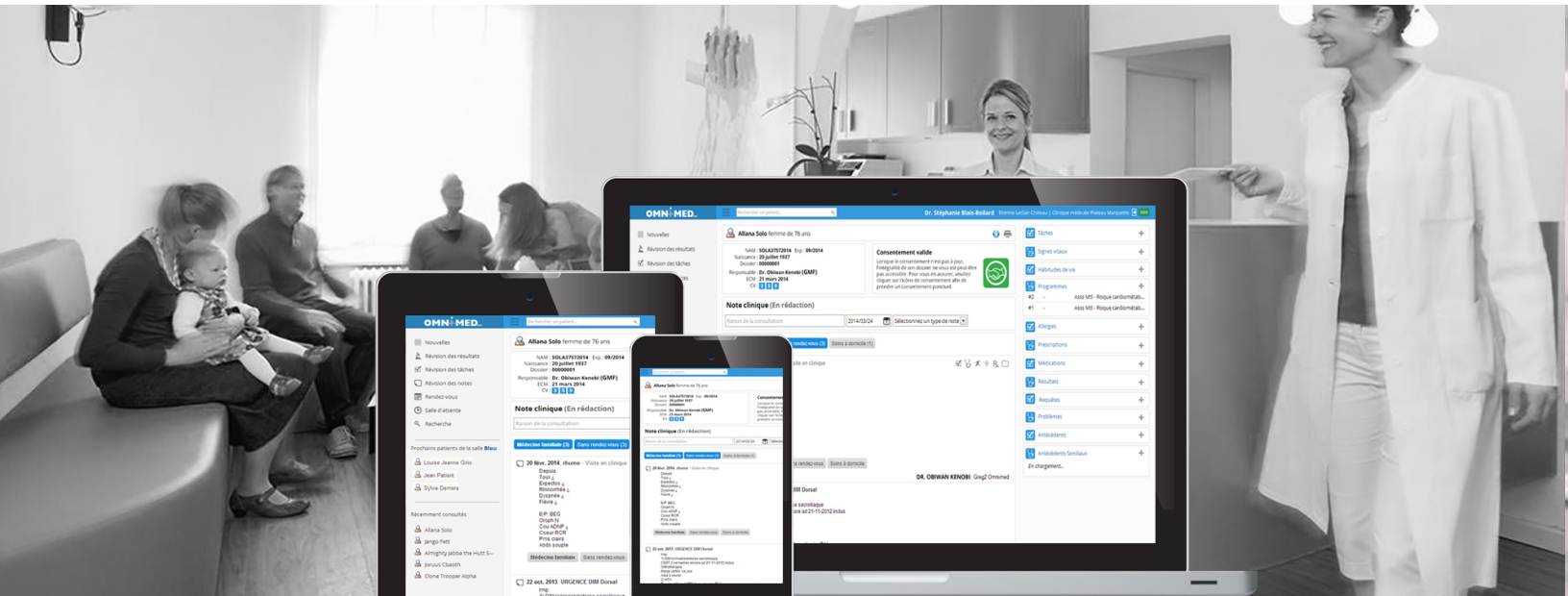


# Scanning Installation guide and Troubleshooting



**omnimed**

## INTRODUCTION

Scanning, which can be found in every clinic using Omnimed, is a complex process. The installation, completed by an I.T. or the person in charge of the hardware of the establishment, can be challenging if the complete process is not well understood. Numerous abnormalities can be encountered when installing a new scanner or even when simply configuring a new user.

In this guide, we will see how to configure a scanner step by step, how the files are processed and how to fix common problems, in order to install, troubleshoot and support scanning with Omnimed. This document can be used by the establishment so they do not require the help of Omnimed or an I.T. to configure their scanner.

First, we will see what are the requirements for a scanner installation, then we will see how to install the scanner and lastly, how the scanning process works. This guide also includes tips on common problems so that the reader can support the scanning team and troubleshoot the potential problems in case there are abnormalities with a new installation or that an existing installation stops working.

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# I. Requirements for the installation of scanning

## Hardware required for the installation

It is very important to comply with the hardware mentioned below. Otherwise, Omnimed won't be able to configure your scanner and the installation won't be guaranteed: if abnormalities occur with an existing configuration or during a new installation, Omnimed won't be able to support you. The standardization allows us to offer a stable and tested product, all while offering a quick and efficient installation as described in this guide.

**Here is the hardware required to be installed prior to configure the scanning**

### Computer

COMPONANT	CHARACTERISTIC
Operating system	Windows 7 Professional, Windows 8 Professional, Windows 10** (See page 13) (64 bits)
CPU	Intel « i-5 Core » or higher
Random Access Memory (RAM)	> 8 GB
HDD RPM	7200
HDD free space	> 50% (min 20 GO)
Screen	Size > 20 '' Minimal Resolution : 1440 x 900
Local administrator account or Windows domain	<p>While installing the software, you need to make sure that you are using an administrator account</p> <p><b>If in a local Windows environment</b>, basically, not managed by a big I.T group, the account must be administrator or you must be able to have software installed on the computer.</p> <p><b>If in a Windows domain</b> : managed by an I.T group or the DGTI , the account must be able to install software on the computer or be an administrator on the domain. The account cannot be a local administrator, otherwise, the configuration won't work.</p>

## Scanners

Brand	MODÈLES
Fujitsu (Discontinued models)	# fi-6130Z # fi-6140Z # fi-6230Z # fi-6240Z
Fujitsu (latest models)	# fi-7160 # fi-7260 # fi-7180 # fi-7280

## Internet connection

Minimum Speed required:

- Upload: 10 Mbps or higher
- Download: 25 Mbps or higher
- To test your internet connection, you can click on the following link:
  - <http://beta.speedtest.net>

Please take note that if you are using a laptop for scanning, it is required that it be connected with an internet cable and to the power supply, otherwise, scanning won't work.

## Account configured for scanning

1. Send Omnimed a request using the form [Account creation, modification or closing account](#) available at [www.omnimed.com/forms](http://www.omnimed.com/forms). A **scanning service**<sup>1</sup> will be created for this specific account.
2. Once the scanning account is created, the **username and password linked to this account** will be sent to you by email. Please make sure to have it during the installation.

---

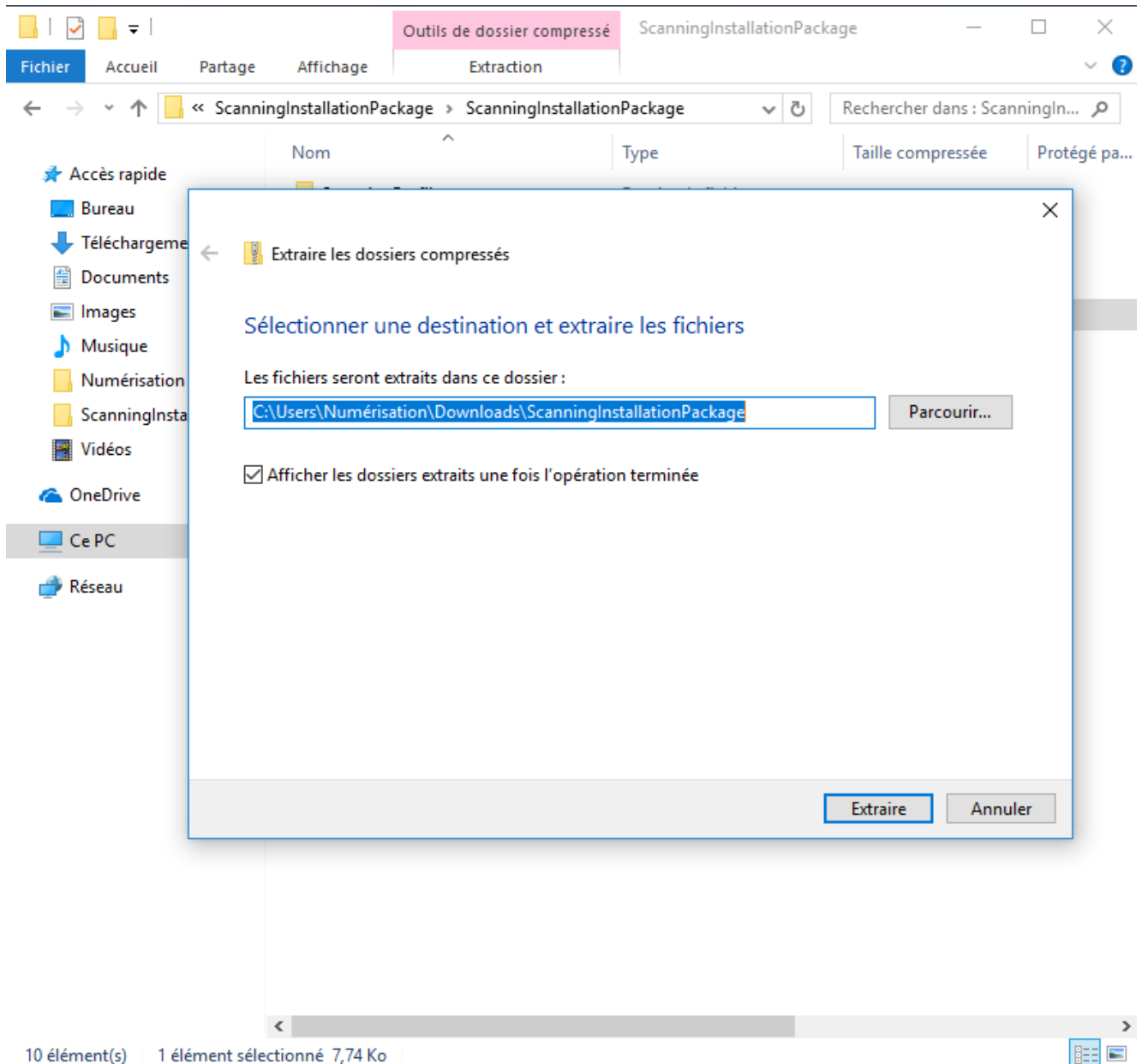
<sup>1</sup> Definition: Windows services for an Omnimed account, on Omnimed servers, which make scanning visible in the VMC

## II. Scanning installation procedure of a computer station

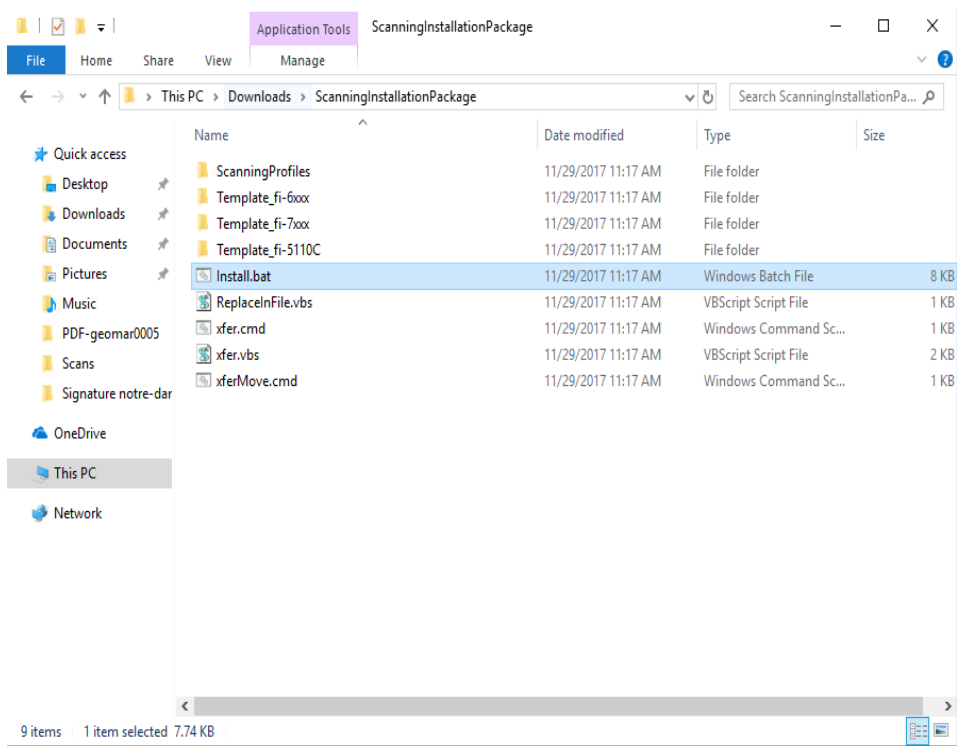
1. **Install the software stated below.** Do not install any other version than the one specified in the table, otherwise, scanning won't work.

