

CENTRICITY SUPPORT PRO-TIPS

Pro-Tips for making Centricity life easier.

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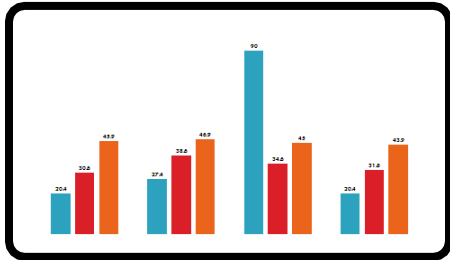
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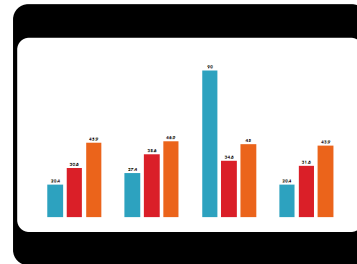
Director of IT Services (2012 – Present)

Chief Network Engineer (2000 – 2012)



APA: Director of IT Services for Austin Pain Associates and Arise Medical Center. Providing technical direction and understanding of all projects within the IT world. My goal as a director is to increase technology adoption and integration to improve patient care.

MSP: Working at a local Austin MSP for 12 years, with my final tenure as chief network engineer. In that role I oversaw a group of ten system integrators. My team worked together to solve the difficult IT problems and create custom large scale deployments.



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- ▣ These are all suggestions, how we have had success in our organization. May not apply to you.
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--== Presentation Topics ==--

Speaking Points:

- Ticket Based Support (Spiceworks)
 - ▣ Documenting Ticket (Snipping Tool)
 - ▣ Email to Ticket
 - ▣ Voicemail to Email to Ticket
- Terminal Servers / Citrix
 - ▣ Session Restart
- Automagic Print Installing
 - ▣ Auto Install Printers based on Group
 - ▣ Auto Install Printers based on Subnet



SPICEWORKS
Where IT goes to work.™



Spiceworks

Helpdesk Software (Tickets) --=-- Community Forums --=-- IT Headquarters

Spiceworks at the c0re - FREE

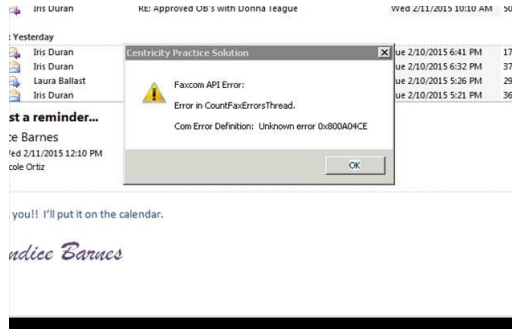
Features:

- ❑ Web based portal for creating and managing tickets.
- ❑ Email Based Ticket creation to it@austinpain.com
- ❑ Ticket Assignment and distribution via email response.

The Spiceworks Desktop is a simple yet powerful multi-user web application that allows you to inventory, monitor, report on and troubleshoot your network, run a help desk, and access a community of IT pros -- all from one easy-to-use interface. The goal of the Spiceworks Desktop is simple: to simplify your day-to-day management of your technology - for free! Spiceworks built software that works for you, not makes you work!



Simple But Effective – Snip or



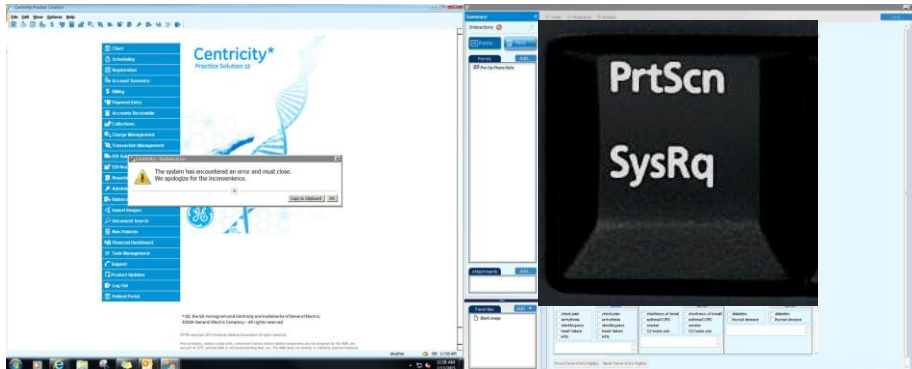
■ Snipping Tool – Windows 7 Built-in Component

