

# Getting Ready for Horizon Healthware's PROMISE Software

## Preparation of agency hardware and operating system

See the document at <http://www.horizonhealthware.com/tips/SystemRequirements.pdf> for operating system and hardware details.

For the following discussion, the "host computer" refers to the server if your agency utilizes a network, or to the solo computer that runs PROMISE if you have a single user operating stand-alone.

- Assure that the computer that will host the new PROMISE system has the appropriate Windows operating system. Such as **Windows 2000 Server or Windows 2003 Server**, or **Windows XP Professional with Service Pack 2** for small sites. Note: Windows XP Home Edition is not adequate.
- Assure that **IIS** (Internet Information Services) is installed on the host computer.
- (Preferred but not required) Install DNS on the host computer and give the host computer a meaningful name that will identify the agency.
- Verify the host computer has an internal static IP address if the host computer is not a stand-alone system.
- If your agency expects to have 5 or more concurrent users running PROMISE and you have elected to buy your own full license for Microsoft SQL Server rather than having Horizon install the free 5-user Microsoft SQL Server MSDE:
  - 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** is installed on the host computer and on all computers that will run the new PROMISE system.
- Verify that **Adobe Acrobat Reader version 6** or higher installed on all computers that will run the new 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 prefer to gain access through your VPN (Virtual Private Network). Other options include: PC Anywhere and a modem on the host computer, or internet access and GoToMyPC.com. Have your local technical support personnel contact Horizon Healthware at (919) 676-8090 extension 0, for 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 2 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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