Software	Versions	Download
ScandAll-Pro	v2.0.13	<a href="https://www.dropbox.com/s/3j16h0et3g8hftr/ScandAll.zip?dl=0">https://www.dropbox.com/s/3j16h0et3g8hftr/ScandAll.zip?dl=0</a>
ScandAll-Pro Update	v2.0.15 **	<a href="https://www.dropbox.com/s/cel762s59jylrk/SAPV2015VUP.exe?dl=0">https://www.dropbox.com/s/cel762s59jylrk/SAPV2015VUP.exe?dl=0</a>
Twain driver for Fujitsu 32 bits	Install the latest version that matches your Fujitsu scanner	Google search: model number twain driver and click on the Fujitsu website
Bitvise SSH Client	v4.60 **	<a href="https://www.dropbox.com/s/fh4fwkhwgw6aaj0/BvSshClient-Inst.exe?dl=0">https://www.dropbox.com/s/fh4fwkhwgw6aaj0/BvSshClient-Inst.exe?dl=0</a>

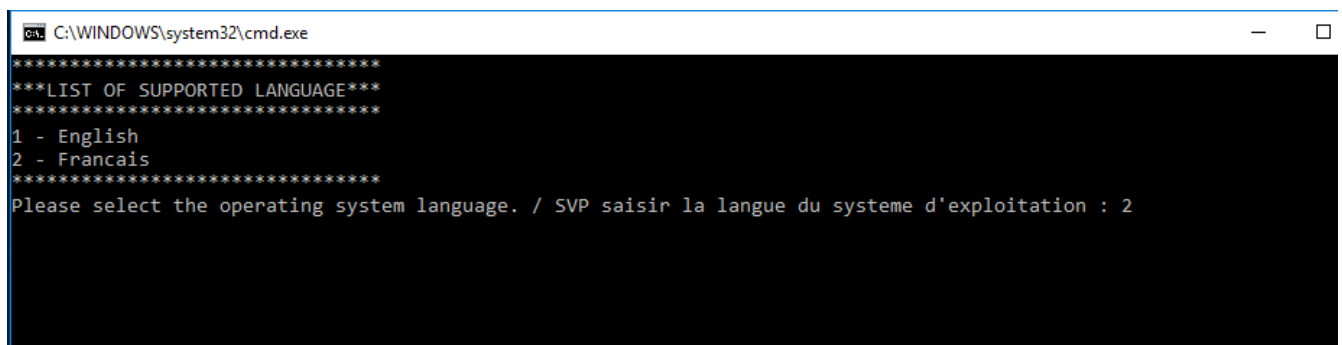
2. Open a Windows session, as an administrator, with **the Windows account that is going to be used to scan.** (see requirement at top)
3. Extract the compressed folder containing the scanning installation package in the «Download» folder.



4. Open the scanning installation package contained in «Download» :
  - a. Double-click on « Install »

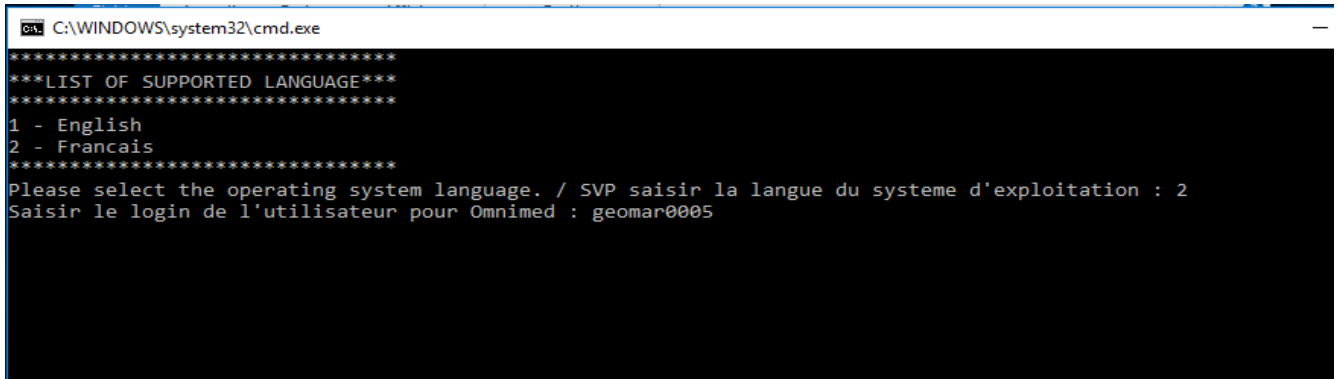


- b. Select the operating system language and press the Enter key:



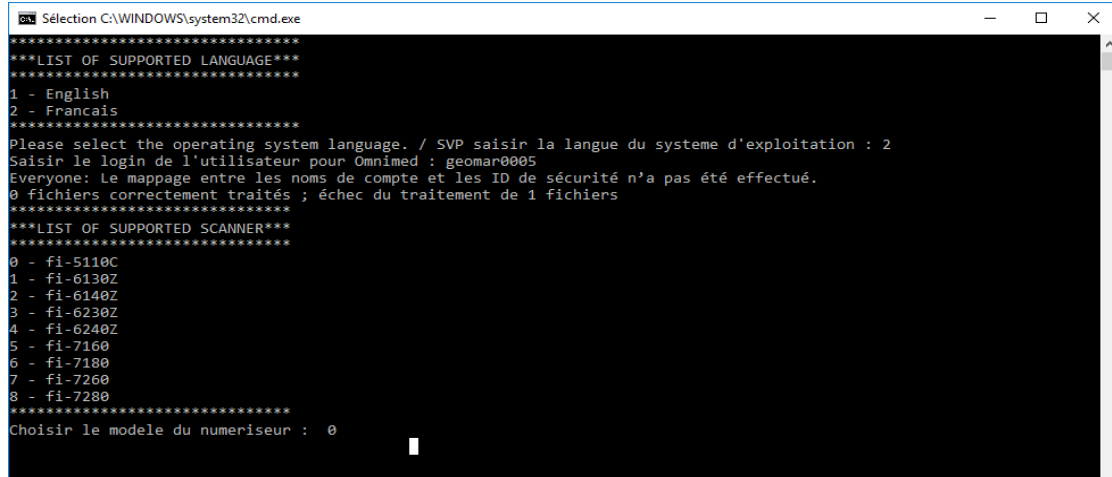


c. Type in the Omnimed username of the user that will scan and press the Enter key:



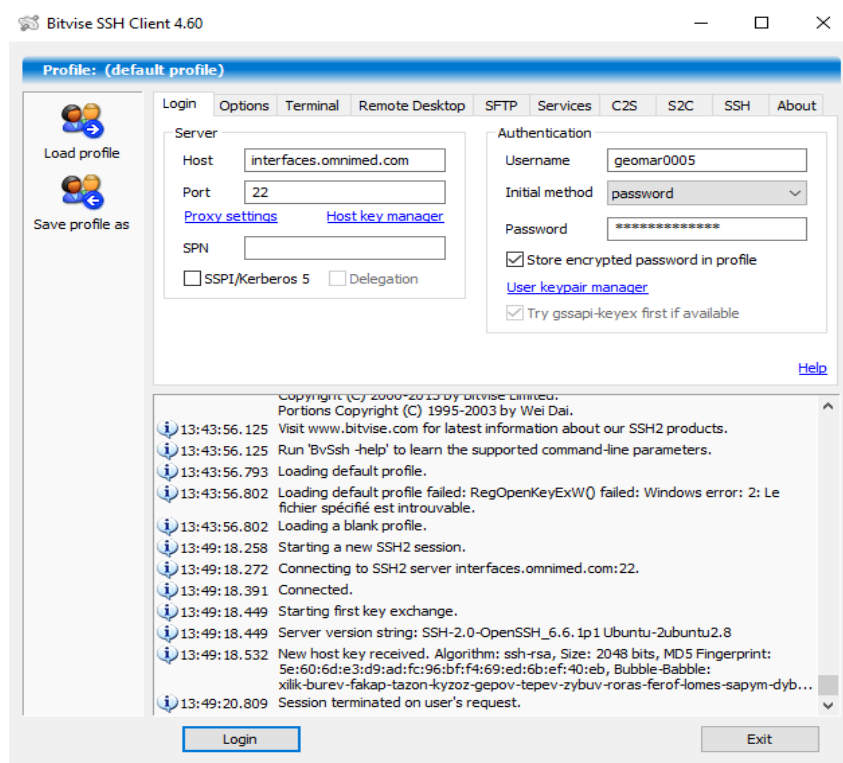
```
C:\WINDOWS\system32\cmd.exe
*****
***LIST OF SUPPORTED LANGUAGE***
*****
1 - English
2 - Francais
*****
Please select the operating system language. / SVP saisir la langue du systeme d'exploitation : 2
Saisir le login de l'utilisateur pour Omnimed : geomar0005
```

d. Type in your scanner model, for example : 5 , and press the Enter key.

