

SPIROMETRY:

MISSING SESSIONS.TXT

The current Windows User using Office Medic is unable to read / write to
C:\Users\user\Documents\Diagnostic Test Data\Spiro\Sessions.txt.

Solution –

1. Goto the documents folder for that user. C:\Users\user \Documents.
2. Right click on “Diagnostic Test Data” folder and select properties.
3. Goto the ‘Security’ tab and select ‘Edit’.
4. Select ‘Add’.
5. Add ‘Everyone’ into the ‘Enter the object names to select’ box.
6. Select ‘OK’.
7. Select ‘Everyone’ in the user list. Then tick the Allow box for Full Control.
8. Click Apply and then OK out of everything.
9. Test Spirometry through Office Medic Application first.
10. Test Spirometry through Best Practice / Medical Director next.
11. If still not working,
 - a. Uninstall Vectraplex\Office Medic + Best Practice to Office Medic Proxy.
 - b. Remove the following registry keys under that user profile:
 1. Goto location: Computer\HKEY_CURRENT_USER\SOFTWARE
 2. Delete all registry keys with ‘QRS’ and ‘Vectracor’.
 3. Goto location:
Computer\HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node
 4. Delete all registry keys with ‘QRS’ and ‘Vectracor’.
 - c. Make the windows user a local admin.
 - d. Restart the PC.
 - e. Reinstall Office Medic + BP to OM Proxy.
 - f. Test the Spirometry through Office Medic first then through Best Practice / Medical Director.
 - g. Once successful, you may turn the user back to a non-admin.
12. If still getting errors, email support@medilogic.com.au for further assistance.

Medilogic is the Official Support Agent for QRS in Australia.
For all QRS Support Enquiries, feel free to contact us: