

HFS Support Tips

Support E-mail: support@hfssoft.com

Support Telephone: 1-888-216-6041

1. New Users

Whenever you do a download, whether for the first time OR when performing an uninstall\reinstall, it is IMPERATIVE to have FULL ADMIN RIGHTS to your computer, even if this is only temporarily when installing.

In addition, please review the below "System Requirements" for new users installing for the first time.

System Requirements

The minimum system requirements for the HFS 32-bit software include:

| Component | Requirement |
|------------------------|--|
| Computer and Processor | 1.3 GHz processor or higher |
| Memory | 1 gigabyte (GB) RAM or higher |
| Hard disk | 1.5 gigabyte (GB) of free hard disk space |
| Writable media | Floppy or CD-ROM |
| Interface | Keyboard and mouse or some other compatible pointing device |
| Display | 1024x768 or higher resolution monitor |
| Operating system | Microsoft Windows XP with Service Pack (SP) 3, Windows Vista/7/8, or later operating systems. Note: If running Windows Vista/7/8, we recommend you have a minimum of 2 GB RAM and you must run as Administrator (Installation). |
| Other | Internet Explorer 7.0 or later, 32 bit browser only. Internet functionality requires Internet access (fees may apply). Microsoft XML Core Services (MSXML) version 3.0, 4.0 and 6.0. |

Files and Folders Permissions

Software Installation Folder - The software application creates temporary files and folders in the application installation folder, therefore the User Account must have permission to read, write, create, delete and modify files and subfolders in the folder where the HFS Cost Report software application is installed. These permissions are equivalent to the "Full Control" permissions setting. **Data Files Folder** - The software application creates files for the purpose of storing cost report data, therefore the User Account must have permission to read, write, create, delete and modify files in a folder you designate as the location of the user data files. The data files folder may be the same or different than the software application installation folder. These permissions are equivalent to the "Full Control" permissions setting.

Additional

Actual requirements and product functionality may vary based on your system configuration and operating system.

2. Advantages in using the HFS support e-mail.

The HFS Support e-mail address is support@hfssoft.com.

There are a number of advantages as to why this is a good way to contact HFS with your issues.

- a. All e-mails sent to the support e-mail address are "tracked" and then "logged" against the sender's contact and company information in our database.
In doing this, we can track ALL problems and inquiries. This greatly helps HFS to highlight problems or common issues and enables us to address such issues immediately. We also identify the issue and the individual, to ensure they are advised of the resolution. It also helps us to add new employee's information to our client's account data and keep our client database up-to-date.
- b. If you send your inquiry to an individual HFS employee's e-mail address, if that person is away, your inquiry may not get an immediate response. Sending to support will get an immediate response.

- c. All support staff will get to see your inquiry. As such, if it is one that a member of the support staff has already encountered, you will get a more speedy response.
- d. We have a number of support staff here at HFS, each have expertise in different areas relating to the reporting process and the HFS software. As such, when any inquiry is sent to the support e-mail address, we can forward your e-mail to the correct and most suitable HFS support person for a speedy resolution.

3. Always include applicable Files in e-mail.

Whenever you have an issue, we always recommend you attach the MCR(X) file and any other file relevant to the issue. This saves time as often we will ask for the file. Including the file will result in a more speedy resolution.

4. Issues involving pop up error messages.

If you experience pop up error messages, then screen shots and proper documentation is extremely helpful to diagnose the problem.

Documentation should include the feature, software version, and software system you are in and a step by step description as to what you were doing prior to the error message being generated.

In addition, please see bullet point 4, below, for a self-diagnostic check you can perform prior to contacting HFS.

5. Verify Version\MSMXL Compatibility.

Often, pop up errors or erratic software behavior is the result of damaged system files or due to your computer not being MSMXL compatible.

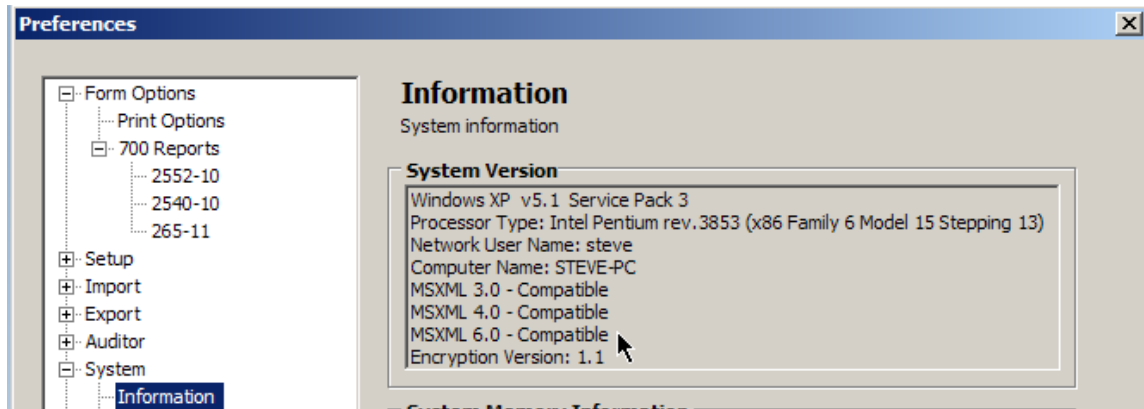
The below are diagnostics you can do prior to contacting HFS.

