RESOURCE AND PATIENT MANAGEMENT SYSTEM

CHS Contract Health Management System

Installation Guide

November 2001
Version 3.1

Office of Information Resource Management
Division of Systems Development
Albuquerque, New Mexico

PREFACE

This manual provides the site manager and Area ISC the tools to install the various components of the CHS Contract Health Management System (CHS), V 3.1 software. This manual contains user information for procedures during the installation process. Instructions for setting package parameters, making site-specific changes, and other post-installation set-up tasks are given in the CHS Technical Manual and the CHS User Manual.

This manual will be used by those installing CHS for the first time as well as those who are upgrading from version 3.0. The installation steps are basically the same for both groups. When the instructions for those performing a first time install differs from those upgrading from version 3.0, we will provide first time installers with specific information preceded by the term **FIRST TIME INSTALLERS**.

TABLE OF CONTENTS

1.   INTRODUCTION

PACKAGE NAME: CHS Contract Health MGMT System
PACKAGE PREFIX: ACHS
CURRENT VERSION: 3.1

For more information, contact:
Division of Systems Development
5300 Homestead Road NE
Albuquerque, NM 87110
(505) 248-4371

IMPORTANT: Read This Entire Installation Manual Prior To Attempting The
Installation.

2.   RELEASE NOTES

Version 3.1 of CHS contains an updated version of the Denial functions, including much expanded features to address Deferral cases. It also includes a great number of enhancements and repairs to version 3.0.

Field additions were also made to the CHS DENIAL DATA (9002071) file, CHS DENIAL FACILITY (9002072) file, CHS DENIAL REASONS (9002073), and the CHS DENIAL STATUS (9002074) file. Accompanying these data dictionary changes were changes in routine code appropriate to the data dictionary changes.

Additional changes to the CHS software in Version 3.1 include:

● Previous Changes Incorporated. All changes and corrections from Patch 1 through Patch 21 for Version 3.0 have been incorporated into Version 3.1.

● Reactivating providers. Providers that have been deactivated can now be reactivated via option Provider/Vendor Data

● Insurance effective and termination dates Item 3h now appears on the Universal Purchase Order form.

● Authorization dates (Item 11) and other insurance information now appear on the Universal P.O. for Dental service type.

● Account number is no longer asked for when entering a new denial.

● Addition of an ALTERNATE RECIPIENT prompt when entering a new denial.

● Addition of more informative error messages.

● Menu option tracker for an additional debugging tool and process flow evaluator.

● Deletion of ACHSTM* routines. Technical and User manuals are available online via pdf files supplied with installation files.

● Fiscal year of a P.O. can be one year ahead of the current year.

● HFS search has been improved.

● EOBR processing has been updated, improved, and repaired.

● Transmission of files to the FI and to CORE has been switched from an X.25 protocol to an FTP method, since the former protocol is no longer available.

● Y2K changes have been fully developed, tested and enhanced. These important changes apply not only to the year 2000, but to date handling in general.

- Printing universal form 843 has become easier, and many bugs in the printing of this form have been corrected.

- Printing documents immediately after creating them has become easier.

- The function to pay documents has become more robust.

- The process of exporting is more robust.

- The ability to reactivate a vendor had been mistakenly removed, and now is returned.

- The export report can now be directed to a slave printer.

- Bugs in the defining and using of Common Accounting Numbers have been corrected.

3. Installation Notes

3.1 GENERAL INFORMATION

a) Make a copy of this distribution for off-line storage.

b) Print all notes/readme files.

c) The installation process should be captured in at least one of two ways. The preferable way is to capture the entire process using the "capture to file"' or "log session" feature of the terminal emulator. If you do this, do NOT capture the session to a floppy disk; save it to your hard disk instead. The second way is to use an auxport printer attached to the terminal where the installation is being performed. This will insure an audit trail if any problems should arise.

d) The Contract Health Management System is herein referred to as CHS.

e) A screen capture of a typical installation can be viewed at the end of this file. It is followed by a list of some of the messages you MIGHT see.

