

OnBase Client Install Instructions

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OnBase Client Install Instructions

Purpose: Follow this procedure when a user reports issue OnBase Client Install Instructions. OnBase runs on Fresenius Unity Client PD Environment

Required Information to be documented in each incident:

Contact Name Contact Number Clinic / Facility Number Detailed Description of the issue. Screen shot of the Error

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported and document details in the ticket.
2. Please document required information and troubleshooting details in the Incident.
3. Please attach any referenced knowledge articles to the incident.
4. System Requirements:

OnBase Unity Client Prerequisites

Windows Server 2008 R2 SP1 or later service pack, Windows 7 SP1 or later service pack, Windows 8, Windows 8.1, or Windows Server 2012 R2 Microsoft .NET Framework 4.5.2

OnBase Unity Client Hardware Requirements

2.8 GHz dual-core CPU (1.6 GHz dual-core minimum) 4 GB of RAM (2 GB minimum) 450 MB of free hard disk space minimum A screen resolution of 1280 x 1024 (1440 x 900 widescreen) is recommended, 1024 x 768 (1280 x 800) minimum. Anything less may result in a loss of functionality. 256 MB with hardware acceleration support graphics card (128 MB minimum) Microsoft Internet Explorer 11.0

5. Ensure the user's computer is connected to the Fresenius Network/VPN and navigate to

<http://ONBPTAPPD01/UnityClientPASProd/UnityClientPASProd.application>

6. Unity "Click Once" will start automatically:

7. Click "Install" in the splash screen:

8. Client downloading will start automatically:

9. Once downloaded, Unity Client icon will be visible on the desktop. Double Click on the Unity Client Icon to launch the Unity Client, the current Windows user will be automatically logged into the client.

Note: The user needs to be part of one of the appropriate AD groups for the PD environment. This may

require an eAccess request for access.

10. Follow the resolution process.

11. The process can fail due to network connection quality issues. Users may not be able to install the client over the VPN depending on their network connection quality. In these cases, they may need to go to a FMC location to install. Follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Clinical Applications

Service

OnBase

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Resolution Categorization

Resolution Code

Solved Remotely (Permanently)

Resolution Category

Software & Applications

Service

Clinical Applications

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating.

Assign the Incident to the Following Group

DTI-EUX-HCL Desktop - L1

Published By: DTI-ADEX-DigitalPortals-SOP OnBase – L2