IT FAQs

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Why am I Not Receiving the Message to Connect to the Network or the Emergency Server?

If you are not receiving the message with the option to connect to the network or the emergency server, it is possible that the emergency server files are not correct. Check the following files for formatting:

1. Right-click **Start > Explore > OP911**.
2. Find the file **op911a.txt**.
3. Make sure that the file does not read op911a.txt.txt. If it does, rename the file to be **op911a.txt**.
4. Right-click **Start > Explore > OP911 > gdbmed**
5. Find the file **op911b.txt**.
6. Make sure that the file does not read **op911b.txt.txt**. If it does, rename the file to be **op911b.txt**.

Backup Never Completes, But Continues Running For Hours

> 📌 **Note**: If your backups are run and stored on the machine's hard drive, the drive may be out of space. If your backups are running to an external hard drive, check that the drive format is NTFS not FAT32. If it is FAT32, there will be a file size limit and the backup will run to that size and then will not finish.

You may notice that the backup job does not stop running, but the file size never gets any bigger.

To correct this issue, these instructions should be carried out by a knowledgeable IT staff member.

- Remove all files from the drive.
- Reformat the drive, making it **NTFS**.
- Place all files back on the drive.
- Re-enable your backup jobs and run a manual job to check that it is working properly.

What Folders Contain the Backup Copies?

> 📌 **Note**: When setting up backups using the OPBackup Configuration Wizard, the folders created are BAKMED and BAKDOC.
> The BAKMED folder will contain the medical database backup and BAKDOC will contain the docimage database backup.

Why did I Receive a Backup Copy Error?

Usually, the OP Backup is set to copy the backup file to an external hard drive. Often times, this process fails because the hard drive either wasn't plugged in at all or the computer no longer recognizes that the drive is plugged in. This does not mean that your backup failed, just that the file wasn't copied to the other drive. Unplug and plug in the external drive, then open My Computer to make sure that the external drive is recognized.

The copy can also fail if the path is not recognized, meaning the hard drive is plugged in, but it is expecting to find the folder **BAKMED** and **BAKDOC** on the drive and those folders do not exist. If this occurs,click the hard drive and add the new folders. If you are not comfortable with this process, you can contact OP or your practice's IT person.

Why Doesn't my Backup Work after I Partitioned my Drive?

> **Note**: If you partitioned your hard drive and now find that your backup is not running, reinstall the OPBackup program.

To do so, follow these steps:

1. Uninstall the original OPBackup program by clicking on the**Start** button in the lower left corner of your Windows screen, then going to **Control Panel > Add/Remove Programs > OPBackup**.
2. Follow the instructions for downloading and installing OPBackup.
3. Once you have downloaded the program, follow the instructions for scheduling backups.

Why is my Backup Log not Showing?

To resolve this issue, follow the steps below:

1. Open the **OPBackup** program.
2. On the menu bar, click**Tools > Options**.
3. Click on the **Log to Database** tab.
4. Make sure the check box labeled**Enable log events to external database** is checked, as shown below.
5. Click **OK** when finished.
6. In the FBak main window, double-click on the**Medical database** icon.
7. Another pop-up window should appear. Click the Log tab. Again, make sure the check box labeled**Enable log for this event to external database** is checked.
8. Click **OK** when finished.
9. In the FBak main window, double-click on the**Images database** icon. A pop-up window will appear.
10. Click the Log tab, and make sure the**Enable log for this event to external database**check box is checked.
11. Click **OK** when finished.
12. Now run a manual backup.
13. A log should now be displayed in your backup window.

Why is my Backup not Running?

> **Note**: Ensure there is plenty of space on the hard drive.

Backup not Running on Scheduler but will Run Manually

If all of the backup job settings look correct and you are able to manually run a backup without error, check your power settings.

> **Note**: Workstations running backups should *never* be turned off.

