1. When the clients get the email saying that there avimark sync service is not communication with avimark. This service will be stopped every time you are required all users are required to be out of AVImark examples backups, rebuilding indexes)

   Solution:
   a. You will need to have access to your server computer (all users can stay in AVImark)
   b. You many have a shortcut on the desktop of your server computer call avimark service controller.exe

   c. Double Click on the avimark service controller shortcut this will open the utility.
   d. You will a line item with the name "AVImark VetLogic Database Synchronization Service" it will stay stopped
   e. Select the service it will highlight the line blue
   f. At the bottom of the window you will select the option that says start selected.
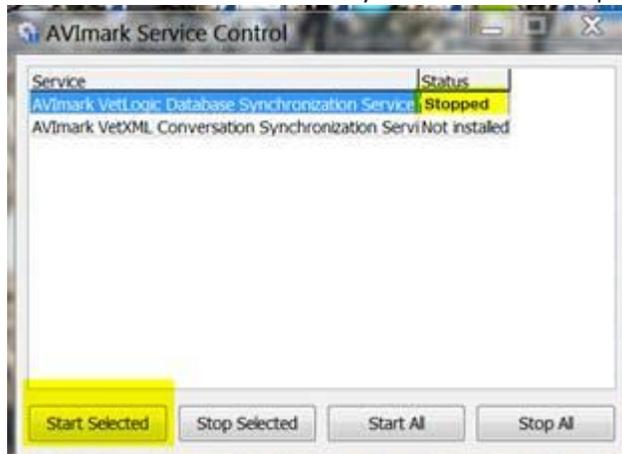
   If you do not have this shortcut on the desktop of your server computer you can create it by following the steps below;
   a. Right clinic on the AVImark shortcut
   b. Select Properties
   c. In the properties window select open file location
   d. This will open the avimark folder
   e. In the list of files find the application file "avimark service controller.exe"

   AVImarkServiceControl.exe   7/11/2012 8:5...   Application   768 KB
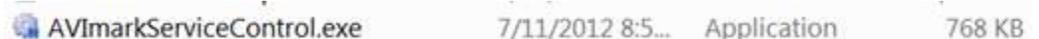
   f. Select it and do a right click
   g. Scroll down to send to
   h. Then select Desktop
   i. Close this window and you will should have a new shortcut to the avimark service control utility.

2. SPLITING ERROR—when on the website in the processing window. If you get this error the Species is missing on the patients file. Go back to avimark and preview print the analysis finds the client that has the species to the patient. Then go back to the site click edit and add Species into the file on line. Then hit next

For Missing Species ; In the processing window you will see the message SPLIT on the processing bar if you get this message it is trying to split up the patients by species:

- Leave this window open
- Open avimark
- Go to work with reminders and set the reminder up like you did when sending the files
- Preview print the analysis
- Look through it and find the patient that is missing the species (make sure to look through the whole list there may be more than one)
- Once you find the patient write down the name of the client
- Go back to the site and in the find field (top right) but in the patients name and added the species to the field.
- Hit enter to save
- Close out and hit next in the processing window

3. **The bitscredential error**
   Normally will mean Micrsoft C++ is not installed.
   remote in and install have Micrsoft C++ and make sure their default browser is set to Google Chrome if they don't have Chrome you can install it