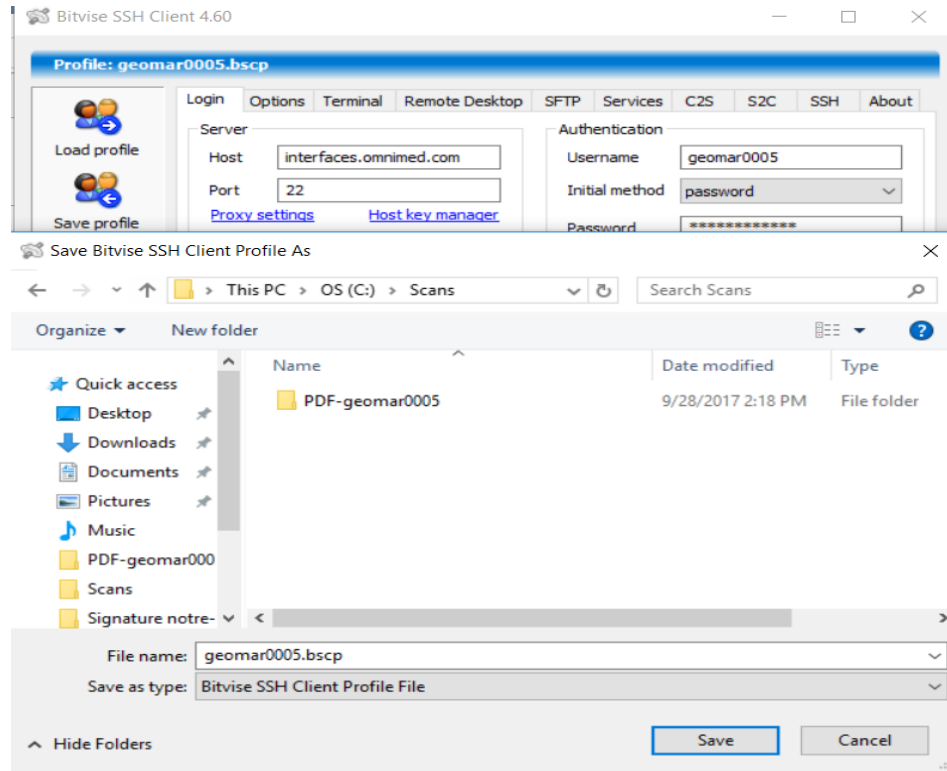


```
Sélection C:\WINDOWS\system32\cmd.exe
*****
***LIST OF SUPPORTED LANGUAGE***
*****
1 - English
2 - Francais
*****
Please select the operating system language. / SVP saisir la langue du systeme d'exploitation : 2
Saisir le login de l'utilisateur pour Omnimed : geomar0005
Everyone: Le mappage entre les noms de compte et les ID de sécurité n'a pas été effectué.
0 fichiers correctement traités ; échec du traitement de 1 fichiers
*****
***LIST OF SUPPORTED SCANNER***
*****
0 - fi-5110C
1 - fi-6130Z
2 - fi-6140Z
3 - fi-6230Z
4 - fi-6240Z
5 - fi-7160
6 - fi-7180
7 - fi-7260
8 - fi-7280
*****
Choisir le modele du numeriseur : 0
```

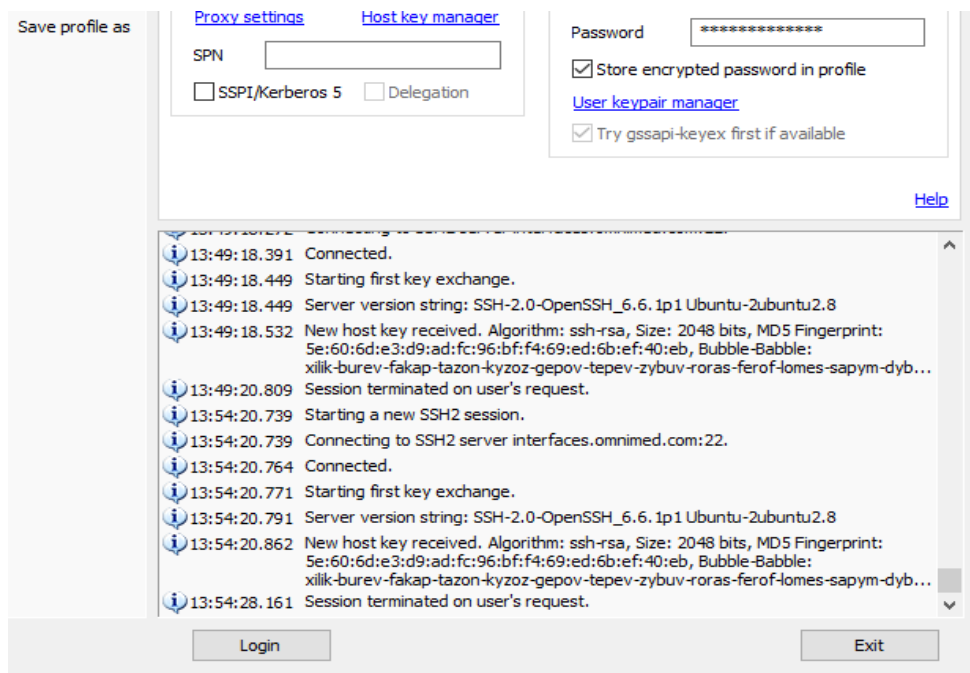
5. Run « Bitvise SSH client.exe » and complete the fields linked to the username information. Repeat these steps for each user for which the scanning must be configured on this specific computer:
  - a. *Host* = «interfaces.omnimed.com»
    - i. In the case that the clinic is under a network that goes through the DGTI or that is foreign (government network), use the *Host* = «10.154.29.10»
  - b. *Port* = « 22 »
  - c. *Username* = Omnimed username linked to the scanning account
  - d. *Initial Method* = select « password »
  - e. *Password* = password linked to the scanning account
  - f. Check « Stored encrypted password in profile »



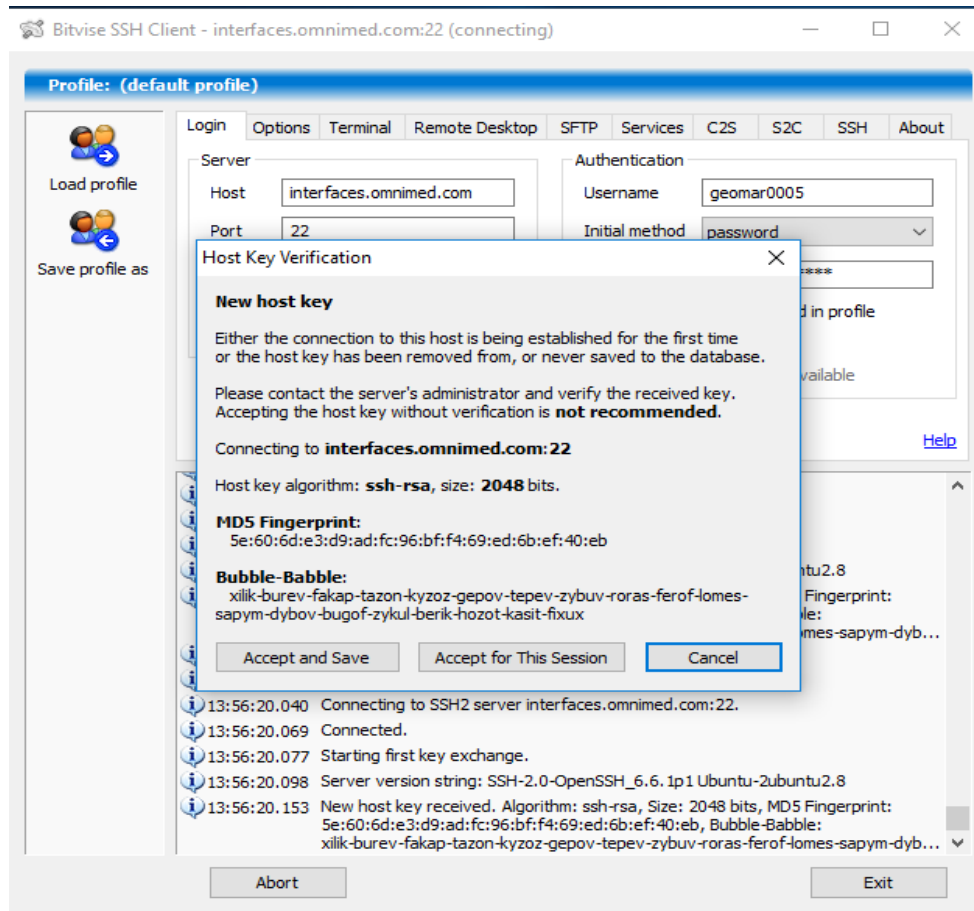
- g. Click on the « Save profile as » button in the left menu.
- h. Choose the « C:\Scans\ » directory
- i. File name = Omnimed username of the scanning account to be configured .



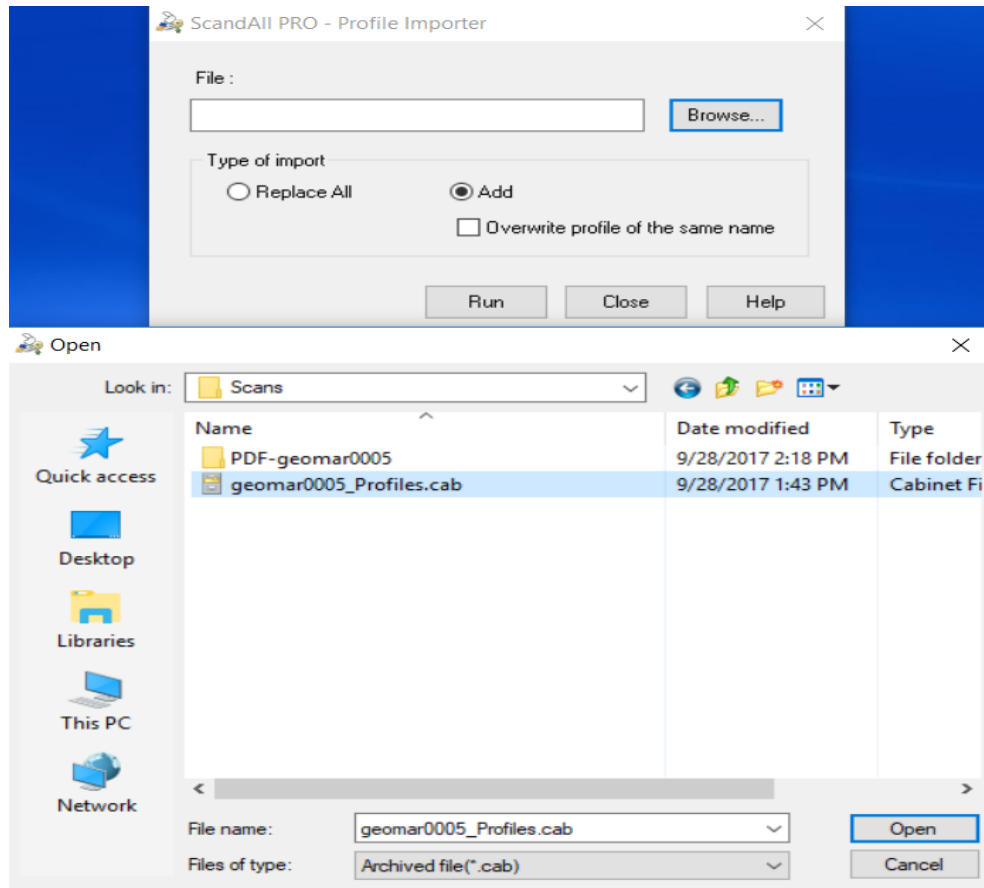
j. Click on « Login ».



