are not displayed. The RTF version of a document is not available if:

- The document is new or has never been updated via the Windows-based word processing interface.
- An RTF version cannot be created for the document.

Some STAR functions dealing with patient documents use temporary document files while the document is being revised. Because STAR cannot store RTF data for a temporary document file, an RTF version cannot be filed in such cases.

The Patient Notes processors in STAR Patient Care use temporary document files during notes processing and, as a result, RTF versions of the Patient Notes documents are not created. This prevents any fonts or other special document characteristics from being retained for Patient Notes.

- The RTF version of the document was removed because it was edited in the Soft Key Editor.

If a document with an RTF version is revised using any STAR document processing other than the Windows-based word processing interface (such as the Soft Key Editor or the PC Director DOS-based word processing interface), the RTF version is out of synch with the ASCII text version.

As a result, the RTF version has to be removed so that it is not used by another user in the Windows-based interface. If the RTF version is not removed, another user could update it and upload it back to STAR. Then the changes made to the ASCII version outside the Windows-based interface would be lost.

- A temporary version of the document is being used.

Each STAR document that is created or maintained via the Windows-based word processing interface has a cross-reference to its RTF version created. When a temporary version of a document is used, there is no link to an RTF version and, therefore, an RTF version cannot be displayed.

When STAR Laboratory textual results are selected in a patient or result inquiry function, a temporary version of the textual result document is used if Auto T-Codes are used in STAR Laboratory's textual results. The temporary file is created using the ASCII version of the document and the T-Code indicator is removed from every place in the document that it is used. Because of its complexity, this cannot be done using the RTF version of the document.

The only STAR product that uses temporary files to display textual results in patient and result inquiry functions is STAR Laboratory.

3. The RTF version of the document is used for the display.

If a temporary file is used in a patient or result inquiry function instead of the normal document (please refer to item two above and the description of the use of temporary files), the system has no link to an RTF version. As a result, the RTF version is not displayed even though it may exist.

Limitations

Use of the Rich Text Format with STAR documents is limited as follows:

- Since STAR does not have the ability to print RTF files, STAR is limited to printing its documents in standard ASCII format. The RTF version of STAR documents are used for maintenance and inquiry only, not for printing.
- Since there is no capability in the ASCII character set to support some of the capabilities that Windows-based word processors and the Rich Text Format Specification provide (such as graphical objects, drawing characters, table formatting), these features are not supported. While this advanced formatting can be retained in the RTF version, the formatting cannot be translated to STAR's standard ASCII files. Removing the formatting during file translation from RTF to ASCII can result in possible adverse effects to the ASCII text version.

For example, standard table processing in Windows-based word processing, including the borders and formatting characteristics, are not translated to ASCII text documents. If a table is inserted into a document and then an ASCII text version of the document is created, the text in the table is not formatted in the ASCII text document. All of the text displays starting at the left side of the ASCII document without any formatting.

Because STAR cannot use the RTF versions of its documents for printing, and the possible adverse effects to their ASCII text versions, McKesson strongly

recommends that you avoid use graphical objects and drawing characters in STAR documents that are processed in the Windows-based word processing interface. This includes, but is not limited to, the following:

- Tables
- Bullet items that use special graphical characters.
- Page ejects (new page indicators)
- Text boxes
- Pictures
- Line drawing characters
- Graphical objects
- Drawing objects

The following Windows-based word processor capabilities seem to work best in your word processor documents and do not adversely affect the formatting of ASCII text documents uploaded to STAR:

- Bold, italic and underlining
- Indenting and tabbing

NOTE: Please remember that these formatting options are not supported in your ASCII text documents and do not display or print in STAR.

UNDERSTANDING INTERFACE PROCESSING

How the Windows-based word processing interface works is described here. The processing is discussed in the order of occurrence.

Step 1: Verifying the Word Processor Is Loaded

STAR tries to establish a Dynamic Data Exchange (DDE) conversation with the word processor and loads the word processor if it cannot.

If the word processor is not loaded and you identified a startup macro in the Windows Word Processor User Preferences function, STAR runs that startup macro during the word processor's loading process.

Once the word processor is loaded, STAR keeps it active, waiting for the next time the word processing interface is used.

If STAR establishes a DDE conversation with the word processor, the word processor's window is minimized to help you focus on the STAR Navigator window.

STAR displays the following message during this processing:

Preparing document! Please wait!

Step 2: Getting Information from the Word Processor

STAR runs a macro in the word processor to find out if a blank document is available. Other information is also retrieved.

If the word processor limits the number of documents that can be open at one time and that number has already been reached, or the number of documents required for McKesson's word processing causes the maximum to be exceeded, STAR returns processing to the STAR product that called the word processing interface and displays the following message:

Error: Maximum number of open documents prevents processing!

An example of when the document maximum may be exceeded is if eight documents are already open, the word processor's maximum is nine and STAR requires two (one for the header in a separate window and one for the document). The number of documents that would have to be open would exceed nine and STAR would not be able to complete its interface processing correctly.

If a blank document is not available, and the word processor's maximum for open documents is not exceeded, STAR opens a new blank document in the word processor. STAR then downloads the patient demographic header or the document into the word processor's blank document.

When STAR opens new blank documents, the following templates are used:

Word Processor	New Blank Document Template
Microsoft Word 2003	Normal
Microsoft Word 2007	Normal
Microsoft Word 2010	Normal

Step 3: Processing the Patient Demographic Header

STAR checks the STAR product using the word processing interface to determine if a patient demographic header is used.

If no patient demographic header is used, this step is skipped.

If a patient demographic header is used, STAR uses one of the following product-based selection criteria:

FOR STAR LABORATORY

STAR selects the demographic header based on the Laboratory section, such as Chemistry or Anatomic Pathology, from the last STAR Laboratory menu you accessed.

If you did not access the patient's Laboratory data via a STAR Laboratory menu, or the last menu used was not a Laboratory section menu, STAR uses the default section defined for that Laboratory test. Next, the demographic header for the section is determined.

If the Lab section is not set up to use the demographic header, then a demographic header is not used with the document. Please refer to the STAR Laboratory documentation for the maintenance function listed below for more information:

Maintenance - Flags/Utilities
Flags - Word Processing

FOR STAR RADIOLOGY

STAR selects the patient demographic header from the Final Report General Parameters based upon the department in use when the exam is reviewed or revised.

The department used in the selection of the header is based on the department in use when the exam is being reviewed or revised.

Please refer to the STAR Radiology documentation for the Final Report General Parameters maintenance function for more information about the demographic header selection.

FOR STAR PHARMACY

The patient demographic header selection is filed by facility via the Word Processing Parameters function available on the Target Drug/Classes menu.

For STAR Patient Care

A patient demographic header is used in Patient Notes processing and is selected by SIM Department. The demographic header can be selected in the SIM Departments option in one of the following Maintenance functions:

- the Department Profiling Table Maintenance option on the Table Maintenance menu.
- the Clinical Management Table Maintenance option on the Table Maintenance menu.

After the demographic header is selected, STAR compiles the header data and downloads it into the word processor. How the demographic header data is inserted depends on the header type you selected in the Windows Word Processor User Preferences function.

Step 4: Compiling Any Precanned Text and Downloading the Document

The STAR document or the selected precanned text files are downloaded to the PC for insertion into the word processor's document.

During the download, the following message displays:

Downloading document! Please wait!

If the download fails, STAR returns you to the STAR product that accessed the Windows-based word processing interface and displays the following message:

Error: Could not download document to word processor!

The document is downloaded and uploaded using the data directory defined in the McKesson's Windows Terminal Emulator (WEM). Unless modified, this directory is the Windows directory.

Step 5: Inserting the Document into the Word Processor

If there is only one file to insert into the document, and it is less than 22KB in size, the file is pasted into the word processor's document from the Clipboard. Otherwise, the files that are downloaded (one or more precanned text files or the STAR document) are inserted individually into the word processor.

If the document cannot be pasted/inserted into the word processor, the message below is displayed and the system returns to the STAR product that accessed the Windows-based word processing interface:

Error: Could not insert text into word processor document!

After the document is successfully inserted into the word processor, the word processor's window is restored.

Step 6: Running the Post-load Macro

If you entered a valid macro name in the post-load macro field of the Windows Word Processing User Preferences screen, the macro is executed after the STAR document is successfully inserted into the word processor.

If a post-load macro name was not entered, this step is skipped.

Step 7: Passing Control to the Word Processor

STAR passes control to the word processor, switches the focus to the word processor's window, and displays a message indicating that control has been passed to the word processor. The message includes the name of the user's selected word processor, as in the following example:

Control has been passed to Microsoft Word 2007.

Then one of two prompts displays below the control message. The prompt used depends on whether the document is downloaded to the word processor for revision or for review.

FOR REVISIONS

When a STAR document is downloaded to a Windows-based word processor for revisions, the following prompt is displayed on the STAR Navigator screen:

Enter (S)ave changes to current document or (E)xit without saving changes--

When you finish with revising your documents and execute the McKesson Exit macro, the macro returns the letter S to STAR in response to the revision prompt. STAR then uploads the document and files the changes.

NOTE: If S is entered and not passed by the McKesson Exit macro, the spelling tool in the word processor is not executed prior to returning the document to STAR.

FOR INQUIRIES

When a STAR document is downloaded to the Windows-based word processor for inquiry purposes, the following prompt is displayed on the STAR Navigator screen:

Enter (E)xit word processor and return to STAR--

When you finish reviewing the document and execute the McKesson Exit macro, the macro returns an E to STAR. STAR receives the E as a response to the inquiry prompt and closes the document in the word processor.

NOTE: For STAR documents that are only for review, McKesson inserts a small message indicating that revisions to the document are not allowed or retained.

OTHER USES

The STAR inquiry prompt can also be used to close the STAR document in the word processor.

To close the document in the word processor:

1. Press the **ALT+TAB** keys until the STAR Navigator window is displayed.
2. Enter **E** at the inquiry prompt.

The STAR document is closed in the word processor and the system returns to the STAR product that accessed the Windows-based word processing interface.

To force unrevised documents (and an RTF version) to be saved:

NOTE: This procedure can only be used when a document is accessed for revision.

1. Press the **ALT+TAB** keys until the STAR Navigator window is displayed.
2. Enter **S** at the revision prompt.

The document is uploaded back to STAR and an RTF version of the document is filed.

NOTE: This method can also be used if the document is saved via the word processor's autosave process. When a document is saved, the word processor considers it to be unmodified until another revision is made. In this case, the McKesson Exit macro processes the document as if it were unchanged and transmits an E to STAR (telling STAR to exit without saving the document changes). To avoid this, you can enter and remove a minor change to mark the document as modified, or use the steps above to force STAR to save the document.

Step 8: Minimizing the Word Processor's Window

The word processor's window is minimized to help you focus on the STAR Navigator window. STAR keeps the word processor active for the next time you use the word processing interface.

Step 9: Copying the Document to the Clipboard

If the STAR document was downloaded for maintenance and revised in the word processor, the document is copied to the Clipboard.

If an error occurs while the document is being copied to the Clipboard, STAR displays the following message:

Error: Document could not be copied to the clipboard!

When this happens, any revisions to the document are lost. You are returned to the STAR product that accessed the Windows-based word processing interface. This problem rarely occurs.

NOTE: If either of the following two conditions are true, the document is not copied to the Clipboard. You are returned to the STAR product that accessed the interface.

- The STAR document was downloaded to the word processor for maintenance and no changes were made.
- The STAR document was downloaded to the word processor for review only.

Step 10: Retrieving the Document from the Clipboard

STAR retrieves the document from the clipboard in two different formats: ASCII text and Rich Text Format (RTF).

While the document is being retrieved from the clipboard, the following message displays:

Retrieving document! Please wait!

If the document cannot be retrieved from the clipboard, the following message displays and the system returns you to the STAR product that accessed the Windows-based word processing interface:

Error: Could not retrieve the text from the clipboard!

When this happens, the changes made to the document are lost. This problem rarely occurs.

Step 11: Processing Document Changes

STAR files the RTF version of the document along with the ASCII text version. While the ASCII text version is being processed, any tab characters that are found in it are replaced with the appropriate number of spaces. If the length of one or more lines in

the ASCII text version exceeds the defined maximum line length, the line is adjusted to the appropriate length and the overflow is placed on the next line.

While the RTF and ASCII text versions of the document are processed, the following message displays:

Updating document! Please wait!

TROUBLESHOOTING

This section includes some commonly asked questions about the Windows-based word processing interface. Where possible, resolutions are provided.

Downloading Macros

Question:

When I try to download macros, a *File Open Error!* message is displayed and the system asks if I would like to abort, retry or redefine the download directory. Why is the *File Open Error!* message displayed?

Answer:

When the macro file is in use on the PC, STAR cannot download it. The specific reason that a macro file is considered to be in use varies by word processor.

Refer to the instructions on downloading the McKesson macros for the word processor you are using (in Set Up the Word Processor), to assure that the macros to be downloaded are not in use.

Turning off the Windows Word Processing Interface

Question:

If I have a problem with the word processor I'm using, how do I turn off the Windows-based word processing interface?

Answer:

In the Windows Word Processing User Preferences function, enter **N** (for None) in the Word Processor field. After you accept the screen, the system does not use the interface when you are signed on.

