



# **QualityMetric Health Outcomes™ Scoring Software 4.0**

## **Installation Guide**

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## 1.1 System Requirements

Before installing the QualityMetric Health Outcomes™ Scoring Software 4.0, assure that your computer meets the minimum requirements detailed below. The Software is designed to run on the Windows Operating Systems. You must have sufficient user privileges on the computer in order to install this software.

## 1.2 Hardware Requirements

	Minimum	Recommended
Processor Speed	233 MHz	300 MHz
RAM	64 MB	128 MB
Hard Disk Space	100 MB available	
Video adaptor and monitor	800 x 600 or higher resolution	
Internet Connection	Utilized only for registration of Activation Keys	

## 1.3 Software Requirements

<b>Supported Operating Systems</b>
Windows® XP (Service Pack 3), Windows® Vista™, Windows® 7
<b>Microsoft Windows .NET Framework</b>
Requires version 2.0 or higher Website: <a href="http://www.microsoft.com/net/">http://www.microsoft.com/net/</a>
<b>Windows Installer</b>
Requires version 3.1 or higher Website: <a href="http://www.microsoft.com/downloads/details.aspx?FamilyID=889482fc-5f56-4a38-b838-de776fd4138c">http://www.microsoft.com/downloads/details.aspx?FamilyID=889482fc-5f56-4a38-b838-de776fd4138c</a>
<b>Adobe Flash Player</b>
Requires version 10 or higher Website: <a href="http://www.adobe.com/go/getflash/">http://www.adobe.com/go/getflash/</a>
<b>Web Browser</b>
Requires Microsoft Internet Explorer 6.0 or higher. Website: <a href="http://www.microsoft.com/windows/internet-explorer/">http://www.microsoft.com/windows/internet-explorer/</a>
<b>Windows Permissions - <i>Important</i></b>
For <i>ongoing use</i> , the user will require either Windows Administrative access or write privileges ("Full Control") to the following Windows Registry path: <ul style="list-style-type: none"> <li>• HKEY_LOCAL_MACHINE\SOFTWARE\QualityMetric Incorporated\Health Outcomes Scoring Software X.X\Default Settings</li> </ul>

## Section 2.

# STANDARD INSTALLATION PROCEDURE

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### 2.1 Introduction

This section describes how to install QualityMetric Health Outcomes™ Scoring Software 4.0, (also referred to as the Software) on your computer.

### 2.2 Before You Begin

Before you begin the installation procedure, you should:

- Exit any programs currently running on your computer.
- Have your Activation Key that you received from QualityMetric when you purchased the Software (see Section 2.3).
- Make sure your computer system meets the minimum requirements (see Section 1).

### 2.3 Product Licensing

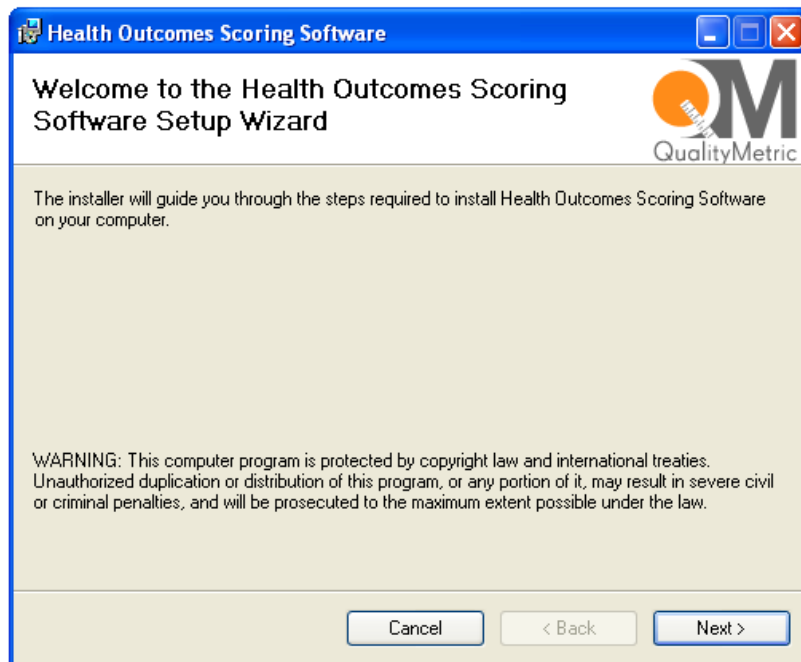
When you purchase QualityMetric Health Outcomes Scoring Software 4.0, you will receive an Activation Key via e-mail. Your Activation Key identifies the specific software version and which Health Surveys you have been granted a licensed to use, if any. Your Activation Key consists of an alphanumeric string. For example:

