

# On-Premise Server Access Requirement

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**Important Notice for access by OP:** Our support staff will require secure, unattended remote access to its OP solution at all times for solution monitoring, technical support, and backup purposes. Customers will provide the necessary infrastructure, internet connectivity, and technical resources required to affect such remote access by OP support. The customer understands that failure to supply OP support staff with access to the solution, as needed, constitutes a material breach of the SASA and that customer is not licensed to use the software in a manner that is "disconnected" from Support.

## Connectwise Agent:

Please reach out to OP Support by phone or email to request an installation package.

OP's IT team will provide you with a unique installer link that is specific to your practice. This link cannot be used on multiple devices.

## Windows Profile for Support (limited windows accessibility outside of OP Applications/Services):

OP Support requests the following:

- Your IT group provides a Windows user/account for OP. We leverage this account with Connectwise Agent (unattended access) so that Support can always troubleshoot/diagnose any problems you might run into using OP.
- The Windows user/account would need access to your main database server, your backup workstation/server, and your terminal server(s).
- The user/account should have the ability to:
  - Install software locally.
  - Start and stop services.
  - Setup/execute task scheduled events.
  - Access Windows Event Viewer.
  - Create/edit Windows Firewall rules.
  - Read/write/execute on any OP created files (gbd\_common / gbdmed folders).
  - Utilize task manager to forcibly end processes or log off users.
- We highly recommend creating OP a service account to allow your IT to see when we have logged onto your server(s) and what work we performed.

## OP Services and Software:

OP Support would install the following:

Service	Purpose
OPIIS	Immunization Registry.
OPMsg	Patient Message eXchange (email/text message notification system).
OP Exchange Network	E-Prescribing and interface handling service.
OP Exchange Network Update	Keeps OP Exchange Network Service up to date nightly.
OP QuestHub	OP/Quest service for secure lab downloads to the server.

Service	Purpose
OP Lab Interface	Secondary OP Labs service that can be used as a demographic bridge with Quest.
Instamed Connect Batch Agent	Instamed Clearinghouse service for billing file handling/transmissions.
Firebird	Required in order to establish database connectivity on the main database server and for any station running OP Backups.
OP Backup	OP Backups service.
OP Client	Installed by default in C:\OP.
OP Web Update	Installed for OP On-Premise updates to be performed.

### Troubleshooting Software used by OP

- **Notepad++:** For easy log file handling and config file adjustments
- **Wingrep:** Text file search application (HL7 and billing file mass searching for support).
- **IBExpert:** Database viewing software installed by OP by default.

### Ports / Services / Firewall exceptions

Please review the article on the Help Center for [OP Services and Ports](#).