

FULL INSTALLATION GUIDE TOPBAR

TECHNICAL GUIDES TOPBAR






Exported on 02/21/2023

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Document Control

Version	Date	Modified By	Description
1.0	 12 Nov 2013	Matthias Merzenich	Initial document preparation
1.1	 20 Sep 2014	Matthias Merzenich	Updated screenshots and content
1.3	 03 Feb 2015	Matthias Merzenich	Advanced installation process and screenshots added
1.4	 16 Jun 2015	Matthias Merzenich	Updated screenshots and minor process changes
1.5	 08 Dec 2015	Matthias Merzenich	New format for online user guide

1 TOPBAR® BACKGROUND

Pen CS Pty Ltd (PENCS) have developed Topbar as an adjunct to the GP Clinical Desktop System to deliver useful tools and decision support information for the primary care sector at the point of care. Currently Topbar works with BestPractice, MD3 and the latest version of Zedmed.

Topbar is designed to provide prompts and relevant information to all clinic staff based on the patients being seen and also those who are on the waiting list for the day. The user interface is minimalistic and allows the users to focus on the patient details and clinical information but provides important additional tools and information. Complete and accurate patient records are a key component of primary health care and Topbar assists all staff with this important aim.

2 DEFINITIONS AND ACRONYMS

CAT Plus products use a number of terms that are explained in the table below

Term	Description
ABS	Australian Bureau of Statistics
ACR	Microalbumin Creatinine Ratio
Active patient	A patient with at least three visits in the last two years
Adjusted Population	In all numerical reports in PAT CAT we display the total number and another column called 'Adjusted'. Please refer to Adjusted Column Details ¹ for more detail
ANU	Australian National University
APCC	Australian Primary Care Collaboratives
ATSI	Aboriginal Torres Strait Islander
BMI	Body Mass Index
BP	Best Practice Clinical Desktop System
BP	Blood Pressure
BP	Best Practice
BSLF	Blood Sugar Level (Fasting) – more commonly called FBG
CAT	PCS Clinical Audit Tool®
CAT	Clinical Audit Tool
CAT4	Clinical Audit Tool
CHD	Coronary Heart Disease

¹ <https://help.pencs.com.au/display/ds/Adjusted+Column+Details>

CKD	Chronic Kidney Disease
COPD	Chronic Obstructive Pulmonary Disease
CV	Cardiovascular
CVD	Cardiovascular Disease
DoH	Department of Health
DoHA	Department of Health and Ageing
DVA	Department Veteran Affairs
eGFR	Estimated Glomerular Filtration Rate
ES	Event Summary
FBG	Fasting Blood Glucose
Geocode	The process of converting a location/address into a coordinate that then translates to an area type (e.g. SA1)
GP	General Practitioner
GRAPHIC	National Centre for Geographic & Resource Analysis in Primary Health Care
GTAG	GRAPHIC – Tag (a dedicated globally unique identifier)
HbA1c	Haemoglobin A1c
HCN	Health Communication Network Ltd
HDL	High-density Lipoproteins
Help Desk	Pen CS Help Desk
HMR	Home Medicine Review
IF	Improvement Foundation

LDL	Low-density Lipoprotein
MBS	Medicare Benefits Schedule
MD	Medical Director Clinical Desktop System, developed by HCN
MD	Medical Director
NEHTA	National E-Health Transition Authority
NPCC	National Primary Care Collaboratives
NPCC	National Primary Care Collaborative
NPI	National Performance Indicators
NVDPA	National Vascular Disease Prevention Alliance
Org	PHN or other organisation
Organisation	PHN or other organisation
PCEHR	Personally Controlled eHealth Record
PEN CS	Pen CS Pty Ltd
Pensioners	Used in Practice Data Quality Benchmark Report. The pensioner status of a patient is extracted from the patient details in the clinical system. This is not age related
QAIHC	Queensland Aboriginal and Islander Health Council
QRG	Quick Reference Guide
RACGP	Royal Australian College of General Practitioners
SA	Statistical Area
SHS	Shared Health Summary as part of My Health Record
SIP	Service Incentive Payment

Topbar	A software tool for general practitioners by PCS
Transient	A patient that has visited at least 2 clinics in the organisation's catchment where both clinics have uploaded patient data.
Unique	A patient that has only been uploaded from one clinic in the organisation's catchment

3 WHERE TO GET HELP

For further assistance with **CAT Plus products** please contact the PEN CS Help Desk on **1800 762 993** or email support@pencs.com.au²

² <mailto:support@pencs.com.au>

4 System Requirements Topbar

4.1 Topbar®

Pen CS Pty Ltd (PEN CS) have developed Topbar as an adjunct to the GP Clinical Desktop System to deliver useful tools and decision support information for the primary care sector at the point of care.


Topbar is designed to provide prompts and relevant information to all clinic staff based on the patients being seen and also those who are on the waiting list for the day. The user interface is minimalistic and allows the users to focus on the patient details and clinical information but provides important additional tools and information. Complete and accurate patient records are a key component of primary health care and Topbar assists all staff with this important aim.

Topbar currently supports the following versions of Best Practice, Medical Director and Zedmed.

- For Best Practice:
 - V1.10.0.880 or later: Topbar 2.3.25 or later
 - V1.8 to 1.10.0.879: All Topbar versions
- Medical Director v3.17 and later
- Zedmed v28 and later

4.2 Intended Audience

This document is for system administrators, IT support and users of Topbar. It covers the technical aspects of the installation of Topbar on the clinic server.

 The specifications listed below are for up to five concurrent users, for larger clinics the specifications need to be established based on average server load. Currently Topbar does not support deployment using Windows RemoteApps. Whilst Topbar may function correctly, this is not currently an officially supported deployment scenario. The Topbar database cannot be installed on a domain controller as Microsoft does not recommend installation of SQL Server on domain controllers. If your server is a domain controller, you will need to provide a different computer that meets the minimum specification to install Topbar. [Microsoft support link](#)³

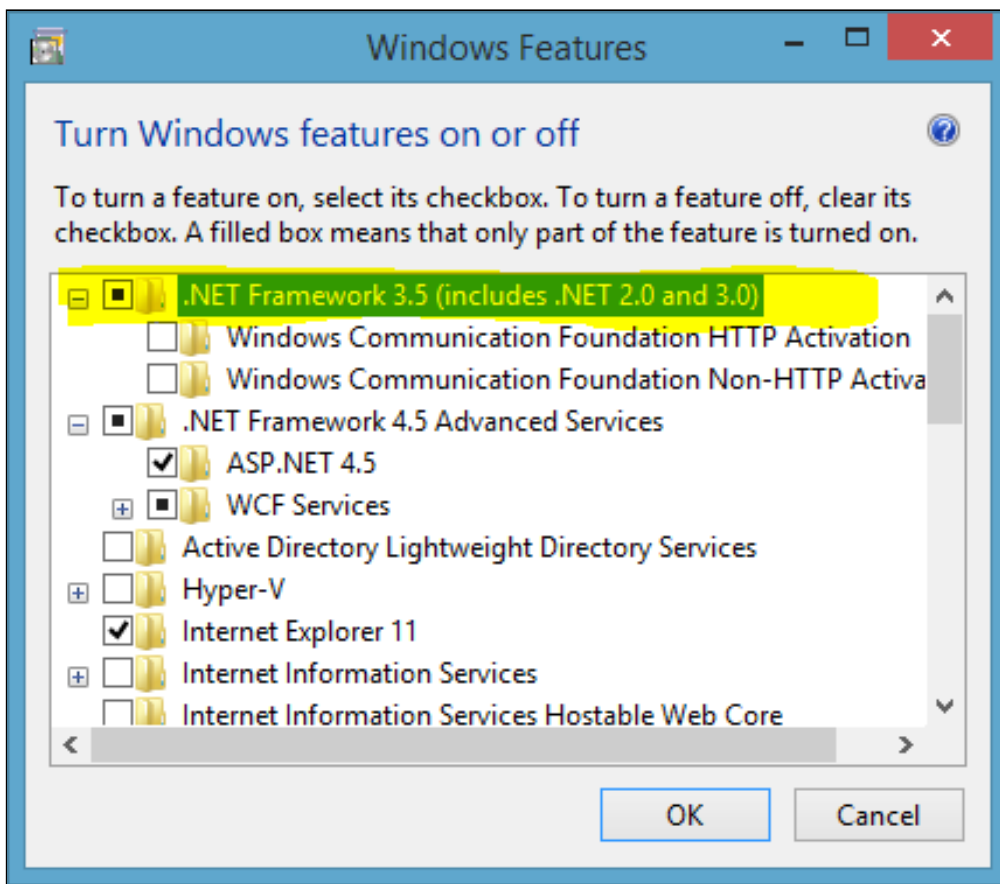
	Server	
Item	Minimum	Recommended
Operating System	Windows Server 2012 (64 bit)	Windows Server 2012 R2 (64 bit) or higher

³ <https://support.microsoft.com/en-us/help/2032911/you-may-encounter-problems-when-installing-sql-server-on-a-domain-cont>

Processor	Intel Core i3-2100/Core i5-2300/Core i7-920 or AMD equivalents	Intel Core i7-2600/Xeon E5502 or better or AMD equivalents
RAM	8GB	16GB
Hard Disk	1GB	10GB
Monitor		
.NET	4.6 2.0*	4.6 2.0*
SQL (Topbar only)	Existing installations: Microsoft SQL Server 2008 R2 or SQL Server 2014 New installations: Microsoft SQL Server 2016	Existing Installations: Microsoft SQL Server 2014 New installations: Microsoft SQL Server 2016
Network	100Mbit	1Gbit
	Client	
Item	Minimum	Recommended
Operating System	Windows 8	Windows 10 64 bit
Processor	Intel Core i3-530/Core i5-750/Core i7-860 or AMD equivalents	Intel Core i3-2100/Core i5-2300/Core i7-920 or better or AMD equivalents
RAM	4 GB	8GB
Hard Disk	1 GB	1GB

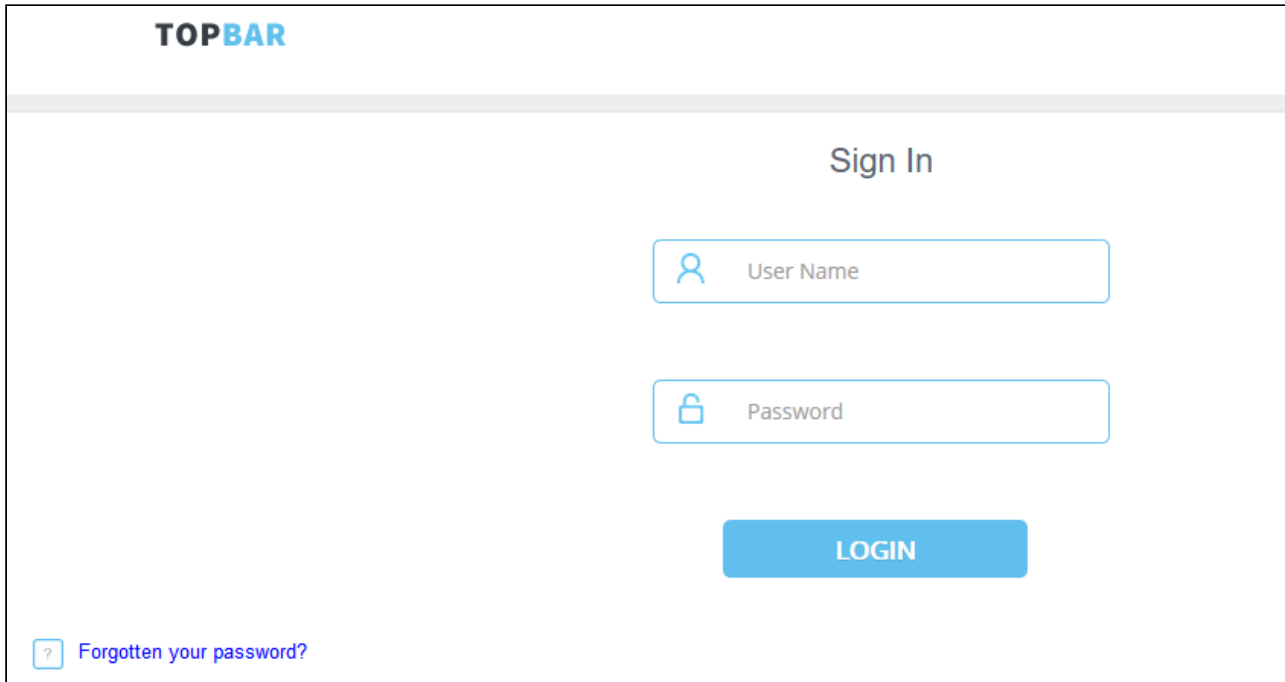
Monitor	17" running 1080p	22" running 1080p
.NET	4.6 2.0*	4.6 2.0*
Network	100Mbit	1Gbit

*Windows 8 and newer and Windows Server 2012 and newer don't have .net 2.0 activated by default. This can be activated in the Windows Features settings by clicking the .NET Framework 3.5 box as shown below:



5 Installation Preparation

1. Go to <https://topbar-users.pencs.com.au>
2. Sign in with the username and password provided to you or use your existing CAT account



The screenshot shows the TOPBAR Sign In page. At the top left, the word "TOPBAR" is displayed in blue. Below it, a horizontal grey bar separates the header from the main content. The main content area is white and features the text "Sign In" centered at the top. Below this, there are two input fields: the first is labeled "User Name" and contains a person icon; the second is labeled "Password" and contains a lock icon. Below the input fields is a blue button labeled "LOGIN". In the bottom left corner, there is a link that says "Forgotten your password?" with a question mark icon.

