

# **WebEHRS-DMS (Document Management System)** **Troubleshooting and How To Guide**

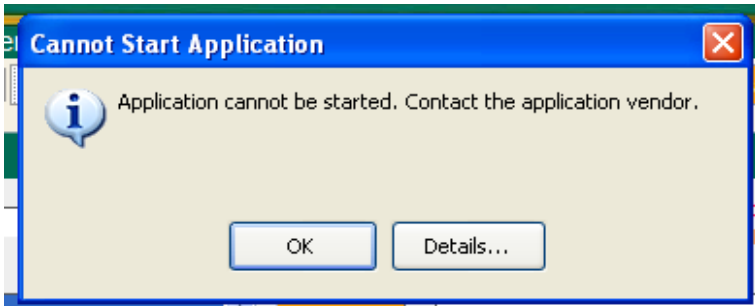
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## How to Troubleshoot DMS Errors for WebEHRS

To use DMS with WebEHRS, the DMS program needs to be installed on the user's machine. The first time the user clicks on a DMS icon/button in WebEHRS, the DMS program is launched to install behind-the-scenes. The user may be prompted to accept the installation. If the user's computer is not properly configured or has security settings that require network administrator assistance, the DMS installation will terminate and display an error message.

The error message that typically appears on the screen may look like the image below. Or the message may indicate that the "application is not properly formatted." Regardless of the error message content, click on the Details button to see the error log.



The log may look like the image below. Look for the "ERROR SUMMARY" section and the "+" sign underneath which provides the specific error details.

```
CAW8DV8U.log - Notepad
File Edit Format View Help
PLATFORM VERSION INFO
  Windows : 5.1.2600.196608 (win32NT)
  Common Language Runtime : 4.0.30319.239
  System.Deployment.dll : 4.0.30319.1 (RTMR01.030319-0100)
  clr.dll : 4.0.30319.239 (RTMGDR.030319-2300)
  dfdll.dll : 4.0.30319.1 (RTMR01.030319-0100)
  dfshim.dll : 4.0.31106.0 (Main.031106-0000)

SOURCES
  Deployment url : https://test.cdpehs.com/dmswin/DMSwin.application?sessid=wkf40yvjr1rjfcmykazzyrow&user=TB
    Server : Microsoft-IIS/6.0
    X-Powered-By : ASP.NET
  Deployment Provider url : https://test.cdpehs.com/DMSwin/DMSwin.application
    Server : Microsoft-IIS/6.0
    X-Powered-By : ASP.NET
  Application url : https://test.cdpehs.com/DMSwin/Application%20files/DMSwin_1_3_6_39/DMSwin.exe.manifest
    Server : Microsoft-IIS/6.0
    X-Powered-By : ASP.NET

IDENTITIES
  Deployment Identity : DMSwin.application, version=1.3.6.39, Culture=neutral, PublicKeyToken=5164aeb662f8bcbb, p
  Application Identity : DMSwin.exe, version=1.3.6.39, Culture=neutral, PublicKeyToken=5164aeb662f8bcbb, processor

APPLICATION SUMMARY
  * Installable application.
  + Trust url parameter is sec.

ERROR SUMMARY
  Below is a summary of the errors, details of these errors are listed later in the log.
  * Activation of https://test.cdpehs.com/dmswin/DMSwin.application?sessid=wkf40yvjr1rjfcmykazzyrow&user=TBonk1&docid=13154&m
    + unable to install this application because an application with the same identity is already installed. To install

COMPONENT STORE TRANSACTION FAILURE SUMMARY
  No transaction error was detected.

WARNINGS
  There were no warnings during this operation.

OPERATION PROGRESS STATUS
  * [1/31/2012 1:49:52 PM] : Activation of https://test.cdpehs.com/dmswin/DMSwin.application?sessid=wkf40yvjr1rjfcmykazzyrow&
  * [1/31/2012 1:49:52 PM] : Processing of deployment manifest has successfully completed.
```

There are three common error messages that the user may receive:

- (A) "+ The Web browser settings do not allow the user to run unsigned applications."
- (B) "+ The Web browser settings do not allow the user to run signed applications."
- (C) "+ Unable to install this application because an application with the same identity is already installed. To install this application, either modify the manifest version for this application or uninstall the preexisting application."

*[NOTE: If the error details are different, contact CDP Customer Support for assistance.]*

**\*NOTE: Most users will not have permissions to perform these installs/upgrades and will need assistance from an IT Network Administrator.**

**Solution Steps:**

Error Message	Steps to resolve:
<p>(A) "+ The Web browser settings do not allow the user to run unsigned applications."</p>	<p>Install the following on the user's machine:</p> <ol style="list-style-type: none"> <li>1. Internet Explorer version 7.0 or higher.</li> <li>2. .Net framework version 4.0.</li> </ol> <p><i>[NOTE: Re-run the DMS application. At this time Error Message (B) might show up. Work with the IT Network Administrator to accomplish the steps under (B).]</i></p>
<p>(B) "+ The Web browser settings do not allow the user to run signed applications."</p>	<p>Enable the appropriate Security Settings:</p> <ol style="list-style-type: none"> <li>1. Open Internet Explorer.</li> <li>2. Go to Tools and Open Internet Options.</li> <li>3. Select the Security Tab, select the globe icon for Internet, and click on the Custom Level button. <i>(See Figure 1 below.)</i></li> <li>4. Scroll to the Security Setting for "Run components signed with Authenticode" and select the radio button for "Enable." <i>(See Figure 1 below.)</i></li> <li>5. Click OK to close out of the dialog boxes.</li> </ol>
<p>(C) "+ Unable to install this application because an application with the same identity is already installed. To install this application, either modify the manifest version for this application or uninstall the preexisting application."</p> <p><i>[NOTE: This situation should only display for users that were beta testers and have another version of DMS loaded on their computer.]</i></p>	<p>Remove the previously installed instance of the DMS program:</p> <ol style="list-style-type: none"> <li>1. Click on the Start Menu.</li> <li>2. Open the Control Panel.</li> <li>3. Open Add/Remove Program.</li> <li>4. Scroll down the list of programs and remove the "Document Management" program.</li> </ol> <p><i>[NOTE: Some instances of DMS may install with a sequential number, such as "Document Management – 1," "Document Management – ,2" etc. Remove all instances.]</i></p> <ol style="list-style-type: none"> <li>5. Return to WebEHRS and click on a DMS icon/button.</li> <li>6. Follow any prompts to install the DMS program and continue.</li> </ol>

