



**INCISIVE MD™**

**Installation  
Instructions**

13 June 2014

# Installing INCISIVE MD

---

[Task Overview](#)

---

[Terminology](#)

---

[Prerequisites to Installation](#)

---

[Installation and Setup for First Time Users](#)

---

[Removing INCISIVE MD Software](#)

---

This document describes how to install, update, and remove INCISIVE MD.

## Task Overview

INCISIVE MD client software installation and updating takes less than 5 minutes per workstation to complete if the software prerequisites are already installed. For those customers who do not have Microsoft's .NET Framework 4.0 already installed on the workstation, an additional 10 minutes will be required.



For this installation process, we assume that you are an experienced computer user and that you have administration privileges on your workstation to install any missing prerequisite software.

---

## Terminology

<b>Firewall</b>	A security system consisting of a combination of hardware and software that limits the exposure of a computer or computer network to attack from crackers; commonly used on local area networks that are connected to the internet.
<b>Provisioning File</b>	An encrypted file with the database Internet Protocol (IP) address and login to a customer INCISIVE MD database server.

## Prerequisites to Installation

Before you begin installation, you will need to have the following information and materials:

- INCISIVE MD Installer
- Your clinic's provisioning file
- Internet broadband connection

Customers are encouraged to review the [INCISIVE MD system requirements](#) before installing the software to ensure the workstation meets the recommended minimum hardware and software requirements. This document is available on the INCISIVE Support website under Systems Requirements.

## Installation and Setup for First Time Users

The install and setup process can be broken down into five key phases:

Task	Approximate Time
Install Microsoft .NET 4.0 Framework with security patches and service packs, if needed	30 minutes
Install INCISIVE MD client software	3 minutes
Provisioning INCISIVE MD client software	2 minutes
Update software to latest release	5 minutes
Login and set default surgeon view	2 minutes

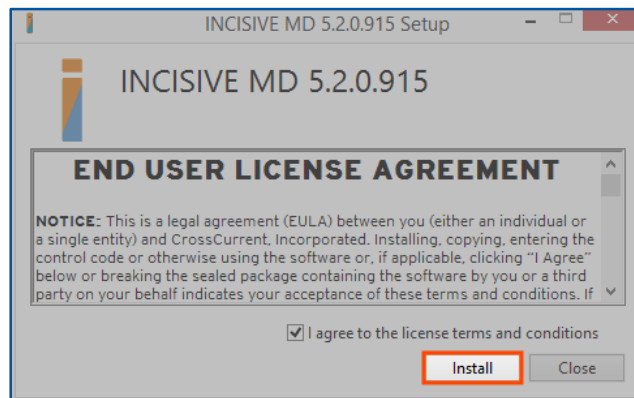
Temporarily stop any anti-virus and firewall applications running on your computer during the installation. Anti-virus software can prevent software from properly installing. The INCISIVE MD client software must communicate with the INCISIVE MD database server using the ports identified in the INCISIVE MD system requirements document. If you receive an error while trying to log into the software, please contact your information technologist to configure your network to communicate with the INCISIVE MD database server.

### Starting INCISIVE MD Installer

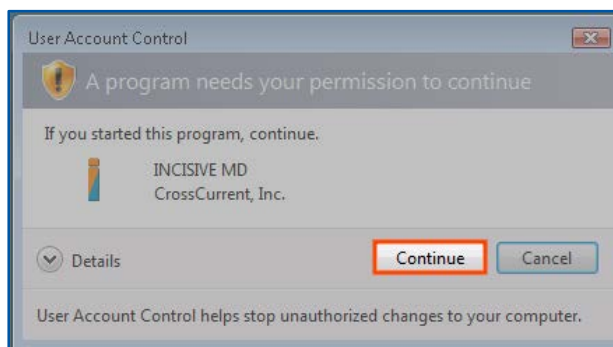
If you do not have the INCISIVE MD installer, go to the INCISIVE Support website and click Downloads in the right side menu to find the INCISIVE MD installers. Click INCISIVE MD Installer to download the version of the installer that includes Microsoft's .NET Framework 4.0 installer; if you suspect any of the software prerequisites are missing from the workstation. If you know .NET Framework 4.0 is already installed on the workstation, you can download the smaller INCISIVE MD Update file for a faster download and install.