- k. click on « Accept and Save » to save the SSH registry key in the Windows registry.



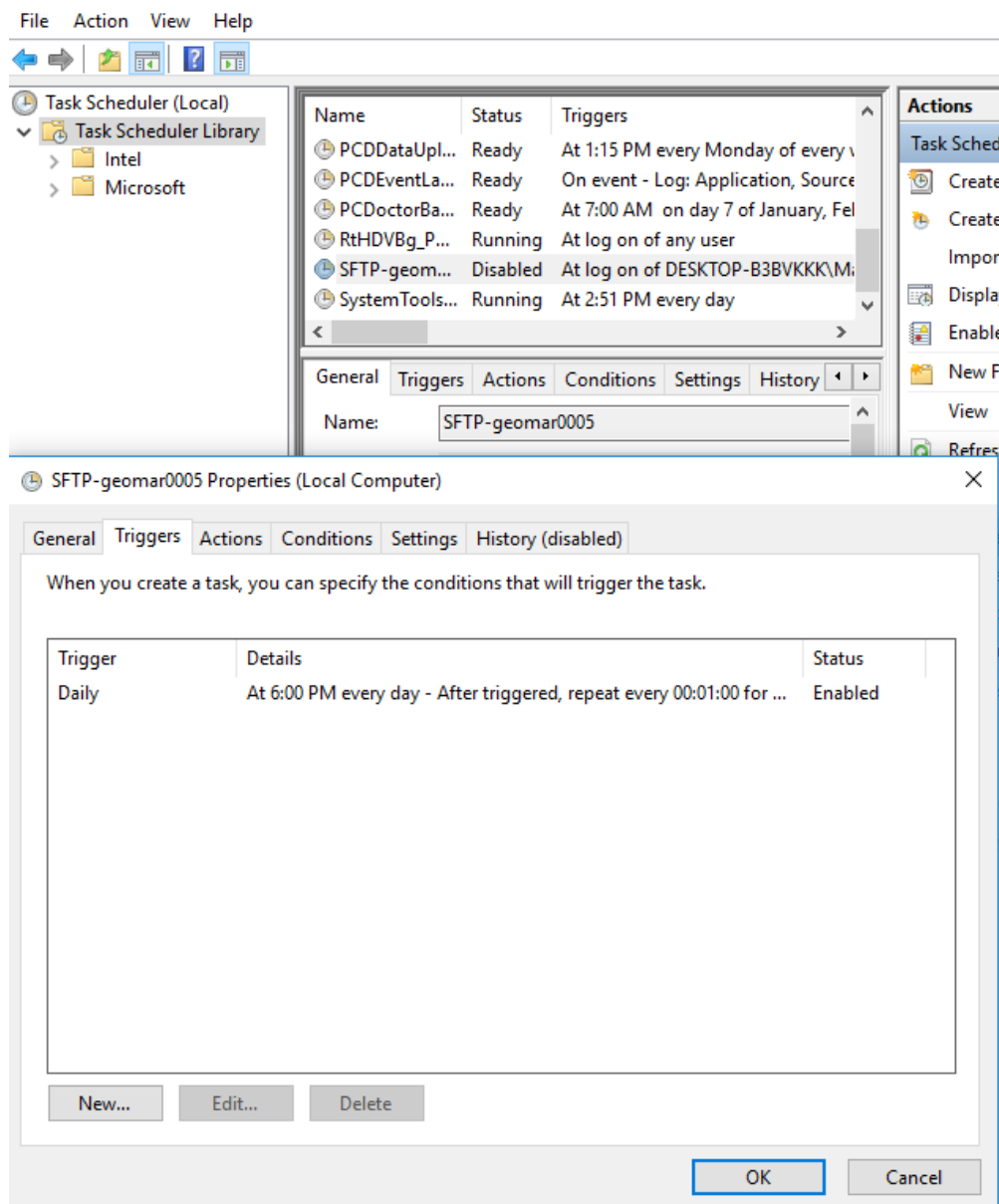
6. Import the scanning profiles in **ScandAll Pro** for each configured account:
- Click on the Windows start menu => Search *Profile Importer*.
  - Click on « Browse».
  - In the « C:\Scans\ » directory, choose the file that is named «login\_Profiles.cab» where «login» is the username of the configured scanning account .
  - Check «Type of import => Add».
  - Click « Run».
  - click« Ok» on the 2 questions asked.

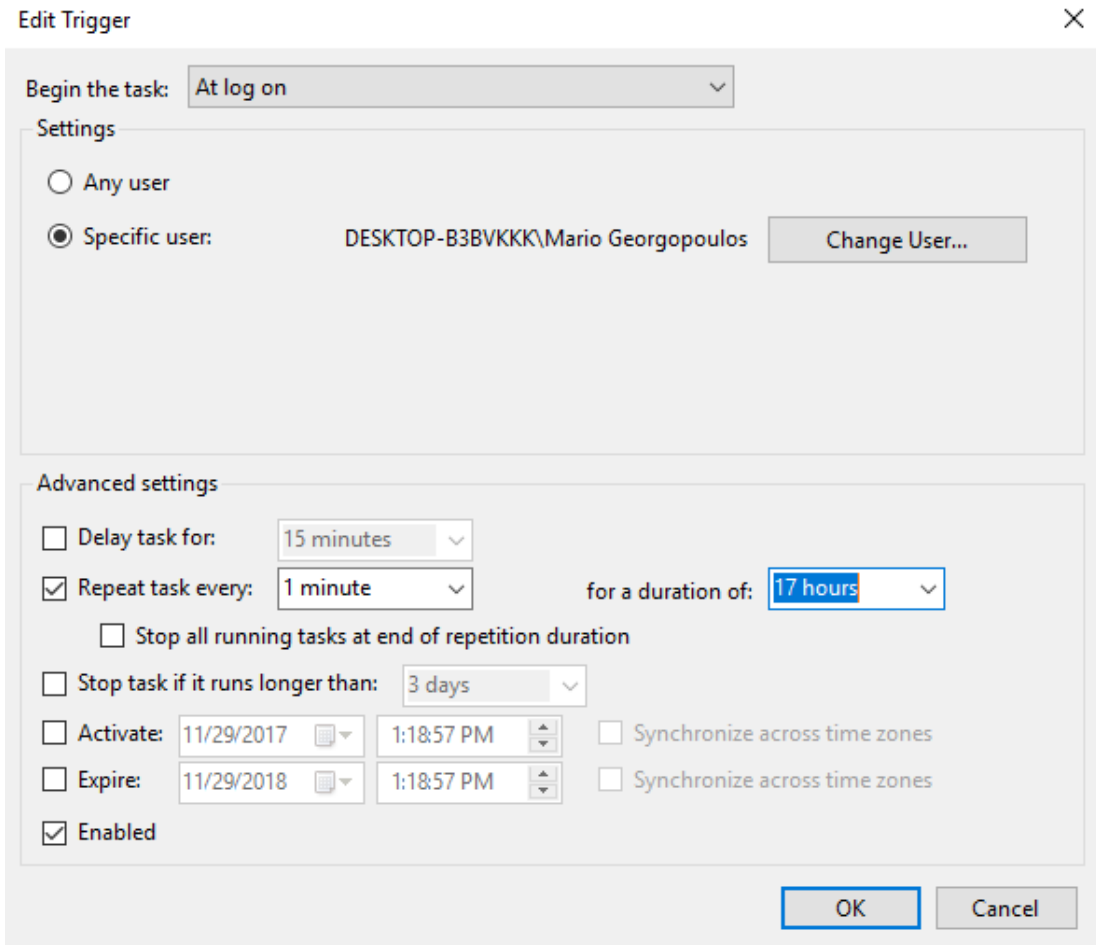


- g. The profiles, that have been created and for which we run the install.bat at step 4, will be imported, with the proper parameters which will make scanning work properly
  - i. Where files are deposited, when scanning with a profile, on your computer.
  - ii. The parameter configuration of the imaging and PDF creation, brightness, automated pages rotation, automated image size, blank page detection, etc .

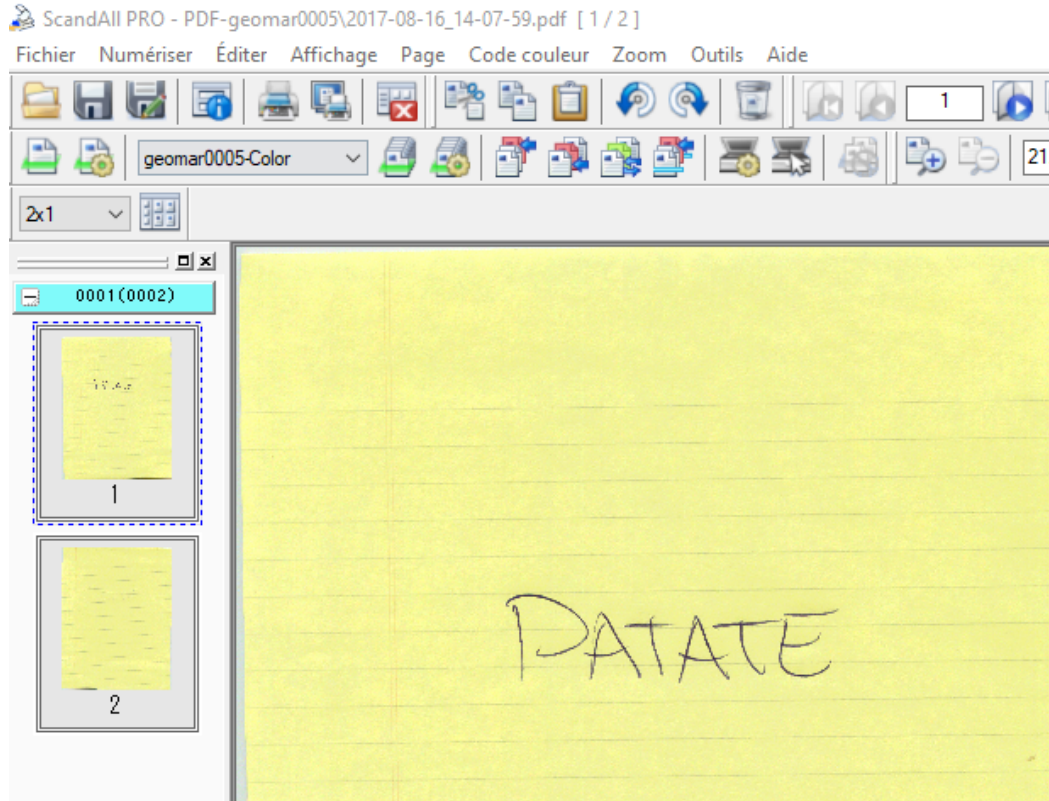
7. **\*\*If you have Windows 10: Modification of the scanning scheduled task\*\*** Since the Windows 10 anniversary edition update, the scheduled task no longer works as intended for the scanning. You'll need to modify it for a new configuration or even an existing configuration, in order for scanning to work again
  - a. Start the **Task Scheduler**.
  - b. In the left menu, click on the Task Scheduler Library.
  - c. In the task list, on the task that is named as follows : SFTP-xxxxx, right click and select: **Properties**.