Once you have signed in to your account you will see your clinic listed and you can add other clinics if you work in more than one location. Clicking on the your clinic name on the tile will take you to the main Topbar configuration screen which can also be accessed at any by going to <https://topbar-users.pencs.com.au>

Welcome, Matthias.

You are currently a member of 2 clinics.



TEST CLINIC 2

1 New Street, Bowen Hills, 2482

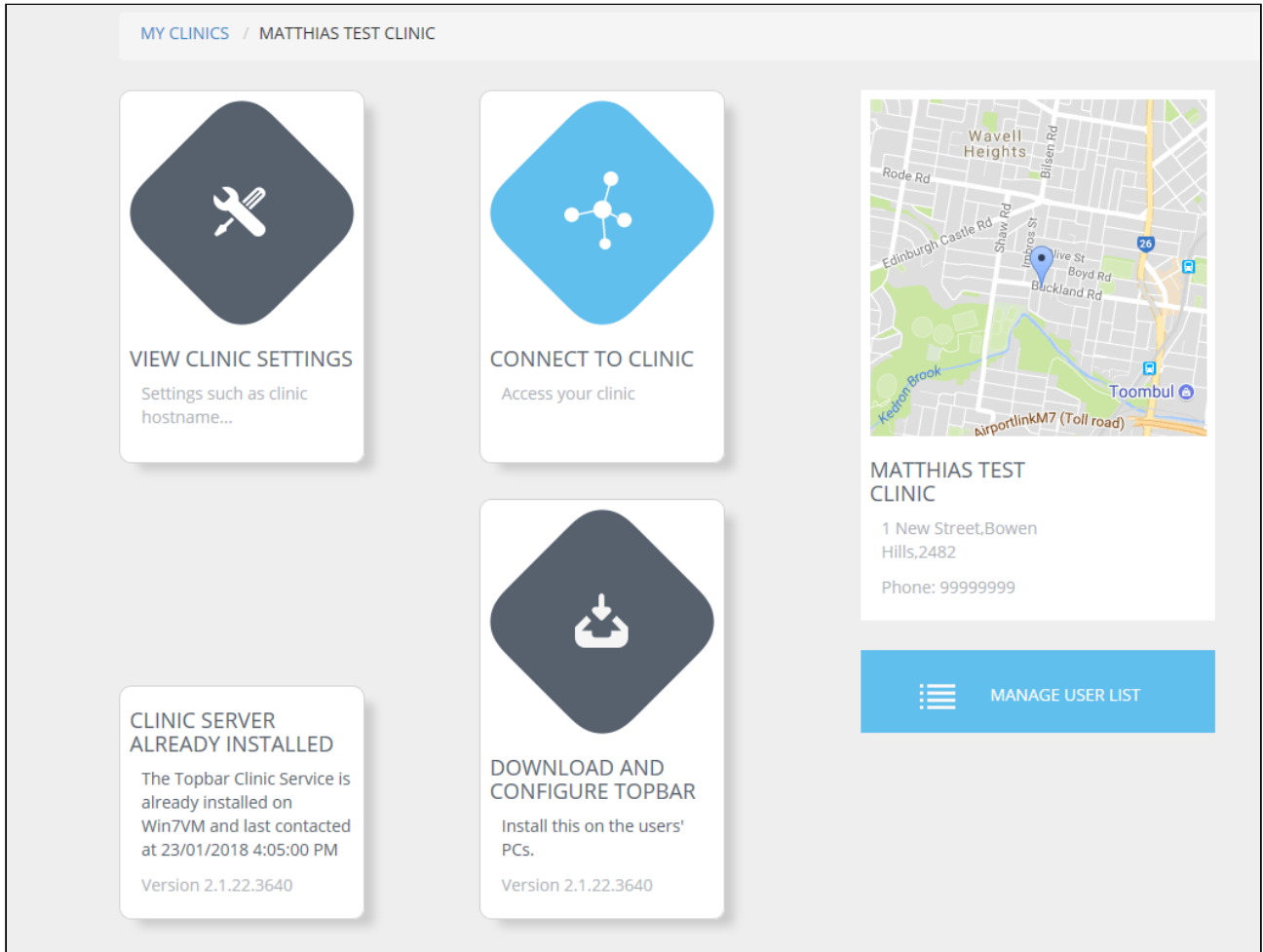


MATTHIAS TEST CLINIC

1 New Street, Bowen Hills, 2482

Clicking on the your clinic name on the tile will take you to the Topbar clinic view screen

The clinic view screen below is described in more detail in the Topbar User guide.



6 SERVER INSTALLATION

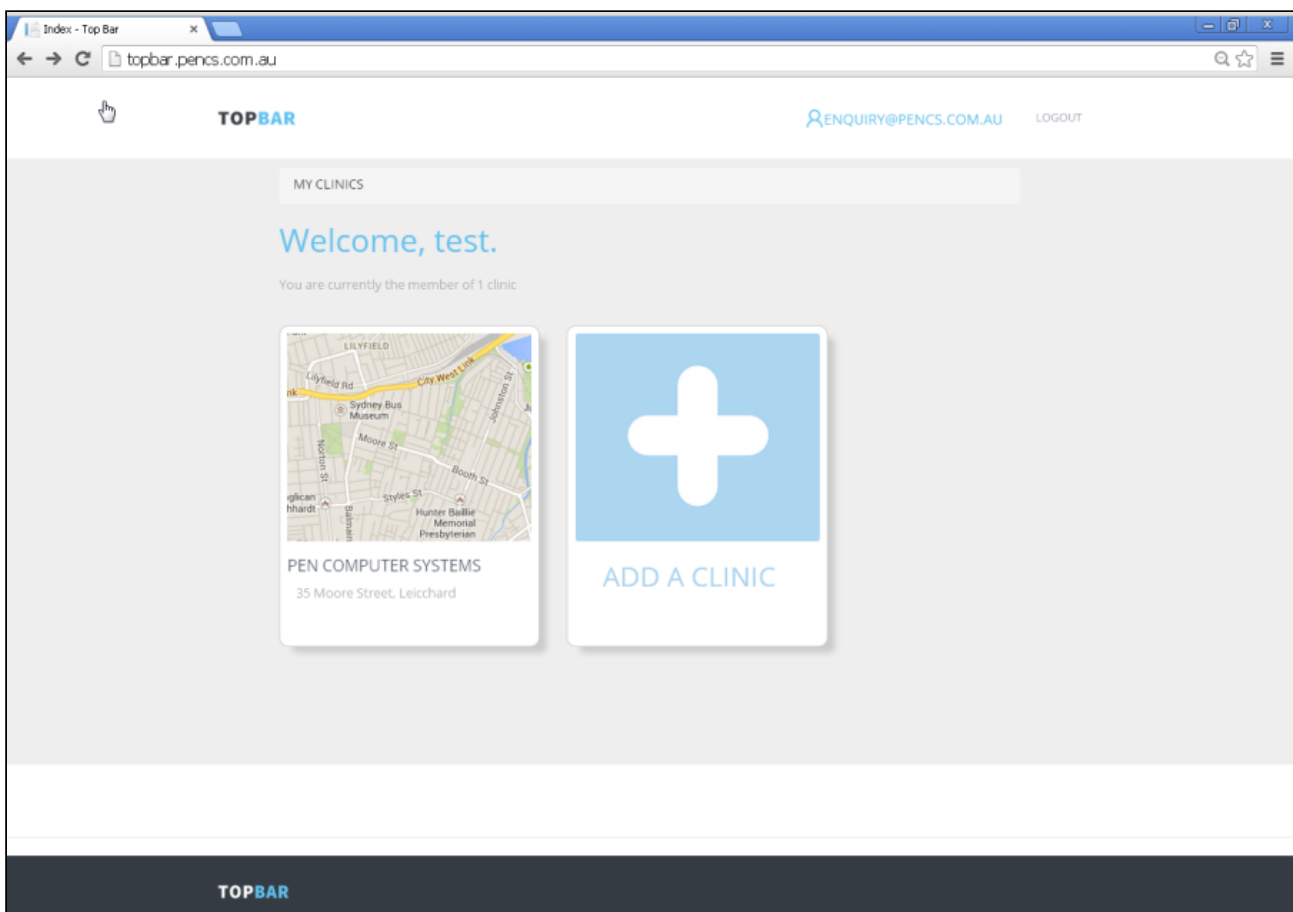
- [Requirements for Server installation](#)(see page 16)
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6.1 Requirements for Server installation

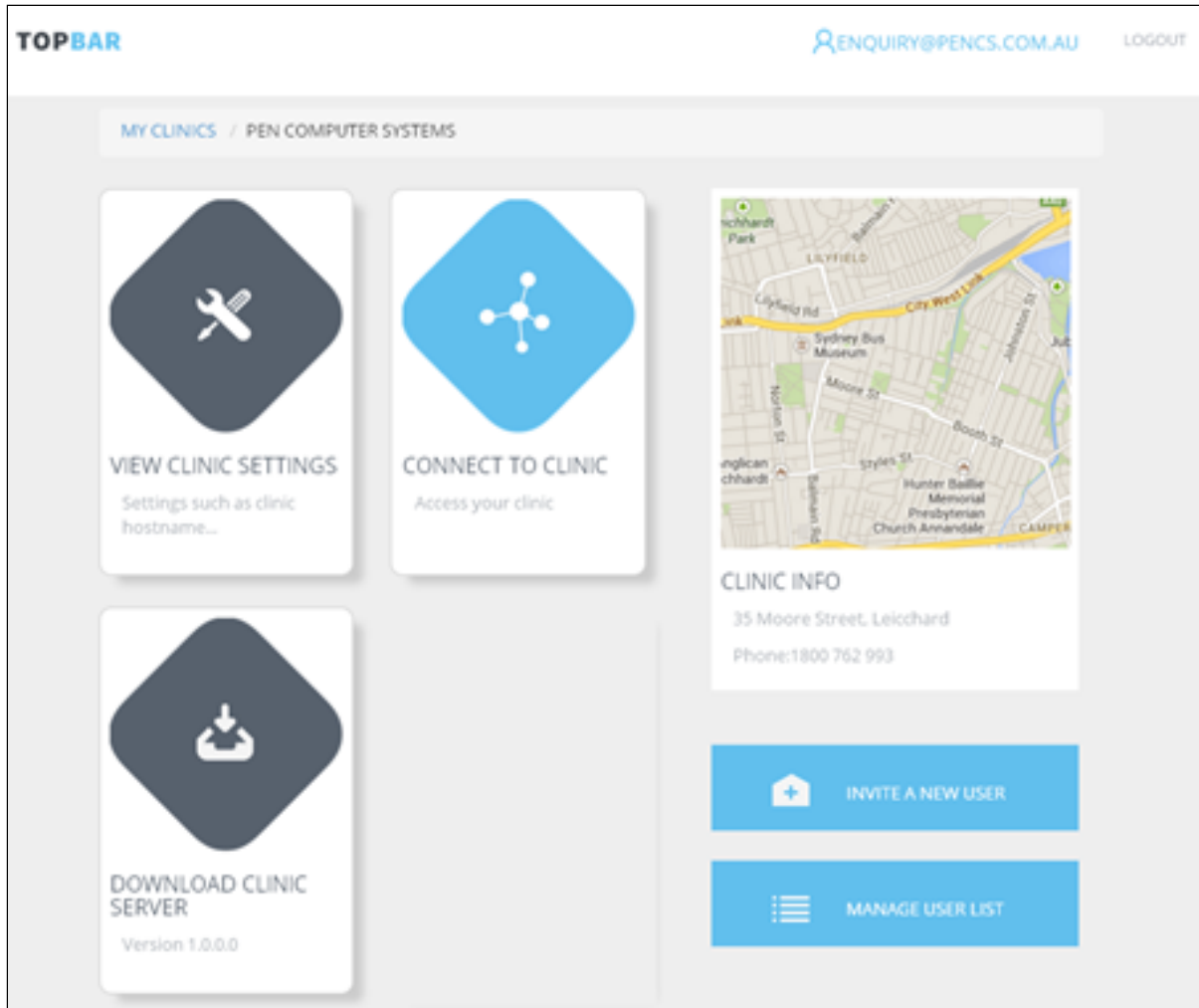
- Contact Pen CS support to setup user and clinic before commencing the installation
- To install Topbar on the server the account used must have full administrator permissions
- To commence the installation the administrator user needs to be logged on to the Server
- We recommend to disable any running antivirus software for the duration of the installation
- Please refer to [System Requirements Topbar](#)(see page 10) for full details

6.2 Server Installation Steps

Go to <https://topbar-users.pencs.com.au> and log in using the username and password provided by Pen CS. Then click on the clinic you are installing Topbar for