- 1 Double click on the INCISIVE MD installer icon from the directory where the downloaded install file was saved.
- 2 When the INCISIVE MD End User License Agreement (EULA) displays, click **Install** to proceed with the installation.

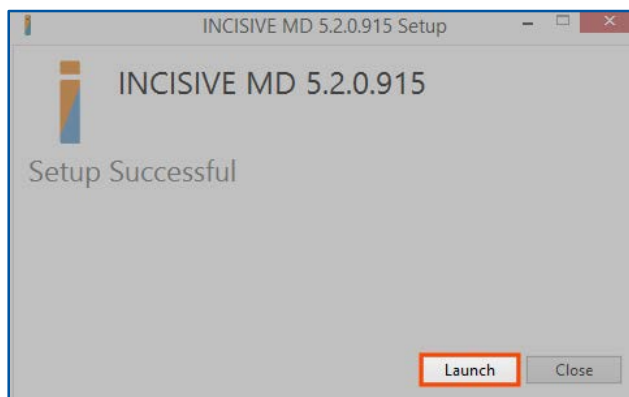


- 3 For computers with Microsoft Windows® Vista®, 7 or 8 User Account Control (UAC) active for the logged in Windows user, the operating system will display the “A program needs your permission to continue?” warning.



Click **Continue** to continue the installation.

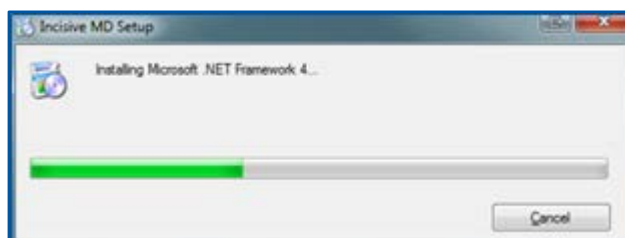
- 4 If the .NET 4.0 Framework is not already installed on the workstation, the INCISIVE MD complete installer will install the prerequisite first, see [Installing Microsoft .NET 4.0 Framework](#) section. If .NET 4.0 is already installed, then the installer will skip this part.
- 5 When successfully completed, click **Launch** to start the software.



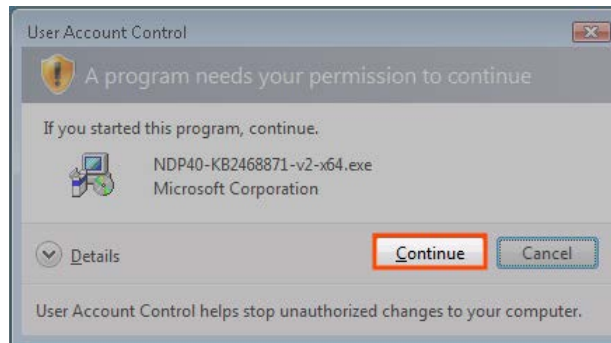
## Installing Microsoft .NET 4.0 Framework

With INCISIVE MD Version 3.3, Microsoft .NET Framework 4.0 is required. The complete installer will detect if this software prerequisite is present. If the software is not present, the installer will automatically begin the installation of the .NET Framework 4.0 User Profile and Extended Maintenance versions.