- d. In the second tab **-Triggers**, click on "Every day" and choose Edit.
- e. Change the **Begin the task:** to **At log on**.
- f. Choose **Specific user:** (you need to choose the Windows user that is going to scan).
- g. In Advanced settings, instead of **Repeat task every: 1 hour** change it to **Repeat the task every: 1 minute for a duration of 17 hours**.
- h. Please take note that the users need to restart their computer each morning otherwise, scanning won't work.





8. Test scanning with the « **login-black** » profile and the « **login-color** » profile, where « login » is the Omnimed username that you are configuring:
  - a. Start ScandAll PRO.
  - b. Choose the «login-Black» profile in the profiles drop down menu.
  - c. Put something to scan in the scanner. **\*\*The page cannot be blank\*\***
  - d. Start Scanning with the button called: **Start batch scan**.
  - e. Repeat the last three steps «b to d» for the «login-Color» profile.



9. **\*\*If you have Windows 10: Modify Windows Defender Smartscreen\*\***

- a. Click on the start menu.
- b. Search and click «Windows Defender security center».
- c. Click on App & browser control.
- d. Deactivate Check apps and files.





# Your device is being protected.

Last threat scan: 11/23/2017  
Last threat definition update: 11/29/2017  
Last health scan: 11/29/2017



**Virus & threat protection**  
No action needed.



**Device performance & health**  
No action needed.



**Firewall & network protection**  
No action needed.



**App & browser control**  
SmartScreen for Microsoft Edge is off. Your device may be vulnerable.



**Family options**  
Manage how your family uses their devices.

Turn on

[Privacy statement](#)  
[Dismiss](#)

## App & browser control

Set up Windows Defender SmartScreen settings for apps and browsers.

### Check apps and files

Windows Defender SmartScreen helps protect your device by checking for unrecognized apps and files from the web.

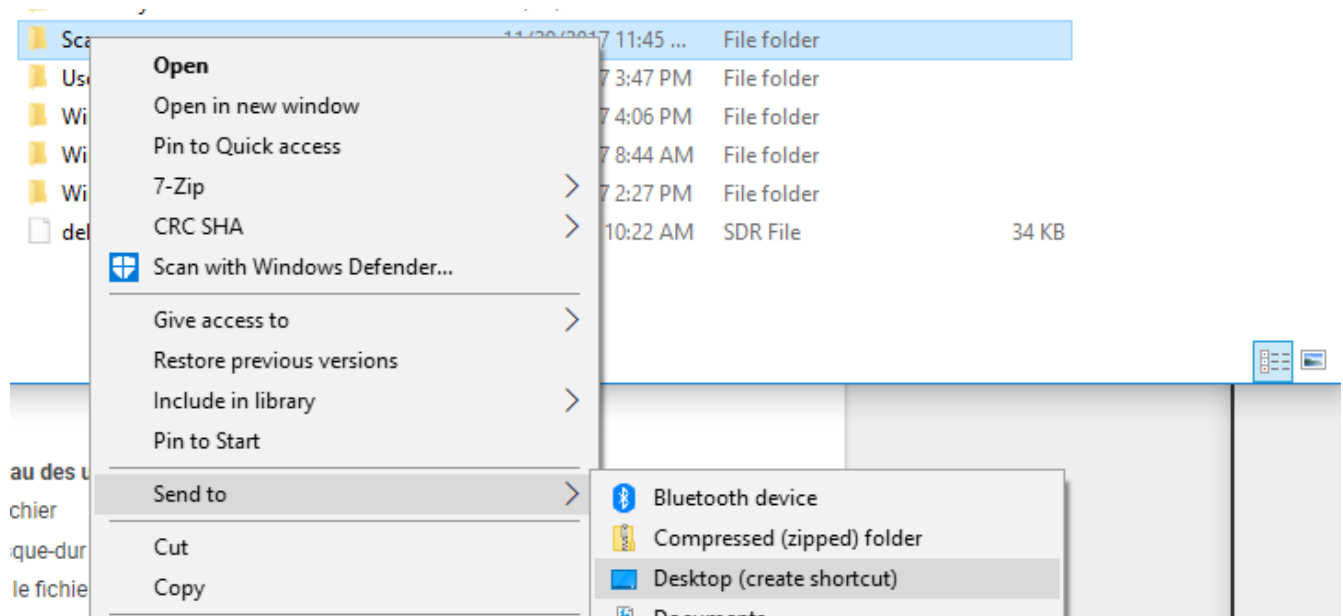
- Block
- Warn
- Off

[Privacy statement](#)

10. **Add a shortcut to the desktop to c:\scans for the users**

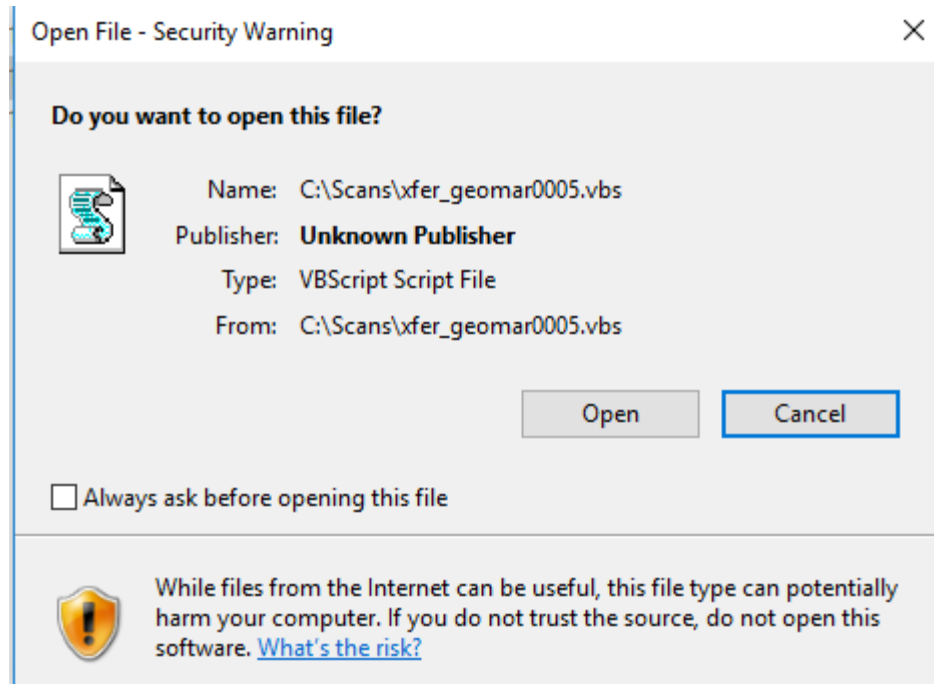
- a. Run the File explorer
- b. Double-click on the **c:\ hdd**
- c. Right-click on the **Scans** directory
- d. Click on **Send to:** and choose **Desktop (create shortcut)**

Recovery	11/14/2017 3:47 PM	File folder
Scans	11/29/2017 11:45 ...	File folder
Users	11/14/2017 3:47 PM	File folder

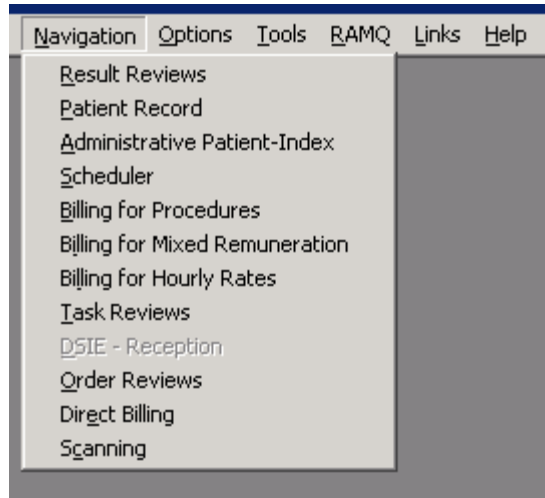


11. **Deactivate the security prompt of the automated file running from the Task Scheduler:**

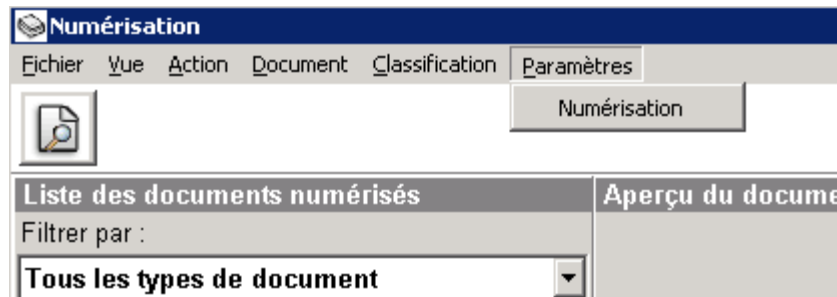
- a. Go to **C:\Scans**
- b. Double-click on the 3 files below and uncheck, for each file clicked « Always ask before opening this type of file » and then click on "Open":
  - i. Xfer\_login.vbs
  - ii. Xfer\_login.cmd
  - iii. Xfer\_login\_move.cmd



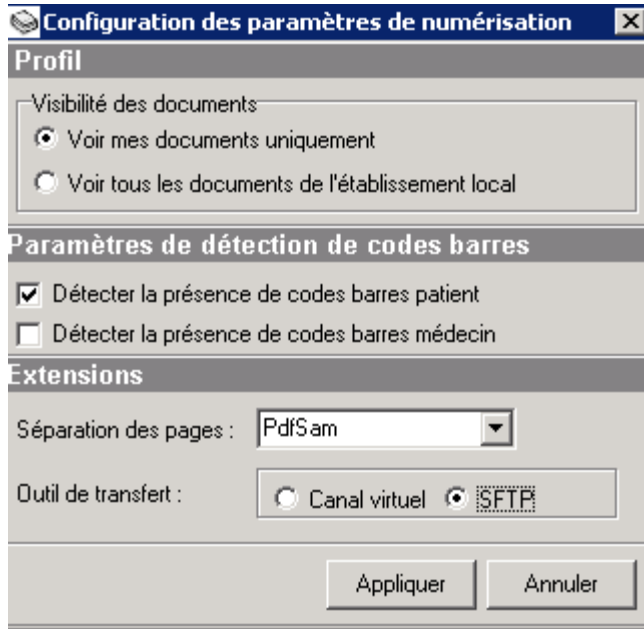
12. **Login with the account, in the VMC, to see if the documents are coming into the scanning module:**
  - a. We need to create a remote desktop connection to connect to the VMC by following the step in this article: [Configure a secure connection to the VMC](#)
  - b. Log into Omnimed with the new shortcut on the desktop, with each user for which we configured scanning , at step 4 .C
  - c. Launch the Scanning module
    - i. Navigation
    - ii. Scanning



