Recommended Settings

AVIMARK®

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Introduction

The following pages contain instructions for setting up Avimark. If you need assistance, please call our friendly technical support staff at 877-838-9273 (877-VET-WARE).

You may also visit our website for information concerning Avimark Support and our latest hardware recommendations.

Supported Operating Systems

Refer to the Avimark Hardware Specifications for server and workstation hardware and operating system specifications. The Hardware Specifications will identify what is "good" vs. what is "best" when it comes to what hardware and operating system is needed to run Avimark efficiently based on the number of computers used in a practice.

⚠ *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.*

Recommended Word Processors

With Avimark version 22.10 or higher, an internal word processing program, referred to as Document Writer, is included in the program. Users are able to create, edit, and print documents and Document Writer is free of charge. In addition, printing will be done through Document Writer to alleviate any problems printing through a commercial word processing program.

For practices who prefer to use a commercial word processing program, please review the following key points before purchasing or installing a word processing application for use with Avimark.

- We recommend using Microsoft Word® Version 2021, 2019 or 2016. If you require other Microsoft Office® applications, such as Excel®, Outlook®, etc., you may install them, too. We only support Microsoft 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.

- We highly recommend using the same word processor version on all workstations to avoid document compatibility issues. When installing a word processing program on your computers, we recommend that 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 and if the practice uses forms for editing.

- **Do not** install Microsoft Office products on **dedicated** database peer or domain servers.

> 📄 **Libre and Open Office no longer works properly with Avimark.**

> ⚠️ *The version of Microsoft Word included in the Microsoft Works Suite packages, Office Starter, or Office 365® 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 **C:\Avimark\My Documents** directory and you may organize your documents by placing them in separate subdirectories under the **Avimark\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 found on the **Work with > Hospital Setup > System** tab.

Printers

We recommend using printers listed in our **Hardware Requirements** guide**.**

Install A Local Printer

Follow the manufacturer's installation instructions 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 instructs you to do so.
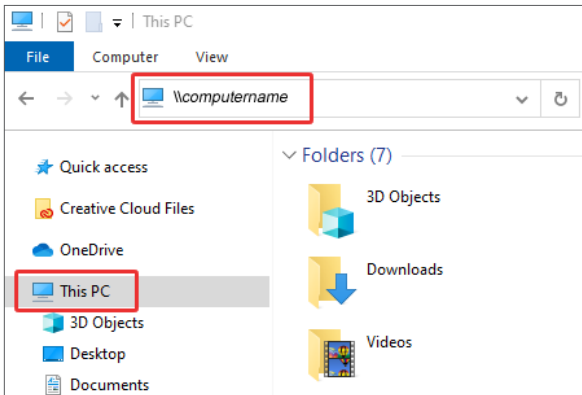
Share A Printer

On the computer that the printer is installed on, go to **Printers And Devices** 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

On the computer you are wanting to add a new shared printer, click on **This PC** or **Computer** desktop icon and in the address bar located at the top of the window, type **\\<computer name>,** where "computer name" is the name of the computer the printer is installed on. Press **Enter**.

From there find the printer you are connecting and right-click on it and select **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 or else Avimark may not print 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, please 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 that you make certain settings in Windows for our application to function properly. We provide instructions for only our recommended operating systems.

Suggested Settings:

- Keep your drivers up to date for printers and any other devices.

- Stay up to date with all Windows computer components, printers and updates.

- Keep your router and peripherals firmware updated.

⚠ **Updating firmware on network devices, such as routers, may alter the configuration and interrupt connectivity. Contact a local IT person to assist with this.**

- All network connected devices should be using one gigabit or better network connectivity.

- 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 address.

While Avimark Support will do what they 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 questions, please contact Technical Support at 877.838.9273.

📄 **The following steps are based on Windows 10.**

Write Caching

1. Open the **Control Panel**.
2. At the top right make sure **View by** is set to view large or small icons.
3. Click on **Device Manager**.
4. Under **Disk drives** double-click to expand.
5. Double-click on the drive and go to the **Polices** tab.
6. **Uncheck** the option to **Enable write caching on the device**.
7. Click **OK** to save changes.
8. Close Device Manager.

Display Settings

Avimark requires you set the resolution of your display to 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. On the Windows desktop **right-click > Display Settings**.
2. If there are multiple displays, select each display.
3. Use the slider to adjust **Brightness and color**.
4. If Avimark does not display correctly on your monitor, you should choose a **Scale and layout** of **100%**.
5. After you have made the appropriate display settings, close 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 the **Control Panel**.

2. Click on **Power Options**.

   a. For servers, select and modify the **High-Performance** power plan.

   b. For workstations, modify the **Balanced** power plan.

3. Click on **Choose what the power buttons do** in the left column.

4. Click **Change Settings that are currently unavailable**.

5. Under **Shutdown Settings**, uncheck all except **Lock**.

6. Click **Save Changes**.

7. Click **Change Plan Settings**.

   a. **Turn off the display** - **Never** (both Battery and Plugged in).

   b. **Put the computer to sleep** - **Never** (both Battery and Plugged in).

8. **Save changes**.