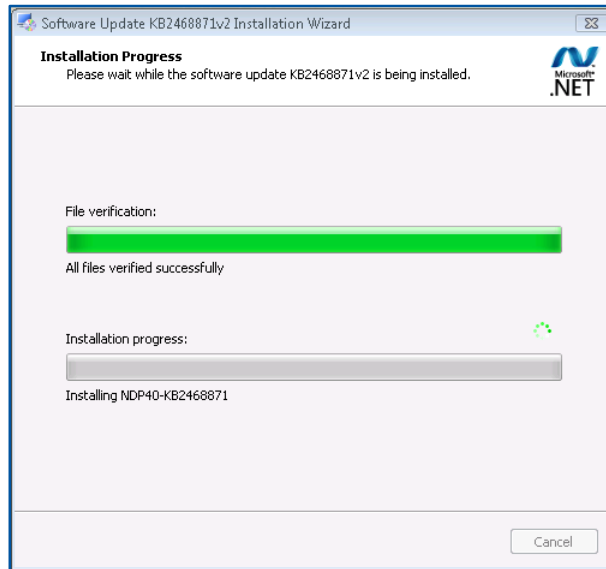
- 4a The progress bar on the INCISIVE MD Setup dialog will indicate the .NET Framework installation progress and completion.



- 4b** For computers with Microsoft Windows® Vista®, 7 or 8 User Account Control (UAC) active for the logged in Windows user, the operating system will display the “A program needs your permission to continue?” warning.



- 4c** If additional .NET Framework 4 security patches and service packs need to be installed, an update progress dialog will be shown.



Click **Continue** to continue the installation.



- 4d** When the install is completed, the installer will close and the INCISIVE MD icon will be displayed on the desktop. Proceed to [Provisioning INCISIVE MD client software](#) to continue the setup process.

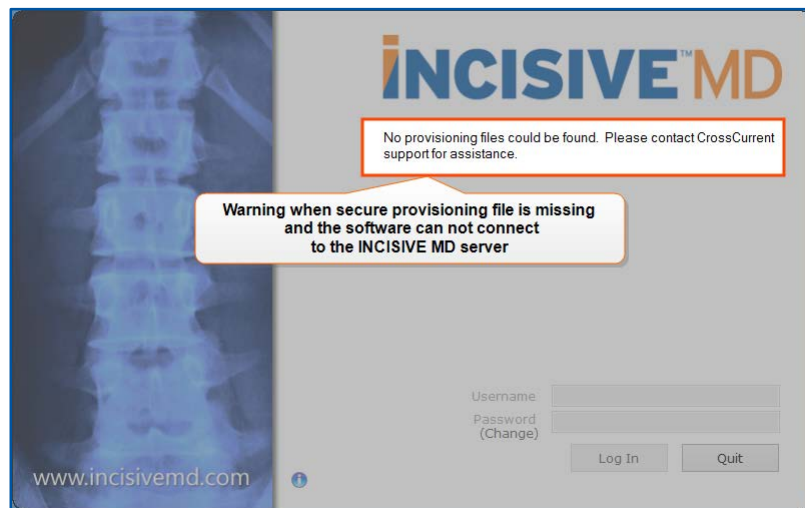
## Provisioning INCISIVE MD client software

Once INCISIVE MD has been installed, the application needs to be provisioned to connect to the correct INCISIVE MD database server securely. A provisioning file should have been sent to you via email. If you do not have your clinic’s provisioning file, contact INCISIVE Support to get your file.



- 6** Double click the INCISIVE MD icon on the desktop to start the application.

- 7 If you have not provisioned the INCISIVE MD client software, your clinic name will not be shown and a message will be displayed informing you that no provisioning file could be found.



- 8 Simply drag the provision file onto the running INCISIVE MD software.