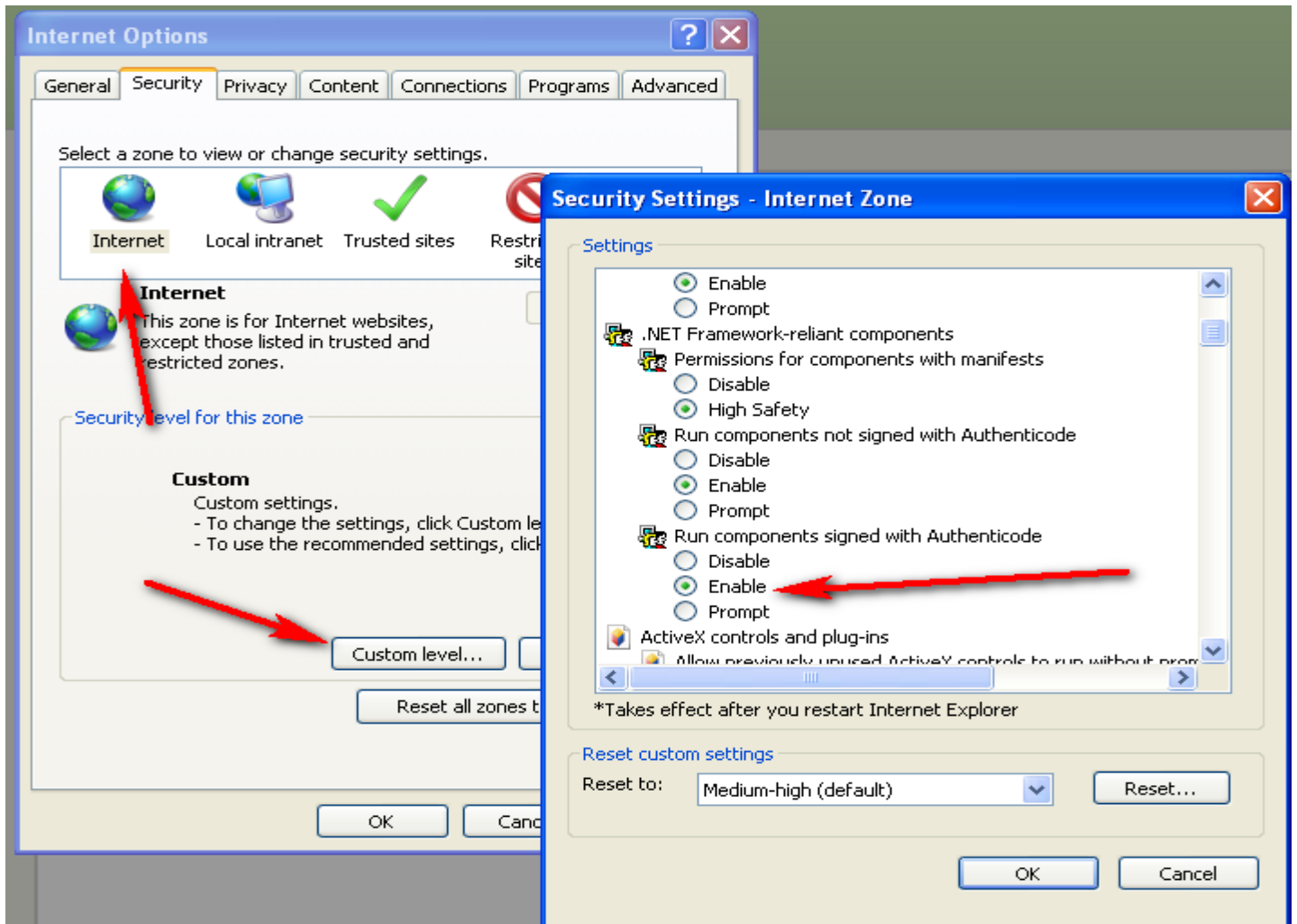
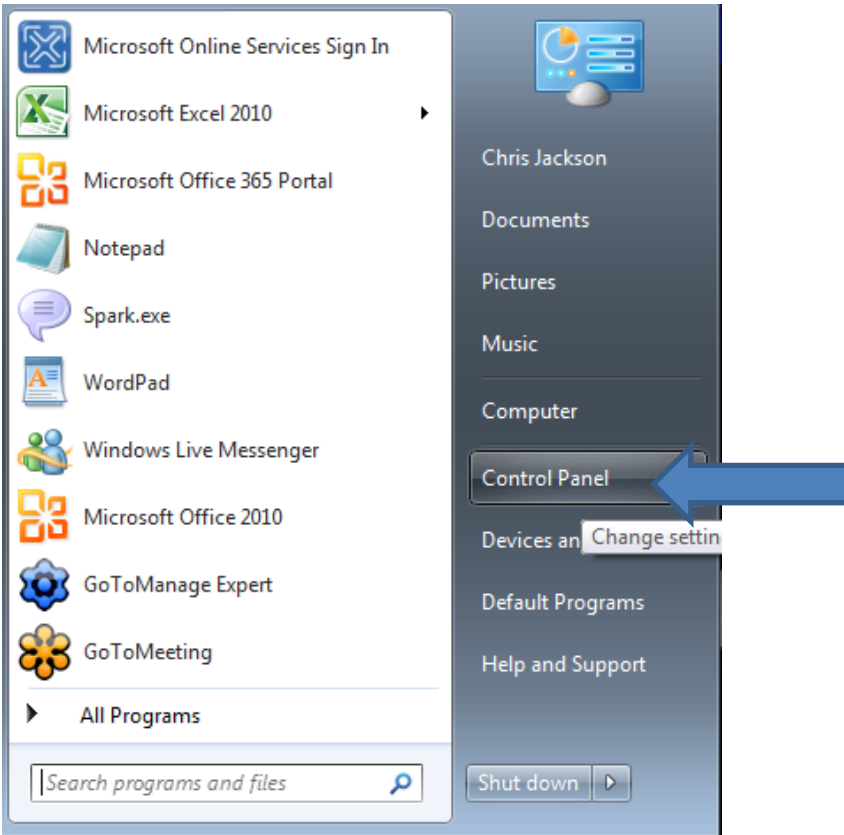


