

#### Subject OCCRN App Download & Install.doc

### **Contents**

Step by step install	2
<ul> <li>Browse to http://www.occrn.com/install/</li> </ul>	2
Install Notes	5
Automatic Updates	6
Support	6
Troubleshooting	7
<ul> <li>Cannot Start Application Files corrupt in deployment</li> </ul>	7
<ul> <li>(407) Proxy Authentication Required</li> </ul>	8
Change log	8





# Step by step install

This document illustrates the installation on a Windows 7 computer, running IE 10.

Browse to <u>http://www.occrn.com/install/</u>

\*\* While any browser can be used to install the app, Microsoft's Internet Explorer tends to be more user friendly.

	/occrn.com/install/				
🥖 OCCRN (Axeium Re	eferral S ×				
File Edit View F	avorites Tools Help				
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Briloa	Brilogy				
OCCDN (Association Deferred Cycheme)					
OCCK	in (Axelum Referral System)				
Name:	OCCRN (Axeium Referral System)				
Version:	1.0.0.85				
Publisher:	Brilogy				
Install					
	Brilogy Customer Support :: ClickOnce and .NET Framework Resources				
[http://occrn.com/install/ARSClient.application]					

## **Click Install**



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### **Click Install**

The App download begins.

Speed will vary depending on your internet connection, but should not be more than a couple of minutes.

(14%) Installing OCCRN (Axeium Referral System)	- • •
Installing OCCRN (Axeium Referral System) This may take several minutes. You can use your computer to do other ta during the installation.	asks
Name: OCCRN (Axeium Referral System)	
From: www.occrn.com	
Downloading: 7.59 MB of 52.8 MB	
	Cancel



### Enter the Login and Password provided by your facility administrator

ARS Login - Build 1.0.5052.30551
Login: Logon Password: Advanced
Terms and Conditions of Use         Use of this system is contingent on your acceptance of the Terms and Conditions.         YOU EXPRESSLY ACKNOWLEDGE AND AGREE THAT BRILOGY IS NOT ENGAGED IN THE         PRACTICE OF MEDICINE AND THAT THE REFERRAL SERVICE IS AN INFORMATION TOOL         ONLY AND IS NOT A SUBSTITUTE FOR THE PROFESSIONAL JUDGMENT OF HEALTHCARE         PROVIDERS IN DIAGNOSING AND TREATING PATIENTS. YOU ACKNOWLEDGE THAT         BRILOGY SHALL BEAR NO RESPONSIBILITY FOR THE CARE AND WELL BEING OF PATIENTS,         AND AGREE THAT ANY USE OF THE REFERRAL SERVICE SHALL NOT DIMINISH YOUR         RESPONSIBILITY FOR PATIENT CARE.
Software by Brilogy. all rights reserved Copyright 2010





## **Install Notes**

The App is stored under ALL Programs, Brilogy, Axeium Referral System

To make it more convenient to run the program, navigate to the app, then **right click** to display the context menu, then (left) click **Pin to Start Menu** 



After which you can run the app with just one click on the Windows Start button, and another on the App ...







# **Automatic Updates**

Each time you launch the App it will check for updates. If an update is found, it will be automatically installed. There is no user interaction.

As these are incremental updates, they tend to run very quickly.



## **Support**

Please email <a href="mailto:support@brilogy.com">support@brilogy.com</a> with any questions or comments..





• Cannot Start Application ... Files corrupt in deployment

#### **Problem:**

reported by customers running SonicWall Gateway Firewall

The SonicWall lists 50.97.230.243 as the source and the internal RDS server as the destination creating a false positive.

ICCRN (Axeii	um Referral System	n)				
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Brilo	au -					
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OCC	KIN (A	i) Unable t	o retrieve appli	cation files <mark>. Files</mark>	corrupt in deplo	yment
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OCCI		Unable t Click <u>her</u> check fo	o retrieve appli <u>'e</u> to send this r known soluti	cation files <mark>. Files</mark> error to the dep ons to this prob	<mark>corrupt in deplo</mark> ployment server plem.	yment and

Firewall log will have this entry

	01/07/2014 Alast	Security	Gateway Anti-Virus Alert:	50.97.230.243,	10.0.0.249,
14	11:29:46.624 Alerc	Services	Injector.AEC (Trojan) blocked	80, X1	61500, X0

#### **Resolution:**

This is a false positive.

Add firewall exclusion for OCCRN.com URL, if possible, otherwise IP.



## • (407) Proxy Authentication Required

### Problem:

Client site is running proxy authentication, but app does not support

ARSDAL	X
The remote server returned an error: (407) Proxy Authentication	Required.
	ОК

#### **Resolution:**

Request NOC support to add proxy exclusion for occrn.com

## Change log

Ver	Date	ltem	Description
1	10.30.13	document	original document
2	01.06.14	document	rewrite
3	01.22.14	Troubleshooting Section	add section for SonicWall Gateway Antivirus
4	09.11.14	revise screen shots	'untrusted app' no longer appears now that code is signed