00001-00002-00003-00004

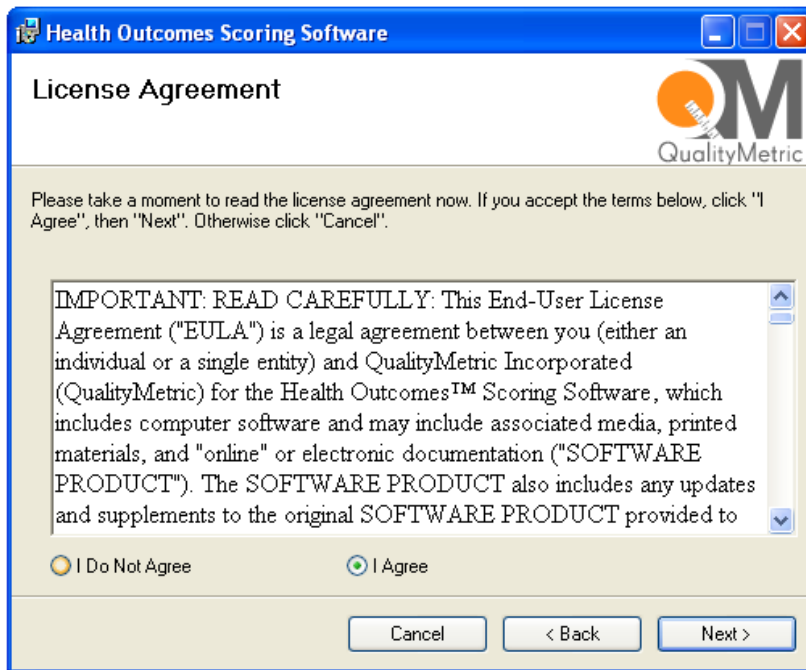
## 2.4 Installation Procedure

To install the Software:

1. Once you have downloaded the QualityMetric Health Outcomes Scoring Software 4.0 installer application (SFScoringSoftwareV4Setup.msi) and save it to a convenient location on your hard drive.
  - a. For administrators installing for other users on a machine, save this file to a shared/accessible location. When the other users first launch the Health Outcomes Scoring Software, part of the set-up on their account will need to be able to use installer application (SFScoringSoftwareV4Setup.msi).
2. Double-click the SFScoringSoftwareV4Setup.msi begin the install.
3. The following screen appears:



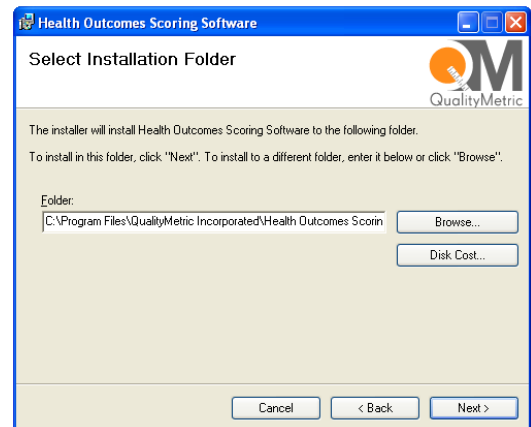
4. Read the information on the screen and click "Next" to continue the installation process.  
The **License Agreement** screen appears:



5. Read the information in the **License Agreement** text box, click **“I Agree”** and then click **“Next”**.

If you do not agree to the terms stated in the License Agreement text, click **“Cancel”**. This action aborts the installation process.

The **Select Installation Folder** dialog box appears (right):



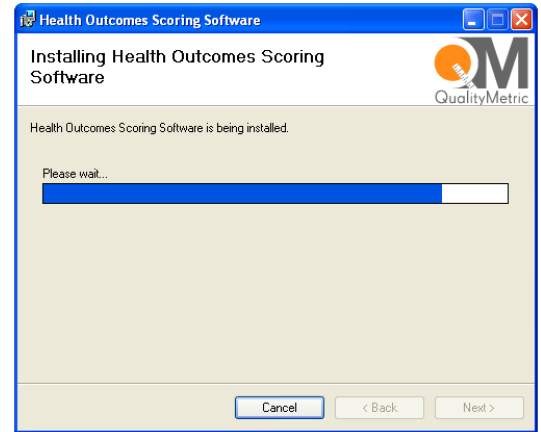
The default folder, “C:\Program Files\QualityMetric Incorporated\Health Outcomes Scoring Software 4.0\”, appears in the **Folder** text box.