3.2 CONTENTS OF DISTRIBUTION

a) achs0310.k– KIDS INSTALL
b) achs0310.s1 – script file 1
c) achs0310.s2 – script file 2
d) achs031i.pdf – Installation Guide
e) achs031t.pdf – Technical Manual
f) achs031u.pdf – User Manual

3.3 REQUIREMENTS

a) Kernel V 8.0
b) FileMan V 21
c) XB/ZIB V 3.0
d) AUPN V 99.1, through Patch 9910.05
e) AUT IHS Standard Data Dictionaries 98.1
f) If currently running CHS, must be running version 3.0.

3.4 INSTALLATION INSTRUCTIONS
Perform the following steps for all UCIs where CHS is running or will be run:

1. Make sure KIDS file achs0310.k is in the /usr/spool/uucppublic directory. If necessary unpack or untar it. **FIRST TIME INSTALLERS** at area offices should make sure that the script files, achs0310.s1 and achs0310.s2, are in the directory as well.

2. Perform a system backup prior to beginning the installation. Verify the system was successfully backed up! **DO NOT** proceed unless you are sure the backup was successful!

3. Disable MUMPS logins or ensure all users are logged off. At a minimum, disable menu option ACHSMENU. **FIRST TIME INSTALLERS** will not have that menu option.

4. Go to programmer mode and access the programmer prompt > in the UCI that you wish to install the CHS package. You can use D ^%ZUCI to change UCIs.

5. Pay close attention to messages that appear on the screen.

6. Make sure you record the entire installation in one of two ways. One way is to turn on the screen capture feature of your terminal emulator. If you are using TNVT Plus as we do here at the ITSC, the screen capture is invoked under the following menus:

Session -→ Capture to File→ Start Capture

Another way to record the entire installation is to make all screen information appear on an auxiliary or slave printer. This is NOT the preferred method. Use the Capture to File method if you can.

7. D ^XUP

8. Enter   XPD INSTALLATION MENU

9. Select   1 Load a Distribution

10. Enter a Host File: /usr/spool/uucppublic/achs0310.k

11. Follow the steps. Use the example that follows as a guide.

Steps 12 and forward are to be performed **AFTER THE KIDS INSTALL HAS COMPLETED**.

---

12. Make sure that you perform the Post Install steps at the very end of this document, in section 3.8.

13. **FIRST TIME INSTALLERS** at Area Offices ONLY will now return to unix and go to the /usr/spool/uucppublic directory. At the UNIX prompt, type: achs0310.s1

   This will cause the transmit directories and scripts to be installed.

14. **FIRST TIME INSTALLERS** at a facility should enter their package parameters and several other necessary items. The way to do this is by running ^ACHSSTL from programmer mode. If you have trouble running this routine, or the routine fails to complete, please call the Support Team for help. Their number can be found at the end of this document. Also, you can review these parameters in Chapter 2 of the Technical Manual ("Facility Parameters" page 3) for references to field descriptions.

15. **FIRST TIME INSTALLERS** at an Area Office should enter their choices for Area parameters. Do this by running entry point EDIT^ACHSAVAR. You can review these parameters in Chapter 2 ("Area Office Parameters" page 9) of the Technical Manual.

16. Enable MUMPS logins and/or the ACHSMENU menu option.

3.5   TYPICAL INSTALLATION OF CHS/MIS

Please read the installation notes before beginning. If you have any questions regarding the installation process prior to starting, please don't hesitate to call the Support Team.

Below is an example of an installation performed at the Albuquerque ITSC. Follow these steps:

[MIH,DSD]>**D ^XUP <ret>**

> Anything in **bold** type will be entered by the installer. **<ret>** means press return.

Setting up programmer environment
Access Code:

Terminal Type set to: **C-VT100 <ret>**

> You may or may not see this prompt.

