## **CAT4 Scheduler Offline Troubleshooting**

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PenCS CAT 4 Scheduler can go offline due to a number of reasons. This document is meant for IT support or staff with administrator access and an understanding of their IT infrastructure and will show you how to restart Scheduler. The main causes for Scheduler not working are:

- Pen CS CAT Scheduler Service has been either disabled or removed (uninstalled or Server decommissioned etc.).
- Pen CS CAT Scheduler Service is being blocked by Antivirus software
- Local System user has no permission to run the service.

## Steps to restart the Scheduler service

Find the computer that has Pen CS CAT Scheduler installed. In most cases this will be the server running the clinical software, but it could also be a workstation. This can be done by checking installed programs on the computer or server.

There should be at least one computer running with Pen CS CAT Scheduler in the practice to send data to the PHN or other organisation; if there is no machine with scheduler installed please book a new installation using this link: http://www.pencs.com.au/support/online-booking/

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(e) → ↑ (a) + Control Panel + All Control Panel Items + Programs and Features					Search Programs	and Features 🔎
<u>File Edit View Tools H</u> elp					X 🖬 🗂 🗙	1 - 0
Control Panel Home View installed updates	Uninstall or change a program To uninstall a program, select it from the l	list and then click Uninstall, Change, or Repair.				
Furn Windows features on or off	Organize - Uninstall/Change					H • 0
Install a program from the network	Name	Publisher	Installed On	Size	Version	^
	Gracle Providers for ASP.NET Help Paltalk Messenger 11.7	Oracle Corporation AVM Software Inc.	24/03/2016 11/02/2016	362 KB	11.1.0720 11.7.631.17760	
	PCS Clinic Service	Pen CS Pty Ltd	16/03/2018	297 MB	2.2.8.5327	
	Pen CS CAT Scheduler	Pen CS Ptv Ltd	8/12/2017	4.93 MB	3.9.80.3754	
	Pen CS CAT4	Pen CS	31/05/2018		4.10.1.2	
	Pen CS CAT4	Pen CS Pty Ltd	19/02/2018	77.5 MB	4.9.0.2	
	Help link	: 5.9.80.5754 Support link: <u>http://w</u> : http://www.pencs.co Size: 4.93 MB	ww.pencs.com.au			
1 item selected				4	93 MB	omputer

Make sure CAT 4 Scheduler is running on the computer/ server under windows Services. You can access Services by typing 'Services' in the Windows start menu.

**Please note:** To change Windows services windows logged in user needs the right permissions; if the user does not have the required rights to change windows services; need to request ICT support to do this step.

Programs (4)				
Services				
Component Services				
Reporting Services Configuration Manager				
services.exe				
Control Panel (6)				
🔁 View local services				
📑 Manage Information Cards that are used to log on to online se				
📑 Windows CardSpace				
Documents (31)				
MSI - Communication Services.log				
MSI Uninstall - Communication Services.log				
MSI - Communication Services.log				
Files (3)				
Eula.txt				
💻 winaudit (1).exe				
🚇 winaudit.exe				
₽ See more results				
services X Shut down				

Check the Status & Start-up Type If Service Status is Running & Start-up is Automatic then restart the service

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Services (Local)	Services (Local)							
	Pen CS CAT Scheduler Service	Name	Description		Status	Startup Type	Log On As	^
		Peer Networking Identity Manager	Provides identity services for the Peer N	ame Resolution Protocol (		Manual	Local Service	
	Stop the service	Pen CS CAT Scheduler Service	Pen CS CAT Scheduler Service		Running	Automatic (D	Local System	
	Restart the service	Reformance Counter DLL Host	Enables remote users and 64-bit pro	Start	_	Manual	Local Service	· · · · · · · · · · · · · · · · · · ·
		Reformance Logs & Alerts	Performance Logs and Alerts Collec	Stop c.		Manual	Local Service	
	Description:	C Plug and Play	Enables a computer to recognize an	Pause 5	Running	Manual	Local System	
	Pen CS CAT Scheduler Service	R PNRP Machine Name Publication Service	This service publishes a machine na	Resume 50		Manual	Local Service	
		Portable Device Enumerator Service	Enforces group policy for removable	Restart pl.		Manual (Trig	Local System	
		postgresql-x64-9.6 - PostgreSQL Server 9.6	Provides relational database storage		Running	Automatic	Network Service	
		C Power	Manages power policy and power p	All Tasks +	Running	Automatic	Local System	
		🖓 Print Spooler	This service spools print jobs and ha	Refresh ti.	. Running	Automatic	Local System	
		Printer Extensions and Notifications	This service opens custom printer d	fi.		Manual	Local System	
		Problem Reports and Solutions Control Pa	This service provides support for vie	Properties of		Manual	Local System	
		Program Compatibility Assistant Service	This service provides support for the	Help is.	Running	Automatic	Local System	
		🔍 Quality Windows Audio Video Experience	Quality Windows Audio Video Experione			Manual	Local Service	
		Remote Access Auto Connection Manager	Creates a connection to a remote netwo	ork whenever a program re		Manual	Local System	
		Remote Access Connection Manager	Manages dial-up and virtual private net	work (VPN) connections fr		Manual	Local System	
		Remote Desktop Configuration	Remote Desktop Configuration service (	(RDCS) is responsible for a.	Running	Manual	Local System	
		Remote Desktop Services	Allows users to connect interactively to	a remote computer. Rem	. Running	Manual	Network Service	
		Remote Desktop Services UserMode Port R	Allows the redirection of Printers/Drives,	/Ports for RDP connection	s Running	Manual	Local System	
		Remote Procedure Call (RPC)	The RPCSS service is the Service Control	Manager for COM and D.	Running	Automatic	Network Service	
		Remote Procedure Call (RPC) Locator	In Windows 2003 and earlier versions of	Windows, the Remote Pr		Manual	Network Service	
	and a local d	🔍 Remote Registry	Enables remote users to modify registry	settings on this computer		Automatic (T	Local Service	~
	cxtended / standard /							_