**Note:** If you want to specify a different disk drive and folder, click **Browse** to select your preferred location.

The **Confirm Installation** box appears (right) indicating that the installer is ready to install the QualityMetric Health Outcomes™ Scoring Software 4.0:

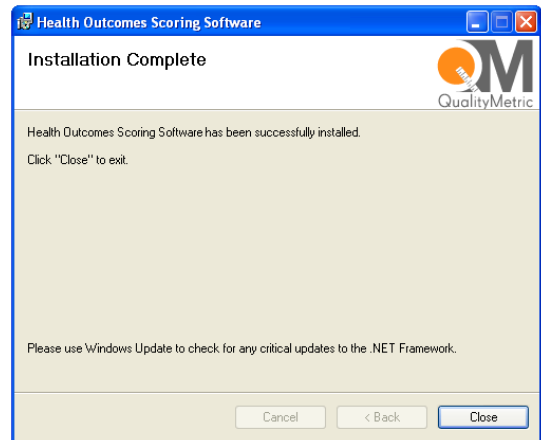
6. Click **Next** to continue the installation.

The **Installing QualityMetric Health Outcomes Scoring Software** box appears (right), informing you that the Software is installing. Please wait.



The **Installation Complete** box appears (right).

7. Click **“Close”** to exit the installer.





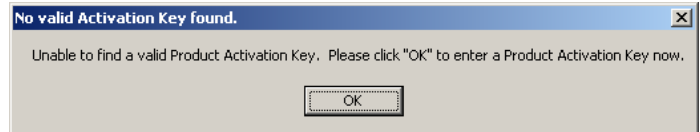
### 3.1 Launching the Application for the First Time

To launch the application after it is installed, from the **Desktop** click:

**Start>All Programs>QualityMetric Incorporated>QualityMetric Health Outcomes Scoring Software 4.0> QualityMetric Health Outcomes Scoring Software 4.0**

When the application launches, the message at the right appears.

Click **OK**.



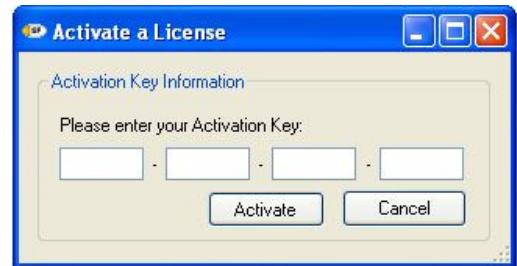
**Note:** You only need to enter the Product Activation Key on the initial launching of the application.

### 3.2 Entering the Product Activation Key

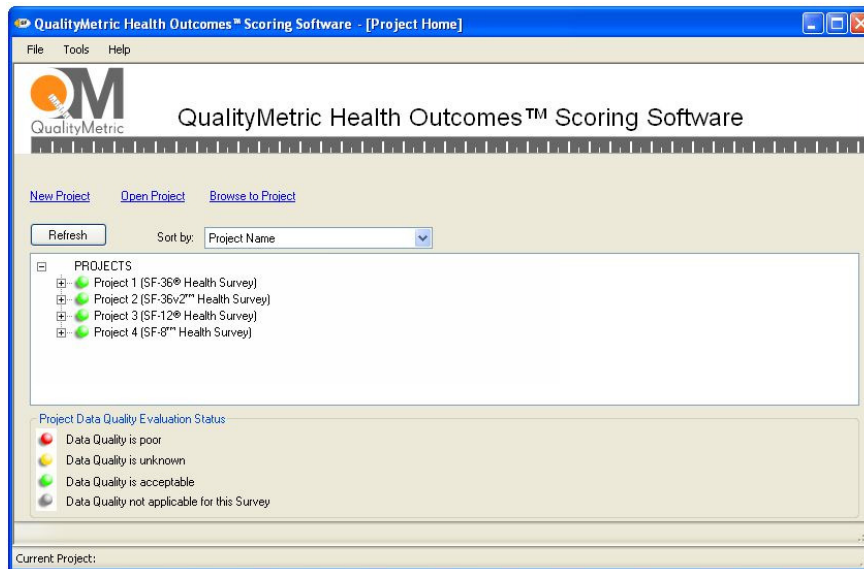
After clicking **OK**, the **Enter Activation Key** dialog box appears (right).

1. Enter your Product Activation Key into the “**Please enter your Activation Key**” field.
2. Click ‘Activate’.

**Note:** See Appendix C for an explanation on using the **Import Key** function if your activation key was sent as an email attachment.