Select OPTION NAME: XPD INSTALLATION MENU **<ret>**

1. Load a Distribution
2. Verify Checksums in Transport Global
3. Print Transport Global
4. Compare Transport Global to Current System
5. Backup a Transport Global
6. Install Package(s)
Restart Install of Package(s)
Unload a Distribution

Select Installation Option: **1** Load a Distribution
Enter a Host File: **/usr/spool/uucppublic/achs0310.k**

KIDS Distribution saved on Jun 11, 2001@08:25:40
Comment: CHS version 3.1

This Distribution contains Transport Globals for the following Package(s):
ACHS 3.1
The following Entries already exist in the INSTALL file:

ACHS 3.1   Install Completed
was loaded on Dec 08, 2000@08:48:03
OK to continue? NO// **Y**

Want to RUN the Environment Check Routine? YES// **<RET>**
ACHS 3.1
Will first run the Environment Check Routine, ACHSPRE

Checking, please wait…
More checking, please wait

****

Starting trial conversion, please be patient
   100 denials examined so far
   200 denials examined so far
   300 denials examined so far
   400 denials examined so far
   500 denials examined so far
   600 denials examined so far
   700 denials examined so far
   800 denials examined so far
   900 denials examined so far
   1000 denials examined so far
   1100 denials examined so far

1200 denials examined so far
1300 denials examined so far
1400 denials examined so far
1500 denials examined so far
1600 denials examined so far
1700 denials examined so far
1800 denials examined so far
1900 denials examined so far
2000 denials examined so far
…
…
9100 denials examined so far
9200 denials examined so far
9300 denials examined so far

Re-indexing new Denial file...

THE ENVIRONMENT CHECK WILL BE
RUN WHEN THE INSTALL OPTION IS USED!!

Use INSTALL NAME: ACHS 3.1 to install this Distribution.

> This will continue for as long as you have denials to examine.
>
> Relax. Have a cup of tea.

> That's the end of the LOAD portion of the install.
> You are now returned to the menu.

1. Load a Distribution
2. Verify Checksums in Transport Global
3. Print Transport Global
4. Compare Transport Global to Current System
5. Backup a Transport Global
6. Install Package(s)
Restart Install of Package(s)
Unload a Distribution

Select Installation Option: **6** Install Package(s)
Select INSTALL NAME: **ACHS 3.1**   Loaded from Distribution
Loaded from Distribution 6/11/01@08:28:25
=> CHS v3.1;Created on Jun 11, 2001@08:25:40

This Distribution was loaded on Jun 11, 2001@08:28:25 with header of test 1;
Created on Jun 11, 2001@08:25:40

It consisted of the following Install(s):
ACHS 3.1

ACHS 3.1

Will first run the Environment Check Routine, ACHSPRE

Checking, please wait…
More checking, please wait…

Have system backups been successfully performed?? NO//

If you don't have good backups and you continue, you are asking for **trouble!**
If you forgot to do backups answer **NO.** You will get the following response:

Aborting installation!!

ACHS 3.1 Build will not be installed, Transport Global deleted!
NOTHING INSTALLED

**Note: If you allow a prompt to time out, the installation will abort.
The user can also initiate an abort by entering "^" (shift-6) at any
prompt.**

Have system backups been successfully performed?? NO// y YES
Has the 'Capture to file' option been turned on?? NO// y YES

If you have done backups you will
be prompted to verify if your
capture option is turned on. If it
isn't **do it now!** After turning it on
enter Yes and continue.

```
**************************************************************************
Hello, ARTHUR DENT.

Checking Environment for Installation of Version 3.1
of CONTRACT HEALTH MGMT SYSTEM.

Need at least FileMan 21.....FileMan 21.0 Present

Need at least Kernel 7.1.....Kernel 8.0T4 Present
```

```
Need HFS interface to Kernel (^%ZISH).

Need XB/ZIB, v 3.0.....XB/ZIB 3.0 Present

Need AUPN, at least v 99.1.....Looks OK


ENVIRONMENT OK.

***************************************************************
```

From here you will see a screen containing a progress bar and a message informing you what the install is doing.