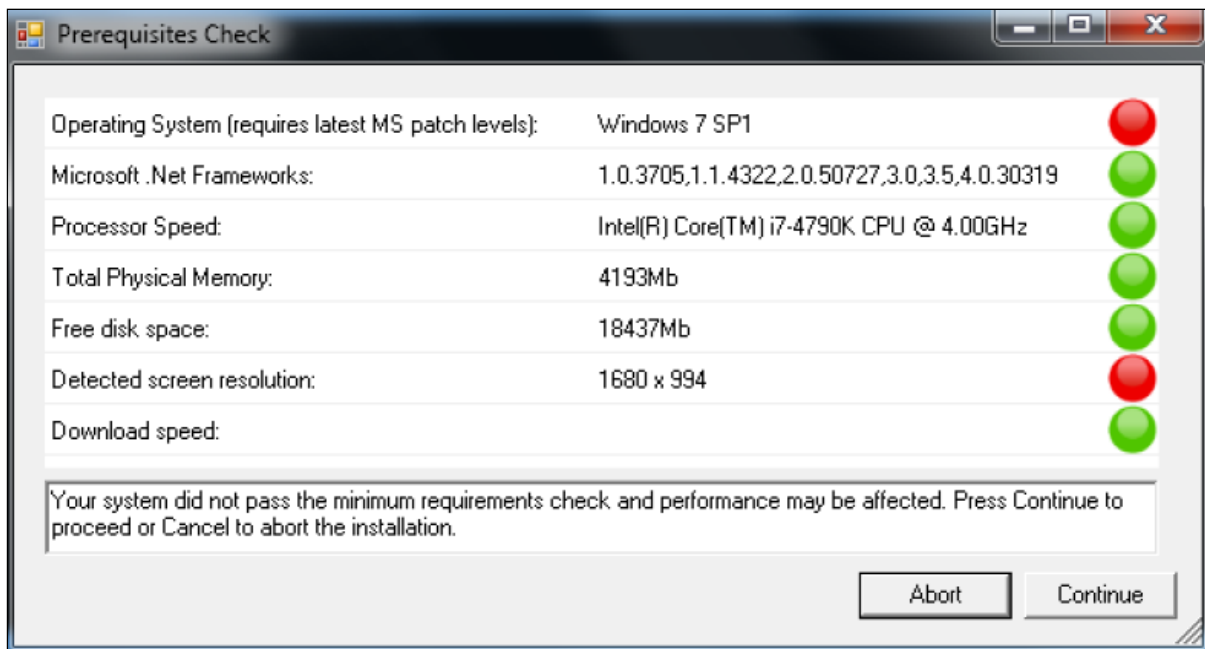


Click on the 'Download Clinic Server' link – File download will be triggered

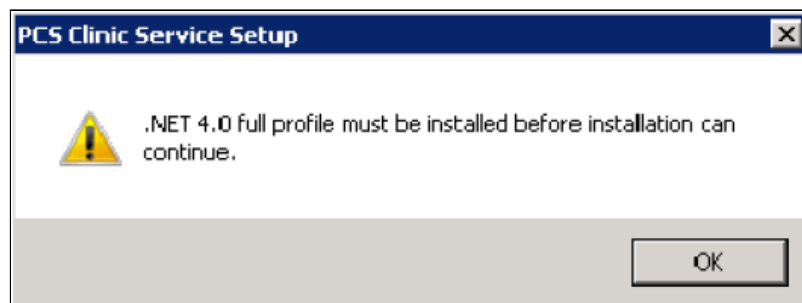


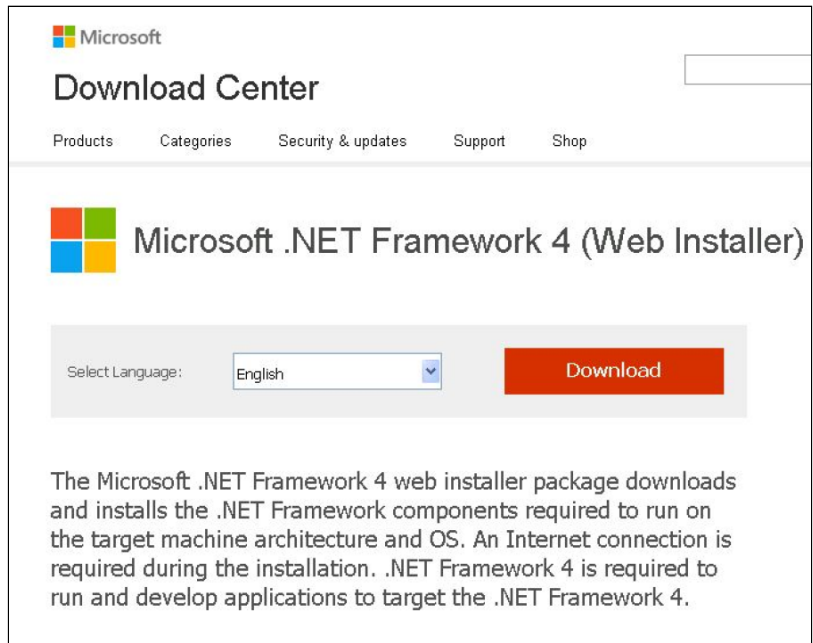
Run the downloaded installer – 'ClinicServiceSetupx.x.x.exe'

This will do a pre-requisite check and show if all requisites are met. Please note that the download test takes a little time, during this time you will not be able to continue with the installation. Even if the pre-requisite check is not 100% passed you can still install. If unsure please contact PEN CS support to confirm.



The installer may prompt you to install .net 4.0 full profile – the prompt will come up and once you click on 'OK' your browser will open the Microsoft website for the .net 4 full profile installer. Otherwise proceed to step 7.

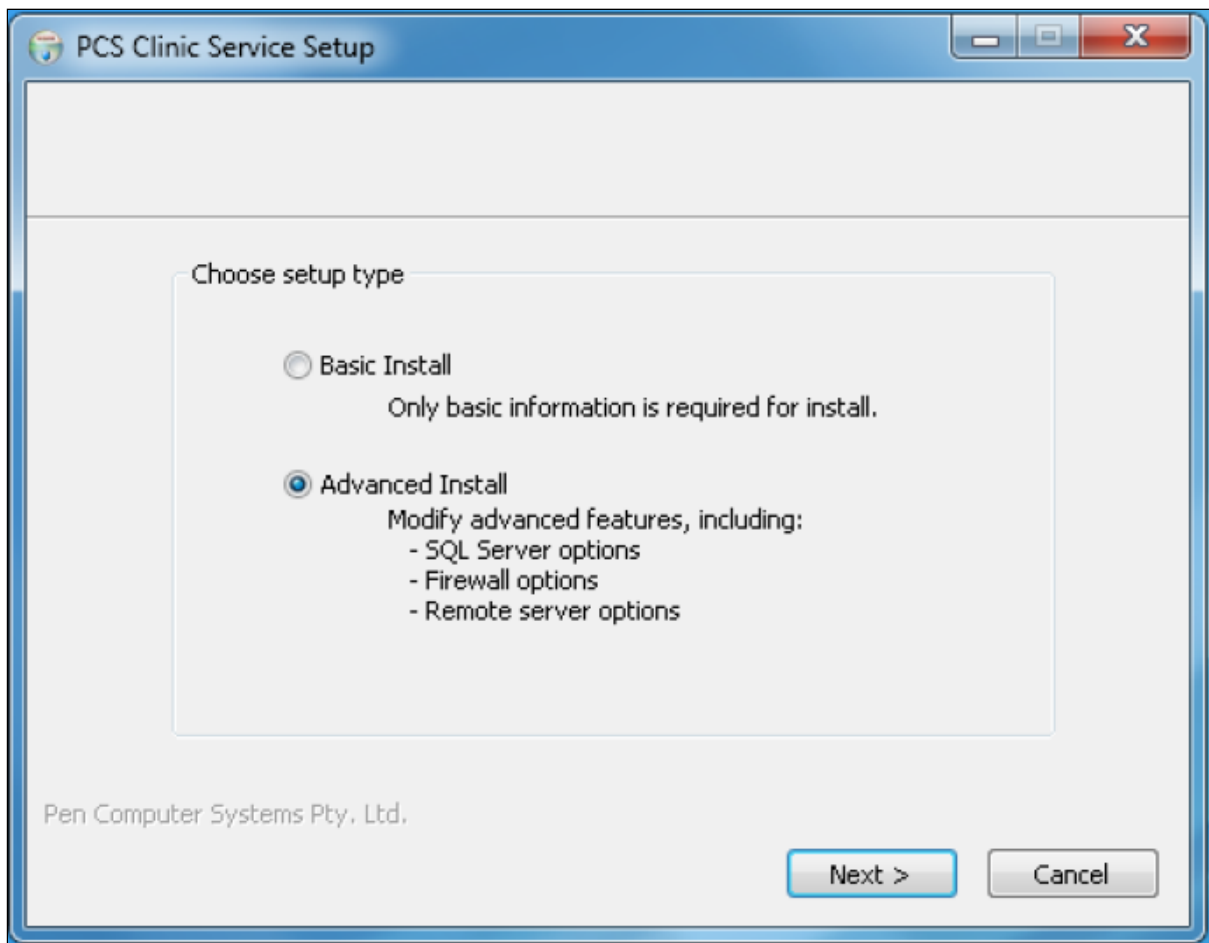




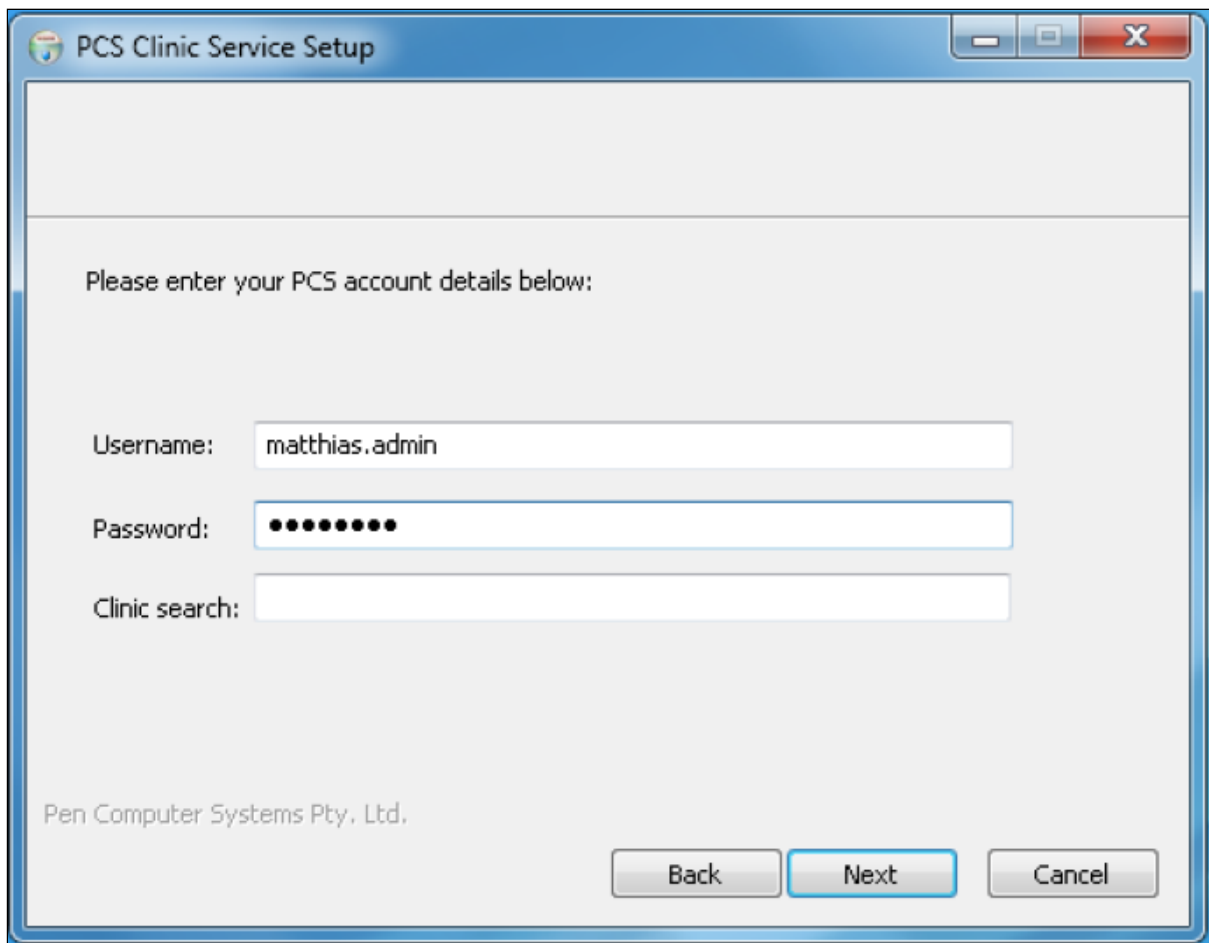
1. Follow the prompts to install .net 4 – this will take up to 15 minutes depending on internet and computer speed
2. If you had to install .net 4.0 Full Profile as described in steps 4 and 5 you will have to start the installer again from where you have downloaded it in the first steps. If .net 4.0 was already installed, please see step 7
3. The installer will prompt you to install SQL Server 2008 R2 – click on Yes to continue. It will only prompt to install a new SQL server instance for Topbar if it was not installed in the past.