## If the Service Status is either not Running or Start-up Type is Disabled; then Enable & Start the service.

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Services (Local)	Services (Local)						
	Pen CS CAT Scheduler Service	Name	Description	Status	Startup Type	Log On As	^
	Ten es en senesare service	Deer Networking Identity Manager	Provides identity services for the Deer Name Resolution Protocol (		Manual	Local Service	
	Description:	Peo CS CAT Scheduler Service	Provides identity services for the Peer Name Nesolution Protocor (in Page CS CAT Schedular Service		Dicabled	Local Sustem	
	Pen CS CAT Scheduler Service	Performance Counter DLL Host	Enables remote users and 64-bit processes to query performance		Manual	Local Service	·
		Performance Logs & Alerts	Performance Logs and Alerts Collects performance data from loc		Manual	Local Service	
		Plug and Play	Enables a computer to recognize and adapt to bardware changes	Running	Manual	Local System	
		PNRP Machine Name Publication Service	This service publishes a machine name using the Peer Name Reso		Manual	Local Service	
		Portable Device Enumerator Service	Enforces group policy for removable mass-storage devices. Enabl		Manual (Trig	Local System	
		aostaresal-x64-9.6 - PostareSOL Server 9.6	Provides relational database storage.	Running	Automatic	Network Service	
		Q. Power	Manages power policy and power policy notification delivery.	Running	Automatic	Local System	
		Revenue Print Spooler	This service spools print jobs and handles interaction with the pri	Running	Automatic	Local System	
		Revenue And Automations and Notifications	This service opens custom printer dialog boxes and handles notifi	-	Manual	Local System	
		Reports and Solutions Control Pa	This service provides support for viewing, sending and deletion of		Manual	Local System	_
		Regram Compatibility Assistant Service	This service provides support for the Program Compatibility Assis	Running	Automatic	Local System	
		Quality Windows Audio Video Experience	Quality Windows Audio Video Experience (gWave) is a networkin		Manual	Local Service	
		Remote Access Auto Connection Manager	Creates a connection to a remote network whenever a program re		Manual	Local System	
		Remote Access Connection Manager	Manages dial-up and virtual private network (VPN) connections fr		Manual	Local System	
		Remote Desktop Configuration	Remote Desktop Configuration service (RDCS) is responsible for a	Running	Manual	Local System	
		Remote Desktop Services	Allows users to connect interactively to a remote computer. Rem	Running	Manual	Network Service	
		Remote Desktop Services UserMode Port R	Allows the redirection of Printers/Drives/Ports for RDP connections	Running	Manual	Local System	_
		Remote Procedure Call (RPC)	The RPCSS service is the Service Control Manager for COM and D	Running	Automatic	Network Service	
		Remote Procedure Call (RPC) Locator	In Windows 2003 and earlier versions of Windows, the Remote Pr		Manual	Network Service	_
		C. Remote Registry	Enables remote users to modify registry settings on this computer		Automatic (T	Local Service	~
	Extended Standard						

Then validate the scheduler in CAT 4 under Edit/ Preferences/Scheduler

Clinical Audit   Best Prac	tice Communicare Ferret Genie GPComplete Medical Director 3	Medinet MedTech32 MMEX		
practiX Zedmed Med	iflex Medilink The Practice Scheduler Data Submission Topbar			
Scheduler Working Fo	C:\Program Files (x86)\Pen Comp	uter Systems\PCS Schedu		
Scheduler Dedicated	CAT Account Note This is the account credentials the collections will run under.	at the Scheduled CAT		
User Name	User Name Scheduler.3727			
Password	•••••			
	Validate Account			
Multiple Locations	If these extracts are being sent to	vour PHN PAT CAT, you		
CAT has detected locations for extrad	Scheduler Configuration			
Account credentials verified and saved successfully. It is recommended that you perform a Test Schedule to verify your preferences have been successfully saved. OK				

For the verification purpose of CAT 4 Scheduler; 20 Patients test collection can be done using Test Scheduler in Scheduler in Menu bar.



Pen CS CAT4 - CAT4	- 8 ×
File Edit View Tools Data Submission Pr	ompts Scheduler Help
Collect	Image: Second
29/05/2018 10:42 AM 20 TEST_RMBL_ALL	Demographics Ethnicity Data Quaity Data Cleansing Allergies Smoking Alcohol Measures Pathology Disease Screening Co-morbidities Medications Diabetes SIP tems
	Population Pyramid Age Profile (RACGP)
	🗆 Select Al 🗌 Show Total Counts Export 🛛 Age bracket 5 🚖 Print
	Demographic Breakdown by Age Females = 0, Males = 0, Other = 0
	Female Male

If the Test Scheduler runs successfully the PEN CS CAT4 Scheduler is ready to do a full extract. Use **Scheduler** in menu bar to get access to Scheduled tasks.

More information on the set-up of Scheduler can be found here:

http://help.pencs.com.au/display/CG/Setting+up+CAT4+for+Scheduler

To upload de-identified data, a location needs to be specified in CAT4. The details on how to configure a 'send to location' can be found here:

http://help.pencs.com.au/display/CG/Configure+Send+to+PATCAT

If the Scheduler Test failed please contact Pen CS Support on 1800 762 993