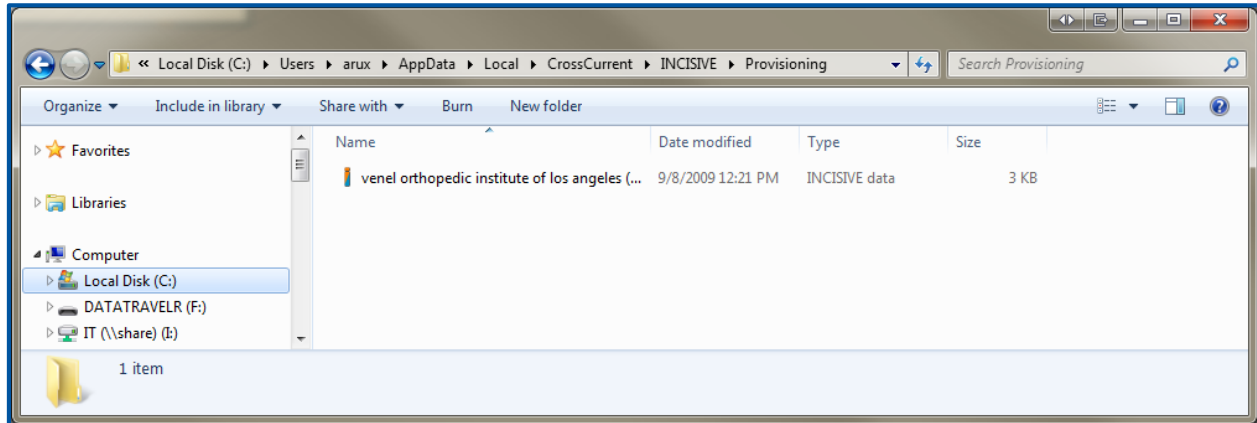
- 9 If you have correctly provisioned the INCISIVE MD software, the login box will show your clinic name above the Username text box, enter your User Name and Password



## Provisioning File Saved Location

The clinic-provisioning file is stored under each user's profile. If you are using roaming profiles, your information technologist will need to ensure that each of your users have this file placed into their local profiles. The provisioning process merely copies the file into the user's profile. For Microsoft Windows Vista, 7 and 8, this file location is:

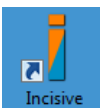
C:\Users\{UserName}\AppData\Local\CrossCurrent\INCISIVE\Provisioning



## Updating to the Current Version

We are constantly updating the application's software, coding information, and payer payment rules. To lower the software maintenance costs and meet customer expectations with keeping up to date on coding and payer changes, the application will automatically update itself to the latest version of software, coding information database, and payer payment rules. We only update the INCISIVE MD installers during major and minor versions of INCISIVE MD, such as Version 3.5.

To update to the current version, simply login into INCISIVE MD and the server will determine the client's current version and the necessary updates to the software.

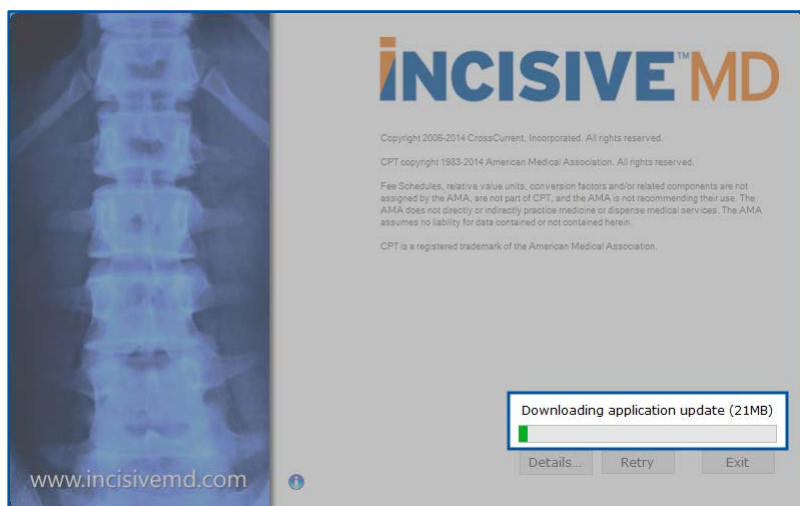


- 8 Double click the INCISIVE MD icon on the desktop to start the application.
- 9 You will need to log into INCISIVE MD for the client software to check with the server to determine the current versions of the software, coding database, and payer payment rules to see if updates need to be performed.  
Enter your **User Name** and **Password** and click **Log In**.