NOTE: If you do not want to use the interface and you have access to multiple facilities or departments, enter **Y** (for Yes) when the system displays the prompt that asks if you would like to copy your preferences to all of the facilities/departments that you can access.

Answering Yes copies your preferences for all of the departments or facilities that you can access and turns off use of the interface no matter which department or facility that you are signed into.

Selecting a Word Processor

Question:

When I select the Download Windows Word Processor Macros function, I'm not allowed to select a word processor. The system prefills the Word Processor field. How can I select a word processor?

Answer:

To download macros for another word processor, select the Word Processor field. The list of the available Windows-based word processors displays and the option number of the currently selected word processor is highlighted. Select the word processor for which you want to download macros.

After the word processor is selected, the Total Macro Files field is updated with the number of macro files that are downloaded.

Setting the Spaces for Tabs Parameter

Question:

When I set the Spaces for Tab parameter to replace each tab character with five spaces, why doesn't the word processor return tab characters to STAR?

Answer:

Some Windows-based word processors do not return tab characters to STAR. Instead, prior to returning the document to STAR, the word processor attempts to match the formatting in the document by replacing the tab characters with spaces. As a result, the Spaces for Tab setting is not used when a document is uploaded from these word processors. The three supported Windows-based word processors (Microsoft Word 2003, Microsoft Word 2007, and Microsoft Word 2010) convert the tab characters to spaces prior to returning documents to STAR.

Downloading Documents

Question:

When I sign into STAR Laboratory using STAR Navigator and I select a word processor, why aren't all the documents downloaded to the word processor?

Answer:

Some STAR functions do not use the Windows-based word processing interface. For example, STAR Laboratory uses its own textual result display software for corrected textual results. If you are viewing STAR Laboratory textual results via a patient inquiry

or result inquiry function, documents containing corrected textual results are not downloaded.

Be aware that some STAR functions display the initial part of a document along with a prompt that allows you to indicate when you want to view or revise the document. Typically, STAR functions that display the initial part of a document are using software that was created just for that purpose. STAR's word processing software is not used.

Because the Windows-based word processing interface is accessed via STAR's word processing software, functions that display the initial part of a document do not use the Windows-based word processing interface until you select an option that allows you to view or revise the entire document.

Viewing Textual Results in STAR Laboratory

Question:

When I view patient textual results in STAR Laboratory, the fonts entered into the document are not displayed. Why aren't all of the fonts saved with the Rich Text Format (RTF) version of the document?

Answer:

Each STAR document that the Windows-based word processing interface creates or maintains has a cross-reference to its created RTF version. When a temporary version of an document is used, no link to an RTF version is created and there is no RTF version available for display.

The only STAR product that uses temporary files to display textual results in patient and result inquiry functions is STAR Laboratory.

For example, if Auto T-Codes are used in STAR Laboratory's textual results, when you select STAR Laboratory textual results in a patient or result inquiry function, a temporary version of the textual result document is used. The temporary file is created using the ASCII version of the document and the T-Code indicators are removed from the document. Because of its complexity, this cannot be done using the RTF version of the document.

Displaying the HBOC Exit Button

Question:

If the HBOC Exit button for the word processing interface does not show up in my word processor, how can I get it to display?

Answer:

In Microsoft Word 2003, the HBOC Exit button is a part of the Standard toolbar. To activate the Standard toolbar, follow these steps:

1. From the View menu, click Toolbars. The Toolbars menu is displayed.
2. To enable display of the Standard toolbar, check the Standard option. A checkmark displays to the left of *Standard*.

NOTE: If the HBOC Exit button does not appear, verify that all of implementation steps were completed for Microsoft Word for Windows.

Starting with Microsoft Word 2007, Word no longer uses standard menus, but rather a tabbed "ribbon." If the McKesson word processing macro has been successfully loaded, there is an "Add-Ins" tab on the ribbon. Click the "Add-Ins" tab on the ribbon to reveal the HBOC Exit button.

Saving Documents with Precanned Results

Question:

In STAR Radiology, when I select one or more precanned results and enter the word processor, if I exit the word processor without making any changes, the document with the precanned results is not saved. Do I need to save the document?

Answer:

If no changes are made to a STAR document in the Windows-based word processing interface, the document is not uploaded back to STAR. STAR only closes the document window in the word processor. When a new document containing one or more precanned text files is downloaded to the word processor and no changes are made, STAR does not upload the document. As a result, the document is not filed in STAR.

NOTE: If you select precanned text by mistake and do not change the downloaded document, you can correct your mistake by simply exiting the word processor. Since the document is not uploaded to STAR, you can now select the correct precanned text, re-enter the word processor, and make your changes.

Exiting without Uploading the Document to STAR

Question:

If I make changes to a document in the Windows-based word processing interface, but I don't want them to be returned to STAR and filed, how do I exit the word processor without uploading the document to STAR?

Answer:

When STAR passes control to a Windows-based word processor for the revision of a document, a prompt is displayed on the STAR Navigator screen. It allows you to

indicate if the document needs to be saved, or if you would like to exit the Windows-word processing interface without saving changes.

Follow these steps to exit the word processing interface without uploading the document and saving the changes:

1. Press **ALT+TAB** until the STAR Navigator window is displayed.
2. Enter **E** at the prompt. STAR closes the McKesson document windows without uploading the documents and returns you to your STAR product.

Uploading an RTF Version of an Unchanged Document

Question:

If no changes are made to a STAR document that is downloaded to the word processor, how can I force the system to upload the document and file a Rich Text Format (RTF) version of it?

Answer:

When STAR passes control to a Windows-based word processor to revise a document, a prompt is displayed on the STARNavigator screen. From this prompt, you have the option to save the document, or exit the Windows-based word processing interface without saving the document changes.

To force the system to upload the document back to STAR and file an RTF version of it:

1. Press **ALT+TAB** until the STAR Navigator window is displayed.
2. Enter **S** at the prompt. STAR uploads the document and files an RTF version of it.

Exiting and Uploading a Modified Document to STAR

Question:

I made changes to a STAR document in the word processor, but when I clicked on the HBOC Exit button to run the exit macro, the document was not uploaded to STAR and my changes were not saved. What went wrong?

Answer:

Each Windows-based word processor has an indicator that tells the system if a document was modified. When a document is saved, the indicator is set to N to tell the word processor that the document has not been modified since the last time that it was saved.

If you have your word processor set up to perform automatic saves based on a timer, it is possible that the word processor saved the document and no other changes were made after the save. The McKesson Exit macro checked the word processor's Document Modified indicator and it was set to No (indicating the document was not changed). The Exit macro then sent a signal to STAR to indicate that the document did not change and that it was not to be uploaded and filed.

You can avoid this problem in one of three ways:

- Turn off the automatic document save feature in the word processor.
- Extend the time period between automatic saves.
- Make a minor change to the document, such as inserting one space, and then remove it. This sets the word processor's Document Modified indicator to Yes (indicating that the document has been modified since the last save) and the McKesson Exit macro transmits the Save signal to STAR.

Communications between STAR and the Word Processor

Question:

When I try to use the Windows-based word processing interface, the word processor displays an error message indicating that it can't find a macro. After that, STAR displays an error message that says it cannot communicate with the word processor. Am I missing some software?

Answer:

The McKesson macros are used in the Windows-based word processing interface to communicate with STAR and perform document loading tasks. If the McKesson macros are not loaded on your PC in the appropriate directory, they cannot be executed, and STAR is not able to communicate with the word processor.

Check that you have downloaded the macros for the word processor into the appropriate directory and that all of the McKesson implementation steps have been completed in the word processor. For more information, refer to the part on Implementing the Word Processing Interface.

Chapter 8 - STAR GUT DATABASE MANAGEMENT PROCESSOR

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INTRODUCTION

The GUT (GUI Utility Tool) Database Management Processor is a utility that you use to move, update, backup, and distribute Microsoft Access databases used with the STAR Patient Processing and Medical Records Windows-based products. These databases contain the base forms and McKesson defined data elements used with some of the ADT and Medical Records GUI modules. You access this utility through the character-based ADT and Medical Records Maintenance menu's screens. As you use the utility, GUI windows display as needed. Three databases are currently used with STAR Patient processing and Medical Records. ADT.MDB is currently used with GUI Admitting and Abstracting. CMPI.MDB is used with MPI Review. CDIS.MDB is used with GUI Discharge.

The processor enables hospital data processing or information systems staff to install, update, change, and distribute the databases that support these GUI modules. In your hospital's client/server environment, a copy of the database is stored on the STAR system (server) and the Master PC (client) for each ID that is used for GUI ADT and Medical Records processing.

McKesson strongly recommends that you install and maintain the databases locally on a single PC workstation (client), hereby referred to as the Master PC. From the local Master PC, you use the utility to maintain the master copy and backup of your hospital's production databases on the STAR system (server). Using the companion GUI Screen Builder tool, you have the option to modify the GUI Patient Processing and Medical Records forms, data elements, and flows shipped with Release 5.0 Microsoft Access databases.

NOTE: The discussion and instructions in this section only apply to a **local** installation of the GUT Database Management Processor.

The diagram on page 5-5 shows a typical hospital configuration with a live and a test ID after the ADT.MDB, CMPI.MDB and CDIS.MDB Base databases have been installed and the appropriate databases created. The diagram illustrates how the GUT Database Management functions are used to maintain an installed ADT/CMPI/CDIS database in these two IDs. The table on page 6 provides a list of the ADT/CMPI/CDIS database files created in a production environment. The table provides the file's name, location, and purpose.

With each set of release CD-ROM, three Base databases (ADT.MDB, CMPI.MDB and CDIS.MDB) are delivered for you to install on your hospital's master PC workstation. Once installed, these Base databases are subject to modification by McKesson's Patient Processing and Medical Records product groups (through STIs). Each new STAR Navigator installation overlays the Base database on your Master PC.

After you install the Base databases (ADT.MDB, CMPI.MDB and CDIS.MDB), you use the GUT Database Management Processor functions to create your hospital's Production databases (ADT#.MDB, CMPI#.MDB and CDIS#.MDB). The Production databases are the databases that are created upon installation of the GUI Patient

Processing and/or Medical Records software. These databases always have an ID number (#) representing the STAR system's ID (i.e. Live, Test) for specific processing.

When your hospital initially installs GUI Patient Processing and/or Medical Records software, the Production databases are an exact copy of the Base databases. When your hospital chooses to modify the base forms, then this Production database is an exact copy of the Base database with your custom-built forms. Using the GUI Screen Builder tool installed on the Master PC, hospital data processing or information systems staff can modify the master copy of the Production database.

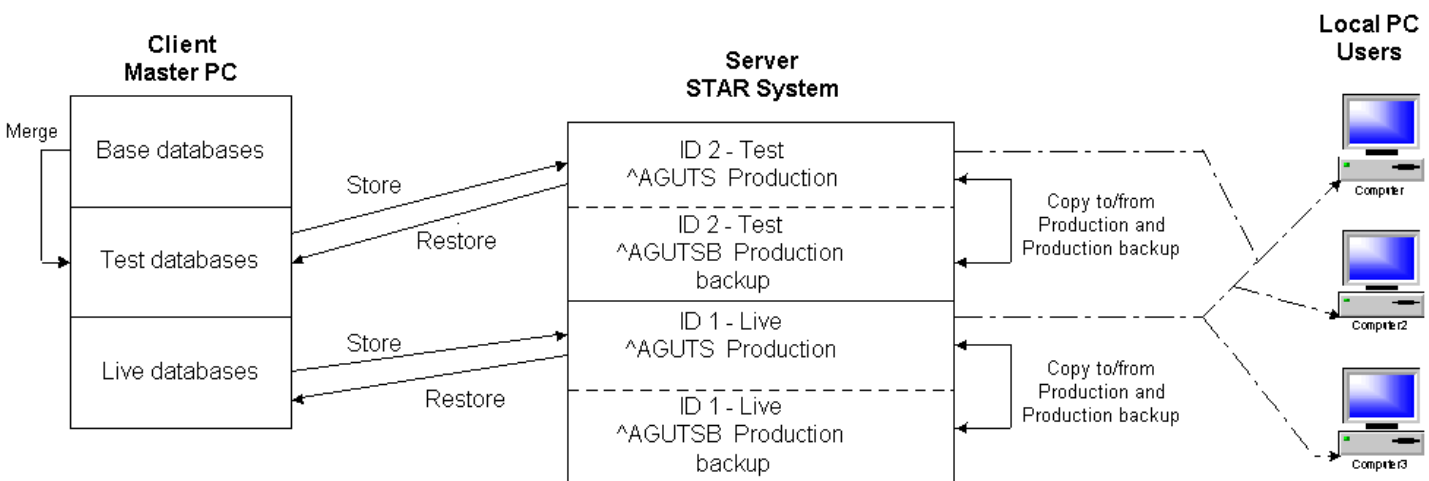
When your hospital makes changes to this master Production database, the updated database must be distributed to all "local" Patient Processing and/or Medical Records users. You need to maintain a copy of the Production database on the STAR system for each ID that is used for GUI Patient Processing and Medical Records processing. The client and server Production databases must always be kept synchronized. Maintaining synchronized client/server Production databases is critical to proper Admission and/or Medical Records application processing.