This document does not show that screen. The text is shown here instead.

```
***************************************************************


        DELETING OLD CHS DATA DICTIONARIES
        KILLING GLOBAL ^DIC(9002061)

        … Several Data Dictionaries are listed.

        FINISHED WITH CHS DATA DICTIONARY DELETE!


        CHS DICTIONARIES FROM PREVIOUS VERSION HAVE BEEN DELETED


        DELETING OLD CHS ROUTINES

        DELETING CHS ROUTINES
```

        … [Many routines are listed.]


```
        FINISHED WITH CHS ROUTINE DELETE!


        CHS ROUTINES FROM PREVIOUS VERSION HAVE BEEN DELETED!

        *****************************************************************
```

        Install Questions for ACHS 3.1

```
Incoming Files:

9002061     CHS COST CENTER

9002062     CHS COMMON ACCOUNTING NUMBER

9002063     CHS SERVICE CLASS CODES

9002064     CHS FISCAL AGENT

9002064.1   CHS CHEF REGISTRY

9002065     CHS NON-PROCESSED EOBRS

9002066     CHS DEFERRED SERVICE DATA

9002066.5   CHS DEFERRED SERVICES CATEGORY

9002067     CHS DOCUMENT PRINTED LIST

9002068     CHS AO PURCHASE ORDER TRANSACTIONS

9002069     CHS DATA CONTROL

9002070     CHS TX STATUS

9002071     CHS DENIAL DATA

9002072     CHS DENIAL FACILITY

9002072.1   CHS ALTERNATE RESOURCES

9002073     CHS DENIAL REASON

9002073.1   CHS MEDICAL PRIORITY

9002073.2   CHS DENIAL REASON OPTION

9002074     CHS DENIAL STATUS

9002075     CHS VENDOR PAYMENTS

9002076     CHS EOBR MESSAGES

9002077     CHS AO PROCESSING LOG

9002078     CHS HV NOTIFICATION LOG

9002078.5   CHS OBJECT CLASS CODES

9002079     CHS AREA OFFICE PARAMETERS

9002080     CHS FACILITY
```

```
        Want KIDS to Rebuild Menu Trees Upon Completion of Install? YES//
        <RET>


        Want to DISABLE Scheduled Options, Menu Options, and Protocols?
        YES// <RET>

        Enter options you wish to mark as 'Out Of Order': <RET>

        Enter protocols you wish to mark as 'Out Of Order': <RET>
```

> If you have followed instructions, you have either removed all users
> from the system, or disabled the option ACHSMENU. Therefore you
> do NOT need to mark anything out of order.

```
        Delay Install (Minutes):  (0-60): 0// <RET>

        Enter the Device you want to print the Install messages.
        Enter a '^' to abort the install.

        DEVICE: HOME// <RET>

        ACHS 3.1

        Install Started for ACHS 3.1 :
        Aug 23, 2001@14:48:03

        Installing Routines

        Installing Data Dictionaries
        Aug 23, 2000@14:48:29

        Installing PACKAGE COMPONENTS:

        Installing HELP FRAME

        Installing PRINT TEMPLATE

        Installing SORT TEMPLATE

        Installing OPTION
        Aug 23, 2001@08:48:32

        Running Post-Install Routine: ^ACHSPOST


        Beginning CHS 3.1 Post Init at Aug 23, 2000@14:48:32

        ****************************************************************
```

The following is a list of active facilities that have been assigned to active users.
You may want to review this list to determine whether these are correct or not.

If the 'CHS DENIAL FACILITY' file does NOT exist, the install will create an entry in the 'CHS DENIAL FACILITY' file so denials can be entered for these facilities. Otherwise the Site Manager will have to enter new denial facilities as required.

FACILITY IEN	FACILITY NAME
4	RPMS/CMB
1546	ALBUQUERQUE HOSPITAL
1569	MESCALERO HO
1599	IGNACIO HC
2906	PARKER HOSP
4576	ALBUQUERQUE ADMINISTRATION

```
*****************************************************************


9002066
   Count=6      High DFN=4576       [correct]
      "CHS DEFERRED SERVICE" data found! Not overwriting!

9002074
   Count=4      High DFN=4          [correct]
      "CHS DENIAL STATUS" data found! Not overwriting!
      Old Denial Reasons will be de-activated!
      Adding CHS DENIAL REASON data now....
      Done.

9002072
   Count=6      High DFN=4576       [correct]
      "CHS DENIAL FACILITY" data found! Not overwriting!

9002073.1
   Count=5      High DFN=5          [correct]
      "MEDICAL PRIORITY" data found! Not overwriting!

9002068
   Count=3      High DFN=3          [correct]
      "CHS DEFERRED SERVICES CATEGORY' data found! Not
      overwriting!

*****************************************************************


Updating Routine file

The following Routines were created during this install

Updating KIDS files

ACHS 3.1 Installed.
Aug 11, 2001@14:48:35
```

```
Rebuilding Menus

Starting Menu Rebuild:  Aug 11, 2001@14:48:35

Collecting primary menus in the New Person file...

             Primary menus found in the New Person file


                                 # OF      LAST        LAST
OPTION NAME        MENU TEXT      USERS     USED        BUILT
AKMOEVE            IHS Kernel        11     07/24/00
AKMOCORE           IHS Core          88     03/11/97
ATAMENU            Time and Attendance Menu  2   09/28/95
XMUSER             MailMan Menu       1     09/30/93
                   /R MASTER MENU    16     02/14/97
ASUMENU            Supply Accounting Managem... 3
APSPHARMCORE       PHARMACY SUITE MAIN  1    12/06/00

Building secondary menu trees

Menu Rebuild Complete:  Aug 11, 2001@08:48:57
Install Completed
```