- Creates a box around Problem/Error
- Must add to 2008r2 Terminal Server

■ Print Screen – Whole Screen

■ Problem Step Recorder

- Built-In Screen shot with clicks
- Creates Zipped HTML File



Email to Ticket



- ❑ Snip or Print Screen of error – Email to Ticket
- ❑ Ticket gets Time/Date Log
 - ❑ Search for Issues
- ❑ Users and IT get notification of status
- ❑ IT Staff can remotely view and respond to ticket issues
- ❑ Tickets can be assigned to certain staff via Email
 - ❑ Reply: #assign to Sarah

The screenshot shows a Help Desk software interface. At the top, there are navigation tabs: "SPICEWORKS", "Community", "Inventory", "Help Desk", and "Purchasing". Below the navigation is a header for "Help Desk Unassigned Tickets" with buttons for "New Ticket", "Refresh Tickets", and "Settings". A search bar is on the right.

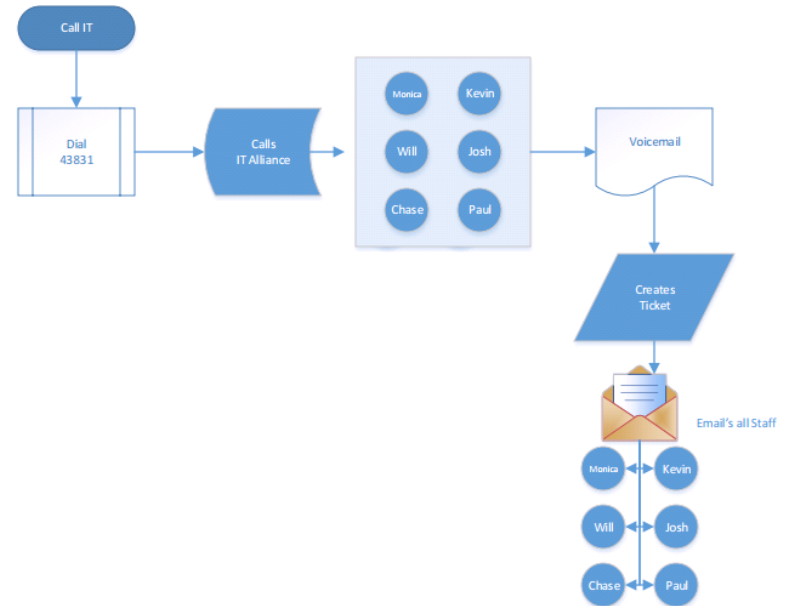
#	Summary	Assignee	Creator	Priority	Due	Created
11663	Employee news	Accept	amy@arselife.com	Med		02/19/15
11654	RS with	Accept	Shauna Jones	Med		02/17/15
11690	Quickbook probs	Accept	Sharon Ballast	Med		02/12/15
11342	Adobe	Accept	Tim Amundsen	Med		01/29/15
11276	Georgetown Copier	Accept	Dee Bullock	Med		01/26/15

Below the table is a detailed view of ticket #11663, titled "Employee news". It shows the ticket was submitted 25 minutes ago by amy@arselife.com. The ticket details include: Priority: Med, Due Date: None, Assignee: Unassigned, Category: Unspecified, Time Spent: 0m, and Last Activity: 25 minutes ago. There are tabs for "Activity", "Details", and "Related". A "RESPONSE" section is visible with a text input field and a "Type a response to all users..." prompt. An "Attachment added" section shows a file named "image002.png" uploaded 25 minutes ago by amy@arselife.com (Creator).

On the right side of the interface, there is an advertisement for the "HP ElitePad Healthcare Tablet" with the text "Built for business Windows 8 Pro" and "HP Mobility. Built for healthcare." and a "Buy now" button.