a. MSMXL Compatibility

Click on: OPTION | PREFERENCES | SYSTEM | INFORMATION.

Look in the right portion of the screen. If you see that any of the MSMXL versions (3.00, 4.00, or 6.00) are INCOMPATIBLE, go to www.HFSSOFT.com | SUPPORT | Hot Fixes and the respective Microsoft MSXML link.

In addition, make sure the Encryption Version (directly below the MSMXL versions) reads 1.1.



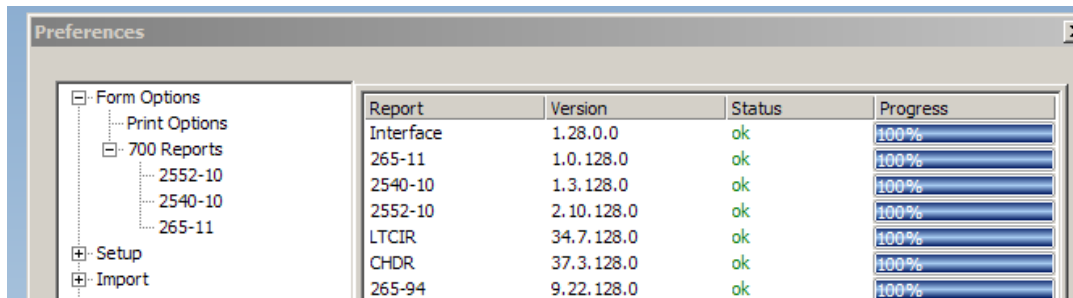
b. Verify Version

This next check will determine if you have damaged software system files.

Click on OPTION | PREFERENCES | SYSTEM | VERIFY VERSION:



Then click on the START button at the bottom portion of the Verify Version Dialog box (see above) and it will start the Verify Version feature:



Once the process has completed, look under the “Status” column. If there are ANY “error” messages, then you have some damaged system files.

To resolve this, after ensuring you have FULL ADMIN RIGHTS, try the following:

Through Windows Explorer, go to the Drive on your computer that houses the folder called MCRIF32 (this is normally at C:\MCRIF32).

In this folder, find the files called W32VERxx.dll. The “xx” is the file name part that designates the software system that pertains to the software you are licensed for.

You will need to find and DELETE the relevant W32VERxx.dll file for the software that shows an “ERROR” message in the status column mentioned above.

See below for a complete list of W32VERxx.dll file names and the software system each relate to:

| | |
|--------------|------------------|
| W32VERIF.dll | Interface |
| W32VER09.dll | Hospital 2552-10 |
| W32VER07.dll | Hospital 2552-96 |
| W32VER0F.dll | SNF 2540-10 |
| W32VER02.dll | SNF 2540-96 |
| W32VER08.dll | HHA 1728-94 |
| W32VER0I.dll | Hospice 1984-99 |
| W32VER0G.dll | ESRD 265-11 |
| W32VER0E.dll | ESRD 265-94 |
| W32VER0R.dll | CORF 2088-92 |

W32VER0U.dll RHC\FQHC 222-92

Example: If after performing the Verify Version process, the “Interface” and the “2552-10” systems show “Error” under the status column, you would need to delete the files called W32VERIF.dll and W32VER09.dll.

Once these files have been deleted, if you perform a HELP | Check for Updates when in the HFS software, this should resolve the issue.

If problems still persist, then you will need to perform an uninstall\reinstall.

6. Uninstall\Reinstall

To perform a successful uninstall\reinstall, you need to follow the below directions precisely:

MAKE SURE YOU HAVE FULL ADMIN RIGHTS TO YOUR COMPUTER!

First, using the Add\Remove feature under your Control Panel on your computer, remove the MCRIF32 software.

NOTE: Uninstalling the HFS software by using the Add\Remove feature will NOT delete\remove your MCRIF32 folder.

Then, go to the C: drive (or whichever drive houses the software) and rename the MCRIF32 folder to MCRIF32OLD.

The reason we ask you to rename this folder and also why we do not delete the folder, is because if you have any cost report files housed in the folder MCRIF32, renaming it to MCRIF32OLD will prevent these files from being deleted and lost. Just remember the mcr(x) and any other files will now be in the newly named MCRIF32OLD folder.