The GUT Database Management Processor provides the necessary functions to:

- Download and upload the Production databases between the client (PC device) and server (STAR system).
- Backup the Production databases on the server (STAR system).
- Update the Production databases when McKesson releases new Base modifications.
- Distribute the Production databases to local Patient Processing and Medical Records users when the user PCs are tied to a specific (static) port.

This section provides the following information:

- Using the GUT Database Manager Functions
 - Copying the GUT Databases
 - Storing the GUT Databases
 - Restoring the GUT Databases
 - Merging the GUT Databases
 - Distributing the GUT Databases
- Initially Installing the ADT, CMPI and CDIS Base Databases
- Testing the ADT2.MDB/CMPI2.MDB/CDIS2.MDB(Test ID) Database
- Supporting a modified ADT, CMPI and/or CDIS Databases
- Distributing the ADT, CMPI and/or CDIS Database to Local PC Users
- Implementing STI Updates to the Base Databases
- Restoring an Old Database after the Current Database has been copied into the Backup Global on STAR
- Troubleshooting



- The **Store and Restore** functions copy the ID - specific database between the Master PC and the ID-specific STAR Production global.
- The **Copy** function copies the STAR global database between the Production and the Production backup globals within an ID.
- The **Merge** function merges the base database and the ID-specific database on the Master PC.
- The **Port Update** function copies the STAR Production global to designated users' PCs.

ADT Database Files				
MPI Review File Name	Admitting/ Abstracting File Name	Discharge	Location	Description
CMPI.MDB	ADT.MDB	CDIS.MDB	Client Master PC	McKesson Base Database
CMPI1.MDB	ADT1.MDB	CDIS1.MDB	Client Master PC (ID 1)	Hospital Production (Live) Database (ID 1) (Base or Base with Modified Forms)
CMPI2.MDB	ADT2.MDB	CDIS2.MDB	Client Master PC (ID 2)	Hospital Production (Test) Database (ID 2) (Base or Base with Modified Forms)
CMPI n .MDB	ADT n .MDB	CDIS n .MDB	Client Master PC (ID n)	Hospital Production Database (ID n) (Base or Base with Modified Forms)
^AGUTS (ID 1)**	^AGUTS (ID 1)**	^AGUTS (ID 1)**	STAR System (ID 1)	Hospital Production (Live) Database (ID 1) (Base or Base with Modified Forms)
^AGUTSB (ID 1)**	^AGUTSB (ID 1)**	^AGUTSB (ID 1)**	STAR System (ID 1)	Hospital Production (Live) Backup Database (ID 1) (Base or Base with Modified Forms)
^AGUTS (ID 2)**	^AGUTS (ID 2)**	^AGUTS (ID 2)**	STAR System (ID 2)	Hospital Production (Live) Database (ID 2) (Base or Base with Modified Forms)
^AGUTSB (ID 2)**	^AGUTSB (ID 2)**	^AGUTSB (ID 2)**	STAR System (ID 2)	Hospital Production (Live) Backup Database (ID 2) (Base or Base with Modified Forms)
^AGUTS (ID n)* **	^AGUTS (ID n)* **	^AGUTS (ID n)* **	STAR System (ID n)	Hospital Production (Live) Database (ID n) (Base or Base with Modified Forms)
^AGUTSB (ID n)**	^AGUTSB (ID n)**	^AGUTSB (ID n)**	STAR System (ID n)	Hospital Production (Live) Backup Database (ID n) (Base or Base with Modified Forms)
^AGUTT**	^AGUTT**	^AGUTT**	STAR System	Cross Reference Forms Flow Database file (ID specific)

ADT Database Files				
MPI Review File Name	Admitting/ Abstracting File Name	Discharge	Location	Description
CMPIn.0	ADTn.0	CDISn.0	Client Master PC	<p>Backup files that are created each time a Merge is performed on an ID specific database. (Where <i>n</i> is the ID number and "0" is a sequential number the system increments each time a Merge function is performed. For example, the first time a Merge is performed on ADT1.MDB, the backup file ADT1.0 is created.)</p> <p>Warning: Each backup ADTn.0, CMPIn.0 or CDISn.0 file created as a result of a merge is numbered sequentially higher beginning with zero (0). If you delete any older files, the next time this backup file is created, the system numbers it as the first missing file in the sequence.</p>
<p>*<i>n</i> = represents the ID number of any additional ID-specific databases your hospital may create.</p> <p>** = A key was created to differentiate between the databases in the STAR system.</p>				

SYSTEM REQUIREMENTS

Minimum system requirements for the client Master PC workstation and local user PC workstations are provided.

Client Master PC Workstation Requirements

Implementation of the STAR GUT Database Management processor on a client Master PC requires the following **minimum** hardware and software workstation (PC) configuration:

MINIMUM HARDWARE REQUIREMENTS

- 500 MHZ Pentium or similar, with VGA Color Monitor
- 128 MB RAM
- Hard drive space
 - 85 MB for STAR Navigator application applets and installation
 - 15 MB for base, test, and live CMPI#. MDB databases
 - 15 MB for base, test, and live ADT#. MDB databases
 - 15 MB for base, test, and live CDIS#. MDB databases
 - 5 MB for each backup files created from performing a Merge
 - 5 MB for the temporary files created during a Store Database
 - 5 MB for each additional ADT#.MDB database (ID specific) your hospital chooses to use
 - 5 MB for each additional CMPI#.MDB database (ID specific) your hospital chooses to use
 - 5 MB for each additional CDIS#.MDB database (ID specific) your hospital chooses to use
- Mouse or trackball (if separate)
- Keyboard (if separate)

For the minimum LAN requirements, refer to the system requirements in [“INTRODUCTION” on page 1-3.](#)

MINIMUM SOFTWARE REQUIREMENTS

- Enterprise Release 13 STAR Navigator or later.
- STAR Patient Processing and/or Medical Records GUI module(s)
(includes the GUI Screen Builder tool)
- For the LAN connection requirements, refer to the LAN software requirements in [“INTRODUCTION” on page 1-3](#).

Local User Workstation (PC) Requirements

Implementation of the STAR Patient Processing or Medical Records GUI module requires a workstation (PC) that meets the minimum STAR Navigator hardware and software requirements.

For a typical local user PC configuration, McKesson recommends providing a *minimum* of **five** megabytes (5MB) of hard disk space for each ID specific ADT#.MDB, CMPI#.MDB or CDIS#.MDB database file stored on a local user's workstation. More hard disk space is required to store and use any additional ID specific adt.mdb, cmpi.mdb or cdis.mdb databases.

GUT DATABASE MANAGEMENT FUNCTIONS

This discussion provides a brief overview of the GUT Database Management functions followed by a detailed explanation of how to use each function to maintain the Base and Production database files on the client Master PC and the STAR system (server). These functions apply only to the Admitting, Abstracting, and MPI Review GUI modules.

WARNING: Before beginning this process, log into the desired ID on the STAR system.

Important .MDB File Location Changes for Enterprise Release 13 and Later with Windows Vista/Windows 7 Support

Under Enterprise Release 13 and later, the renamed GUT .MDB database files modified for distribution to end-user workstations are copied to a location different from the installed location of the base .MDB files. This is due to security restrictions that prevent writing data to the expected installation paths.

The base .MDB files, including any subsequent STI updates, continue to be installed in the current release "**\\hboc32\\hbocnav\\hbocadt**" install path, but customized ID-specific .MDB files are copied into a common location at distribution to workstations (and for editing on the "master" workstation). This location also differs under Windows XP versus Windows Vista/Windows 7, and is defined as a standard folder (\\McKessonSTAR\\Common) underneath the system's COMMON_APPDATA path (the "All Users" profile under XP, and the "ProgramData" directory under Windows Vista). The final directory is further isolated to the current Enterprise Release "Full" install release, and "Test" install release where used. This applies to workstation installations of STAR Navigator only.

For example, typical actual directory paths that would be used for the modified, ID-specific .MDB GUT database files after distribution to workstations would be as follows for an Enterprise Release 17 Full install release:

XP: C:\\All Users\\Application Data\\McKessonSTAR\\Common\\17\\Hbocadt

Vista/Windows 7: C:\\ProgramData\\McKessonSTAR\\Common\\17\\Hbocadt

NOTE: In both cases, these are, by default, marked as hidden directories by the operating system.

To access the GUT Database Management Processor screen from the main Patient Processing menu, select Tables, select ADT Maintenance, and then select GUT Database Management.

The following prompt is displayed:

Select a function ('A'dmitting/Abstracting, 'M'PI Review, or 'D'ischarge)--

Enter **A** for Admitting/Abstracting. Enter **M** for MPI review. Enter **D** for Discharge. The prompt that is displayed is based on the database selected. For example, if A is entered, the following prompt is displayed:

Perform the GUT Database Management function for adt#.mdb? (Y/N) [Y]--

Enter **Y** for Yes to perform the GUT database management function for ADT.MDB. Enter **N** for No to not perform this function. A sample screen for the ADT.MDB is displayed below:

```

                                General Hospital GUT Database Management Processor
Thu Jun 02, 2011 10:00 am

Database: adt#.mdb
ID # Production Database time stamp stored on STAR host      : 04/04/11 04:00pm

ID # last Merge time stamp on STAR Host                      : 11/05/10 03:31pm


(C)opy Functions, (S)toke DB, (R)estore DB, Base (M)erge, (P)ort updates--
```

NOTE: If M is entered, the prompt and subsequent screens display information for the CMPI.MDB. If D is entered, the prompt and subsequent screens display information for the CDIS.MDB.

Option Explanations

Copy Functions

The two Copy Functions options enable you to copy and backup the Production database on the STAR system. Plan database backup procedures carefully. The Production database on the STAR system is the database that is actually being used on a user's PC today. That database is either an exact copy of the Base database or the Base database with your hospital's built forms.

Store Database (DB)

The Store DB option enables you to create a copy of the Master PC client Production database on the STAR system. The database (ADT#.MDB, CMPI#.MDB or CDIS#.MDB) file from the Master PC is used as the creation source. Any existing

database on the STAR system is overlaid and posted with a creation date and time stamp.

NOTE: If the database file does not exist on the PC device, then the system prompts you to create an ID-specific database file on the PC device as the first step of this option.

Restore Database (DB)

The Restore DB option enables you to retrieve the server's (STAR system) database and overlay the client Master PC's Production database file.

Merge

The Merge option enables you to combine any Base modifications from the client Master PC's Base database (ADT.MDB, CMPI.MDB or CDIS.MDB) into the client's Production database file on the master PC. This option preserves any hospital-built forms and adds the updated Base database modifications into the Production database file on the client.

NOTE: The hospital-built forms may still need minor modifications, for example, to add any new fields to the hospital-built forms after a Merge has been processed.

Port Update

The Port Update option enables you to distribute the current Production database from the STAR system to the local users defined in the port assignment list. You can define and edit the PC port assignments and specify when specific PC ports are updated, among other edit options.

NOTE: The pending update flag only functions appropriately for devices that are tied to a port. If dynamic port assignments are used, the pending update flag does not function in this type of environment.

As STI changes are delivered, this flag may be used to force database updates on each defined STAR port that uses a local database file. Once this flag is set to a pending value, each defined STAR port is not permitted for login until a database update occurs.

Copy Options

WARNING: Before beginning this process, log into the desired ID on the STAR system.

When you select the Copy Functions option from the GUT Database Management Processor menu, the following screen is displayed:

```

General Hospital GUT Database Management Processor
                                Thu Jun 02, 2011 10:00 am

Database: adt#.mdb
GUT Copy Functions for ID #
-----
1 - Copy Production to Production Backup
2 - Copy Production Backup to Production

DB Date/Time Stamps
-----
PRODUCTION   : 04/04/11 4:00pm
PROD (BU)    : Empty

*** BE CAREFUL***

Enter option (1-2)--

```

Option Explanations

1. COPY PRODUCTION TO PRODUCTION BACKUP (N-1-O)

This option enables you to backup a copy of the Production database on the STAR system to the Production Backup database on the STAR system. This option must be processed per ID. No files from the client Master PC are used during this process.

NOTE: To use this option, a copy of the Production database must already exist on the STAR system.

You need to make a copy of the Production database when you use the Merge function or use the GUI Screen Builder tool (accessed from the Patient Processing and Medical Records application) to modify the client Master PC copy of the Production database.

Production database: ^AGUTS

Production Backup database: ^AGUTSB

2. COPY PRODUCTION BACKUP TO PRODUCTION (N-1-O)

This option enables you to copy the Production Backup database on the STAR system into the Production database on the STAR system. No files from the client Master PC are used during this process.

If for some reason the Production database on the STAR system needs to be returned to the backup contents, this function retrieves the previous copy of the Production database according to the date/time stamp.

Production Backup database: ^AGUTSB

Production database: ^AGUTS

Store Database Option

WARNING: Before beginning this process, log into the desired ID on the STAR system.

When you select the Store DB option from the GUT Database Management Processor menu, the following screen is displayed:

```
General Hospital GUT Database Management Processor
                                     Thu Jun 02, 2011 10:00 am

Database: adt#.mdb
ID # Production Database time stamp stored on STAR host   : 04/04/11 04:00pm

ID # last Merge time stamp on STAR Host                   : 11/05/10 03:31pm

Store the adt#.mdb database from this PC to the STAR host? (Y/N)--
```

The **Store Database** option enables you to store the database (ADT#.MDB, CMPI#.MDB or CDIS#.MDB file) on the client Master PC as a database on the STAR system. The number (#) in the PC database file name (ADT#.MDB, CMPI#.MDB or CDIS#.MDB) represents the ID specific database on the STAR system.

