

Vetech View

Get the Most Out of Your System

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Users Meeting Recap

Thanks to all users that attended our 1 day users meeting February 16th. A wide variety of topics were covered in this get together at the Mandalay Bay hotel in conjunction with the Western Veterinary conference in Las Vegas.

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Clinics from Alaska to Florida were represented at the meeting. New features such as an automatic backup utility, multi-department features, and enhanced image drawing tools were introduced and a variety of existing topics such as invoicing, estimates, X-charge credit cards, fingerprint security, information bundles, paperless medical records, appointment scheduler to name a few were covered.

Western Veterinary Conference

Thanks also to all users that stopped by to say hello in the exhibit hall at the Western veterinary conference meeting. We appreciate seeing you and learning more about your clinics. Obviously a busy trade show floor is not a great place for customized software training sessions.

Windows Computer Networking 101

Many issues that we deal with on the customer service lines each day really have nothing to do with the Advantage software. "I can't print from my pharmacy computer", "My office computer won't connect to the server", "None of the computers work" - are the types of things we hear every day.

This month we will briefly cover the basics of setting up a Windows network. Whether you are setting up a new system, or just adding one new computer to your system, it is necessary to properly configure computers on the network. Keep in mind that complete books have been written on network setup, so this is NOT a comprehensive guide, but rather a reference and also something to keep and share with your computer technician before he starts installing Advantage on a new computer for you.

Advantage uses the Microsoft SQL Server database engine. All necessary SQL tools for both client and server computers are automatically installed by the Advantage installation process.

1. **Name your computers something relevant.** Computer names are setup from the properties menu in My Computer. Specifically it is recommended that the computer that hosts the Advantage database be named "Server". This will make it very easy to identify the computer that actually hosts the database.

Other computer name examples would be "Pharmacy", "Office", "Lab", "Reception" etc. Typically the default computer name is something cryptic like "R0034XYZ" . Keep the computer name to a simple one word name not "Mike computer in Lab" . The computer description is not necessary and can be left blank in the computer name window.

2. **The Workgroup name should be the same for all computers.** The workgroup name is also set from the "Computer Name" tab in My Computer properties. Keep the

Thought for the month [I'd rather be a failure at something I love than a success at something I hate.](#) - [George Burns](#) (1896 - 1996)



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workgroup name to a simple 1 word name like "VETECH" or "Clinic".

- Correct IP Addresses.** For network properties, you can assign IP addresses to the computers such as 192.168.1.XX, or choose the "Obtain IP address automatically" option. Obtaining an IP address automatically requires a router or other device that will assign the IP addresses. If you manually assign IP addresses, the subnet mask should be 255.255.255.0
 - Firewall setup.** Prior to installation on a computer, any firewall and anti-virus software should be temporarily disabled. Once Advantage is installed you can re-enable your firewall and anti-virus software. For firewall software, exceptions should be added for both the Advantage program and two Microsoft SQL server programs.
- SQLSERVER.EXE is located in the following path:**
C:\Program Files\Microsoft SQL Server\MSSql1\MSSql\Binn
- SQLBROWSER.EXE is located in the following path:**
C:\Program Files\Microsoft SQL Server\90\Shared\
- Folder Sharing.** During installation, the Advantage folder is automatically setup for sharing. This is not necessary to run Advantage, but helpful when installing updates as a single computer can "push" the upgrade out to other computers. After installation, please verify sharing is enabled and the Advantage folder is shared properly.
 - The SQL server engine handles the network connection between workstations and the server computer. It is **not** necessary to map a network drive to the Advantage folder, but proper networking of computers as described above is necessary.

Once the network is setup and computers are physically connected, you should be able to click on My Network Places and see the Advantage folder on all systems. It should look like this, "Advantage on Server", "Advantage on Office", etc.

Tales From The E-Mail

Read it very slowly and reflect on the images. It really works. Stress Management

Whenever you are having a rough day, try this stress management technique recommended in all the latest psychological journals.

The funny thing is that it really does work and will make you smile.

- Picture yourself lying on your belly on a warm rock that hangs out over a crystal clear stream.
- You can feel both your hands dangling in the cool running water.
- Birds are sweetly singing in the cool mountain air.
- No one knows your secret place.
- You are in total seclusion from that hectic place called 'The World'.
- The soothing sound of a gentle waterfall fills the air with a cascade of serenity.
- The water is so crystal clear that you can easily make out the face of the person you are holding underwater.

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