

# RECOMMENDED SETTINGS FOR AVIMARK

*Revised April 11, 2018*

# TABLE OF CONTENTS

Introduction .....	3
Supported Operating Systems .....	3
Workstation Operating Systems.....	3
Servers.....	3
Server Operating Systems.....	3
Administrator Login .....	4
Recommended Word Processors .....	4
A Word About Documents .....	4
Printers.....	4
Install A Local Printer.....	4
Share A Printer.....	5
Connecting A Shared Printer .....	5
Required Operating System Settings .....	5
Suggested Settings:.....	5
Display Settings .....	6
Power Options .....	6
Sync Center .....	7
Windows Firewall.....	7
Power Management On Your Network Card .....	8
Adding Your Server Name to the Internet Explorer Trusted Intranet Sites.....	8
Suggested Settings for Windows 7 .....	8
Recommended Anti-Virus Software Settings.....	9
Settings for Anti-Virus .....	9
Sharing AVImark.....	9
Disable IPV6 Network Protocol.....	10
Creating Shortcuts to AVImark.....	10
Network .....	10

# RECOMMENDED SETTINGS FOR AVIMARK

## Introduction

The following pages contain instructions for setting up AVImark. If you need assistance, please call AVImark Technical Support at (877) 838-9273.

You may also visit our website <http://www.avimark.net/support> for information concerning our software and our latest hardware recommendations.

## Supported Operating Systems

We recommend the same operating system for all workstations to avoid any possible compatibility issues. If you are using different operating systems in a peer-to-peer network, use the most recent operating system as the AVImark server.

## Workstation Operating Systems

Windows 10 Professional 64- or 32-bit

Windows 8.1 Professional 64- or 32-bit

Windows 7 Professional 64- or 32-bit

### ***Do Not Use Home Editions***

One of the many reasons we do not recommend Windows Home editions is because this operating system will only allow a maximum of five connected workstations. Additionally, Windows Home editions lack many security features required for the business-computing environment.

## **Servers**

AVImark requires a server computer installed with Windows Server (2012R2 or 2016) operating system dedicated to serving AVImark for your workstations. The term “dedicated” means the server computer will not run AVImark, on a daily basis except on the rare occasion that AVImark may require maintenance. You should update the server and workstations with the latest service pack available from Microsoft. Your workstation computers should have installed any of our recommended Windows workstation operating systems.

## Server Operating Systems

Dedicated Server for 15+ Workstations	Windows Server 2012R2 OR Windows Server 2016	Standard Edition
Dedicated Server for 8 - 14 Workstations	Windows Server 2012R2	Foundation Server
Non-Dedicated Server for 1 - 7 Workstations	Windows 10 (64-bit)	Professional
Dragonfly Server	Windows 10 (64-bit)	Professional
Over 100 Workstations	Essentials Edition	



***When setting up a Windows Server, it is VERY important to contact a reputable technician who is willing to follow our specifications and recommendations discussed later in this guide.***

## Administrator Login

The clinic must be logged into the computer as an administrator. This includes all workstations and the server.

## Recommended Word Processors

Please review the following key points before purchasing or installing a word processor application for use with AVImark.

- ✓ We recommend using Microsoft Word Version 2010, 2013, or 2016. If you require other Microsoft Office applications, such as Excel, Outlook, etc., you may install them, too. We only support office suites that are licensed for “commercial” use. Prior to purchasing or using any office suite or word processing application, please review its End User License Agreement (EULA). Microsoft provides a web page where you can search for your product and review its EULA.
- ✓ Office 365 does work with AVImark; however, a copy of Word must be installed locally on the workstation and documents must reside in a shared location for all computers to access them.
- ✓ We highly recommend using the same word processor version on all workstations to avoid document compatibility issues. When installing a word processor on your computers, we recommend you choose the complete installation package including any optional components and let the installer select the appropriate installation directory. We recommend installing Microsoft Word or Office on at least one computer on your network for printing documents.
- ✓ If the server computer is dedicated to AVImark, you need not install a word processing program unless you plan to edit documents on the server.



*Libre and Open Office no longer work properly with AVImark.*

---



*The version of Microsoft Word included in the Microsoft Works Suite packages and Office Starter does have known issues with AVImark. If possible, avoid using these software packages.*

---

## A Word About Documents

You must store all AVImark documents on the server computer in the My Documents directory. You may organize your documents by placing them in separate subdirectories under the My Documents directory. AVImark will automatically install several hundred related documents in several subdirectories under the My Documents directory. You can link additional documents to your many diagnoses, treatments, inventory, as take-home client education documents. You will need to store other related documents in the directory locations specified in AVImark in the **Work with | Hospital Setup | System** tab.

## Printers

Call **(855) 838-7638** or email **hardware.sales@avimark.net** for printer recommendations from AVImark’s Hardware Sales.