1. Click the **Start** button in the lower left corner of your Windows screen.
2. Go to **Control Panel > Power Options > Power Schemes** tab.
3. Make sure that the Turn off hard disks and System standby settings are set to NEVER. It is okay to turn off the monitor after, but the system must be running at all times.
4. Click the **Hibernate** tab and make sure that the Enable hibernate box is NOT checked.

Backup not Running on Scheduler or Manually

If all settings look correct, but you CANNOT manually run the backup, then it is likely that some of the necessary components are missing. If this is a new emergency workstation install, make sure that the GBAK.exe file is in the Firebird bin. You can test this by following these steps:

1. Open the OPBackup program.
2. On the top menu bar click **Tools > Options**.
3. Click on the **Global** tab.
4. Look at the path line and click the **Browse** button to make sure that the **GBAK.exe** file exists. If it is not available, you will need to re-install Firebird with the full super server tools and components.
5. You can also check that the drive and folder your backups are set to fill are connected. The backup will fail if it cannot see the drive. Make sure all external hard disks are connected. Also check the **Backup** tab in the scheduler.

Why is my Restore not Running?

Restore not Running

> 📌 **Note**: If the backup runs successfully, but the restore process fails, you may have an issue with your setup

To determine whether this is the case or not:

- Check that the backup scheduler is set to restore with the appropriate username (SYSDBA) and password (contact Office Practicum Support for the password).

> 📌 **Note**: If the stored username is OPUSER, you may not have full permissions to run the restore. Change it to SYSDBA to have full permissions.

This may also be a problem if the firebird program was installed separately from the workstation install. In this case the password is set to a common password. To fix this issue, call Office Practicum for them to log into IBExpert and make the necessary fix to correct the user login password.

- Check that Firebird is running, by following these steps:

  1. Click your Windows **Start** button
  2. Navigate to **Control Panel > Administrative Tools > Services**
  3. Scroll down until you see Firebird Server and Firebird Guardian.
  4. Ensure their Status is set to **STARTED**.
  5. If you do not see Firebird in the Services list, install it. Contact Office Practicum Support for assistance.
  6. Try to run a backup and restore session through the scheduler.

Can I access OP Cloud from outside of the United States?

Office Practicum is designed to support US-based medical providers. For this reason, and to reduce the risk of attacks from other countries, we do not allow any non-US connections to the OP Cloud environment, including connections from third party billing companies. If you attempt to access OP Cloud from outside the United States, you will encounter an error that says you are unable to connect to the system.

If a connection to the OP Cloud from another country is absolutely necessary, consider the following workarounds:

- Remotely access a computer physically located at your US-based office location and then launch OP from there. You could use a program like TeamViewer or LogMeIn. There are several other software options out there. These are not specific recommendations, they are just the 2 OP uses internally. Please work with your IT provider to determine if this method is appropriate for your use case.
- Use third party VPN software to connect to a VPN server located in the United States. Then launch OP Cloud on the VPN-connected device. Please work with your local IT provider to identify a VPN solution that best meets your needs.
- Use third party VPN software to connect to your US-based office VPN. Then initiate a Remote Desktop session to connect to a workstation that is at the physical office and launch OP Cloud from there. Please work with your local IT provider to help you set up this VPN tunnel and the software.

> ⚠ **Security Note**: Free VPN software is worth what you pay for it. If the VPN provider is not making money from the sale of the software, they are making money by capturing and selling your data. **Do not** use a free VPN to access OP or any PHI. You are putting your patient data at risk.

Can I use a signature pad with OP?

Unfortunately, at this time we do not support this input paradigm. OP only supports direct signature capture on a device that will emboss the signature into a document where the patient can see what they are signing (i.e. touch-enabled devices). These touch enabled devices include Windows tablets, iPads that have made a remote desktop connection to a Windows computer, and Android tablets that have made a remote desktop connection back to a Windows based computer.

There would be no way to associate the signature with a particular medical record thus opening the practice up to liability.