Then re-install the software after re-booting the computer!

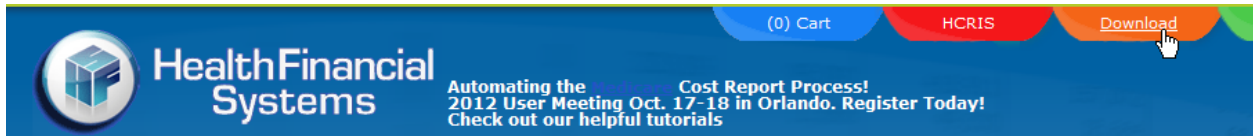
Re-booting at this stage is important for a successful reinstall.

INSTRUCTIONS FOR THE HFS 32-Bit software install:

Go to the HFS website:

WWW.HFSSOFT.COM

Click on the download section at the top of the home page.



Then enter your user name and password:

Then click on “FULL VERSION” for the Software System you are licensed for and wish to download.

You have to click on the word FULL VERSION to the right of this product.

NOTE: The below example shows the Hospital system, but the process is the same for all systems:



After clicking on “Full Version”, you will see the following page:

Download Center

In the Download Center, you can download complete cost reporting systems. You only need to be logged in to the system to download complete software updates.

Software Systems

| | |
|---|--|
| <p>Hospital (2552-10, 2552-96) Version: 2.39</p> <p>You are about to install version 2.39 of the Hospital (2552-10, 2552-96).</p> <p>The file you are downloading is an installation program that, when executed, will install the Hospital (2552-10, 2552-96) to your computer.</p> <p>If you currently have this software installed on your computer, make sure the software is not currently running.</p> | <p>Instructions:</p> <ol style="list-style-type: none"> 1. Click on the Download button, you will see either an Open or Run button. 2. Click on that button to start the file download. The file will download to a temporary folder on your computer. 3. After the file downloads successfully, you will again be prompted to Run the application. Click on the Run button to start the installation. 4. Follow the prompts to install the software. 5. After following these steps your software update is complete. |
| <p align="center">HFS End User License Agreement Click Here to View Click Here to Download</p> <p><input checked="" type="checkbox"/> I have viewed and agree to the HFS End User License Agreement.</p> <p align="center">Click Here to Download</p> <p align="center">Note: To request a software CD by mail, Click Here.</p> | |

Make sure the check box is checked:

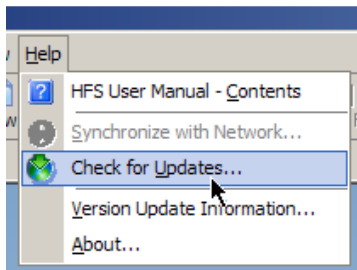
☒ I have viewed and agree to the HFS End User License Agreement.

Then click on the “CLICK HERE TO DOWNLOAD” button.

A Dialog box will then appear, click on the RUN button and follow all the remaining prompts.

This will create the C:\MCRIF32 folder, and icon for the HFS software.

Finally, start up the HFS software and then click on HELP | Check for Updates.



Again, enter your User Name and Password and you will be prompted to download the “updates\patches.” Follow all the prompts and the software updates will be installed (this includes the other HFS software).

You will now have the latest HFS software reinstalled on your computer.

7. Unexpected calculate edits or new software issues.

If you are getting edits that appear incorrect or new general software issues surface, try doing a HELP | Check for Updates.

Often, such issues have already been reported and fixed and you may not have the update that included the fix.

8. Sharing Violations.

If a pop up message comes up when trying to open an MCRX file indicating a “Sharing Violation” and that the file is in use by another user, there is a simple fix that resolves this.

Go into the folder that houses the mcrx file you are trying to open and look for a file with the same file name and extension but with the added extension of .fs~ (i.e. xxxx.mcrx.fs~ where the xxxx is your file name).

Simply delete the file with the .mcrx.fs~ extension and the problem will be resolved.

9. Class not Registered.

If ever a pop up message appears reading “Class Not Registered,” then do the following:

First, make sure the computer has FULL ADMIN RIGHTS.

For Windows XP

Close out of the software and using “My Computer” or “Windows Explorer” go to the folder called MCRIF32 that houses the HFS software (normally on your C: drive).

Locate the file called Regcomp21.bat.

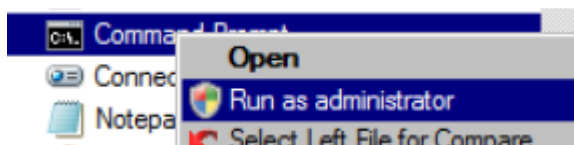
Double click on this .bat file and a DOS screen will appear. Click on ALL the OK prompts and then go back into the HFS software and the issue will be resolved.