The **Project Home** dialog box appears.



You are now ready to run the **QualityMetric Health Outcomes™ Scoring Software 4.0**.

### 3.3 Survey Options

If you purchase a license to use additional Health Surveys, more administrations for existing Health Surveys, or renew your software usage term, you will receive a new Product Activation Key. The new key is all you need to run the upgraded Software. (Go to Section 3.2 above to enter the new key.)

## Section 4.

# TROUBLESHOOTING PROBLEMS

If the QualityMetric Health Outcomes™ Scoring Software 4.0 is not running on your computer, here is some information that may help you.

### 4.1 .Net Framework Problems

- You may not have at least version 2.0 of the .NET Framework installed on your computer. See Appendix .

You should use the Windows Update to check for and install any critical updates to the .NET Framework.

### 4.2 Disk Space Problems

- You may not have enough Disk Space available in the folder that you have specified.

Go back to the disk installation procedure and in Step 5 on page 7, click **Disk Cost**.

Make sure that the total space required is less than the available space to install the software to your preferred directory.

Volume	Disk Size	Available	Require
C:	13GB	3565MB	27M
D:	36GB	36GB	0K
F:	0KB	0KB	0K
Z:	2048MB	1915MB	0K

### 4.3 Permission Problems

- You may not have adequate permissions to the file system and/or the registry. You may need the assistance on the network administrator to set-up the proper permissions.

For errors opening or saving a project, have the network administrator give the user read & write access to your project folder. The default folder is under:

My Documents\QualityMetric Incorporated\Health Outcomes Scoring Software 4.0

For errors adding or viewing license keys, have the network administrator give the user read & write access to the following registry key:

HKEY\_LOCAL\_MACHINE\SOFTWARE\QualityMetric Incorporated\Health Outcomes Scoring Software 4.0\Default Settings

## 4.4 User Account Control (UAC) Problems

- Windows® Vista™ & Windows® 7 both have the User Account Control (UAC) security infrastructure. Depending on the machine installation & set-up, the UAC might block access to the registry keys used by the Health Outcomes Scoring Software.

Have the network administrator disable the UAC for the Health Outcomes Scoring Software and the following registry key:

HKEY\_LOCAL\_MACHINE\SOFTWARE\QualityMetric Incorporated\Health Outcomes Scoring Software 4.0\Default Settings

## 4.5 Additional Support

If you are still having problems, give us a call at:

1-800-572-9394

Or visit our Web Site at:

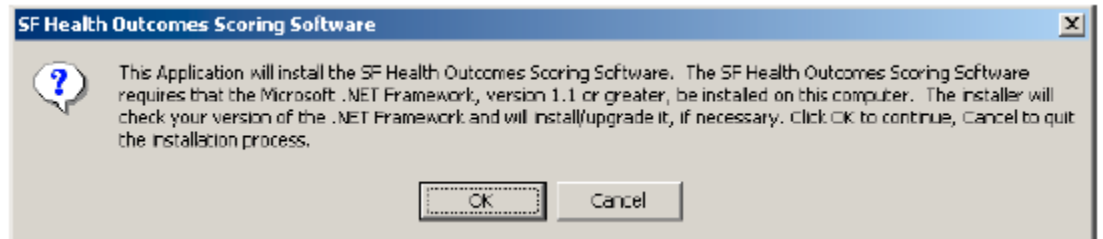
<http://www.qualitymetric.com/support/>

## Appendix A Installing .NET Framework

You may need Administrator privileges to install this software. The installation procedure checks to see if your operating system has Microsoft .NET Framework. If it does not, then you need Administrator privileges to proceed.

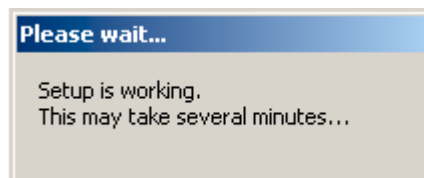
1. Here you must:
  - a. Run the program as “your *username*,” or
  - b. Run as Administrator, if you have this ability. You are asked to enter the Administrator account password.
2. Click **OK**.

If you do have Administrator privileges and you do not have .NET Framework installed, the following dialog box appears:



3. Click **OK** to let the install wizard check your computer for the proper installation of this software.

The following information box appears:



## Appendix B License Key File Attachment

A license key can be received via email attachment. Save this attachment someplace on your computer (the desktop is a good place). Click the **Import Key** button on the Activation Key form and the Windows **Open File** dialog box will appear. Locate the file attachment saved on your computer.