By default basic install option is selected – if you select basic the installation will be done in silent, non-interactive mode with default settings. In this manual we show the advanced mode where you can adjust settings.



Enter your Topbar username and password and leave the "Clinic Search" field blank as this is used for non-standard installations only.



The image shows a Windows-style dialog box titled "PCS Clinic Service Setup". The dialog has a blue title bar with standard minimize, maximize, and close buttons. The main content area is light gray and contains the following elements:

- A header text: "Please enter your PCS account details below:"
- A "Username:" label followed by a text input field containing "matthias.admin".
- A "Password:" label followed by a password input field with ten black dots.
- A "Clinic search:" label followed by an empty text input field.
- At the bottom left, the text "Pen Computer Systems Pty, Ltd." is displayed.
- At the bottom right, there are three buttons: "Back", "Next", and "Cancel". The "Next" button is highlighted with a blue border.

Select the clinic you are installing to and the clinical and billing system used – leave the installation folder and clinic service port default settings unless otherwise advised by Pen CS. Click on 'Next' to continue the installation

PCS Clinic Service Setup

Clinic/Practice Name: Matthias

Clinical System: Medical Director

Practice Management: Prac Soft

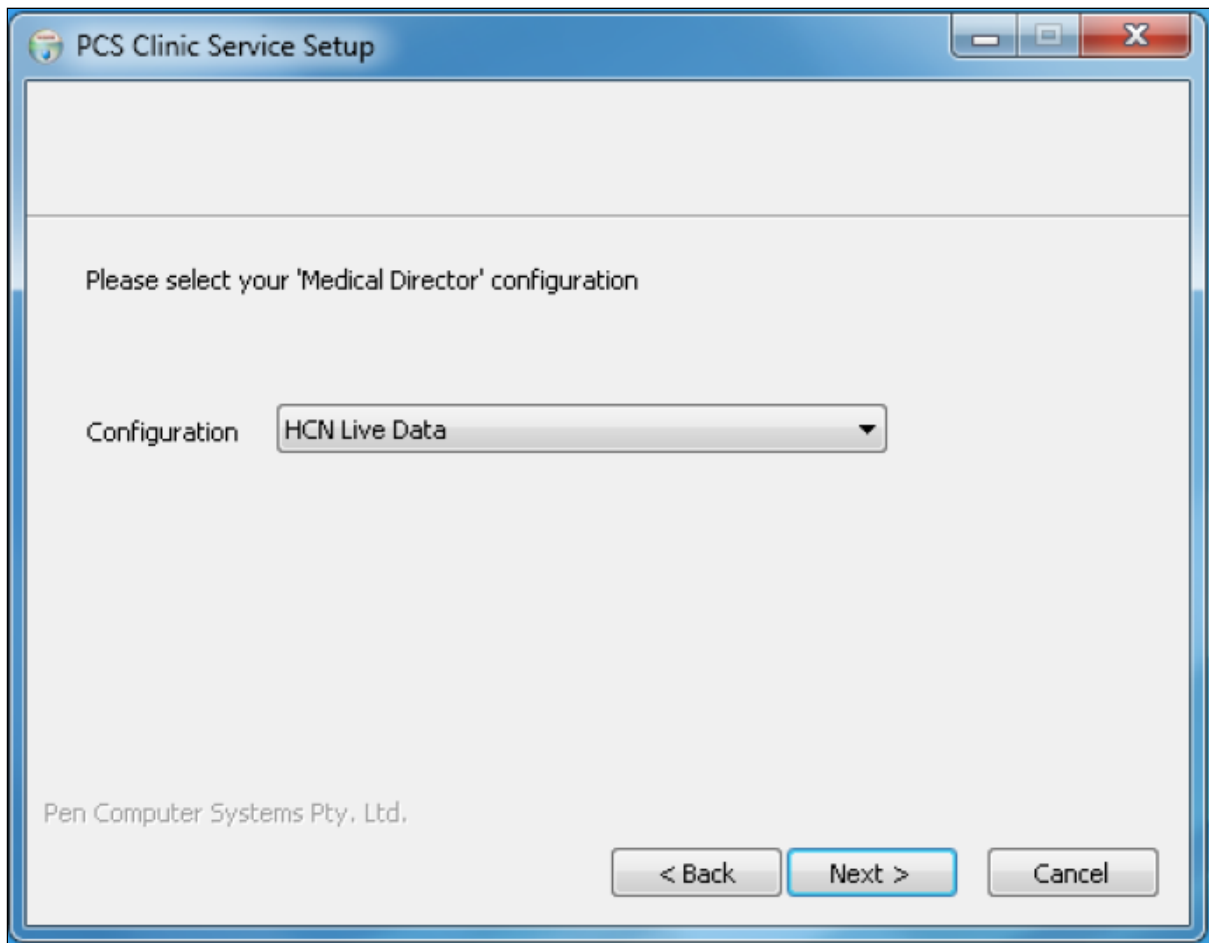
Installation Folder: C:\Program Files (x86)\PCS\PCS Clinical Service

Clinic Service: 8086

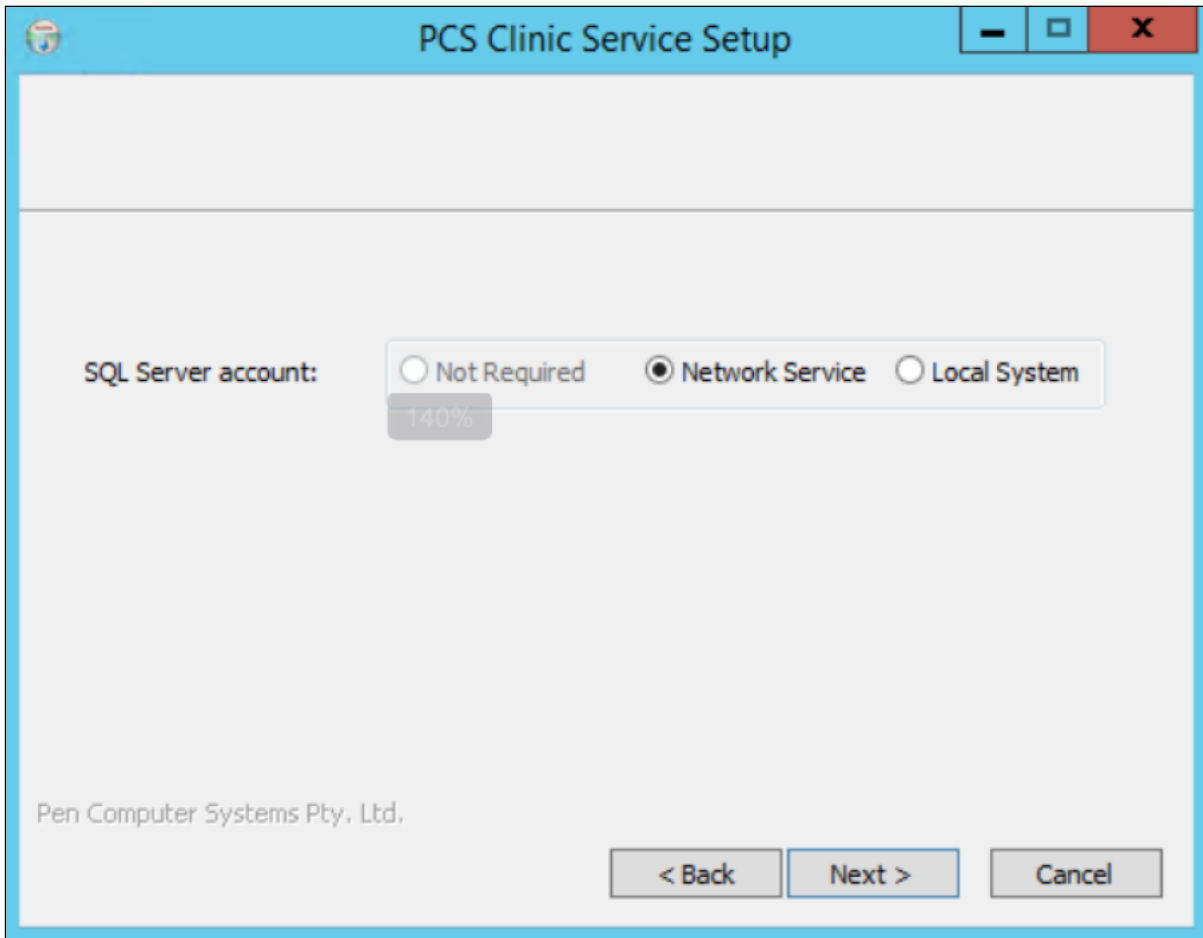
Pen Computer Systems Pty, Ltd.

< Back Next > Cancel

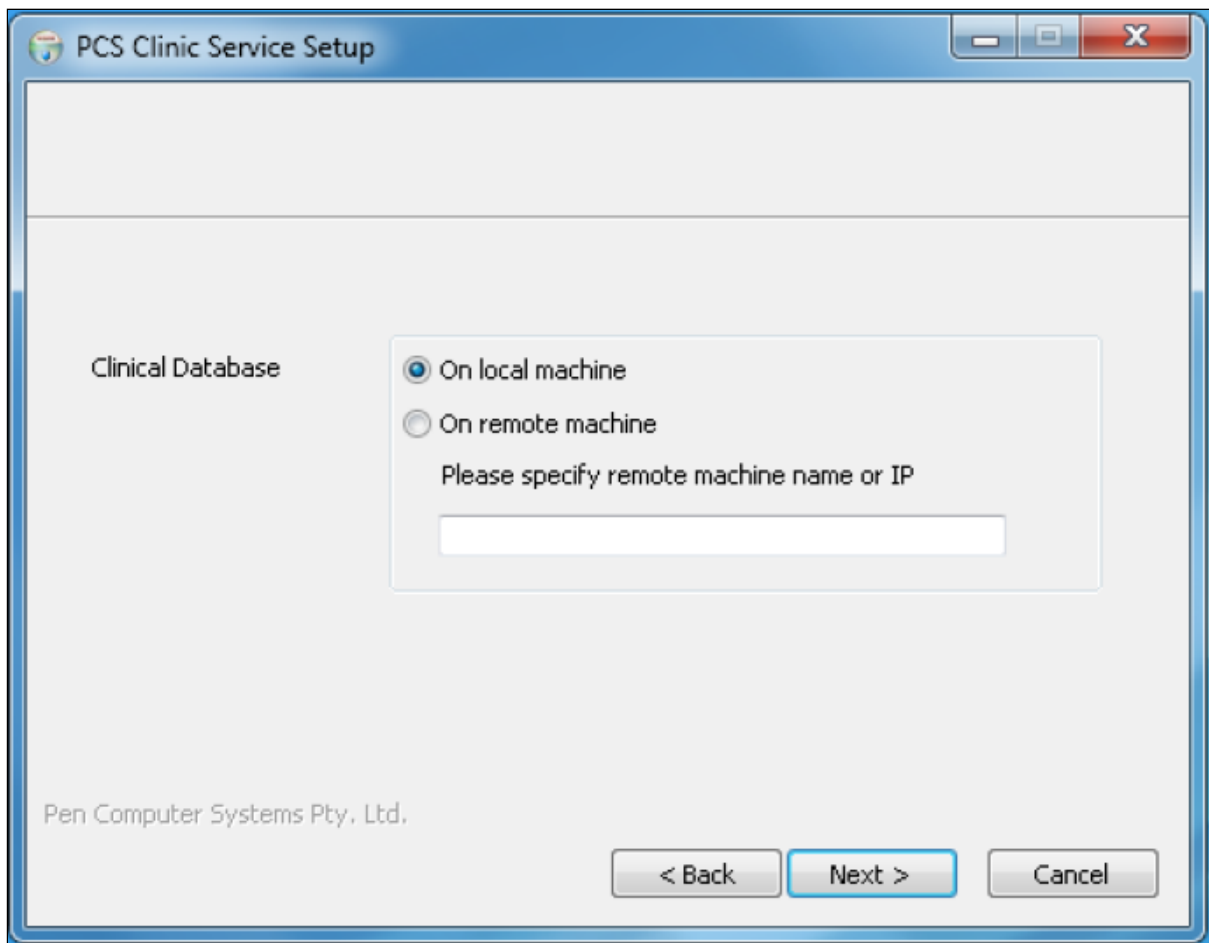
Please choose your clinical database – for installation at a clinic for normal use this should be the live database of your clinical system



