

Potential Issues on Installing FlexaTrace Appointments

1. General

- 1.1 Client installer hangs at point of creating the dummy printer. This may be due to a problem installing the generic/text only driver. Use Task Manager to abort the installation and try adding a generic/text only printer manually. Then delete it. Now try running the FlexaTrace client again.
- 1.2 On trying to set a remote physical printer get message "workstationname\sharename is invalid", use the alternative approach of installing the remote printer as a network printer in Windows then selecting it as if it was a local printer.
- 1.3 On trying to print, FlexaTrace says is running in demo mode or get error message "'unable to find hotleyappointment". This means that the central folder was not able to be accessed when FlexaTrace started up. Ensure that the central folder is available when FlexaTrace starts. If the central FTDATA folder is on a workstation, ensure that this workstation is running before any clients start. In the case of persistent problems, it may be useful to copy the central folder to the workstation and reconfigure as a standalone installation.
- 1.4 On trying to print, get message "unable to get appointment data. Check that the physical printer and if appropriate, dummy printer have been correctly selected and also that each is on the correct port.
- 1.5 During client installation, if no scripts are available for selection, this may be due to invalid data for the DB location being set in the client installer file "setup.ini". Check this parameter is valid and correct as necessary. The server name may have changed or the FTDATA folder may have been moved etc.

2. Vision Appointments

- 2.1 Vision appointments can appear to fail to print for some clinicians if width being treated by Vision as too narrow, so clinician name is "wrapped" to a second line. This can occur EVEN IF the width is set correctly to 10 inches, due to a bug in Vision. Note that sometimes need to REVERSE the width/height parameters to get display of sample label to look appropriate for our purposes. The displayed label matches that which Vision will assume, programatically - i.e. numeric settings are not relevant – look at the sample label!
- 2.2 If the data is not printed in anticipated format, e.g. missing doctor name, check that Vision is not outputting a blank line at the top of the format. This can cause problems with earlier versions. Simplest workaround is to upgrade the site to the latest version as this ignores any blank lines at the top.
- 2.3 On trying to print an appointment card, the Vision appointment module encounters an error and closes. Check that the Appointment Module has the correct printer selected ("vision_appointments"). There is a known issue with this name NOT being retained by Vision.

- 2.4 Error on trying to print Vision appointment card – “Unable to find script vision_appointment” but configuration etc OK and showing as licensed, can see and edit the central ftrace.ini file etc.. This can occur if another instance of ftrace.exe is already running in memory.
- 2.5 If printing under terminal services e.g. from the VES can get messages from earlier version of appointments “nothing to print”. This may be due to spurious empty documents being generated from the TS session and sent to the vision_appointment dummy printer. Upgrade the site to the latest version as this ignores these empty documents.
- 2.6 Can get error message ...
“Floating point division by zero
Microsoft++Runtime Library
Run time error program The application has requested the runtime to terminate it in an unusual way. Please contact the application support for information”.

This is due to a valid template not having been selected. The default template in earlier versions of the installers was faulty. This error may be seen after initial installation on a standard client or if printing under terminal services on a LAN site where the FlexaTrace client has been installed on the server and Terminal Services support has been selected during installation – the error message will be seen on logging in as a specific user for the first time on a specific workstation, if a valid template is not actively selected.

- 2.7 Earlier versions of the script had problems due to “phantom” zero byte documents being printed from the VES along with the appointment data. Patch older scripts on VES sites to a later version of the script which ignores empty documents.
- 2.8 An existing installation of Appointments may suddenly stop working with no obvious error message if it has V1 of FTPortMon installed. This is because V1 of FTPortMon calls MyGetTempFile('ftm') which causes a temporary file to be created (probably in the System users temp space) with a prefix of 'ftm'. The file isn't used and not deleted afterwards and so the user will end up with a new file every time ftpportmon runs. The Windows API GetTempFileName function (which MyGetTempFile uses) imposes a limit of 65,535 unique files per prefix (in this case 'ftm'). The following patch can be applied for pre RT2.69 sites to resolve this.
http://www.quicktrace.co.uk/support/patches/misc/ftmpatch_ftportmon_2.exe

3. FrontDesk Appointments

- 3.1 Data printed from FrontDesk can have some fields truncated. This can be resolved by going into the FrontDesk configuration option, selecting the Slips settings tab and editing the slip design to remove any trailing spaces after e.g. the patient name and clinician name. It may be necessary, due to restrictions, to make a copy, edit this then select this copy to be printed in Frontdesk.

4. EMIS PCS Appointments

- 4.1 EMIS PCS appointments (version using EMIS appt card function) – if no doctor list is presented at print time, ensure that the file
 \ftdata\scripts\data\emis_pcs_appointment\doctors.txt
has valid names, without a “#” character in front of them and that the TXT template specified has %clinicianname% included.
- 4.2 It is possible for invalid XML to be returned from the API, e.g. a clinician name as “Faure” with an “acute”. This has been seen at one site and the symptom was an error message “Access violation in ntdll.dll” at the point of processing the data.
- 4.3 "user contract has expired" can be seen if the user set in the EMIS appt configure extension is made inactive in EMIS.

5. EMIS LV Appointments

- 5.1 “Doctor” field – i.e. session holder may be incorrectly displayed.

One of our sites had an issue printing - the "doctor" field was coming out as "Drs . "

The data set up for the session holder was
Surname = Chadwick/Hazeldine
Forename = blank
Title = Drs

We changed it to
Surname = /Hazeldine
Forename = Drs Chadwick
Title = Blank

now prints as "Drs Chadwick /Hazeldine", as anticipated.

6. SystemOne Appointments

- 6.1 It has been seen on a site that if a “divider” is configured in User > User Settings > Dates then the appointment card system can fail to be able to process a date. Normally, this divider setting has no effect. If in doubt, remove the divider, if acceptable to the practice.

7. CSC (Isoft) Appointments

- 7.1 Error message “Access violation at address nnnnnnn in module winapp.exe.” – may result from the right click menu option (when clicking on an appointment slot) for “Show extra details” not being ticked.