

# Providing local IT support for MMS

*The purpose of this document is to provide a quick reference guide for local IT teams to support issues relating to the nationally-provided Map of Medicine Map Management Suite*

## What is Map Management Suite?

Map Management Suite (MMS) is a suite of products that supports the adaptation of international content in the Map of Medicine, an online knowledge support tool. The product suite consists of an online application, Map Manager, and a desktop application, Map Editor.

## Normal process for handling MMS issues

### Local IT support (First Line Support) evaluates the problem

The first line support staff for the local IT organisation should investigate the issue to determine whether there is a general problem, such as a network connectivity issue or a PC issue. Please see the overleaf for more information.

If they determine that the problem appears to be specific to the Map of Medicine, they should escalate the issue to the second line support, the application support staff provided by the customer organisation.

### Local Application support (Second Line Support) investigates the problem

When a user issue is escalated to them, they will determine whether there appears to be a functional problem with the Map software or service, or if the issue is one that can be handled by educating the user or other resolutions.

If the issue is a functional one, or if it is one that the application support staff cannot resolve themselves, they escalate the issue to Map of Medicine support.

## What is the Service Availability?

MMS is available during standard working hours, 9:00 AM–5:00 PM GMT, Monday through Friday. There may be periods of downtime (for maintenance and upgrade activities), which will be communicated in advance.

## Who is responsible for the local user account administration?

An internal member of staff will be trained as a user administrator for the system. Please contact the local project manager for contact details if necessary.

## How should I contact the Map of Medicine support?

Please email our support desk—include a brief summary of the problem in the subject of the email, and in the body of the email include a description of the problem, the URL if appropriate, the steps which should be followed to reproduce the problem, and any relevant screenshots:

[support@mapofmedicine.com](mailto:support@mapofmedicine.com)

### Map of Medicine support investigates the problem

The Map of Medicine support team (third line support) investigates issues escalated to it from a customer IT support organisation. Issues may then be escalated internally at the Map of Medicine to fourth line support for development attention.

Please note that **end-users experiencing problems with the Map of Medicine must report issues to their own support organisation**, so that issues can be properly managed and tracked. Direct contact details for the Map of Medicine should not be given to end-users. If end-users wish to contact the Map of Medicine for non-support issues, they should be encouraged to feedback to their project manager.

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## What are the commonly logged end-user issues?

### The application session times out

The application is designed to time out after 30 minutes of inactivity. The user must log in again.

### The user has issues with connectivity

Connectivity issues will generally relate to the local network infrastructure issues. Please contact your local network administrator.

### The user requires access information

The Map Management Suite, which is used to edit local clinical pathways, can be accessed on the Internet at: <http://localise.mapofmedicine.com>.

A username and password is required to access Map of Medicine and MMS. Details are available at: <http://www.mapofmedicine.com/accessthemap>.

If your IT support organisation needs to obtain log in information so that you can test the installation of Map Editor, contact [support@mapofmedicine.com](mailto:support@mapofmedicine.com).

### During installation of Map Editor, you receive the following error: 'The feature you are trying to use is network resource which is unavailable'

The installation has only partially completed due to user permissions on the workstation.

The user should have administrator permission to install software on the workstation and permission to write files to the **Program Files** folder.

### After clicking the 'Edit Page' link, nothing happens. An 'Error on Page' message displays in the browser status bar

The correct version of Java, which is required to launch Map Editor, is not currently installed on the computer.

### After clicking the 'Edit page' link, an error message is displayed which begins: 'java.security.AccessControlException'

Java, which is required to launch Map Editor, is not installed correctly. Repair the installation: from the **Control Panel**, select **Add/Remove Programs**. Restart the computer.

### After clicking the 'Edit Page' link, nothing happens or this error message appears: 'There was a problem launching the Map Editor (configuration file error)'

The workstation is not configured for unauthenticated access to the Map Manager URLs.

Ensure that the proxy setup allows for unauthenticated anonymous access to the Map Editor URLs:

- <http://localise.mapofmedicine.com>
- <http://localise.mapofmedicine.com/mapmanager/services/ContentWebService>

### After clicking the 'Edit page' link, the following message appears: 'Installation or upgrade of the Map Editor Failed'

The installation has failed due to a previous version of Map Editor already installed on the workstation that has failed to remove appropriately. Uninstall any previous version of Map Editor and Map Editor Shell: from the **Control Panel**, select **Add/Remove Programs**. Restart the computer.

### Where can I get further information?

For further information, including quick reference guides, please go to:

<http://www.mapofmedicine.com/support/userguides/>