9. Click **Change plan settings** again.

10. Click **Change advanced power settings**.

    a. **Hard Disk** - **Turn Off the disk After**: **zero (0)/never** (both Battery and Plugged in)

    b. **Internet Explorer** - J**ava Script Timer Frequency**: Max Performance (both Battery and Plugged in)

    c. **Desktop background settings** - **Slide Show:**
       ◊ On battery: Paused
       ◊ Plugged-In: Available

    d. **Wireless Adapter Settings - Power Saving Mode:**
       ◊ Maximum Performance (both Battery and Plugged in)

    e. **Sleep**
       1) **Sleep After**: Never (both Battery and Plugged in)
       2) **Hibernate After**: Never (both Battery and Plugged in)
       3) **Allow Wake Timers**: Disable (both Battery and Plugged in)

    f. **USB Settings**
       1) **USB Selective Suspend Setting**: Disabled (both Battery and Plugged in)

g. Intel(R) Graphics Settings

    1) **Intel Graphics Power Plan**: Balanced (both Battery and Plugged in)

h. PCI Express

    1) **Link State Power Management**: Off (both Battery and Plugged in)

i. Processor Power Management

    1) **Minimum processor state**:

        ◊ **Workstation** 5% (both Battery and Plugged in)

        ◊ **Server** 100% (both Battery and Plugged in)

    2) **System Cooling policy**: Active (both Battery and Plugged in)

    3) **Max Processor**: 100% (both Battery and Plugged in)

j. Display

    1) **Turn Off display after**: Never (both Battery and Plugged in)

k. Multimedia Settings

    1) **When Sharing media**:

        ◊ On Battery: Allow sleep

        ◊ Plugged-In: Prevent Sleep

    2) **Video Playback Quality Bias**:

        ◊ On Battery: Power save

        ◊ Plugged-In: Performance

    3) **When Playing A Video**:

        ◊ On Battery: Balanced

        ◊ Plugged-In: Optimized

l. Battery

    1) **Critical battery notification**: On (both Battery and Plugged in)

    2) **Critical battery action**:

        ◊ Battery: Shut Down

        ◊ Plugged-In: Do Nothing

    3) **Low battery level**: 15%   (both Battery and Plugged in)

    4) **Critical battery level**: 10% (both Battery and Plugged in)

     5) **Low battery notification**:

        ◊ On Battery: Off

        ◊ Plugged-In: On

     6) **Low battery action**: Do Nothing (both Battery and Plugged in)

     7) **Reserve battery level**: 7% (both Battery and Plugged in)

11. Click **OK** to save power options.

12. Return to the main Control Panel screen by clicking the link for **Control Panel Home**.

Sync Center

Avimark recommends turning off offline files.

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. Click **OK**.

6. Windows will prompt you to restart your computer afterward.

Windows Firewall

By adding the **Avimark.exe** and **Update.exe**, you have allowed Avimark to connect to the update server, send emails, use the data safer, and download utility programs.

- If you cannot open the Windows firewall, make sure these services are running:

    ◊ Windows Firewall/Internet Connection Sharing

    ◊ Remote Procedure Call (RPC)

    ◊ Event Log

Add pass-through and **check all** boxes for the following on all computers (if available):

- Avimark.exe
- AvimarkServer.exe
- Update.exe
- Upgrade.exe
- MPS.exe

- IntelligentInventory.exe
- File and Printer sharing
- Network Discovery
- Teamviewer

Uncheck all boxes for the following:

- Cast to Device Functionality
- Delivery Optimization
- DiagTrack
- Mixed Reality Portal
- Narrator
- Skype
- Take a Test
- All Xbox
- Weather
- Finances
- Sports

- Games
- News
- Reader
- Travel
- People
- Paint 3D
- Sling TV
- Solitaire
- Microsoft Pay
- Wallet

⚠️ *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.*

Password Protected Sharing

Avimark works best with the Password Protected Sharing turned off or have all your computers on the network share the same Windows user name and password.

1. Open the **Control Panel**.
2. Click on **Network and Sharing Center**.
3. Select **Change advanced sharing settings**.
4. Expand the network profile you use (normally under All Networks).
5. Select the option **Turn Off Password Protected Sharing**.
6. Select **Save Changes**.

Power Management On Your Network Card

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

1. Open 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. Uncheck **Allow the computer to turn off this device** to save power.
7. Click **OK**.

Adding Your Server Name to the Internet Explorer Trusted Intranet Sites

1. Open the **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**.

10. Click **OK** twice to return to the Control Panel.

Suggested Settings for Windows 10

1. Open the **Control Panel**.

2. Click on **File Explorer Options**.

3. Click the **View** tab.

4. Scroll to the bottom and uncheck **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.

Anti-virus Settings

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 (*.V2$, *.P2$, *.OR$, *.O2$, *.DA$, *.DI$, *.IX$, *.DB$ 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

1. On the Avimark folder to share, **right-click > Properties**.

2. Click on the **Sharing** tab then click **Advanced Sharing** to display the Advanced Sharing dialog box. Select **Share This Folder**. The share name should default to the folder name.

3. 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.

4. Click **OK** again to return to Properties for the folder.

5. Click the **Security** tab and select **Everyone**. If you do not see 'Everyone', click **Edit** then click Add. Type the name **everyone** then click **Check Names**. This should underline it and click **OK**, and check the **Full Control** box.

6. Click **OK** until you have returned to the Security tab. 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. Select **Change Adapter Settings**.

4. Right-click the connection for which you want to disable IPV6, and select **Properties**.

5. Uncheck Internet Protocol Version 6 (TPC/IPV6) and click **OK**.

Creating Shortcuts to Avimark on a Workstation

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 menu 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.

Creating a Shortcut to Avimark on the Server

1. Open the **File Explorer**.

2. Go to **This PC**.

3. Double-click on the drive where the Avimark folder is located.

4. Double-click to open the Avimark folder.

5. At the top of the screen, click on the menu 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**.

6. 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 server.

Run Avimark as Administrator

The steps below should be performed on the workstation and server.

1. Right-click on the Avimark shortcut and select **Properties**.
2. Click the **Advanced** button.
3. Check the box that says **Run as Administrator**.
4. Click **OK**.
5. Click **OK** to close the properties window.

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.

IP Address

For non-domain systems with 10 or fewer users, use a Static IP. For over 10 users, use a Server based DHCP.