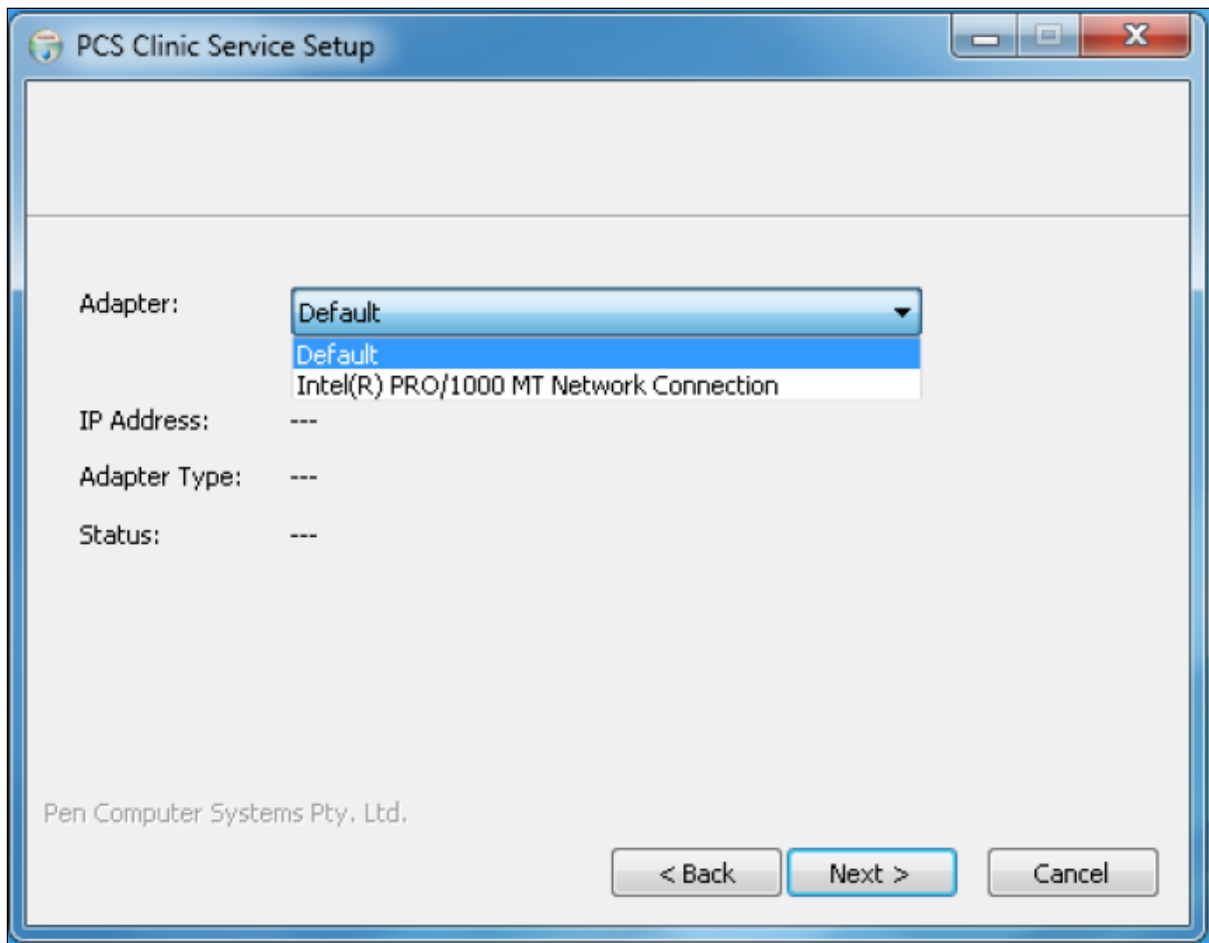
In most cases leave the default for your SQL Server account on 'Network Service', then click on 'Next' to continue. If server is used as "domain controller" you will have to switch to "Local System" ([https://msdn.microsoft.com/en-us/library/ms143506\(v=sql.105\).aspx#DC_Support](https://msdn.microsoft.com/en-us/library/ms143506(v=sql.105).aspx#DC_Support))



We recommend to install the Topbar server on the same machine as your SQL server, but if this is not possible then the next screen provides an option to change the location of your clinical database. Please enter the remote machine name or IP address **ONLY** if your clinical database is on a different machine from the one you are installing Topbar!



You can choose the correct network adapter if you have more than one active adapter (that includes virtual adapters too). If only one network is present the default setting should be used.



The next screen shows all details entered and allows you to go back to change the configuration if needed. If all information is entered correctly, click on 'Install' to start the installation.

PCS Clinic Service Setup

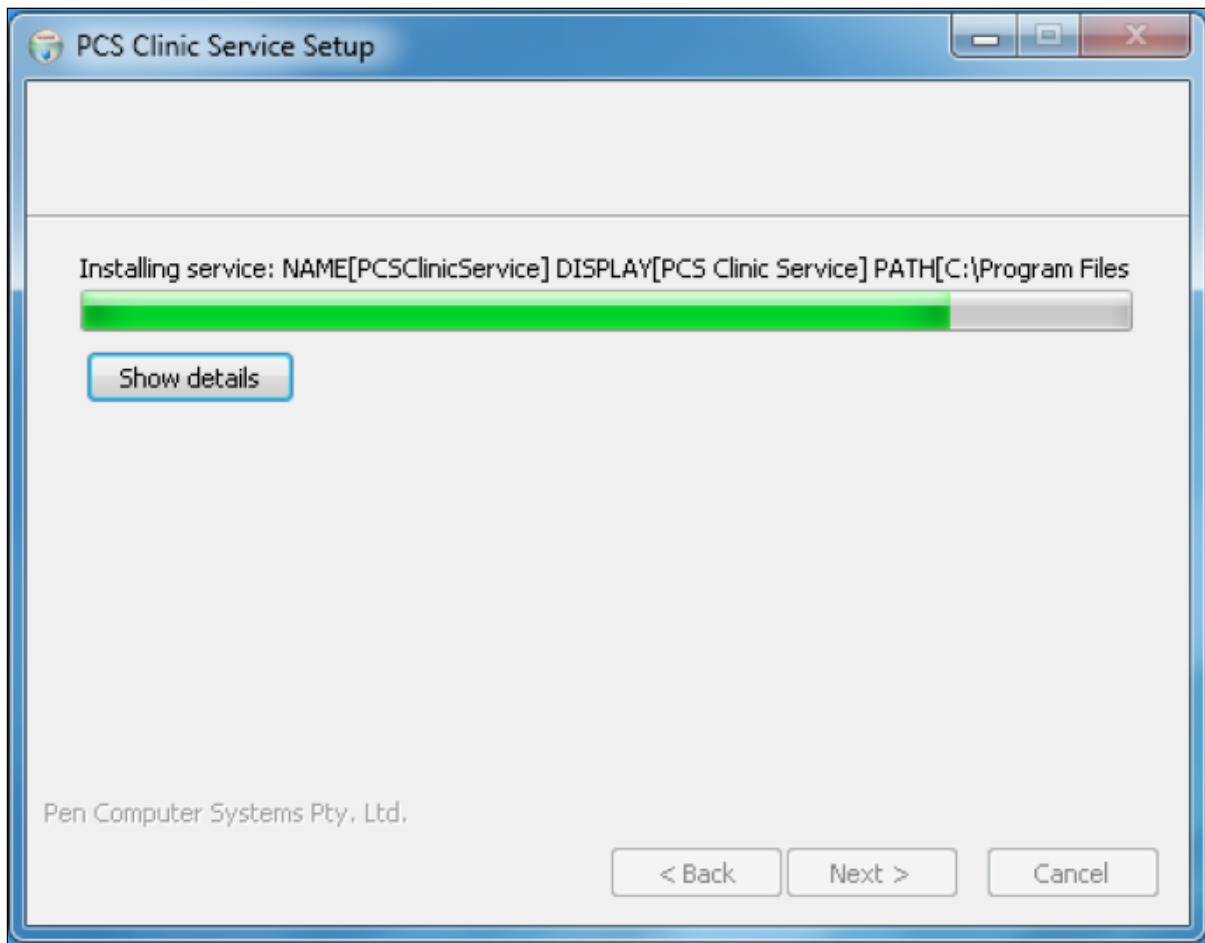
Please confirm you installation settings below:

Clinic/Practice Name:	Matthias
Address:	10000000 Long Long Street Little Suburb New South Wales
Clinical System:	MedicalDirector
CS Configuration:	HCN Live Data
Practice Management:	Pracsoft
PM Configuration:	HCN Live Data
Clinic Server Port:	8086
SQL Server install	Not Required
Clinical Database Location:	Local Machine

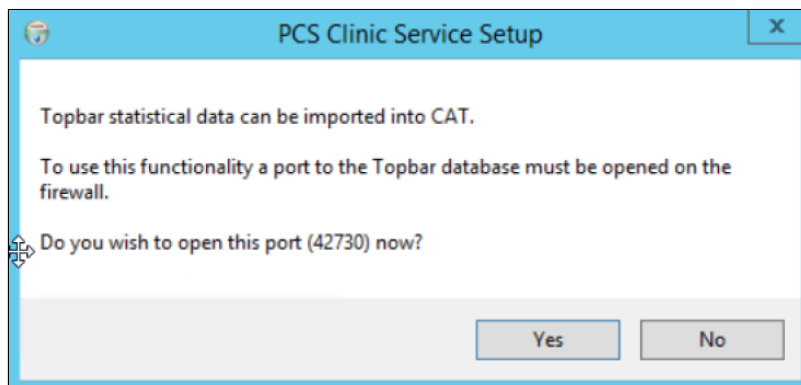
Pen Computer Systems Pty, Ltd.

< Back Install Cancel

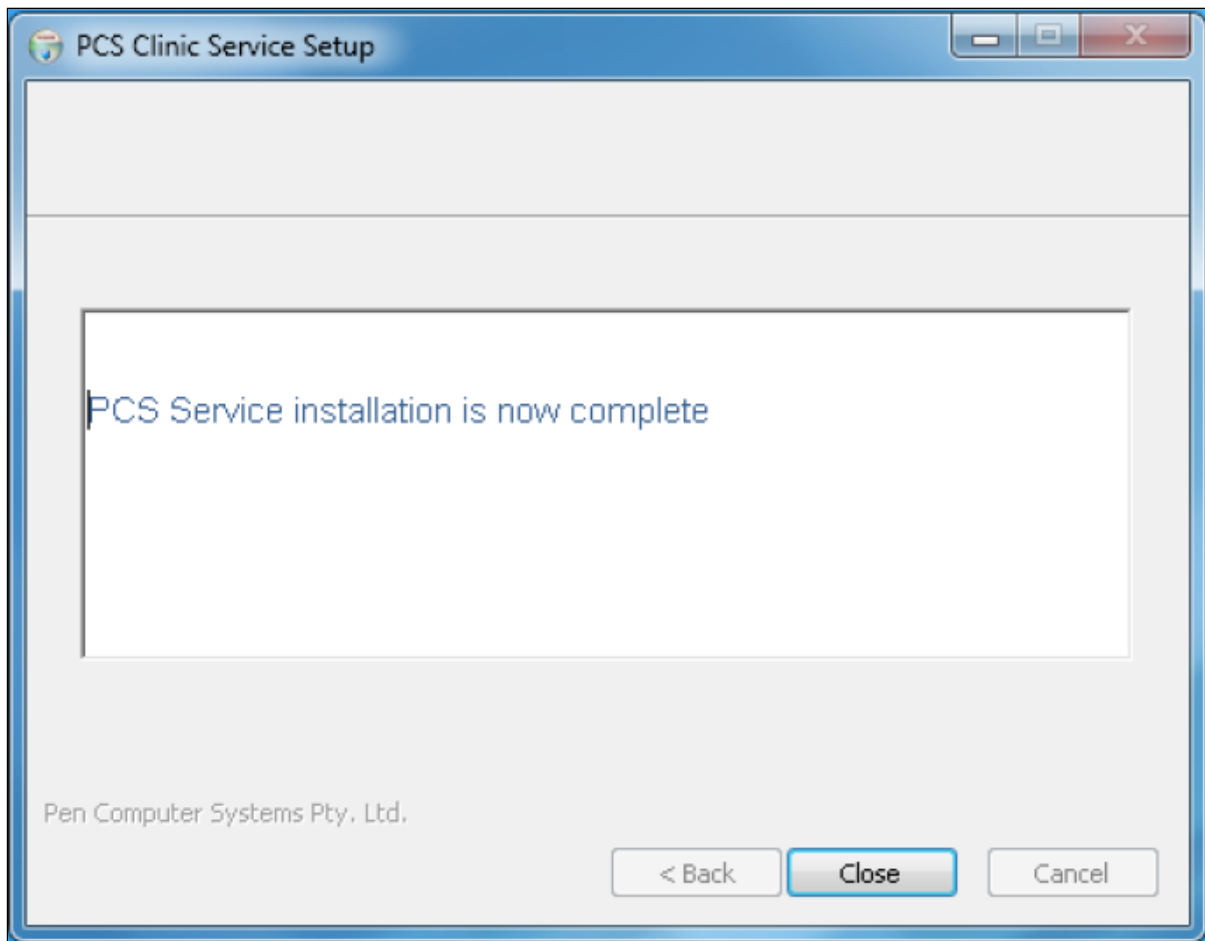
The installation will run several components, all is done automatically and will take approximately 15-20 minutes depending on machine and internet performance. Different progress bars for the individual components will show the status of the installation.



At the end of the installation the installer will prompt for linking Topbar to our Clinical Audit Tool (CAT). This requires a port on Topbar SQL server instance to be opened to allow the two programs to communicate. Please allow this port to open for future functionality.




The installation is complete.



6.3 After Server Installation

- By default, the service will be installed to:
 - **32Bit** – 'C:\Program Files\PCS\PCS Clinical Service'
 - **64Bit** – 'C:\Program Files (x86)\PCS\PCS Clinical Service'
- Start Menu shortcuts will be registered in 'PCS ->PCS Clinical Service'
 - **'Stop Service'** – Stops the PEN CS Clinical Service
 - **'Start Service'** – Starts the PEN CS Clinical Service
 - **'Runtime log'** – Short cut to the log file (same as Sidebar's)
 - **'Installation log'** – Shortcut to the installation log
- Add/Remove programs entry added 'PCS Clinical Service' (Can be un-installed from here)
- "PCS Clinic Service" and "PCS Clinic Monitoring Service" services should be running
- Firewall exception should be added to port 8086 (default) so that client installs can talk to the server.