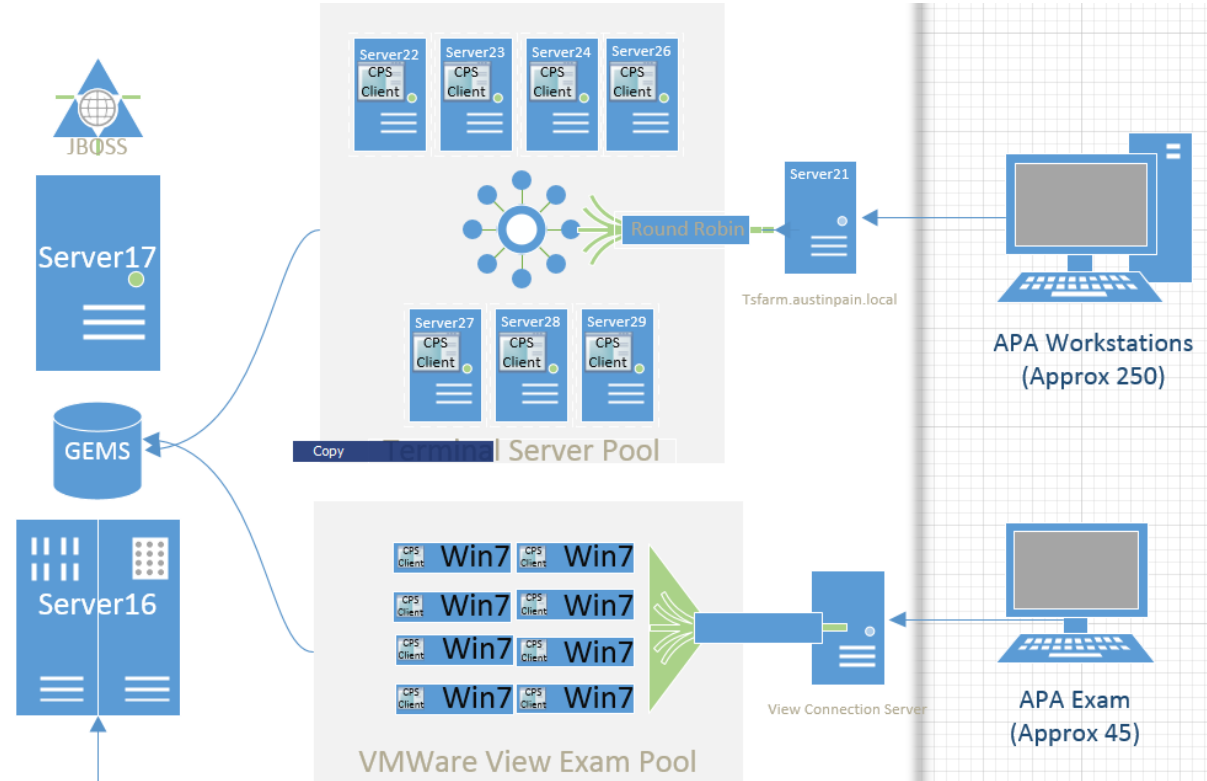
Voicemail to Email to Ticket

- IT Department Hunt Group
 - All IT @ 1 Extension
 - No one Answers goes to VM
 - VM Creates Email -> Email Creates Ticket



GE Centricity Approved Deployment

Terminal Server
Citrix
Fat Client



Centricity Errors Happen

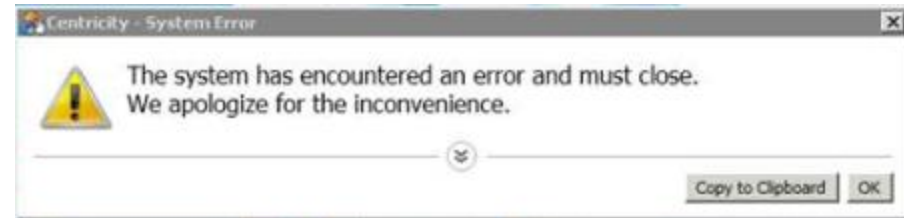
Reboot?

Log Off?

Pulled the
cord?

Had Coffee
and came
back...

- ❑ Bad Form Design
- ❑ Not on the latest Patches
- ❑ Can't connect to Biscom
- ❑ I entered ////////////// for the DOB what's wrong with this software?