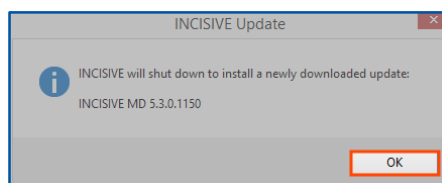


If you do not have your user name and password, either talk with your local INCISIVE MD administrator or contact INCISIVE Support.

- 10 If updates are needed, the client will immediately begin downloading the required updates.

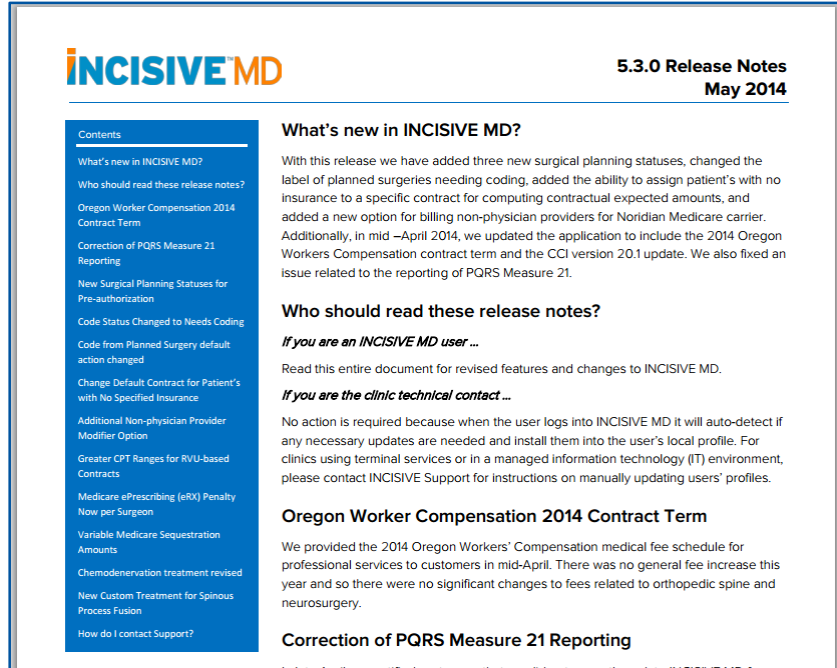


It is normal on first install to have at least two updates. The first update is always to update the software (binary) files on the workstation. In this case, the software will display a warning that INCISIVE MD will be shutdown and the update completed. Click Ok to continue with updating the software.