 Best Practice users please note: If you are running Topbar and you are trying to restore a BP Backup, the running Topbar service will prevent the backup from being restored. Please stop the PCS Clinical Service and PCS Clinical Monitoring Service as described above before attempting a database restore, then restart the service!

To install the client module on individual workstations please follow the steps in the [Client Module installation](#)⁴ guide

6.4 After Client Installation

Full instructions on how to install the client module can be found here: [CLIENT MODULE INSTALLATION GUIDE TOPBAR](#)⁵

- By default, Topbar will be installed to:
- <USER PROFILE>\<APPDATA>\PCS\PCS Desktop

Example:

Win Vista, 7, 8 – 'C:\Users\user.name\AppData\Roaming\PCS\PCS Desktop'

- Start Menu shortcuts should be registered in 'Pen Computer Systems->PCS Topbar'
- 'PCS Topbar' – Shortcut to start the Topbar (1 on the desktop as well)
- 'Runtime log' – Short cut to the log file (same as Sidebar's)
- 'Installation log' – Shortcut to the installation log
- Add/Remove programs entry added 'PCS Topbar' (Can be un-installed from here)

On launch, the Topbar username and password are required. Please refer to the Topbar User guide available at help.pencs.com.au/topbar.htm⁶ for details on how to log on and use the tool.

⁴ <https://help.pencs.com.au/display/TTG/CLIENT+MODULE+INSTALLATION+GUIDE+TOPBAR>

⁵ <https://help.pencs.com.au/display/TTG/CLIENT+MODULE+INSTALLATION+GUIDE+TOPBAR>

⁶ <http://help.pencs.com.au/topbar.htm>

7 Troubleshooting and Advanced Configuration

To allow our users to configure Topbar to work with their individual setup, we have introduced some more advanced configuration options. Please select the relevant clinical system and/or issue from the guides below to see the full details:

- [BP Users - Error Cannot Connect to BP Database](#)(see page 31)
- [Topbar and Zedmed - fix performance issues](#)(see page 33)
- [Troubleshooting - Change Polling Frequency for BP Users](#)(see page 35)
- [Troubleshooting - Topbar Service Restart](#)(see page 38)
- [Zedmed Integrator Password](#)(see page 39)

7.1 BP Users - Error Cannot Connect to BP Database

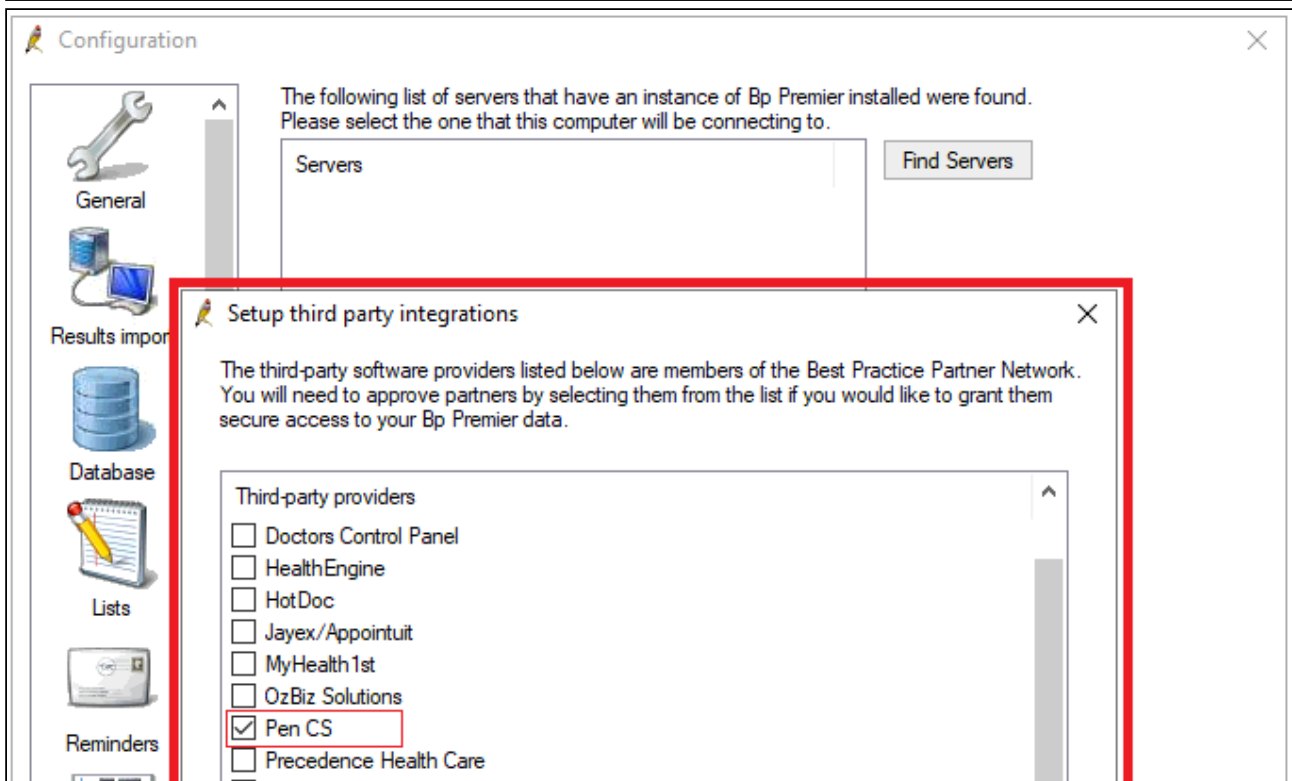
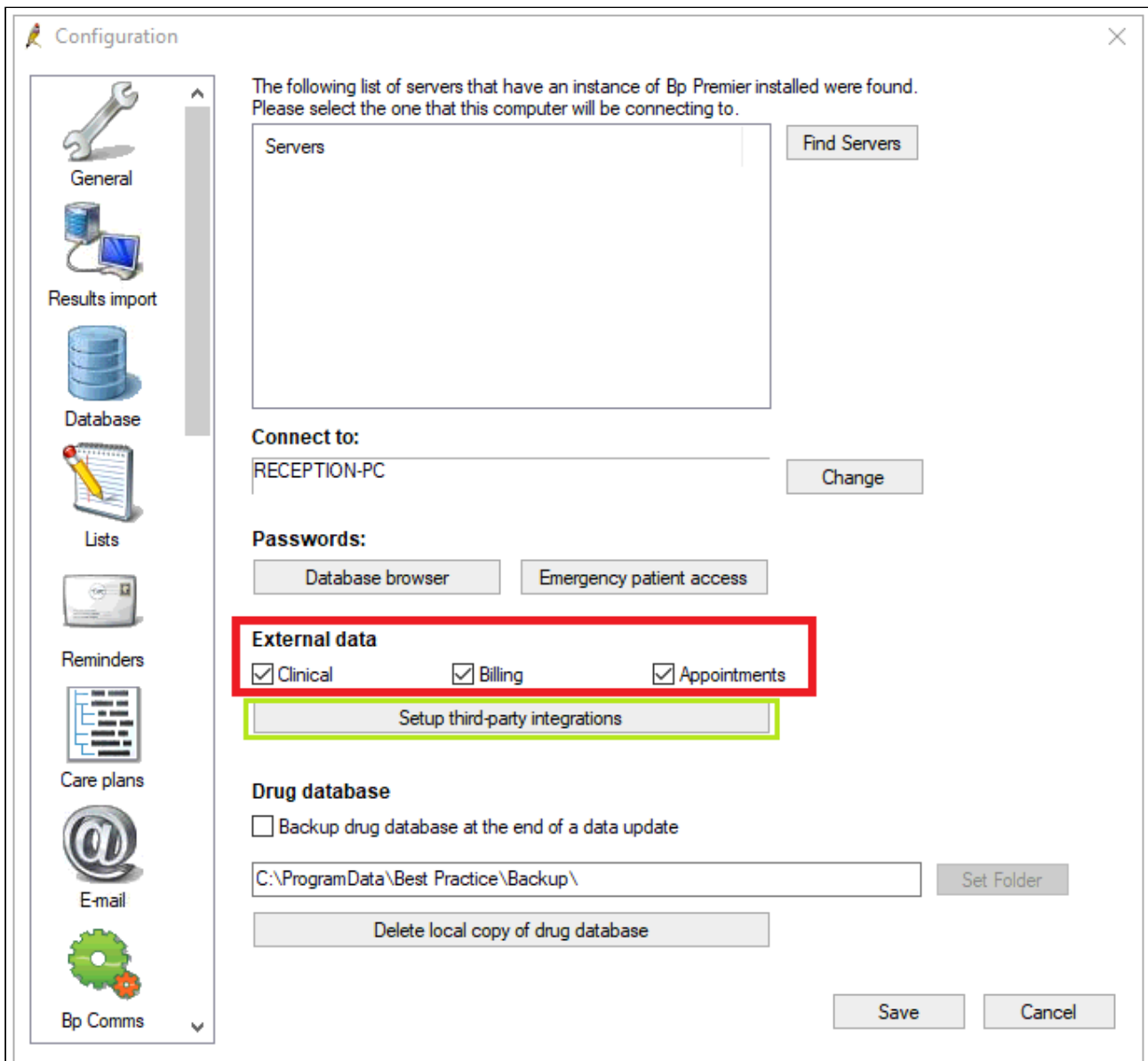
7.1.1 ERROR



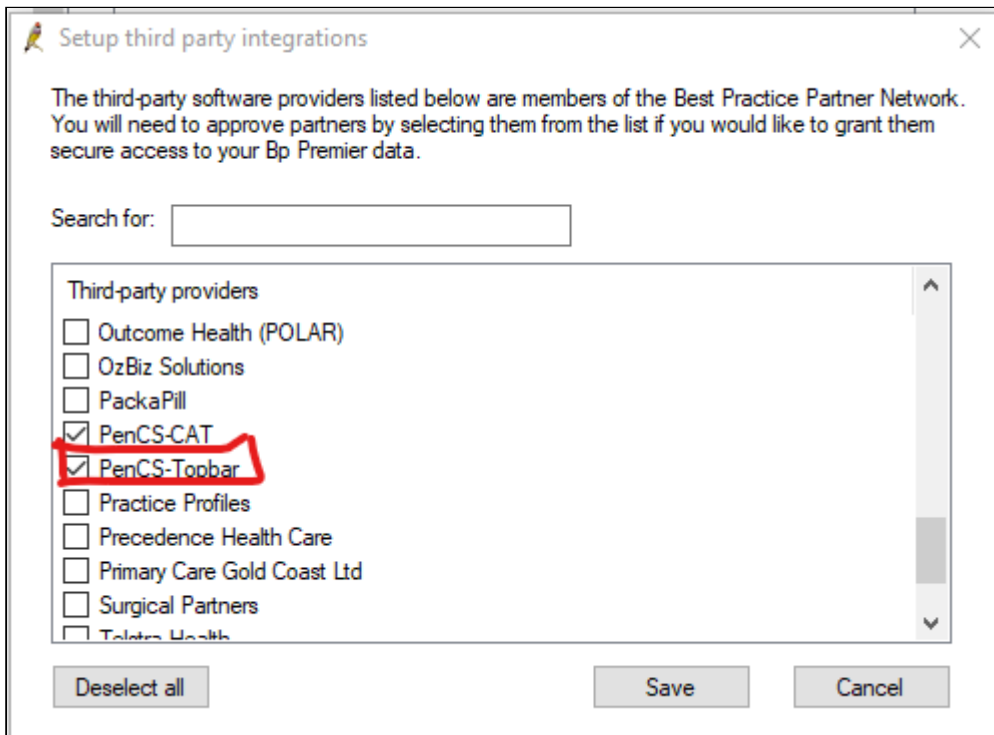
This error is possible for Best Practice Jade users.

7.1.2 SOLUTION 1

- Go to the **Configuration** windows in **BP Jade**
- Check if **External Data** Access is ticked for **Clinical, Billing and Appointments**
- if yes click on **Setup third-party integration** button
- then select **Pen CS** in the list and save
- Restart **All Topbar Services** and try login



For practices running OCT2020 DU or later



7.1.3 POSSIBLE OTHER REASONS FOR THIS ISSUE

The Clinical Database server firewall is stopping Topbar from connecting to the database

The Topbar Server is pointing to incorrect Database Server

7.2 Topbar and Zedmed - fix performance issues

Topbar versions higher than 2.7 are compatible with Zedmed v31+. However due to high frequency of database polling to detect changes, the Zedmed server can consume a lot of resources. The CPU consumption of FireBird (the database used by Zedmed) can reach up to 75%. This will slow down the Zedmed server. Despite enhancements to the Zedmed database structure implemented by the Zedmed developer team, the performance issues were not resolved.

In Zedmed versions prior to v31, Topbar used the SYSDBA default password to monitor database changes. But from Zedmed version 31, the Zedmed team has removed the SYSDBA default password. So Topbar had to use the user INTEGRATOR to monitor database changes. The INTEGRATOR user doesn't have access to FireBird Trace, which

means that using the INTEGRATOR user Topbar doesn't receive updates when data in the Zedmed database changes.