Figure 1

# Uninstalling and Reinstalling DMS (Document Management Software)

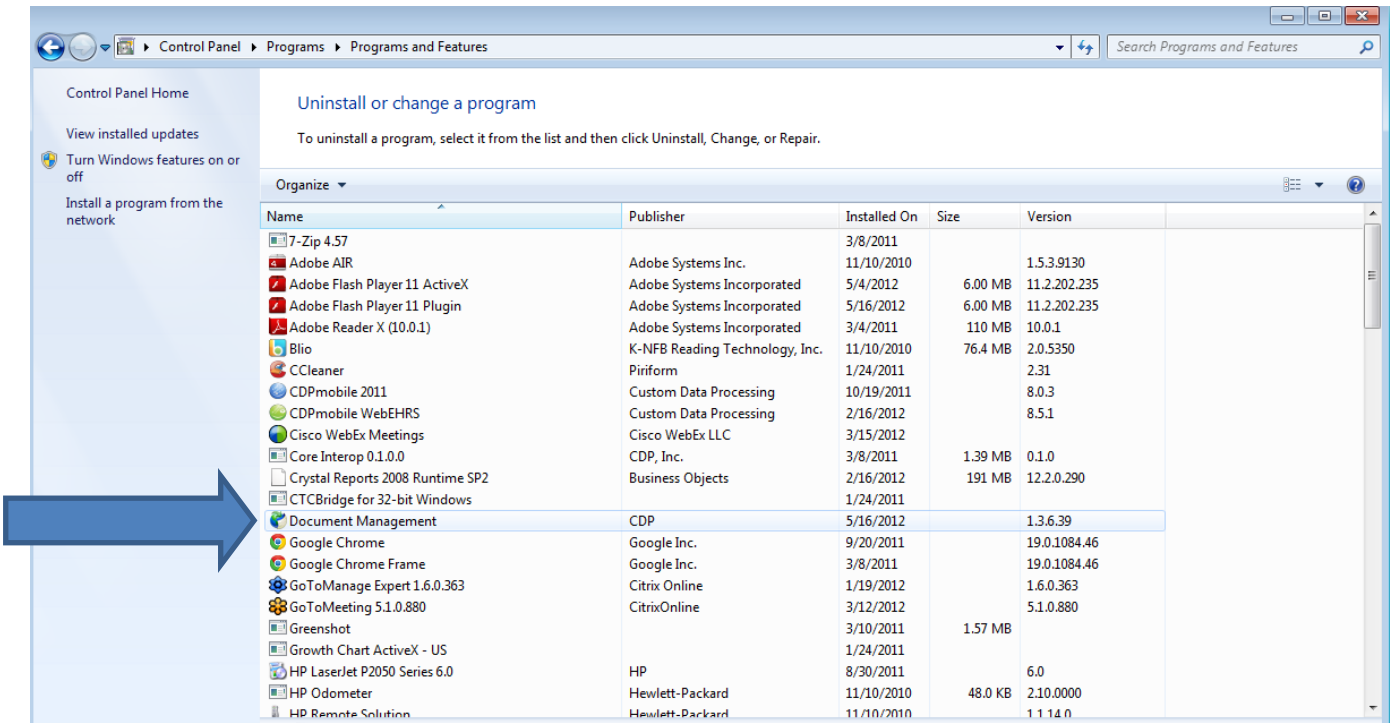
1. Go to the “Start” menu and select “Control Panel.”



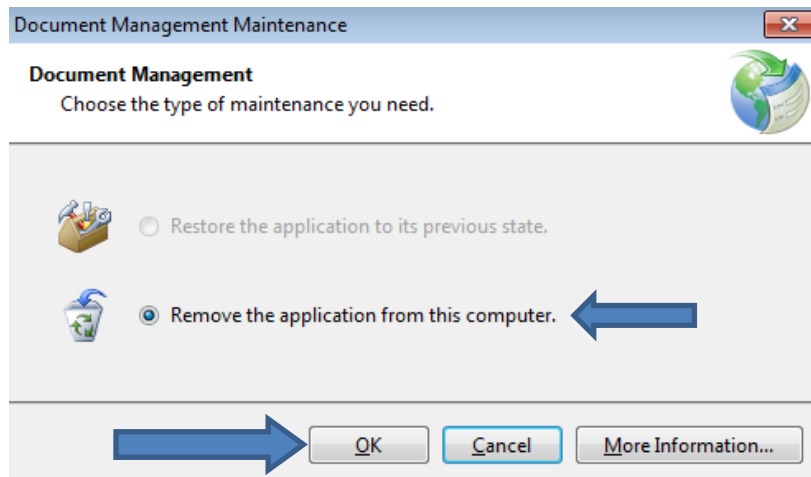
2. Under “Programs” select “Uninstall a Program” (note this may be different for each version of Windows, it may say add or remove program).