> If you see "Install Completed" at the end of the install, everything has gone well! If you got a message saying "**Installation Aborted**" there is a serious problem. **In that case, please call the Support Team at**
>
> **(505) 248-4371**

Finally, reopen the system to users, if you had removed them, or open the ACHSMENU option, if you had marked it out of order, to allow work to start again.

3.6   POST INSTALL VERIFY

The installation global is ^ACHSINST. It contains information about the progress of the install process. All installation routines create various entries in this global depending upon the action taken or not taken by the routine. **You can list the global using the %GL utility.**

The following listing contains the result of a successful install. Later in this section examples of error flags that may be set within this global will be listed.

Notice the first subscript is the version number, the second subscript is the name of the routine that created the entry, and the third is either a brief description of the action/event. Further subscripts may contain a date when the action took place, file numbers, routine names etc.

Also, please notice that the sample entries here are NOT NECESSARILY IN THE ORDER YOU MIGHT SEE THEM. Do not let that throw you.

If there are no entries in the installation global with "ERROR" in the second subscript the installation went well and work can commence.

```
[MIH,DSD]>D ^%GL

          MSM - Global Lister Utility
          11-DEC-00  8:12 AM

Global selector: ^ACHSINST

Enter output device <0>:
Do you want to page output? <N>
```

> **Each routine sets an entry flag upon entry to the routine and an exit flag upon exit from the routine. If both entries are present the routine successfully executed the actions it was expected to perform.**

```
^ACHSINST("V3.1","ACHSPOS1","ENTERED")="DEC 11, 2000@13:10:57"
^ACHSINST("V3.1","ACHSPOS1","FINISHED")="DEC 11, 2000@13:10:57"

^ACHSINST("V3.1","ACHSPOS2","ENTERED")="DEC 11, 2000@13:10:57"
^ACHSINST("V3.1","ACHSPOS2","FINISHED")="DEC 11, 2000@13:10:57"

^ACHSINST("V3.1","ACHSPOS3","ENTERED")="DEC 11, 2000@13:10:57"
^ACHSINST("V3.1","ACHSPOS3","FINISHED")="DEC 11, 2000@13:10:57"

^ACHSINST("V3.1","ACHSPOS4","ENTERED")="DEC 11, 2000@13:10:57"
^ACHSINST("V3.1","ACHSPOS4","FINISHED")="DEC 11, 2000@13:10:57"

^ACHSINST("V3.1","ACHSPOS5","ENTERED")="DEC 11, 2000@13:10:57"
^ACHSINST("V3.1","ACHSPOS5","FINISHED")="DEC 11, 2000@13:10:57"
```