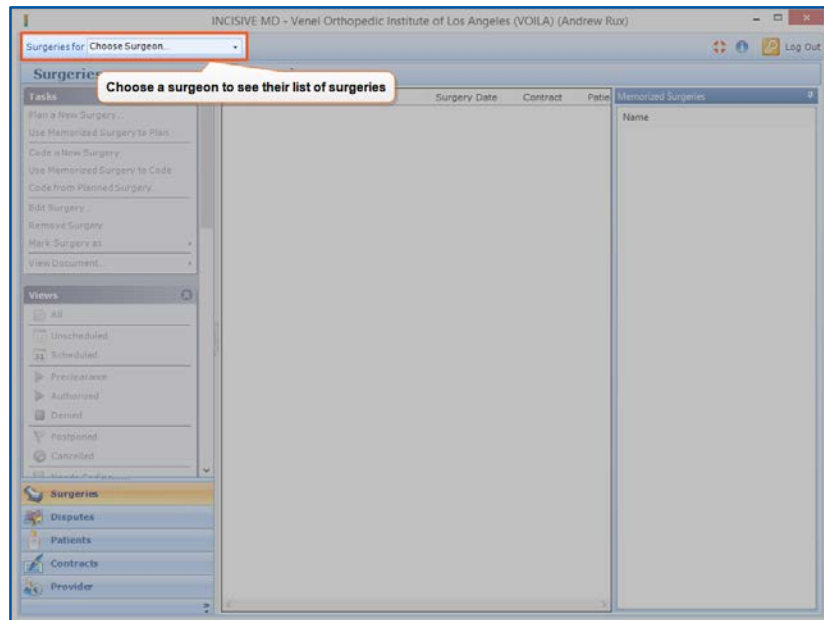


- 12 If the update has associated documentation, the update will download and display in your default browser the INCISIVE MD Release Notes in Adobe Portable document format (PDF).





- 13 In order to maintain HIPAA and HITECH security, you will need to relog into the software.  
Enter your **User Name** and **Password** then click **Log In**.
- 14 If a second update is required, the software will download it and then log you into the application.
- 15 From the **Surgeries** for dropdown, select a surgeon to set a default surgeon when logging into the application and to ensure that the client software can communicate effectively with the INCISIVE MD database server.



- 16 You have successfully installed the application, you may now use the software.

## Scripting the Installation of the software

If Microsoft's .NET Framework 4.0 is already installed on the workstation, installation of the INCISIVE MD software does not require administrative privileges to install. This is because the software will be installed completely into a user's local profile and no entries into the system registry are made. This allows an information technologist to easily script the installation of the software to a large number of workstations if necessary.

To manually install, an information technologists will need to copy the software to the user's workstation, copy the customer provisioning file, and then create a desktop icon for the software. The INCISIVE MD installer copies the software executables into the following Windows Vista, 7, and 8 directory:

```
C:\Users\{UserName}\AppData\Local\CrossCurrent\INCISIVE MD
```

After provisioning the software, the customer's encrypted provisioning file will be copied into the following directory:

```
C:\Users\{UserName}\AppData\Local\CrossCurrent\INCISIVE\Provisioning
```

Lastly, after logging into the software the first time, the software will update its concept repository files to the latest version from the INCISIVE MD server. These files are saved in the following directory:

```
C:\Users\{UserName}\AppData\Local\CrossCurrent\INCISIVE\ConceptRepository
```

### Manual Install

To do a manual install, follow the steps to do an installation for a first time user on a test machine. After logging into INCSIVIE MD to get the latest version of the software and concept repository, you will be able to simply copy the entire logged in user's local application data CrossCurrent directory to another workstation to have all the files necessary to run the software. The directory needing to be copied is:

```
C:\Users\{User Name}\AppData\Local\CrossCurrent
```

The last step would be to create a desktop shortcut to the application with the following properties:

Shortcut Name:	INCISIVE MD
Target Directory:	"C:\Users\{UserName}\AppData\Local\CrossCurrent\INCISIVE MD\Incisive.exe"
Start in Directory:	"C:\Users\{UserName}\AppData\Local\CrossCurrent\INCISIVE MD"

## Removing INCISIVE MD software

Uninstalling the software is very simple. From the Microsoft Windows Control Panel under the Programs heading, click Uninstall a program and select the version of INCISIVE MD you have installed from the program listing. From the INCISIVE MD uninstall dialog, click Uninstall and after the application is successfully removed, click Close. Rebooting of the workstation should not be necessary to complete the uninstallation of the software.

To manually delete the software, delete the user's application data CrossCurrent directory and the INCISIVE MD desktop icon.

Removing the software through the Control Panel or manually, only removes the INCISIVE MD software. You will need to perform additional steps to remove any of the software prerequisites installed on the workstation. Refer to Microsoft documentation for the removal of the Microsoft .NET 4 framework and its components.

# CrossCurrent

5331 SW Macadam Ave Ste 216  
Portland OR 97239-3873

Voice | (503) 248-2290  
Fax | (866) 899-2746

[www.incisivemd.com](http://www.incisivemd.com)

PN 4014  
Release B  
13 June 2014