USING THE STORE DATABASE OPTION

You must perform the Store Database option during the following operations:

- The initial installation for the current release of the GUI STAR Patient Processing and/or Medical Records applications.

You must create a database for each working ID on your hospital's STAR system.

- After every GUI Screen Builder modification to the ADT#.MDB, CMPI#.MDB or CDIS#.MDB file on the PC device to keep the database on the STAR system synchronized to the database on the client Master PC.

You must perform a Store Database operation to insure that the STAR Patient Processing and Medical Records applications are processing the same forms found in the database on the STAR system and the database on the PC device for that ID.

The Store Database process requires significant disk space on the client Master PC. McKesson estimates that the process requires approximately 2 times the size of the production (ADT#.MDB, CMPI#.MDB or CDIS#.MDB) database. Also, if the database has never been stored in this ID before, you must have additional disk space on the STAR system.

NOTE: If the client Master PC does not have the necessary disk space available, the Store Database process aborts. When additional space is available, complete the Store Database.

If your hospital's database contains custom-built forms, McKesson recommends that you first copy this database into a Production Backup database on the STAR system prior to, or as, updates occur on the client Master PC's Production database file. Use the Copy Functions' Copy the Production to Production Backup option to perform this process. You access the Copy Functions from the main menu of the GUT Database Management Processor screen.

UNDERSTANDING THE STORE DATABASE PROCESS

Many files are created on both the client (Master PC) and the server (STAR system) during the Store process. The following steps summarize what happens during a Store process:

1. When you select the Store DB option, several messages display quickly within 30 seconds. First, the *Launching transfer utility...* message displays, and then the *Requesting Export from PC..* message displays.
2. The STAR Forms Transfer Utility window is displayed. The system creates a forms file representing the Production (for example, ADT#.MDB) database on the client Master PC. This temporary forms file (FORMS.TXT) resides on the client Master PC at the location ... \McKesson\STAR\Common\17\hbocadt, and is uploaded to the STAR system. Later in the process, the system uploads this file to the STAR system.
3. The system displays the form components that are to be uploaded to the STAR system. The system displays one or more of the following messages:

Storing Data Elements...

Storing Forms...

Storing Form Controls...

Storing Queries...

As the forms file is uploaded, the system displays a count of records:

Processing Record: 1

This is the database that is used by the Patient Processing and Medical Records application programs.

4. The STAR Forms Transfer Utility then compresses the Production (ADT#.MDB, CMPI#.MDB, or CDIS#.MDB) file on the client Master PC (ADT.ZCO, CMPI.ZCO, or CDIS.ZCO) and uploads it to the STAR system. Once this upload completes successfully, the system displays one the following messages:

xxx.MDB safely stored in area for ID ##

(where xxx = ADT or CMPI or CDIS based on the file loaded)

5. At the end of the Store process, the system creates a Forms cross-reference database on the STAR system. This file is extremely important to the STAR Patient Processing and Medical Records application programs. The system displays the following message indicating that the building of the cross-reference database is in progress:

Building Function Point/Forms Cross Reference...

Once this step is completed, the following message displays:

Function Point/Forms Cross Reference Built for ID ##

When the Store process completes successfully, the database on the STAR system is stamped with the current date and time stamp and the following message displays:

Storage Complete!

If the Store process is not successful, the following message displays:

Storage attempt had error(s)!

Once the reason for failure is corrected, you need to repeat the Store Database process.

Restore Database Option

WARNING: Before beginning this process, log into the desired ID on the STAR system.

When you select the Restore DB option from the GUT Database Management Processor menu, the following screen is displayed:

```
General Hospital GUT Database Management Processor
Thu Jun 02, 2011 10:00 am

Database: adt#.mdb
ID # Production Database time stamp stored on STAR host : 04/04/11 04:00pm

ID # last Merge time stamp on STAR Host : 11/05/10 03:31pm

Restore the adt#.mdb database from the STAR host to this PC? (Y/N)--
```

The Restore Database option enables you to download the Production database on the STAR system to the Production (ADT#.MDB, CMPI#.MDB or CDIS#.MDB) file on the client Master PC. You use this option to recover a previous Production database.

NOTE: This database resides on the STAR system in a specific ID (such as Test or Live).

The following steps summarize what happens during a Restore Database process:

1. When you select the Restore DB option, the following message displays:

Launching transfer utility...

2. As the downloading process begins, the system displays one of the following messages:

Downloading compressed adt.mdb from ID # Production Area on STAR host

and displays the File Download Info window as the download of the adt.zco file into the location **McKessonSTAR\Common\17\hbocadt** proceeds.

3. The system displays the following two messages:

*Control has been passed to Transfer Utility
Enter '.' to abort Transfer--*

4. The system displays a message window indicating the adt.zco file is being expanded. This step replaces the actual Production database on the client Master PC with the Production database from the STAR system. The update of the adt#.mdb file on the client Master PC is completed.

Base Merge Option

WARNING: Before beginning this process, log into the desired ID on the STAR system. You must have read and write access to the directory path on the client Master PC to complete the Merge process.

This option is only necessary when implementing a software update that includes a new base database.

When you select the Base Merge option from the GUT Database Management Processor menu, the following screen is displayed:

```
General Hospital GUT Database Management Processor
Thu Jun 02, 2011 10:00 am

Database: adt#.mdb
ID # Production Database time stamp stored on STAR host : 04/04/11 04:00pm

ID # last Merge time stamp on STAR Host : 11/05/10 03:31pm

Merge the Base database adt.mdb on this PC with adt#.mdb on this PC? (Y/N)--
```

The Base Merge option enables you to update the Production (ADT#.MDB, CMPI#.MDB or CDIS#.MDB) database file on the client Master PC with the Base (ADT.MDB, CMPI.MDB or CDIS.MDB) database modifications. This option uses the Base database (ADT.MDB, CMPI.MDB or CDIS.MDB) on the client Master PC which is the most recent copy of this file delivered on CD, or retrieved from the Internet.

USING THE BASE MERGE OPTION

The Merge process creates a new database by combining the Base database (ADT.MDB, CMPI.MDB or CDIS.MDB) file on the client Master PC and the Production (ADT#.MDB, CMPI#.MDB or CDIS#.MDB) database file on the client Master PC. All

the custom-built forms in the Production (ADT#.MDB, CMPI#.MDB or CDIS#.MDB) database file are preserved.

You need ample disk space on the client Master PC to process a Merge. McKesson estimates that you need approximately two (2) times the file size of the Production (ADT#.MDB, CMPI#.MDB or CDIS#.MDB) database file (about 10 MB).

Before you start the Merge process, McKesson recommends that you backup the Production database on the STAR system as follows:

1. **Confirm that the Production database on the STAR system exactly matches the Production (ADT#.MDB, CMPI#.MDB or CDIS#.MDB) database on the client.** Check the date/time stamps on the files.
2. **If these three databases (client and server) do not match**, use the Store DB option to update the Production database on the STAR system.

UNDERSTANDING THE MERGE PROCESS

The following is a step-by-step description of the Merge process:

1. When you select the Base Merge option, the following message displays:

Launching transfer utility...

2. In this, the most important step of the process, the system merges the Base database (ADT.MDB, CMPI.MDB or CDIS.MDB) file with the Production database (ADT#.MDB or CMPI#.MDB) file (both on the client Master PC) into a temporary workfile on the client.

When the Base (ADT.MDB, CMPI.MDB or CDIS.MDB) database file does not exist on the client Master PC, the system displays the following error message:

File adt.mdb (or cmpi#.mdb or cdis#.mdb) is not available. Recover the HBOC base database by re-installing the Navigator diskettes

Once the Merge processing starts, the Upgrading Forms Database window is displayed with following status message:

*upgrading Forms Database ...McKessonSTAR\Common\17\hbocadt\adt#.mdb
with database ...McKessonSTAR\Common\17\hbocadt\base#.mdb
into database ...McKessonSTAR\Common\17\hbocadt\~fdb####.tmp*

While this is occurring, merge messages (shown below) display during the merging of the two files.

NOTE: If you need to halt the merge process, select the **Stop Conversion** button.

When the Merge process completes, the following message displays in the STAR Forms Transfer Utility window:

Conversion of database complete

3. The system prompts you on how to continue the merge process. Select one of the following three choices:

Yes	Continue the upgrade
No	Rerun the conversion
Cancel	Stop the conversion

To Continue the Upgrade

- (1) Select the Yes option. The system immediately continues the Merge process. The STAR Forms Transfer Utility window is displayed within the next minute and the final Merge status message displays:

database conversion successful

After renaming the temporary file, the system displays one of the following messages to indicate the old database name.

*Old database ...McKessonSTAR\Common\17\hbocadt\XXX#.mdb
changed to ...McKessonSTAR\Common\17\hbocadt\XXX#.0*

(where **XXX** = ADT or CMPI or CDIS based on the file being renamed)

- (2) Select OK. The system saves the originating merge database on the client Master PC to a file name **adtn.0**, **cmpin.0** or **cdisn.0**. If a 0 file already exists, the next available sequence number is used (i.e. adt#.1, adt#.2, adt#.3, etc.) beginning with number 0 then 1, 2, 3, and so forth.

WARNING: Each time a Merge is performed, the system creates a backup ADTn.0, CMPI n.0 or CDISn.0 database file on the client Master PC. These files are automatically numbered sequentially higher beginning with zero (0). If you delete any older files, the next time this backup file is created as the first missing file in the sequence.

To Rerun the Conversion

- (1) Select the **No** option. The system returns to the Analyze window for you to review the merge messages (described below) and select one of the following options:

Close Button

Select the Close option to halt the entire Merge process and return to the GUT Database Management screen.

Start Conversion Button

Select the Start Conversion option to continue the Merge process. Use the Start conversion button to re-run the Merge (conversion) process as often as needed.

WARNING: Prior to continuing the conversion, you need to resolve any discrepancies between the forms in the Base database and the Production database. If the discrepancies are not resolved, they appear every time a re-run of the conversion process is executed.

The Start conversion process performs another merge of the databases into a temporary client Master PC workfile and analyzes the forms differences.

Cancel Button

Select the Cancel option to halt the entire Merge process. The system immediately halts the merge. The Production (ADT#.MDB, CMPI#.MDB or CDIS#.MDB) database file on the client Master PC is not upgraded with any Base (ADT.MDB, CMPI.MDB or CDIS.MDB) database modifications.

MERGE MESSAGES

To understand the merge messages, you need to know about the Production (ADT#.MDB, CMPI#.MDB or CDIS#.MDB) database contents, (for example, whether any custom-built forms exist) and the modifiable form components (i.e. function point, control type, form names, field names, max length, call form button, etc.) created using the GUI Screen Builder.

Message:	Field (field name) of function point (function point) has been deleted from your hospital's database.
Action:	A field is no longer available with the STAR Patient Processing or Medical Records products. Since this field has been deleted, communicate to the users that this field is no longer available.
Message:	Field (field name) of function point (function point) removed from form (form name) in your hospital's database. After merge completion, review this form's layout for possible modifications using the GUI Screen Builder.

Action:	A field is no longer available with the STAR Patient Processing or Medical Records product. Since this field has been deleted from a custom-built form, review this form's layout for possible modifications using the GUI Screen Builder. Also, notification about the changes to this form need to be communicated to the hospital's users.
Message:	The control type of field (field name) of function point (function point) on form (form name) has been changed from (old control type) to (new control type). After merge completion, review this form's layout for possible modifications using the GUI Screen Builder.
Action:	Review the custom-built form and determine if any modifications are necessary.
Message:	The maximum length of field (field name) of function point (function point) on form (form name) has been changed from (old maxlength) to (new maxlength). After merge completion, review this form's layout for possible modifications using the GUI Screen Builder.
Action:	Review the custom-built form and determine if any modifications are necessary.
Message:	The STAR Required attribute of field (field name) of function point (function point) on form (form name) has been changed from (old STAR Required) to (new STAR Required). (1=Yes, 0=No)
Action:	Communicate to the hospital's users that entry of a field on this form has changed (i.e. it is no longer required or it is now required).
Message:	The 'call form' attribute for call form button (button name) of function point (function point) on form (form name) is no longer accessible through the GUI Screen Builder.
Action:	No action is required unless the next message appears.
Message:	Because the 'call form' attribute is not modifiable anymore, the 'call form' attribute for field (field name) of function point (function point) on form (form name) changed to McKesson base release form.
Action:	Review the custom-built form and determine if any modifications are necessary.
Message:	The call form modification flag for call form button (button name) of function point (function point) on form (form name) has been changed to allow modification through the GUI Screen Builder.
Action:	Determine if access to this call form button could be added to any custom-built forms.

Message:	Conversion of form (old form name) of function point (function point) completed.
Action:	No action required.
Message:	The user-defined form (old form name) of function point (function point) was not converted because a duplicate form exists in the new McKesson base database. To avoid losing customized form, cancel merge process, rename the customized form (Copy function), and redo the merge.
Action:	Determine if the merge is to continue. If it continues this custom-built form is overlaid. If the merge is cancelled, the custom-built form could be saved by renaming the form's name and completing a merge process. It is imperative that a merge process be completed with the newest Base release; otherwise, the Patient Processing and/or Medical Records programs may not function correctly without the newest Base ADT release.