For Windows Vista/7

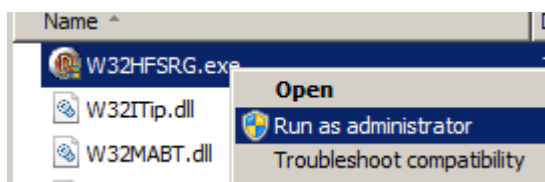
To run regcomp21.bat with UAC on, click on Start Orb->All Programs->Accessories.

Then right click on the “Command Prompt” and “Run as administrator”.

On the command prompt, type in: cd\mcrif32\regcomp21.



The other option is to run “W32HFSRG.exe” instead of running regcomp21.bat. Look for “W32HFSRG.exe” in MCRIF32 folder, right click on it and “Run as administrator”



10. Trusted Sites, Firewall, and Proxy Settings

Some users have trouble with the check for updates feature. They enter their user name and password at the prompt and they see an error message indicating the login failed. This may be caused by security measures imposed by your internet browser or firewall settings. The most likely cause is proxy server security settings. You may be able to modify the security settings of your internet browser and/or firewall. These modifications do not usually resolve the problem with Check for Updates. The solution is almost always related to the proxy server.

If you are in doubt as to the reason for the Check for Updates problem, we create a file, UPDATESLOG.DBG, in the C:\MCRIF32 folder, which will tell us why it failed. Email this file to support@hfssoft.com and we will advise you of the steps to take to resolve the problem.

a. Firewall Settings

Most computers and all networks have a firewall installed that helps prevent unwanted internet access by rogue programs.

Windows Firewall can be told to allow a program through the firewall when it is attempting to access the Internet.

The MCRIF32 program uses the Internet Explorer security settings and can usually navigate through the firewall. However, the HFS update program cannot use Internet Explorer settings and as a result, might be blocked by the firewall.

Please note that most computers do not need their firewall changed as this is the least common cause of problems with Check for Updates.

To allow the HFS update program through Windows Firewall, open the Windows Firewall Settings dialog and press the Add program button.

In the Add a Program dialog box, press the Browse button and look for the HFS update program called W32MUPDI.EXE.

This program is located in the same folder where your MCRIF32 software is located (usually C:\MCRIF32).

Select the W32MUPDI.EXE program and click OK. Click the OK button on the Add a Program dialog box, then click the OK button on the Windows Firewall Settings dialog box.

Many companies restrict access to the firewall settings so contact your IT department if you do not have access to these settings.

b. Internet Explorer Trusted Sites

Some web browsers are set up to only allow access to sites that are in the Trusted Sites for their security zone.

If the HFS web sites are not in this zone, our web services may not be able to connect to the HFS web sites.

In addition to adding the HFS web sites to the Trusted Sites, these steps assume you are using Internet Explorer. Other browsers probably have similar settings.

To add HFS web sites to the list of Trusted Sites, open Internet Explorer and select Internet Options from the Tools menu.

On the Internet Options screen, select the Security tab. (Note: If you do not have a Security tab, contact your IT department to have them update your Trusted Sites.)

On the Security tab, select Trusted Sites and then press the Sites button.

On the Trusted Sites screen, add the following web sites: <http://www.hfssoft.net>; <http://70.100.35.122.8109>; and <http://66.96.130.134>.

You will need to uncheck the “Require server verification (https:) for all sites in this zone” option.

After entering the web site addresses, click the Close button and then click the OK button on the Internet Options screen. Try again to check for updates and see if this resolved the problem. If not, you probably need to add the HFS website information to your proxy server’s white list.

c. Proxy Server Exceptions and White List.

When using a proxy server to access the Internet it is sometimes necessary to add the HFS web sites to the list of web sites that do not require the proxy server.

It is recommended that only clients experienced with proxy servers, attempt to change these settings. In all likelihood you will not be able to make these changes and you will need to get help from your IT department.

To add the proxy server exceptions in Internet Explorer, open the Proxy Settings screen from the Internet Options LAN Advanced Settings screen. In the Exceptions box add the HFS web sites.

Adding proxy exceptions assumes that the computer has Internet access without the proxy server. If the computer only has Internet access through the proxy server then setting these exceptions will have no effect.

Important Note: In most situations users cannot manually configure their computer to allow access to a server that has not been identified by their company as a trusted site. If they could, the company would not be using the proxy server configuration in the first place. You will usually need to contact your IT department and request that the HFS web sites be added to the list of allowed domains on the proxy server’s “white list.” These domains are:

<http://www.hfssoft.net>; <http://70.100.35.122.8109>; and <http://66.96.130.134>.

Some IT departments are reluctant to do this, but it is necessary. We have seen this resolve the Check for Updates problem for many of our users.