3. Select the program called “Document Management” and right click and select the option “Uninstall/Change.”



4. Make sure the option “Remove the application from this computer” is selected and click the “OK” button, after this is done DMS has been uninstalled and removed.



5. Now we are going to reinstall DMS. Log into WebEHRS and pull up any establishment and click on the scanner icon.

**Establishments**

My Filters: Please Select [Add/Edit My Filters](#) Use the fields below for ad-hoc filtering. Click "Add/Edit My Filters" to save the current filtering options.

Estab. Name containing:

**Areas/SU's**

- All
- ABERDEEN / BISMARCK
- ABERDEEN / CHEYENNE RIVER
- ABERDEEN / CROW CREEK

**Apply Areas**

**SU's/Communities**

**Tribes**

- All
- ABSENTEE-SHAWNEE TRIBE, OK
- AFOGNAK
- AGUA-CALIENTE BAND CAHUILLA INDIANS, CA

**Estab. Types**

- All
- 01 Comprehensive Health Care Referral Facility
- 02.1 Hospital w/ Surgery w/ DEHS Funded Safety Officer
- 02.2 Hospital w/ Surgery and No DEHS Funded Safety Officer
- 02.3 Hospital w/o Surgery /w DEHS Funded Safety Officer
- 02.4 Hospital w/o Surgery w/ no DEHS Funded Safety Officer
- 03.1 Health Center w/ DEHS Funded Safety Officer
- 03.2 Health Center w/ no DEHS Funded Safety Officer
- 04 School Health Center
- 05 Health Station

**Reservations**

- All
- ACOMA
- AK-CHIN MARICOPA
- ALABAMA COUSHATTA LIVINGSTON TEXAS

Address containing:  City:

Service Type: All Deleted: All

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**Additional Search Options**

RRM Status: All Risk Type: All Establishment #:  Estab. Status: All

A1:  A2:  District:  **Search** **Clear**

1 of 2553 25530 Items 10 /Page Go

**Surveys** **R/C/P** **Activities** **Child Relationships** **Parent Relationships** **Edit Supplemental** **Comments** **Letters** **App** **Surv Hist** **Audit**

Estab. # Estab. Type Permit #	Premise Name Address City/ST/ZIP	Primary Phone Alt. Phone	Owner Name Address City/ST/ZIP	Active/Deleted Risk Type Estab. Status	EHS Last Survey Date	Created By Updated By	Created On Last Updated	Google Map
55 Swimming Pool	HARD ROCK HOTEL & CASINO - SPA 777 SOUTH CHEROKEE STREET CATOOSA Oklahoma 74015	(918) 266-6700	HARD ROCK HOTEL & CASINO - SPA 777 SOUTH CHEROKEE STREET CATOOSA Oklahoma 74015	Active Open	Lisa West 2/23/2012	lwest lwest	10/2/2003 3/6/2012	
1018802482 80 Food Service Operations	Porcupine Community Head Start 3497 BIA road 7 Porcupine North Dakota 58569	(701) 422-3321	Carmelita Bear Ribs Central Office PO Box 768 Fort Yates North Dakota 58538	Active Open		jcluett jcluett	5/7/2012 5/7/2012	
2024340001 81.04 Abq - UST Sites	"C" STORE - UST OPERATION PO BOX 70 COCHITI New Mexico 87072	(505) 465-2682		Active Open		celestedavis_10212009	4/26/2004 5/5/2012	
1100460002 46 Trading Post, Grocery, Convenience Store	"C" Store: The Tribal Convenience Store/Gas Station			Active Open		tgallagher_09102009	2/5/2008 5/5/2012	



6. After clicking on the scanner icon, you will see a window pop up and you will need to select the "Install" button.

Application Install - Security Warning

Do you want to install this application?

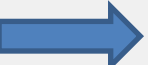
**Name:**  
[Document Management](#)

**From (Hover over the string below to see the full domain):**  
portal.cdpehs.com

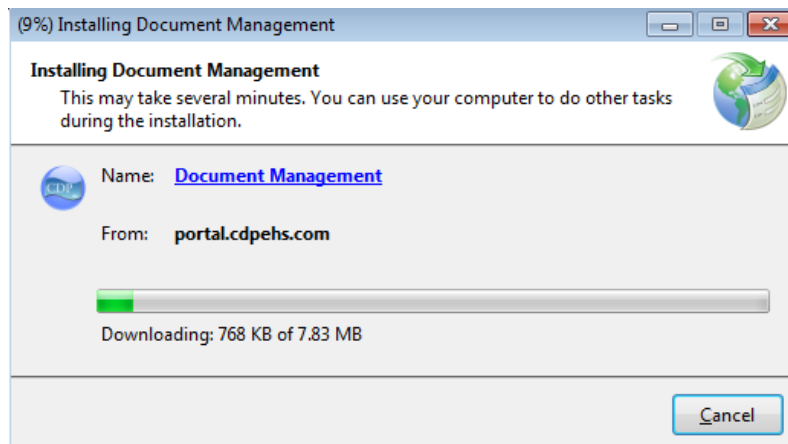
**Publisher:**  
[Custom Data Processing, Inc](#)

**Install** **Don't Install**

While applications from the Internet can be useful, they can potentially harm your computer. If you do not trust the source, do not install this software. [More Information...](#)