## Install A Local Printer

You can insert the disk that came with the printer or go to the manufacturer’s website and download the latest driver and software. Run the setup for the printer and follow the on-screen instructions. Make sure you do not hook up the printer until the install wizard tells you to.

## Share A Printer

On the computer that the printer is installed on, open **Devices and Printers** and right-click on the printer you want to share. Select **Printer Properties** and click on the **Sharing** tab and check the share printer option.

## Connecting A Shared Printer

Open **File Explorer** and in the address bar type \\ then the name of the computer the printer is physically installed on. Press **Enter**. From there, locate the printer you want to connect to. Right-click on the printer then choose **Connect**. You may get a prompt asking if you want to install the driver or if you trust the computer. Click **Yes** to this prompt.



- ✓ **You should choose the correct Form for each printer so AVImark prints correctly (i.e. HP Laser Jet 1200 requires Letter or Picture; a Dymo label printer may use 30258 diskette).**
  - ✓ **On printers that have a power management function, you must disable “Sleep Mode”. If Sleep Mode is not disabled, you may experience various issues when printing from AVImark.**
  - ✓ **Some printers have extra software used for monitoring the status of the printer. If you experience problems, remove the printer software and try re-installing only the driver for the printer. DO NOT “capture” printer ports.**
  - ✓ **AVImark does not work properly with Auto printers or redirected printers.**
- 

## Required Operating System Settings

AVImark requires certain settings in Windows are configured for the application to function properly. We provide instructions for only our recommended operation systems.

### Suggested Settings:

- ✓ Keep your drivers up to date for printers and any other devices.
- ✓ Stay current with all Windows updates.
- ✓ Keep your router and peripherals firmware updated.
- ✓ Make sure computers are connected at the same speed duplex (example: 100 mbs or 1 gbs).
- ✓ When you connect to your network it will prompt for the type of network. Select **work network** for best results.

Networks not up to date may experience some of the following issues after updating AVImark to a higher version:

- ✓ Printer drivers may need to be updated, printer settings changed, etc.
- ✓ Word processing software may need to be reinstalled and/or updated, etc.
- ✓ Operating system settings may need to be adjusted
- ✓ Sharing issues may need to be addressed

While AVImark will do what it can to assist you in making the changes needed, it may become necessary for you to retain the services of a network or computer consultant to make some of these changes.

If you have any question, please contact AVImark’s Technical Support at **(877) 838-9273**.

## Display Settings

AVImark requires you set the resolution of your display to either 800x600, 1024x768 or higher resolution with a color quality of 32-bit. You should set the DPI setting to Normal size (96 DPI). AVImark recommends 18” or larger monitors.

1. Open the **Control Panel**.
2. Click on **Display**.
3. In this window your text size (DPI) should be set to **Smaller**.
4. To the left you will see “Adjust resolution” and “Calibrate color”.
5. If AVImark does not display correctly on your monitor, you should choose a different resolution or color quality.
6. After you have made the appropriate display settings, click **OK** at the bottom of the window to save the new settings. Windows may prompt you to restart your computer.



*You may expand any screen in AVImark using the mouse to drag outward and downward. This feature is only available in 1024x768 screen resolution.*

---

## Power Options

1. Open **Control Panel**.
2. Click **Power Options**.
3. Select **High Performance**.
4. Click **Change plan settings**.
5. Set the Computer to Sleep set to **Never**.
6. Click **Change Advanced Power Settings**.
7. Select **0 Minutes** for turn off hard disk after.
8. Under **Sleep | Sleep after**, choose **Never** for **Setting (Minutes)**.
9. Click **OK**.

## Sync Center

AVImark recommends turning offline files off.

1. Go to **Control Panel**.
2. Select **Sync Center**.
3. At the top left select **Manage offline files**.
4. If it gives you the option to **disable offline files**, select it.
5. Windows will prompt you to **restart** your computer afterward.

## Windows Firewall

The following information concerning the Windows Firewall applies to all computers.

- ✓ AVImark.exe
- ✓ AVImarkServer.exe
- ✓ Update.exe
- ✓ Upgrade.exe
- ✓ MPS.exe
- ✓ IntelligentInventory.exe

By adding the **AVImark.exe** and **Update.exe**, you have allowed AVImark to connect to the update server, send e-mails, use the data safer, and download utility programs.

- ✓ Also, make sure the File and Printer Sharing check box is checked.
- ✓ If you cannot open the Windows firewall, make sure these services are running:
  - o Windows Firewall/Internet Connection Sharing
  - o Remote Procedure Call (RPC)
  - o Event Log



***If you are not familiar with starting and stopping services, you should contact your local technician. AVImark Technical Support cannot assist with starting and stopping Windows Services.***

---

## Power Management On Your Network Card

To check network card Power Management, follow the steps below.