Reset Script (Can include more servers)

- ❑ `query session %USERNAME% /server:server22 > 1.txt`
- ❑ `query session %USERNAME% /server:server23 > 2.txt`
- ❑
- ❑ `for /f "skip=1 tokens=1-4" %%a in (1.txt) do (`
- ❑ `echo == Resetting Session on Server22 ==`
- ❑ `reset session %%a /server:server22`
- ❑ `)`
- ❑ `for /f "skip=1 tokens=1-4" %%b in (2.txt) do (`
- ❑ `echo == Resetting Session on Server23 ==`
- ❑ `reset session %%b /server:server23`
- ❑ `)`
- ❑ `del 1.txt /q`
- ❑ `del 2.txt /q`



Desktop Layout

BGInfo:

Helpdesk Phone Number

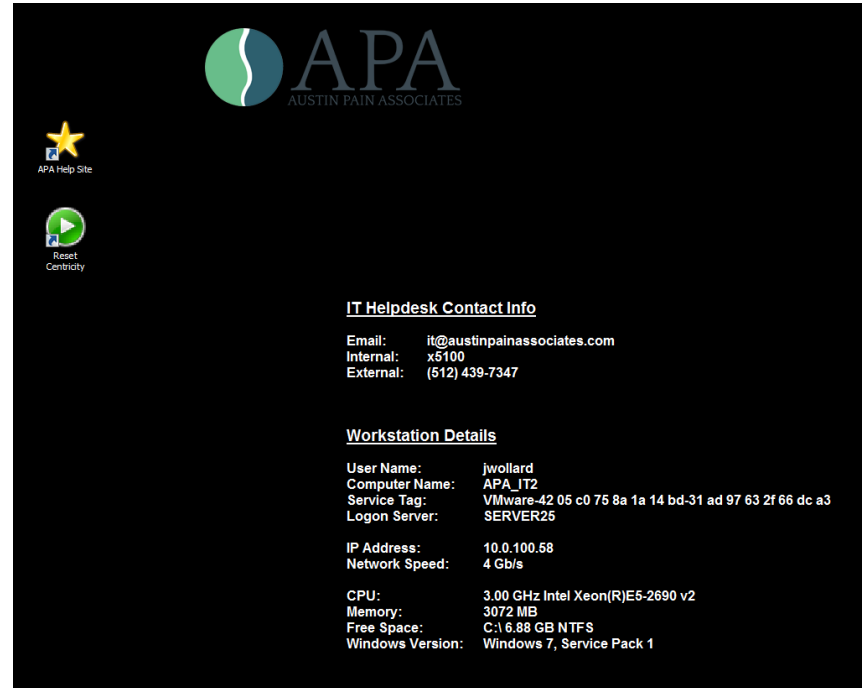
Ticket System Email Address

Technical Info about Station

Published Icons:

Internal Help Site

Reset Centricity



The screenshot shows a desktop background with the APA logo (Austin Pain Associates) at the top center. On the left side, there are two icons: a yellow star labeled 'APA Help Site' and a green play button labeled 'Reset Centricity'. On the right side, there are two sections of text:

IT Helpdesk Contact Info
Email: it@austinpainassociates.com
Internal: x5100
External: (512) 439-7347

Workstation Details
User Name: jwollard
Computer Name: APA_IT2
Service Tag: VMware-42 05 c0 75 8a 1a 14 bd-31 ad 97 63 2f 66 dc a3
Logon Server: SERVER25
IP Address: 10.0.100.58
Network Speed: 4 Gb/s
CPU: 3.00 GHz Intel Xeon(R)E5-2690 v2
Memory: 3072 MB
Free Space: C: 16.88 GB NTFS
Windows Version: Windows 7, Service Pack 1

Printers Printers Printers

- Printers by Location (Subnet)
- Printers by Group (Active Directory)
- Auto Install on Login
 - ▣ If statements
 - ▣ Login Script
 - ▣ VBS



