



ARGUS SUPPORT:

(03) 5335 2221

**ARGUS MAINTENANCE AND
ADMINISTRATION GUIDE**

VERSION 1.0

ArgusConnect Pty Ltd:

Phone: (03) 5335 2220

Support: (03) 5335 2221

Web: www.argusconnect.com.au

Head Office:

Suite 4, Greenhill Enterprise Centre
University Drive, Mt Helen, VIC 3350
(PO Box 691, Ballarat, VIC 3353)

Intended Audience:

This Administration guide should be able to walk any computer user through maintaining your Argus installation, providing no major errors are encountered.

Purpose:

This document is aimed to be user-friendly, and will walk you through the entire process for maintaining Argus for your site using. This document contains important information in regards to the upkeep and successful operation of your Argus software.

Recommendations:

If at any stage you encounter problems or concerns with Argus and related software, it is highly recommended you contact the Argus Support desk on the contact details listed on this page. If you would like a complete understanding of the workings of Argus, please download the 'How Argus Works' documentation listed on our website.

Disclaimer:

It is important to remember that some sites are not configured with a standard configuration and some settings and screenshots may vary. Argus provides no warranty, and takes no responsibility for issues caused relating to the installation or configuration of Argus and other related software.

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IMPORTANT ASPECTS OF ARGUS MAINTENANCE

MANAGING YOUR ARGUS SUBSCRIPTION

Keeping your Argus subscription up-to-date ensures you have full support and a fully functional Argus installation, including future upgrades and patches.

Your Argus software will advise you when your subscription is approaching expiry. Additionally, a few weeks prior to expiry an email notification of your subscription expiry date will be sent to your nominated contact email address.

To renew your subscription simply follow this link;

<https://www.argusconnect.com.au/subscription/existing/>

(Or go to our main website (www.argusconnect.com.au) and click on 'Existing Customers Re-Subscribe')

You will be prompted for your Argus Customer ID, if you do not have this, please contact us and we will assist you.

Follow the prompts and you will be presented with a costing prior to payment. Alternatively, if you would like a costing quote, please contact Sales on (03) 5335 2220 or argus@argusconnect.com.au.

Subscriptions include the following benefits;

- Full technical support of the Argus Software.
- All future software upgrades and new version releases available online.
- Unlimited reinstalls.
- No time limit or number-of-call limit for support enquiries.
- Problem resolution by phone, email or remote access.
- Available by phone during normal business hours (AEST).

KEEPING ARGUS INFORMED

UPDATING DETAILS FOR YOUR SITE PRACTITIONERS / ORGANISATION

As Argus utilises an Argus Users Directory, containing thousands of organisations and practitioners, it's important that we keep the directory up to date. Therefore, please ensure you inform Argus of any changes regarding your practitioners and/or organisation.

For example:

- New doctors at your organisation
- Doctors who have left your organisation
- Changes to your organisation details, such as phone number, address, etc.

This is to ensure the Argus Users Database is up-to-date and senders are able to locate the correct recipient at the correct location.

CHANGES TO SERVER & WORKSTATION ENVIRONMENT

The Argus software may need to be updated to work in co-ordination with any changes at your organisation. It is important to inform Argus of any of the following changes to your server environment:

- Changing clinical software
 - Argus may need to be reconfigured when changing your clinical software
- Major system upgrades
 - Some upgrades, including Operating System changes can cause an effect on your Argus Software; therefore it is beneficial to advise us of any upcoming changes
- New workstations have been installed
 - The Argus software may need to be reinstalled or reconfigured on your new workstation computers
- Changing 'file drop/file pickup directory'
 - If the directories for incoming and/or outgoing messages are altered, Argus will need to be reconfigured to work with the new directories
- Server upgrades/replacements
 - Please ensure you inform us of any major server upgrades **PRIOR** to turning-off the existing server, as we will need to take a backup of the current installation database

When you have an Argus subscription, our Argus Support team are easily able to help you ensure your Argus is going to keep working, despite the changes happening in your organisation.

ERROR NOTIFICATIONS AND RESOLUTIONS

YOUR SUBSCRIPTION WITH ARGUS INCLUDES SUPPORT, IF YOU HAVE ANY ISSUES OR QUESTIONS IN RELATION TO THESE ERRORS PLEASE CONTACT SUPPORT ON (03) 5335 2221 AND FOLLOW THE PROMPTS.

When using Argus, the following are some potential notifications that you may come across.

Error	Description	Action
Maximum Resend Limit Reached	Argus has not received an Acknowledgement from the intended recipient after multiple sending attempts.	This usually indicates an issue with the recipients Argus. You should advise the Argus Support team to resolve the issue.
Rule Failure Notification	Argus was unable to deliver received correspondence to "drop" directory.	Confirm the drop directory exists and has write permission for all network users. If problem still persists, contact Argus Support team.
Agent Error (1 Pickup by Argus email address)	Recipient email address is incorrect or does not exist.	<p>Ensure the recipients email address in your clinical software address book exactly matches the entry in your Argus Address Manager.*</p> <ol style="list-style-type: none"> 1. Doctor is not an Argus user. File should be moved to another folder or deleted, and message will need to be sent by other means (ie hard copy/fax) 2. Doctor has not been added to the local Argus Address Book. Need to add the Doctor to the local Argus Address Book. 3. Argus has different email address for Doctor. If possible file needs to be modified to contain the correct email address.
Agent Error (2)	Patient details do not contain a valid DOB.	Please ensure the patient record in your clinical software is a valid Australian date and not blank.*

