

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.

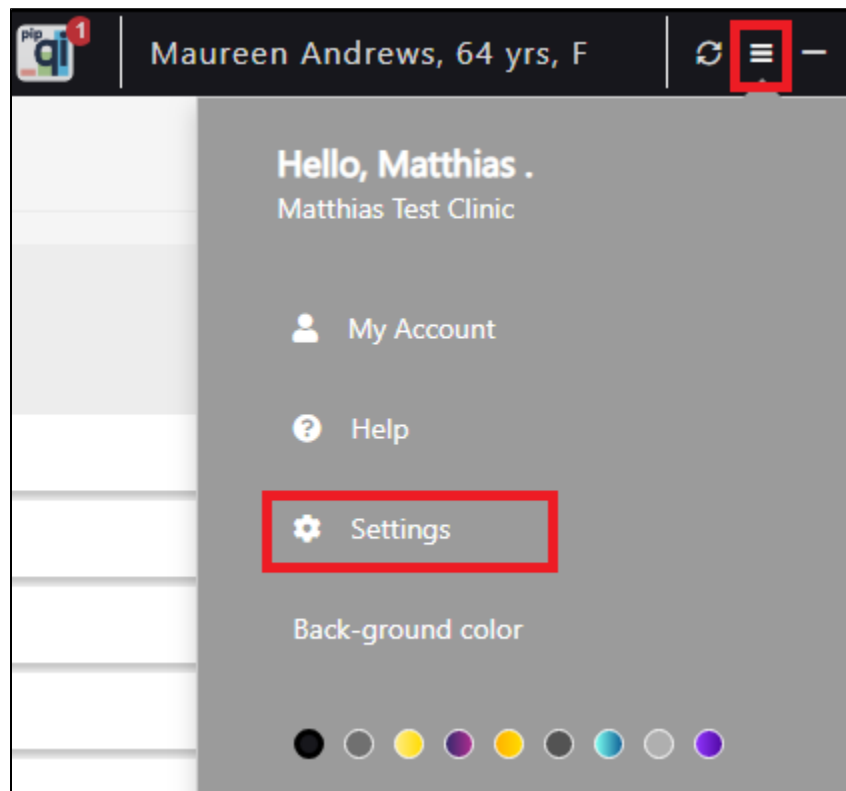
Solution:

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](#) 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'



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

Settings

Application Settings

Support and Diagnosis

About Topbar

Extraction Polling Frequency saved successfully. Please restart the PCS Clinic Service to use updated application settings.

Auto Startup

Topbar is NOT configured to start when the computer starts

Enable

Updates

Status:

Preferred update time: 02 00

Change

Extraction Polling Frequency(In seconds)

6

Save

Link to CIS

Topbar User

poonamd

Clinical User

Mr Akshay Joshi

Clinical

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:

Application Settings

Support and Diagnosis

About Topbar

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

Disable logging

Information Capture Level

☒ Low Detail ☐ High Detail

View Logs

View Log

Current Log size is: 30.02 KB

Send the current log to Pen CS

















Extractor Health Report

View Health Report

Reset Topbar Clinic Service

Reset

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 Stop the service Restart the service	Name	Description	Status	Startup Type	Log On As
	 Network Connection Broker	Brokers con...	Running	Manual (Trig...	Local Syste...
	 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