Solution

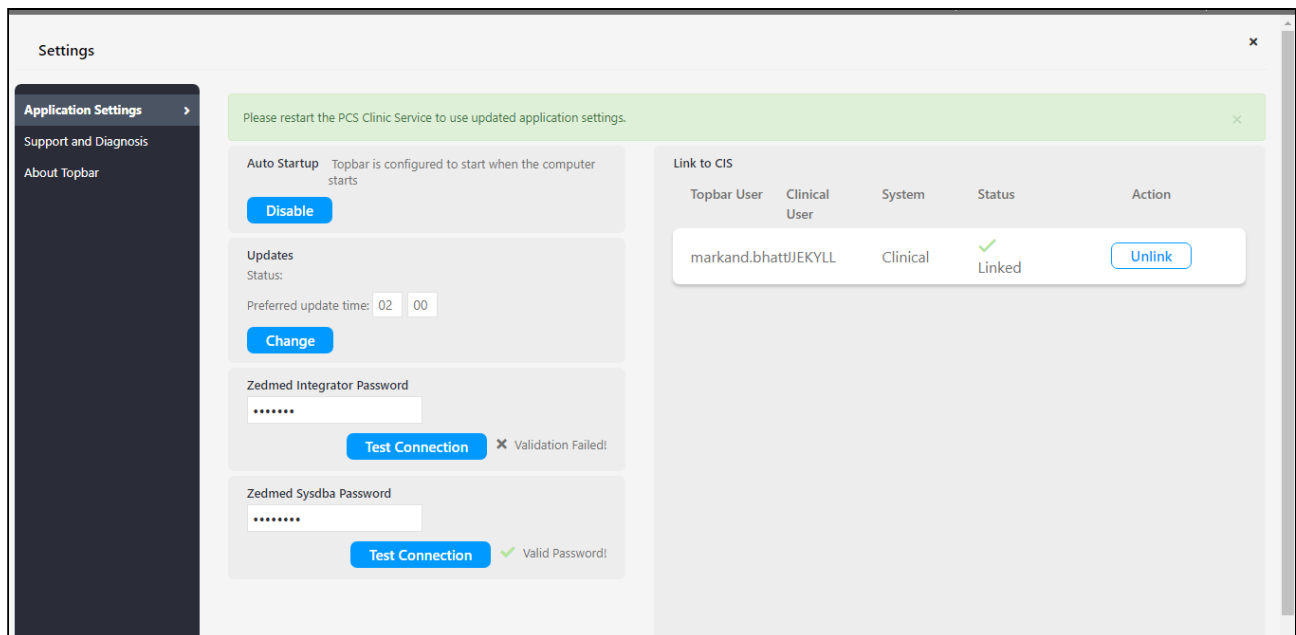
Working together with the Zedmed development manager it was agreed to go back to using the SYSDBA user, provided the clinic is willing to share the SYSDBA password with Topbar. In Topbar version 2.8.3, we have added a text-box in the Application Settings Tab to accept the SYSDBA password. Once a clinic administrator enters the SYSDBA password in Topbar, Topbar will encrypt it and save it in Topbar's database. The password does not leave the practice. Topbar will use the SYSDBA password to read changes in the database for the app functionality. This is the same way the older Topbar versions were able to access events in Zedmed.

Topbar Setup

Clinic administrators should know the SYSDBA password. If they don't know they can request it from the Zedmed support team. Email: support@zedmed.com.au⁷

Clinic administrators can add the SYSDBA password on the Application Settings Tab in the Settings. The SYSDBA password text-box will only appear for clinics using Zedmed v31 or above.

The SYSDBA password is not mandatory to use Topbar, but it will improve performance considerably and address issues you might have experienced. Clinic administrators can choose not to enter SYSDBA password and continue using Topbar with INTEGRATOR. Using Topbar with INTEGRATOR user may slow down the Zedmed clinic server for the reasons explained above.

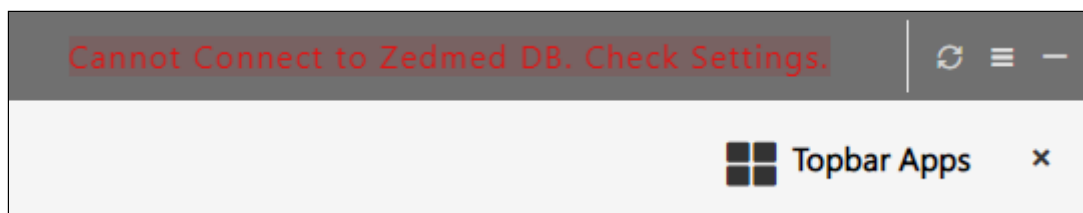


Once the connection test is successful, Topbar will request to restart the PCS Clinic server. The message is shown in green in the above screen shot. The Topbar service can be restarted from the 'Support and Diagnosis' tab in the Topbar Settings. If the connection test fails, the entered password won't be saved in the Topbar database. Once the SYSDBA password is saved in the Topbar database and after the service restart, Topbar will use SYSDBA user to read the database.

⁷ <mailto:support@zedmed.com.au>

Possible Error

If the clinic administrator has neither added an INTEGRATOR nor SYSDBA password, Topbar will show the following error message.



This message will only appear for clinics using Zedmed version 30 or above. Topbar will work fine without INTEGRATOR or SYSDBA password for clinics using Zedmed version below 30.

7.3 Troubleshooting - Change Polling Frequency for BP Users

If Topbar is set to high frequency database polling to detect changes in the patient record, the BestPractice server consumes a lot of resources due to cache settings in the BP Server.

This can slow down the BP Server and sometime can results in crashing the BestPractice clinical system. By default, Topbar performs database polling to monitor database changes after every 2 seconds, so the BP technical team requested to make the polling frequency configurable to avoid overloading of the BP clinic server.

Solution:

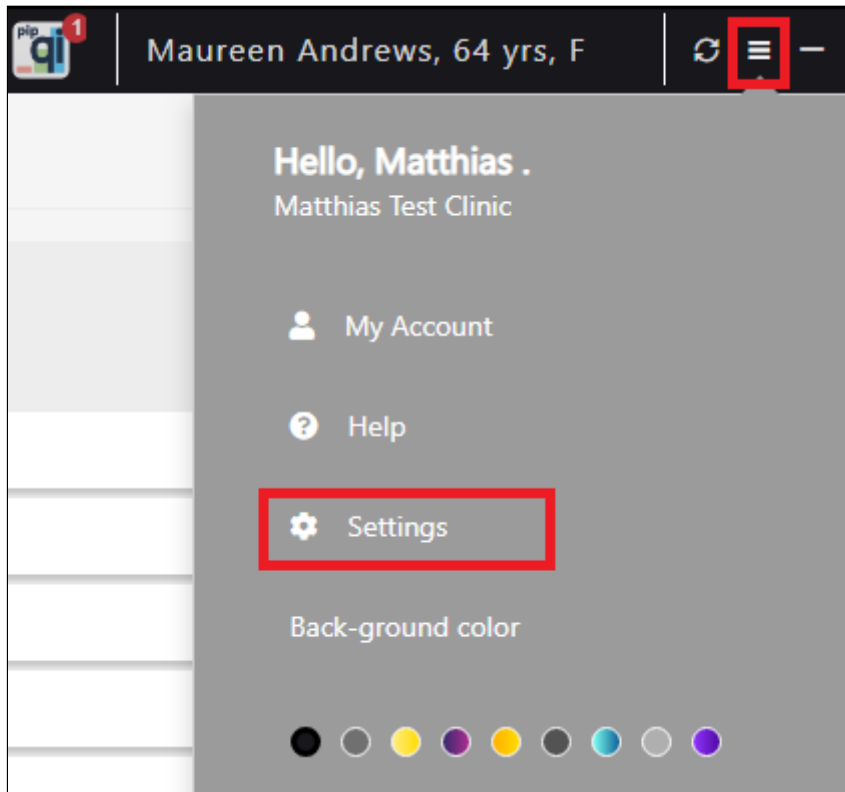
In Topbar version 2.8.4, we have made the extraction polling frequency configurable. These changes are only available for BP users. We have added a new option called "Extraction Polling Frequency(In Seconds)" under the "Application Setting" tab of Setting app to configure the extraction polling frequency time. With this configuration, Topbar will only access the BP database to detect the changes after the configured number of seconds.

Only clinic administrator users can change the frequency. Please refer to [Managing Topbar Users](#)⁸ for details on administrators for Topbar. The administrator will be able to set the frequency between 2 to 60 seconds. Default polling frequency is every 2 seconds.

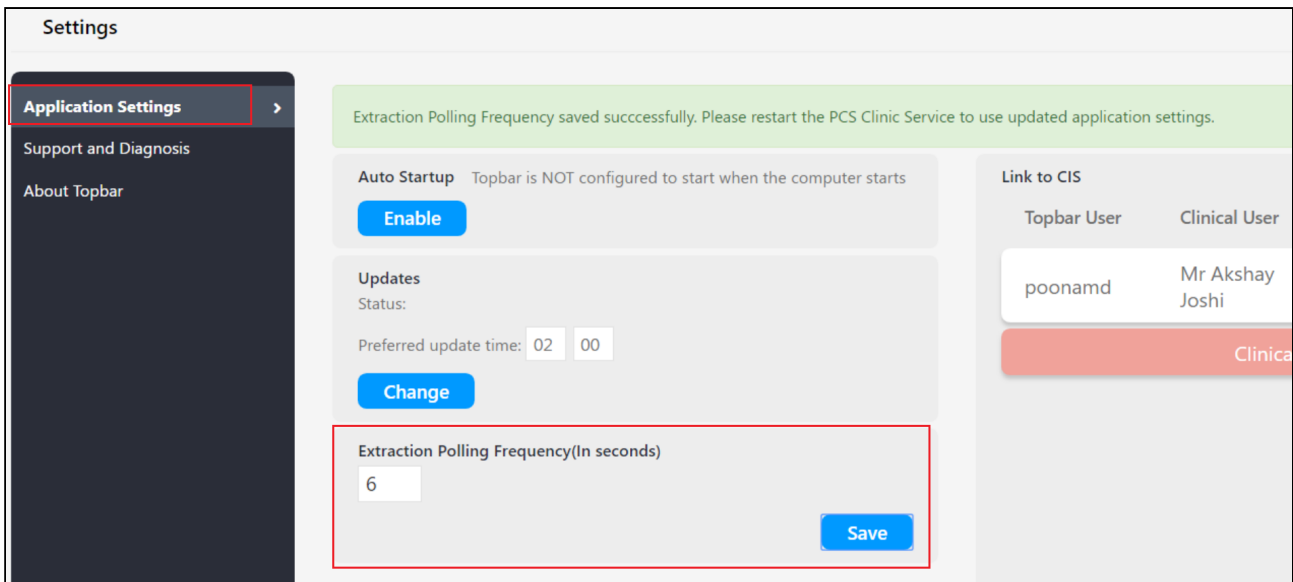
Topbar Setup:

The new "Extraction Polling Frequency" is in the Topbar Settings > Application Settings as shown in the screenshot below. To access the settings, click on the menu icon in the top right corner of Topbar, then choose 'Settings'

⁸ <https://help.pencs.com.au/display/TUG/Managing+Topbar+Users>

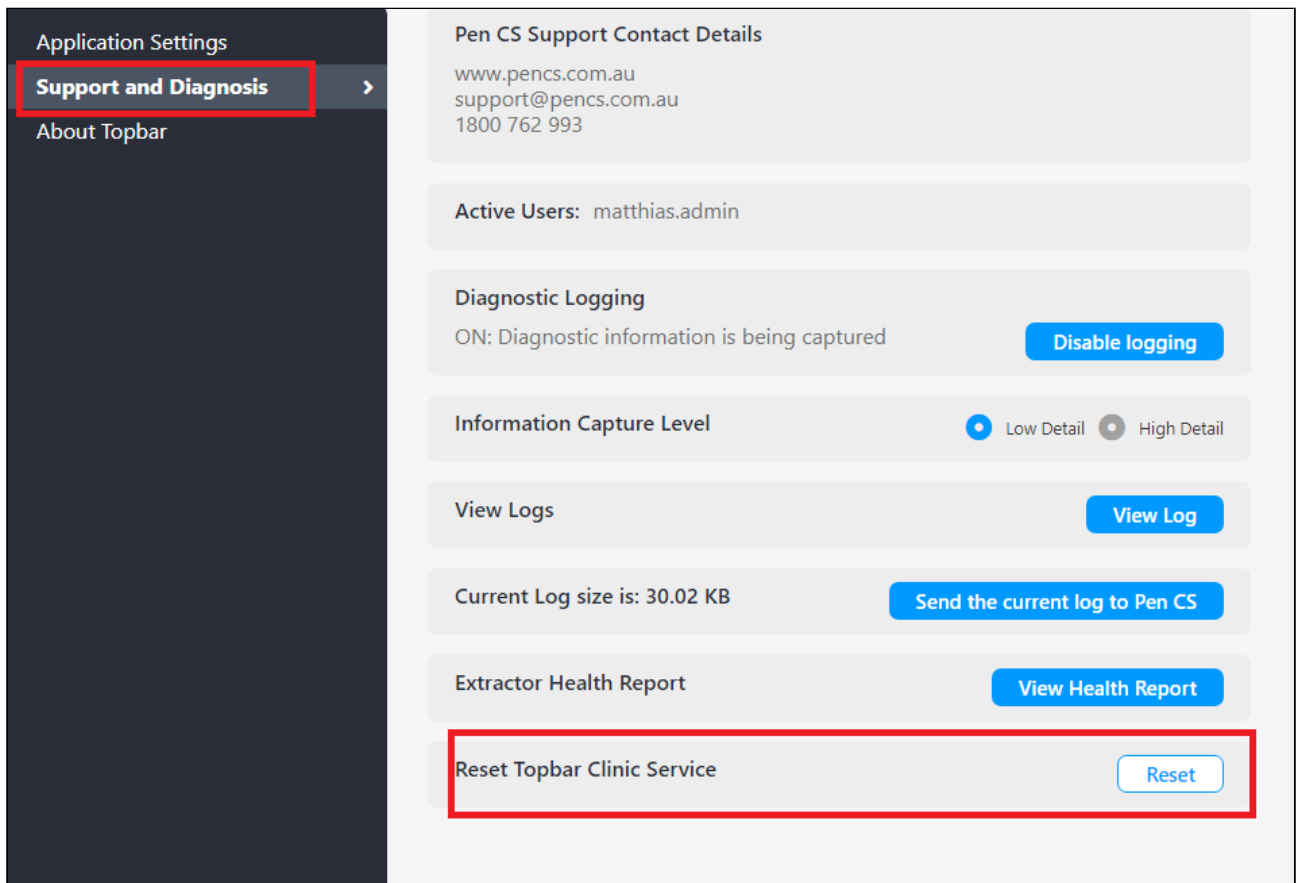


Please note that, this setting will be visible for clinic administrator only.