<p>Agent Error (3 Pickup by Provider Number)</p>	<p>Recipient Provider Number is incorrect or does not exist.</p>	<p>Ensure the Provider Number in your clinical software address book exactly matches the entry in your Argus Address Manager.*</p> <ol style="list-style-type: none"> 1. Doctor is not an Argus user. File should be moved to another folder or deleted, and message will need to be sent by other means (ie hard copy/fax) 2. Doctor has not been added to the local Argus Address Book. Need to add the Doctor to the local Argus Address Book. 3. Argus has Provider Number for Doctor. Contact Argus Support to determine correct Provider Number for recipient
<p>Address Book Update Failure</p>	<p>The Address Book Auto-Update service was unsuccessful.</p>	<p>This indicates that there was a problem communicating with the Argus Users Directory. Once a day Argus makes a connection to the central Argus server to confirm all entries in the local Argus Address Book are correct. If, for whatever reason, the connection cannot be made this email is sent. This error is only a problem if it occurs once a day every day.</p>
<p>Argus Email Entries Added Notification</p>	<p>A contact/s had been added to your Argus address book.</p>	<p>Please update the contact information in your clinical software address book with the new contact details.</p>
<p>Practitioner Removal Notification</p>	<p>Contact/s in your Argus address book has been removed from the Argus Users Directory.</p>	<p>Please remove the Argus contact information from your clinical software address book.</p>

*To clear letters causing Argus Agent errors:

Once the above issue has been corrected in the Clinical Software, the letter may need to be resent from your Clinical Software.

In order to view the erroneous files, please navigate to the 'Outgoing' directory. If you cannot locate this directory, please contact support for assistance. Please move the erroneous file to another folder (usually 'Errors') if the file could not be fixed, to prevent further Agent Error emails being generated.

VIEWING ARGUS MESSAGES

USING THE MESSAGE VIEWER

The Message Viewer has the following standard views;

Sent - All Messages

This will display ALL sent messages regardless of status or purpose.

Sent - HL7 Messages Not Yet Sent

This is a list of any messages awaiting initial sending.

Sent - Acknowledged HL7 Messages

This is a list of messages that have been successfully acknowledged by the recipient's Argus software.

Sent - HL7 Messages Awaiting Acknowledgement

This is a list of messages successfully sent but awaiting acknowledgement (receipt) by the recipient.

Sent - Failed HL7 Messages (No Acknowledgement)

This is a list of messages that have reached the maximum resend limit with no response from the recipient. (This usually indicates an issue at the recipient's end. See Argus Messenger – Common Error Notifications)

Sent - Non HL7 Messages

This is a list of system messages (i.e. Acknowledgements, Error notifications etc).

Received - All Messages

This will display ALL received messages regardless of status or purpose.

Received - Processed Messages

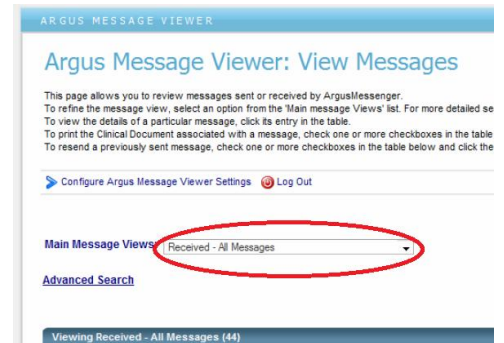
This is a list of all messages successfully processed and exported.

Received - Non Processed Messages

This is a list of messages that were unable to be processed (this can be due to decryption or export issues, etc).

Received - Non HL7 Messages

This is a list of regular messages, usually not intended for Argus (i.e. incorrectly sent messages, mail server rejection notice, etc).



USING ARGUS WITH YOUR CLINICAL SOFTWARE

Please reference the following 'Cheatsheets' for using Argus to Send/Receive documents from within your clinical software, and to update and maintain your Clinical Software Address book.

ArgusWord	PDF Format	Medilink	PDF Format
Best Practice	PDF Format	MedTech32	PDF Format
BlueChip	PDF Format	Practice 2000	PDF Format
Frontdesk	PDF Format	RX Medical	PDF Format
Genie	PDF Format	Shexie	PDF Format
Medical Director 2	PDF Format	ZedMed Clinical	PDF Format
Medical Director 3	PDF Format	ZedMed Office	PDF Format
Medical Wizard	PDF Format	Other Clinical Applications which use Microsoft Word	PDF Format
Mediflex	PDF Format		

We try our best to keep this document updated, however – please check our website documentation for any further “Argus Cheatsheets” that may have been added.

(See the documentation page here; <http://www.argusconnect.com.au/content/documentation>)

CONFIRMING YOUR ARGUS WORKS

TEST PROCEDURE

It's important to confirm that your Argus configuration is correct before setting up services to do it for you automatically, if there's an error and the services run every 20 minutes in the background, your error-notification email address can be inundated quite quickly.

To test your Argus configuration, with **ArgusMessenger** open click on 'Action' in the menu up the top, and click on 'Send/Receive Mail'.

Naturally, the results you'll get in this progress box will vary. What you're looking for is one that looks like this:



The amount of 'Sent an...' items will vary, depending on how many items you have sent since the last Send/Receive.

If you are seeing anything other than the detail in the box above, please don't hesitate to contact our Argus support desk on the details listed on the first page of this document.

COMMON PROBLEMS

'Out-bound firewalls' are one of the biggest contributing factors that will stop ArgusMessenger connecting with the internet. If you are running a software firewall, try disabling it temporarily to see if it solves the issue.

Wrong email details are the second biggest contributing factor to a failed ArgusMessenger configuration. Can you test the POP3 details using webmail? Are you sending out via the ISP? Does it require authentication?

Are you currently **logged in as an administrator**? There can often be authentication issues for where the rules export to.

