

Getting Ready for Horizon Healthware's PROMISE Software

Preparation of agency hardware and operating system

In general, configuration requirements of the computer(s) to be used with Horizon Healthware's software solutions will be met by optimizing the machines to meet the operating system requirements. If the computer runs Windows and surfs the internet with adequate speed, it will most likely provide a good experience for users of PROMISE.

Rules of thumb: memory is cheap so max out the RAM capacity; allow a minimum of 5GB free hard disk space for programs, database, and a week's worth of backups.

For the following discussion, the "host" or "host computer" refers to

- 1) the server, if your agency utilizes PROMISE over a multi-user network
- 2) the solo computer that runs PROMISE if you have a single computer stand-alone
- 3) a laptop computer that will run "detached" by field users who maintain a complete installation of PROMISE and the agency database on their individual computer and periodically synchronize their system with the agency server

Computers for typical in-office users who run PROMISE from their desktop computer (or laptop that is attached to the network) do not need to meet the "host" requirements; for those, note the references to "all computers".

- Assure that the computer that will host the new PROMISE system has the appropriate Windows operating system. For a large (5 or more concurrent users) site, this would be **Windows 2000, 2003, or 2005 Server**, and for small sites, **Windows XP Professional, Windows 7 or Windows Vista Business**. Note: "home" versions of Windows are not adequate due to the next requirement.
- Assure that **IIS** (Internet Information Services) is installed on the host computer.
- (Preferred but not required) If the software will be shared over a network, install DNS on the server and give a meaningful name that will identify the agency.
- Verify the host computer has an internal static IP address (if the host computer is a server).
- Horizon will provide and install the free 5-user version of Microsoft's SQL Server database management software which will be adequate in many situations. If, however, your agency expects to have a very high number of concurrent users running PROMISE – or if you will have clinical field staff using the software in detached mode requiring data replication – your site will need to buy its own full license for **Microsoft SQL Server 2000 or SQL Server 2005**.

If you do have your own SQL Server license:

- Contact Horizon for a setup file and instructions for installing SQL Server
- Install your copy of Microsoft SQL Server using the setup.ini and batch file from Horizon
- Create an instance named 'Horizon'
- Used mixed authentication mode
- Set the sa password

- Verify that **Internet Explorer version 7 or higher** is installed on the host computer and on *all computers* that will run the PROMISE system.
- Verify that **Adobe Acrobat Reader version 6 or higher** installed on *all computers* that will run the PROMISE system.
- Provide access to the host computer for Horizon Healthware's technical staff. If running on a network and the server has internet access, we typically use a free and secure web tool, LogMeIn.com. Other options include: your locally-configured VPN (Virtual Private Network), Remote Desktop, and GoToMyPC.com. Have your local technical support personnel contact Horizon Healthware at (919) 676-8090 extension 0, for creating and testing the remote connection.

NOTE: Horizon can provide web hosting of the new PROMISE site for agencies who find it difficult to meet the preparation requirements for hardware and operating system on an in-house main computer to act as the host. This would mean that your PROMISE software and agency data would run on a computer somewhere other than your facility and you would access it through a secure internet connection. Remote hosting would add to your normal license/support/maintenance fees.

Remote access and setup of new software by Horizon staff

Provided all the hardware, operating system, and remote access requirements above are met, agency staff won't have to do anything for this step. With access to your host computer from our office, either over the internet or by modem, Horizon Healthware staff will spend 1 to 3 days installing, configuring, and testing your new PROMISE system using the remote access that you have given us.

Preparation of agency data for initial data entry and training

We will provide a separate pre-installation document regarding the types of information that you will need to gather in preparation for your first days of training and system implementation.

We look forward to starting our partnership to help you serve your patients/clients!

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