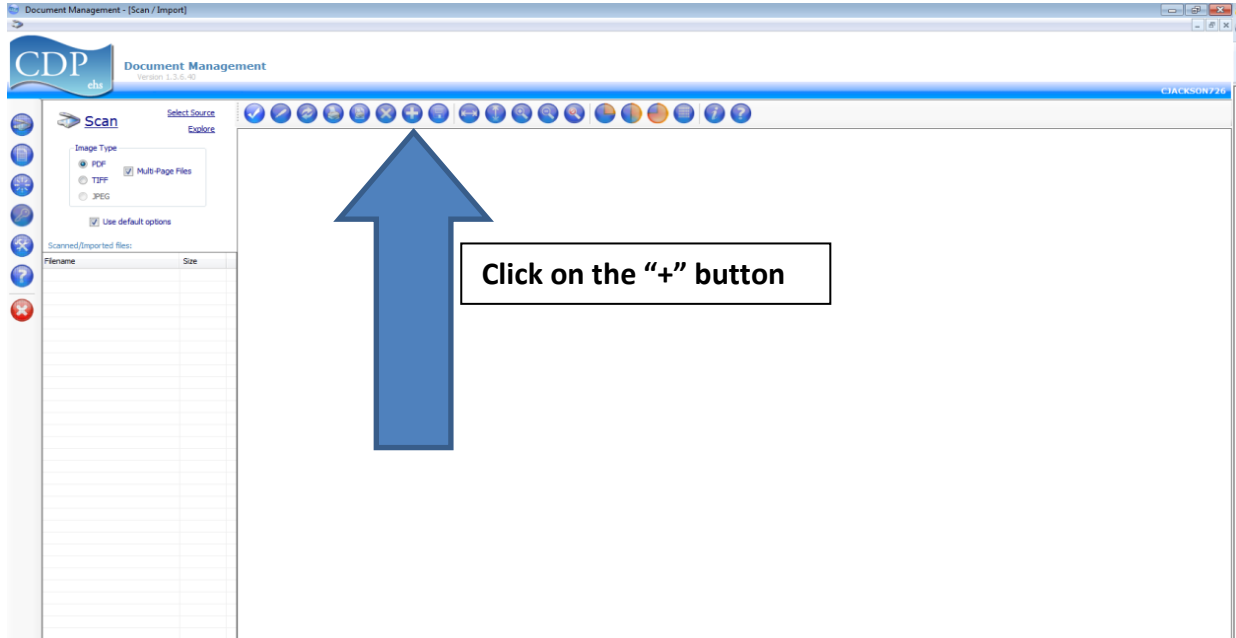
7. The Install window will then pop up, please wait until this is completed.



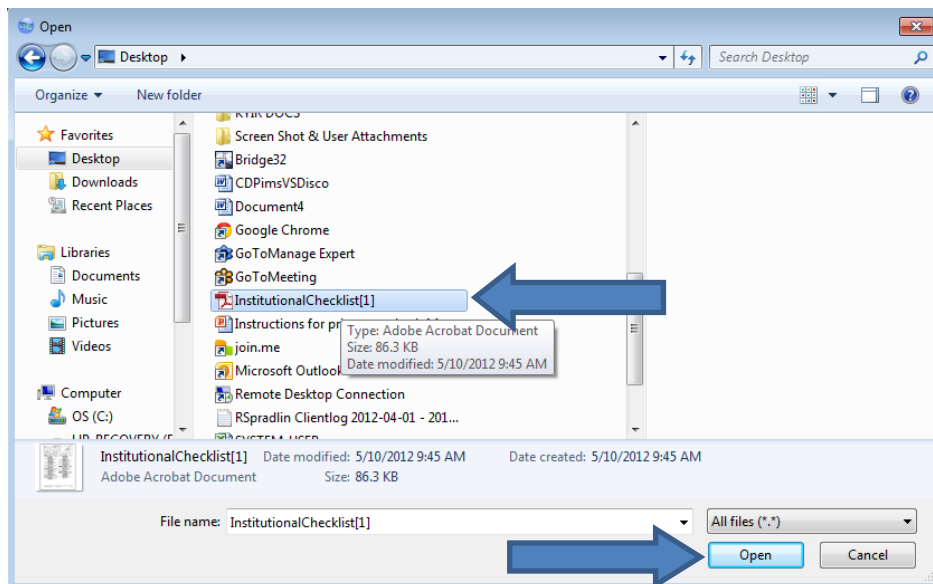
Once the install is complete, the DMS program will then generate and it is now successfully installed.


