



COMPULINK advantage™

Auto Diagnostics



Sales: 800.456.4522 | Support: 805.716.8677

© 2019 Compulink Healthcare Solutions All rights reserved.

Set up Auto Diagnostics with Advantage Products

Contents

PREFACE	2
REQUIREMENTS	2
QUICK SETUP (Advanced – for Administrator ONLY)	2
AUTODIAG TASK.....	2
SCHEDULING	2
AUTODIAG LEDGER ONLY	3
TROUBLESHOOTING:	3
TASK FAILS TO START	3
DIAGNOSTICS STARTS BUT DOES NOT COMPLETE	3

Set up Auto Diagnostics with Advantage Products

PREFACE

Compulink recommends running a Diagnostic once a week to ensure the consistency of the database. A scheduled task can be created on the File Server to run Diagnostics automatically after business hours. The scheduled task will perform a Complete Diagnostics and reindex of the Advantage databases at the desired time. It is mandatory that all instances of Advantage software are shutdown and no database files are left open. In case an instance is left open unintentionally, the scheduled task will also close all open files and stop and restart the Advantage service controlling all connections.

REQUIREMENTS

A *manual* Complete Diagnostic with Index Unchecked should be run to determine how long a complete diagnostic usually takes to complete. Allow an extra hour for the automated scheduled task.

QUICK SETUP (Advanced – for Administrator ONLY)

AUTODIAG TASK

Create a Scheduled Task to run your AutoDiags command file, which will run an instance of the Compulink Advantage software with the added syntax of **AUTODIAG**. The task **MUST** be created utilizing a profile with administrative privileges and during the task, the profile must be active and **logged in** for the diagnostic process to begin and completed successfully. **Important Note:** Auto Diagnostics task will not be executed if the profile is not active or logged in. For security, Compulink recommends logging in with the administrator account selected to perform the task and locking the session (Windows logo key  + L key).

Example command file:

```
for /f "skip=4 tokens=1" %%a in ('net files') do net files %%a /close
Timeout /t 60
NET STOP ADVANTAGE
Timeout /t 120
NET START ADVANTAGE
Timeout /t 60
Start "AutoDiags" /d \\SERVER_NAME*\SHARE_NAME*\EYECARE EYECARE.EXE AUTODIAG
```

*Where SERVER_NAME is the host name of the server and SHARE_NAME is the root directory share name that contains the Advantage product folder.
(Your Product may vary: EYECARE, EYEMD, CHIRO, MD, PODIA, PSYCH, PT, etc.)

Place the above bolded block of text into a Notepad file and save it as **AutoDiags.cmd** (Hide extensions for known file types must be unchecked to view the true extension of the command file properly.)

SCHEDULING

Please note the start and completion of the nightly scheduled backup. Auto diagnostic task should be scheduled approximately 60 minutes **AFTER** the nightly backup has been completed. Diagnostics are recommended to be performed after the scheduled backup in case there are any issues or error with the diagnostics due to unforeseen issues.

AUTODIAG LEDGER ONLY

In order to run an auto diagnostic task which only runs diagnostics on the ledger calculations, use the same instructions above, but add the word **LEDGER** to the command file:

Example: **Start “AutoDiags” /d \\SERVER_NAME\SHARE_NAME\EYECARE EYECARE.EXE AUTODIAG LEDGER**

(Your Product may vary: EYECARE, EYEMD, CHIRO, MD, PODIA, PSYCH, PT, etc.)

TROUBLESHOOTING:

TASK FAILS TO START

If the History of the Scheduled Task indicates that the task failed to start, it usually means the creator of the task was not logged in at the scheduled time. Please ensure the admin Profile selected to run the task is not logged off. Compulink recommends locking the session for security purposes.

DIAGNOSTICS STARTS BUT DOES NOT COMPLETE

If the AUTODIAG.LOG file in the product folder has the correct modified date corresponding to the last time the task was launched successfully, but the content of the log does not end with the line “Rebuilding Data Dictionary”, there are a few possibilities:

- 1) Another process on the server interrupted the process by accessing files in the database.
In this case, the Event Viewer should be checked for clues as to the reason for the interruption of the process.
- 2) There is an error in the database that diagnostics cannot fix. In this case, run a manual diagnostic to check for errors. If the error repeats during the manual diagnostic, contact Compulink Software Support to check the integrity of the files in the database.
- 3) AntiVirus software’s Real-Time scanning may interrupt the processes. Please add exceptions to the Anti-Virus program to ignore the Advantage product folder for all Real-Time and Proactive virus protection.
- 4) Occasionally, the Patient Registration service may be holding a file open. The Patient Registration service must be configured to pause during any backup or diagnostic process. Please contact support@compulinkadvantage.com or call 1-800-888-8075 for assistance.