After changing the extraction polling frequency, the PCSClinicService needs to be restarted to apply the changes.

This can be done from the Topbar settings/Support and Diagnosis/Reset Topbar Clinic Server:



The screenshot displays the 'Support and Diagnosis' settings page. The left sidebar contains the following menu items: 'Application Settings', 'Support and Diagnosis' (highlighted with a red box), and 'About Topbar'. The main content area includes the following sections:

- Pen CS Support Contact Details:** www.pencs.com.au, support@pencs.com.au, 1800 762 993
- Active Users:** matthias.admin
- Diagnostic Logging:** ON: Diagnostic information is being captured. A blue button labeled 'Disable logging' is present.
- Information Capture Level:** Radio buttons for 'Low Detail' (selected) and 'High Detail'.
- View Logs:** A blue button labeled 'View Log'.
- Current Log size is: 30.02 KB:** A blue button labeled 'Send the current log to Pen CS'.
- Extractor Health Report:** A blue button labeled 'View Health Report'.
- Reset Topbar Clinic Service:** A blue button labeled 'Reset' (highlighted with a red box).

If you have access to the BP Server, you can restart the PCS Clinical Service from the Windows 'Services' app after the settings were changed. The steps above can be done on any computer in the clinic provided the Topbar users is configured as administrator in the MyPen user portal.

PCS Clinic Service		Name	Description	Status	Startup Type	Log On As
Stop the service		Network Connection Broker	Brokers con...	Running	Manual (Trig...	Local Syste...
Restart the service		Network Connections	Manages o...	Running	Manual	Local Syste...
		Network Connectivity Assis...	Provides Dir...		Manual (Trig...	Local Syste...
		Network List Service	Identifies th...	Running	Manual	Local Service
		Network Location Awareness	Collects an...	Running	Automatic	Network S...
		Network Setup Service	The Networ...		Manual (Trig...	Local Syste...
		Network Store Interface Ser...	This service ...	Running	Automatic	Local Service
		Offline Files	The Offline ...		Manual (Trig...	Local Syste...
		OneSyncSvc_239c2	This service ...	Running	Automatic (...	Local Syste...
		OpenSSH Authentication A...	Agent to ho...		Disabled	Local Syste...
		Optimize drives	Helps the c...		Manual	Local Syste...
		Parental Controls	Enforces pa...		Manual	Local Syste...
		Payments and NFC/SE Man...	Manages pa...	Running	Manual (Trig...	Local Service
		PCS Clinic Monitoring Servi...		Running	Automatic (...	Local Syste...
		PCS Clinic Service		Running	Automatic	Local Syste...
		Peer Name Resolution Prot...	Enables serv...		Manual	Local Service

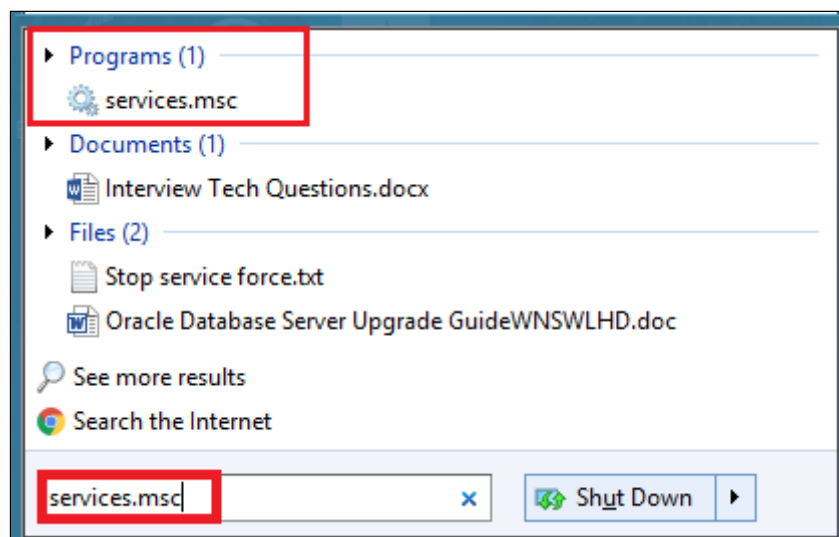
7.4 Troubleshooting - Topbar Service Restart

The Topbar service might have to be restarted if you are experiencing problems. Restarting the service on your server might require IT support to assist. If you have access to your server you can follow the steps below to restart the Topbar service without having to restart your server. Your clinical system will not be affected by restarting the Topbar service!

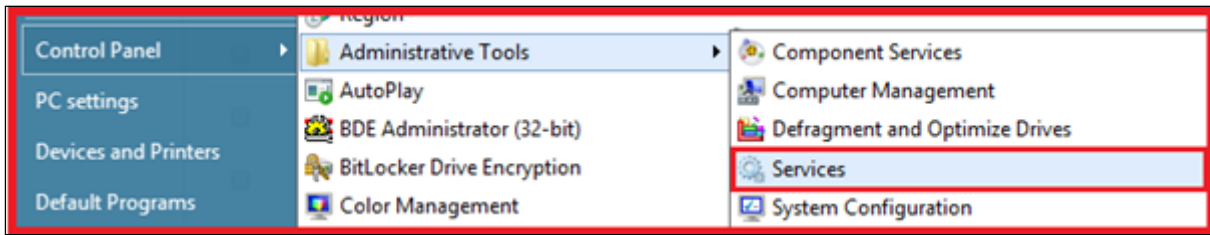
STEP 1: Go to Services Window of your Topbar Server computer - in most cases this is your server running your clinical software as well.

How to identify the computer installed Topbar Server: if you can find PCS Clinic Monitoring Services and PCS Clinic Service

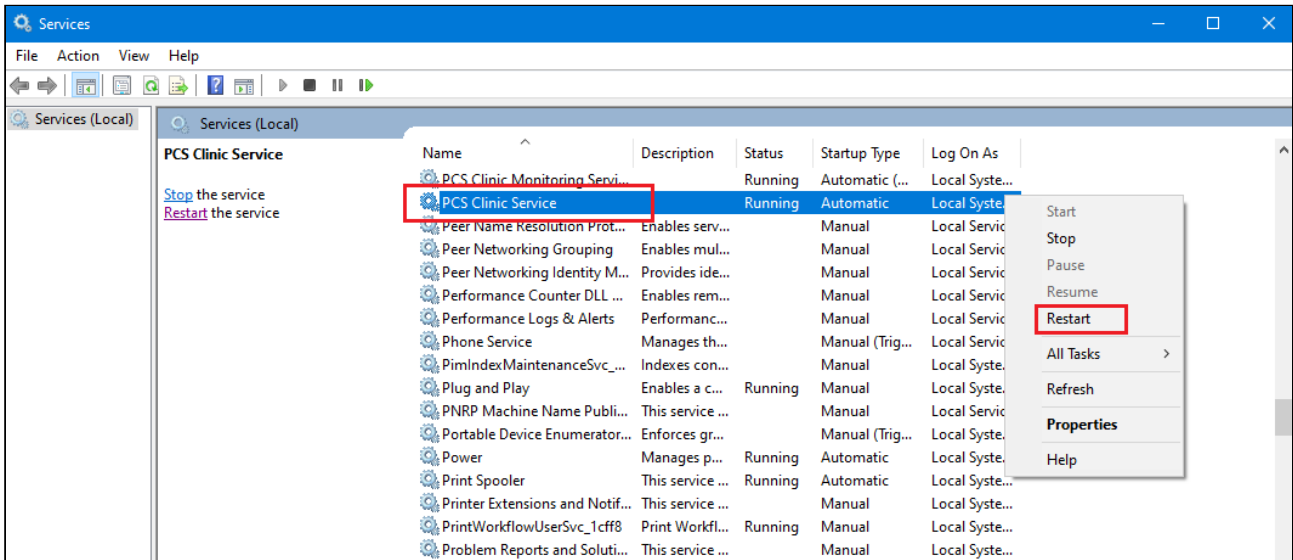
Type **services.msc** in Windows Search and Press **Enter**



Or Go to **Control Panel/Administrative Tools/Services**



STEP 2: Restart PCS Clinic Service.



STEP 3: Verify with Topbar Desktop App

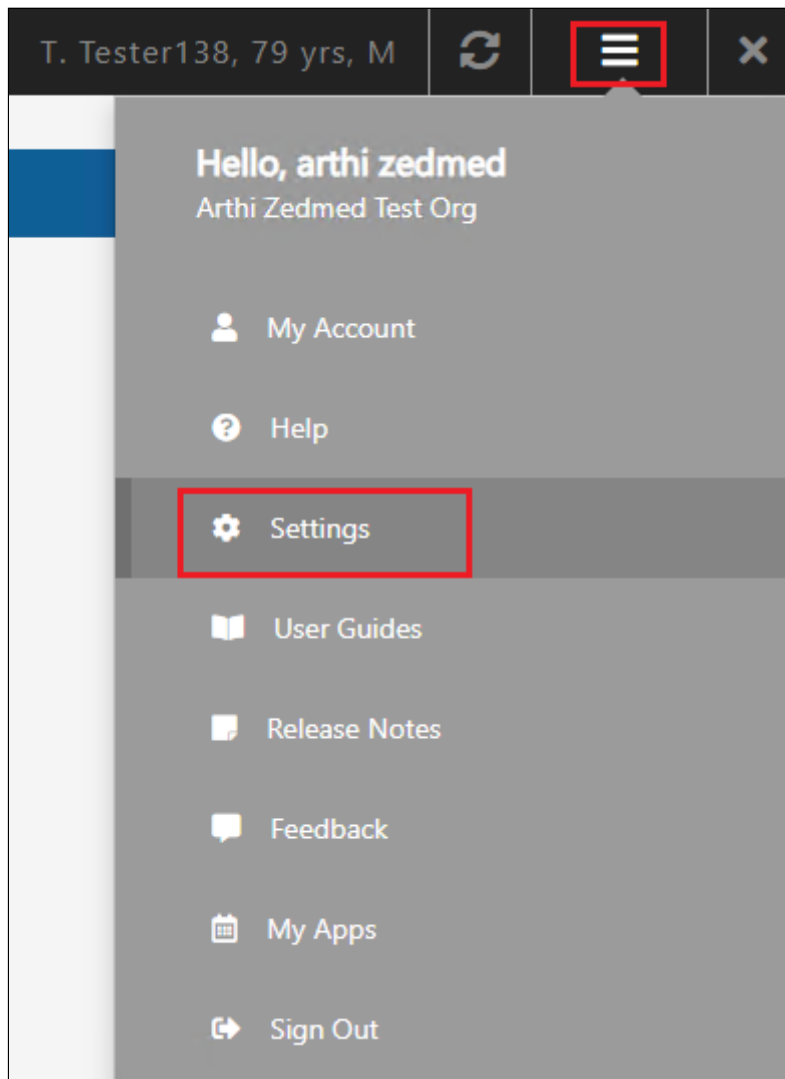
Restart the Topbar Desktop App

7.5 Zedmed Integrator Password

From version 29 and later Zedmed will require an 'Integrator Password' for Topbar to access the patient data in Zedmed. This password is set up in Zedmed first and will then have to be updated/entered in the Topbar/Settings/ Zedmed screen.

Use the 'Test Integrator Password' button to check if your password is valid.

Click on the settings menu in the top right corner and then select 'Settings' from the list:



On the 'Settings' page, click on 'Application Settings' and then enter your Zedmed Integrator password in the box at the bottom. Click 'Test Connection' to make sure the password is correct.