- d. In the scanning module, click on:
  - i. Paramètre
  - ii. Numérisation



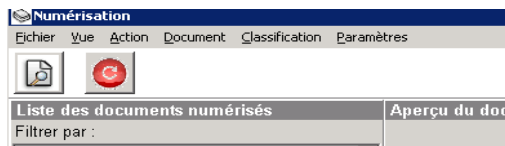
- iii. Check the option "Outils de transfert" to SFTP



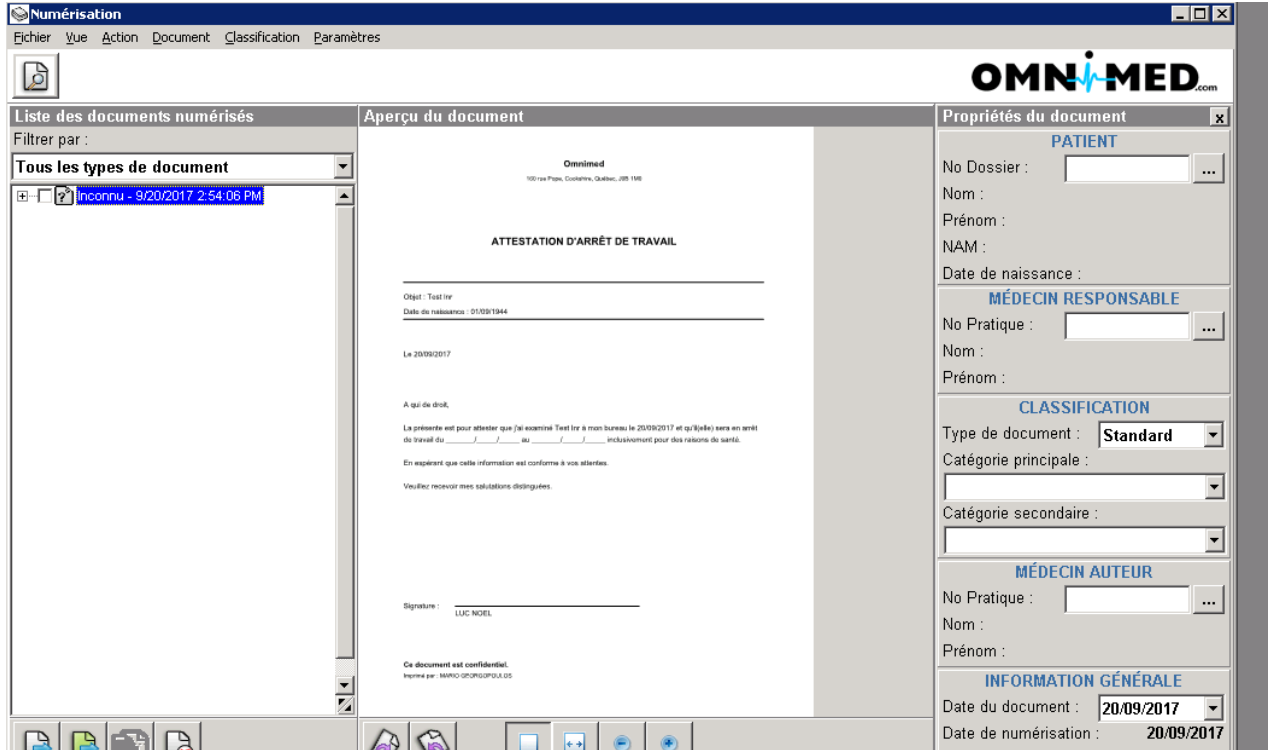
iv. Click on “Appliquer”

e. The red button will now appear when a document is ready to be imported in the scanning module:

i. Click on the red button



ii. The scanned documents should appear



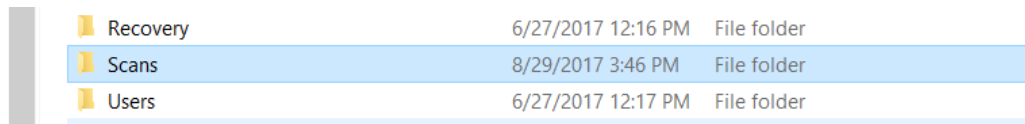
### III. How does scanning work?

In order to support users, you need to understand how scanning works, which means, how a scanned file goes from the computer where it has been scanned to the scanning module.

When we installed the scanning by running the install.bat at steps **4a,4b,4c et 4d**, it created 4 files, 3 to 4 folders and a scheduled task for each user we entered at step **4c**.

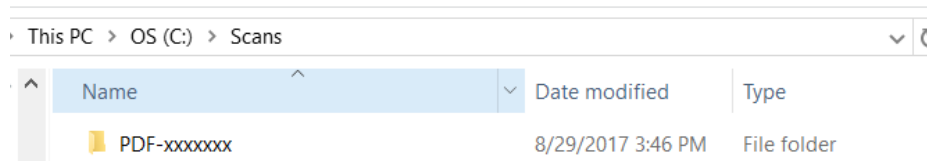
#### The folders and subfolders :

- A folder in the **c:|** named: **scans**.



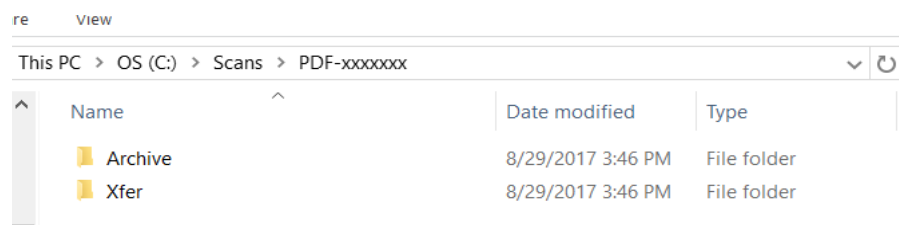
Name	Date modified	Type
Recovery	6/27/2017 12:16 PM	File folder
Scans	8/29/2017 3:46 PM	File folder
Users	6/27/2017 12:17 PM	File folder

- A subfolder in the **c:|scans** named: **PDF-XXXXXX** where **XXXXXX** is the user we entered at the step **4c** of the installation.



Name	Date modified	Type
PDF-xxxxxxx	8/29/2017 3:46 PM	File folder

- A Subfolder in the **c:|scans|PDF-XXXXXX** named **Archive**.
- A Subfolder in the **c:|scans|PDF-XXXXXX** named **Xfer**.



Name	Date modified	Type
Archive	8/29/2017 3:46 PM	File folder
Xfer	8/29/2017 3:46 PM	File folder

## The files

- A file named **xfer\_XXXXXX.vbs**
- A file named **xfer\_XXXXXX.cmd**
- A file named **xfer\_XXXXXX\_move.cmd**
- A file named **XXXXXX\_Profiles.cab**

Name	Date modified	Type	Size
PDF-XXXXXX	8/29/2017 3:46 PM	File folder	
xfer_XXXXXX.cmd	8/29/2017 3:46 PM	Windows Comma...	1 KB
xfer_XXXXXX.vbs	8/29/2017 3:46 PM	VBScript Script File	2 KB
xfer_XXXXXX_move.cmd	8/29/2017 3:46 PM	Windows Comma...	1 KB
XXXXXX_Profiles.cab	8/29/2017 3:46 PM	Cabinet File	7 KB

## Scheduled task

- A scheduled task is named **SFTP-XXXXXX** where **XXXXXX** is the user we entered at the step **4c** of the installation.

Name	Status	Next Run
RtHDBG_Pu...	Running	At log on of any user
SFTP-XXXXXX	Ready	At 6:00 AM every day - After triggered, repeat every 00:01:00 for a duration of 17:00:00.
SystemTools...	Running	At 2:51 PM every day

- This one runs every minutes, for 17 hours, from 6h00 am, with the Windows account that we used to run **install.bat at step 4**. (Scanning servers restart every night, so scanning is not possible, usually, between 11h00 pm and 6h00am)
- The scheduled task only runs if the Windows account that created it is logged in.
- It runs the **xfer\_XXXXXX.vbs** file as mentioned above.

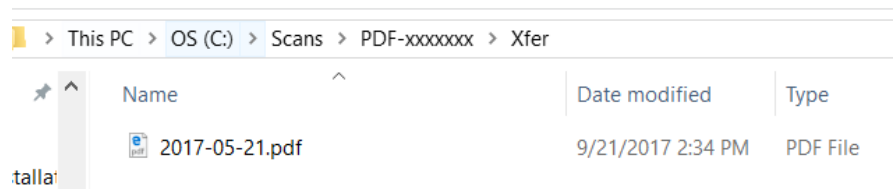
## How does it work?

- When we scan a document with **Scandall Pro**, the selected profile creates a **.PDF** which he deposits in the **PDF-XXXXXX** folder mentioned above.

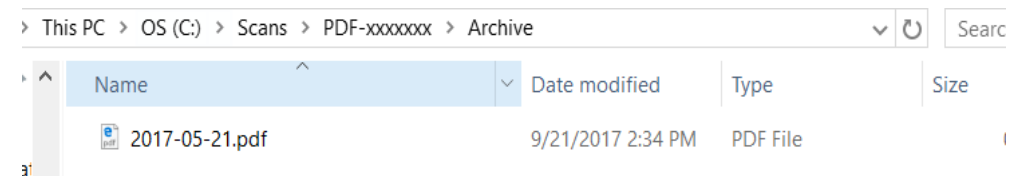
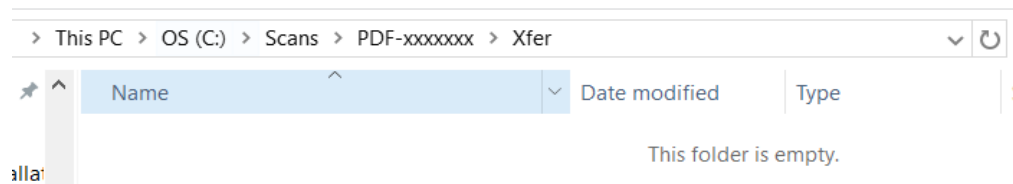
Name	Date modified	Type	Size
Archive	8/29/2017 3:46 PM	File folder	
Xfer	8/29/2017 3:46 PM	File folder	
2017-05-21.pdf	9/21/2017 2:34 PM	PDF File	0 KB

- The **xfer\_XXXXXX.vbs** file ,which is running with the scheduled task, validates if there's an existing **.PDF** in the **PDF-XXXXXX** folder
- He takes the PDF and moves it to the **Xfer** folder, which is a subfolder of **PDF-XXXXXX**

