

Supporting the Map of Medicine Desktop Icon

This document provides information for local IT help desk staff who are tasked with installing, upgrading, and supporting the **Map of Medicine Desktop Icon** application.

What applications must already be installed on the user's computer before I install the Map of Medicine Desktop Icon?


The following applications must be installed on the computer before you run the installer application:

- .NET Framework 2.0 or above
- Windows XP or Vista

You must have Administrator rights on the computer in order to run the installer application.

How do I install the Map of Medicine Desktop Icon?

1. Ensure that the user can access <http://app.mapofmedicine.com> through the computer's default web browser.
2. Double-click **Map of Medicine Desktop Icon** (which is an .msi file) to run the installer.

 Depending on your Windows security settings, you may see a security warning. If so, click **Run**.
3. Click **Next** to start the wizard.
4. Allow the wizard to install the application to the default location (or browse to a different installation location) and for everyone who uses the computer.
5. Click **Next** to confirm the installation information.
6. Click **Next** to confirm that you want to start installation.
7. Once the installation is complete, click **Close** to exit the installer.

The desktop icon, with the name **Access Map of Medicine**, appears on the computer desktop.



How do I uninstall the Map of Medicine Desktop Icon application?

Uninstall the **Map of Medicine Desktop Icon** application using the **Add or Remove Programs** option on the Windows Control Panel.

How do I upgrade to a newer version of the Map of Medicine Desktop Icon?

1. When you receive a newer version of the **Map of Medicine Desktop Icon** application, uninstall the current version of the application using the **Add or Remove Programs** option on the Windows Control Panel.
2. Upgrade to the newer version of the **Map of Medicine Desktop Icon** by running the new installer.

Can the Map of Medicine Desktop Icon be used with a shared Windows user account?

You can install the **Map of Medicine Desktop Icon** application on shared computers, but it should not be used with Windows accounts shared by multiple users. The **Map of Medicine Desktop Icon** associates the Windows user account with a single Map of Medicine user account to enable automatic log in. Map of Medicine does not allow more than one user to access the application using the same Map of Medicine user account.

On first use, the **Map of Medicine Desktop Icon** application asks the user to confirm that the Windows account is an individual account. Users of shared Windows accounts must select **No** so that automatic log in is not enabled for that shared Windows user account.

What do I do if users are experiencing automatic log outs when logged in using the Map of Medicine Desktop Icon?

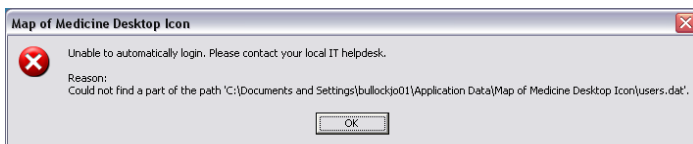
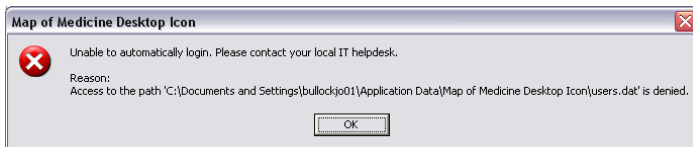
The automatic log outs are the result of a 4 hour session inactivity limit in the Map of Medicine. These automatic log outs will not occur if the user is actively using the Map of Medicine within the 4 hour window. Instruct the user to log in to the Map of Medicine using the Desktop Icon again.

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How do I handle application errors for the Map of Medicine Desktop Icon?

If there is an application error, the user will see a dialog box describing what error has occurred. Some errors are caused by the configuration of the user's computer, and can be resolved locally:



These error messages mean that the **Map of Medicine Desktop Icon** application is not able to create or write to its working folder. The application attempts to create this folder in the user Application Data folder of the user's local profile. The user must have write permission to this folder.



This error message means that the user does not have an Internet connection that can contact the Map of Medicine server.

For all other error messages:

1. Log in to the affected computer.
2. Open a Command Prompt.
3. Change to the directory where the application is installed. The default location is: **C:\Program Files\Map Of Medicine**
4. Run `"Map of Medicine.exe" /mom-trace`
The application displays a series of dialog boxes.
5. Take screen captures of all of the dialog boxes.
6. Email all of the screen captures to support@mapofmedicine.com. In the subject line, refer to the **Map of Medicine Desktop Icon** application.

How do I report web browser errors for the Map of Medicine Desktop Icon?

If there is a web browser error, the user will see either a standard web browser error page or a Map of Medicine error page.

1. Copy the URL that is generating the error from the web browser's address bar.
2. Email the URL to support@mapofmedicine.com. In the subject line, refer to the Map of Medicine automatic log in Desktop Icon.

What should I do first if the Desktop Icon is not automatically logging a user in?

The authentication scheme used by the **Map of Medicine Desktop Icon** application uses a timestamp based on the user's computer clock. If this time or date setting is wrong, the Desktop Icon may not be able to automatically log in the user to Map of Medicine.

Set the computer clock to the correct time and date then attempt to log in using the **Map of Medicine Desktop Icon**. Remember that the user must have manually logged in successfully once before automatic log in is enabled for that user account.

If the user still cannot log in using the **Map of Medicine Desktop Icon**, email Map of Medicine support at support@mapofmedicine.com with the details of the problem and the steps you have already taken.