Port Update Function

When you select the Port Update option from the GUT Database Management Processor menu, the following screen is displayed:

```

General Hospital GUT Database Management Processor
                        Thu Jun 02, 2011 10:00 am

Database: adt#.mdb
ID # Production Database time stamp stored on STAR host   : 04/04/11 04:00pm

Page:01  GUT Update Workstations in ID # (DB Version) '*' Pending Update
( 1) 260      QA LAB - 301-3              (08/18/2008 2036)
( 2) 198      Port Name                   (03/12/2009 1732)
( 3) 47      Port Name                   (No Version Info)*

Enter choice to Edit, (F)orce Update to All or (A)dd-
```

The Port Update option enables you to distribute the Production database to local users in your hospital facilities. The following three port processing options are available:

- **Edit**

Select and edit the status of an existing port on the GUT Utility port update list.

- **Force Update to All**

Set up the system to distribute the Production database to users on all ports on the port update list for the specified ID.

- **Add**

Add a new port to the GUT Utility port update list.

These port processing options are discussed in the following pages.

EDITING AN EXISTING PORT

To access this option, select the Port Update option from the GUT Database Management Processor menu.

To edit an existing port, enter the line number for the specific port you want to edit and press ENTER. A screen is displayed with the four Port Update Edit options.

```
General Hospital GUT Database Management Processor
                                Fri Jun 02, 2011 10:00 am

Database: adt#.mdb
ID # Production Database time stamp stored on STAR host   : 04/04/11 04:00pm

GUT Update Port 260 QA LAB - 301-3 in ID #
Selected workstation adt#.mdb DB version                  : Not available

* Update is scheduled for next login to ID # for the selected workstation *

(F)orce Update, (C)lear Update, (R)emove Port, or (S)tamp Current-
```

Option Explanations

Force Update

Enter **F** to set the pending flag for that port (or device) for a specific ID. The next time a user logs in on this port, the system forces an update process to download the Production database to that port (if the device is tied to a port).

Clear Update

Enter **C** to reset the pending flag for that port (or device). On the next login access, the system does not force this port to be updated.

Remove Port

Enter **R** to delete this port from the port list the GUT Utility uses for database updates. This option is ID specific. When you select this option, the system prompts you about your choice before removing the port from the list:

Remove port ### for adt#.mdb GUT update in ID #? (Y/N)-

To remove the port, enter **Y**. The port is removed from the list.

NOTE: To add this port back to the GUT Utility Port Update list, use the Port Update Add option.

To maintain the port on the Update list, enter **N**.

Stamp Current

Enter **S** to place the date and time stamp on this port for this ID. The port's date and time stamp match the Production database's date and time stamp.

WARNING: Be very careful when you use this option. Be aware that the date and time stamp of the port may not match the database on the STAR system. Also, just because the date and time stamp match between the client and the server, the actual contents of the database may not match.

FORCE ALL PORTS TO BE UPDATED

You access the Force Update to All option from the Port Update screen:

```

General Hospital GUT Database Management Processor
                                Thu Jun 02, 2011 10:00 am

Database: adt#.mdb
ID # Production Database time stamp stored on STAR host   : 04/04/11 04:00pm

Page:01  GUT Update Workstations in ID # (DB Version) '*' Pending Update
( 1) 260      QA LAB - 301-3              (08/18/2008 2036)
( 2) 198      Port Name                   (03/12/2009 1732)
( 3) 47      Port Name                   (No Version Info)*

Enter choice to Edit, (F)orce Update to All or (A)dd--

```

The Force Update option enables you to set the pending flag on all ports defined in this list for this ID. This option is ID specific.

After successful completion, the system adds an asterisk (*) to each port after the date and time stamp on the port listing screen. Then, as each port is accessed for login, the system forces a database update for that port and resets the pending flag. While you can set the pending flag for all ports, the reverse action is not allowed. To remove the pending flags, you must select the ports one at a time and use the Edit option to remove the flag individually from each port.

ADDING A PORT TO THE UPDATE PORT LIST

The Port Update Add option enables you to add new PC ports to the port update list. This port update list is used only by the GUT Database Processor.

NOTE: You can only add PC device ports to this list that have been previously defined on the STAR system.

Enter **A** to display a list of available ports to be added. Enter a hyphen (-) to perform a look-up. If you know the port number, enter it directly.

After a port is added, the system indicates that there is “*no version info available!*” for that port. The system schedules this port for an update at the next login to that ID.

When adding a new port, if the port is not a PC, the system displays the following message:

Warning! Port ## is not defined as a PC. Continue (Y/N)?--

Enter **N** to discontinue the add process. You can only perform a database update for users on a PC device.

MAINTAINING THE DATABASES

The major tasks you need to perform to install and maintain the databases are discussed in this section. The discussion provides an overview of what you need to do, what GUT Data Management functions to use, and how the GUT function works. The following table summarizes these tasks.

Task	Utility/Function
Install and Create the Databases on the Master PC and STAR System.	GUT DBM/Store DB, Copy
Test the Production ADT2.MDB, CMPI2.MDB or CDIS2.MDB database in ID 2 on the Master PC.	ADT, Medical Records or Discharge application
Optional Modify the Master copy of the Production ADT2.MDB, CMPI2.MDB or CDIS2.MDB database in ID 2 on the Master PC.	ADT, Medical Records or Discharge application/GUI Screen Builder tool
Create the Production ADT1.MDB, CMPI1.MDB or CDIS1.MDB database in ID 1 and distribute the Production ADT1.MDB, CMPI1.MDB or CDIS1.MDB database to local PC users in the rest of your facility.	Windows Explorer/Copy GUT DBM/Port Update
Implement STI Updates to the Databases from McKesson	GUT DBM/Store DB, Copy, Merge, Port Update
Recover an Old Database after the Current Database Has Been Copied into the Backup Global.	Windows Explorer/Rename GUT DBM/Store, Copy

For information on how to use a specific GUT Database Management function, refer to the previous discussion of the GUT Database Management Functions.

Installing/Creating the Databases on the Master PC and STAR

The Base databases (ADT.MDB, CMPI.MDB and CDIS.MDB) are delivered on CD-ROM for you to install on your hospital's client Master PC. The installation is ID specific and is performed from the client Master PC.

The following steps summarize the procedure for initially installing the database files on the client Master PC and the STAR system from the McKesson supplied diskettes:

1. Use the McKesson CD-ROM to install and create the Base database on the Master PC (client).

At the client Master PC, follow the instructions with the installation program and install the McKesson CD-ROM to the appropriate drive.

The installation program creates the database directory **\\hbocadt** in the STAR Navigator directory **\\hboc32\\hbocnav** and installs the Base databases (ADT.MDB, CMPI.MDB or CDIS.MDB) in **\\hbocadt**.

The Base databases remains on the Master PC as a backup and are updated only when you receive an update that has versions of one or both databases.

NOTE: You never use the GUI Screen Builder to modify the forms in these databases.

2. Use the Store DB function to create an ID specific database on the Master PC and the STAR system (server).
 - a. Log on to the STAR Patient Care system in your test ID (ID 2).
 - b. To access the GUT Database Management Processor screen from the main Patient Processing menu, select Tables, select ADT Maintenance, and then select GUT Database Management.
 - c. Select the appropriate application: A for Admitting/Abstracting, M for MPI Review or D for Discharge.
 - d. From the GUT Database Management, select the **Store DB** option.

Since no ID specific database exists in ID 2, the StoreDB process first creates the ID specific database ADT2.MDB, CMPI2.MDB or CDIS2.MDB on the Master PC and then stores this database as ^AGUTS in ID 2 on the STAR system. In addition, in ID 2 on STAR, the cross-reference database file, ^AGUTS, is created.

Once the ADT2.MDB, CMPI2.MDB or CDIS2.MDB database is stored on STAR in ID 2, you can create admission or abstracting flows or MPI review formsets.

3. Use the Copy function to create a backup copy of the **^AGUTS** (ID 2) database on the STAR system.
 - a. Select the **Copy** function.
 - b. Select option **1 - Copy Production to Production Backup**. The backup file **^AGUTSB** is created in ID 2 on the STAR system.

What's the Next Step?

If you plan to create or modify base forms in the database:

After the database is installed, if your facility plans to modify forms in the database, go to step 3, and then test the modified database (step 2) and create and distribute the production (ID 1) database to users in the rest of your facility.

If you plan to use the McKesson supplied base forms:

After the database is installed, you need to test the database (step 2) and distribute copies of the Production databases to your local users (step 4).

Testing the Databases

When your facility has installed the ADT.MDB, CMPI.MDB or CDIS.MDB Base database on the Master PC and created the databases in your test ID (ID2) on the STAR system and the Master PC, you need to agree on the test procedures your facility uses to test the Base flows or the Base database with customized forms.

Testing is a key part of maintaining your facility's databases. It provides an opportunity to test both your understanding of the GUT Database Management functions and your hospital's procedures for supporting synchronized databases on the Master PC and the STAR system.

Supporting a Modified ADT/CMPI/CDIS Database

When your hospital chooses to modify one of the databases, your data processing or information systems staff are going to maintain and distribute your master copy of your facility's Production databases (ADT#.MDB, CMPI#.MDB and/or CDIS#.MDB) on the client Master PC and maintain backup copies of that file on the STAR system.

The scope and type of modification are determined by your facility's specific needs. Likewise, the exact way in which your data processing staff supports this database are also specified by your hospital's procedures.

To help you understand the process of supporting a modified Production database, the following table provides an overview of the major steps:

Step	Task	Utility/Function
1.	Backup the Production ADT#.MDB/CMPI#.MDB/CDIS#.MDB database on the client Master PC to the STAR system.	GUT DBM/Store DB
2.	Backup the Production ADT#.MDB/CMPI#.MDB/CDIS#.MDB database on the STAR system.	GUT DBM/Copy (1-Copy Production to Backup)
3.	Modify the Master copy of the Production ADT#.MDB/CMPI#.MDB/CDIS#.MDB database on the client Master PC.	GUI Screen Builder tool (ADT, Medical Records or Discharge application)
4.	Test the new version of the Production ADT#.MDB/CMPI#.MDB/CDIS#.MDB database.	In a test ID on the STAR system
5.	Store the new version of the Production ADT#.MDB/CMPI#.MDB/CDIS#.MDB database to the STAR system.	GUT DBM/Store DB
6.	Distribute the new version of the Production ADT#.MDB/CMPI#.MDB/CDIS#.MDB database to your local PC users.	GUT DBM/Port Update functions

Distributing the Databases to Local PC Users

Since the databases are used in a local environment, you need to update each PC device with the most current Production database files (ADT#.MDB, CMPI#.MDB and/or CDIS#.MDB). Updates are required as follows:

Each time your hospital modifies the Master Production database forms and flows.

Each time McKesson provides an STI update to the Base Production database.

Distributing the tested (and optionally modified) ADT2.MDB, CMPI2.MDB or CDIS2.MDB database to users at your facility is a three step process:

Step	Task	Utility/Function
1.	Copy the ADT2.MDB, CMPI2.MDB or CDIS2.MDB (test ID) to ADT1.MDB, CMPI1.MDB or CDIS1.MDB (live ID) on the Master PC.	Windows Explorer
2.	Distribute the ADT1.MDB, CMPI1.MDB or CDIS1.MDB database to the local users in the facility.	GUT DBM/Port Update options
3.	Backup the ADT1.MDB, CMPI1.MDB or CDIS1.MDB database on the STAR system.	GUT DBM/Copy from Production to Backup

Follow these instructions:

1. To copy from test to live ID and store the ADT1.MDB, CMPI1.MDB or CDIS1.MDB database on STAR, follow these instructions:
 - a. At the Master PC, use Windows Explorer to copy ADT2.MDB, CMPI2.MDB or CDIS2.MDB (test ID) to ADT1.MDB, CMPI1.MDB or CDIS1.MDB (live ID).
 - b. Log on to STAR in ID 1 and access the GUT Database Management menu. Select the Store DB option to put the ADT1.MDB, CMPI1.MDB or CDIS1.MDB database on the STAR system.
2. To update local users in your facility, follow these instructions:

For Static Port Users

Use one of the following two methods to update your PC users on static ports.

NOTE: These instructions assume that all the ports are already defined.

Method 1: Update All Ports at One Time

- a. If your local PC users are tied to a specific port number, to update your users at the next login time, select the Port Update options.

- b. Use the Force Update to All option for all devices. The next time the user logs in, the database is be updated on the PC.

Method 2: Update Each Port Individually

Alternatively, you can use the Edit option to edit each port number and force the update for each device. The next time the user logs in, the database is updated on the PC.

For Dynamic Port Users

For systems where the port numbers are dynamic, follow these steps:

- a. Notify each PC user that the database must be updated.
- b. Have each user log on the STAR system in the appropriate ID (Test or Live).
- c. Access the GUT Database Management Processor tool and select the Restore DB function. The database is downloaded from the STAR system to each user's PC.

Refer to the Restore DB function in GUT Database Management Functions for detailed instructions on how to use the Port Update options.

3. To make a backup copy on the STAR system, on STAR in ID 1, use the GUT Database Management Copy Option 1 - Copy from Production to Backup to copy the ^AGUTS (ID1) database to ^AGUTSB (ID1).