Script IP Subnet

```
print-ip.vbs - Notepad
File Edit Format View Help

Dim strComputer, strIPAddress, strIPRange
Dim objNetwork
Dim IPConfigSet, IPConfig
Dim arrIPAddress

Sub RemovePrinters(strSearch)
    'Removes any printer that has strSearch in it, at any point
    'RemovePrinters "oldServer" would remove all printers with "oldServer" in the name
    Set oNetwork = CreateObject("WScript.Network")
    strComputer = oNetwork.ComputerName

    Set oWMIService = GetObject("winmgmts:{impersonationLevel=impersonate}!\\\" & strComputer & "\\root
    Set colInstalledPrinters = oWMIService.ExecQuery("Select * from Win32_Printer")

    For Each oPrinter in colInstalledPrinters
        If InStr(UCase(oPrinter.Name), UCase(strSearch)) > 0 Then
            oPrinter.Delete_
        End If
    Next
End Sub

strComputer = "."

Set IPConfigSet = GetObject("winmgmts:{impersonationLevel=impersonate}!//\" & strComputer & "/root/cimv2").ExecQuery("select IPAddress from \" & strComputer & "/root/cimv2").ExecQuery("select IPAddress from \" & strComputer & "/root/cimv2\" where IPEnabled=True")

Set objNetwork = WScript.CreateObject("WScript.Network")

For Each IPConfig In IPConfigSet
    If Not IsNull(IPConfig.IPAddress) Then
        arrIPAddress = split(IPConfig.IPAddress, ".")
        strIPRange = arrIPAddress(0) & "." & arrIPAddress(1) & "." & arrIPAddress(2) & ".0"
        select case strIPRange
            case "10.0.1.0"
                objNetwork.AddWindowsPrinterConnection "\\server-print\DLL-CallCenter"
                objNetwork.AddWindowsPrinterConnection "\\server-print\D11-Billing2"
                objNetwork.AddWindowsPrinterConnection "\\server-print\D11-Collectors"
                objNetwork.AddWindowsPrinterConnection "\\server-print\HCFA-HP"
                RemovePrinters "server4"
            case "10.0.50.0"
                objNetwork.AddWindowsPrinterConnection "\\server-print\d11-checkout"
                objNetwork.AddWindowsPrinterConnection "\\server-print\Nur-W-BR"
                objNetwork.AddWindowsPrinterConnection "\\server-print\Nur-E-BR"
                objNetwork.AddWindowsPrinterConnection "\\server-print\DLL-Lab-New"
                objNetwork.AddWindowsPrinterConnection "\\server-print\FRNT-DLL"
                RemovePrinters "server4"
            case "10.0.0.0"
                RemovePrinters "server4"
        end select
    End If
Next
```


Script AD Group

```
Printer-install.vbs - Notepad
File Edit Format View Help
Function IsMember(strSearch)
    Returns True or False if user is a member of named group

    strSearch = UCase(strSearch)
    Set oNetwork = CreateObject("wscript.Network")
    strDomain = oNetwork.UserDomain
    strUser = oNetwork.UserName
    Set oUser = GetObject("winnt://" & strDomain & "/" & strUser & ",user")

    binIsMember = False
    For Each strGroup in oUser.Groups
        If UCase(strGroup.Name) = strSearch Then
            binIsMember = True
            Exit For
        End If
    Next
    IsMember = binIsMember
End Function

Sub MapPrinter(strPrinter, strDefaultPrinter)
    Map printer to strPrinter share (\\servername\printershare). Set it as the default printer if strDefaultPrinter is TRUE.
    MapPrinter "\\servername\printershare",TRUE
    Set oNetwork = CreateObject("wscript.Network")
    strComputer = oNetwork.ComputerName
    Set oWMIService = GetObject("winmgmts:{impersonationLevel=impersonate}!\\" & strComputer & "\root\cimv2")
    colInstalledPrinters = oWMIService.ExecQuery("select * from win32_printer")

    strPServer = Right(strPrinter, Len(strPrinter) - 2)
    strPServer = Left(strPServer, Len(strPServer) - (Len(strPServer) - InStr(strPServer, "\") - 1))
    IF UCase(strPServer) <> UCase(strComputer) Then
        binPrinterInstalled = False
        For Each oPrinter in colInstalledPrinters
            If UCase(oPrinter.Name) = UCase(strPrinter) Then
                binPrinterInstalled = True
                Exit For
            End If
        Next
        If binPrinterInstalled = False Then
            On Error Resume Next
            oNetwork.AddWindowsPrinterConnection strPrinter
            If Err.Number = 0 Then
                IF strDefaultPrinter = True Then
                    oNetwork.SetDefaultPrinter strPrinter
                End If
            End If
            On Error Goto 0
        End If
    End If
End Sub

If IsMember("Print-Smiley") Then
    MapPrinter "\\ashitv003\P124",True
End If

If IsMember("Print-Admin") Then
    MapPrinter "\\ashitv003\P124",True
End If
```

The End

- Q&A



Widescreen Test Pattern (16:9)

Aspect Ratio Test

(Should appear
circular)

4x3

16x9