# How to Upload/Attach a Document with DMS

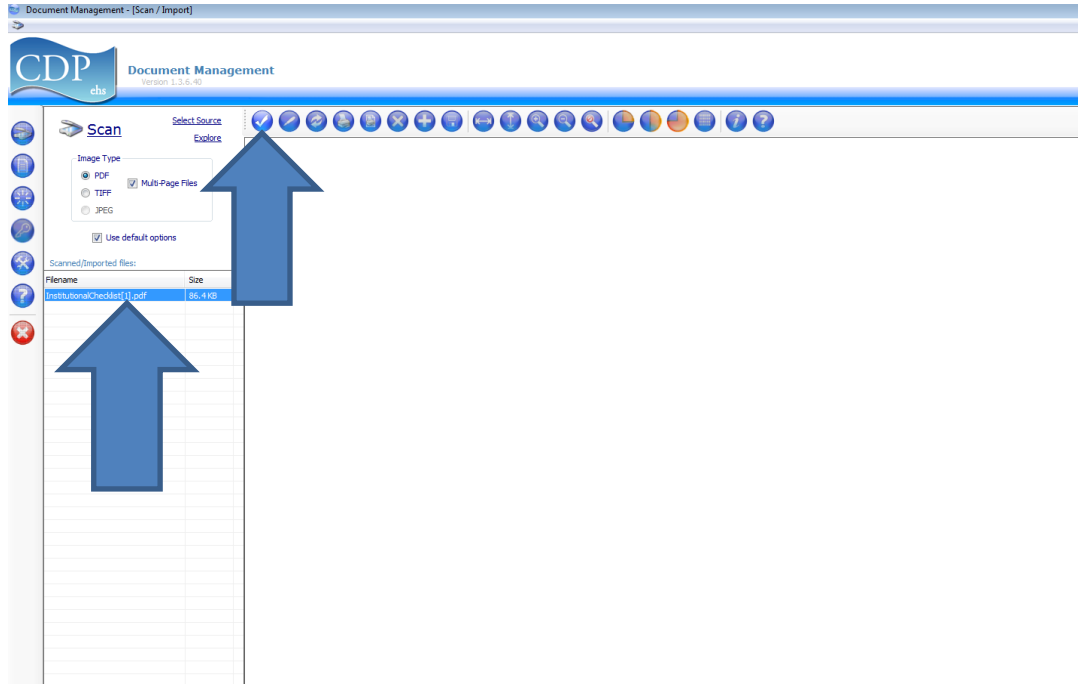
1. To attach an item to either an establishment, activity, R/C/P, survey, etc. You will need to do the following steps, note make sure you have clicked on the appropriate scanner icon that you are trying to attach the document to. The example below is a basic document that would be attached to the establishment page, not a survey, R/C/P, or an activity. The steps are the same; the only thing that is different is the location of where the document is stored. This example shows a document that is attached to the establishment only.





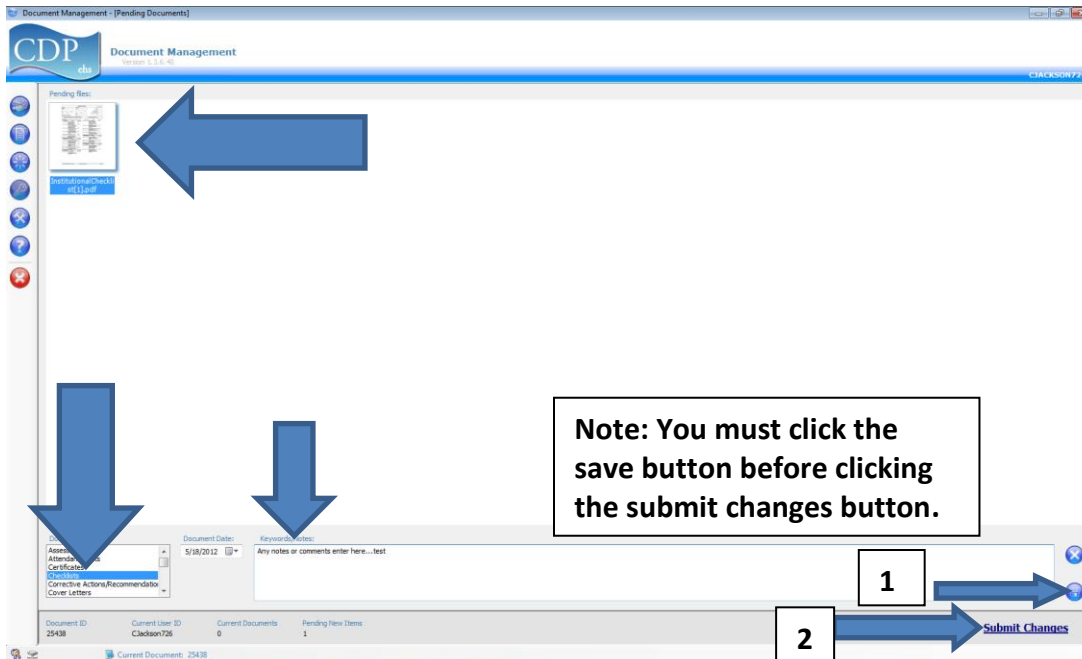
2. After clicking on the “+” button a window like this will pop up. Select the document you are trying to attach and click the “Open” button.



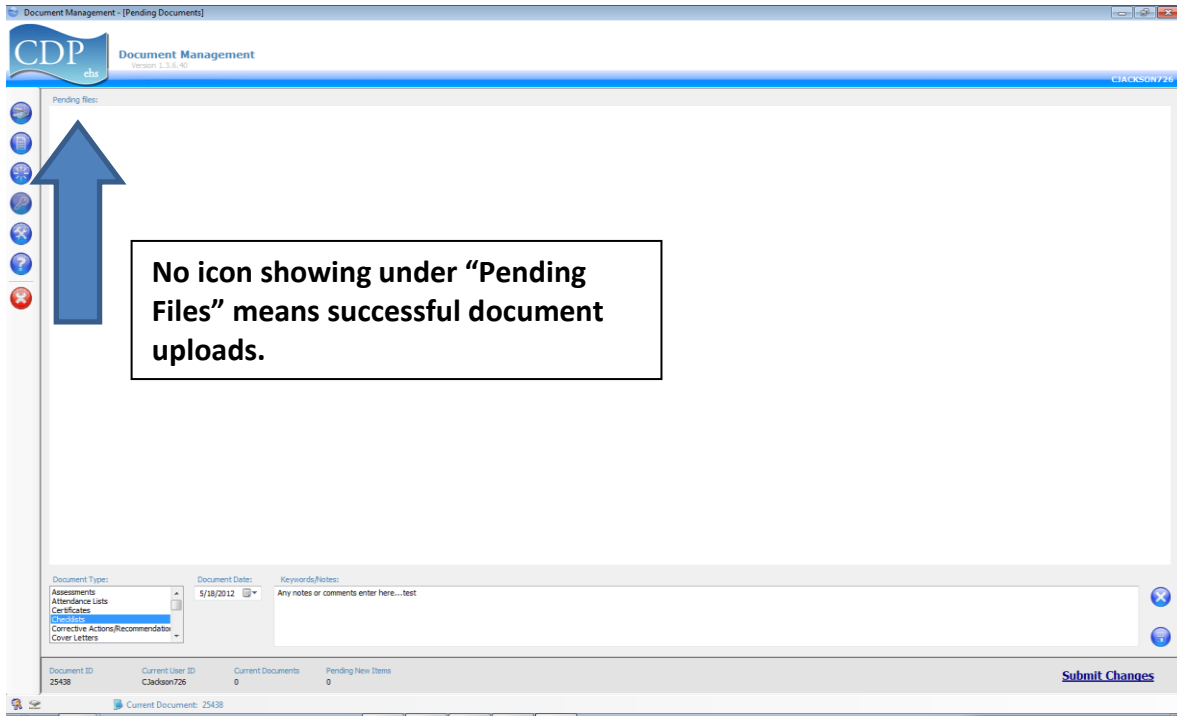
- The document that was selected will now show up on the left-hand side of the page. Select/Highlight the document and click the  (check mark) button.