Implementing STI Updates to the Database

These steps must be followed for each instance of the Master ADT.MDB/CMPI.MDB/CDIS.MDB databases. ADT.MDB applies to the GUI Admission and Abstracting functions, CMPI.MDB applies to the MPI Review function and CDIS.MDB applies to GUI Discharge. These steps also need to be coordinated with the ESD move into the ID.

The hospital needs to have only one Master copy of these databases and therefore, complete steps 1 - 6 when the ESD move transfers this change into the Test ID. When the ESD move transfers this change into the Live ID, steps 7 - 10 need to be performed.

1. Note location of database - Determine every location of the Master ADT.MDB/CMPI.MDB/CDIS.MDB databases. Note whether the database is located on the network or on a local PC device, and also note if this database contains custom-built forms.
2. Access database management functions on STAR -Log onto the STAR system in the appropriate ID. From the main Patient Processing menu, access the GUT Database Management Processor menu. Select Tables, select ADT Maintenance,

select GUT Database Management, and select the function that this change applies to (A for Admission or Abstracting, M for MPI Review or D for Discharge).

3. Sync current database on PC with database on STAR - Select the Store DB function. This function backs up the exact copy of the ADT#.MDB/CMPI#.MDB/CDIS#.MDB on the client (local or network) to the Customer system. If the ADT#.MDB/CMPI#.MDB/CDIS#.MDB database does not exist for this ID on the Customer system, there is a window that displays a message. This message prompts for a response to build an ID specific database. Enter **Yes** to continue.
4. Create backup on STAR - After a successful completion of the Store function, select the Copy function. Select option #1 (Copy PRODUCTION to Backup Global). This backs up the production database that was used for the Store function in step 3 above.
5. Incorporate base database changes into ID-specific database - After a successful completion of the Copy function, select the Merge function. During the Merge function, the system displays an Analyze window. The system prompts to continue or not. Review the Analyze window contents and determine if it is okay to continue.
6. Store merged database from PC to STAR - After a successful completion of the Merge function, the user must perform a Store DB function again. This is an important step that keeps the ADT#.MDB/CMPI#.MDB/CDIS#.MDB database on the client (local or network) synchronized with the Production database on the STAR system. This step is especially important for those of you that have modified your admission screens.
7. On the Master PC, adequately test the STI associated with this change. This testing also verifies that the merge was performed properly.
8. Move database from test to live - After successfully testing the database change, on the Master PC, copy the tested database (ADT2.MDB, CMPI2.MDB or CDIS2.MDB) to ADT1.MDB, CMPI1.MDB or CDIS1.MDB, whichever is appropriate. This can be done using Windows Explorer, or another similar program.
9. Store database in Live ID - After copying the file, perform a Store in the Live ID (ID 1) to copy the database to the STAR system.
10. Update users' PCs with new database - If the database is used in a local environment, then update each PC device with the most current database file. (If the database is used in a network environment, there are no more steps to complete). Use step A for systems where the PC devices are tied to a specific port number and use step B for systems where the port numbers are dynamic.
 - Select the Port Update options and use the Force Update to All option for all devices or Edit each port number and Force the update for this one device. The database is updated on his/her PC device the next login time.

- Communicate with each user of every PC device that must be updated. Have the user log on the STAR system into the appropriate ID (for example, Test, Live). Access the GUT Database Management Processor tool and select the Restore function. The database is downloaded from the STAR system to the PC device.

Restoring an Old Database after the Current Database Has Been Copied into the Backup Global on STAR

WARNING: THIS STEP TOTALLY ERASES THE CURRENT DATABASE. If you are unsure about performing the restore, McKesson strongly recommends that you copy the database (to be erased) to another directory.

This procedure is necessary if the hospital needs to restore to an old version of one of the databases. This could happen if the hospital is trying to back out an STI, but a merge, a store, and a copy to the backup global has already been done. This means that the only place that a premerged copy of the database exists is in a backup file on the master PC that was created as a result of a merge.

To restore the Production database (ADT1.MDB, CMPI1.MDB or CDIS1.MDB) from a previous backup copy of the Production database (ADT2.0, ADT2.1, *and so forth*) on the Master PC, use the following steps:

1. On the Master PC on the ...\\McKessonSTAR\\Common\\17\\hbcadt directory, use Windows Explorer to locate the backup database file (ADT2.0, ADT2.1, *and so forth* or CMPI2.0, CMPI2.1, *and so forth*) that you want to restore.

NOTE: The backup databases are indicated by a digit suffix. The highest number is the most recent update.

2. In Windows Explorer, delete the file ADT2.MDB, CMPI2.MDB or CDIS2.MDB. If you are uncomfortable with this, you may move it to another directory on your PC.
3. In Windows Explorer, use the Rename option from the File menu to rename the desired backup to ADT2.MDB, CMPI2.MDB or CDIS2.MDB.
4. Sign on to the STAR system in ID 2 (test ID) and access the GUT Database Management menu.
5. To put the backup database ADT2.MDB, CMPI2.MDB or CDIS2.MDB on the STAR system, select the Store DB option.
6. To copy the database into the backup global on STAR, select the Copy option and then select option 1 - Copy Production to Backup.
7. Test the restored ADT2.MDB, CMPI2.MDB or CDIS2.MDB on the Master PC in ID 2.

8. Once adequate testing has been performed, on the Master PC copy the ADT2.MDB, CMPI2.MDB or CDIS2.MDB (test ID) to ADT1.MDB, CMPI1.MDB or CDIS1.MDB (live ID) and distribute the restored database to your facility's users. Refer to Step 4 for distributing the database.

TROUBLESHOOTING

Program	Error/Action
AGUT	
	Failed to launch transfer utility! During a Restore, Store, or a Merge option, the transfer utility file on the PC cannot be found (accessed), or the transaction has timed out. Action: Verify that HBOCGTU.EXE file exists in the \HBOC32\HBOCNAV\HBOCADT directory. If the transaction timed out, try again later.
	Storage attempt has error(s)! During a Store or Merge function, for some reason, the uploading of files or the building of the Function Point/Name cross-reference has failed. Action: Call McKesson for support resolution.
	GUT Utility failed to respond! A Transfer process has been aborted by the user entering a period (.) at the prompt, <i>Control has been passed to Transfer Utility. Enter '.' to abort Transfer --</i> Action: None
AGUTC	
	No update pending! Using the Port Update option, when editing a port assignment, the clear option was selected. For this port, the system checked for a pending update and found that there is no update to be performed. Action: This port cannot be selected for a clear option.
AGUTCF	
	No data in PRODUCTION AREA to backup! When using the Copy function, the Copy PRODUCTION AREA to Backup Global option was selected. There is no Production database to backup. Action: A backup can only be performed when the Production database exists. A Production database exists after a "Copy from BASE to PRODUCTION AREA" (Copy) function has been completed.

Program	Error/Action
AGUTCF	No data in PRODUCTION AREA backup to restore!
	<p>When using the Copy function, the "Restore PRODUCTION AREA from Backup Global" was the option selected. There is no PRODUCTION backup database on the STAR system.</p> <p>Action: To select this option, a copy of the Production Backup database must exist on the STAR system.</p>
AGUTDP	No PRODUCTION Database in ID ##!
	<p>During a Restore function, the system was trying to download the Production database on the STAR system to the client Master PC. Since no Production database on the STAR system exists in this ID, the system could not perform the Restore function.</p> <p>Action: Check to see if the user is logged into the correct ID. Has the database ever been STORED with the Production option on the STAR system for this ID?</p> <p>Access the GUT Database Management Processor and check the BASE database's date and time stamp for this ID.</p> <p>If the Production database for this ID does exist, call McKesson Support to see if there is an integrity problem with the Production database on the STAR system.</p>
AGUTP	
	Update Utility already in use! Try Again (Y/N)?
	<p>When you first access the GUT Database Management Processor, this message could appear. It means that the utility is already executing.</p> <p>Action: Enter Yes to keep trying to access this utility. Enter No to abort this process and try again.</p>
AGUTU	
	Could not find Name field!
	<p>During a Store or Merge process, a cross-reference database is created on the STAR system. The system cannot find a "Name" entry that must exist.</p> <p>Action: Call McKesson Support to figure out why the "Name" entry does not exist.</p>

Program	Error/Action
AGUTU	Could not find FunctionPoint field!
	<p>During a Store or Merge process, a cross-reference database is created on the STAR system. The system cannot find a "Function Point" entry that must exist.</p> <p>Action: Call McKesson Support to figure out why the "Function Point" entry does not exist.</p>
AGUTUB	
	Could not find Name field!
	<p>During a Store or Merge process, a cross-reference database is created on the STAR system. The system cannot find a "Name" entry that must exist.</p> <p>Action: Call McKesson Support to figure out why the "Name" entry does not exist.</p>
	Could not find FunctionPoint field!
	<p>During a Store or Merge process, a cross-reference database is created on the STAR system. The system cannot find a "Function Point" entry that must exist.</p> <p>Action: Call McKesson Support to figure out why the "Function Point" entry does not exist.</p>
AGUTUP	
	Could not find Name field!
	<p>During a Store or Merge process, a cross-reference database is created on the STAR system. The system cannot find a "Name" entry that must exist.</p> <p>Action: Call McKesson Support to figure out why the "Name" entry does not exist.</p>
	Could not find FunctionPoint field!
	<p>During a Store or Merge process, a cross-reference database is created on the STAR system. The system cannot find a "Function Point" entry that must exist.</p> <p>Action: Call McKesson Support to figure out why the "Function Point" entry does not exist.</p>

Chapter 9 - STAR NAVIGATOR PRINT SCREEN UTILITY

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INTRODUCTION

The STAR Navigator Print Screen Utility provides the ability to select any active window and print it to a local printer. The utility is installed with STAR Navigator Releases 17.0 and later. The utility is accessed from the notification area on the Windows® desktop and is available when STAR Navigator is running.

USING THE NAVIGATOR PRINT SCREEN UTILITY

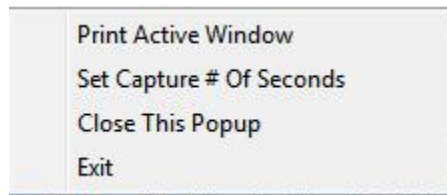
You access the Navigator Print Screen Utility by means of the orange star icon located in the notification area, as in the following example:



NOTE: When the icon is visible, the following tip is displayed when you rest the mouse pointer on the icon:

Left-click to Print Active Window or Right-click for Menu

When you click the icon, you access the Navigator Print Screen Utility. When you right-click the icon, the following menu is displayed:



The icon is no longer displayed in the notification area when you close STAR Navigator.

NOTE: Windows that are programmed to stay on top may prevent you from seeing a message box associated with the print utility. If you do not see the print utility message box you are expecting, look in the notification area to confirm that the print utility message box is active and waiting for a response. Move any obscuring windows aside to reveal the message box, and respond to it. The utility then functions as expected.

Selecting and Printing the Active Window

1. To access the Navigator Print Screen Utility, do one of the following:
 - Click the icon in the navigation area.
 - Select **Print Active Window** from the options displayed when you right-click the icon.

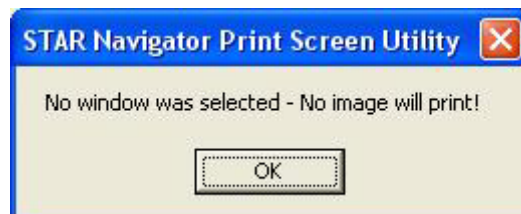
A message is displayed, informing that you have x seconds to select the window you want to print:



NOTE: To change the number of seconds, see [“Setting the Capture Number of Seconds” on page 9-5](#).

2. Click **OK**.
3. Within the allotted number of seconds, click the active window you want to print.
4. Select the printer from the Windows print dialog box and indicate number of copies.
5. Click **Print**.

NOTE: If you do not click a window during the allotted number of seconds, the system displays the following message:



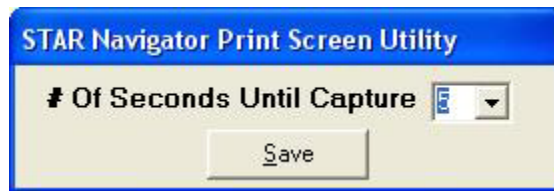
To remove this message, click **OK** or click the **Close** button on the message dialog box.

Setting the Capture Number of Seconds

You can set the number of seconds that you are allowed to capture the active window.

1. Right-click the Navigator Print Screen Utility icon.

2. Click the **Set Capture # Of Seconds** option. The following dialog box is displayed:



3. Enter the new number of seconds. The number must be between 1 and 10.
4. Click **Save**.

Closing the Popup Menu

You can close the popup menu.

1. While on the menu, click the **Close This Popup** option. The popup menu is then closed.

Removing the Icon during the Session

You can remove the Navigator Print Screen Utility icon for the remainder of your active session.

1. Right-click the Navigator Print Screen Utility icon.
2. Click the **Exit** option. The following message is displayed:



3. To remove the icon for the remainder of your Navigator session, click **Yes**. If you do not want to remove the icon, click **No**.

NOTE: When you close STAR Navigator, the Navigator Print Screen Utility icon is no longer displayed in the notification area.