> **NOTE**: Some routines like ACHSPOS6 may have other entries informing the installer of events that occurred within the routine, the status of files, and/or situations that may need intervention or correction.

```
^ACHSINST("V3.1","ACHSPOS6","CHS DEFERRED SERVICES CATEGORY DATA
FOUND")="DEC 11, 2000@13:10:57"
^ACHSINST("V3.1","ACHSPOS6","ENTERED")="DEC 11, 2000@13:10:57"
^ACHSINST("V3.1","ACHSPOS6","FINISHED")="DEC 11, 2000@13:10:57"

^ACHSINST("V3.1","ACHSPOST","ENTERED")="DEC 11, 2000@13:10:57"
^ACHSINST("V3.1","ACHSPOST","FINISHED")="DEC 11, 2000@13:10:57"


^ACHSINST("V3.1","ACHSPRE","CHS NAMESPACE DELETIONS FINISHED")="DEC 11,
2000@13:10:21"

^ACHSINST("V3.1","ACHSPRE","ENTERED")="DEC 11, 2000@12:51:42"
^ACHSINST("V3.1","ACHSPRE","ENVIRONMENT CHECK OK")="DEC 11,
2000@12:51:42"
^ACHSINST("V3.1","ACHSPRE","FINISHED")="DEC 11, 2000@12:51:42"
```

> **Note**: facilities presently listed in the CHS facility file are automatically setup as entries in the CHS DENIAL FACILITY file and the CHS DEFERRED SERVICE DATA file.

```
^ACHSINST("V3.1","ACHSPOST","ACTIVE FACILITIES",1546)=""
^ACHSINST("V3.1","ACHSPOST","ACTIVE FACILITIES",1569)=""
^ACHSINST("V3.1","ACHSPOST","ACTIVE FACILITIES",1599)=""
^ACHSINST("V3.1","ACHSPOST","ACTIVE FACILITIES",4576)=""
```

> **Note: These flags let you know when the installation began and finished.**

```
S ^ACHSINST(ACHSVERS,"CHS INSTALL","STATUS","INSTALL BEGUN")="DEC 11,
2000@13:10:51"
S ^ACHSINST(ACHSVERS,"CHS INSTALL","STATUS","INSTALL FINISHED")=" DEC
11, 2000@17:10:51"
```

> **Note**: The ACHSPOSn series of routines are the only routines that might add data to your files. They will add data only if these files DO NOT ALREADY have data. The two exceptions are the CHS DEFERRED SERVICES DATA and CHS DENIAL FACILITY files. If data is found in a file, a flag like below will be set.

```
^ACHSINST("V3.1","DEF^ACHSPOS1","CHS DEFERRED SERVICE DATA FOUND")="DEC
11, 2000@13:10:57"

^ACHSINST("V3.1","ACHSPOS4","CHS DENIAL FACILITY DATA FOUND")="DEC 11,
2000@13:10:57"

^ACHSINST("V3.1","ACHSPOS5","CHS MEDICAL PRIORITY DATA FOUND")="DEC 11,
2000@13:10:57"
```

> **Note: The following subroutine deletes the ^DD and ^DIC**
> **entries for the CHS namespace.**

```
^ACHSINST("V3.1","DELDD^ACHSPRE","ENTERED")="DEC 11, 2000@13:10:18"
^ACHSINST("V3.1","DELDD^ACHSPRE","FINISHED")="DEC 11, 2000@13:10:21"
```

> **Note**: The following subroutine deletes the routines for the CHS

```
^ACHSINST("V3.1","DELRTN^ACHSPRE","ENTERED")="DEC 11, 2000@13:10:21"
^ACHSINST("V3.1","DELRTN^ACHSPRE","FINISHED")="DEC 11, 2000@13:10:21"

^ACHSINST("V3.1","DENA^ACHSPOS1","CHS DENIAL STATUS DATA FOUND")="DEC
11, 2000@13:10:57"
^ACHSINST("V3.1","DENA^ACHSPOS1","ENTERED")="DEC 11, 2000@13:10:57"

^ACHSINST("V3.1","ENTER^ACHSPOS2","ENTERED")="DEC 11, 2000@13:10:57"
^ACHSINST("V3.1","ENTER^ACHSPOS2","FINISHED")="DEC 11, 2000@13:10:57"

^ACHSINST("V3.1","WARNING","ACHSPOST","CHS BAD DD
INSTALL",9002073.1)="DEC 11, 2000@13:10:57"
```

Throughout the install process, error flags may be set depending on the conditions found.
Error flags can be set because routines have not finished properly, an attempt is made to
run a routine out of sequence, previous errors have been found, the installer doesn't have
the proper environment variables set, the proper versions of other packages are not in
place or the error trap has uncovered a serious bug.