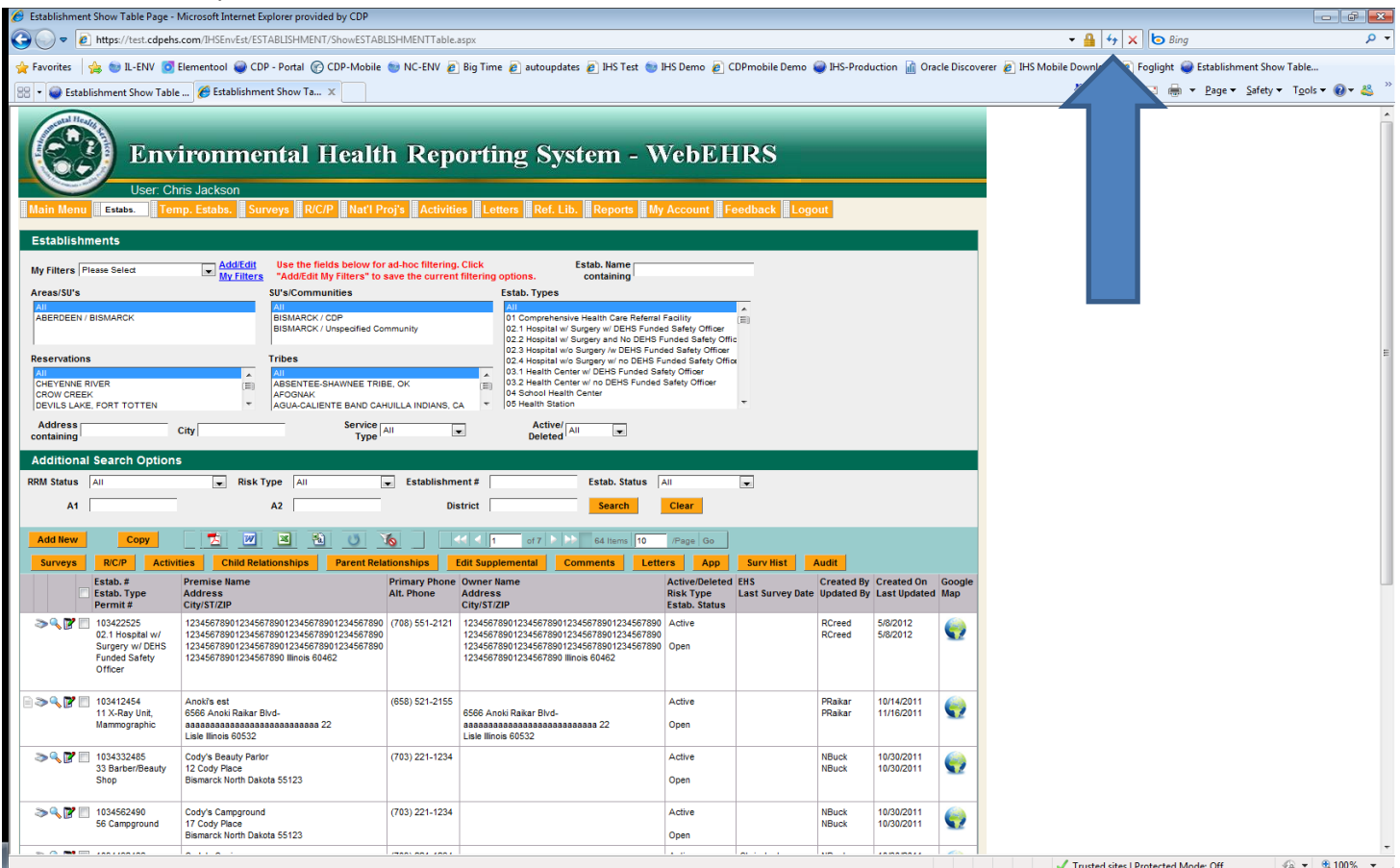
- After clicking the  button a new DMS page will show (see below). You will need to select/highlight the icon of the file. Select the document type that you are uploading and enter any notes that you would like to have attached to the document. You will then need to click the  (Save) button and then the "Submit Changes" button.









- After clicking the "Submit Changes" button, the document icon that you are uploading will disappear. If it does not disappear, the upload was not successful.