Appendix A - TECHNICAL NOTES

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STAR NAVIGATOR ARCHITECTURE OVERVIEW

Client/Server architectures are founded on the separation of function between two cooperating processes. Usually, these processes are separated into a requestor process (the client) and a responder process (the server). This architecture is often further characterized by a central data repository supported by the server process and a detached (remote) user presentation supported by the client process.

Transaction processing architectures are founded on simultaneous user access to a common database for inquiry and updating. These architectures typically feature a high degree of data integrity, fast user response times, and tightly integrated applications.

The STAR Navigator architecture is a cooperative processing architecture that integrates features of both Client/Server and transaction processing architectures. It is modeled primarily on a Client/Server architecture. In addition, the application consists of multiple independent functions, each of which is modeled on a transaction processing architecture.

The combination of these architectures provides an application architecture that has the following characteristics:

Client	Server
Runs on a PC	Runs on a STAR host system
Uses data	Owns data
Formats, presents and manipulates data	Stores and retrieves data

NOTE: This architecture does not specifically provide distributed database capabilities. All data stored on the *client* system has a user-configurable and/or application-specified lifetime. This lifetime is typically for the duration of the current user session.

Architecture Components

The system processing model implemented by STAR Navigator consists of one or more clients running on PCs and a server component running on a STAR system. The clients and the server communicate over dedicated communication links.

Each client component formats and manipulates data and presents a graphical interface to the user. The server component stores, updates, and retrieves data for the client components.

The Server

The server provides data storage and retrieval. Certain transactions also require specific server processing before the data is stored or after it is retrieved.

The primary function of the server component is to receive a transaction request from a client, retrieve the necessary database records from the STAR system, extract the requested data fields from those records, and transmit those data fields back to the client in a transaction response record(s).

The Client

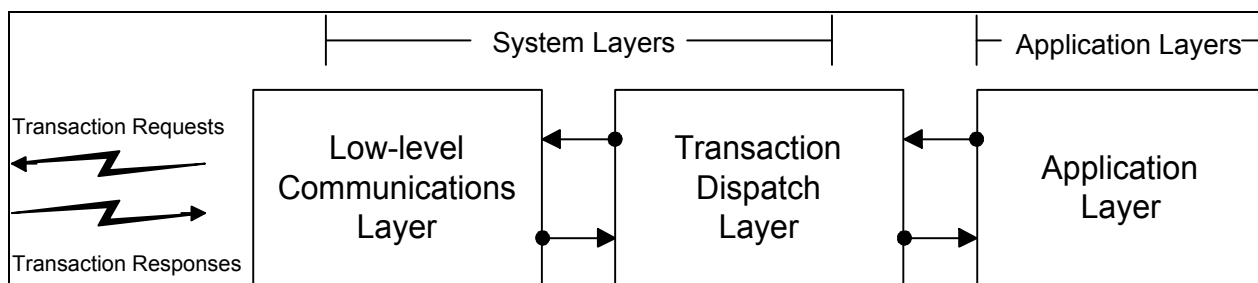
The client portion of the STAR Navigator application runs on the user's PC. The client software provides data formatting, application-specific processing and graphical screen presentation.

The primary functions of the client component are to:

1. Send a transaction request to the server for one or more database fields.
2. Receive the response(s) from the server.
3. Format the data fields received from the server.
4. Present the data fields to the user in a graphical screen display.

The client component is made up of three distinct software layers. Each layer provides services to the layer above it and requests services from the layer below it. The layers are:

- Low-level communications layer
- Transaction dispatch layer
- Application layer



The *low-level communications layer* is responsible for transmitting and receiving transaction records between the client and server. This layer guarantees that each transaction is accurately received from or delivered to the server.

The *transaction dispatch layer* is responsible for transaction request/response set integrity and for executing the appropriate application routines necessary to satisfy a client transaction request.

The *application layer* is responsible for formatting or otherwise manipulating the requested data received from the server and presenting those data fields to the user in a graphical format. This layer is the STAR Navigator application software.

LOW-LEVEL COMMUNICATIONS LAYER

The low-level communications layer is responsible for transmitting client transaction request records and receiving server transaction response records across the communication link between the client and server. This communication link can be an asynchronous or TCP/IP LAN connection. Regardless of the connection type, this layer guarantees that each transaction is accurately delivered to or received from the server.

If a transaction cannot be accurately delivered (due to hardware failures, for example), the transaction dispatch layer is notified. This layer is provided by a selected terminal emulation and communications handler (such as WEM).

This layer functions as a source for the transaction dispatch layer. It requests services from the underlying operating system and provides services to the transaction dispatch layer. It is not aware of the transaction set formats, sequence, or other application processing requirements.

TRANSACTION DISPATCH LAYER

The transaction dispatch layer is responsible for transaction request/response set integrity and for notifying the appropriate client application routines when server response transactions become available.

This layer functions as a client for the application layer and a source of the low-level communication layer.

APPLICATION LAYER

The application layer is responsible for initiating a transaction request to the server for one or more database fields, formatting the data received from the server, and presenting the data fields to the user in a graphical screen display.

The application layer may apply specific processing to the data, such as summarization or other arithmetic actions, as well as formatting the information into a graphical screen display.

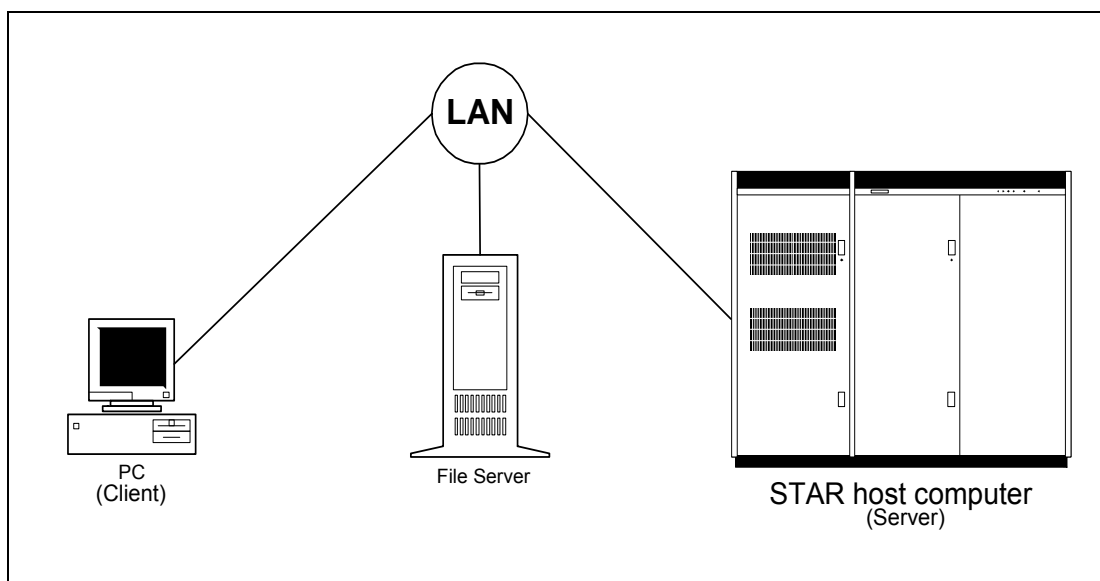
This layer functions as a client of the transaction dispatch layer.

Client/Server Connections

The following screens provide descriptions and diagrams of several options for connecting the PC running STAR Navigator to the STAR host.

LOCAL AREA NETWORK (LAN) CONNECTION

The STAR Navigator workstation (PC) can be connected to the server (host) via a Local Area Network (LAN).



To connect to the host via LAN, the PC must have a Network Interface Card (NIC) and LAN communications software installed.

NOTE: A file server is not required.

SERIAL CONNECTION

Serial Connections are not supported under Enterprise Release 13 and later using McKWEM.exe. If a serial connection for character mode applications is required, you must utilize the standalone install for Hbowem32.exe.

NAVIGATORX.INI/WEMSESSIONS.INI FILE SETTINGS

NavigatorX.ini

Filename: NavigatorX.INI

Section: [HBOCTD]

NOTE: With the exception of TM_pctimeout, there are no user-configurable settings in the [HBOCTD] section of the NavigatorX.ini file. These are working data settings under the dynamic control of the applications. Navigator (and WEM) ini files should normally not be edited manually or replaced in a workstation environment: doing so risks system malfunction or other unexpected effects. This documentation is provided for informational purposes only.

Entry/ Keyname	Description	Value
TM_pctimeout	User inactivity timeout. This option can detect and trigger a timeout only if there is no workstation user activity on the PC. Other processes running on a Windows workstation may also interfere with auto-timeout. While this legacy setting is retained for compatibility, McKesson recommends leaving the value set at 0 (disabled) and using the screen saver or workstation lock features on current versions of Windows.	Specifies seconds, 30 to 32000; 0 = inactivity timeout disabled (the default)
TM_maxreqlen	Maximum transaction length (Calculated 1024 * Max Length).	Maximum string length is the default; for 32 bit, this value should be removed from the INI, if present

TM_conmsg	Controls runtime error/debug logging behavior for Navigator GUI processes (it has no effect on WEM debug settings.) TM_conmsg should be set using the Navigator Tools, Debug Management options. This documentation is included only for an understanding of the effects of possible settings.	<p>0. Error/Debug logging is inactive.</p> <p>1. Error/Debug logging is turned on. If a runtime error is trapped, it is logged in a file named <application>_Run.Log, where <application> is the source application name (for example, CASTAC_Run.Log), or the client services DLL (NavXServer_Run.Log). The log file is created the first time the error is trapped. Otherwise, the file does not exist.</p> <p>2. FullPatData Error/Debug statement and transaction submission data and page file capture logging is turned on. Any runtime errors and DBG.x call output is logged in files, as detailed above. This mode is primarily to allow user sites to capture logs and page cache files, and then send them back to McKesson for evaluation, under the direction of McKesson Support. Warning: When TM_conmsg equals 2, page files captured can rapidly consume MB of disk space. Use this mode only for special, limited troubleshooting purposes.</p>
-----------	--	--

Section: [PIMROUTER]

NOTE: The settings in the [PIMROUTER] section of the NavigatorX.ini file are optional settings that can be used to **override** the defaults that are set by Horizon Patient Folder™ if your McKesson Horizon Patient Folder/Imaging Link Engine™ upgrade resource needs you to override them. They should be used in conjunction with WEMSessions.ini setting(s) below for Horizon Patient Folder/Imaging Link Engine integration with STAR Navigator:

Entry/Keyname	Description
RouterIp	Can be used to override the default IP address
RouterPort	Can be used to override the default port
RouterTmOut	Can be used to override the default timeout

Entry/Keyname	Description
EndXMLTag	Can be used to override the default XML end tag
RetryLimit	Can be used to override the default retry limit

WEMSessions.ini

Filename: WEMSessions.ini

Section: [STAR Navigator]

NOTE: The settings in the [STAR Navigator] section of the WEMSessions.ini file are only to be used to implement HPF/ILE integration with STAR Navigator

Entry/Keyname	Description	Value
PIMScanner	Enables HPF/ILE Integration with STAR Navigator	1. HPF/ILE Integration with STAR Navigator Enabled

TERMINAL SERVER PORT SETUP

This section provides information on port setup when using terminal servers.

Telnet Characteristics

The terminal server must be set so that it always sends all 8-bit characters through. If the terminal server is not set this way, random workstation lockups may occur.

Ensure the Binary Session Mode and Default Session Mode (if it exists) are set to PASSALL characters through.

Examples

The examples given in this section use a Synoptics TS3395 Terminal Server. Your terminal server settings may differ somewhat. Refer to the documentation provided by the terminal server manufacturer for information about your terminal server. If the type of terminal server you are using is McKesson-certified, you can also contact McKesson Support for proper terminal server settings.

NOTE: Key settings discussed in this section and keystrokes you enter are printed using **boldface**.

In the next two examples, Telnet characteristics are set to PASSALL 8-bit characters through:

```

TS3395> show port 2 telnet char

Port 2:   port_220 Oct 1992   11:09:10

Abort Output Character:      None   Newline:CR/NUM
Attention Character:         None   Newline Filtering:None
Default Port:                23     Query Character:None
Echo Mode:                   Remote Remote Port:220
Erase Keystroke Character:    None   Synchronize Character:None
Erase Line Character:        None   Transmit:Immediate
Interrupt Character:          None   Binary Session Mode:PASSALL
Terminal Type:               None   Tn3270 Device:None
Tn3270 Translation Table:    None

Enabled Characteristics:

```

```
TS3395> show port 2 alternate char
```

```
Port 2:   port_220 Oct 1992 11:12:12
```

Resolve Service:	Any	DTR wait:	Disabled
Idle Timeout:	0	Typehead size:	1024
SLIP Address:	0.0.0.0	SLIP Mask:	0.0.0.0
Remote SLIP Addr:	0.0.0.0	Default Session Mode:	PASSALL
TCP Window Size:	256	Prompt:	TS3595
DCD Timeout:	2000	Dialback Timeout:	20
Stop Bits:	1	Script Login:	Disabled

```
CHARACTERISTICS, TELNET CHARACTERISTICS, STATUS, COUNTERS, INTERNAL SECURITY,  
KEYMAP, SCREENMAP or SUMMARY.
```

SCROLLING SCREEN FUNCTION KEYS

Scrolling screen processing enables you to define and edit multiple fields of information for multiple table entries on the same screen. This processing uses the standard cursor management keys (up arrow, down arrow, right arrow, left arrow) and is most effective when all fields for a table entry fit on a single line.