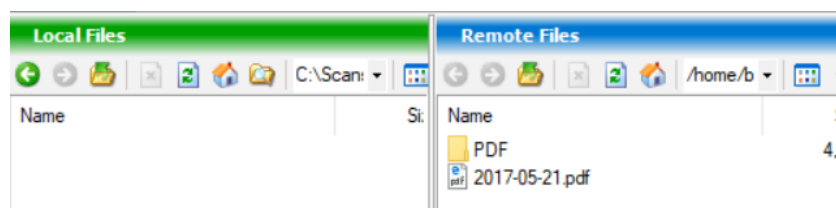




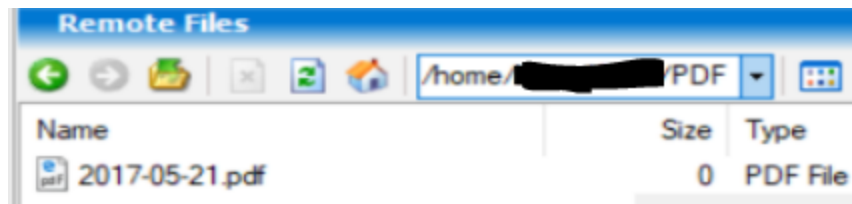
- The **xfer\_XXXXXX.vbs** file then runs the **xfer\_XXXXXX.cmd** file, which uses the **XXXXXX.bscp** file (**created at step 5 of the installation**) to connect to the Omnimed SFTP with the username and password provided in the configuration of the **.bscp** file at step 5 of the installation.
- The **xfer\_XXXXXX.cmd** file takes the PDF contained in the **Xfer** folder and transfers it to the **Archive** folder, which is a subfolder of **PDF-XXXXXX**, and then, deletes them from **Xfer**, only if it has been able to connect to the Omnimed SFTP and to transfer the files contained in the Xfer folder.



- The **xfer\_XXXXXX.cmd** runs, as the last step, the **xfer\_XXXXXX\_move.cmd** file.
- It looks inside the Omnimed SFTP, with the connection created using the **XXXXXX.bscp** file (**created at the step 5 of the installation**), takes the **.PDF** contained on the **SFTP** of the user (*which is secured and which no other folder can be accessed except for its*) and moves them to a folder called: **PDF**.



- Once the **.PDF** files are in that folder, the scanning services, which is part of the requirement for the scanning, treats them and sends them to the correct user so he can file them.



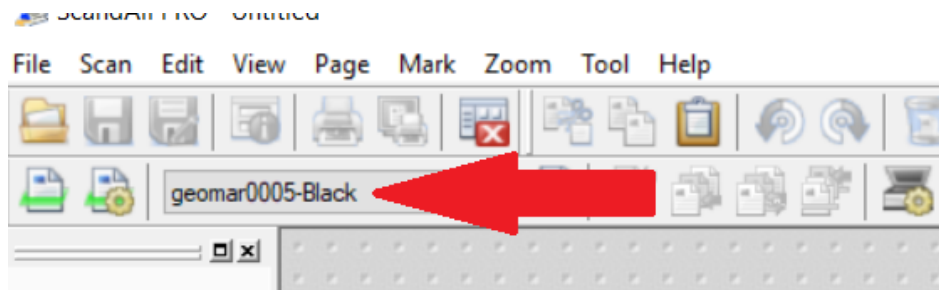
## IV. Troubleshooting of common problems

Here is a list of common known problems which can be encountered, making the document unavailable in the scanning module of the user that scanned the documents. The steps described in How does scanning work, will help you identify the problem in this list.

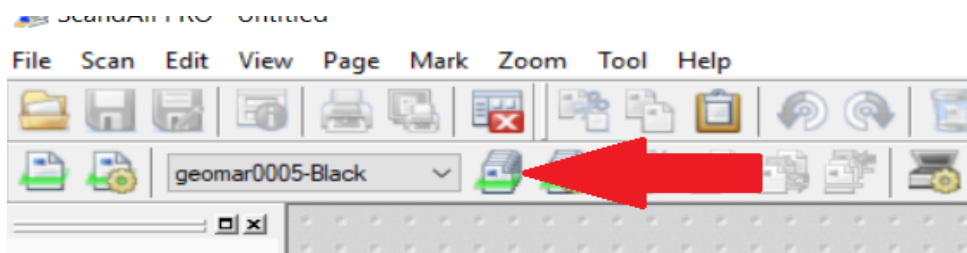
**PROBLEM:** The PDF files are not in the «**C:|Scans|PDF-XXXXXX**» folder, where **XXXXXX** is the Omnimed username of the user entered at **step 4c of the installation**.

### SOLUTION

- Validate that the user is using the correct profile in **Scandall Pro «xxxxxx-Color»** or **«xxxxxx-Black»** where **«xxxxxx»** is the Omnimed username of the user entered at the **step 4c of the installation**, otherwise, the PDF file will be created in the folder of the wrong profile used while scanning and the wrong user will eventually see them in his scanning module.



- The user must press the button labelled «Start batch scan» otherwise, the file won't be created in the correct folder and will probably not be created as a **.PDF**.



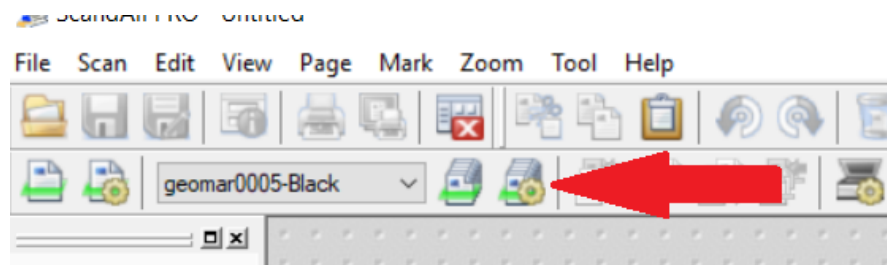
**PROBLEM :** The PDF files are not in the «**C:|Scans|PDF-XXXXXX**» folder, even if the user uses the correct **ScandAll Pro «xxxxxx-Color»** or **«xxxxxx-Black»** profile, where **«xxxxxx»** is the Omnimed username of the user entered at the step **4c of the installation**.

### SOLUTION

- Validate that the profiles are configured so they save files in the «**C:|Scans|PDF-XXXXXX**» where **«xxxxxx»** is the Omnimed username of the user entered at the step **4c of the installation**.

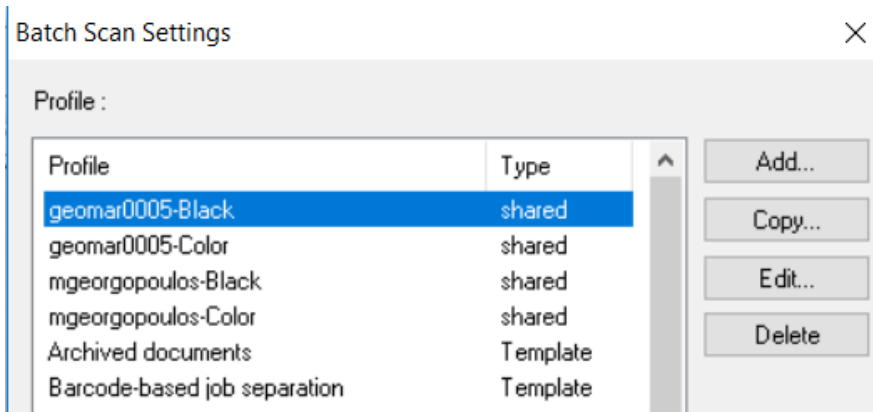
1 - Run **ScandAll PRO**

2 - Click on «Batch scan settings» (2nd row, 5th element from the left)



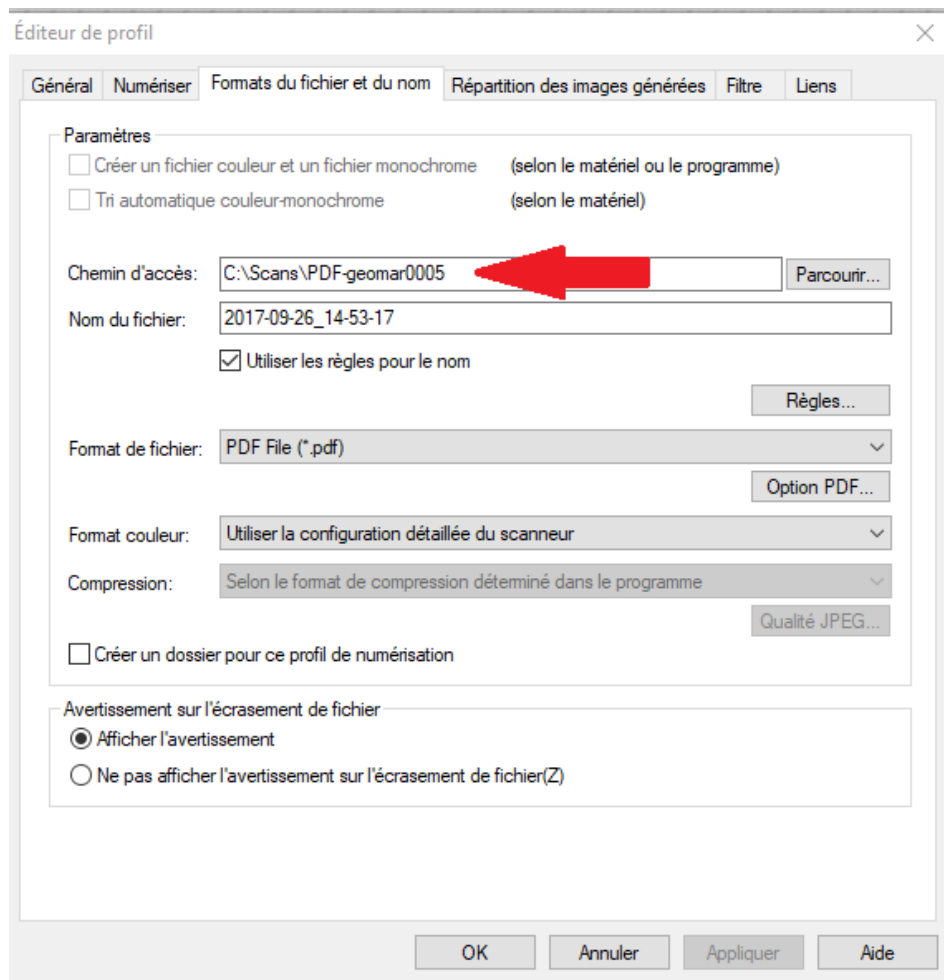
3 - Click on the desired profile («**xxxxxx-Color»** or «**xxxxxx-Black»** where **«xxxxxx»** is the Omnimed username of the user entered at the step **4c of the installation**.)

4 - Click on "Edit"



5 - In the File format and "Name scheme" tab

6 - Validate that the "Folder Name" is «**C:|Scans|PDF-XXXXXX**», where «**XXXXXX**» is the Omnimed username of the user entered at the step **4c of the installation**.