   Installing Mirosoft C++---Microsoft .NET Framework version 4.0—if a clinic does not have .NET Framework they can download it by going to the address in the screen shoot below. This can take 30 mins or longer to install. If a clinic wants to use a different computer than what VPO was installed on they will need to download this on that new computer and should not have to do any other set up.
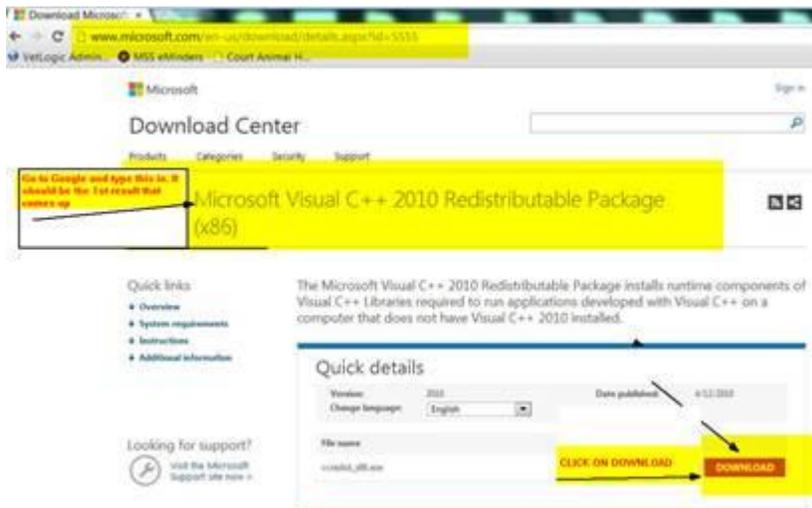
It will bring up this page: select the 1st option and hit next
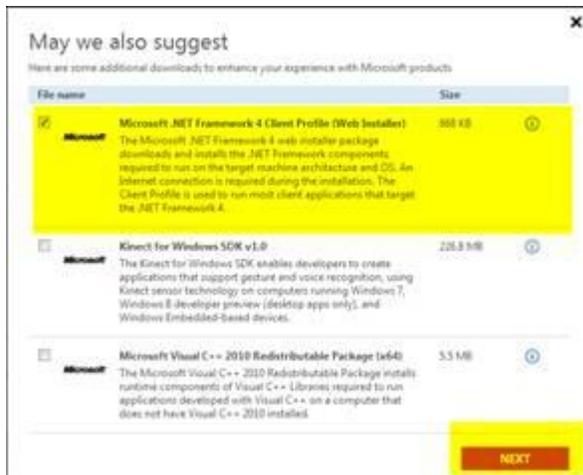
You will have to download both of these on a clinics computer click start download to the right of the test. This will add a .exe at the bottom of the window double click on it and run.
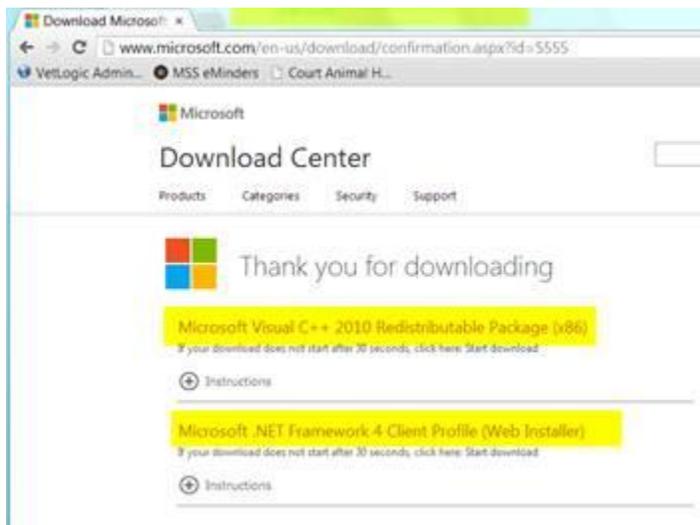
Icon added at the bottom left of the browser

System requirements **for Mirosoft.NET Framework version 4.0**

Supported operating systems: Windows 7, Windows Server 2003 R2 (32-Bit x86), Windows Server 2003 Service Pack 2, Windows Server 2008 R2, Windows Server 2008 Service Pack 2, Windows Vista Service Pack 2, Windows XP Service Pack 3

- Windows Vista with Service Pack 2 or later (all editions except Starter Edition)
- Windows 7
- Windows Server 2003 with Service Pack 2 or later (all editions)
- Windows Server 2003 R2 or later (all editions)
- Windows Server 2008 with Service Pack 2 or later
- Windows Server 2008 R2
- Windows XP with Service Pack 3 (all editions except Starter Edition)

- **Hardware Requirements:**
  - Computer that has a 900 MHz or faster processor
- **RAM:**
  - 128 MB RAM
  - 25 MB of available hard disk space

4. Error occurred during check out please try again :
   You will get this error when you are submitting payment for your Petwise Reminder card order
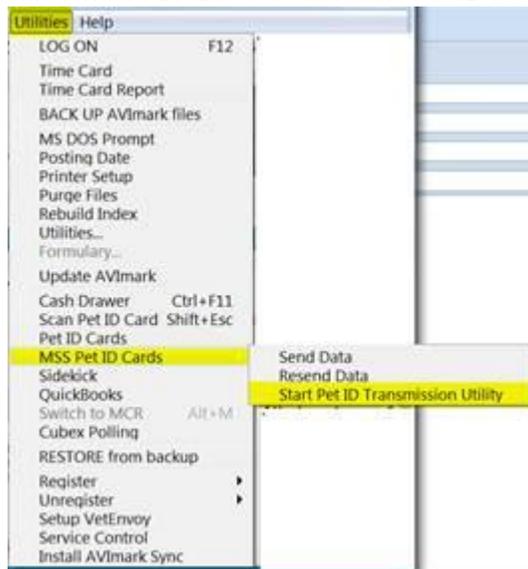
   Solution:
   Delete the saved card and re-enter the card information.

5. **Restarting the PetId Utility -VetMetTransfer Utility Window-**

   You have two ways of accessing this utility

1. Hold down the *Ctrl/Shift keys*
2. *IN avimark you will need to click on the Utilities Menu (after doing this step you can release the Ctrl/Shift keys)*
3. *Select MSS PET ID Cards and Start Pet ID vetmettransfer UT*

4.   This will add the green "ID" logo in the system tray.

MSS Pet ID Card Data Transmission

1:15 PM
11/21/2014