Scrolling screen function keys can be used in the following fields in the Base Views screen:

- Departmental Window Contents field
- Patient Specific Window Contents field

The following is an example of a scrolling screen:

General Hospital STAR Navigator Base Views Processor			
Mon Jul 24, 1995 08:28 am			
1 Navigator Product Path	2 All Facilities?		
Contents			
Admissions	No	-> See Table	
3 Dept View Folder Contents	4 Dept View Default Dept		
See Table	Admissions		
5 Pat View Folder Contents	6 Pat View Default Dept		
See Table	Admissions		
Menu	Base Description	Menu Panel/Bar Title	Status
anlookup	Select Patient	Select Patient	Active
cpnvphy	Physician Options	Physician Info	Active
cgmccn	Census Menu	Census Info	Active
cgvmsgs	Send Messages	Send Messages	Active
cdnvmntu	Departmental Mainten	Dept Maint	Active
sqma	Select SQL User menu	Select SQL User	Active
F1Prev Page F2Next Page F3 Insert F4 Delete F5Select F6 Reset F7 Exit ?			

Field Explanations

MENU (TABLE LOOKUP)

Enter the name of the menu that contains the options you want to display in a function group or on a folder tab on the Sign-On, Departmental, or Patient View.

If you enter menus to display on the Sign-On screen, you are limited to six selections.

If you enter menus to display on the Patient or Departmental Views, the limit is 16.

STAR menus are displayed, and may contain up to 16 options each. Headings and blank lines are removed.

Enter the menu code, if known, or a portion of the menu description followed by a hyphen (-) to display a partial listing of all menu names that begin with the first letters entered.

Enter a question mark (?) in the scrolling screen to display the following prompt:

Enter menu name, or first letters '-' to list --

BASE DESCRIPTION (DISPLAY ONLY)

Once you select a menu, the menu description displays. This is a display only field that you can use as a reference if the description displayed in STAR Navigator is changed in the *Menu Panel/Bar Title* field.

MENU PANEL/BAR TITLE (15-AN-R)

Up to 15 characters of the STAR menu description display at the top of the function group if you enter items to display on the Sign-On screen. If you are entering the Departmental Window Contents or Patient Specific Contents, the description entered here displays on the tab of the appropriate folder. If you do not make an entry, the first 15 characters of the menu description are used. If a question mark (?) was entered in the scrolling screen, the following prompt is displayed:

Enter caption for menu panel or bar --

STATUS

If you entered a new menu in the *Menu* field, this field is blank. If you are making edits or displaying a view that had a menu defined previously, that menu's status is displayed. If the menu exists, *Active* displays under the status field. If the menu has been deleted without being removed from all Base and User Views, *Deleted* displays. These menus need to be removed from any base or user views that contain this menu.

Once all menus have been entered for this view (Sign-On, Department, or Patient), you are prompted to accept this screen. Enter Yes to accept or No to cancel.

Function Keys

TAB KEY

Press the TAB key to move the cursor to the next field (column) of the scrolling screen. If you press this key at a required field and no entry has been made in the field, there is no cursor movement and the system displays the following message:

Error: Field Required!

ENTER

Press the ENTER key to move the cursor to the next column of the scrolling screen. If you press this key at a required column and the column is blank, the cursor does not move and the system displays the following message:

Error: Field Required!

UP ARROW KEY

Press the up arrow key to move the cursor up one line. If you press this key while the cursor is on the top displayed line, the scrolling screen moves down to display additional lines from the top of the screen. If you press this key while the cursor is on the first line of scrolling screen entries, the system inserts a blank line above the first entry.

DOWN ARROW KEY

Press the down arrow key to move the cursor down one line. If you press this key while the cursor is on the bottom displayed line, the scrolling screen moves up to display additional lines from the bottom of the screen. If you press this key while on the last line, the system inserts a blank line after the last entry.

LEFT ARROW KEY

Press the left arrow key (<-) to move the cursor to the previous field (column) of the scrolling screen.

RIGHT ARROW KEY

Press the right arrow key (->) to move the cursor to the next field (column) of the scrolling screen. If you press this key at a required field and no entry has been made in the field, there is no cursor movement and the system displays the following message:

Error: Field Required!

F1 Prev Page

If there are multiple pages of data (more lines than the screen can display at once), you can press the F1 key to *page* (scroll) back to the previous page. If there is no previous page and you press this key, the system *beeps*.

F2 Next Page

If there are multiple pages of data (more lines than the screen can display at once), you can press the F2 key to *page* (scroll) forward to the next page. If there is no next page and you press this key, the system *beeps*.

F3 Insert

Press this key to insert a blank row in the table. You can then enter data for each field (column).

NOTE: When you insert a blank row and enter data in the fields, once you accept the screen, the new information is rearranged (sorted) in the appropriate order (the order defined by the system). This may cause entries to display on the screen in a different order than you originally entered them.

F4 Delete

Press the F4 key to delete the entire line at the cursor position.

F5 Select

Press the F5 key to list the options defined for the current menu. This allows you to review the options quickly, without having to exit the maintenance function. The following information is contained on the second scrolling screen:

Library Name

The library name for this function displays and cannot be edited.

Long Description

The field contains the description as it appears in the STAR Menu Library Maintenance. This description displays in STAR Navigator on the folders or on the six pop-up menus on the initial Sign-On screen. This field can be changed without affecting the STAR Library.

Short Description

The first ten characters of the description as found in Menu Library Maintenance displays. The description displays on the *My Top 10* buttons and on the Tabs found on the Patient and Department View folders. This field can be changed without affecting the STAR Library.

Client Process?

This field displays from the STAR Menu Library Maintenance and cannot be edited. If this function is a client process (GUI), the *YES* displays. If this function is displayed in STAR Navigator through emulation, then this is considered a host function and *NO* displays.

Status

This field displays the current status of this library in STAR. Functions that can be accessed from STAR Navigator display as *Active*. If this library element is not available for mnemonic processing, *Not a Valid Mnemonic* displays. Deleted functions and those not valid for mnemonics do not display in STAR Navigator.

Once the necessary entries have been made, press the F7 key to exit the scrolling screen driver and then accept your changes.

F6 Reset

Press the F6 key to reset the current line (the line at the cursor position) to the previous values. This key cancels the entries/changes you make on a given line until you advance to the next line.

F7 Exit

Press the F7 key to exit scrolling screen processing and continue editing the screen with the next field. If the cursor is on a blank line and the scrolling screen includes fields that are required, you must press the F4 key to delete the blank line before you can use the F7 key to exit the screen.

? View Help Messages

Enter a question mark (?) to display help messages at the bottom of the scrolling screen. These help messages display on the line above the function key definitions

and change as you move from field to field (column to column). If you enter a question mark to activate help messages and then enter another question mark, the system displays the following:

Press '?' for More Help, NL to Continue, or 'X' to Turn Off Help Messages

Enter a question mark to display any field level help that has been defined for the field (column). If no help exists the following message displays:

Sorry, no help!

Enter **X** to discontinue displaying the help messages at the bottom of the scrolling screen. Press ENTER to continue to display help messages.

RECEIVABLES WORKSTATION SETUP

NOTE: The following information needs to be completed before you begin work on your STAR Patient Accounting Receivables Workstation GUI module.

Collector Access

Collector Access controls the collector's ability to perform specific functions on the Receivables Workstation. The security administrator accesses Collector Access through a separate Navigator view that is called Collector Access. For each collector, you can enable STAR Functions, Collector Actions, and Manager Options.

DEFINING STAR FUNCTIONS

STAR Functions are functions that can be performed by a collector on the Receivables Workstation. Many of these functions emulate STAR Patient Accounting functions. Please check the following functions to be enabled or disabled.

STAR Function	Enable	Disable
Account Revision		
Add a Claim		
AR Ins Management		
Bad Debt Prelist		
Balance Transfer/Claim Disposition		
Contract ATB Report Functions		
Contract Cash/Adjustment Posting		
Contract Charge Functions		
Contract Names Table Maint		
Contract Financial Info Table Maint		
Demand Bill		
Demand Contract Bill		
Demand Contract Follow Up		
Demand Guarantor Follow Up		
Demand Insurance Follow Up		
Guarantor Page Revision		
Guarantor Summary		
Insurance Revision		
Maintain Claims		
Manual Refunds		
Patient Page Revision		

STAR Function	Enable	Disable
Reprint Claim		
Single Bill Request		
Small Balance Write Off		
View Medical Information		

DEFINING COLLECTOR ACTIONS

Collector Actions are actions that can be performed by a collector on the Receivables Workstation.

The following are Collector Actions that can be performed on the Receivables Workstation. Please check the functions to be enabled or disabled.

Collector Action	Enable	Disable
Appointment Time: Process/Reschedule		
Appointment Time: Set Appt		
Follow-up Hold: Account		
Follow-up Hold: Contract		
Follow-up Hold: Guarantor		
Follow-up Hold: Insurance		
Revise Plan		
Receive Referrals		
Refer Work		

DEFINING MANAGER OPTIONS

Manager Options are items listed on the Options menu that are typically performed by a manager or supervisor. You can grant a manager or supervisor access to these options through the Manager Options folder.

The following Manager Options are available on the Receivables Workstation. Please check the options to be enabled or disabled.

Manager Options	Enable	Disable
Active Worklist Control		
Define Switch To		
Financial Table Maintenance		
Focus Define Request Run Date		
Focus Define Selection Criteria		

Purge Focus Worklist		
Receive Transfers		
Referral Reason Codes		
Sort Options		
Transfer Work from Self to Others		
Transfer Work form Others to Self		
Transfer Work (Permanent)		
View Dept Productivity Stats		
View Dept Work Summary Stats		

Receivables Workstation Options

Several options for your Receivables Workstation must be defined. These include preferences for your workstation and tables used with your Receivables Workstation.

PREFERENCE SELECTIONS

Preferences allows you to tailor your Receivables Workstation to meet your daily work needs. This option provides you with a way to define the default type of work, the default tabs, the top ten standard notes used with Add Note actions, default auto-dial parameters, and appointment lead time.

Worklist Display Defaults

Facility (Select one)

- ☐ All Facilities
- ☐ Facility A
- ☐ Facility B
- ☐ Facility C

Type of Work (Select one)

- ☐ Active Patient
- ☐ Contract Account
- ☐ Delinquent
- ☐ Focus Insurance
- ☐ Focus Patient
- ☐ Insurance
- ☐ Partial Payment
- ☐ Promise to Pay
- ☐ Standard

Auto-dial DefaultsPrefix 3N Area Code3AN Suffix 16N **Tab Defaults**

Select the default for the tab to be displayed on your folders when you work in your Receivables Workstation.

Account (Select one)

- ☐ Contact Information
- ☐ View Notes
- ☐ Financial Information
- ☐ Follow-up Maintenance
- ☐ Insurance Information
- ☐ Transaction History

Contract (Select one)

- ☐ Contract Patients
- ☐ View Notes
- ☐ View Charges
- ☐ Follow-up Information
- ☐ Billing
- ☐ Transaction History

Focus Patient (Select one)

- ☐ Patient Information
- ☐ View Notes
- ☐ Financial Information
- ☐ Follow-up Information

- ☐ Claim Information
- ☐ Transaction History

Guarantor (Select one)

- ☐ Account List
- ☐ View Notes
- ☐ Financial Information
- ☐ Follow-up Maintenance
- ☐ Transaction History

Insurance and Focus Insurance (Select one)

- ☐ Patient Information
- ☐ View Notes
- ☐ Financial Information
- ☐ Follow-up Maintenance
- ☐ Claim Information
- ☐ Transaction History

Appointment Default/Appointment Lead Time (Select one)

- ☐ 60 minutes
- ☐ 50 minutes
- ☐ 40 minutes
- ☐ 30 minutes
- ☐ 20 minutes
- ☐ 10 minutes
- ☐ 0 minutes

My Notes

Select up to 10 Standard Notes to be sorted first in the Add a Note function.

1. _____
2. _____

-
3. _____
 4. _____
 5. _____
 6. _____
 7. _____
 8. _____
 9. _____
 10. _____

Referral Reason Codes

Reason Code3AN

Description57AN (free-form description)

COLLECTOR WORKLIST CONTROL

Refer to the Level 1 section in the *Worksheets* book in the *STAR Financials Patient Accounting Reference Guide* for a complete description of the worksheets for this table.

ACTIVE PATIENT WORKLIST

Refer to the Level 8 section in the *Worksheets* book in the *STAR Financials Patient Accounting Reference Guide* for a complete description of the worksheets for this table.

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■ R e a d e r C o m m e n t F o r m ■

We value your suggestions for improving our documentation. Please use this form to evaluate the *STAR Navigator User's Guide* for Release 17.0.

Topic	Poor	Fair	Good	Excellent
Organization of information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accuracy of information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Completeness of information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Clarity of information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Amount of overview information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explanation of processes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Are there parts of this manual that could be made more helpful to you? Please explain.

Other Comments:

Thanks for your help in improving the documentation.

Your Name and Position

Hospital/Organization
Name

Telephone Number

May we contact you?

Yes or No (circle one)

Fold here

Place
Stamp
Here

STAR 2000 Documentation Team
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Alpharetta, GA 30005

Fold here