NOTE: The first subscript 'VERSION' will be the version number of the CHS package
you are installing e.g. "V3.1", "V3.1." Also, the term $ZN will be replaced by the name
of the program that is writing that message. It will be a name in the ACHS namespace.

Here are some error messages you *might* see, provided as an example.

> **Note: The following flags indicate that the user initiated an abort or**
> **the prompt timed out.**

```
^ACHSINST(ACHSVERS,"ERROR",$ZN,"USER INITIATED ABORT!")=NOW
```

```
^ACHSINST(ACHSVERS,"ERROR",$ZN,"PROMPT TIMED OUT!")=NOW
```

> **Note: The following flags indicate an attempt was made to execute the routines out of sequence. The routines must be run in a certain order.**

```
^ACHSINST(VERSION,"ERROR","CHS INSTALL ALREADY RUNNING")=NOW
^ACHSINST(VERSION,"ERROR","ATTEMPT VIA "_$ZN,"CHS
INSTALL","STATUS")="ACHSPOST NOT RUN"
^ACHSINST(VERSION,"ERROR","ATTEMPT VIA "_$ZN,"CHS
INSTALL","STATUS")="ACHSPRE NOT RUN"
```

> **Note: This indicates the M error trap routine has been called. Information regarding the error can be accessed using the ^%ER error report utility.**

```
^ACHSINST(VERSION,"ERROR",$ZN,"ERROR TRAP CALLED")=""
```

> **Note: This next group of flags indicate environment errors were detected. This includes the wrong version of software or variables not properly set. These should be investigated and cleared before attempting another install.**

```
^ACHSINST(VERSION,"ERROR",$ZN,"DUZ VARIAIBLES NOT SET")=NOW
^ACHSINST(VERSION,"ERROR",$ZN,"UNKNOWN INSTALLER")=NOW
^ACHSINST(VERSION,"ERROR","ONLY HAVE FILEMAN "_X)=NOW
^ACHSINST(VERSION,"ERROR","ONLY HAVE KERNEL "_X)=NOW
^ACHSINST(VERSION,"ERROR","NEED HFS INTERFACE ^%ZISH ROUTINES")=NOW
^ACHSINST(VERSION,"ERROR","NEED XB/ZIB INSTALLED")=NOW
^ACHSINST(VERSION,"ERROR","NEED AUPN THROUGH PATCH 3")=NOW
^ACHSINST(VERSION,"ERROR","ACHSPRE","UNSUPPORTED PLATFORM")=NOW
```

3.7   A NOTE ABOUT SITE PARAMETER SETUP

There are numerous site parameters that need to be set in order for the CHS package to work properly. These parameters can be flags, directories or address information and are stored in various files. In version 3.1, we have added checks to verify that certain parameters are set. If they are not found, an error message is generated and displayed on the screen. The user is asked to contact their site manager right away.

If you hold the manager key (ACHSZMGR), you will, upon entering the CHS application, see an error message and a listing of the error(s) in the global ^ACHSERR. We suggest that you resolve the error(s) as soon as possible then "reset" the error global. You can reset the error global with function RES on the MGT menu.

3.8 POST INSTALLATION CHECK

After the installation has completed, please perform the follow steps to ensure that the install completed successfully.

1) Do a search of the capture file. Look for the string "PROGRAM ERROR." If the string is **not** found, this is one indication the install went well.

2) At the programmer prompt (>) type:

D ^%ER

Look for errors. If there are no errors in programs starting with ACHS or XPD, this is another indication that the installation was a success.

3) At the programmer prompt (>) type:

D ^%GL <enter>

ACHSINST("V3.1","ERROR"

If there is no listing we have another good indicator.

4) Finally, go to Fileman. At the programmer prompt (>) type:

D P^DI.

Print the Package file and sort by NAME; then print the NAME and VERSION fields for CONTRACT HEALTH MGMT SYSTEM. The last version listed should be "3.1"

If any of these steps turn up a bad indication, please call the Support Team at (505) 248-4371. It is important that you call before attempting to use the CHS package software.

4. POINT OF CONTACT

Information Technology Support Center Help Desk:

Telephone: (505) 248-4371 or 1-888-830-7280
Fax: (505) 248–4199