**PROBLEM** : Files are stuck in the «**C:|Scans|PDF-XXXXXX|xfer**»

**SOLUTION 1:** Was a scanning service created for the user as mentioned in the requirements?

**SOLUTION 2 :**

- Validate that Bitvise is working properly
  1. Open «**Bitvise SSH client**»
  2. Click on «**Load profile**»
  3. Choose the «**xxxxxxx.bscp**» file in the «C:\Scans» file where «**xxxxxxx**» is the Omnimed username of the user entered at the step **4c of the installation**.
  4. Click on «Login»
  5. Is there any error?
  6. If yes:
    - 6.1. Validate the username
    - 6.2. Ask the user to enter his password again
    - 6.3. Test the login button again
  7. If there's still an error, redo the **step 5 of the scanning installation**
  8. If there's still an error after the above step, contact Omnimed ([support@omnimed.com](mailto:support@omnimed.com))

**PROBLEM :** Files are stuck in the «**C:|Scans|PDF-XXXXXX**».

**SOLUTION 1:**

- Does the computer run on Windows 10? If so, validate that the user restarted the computer this morning (see point 7 of the scanning installation)

**SOLUTION 2 :**

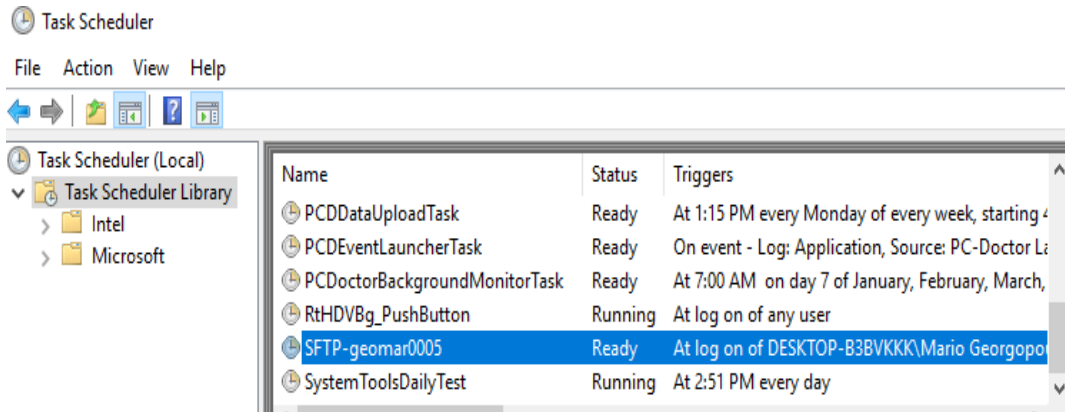
- Validate that the user is using the correct Windows account (see how scheduled tasks work in **III. How does scanning work?**)

**SOLUTION 3 (Windows 7 only):**

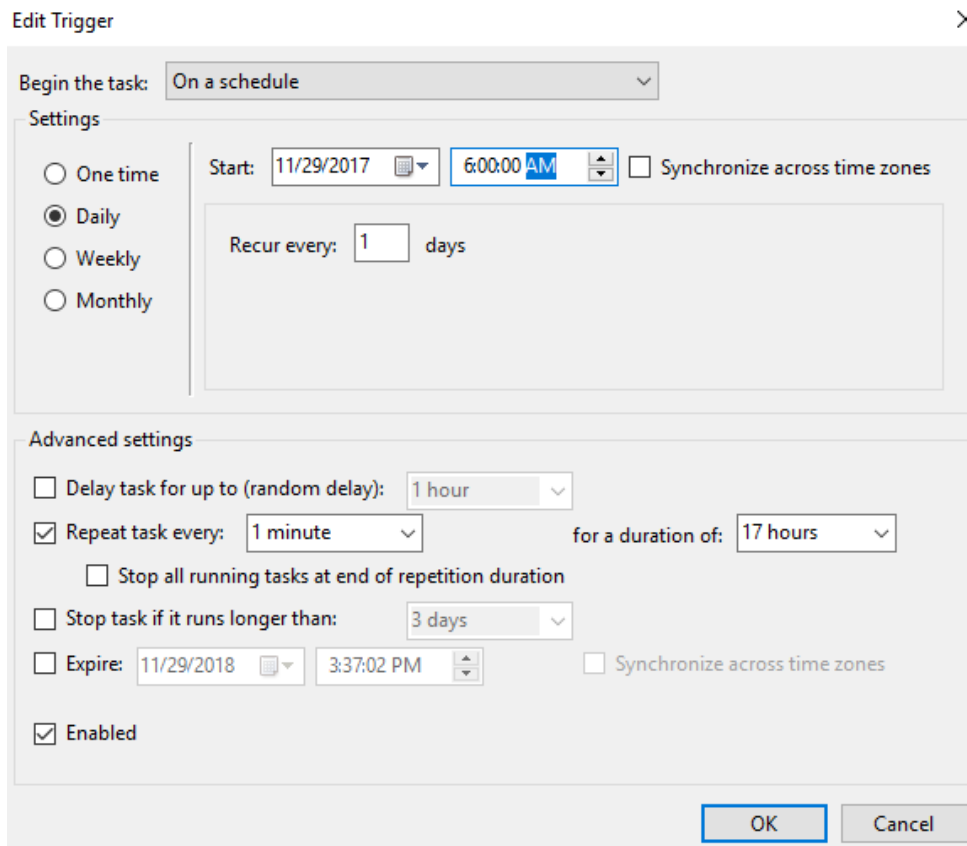
- Validate that the scheduled task is correctly configured for transfer.
  1. Run the Task Scheduler
    - 1.1. Start=> search
    - 1.2. Type «**task**»

1.3. Click on **“Task Scheduler”**

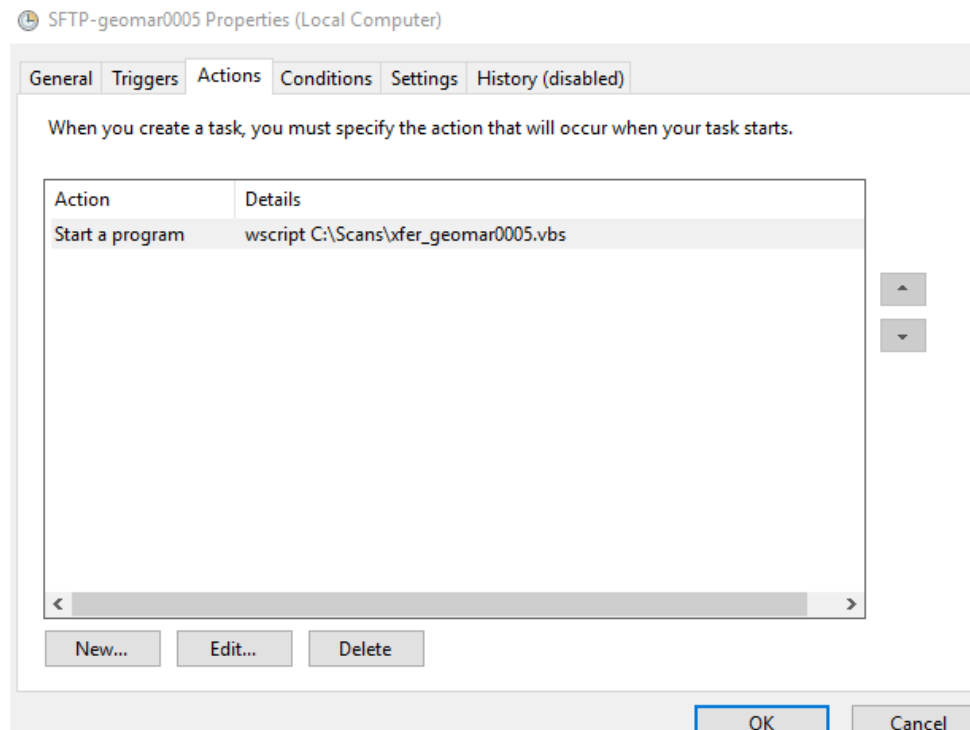
2. Validate that the task is named : **SFTP-XXXXXX** where **«XXXXXX»** is the Omnimed username of the user entered at the step **4c of the installation.**



3. Validate that the task begins on a schedule, daily, at 6:00AM, Recur every day, Repeated every 1 minute for a duration of 17 hours.



4. Validate that the task runs : «**wscript C:\Scans\xfer\_XXXXXX.vbs**» where «**XXXXXX**» is the Omnimed username of the user entered at the step **4c of the installation**.



**PROBLEM :** Files are stuck in «**C:\Scans\PDF-XXXXXX**» even if the scheduled task is configured properly (see above).

#### **SOLUTION 1**

- Validate that the transfer scripts are in «**C:\Scans**»
  1. **xfer-XXXXXX.vbs**
  2. **xfer-XXXXXX.cmd**
  3. **xfer-XXXXXX-move.cmd**
- See section **III. How does scanning work?** for more details

**PROBLEM :** Files are being transferred to the **Omined SFTP of the correct user**, but the files are not showing in the scanning module.

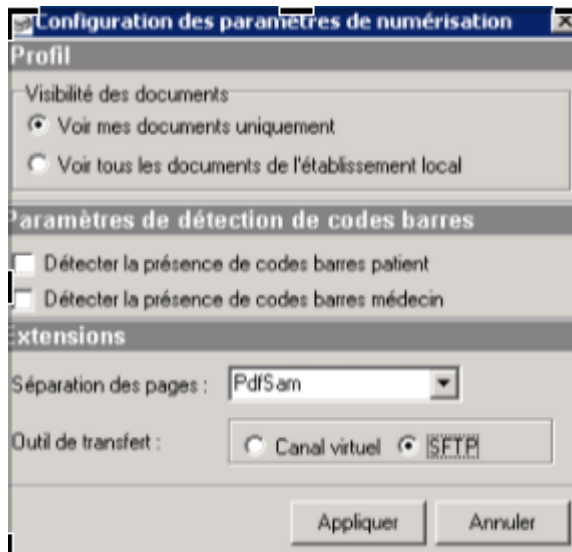
## SOLUTION 1

- The scanned documents are too large (50 pages + or 3 000 kb +).
  - The more documents you put in at the same time in Omnimed, the more time it is going to take for the service to treat these files. In most cases, it can even crash the scanning service for that specific user and in some cases, crash the server, which contains around 75 accounts. If the server crashes, everyone on that server will not be able to scan anymore. **You need to contact Omnimed.**

## SOLUTION 2

- The presence of a barcode that is not from Omnimed on a document and barcode detection is activated in the scanning module .
  - More and more clinics use the Omnimed scanning module. When there's a barcode other than one of Omnimed's that is detected, the scanning service, on the Omnimed server, tries to read that barcode. But it ain't going to be able to. The service used to be able to skip those, but there's too much people scanning at the same time, so the servers are not as good as they used to be to detect these faulty barcodes. You need to:

- **Deactivate the detection of barcodes**



- **Contact Omnimed so an agent can restart your scanning service**

## SOLUTION 3 : Contact Omnimed