1. Got to the **Control Panel**.
2. Click **Device Manager**.
3. Double-click on **Network Adapters**.
4. Double-click on the network card listed (could be more than one).
5. Go to the **Power Management** tab.
6. Un-check **Allow the computer to turn off this device** to save power.

## Adding Your Server Name to the Internet Explorer Trusted Intranet Sites

1. Go to **Control Panel**.
2. Click on **Internet Options**.
3. Click on the **Security** tab.
4. Click on the **Local intranet** option.
5. Click on the **Sites** option.
6. Click the **Advanced** button.
7. In the Add this website the zone: type in \\ **then the name of your server computer** (ex. \\server).
8. Click the **Add** button.
9. Click **Close**.

## Suggested Settings for Windows 7

This setting is only available for Windows 7. It is not relevant in newer versions of Windows.

1. Open the **Control Panel**.
2. Click on **Folder Options or File Explorer Options**.
3. Click the **View** tab.
4. Scroll to the bottom and **un-check** Use Sharing Wizard.
5. Click **OK**.



***AVImark will not function properly unless the user account logged into Windows is a member of the local Administrators group or the Power Users group. For networks running a domain controller, the same rule applies to domain user accounts. Lastly, a Windows Guest or Limited User account will not work with AVImark.***

---

# Recommended Anti-Virus Software Settings

WE do NOT recommend any type of security suite or security package containing more than just anti-virus. We do not recommend ANY SPECIFIC anti-virus program. As long as the anti-virus you choose has the ability to add exceptions and does not contain a software firewall.

## **Settings for Anti-Virus**

1. Disable the **Smart Scan** feature (if applicable).
2. Disable the **Office/Word** plug-in (if applicable).
3. Exclude all AVImark folders or the following extensions from the real time scanning (\*.DA\$, \*.DI\$, \*.IX\$, \*.OR\$, \*V2\$, \*.P2\$.O2\$, and \*.VM\$).
4. Exclude the AVImark.exe, AVImarkServer.exe, AVImarkGuardian.exe, update.exe, upgrade.exe from any “real-time” scanning.

We would recommend that you visit your anti-virus’ website for information on how to add the AVImark files to the exclusion list.

You may also take a look at the following Microsoft Knowledge Base article that discusses slowness issues with anti-virus due to scanning Windows files and what files you may exclude for Windows to get better performance. This is a suggestion, not something that AVImark requires. <https://support.microsoft.com/en-us/kb/822158>

## Sharing AVImark

Before trying to share the AVImark folder, you should disable the Sharing wizard or simple file sharing.

With the sharing wizard or simple file-sharing disabled, when you select an AVImark folder, right-click the folder, and click on **Share**. Windows opens the folder’s properties dialog box and displays the **Sharing** tab. To create or modify a network share using advanced settings, follow these steps.

1. On the **Sharing** tab, click **Advanced Sharing** to display the Advanced Sharing dialog box. Select **Share This Folder**. The share name should default to AVImark. If the share name is different, please type AVImark in the share name.
2. Click on the **Permissions** button. Make sure the Groups and User names window contains “Everyone”. Select “**Everyone**”, check the box that reads **Full Control** under allow, and click the **OK** button. Click the **Security** tab, select “**Everyone**”. If you do not see ‘Everyone’, click Edit then type the name **everyone**. Click **Check Names**. This should underline it and click **OK**, and check the **Full Control** box.
3. Click **OK**. You have now shared AVImark on your network.



***Although not recommended, if you specify individual User accounts, they MUST have Full Control sharing and security permissions over the AVImark directory and files.***

---

## Disable IPV6 Network Protocol

1. Open the **Control Panel**.
2. Select **Network and Sharing Center**.
3. Click the connection for which you want to disable IPV6, and select **Properties**.
4. Uncheck Internet Protocol Version 6 (TPC/IPV6) and click **OK**.

## Creating Shortcuts to AVImark

When creating the AVImark icon on your workstations, AVImark requires a simple shortcut with a UNC path (i.e. \\ your server name\your share name\avimark.exe)

To create a shortcut icon on each workstation, go to the Windows desktop, then:

1. Click on your **Start** button and type \\ then the **name of your server computer**.
2. Hit **Enter**.
3. Locate the AVImark share folder and double-click on it.

This will show all of the contents of the AVImark folder. In the AVImark folder at the top of your window, you should see a menu.

4. Click on the tab labeled “**View**” then click “**Details**”.

This will list the contents in an easier way to view. Look for the icon labeled AVImark or AVImark.exe. The **Type** column should indicate “Application”.

5. With the mouse pointer on the icon, **right-click | Send To | Desktop (create shortcut)**.

This will create an AVImark icon on your Windows desktop on the workstation.

## Network

If you are using AVImark on more than one computer, please have a reputable network technician review these requirements with you. It is imperative that the chosen network technician follow the specifications required by AVImark. If you do not correctly follow these specifications, you may experience slowness, errors, or even computer lockups.