

Installing the iNexx Platform Frequently Asked Questions, Concerns and Installation Errors:

Q: Will installing the iNexx Platform affect how we currently receive results? If so, how?

A: No, this installation will have no immediate impact on how you currently use DHIN and receive your results.. At this time we are installing only the initial software so that when it becomes time for activating the iNexx platform, the software can be installed on each computer with much less work from the individual practices. Once iNexx is activated, it will be taking the place of your current method of retrieval. Not to worry though, iNexx will be an upgrade. It provides more options to the user allowing more control over managing what you receive, how you receive it and when you receive it. Installing iNexx now is the essential first step for completing the transition to a better and more effective tool.

Q: Will installing the iNexx Platform affect other applications on this computer such as electronic prescribing?

A: No, installation of the iNexx Platform will not affect any other applications or programs on your computer. iNexx will eventually take place of AutoPrint, Inbox and Search but at this time there are no changes. Also, you will be notified before iNexx is activated.

Q: I have Norton Anti-Virus Software on my computer and it is not allowing me to install the iNexx Platform. What should I do?

A: This is a security feature installed on your computer. Norton Anti-Virus Software will not allow any program to download and install on your computer. We ensure that this program has no viruses and does not pose any threat to your computers. You will simply need to temporarily disable Norton Anti-Virus to complete installation and re-enable upon completion. To do so, look in the bottom right hand corner of your screen. Scroll your mouse over the icons until you find the Norton icon. Right click on the icon and select the option to disable the software. A window will pop up asking how long you would like the software to be disabled. Select 15 minutes and click ok. Complete the iNexx installation using the instructions. Once completed find the Norton Anti-Virus icon again and right click on it. This time select the option to enable or re-enable the software.

Q: My computer will not allow me to download an executable file from the internet. How do I complete installation?

A: On the third step where it requires you to click "Run" on the File Download Security Warning Box, you will click "Save" instead. Save the file to your desktop. Once download is complete double click on the file from your desktop, click run and resume the installation.

Q: The "Nodes being hosted in your iNexx Platform" screen never appeared after I clicked "Finish". How do I get the screen to appear?

A: In the bottom left of your screen click the "Start" or "Windows" icon. Click "All Programs". Click "iNexx Platform". Click "Show Enablement Status". The Nodes being hosted in your iNexx Platform Screen will appear. In the Trusted Party Email box enter helpdesk@dhin.org. In the comment field enter your name and practice telephone number. Click "Include Enablement Status". Click "Send Platform ID".

Q: Once I installed the iNexx Platform, AutoPrint stopped working and I have to manually print the results. How do I fix this issue?

A: We have been made aware of a handful of practices, which after installing the iNexx Platform began having an issue with their AutoPrint. We do not think the two are related, but the issue has been brought to our attention. The DHIN Help Desk (customer_support@medicity.com, 1-866-439-3446) is the point of contact for this issue and they will be able to assist in getting auto-print system running properly.

Q: Our practice only has Apple Products. Will I be able to complete the iNexx Platform Installation?

A: Currently the software is supported for use Apple/Mac OS products by accessing the Guest Machine URL that will be created during your practices deployment, however, the Platform Host Agent is not supported on Mac OS Servers or Workstations. Rest assured development is underway to bring this functionality to our end users. If/when the issue is resolved, we will contact you with further instruction for completing the installation.

Q: Currently the staff gains access to DHIN from multiple computers within the office. If I am only installing the iNexx Platform on one computer, how will the other staff be able to access iNexx from the other workstations?

A: Once the iNexx Platform is loaded on one workstation, that workstation essentially becomes the Host Machine for the iNexx Platform. Guest "Nodes" or "Workstations" can access the Host Machine through a shortcut URL that will be placed on the Guest Workstation's Desktop. A typical URL looks like this: <http://hostmachine:31415/medicity/base/iNexx>

NOTE: The Practice IT Administrator will need to ensure that the iNexx Host Machine Firewall Rules allow inbound communication on port 31415. If you need assistance with this, please feel free to contact DHIN at helpdesk@dhin.org