BHRS Netsmart Avatar/Document Viewer installation
You must have administrator rights to the computer before beginning the installation.

INSTALLING NETSMART AVATAR CLIENT
September 27, 2010

Read me first:

County of San Mateo supported desktops or laptops

Viewing pdf files from DocView WILL NOT WORK if the following programs are installed.

- Mozilla Firefox
- jre 1.5._09 or higher

DO NOT INSTALL Avatar on the PC that uses Siemens Pharmacy UDA reports. Siemens Pharmacy uses the older version of InterSystems ODBC while Avatar uses version 2008.02.00.526.

Proposed Solution:

- Uninstall newer version of Java if it’s not being use by other application. (NetAccess will run on version 1.5_8) If you can run on version 1.6_18 there is a special configuration available on request.
- (TBD) Terminal Services, VM View or Thin App

Private Contractor supported desktops or laptops

- This installation package has been tested on several Dell business desktop and laptop models from the past few years. There has been some incompatibility noted with certain older Dell SX280 desktops.
- Remove any versions of Sun Java other than version 1.6_18 before proceeding.
- The supported browser versions are Microsoft Internet Explorer 7 or 8. Version 9 support has not yet been released and is expected in 2011. Mozilla Firefox is not supported, but may work on your platform except for some scanned document viewing. No other browsers and versions have been tested.
- Windows 7 is not supported (estimated date of support May 2011)
Avatar RadPlus Installation - Java Installation

1. Double click the Java 6 folder

2. Right click the **Jre-6u18-windows-i586.exe**
3. Click **Open** to install
4. You can leave the default destination or you can browse to a different temp folder.
5. Accept the License Agreement for **Typical Setup**. Click **Finish** when prompted.
6. Double Click the **ReportViewer97ODBC2008** folder
7. Scroll to Setup.exe (224 KB Application)

8. Right click to open

9. The Report Viewer will start installing its component.

10. Once the setup is completed

If you are accessing Avatar via the VPN network you will need to follow the VPN Steps.
II. Additional VPN Configuration

This assumes the installation above has been completed.

1. Using Microsoft Internet Explorer, navigate to http://gateway.co.sanmateo.ca.us after which the following login screen should appear:

After you log in with the County supplied VPN username and password for the first time you will see three windows appear. One will be the main window shown below as well as a pop-up window with a security warning “The web sites certificate cannot be verified do you want to continue?” and the other a Sun Java installation display.

Display and install the security certificate. For IE version 6, display the certificate by clicking on the lock icon in the bottom right hand side as shown below. For IE version 7 or 8, this is a grey icon (not shown in the picture) on the top center right bar.
In either case the certificate should appear as shown below; click to install it (if asked to install). If not then, it will install on its own and you do not have to install the certificate.

*(If you have a pop-up blocker on your computer, always allow pop-ups from this site)*

Depending on which version of IE you have you may be required to install Active X.
During installation you should see the normal windows program installation dialog.

Now add this to the IE list of trusted sites. From the Internet Explorer menu go to Tools → Internet Options → Click on “Security Tab” → Click on “Sites” → Add this Web site to the zone: https://gateway.co.sanmateo.ca.us/+webvpn+/portforward/index.html

Click on “Add”, Click on “Require server verification”, Click on “Okay” → Click on “Okay” to save settings.

Now you are ready to click “Always trust content” and “Yes” on the pop-up screen below.

The flashing java pop-up that was on the screen should transform into the table shown below.
Configuring the ODBC connections

Netsmart Avatar uses Crystal Reports for many of its display screens. The BHRS support team and the vendor refer to these screens as reports, but they are used in place of traditional display screens, as well as the source for downloads and other data outputs. Using the VPN access requires special configuration of the ODBC drivers.

Go to the green “Start” button in the bottom left corner of the screen then choose “Control Panel” → Administrative Tools → Data Sources (ODBC) → Click on the “System DSN” tab → “Add” → Navigate to InterSystems ODBC as shown below:

On the next screen create a driver for AVPMLIVE with the settings shown in the screen below: The “Description”, shown as “Auto Generated” may be blank, or any other text you wish, all other settings should be keyed in exactly as shown.
Repeat this process to add a second driver called CWSAVPMLIVE.

The ODBC configuration process and the installation process are complete and ready for use.
INSTALLING THE ABILITY FOR A NETSMART CLIENT TO VIEW FILES TYPES SUCH AS ADOBE ACROBAT IN CWS DOCUMENT MANAGEMENT/ DOCUMENT VIEWING.

VERSION 2.0
20 September 2010

When a standard workstation is installed users may go into the document management option to view stored documents related to a client or staff member. Without this additional procedure, users will only be able to view documents scanned as picture files, such as *.TIF. Typically a user may click on a document and the application will appear to hang. The additional installation takes only a few minutes with experience.

1. Ensure you have administrator installation rights.

2. Navigate to the Doc-view folder and open

3. Copy the file **DOCVIEW16.ZIP 1,244KB, dated 8/2/2010** – make sure you are using this version
4. Now navigate to the local c: drive

5. Locate: **C:\Program Files\Java\jre1.6.18\lib\ext**

Copy or drop the DOCVIEW01.ZIP file into it.

Move the mouse to the file name and right click on the file.

Now select “Extract all” as shown in the illustration below:
This will start a series of winzip extraction screens.
On the second screen, the program will propose a default directory in which to unzip the files. Erase the last filename so that the directory is:

C:\Program Files\Java\jre1.6.0_18lib\ext as shown below.

![Extraction Wizard](image)

The files will be extracted into the “ext” folder.

This completes the process and the user should now be able to view Adobe Acrobat files from the Document Management Document Viewer.

Created March 2010, updated Sept 27, 2010
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Technical Appendix

Here is the original Netsmart documentation for both server and client settings:

Viewing Additional File Types
In order to view certain file types, such as Word, Excel and PDF, there is a setting in the RADplus Middleware that needs to be enabled. This setting is documented in the RADplus 2006.xx Middleware Installation Guide under the Optional RADplus Middleware Settings section.

Setting
#Document Management JDIC Support, DOCVIEW01.ZIP, $JAVA_EXT, -, UNZIP, no, yes, no*
* the (#) denotes this setting is not enabled. Deleting the (#) will enable the setting
When this setting is enabled, the files in the DOCVIEW01.ZIP need to exist within the C:\Program Files\Java\[JRE version]\lib\ext directory of the workstation in order to view the additional file types. If the DOCVIEW01.ZIP is not present in that directory, the system will attempt to add it and extract the files. This action requires administrator rights on the workstation. In most cases the DOCVIEW01.ZIP will need to be manually pushed out and extracted by a facility system administrator. The DOCVIEW01.ZIP can be found in the Middleware directory, usually under ntst\radplus\web\radplus\support.

NOTE: Netsmart is unable to push this file out with the other Middleware components (such as the RADplus applet, Report Viewer, etc.) because the JRE version can vary; not just from customer to customer but even from workstation to workstation. Any workstation upgrade of the JRE will require the extracted files from the DOCVIEW16.ZIP in order to view the additional file types.

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