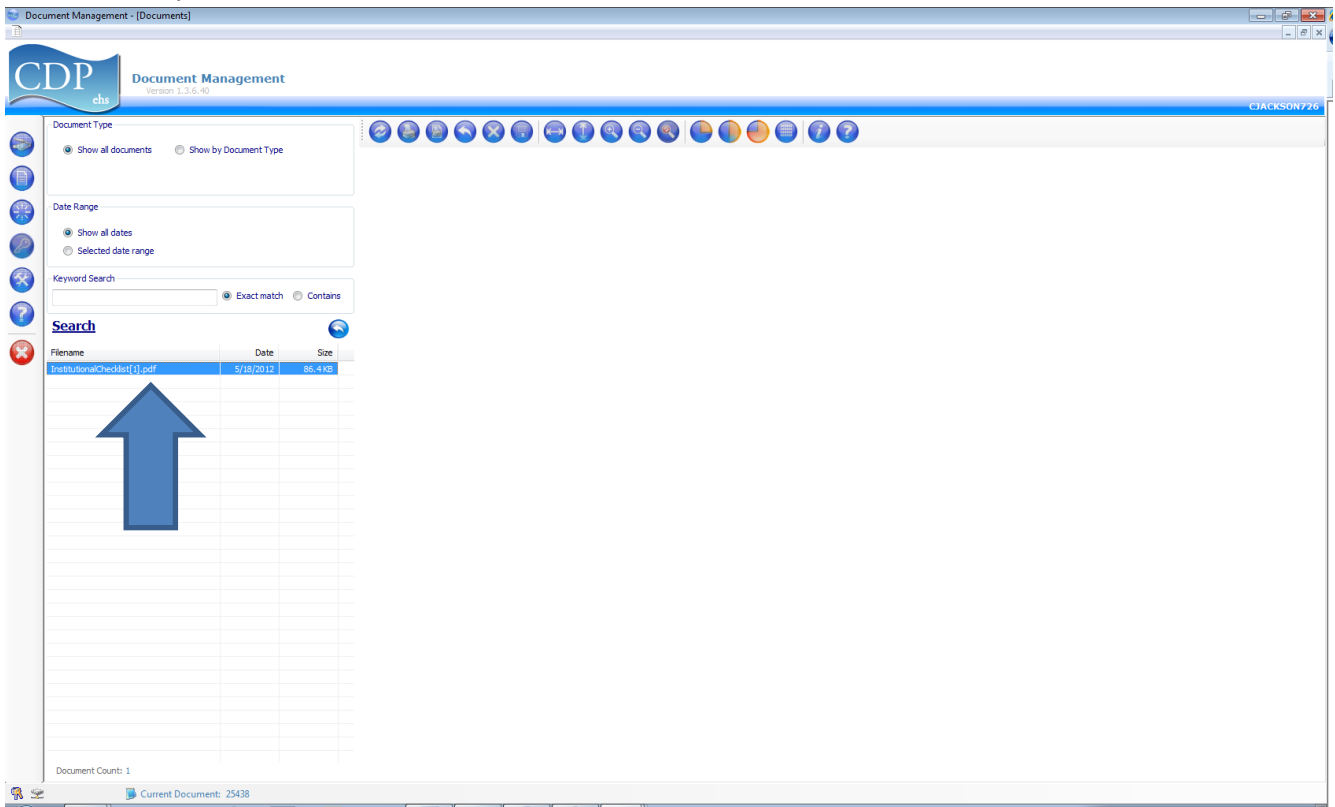
- After the document has been uploaded you can close out of DMS and go back to WebEHR. Click the refresh button on your browser.



7. After refreshing the page, you will now see a  (paper) icon. This means a document is now attached to the establishment. To view the document, click on the  (paper) icon.

	103412454 11 X-Ray Unit, Mammographic	Anoki's est 6586 Anoki Raikar Blvd- aaaaaaaaaaaaaaaaaaaaaaaaaaaaaa 22 Lisle Illinois 60532	(658) 521-2155	6586 Anoki Raikar Blvd- aaaaaaaaaaaaaaaaaaaaaaaaaaaaaa 22 Lisle Illinois 60532	Active	PRaikar PRaikar	10/14/2011 11/16/2011	
	1034332485 33 Barber/Beauty Shop	Cody's Beauty Parlor 12 Cody Place Bismarck North Dakota 55123	(703) 221-1234		Active	NBuck NBuck	10/30/2011 10/30/2011	

8. After clicking on the icon a DMS window will generate. To view the attached document, select/highlight the document you want to view and double click on it.



The screenshot shows a web application window titled "Document Management - [Documents]". The interface includes a navigation sidebar on the left with various icons, a search bar, and a main content area displaying a table of search results. The table has columns for "Filename", "Date", and "Size". One document is listed and highlighted with a blue background:

Filename	Date	Size
InstitutionalChecklist[1].pdf	5/18/2012	86.4 KB

A large blue arrow points to the highlighted document row. The status bar at the bottom indicates "Document Count: 1" and "Current Document: 25438".

9. After double clicking the document, you will now be able to view the document that was uploaded/attached with DMS.

The screenshot displays the Document Management System (DMS) interface. On the left, a sidebar contains navigation options like 'Show all documents', 'Date Range', and 'Keyword Search'. The main area shows a document list with one entry: 'InstitutionalChecklist (1).pdf' dated 5/18/2012 and 86.4 KB. A blue arrow points to this entry. To the right, the document content is displayed as a form titled 'Institutional Survey'. The form includes sections for 'Fire Safety' and 'Hazard Potentials - Electrical', each with a table of items to be checked. A large blue arrow points to the right side of the form. At the bottom, there are thumbnails for pages 1, 2, and 3 of the document.

If you have any questions or concerns with DMS or WebEHRS, please contact CDP Customer Support at [customersupport@cdpehs.com](mailto:customersupport@cdpehs.com) or call (866)-237-4814.