

Technical Review & IT FAQ

MarketWare implementations require only minor assistance from IT&S.
Approximately 30 minutes of IT&S's time is needed.

Overview

MarketWare is a client-server based Physician Relations Management system. It uses Microsoft SQL Server as its back-end communicating to SQL through a direct network connection (ODBC), VPN, Citrix or Windows Terminal Services.

The default port (1433) is used to connect MarketWare with SQL Server and it supports SQL and Windows Authentication (Active Directory) security.

MarketWare supports unlimited Access Rights Groups. Access Groups give and/or take privileges; i.e., Add, Edit, Delete, etc.

We will need IT&S's assistance to:

1. Provide the name of the server MarketWare will be setup on (see requirements below)
2. Provide S.A. credentials for database creation
3. Schedule regular database backups
4. Provide install access for client computers

MarketWare is a powerfully rich client application with the added advantage of being quickly installed and easily maintained.

The complete MarketWare install is managed from an onsite MarketWare Consultant with little needed from IT&S departments.

MarketWare Implementation

Implementing MarketWare is surprisingly easy.
Consultant's will perform the following tasks to setup MarketWare at your facility.

Step 1

Time Required: 3-5 minutes

Install on Client

- ✓ Install MarketWare on PCs that "see" the server. This can be accomplished on a computer from a MarketWare user, the IT Department, or right on the server
- ✓ The install program can be downloaded from www.marketware.com/marketware_setup.exe

Step 2

Time Required: 5-10 minutes

Setup SQL Database

- ✓ Copy activation key and temporary database files to the newly created MarketWare folder
- ✓ Setup temporary database containing the previously imported physician data
- ✓ Create SQL database and upload the data from temporary database
- ✓ Upload files to SQL Server for future installs

Step 3

Time Required: 5-15 minutes

Setup Users/Security (Done within MarketWare)

- ✓ Create MarketWare Access Rights
- ✓ Create MarketWare Users
(If there are many users, we will import user information from an Excel Sheet to simplify and speed up the process.)

MarketWare Implementation

Step 4

Time Required: 2-3 minutes (each user)

Install MarketWare for Each User



Run MarketWare Install on each user's PC and point the software to the server

TOTAL DATABASE SETUP TIME: 30-40 Minutes

Our MarketWare Consultants will walk through the install process with you to guarantee a smooth and straight forward MarketWare implementation.

If you choose to provide temporary SA credentials to the MarketWare Consultant, he/she can complete the entire installation process without additional IT&S support.

IT FAQ & Requirements

1. What are the Server Requirements?

Minimum Server Requirements

- Hardware: IBM-compatible computer, Pentium III 800 or better, VGA or better Screen
- Memory: 512 MB minimum
- Hard Disk: Approximately 1.5 MB per 1000 data records
- Operating System: Windows 2003, 2008 or higher
- Microsoft SQL Server: Version 2005, 2008 or 2005/08 Express or greater

Recommended Server Requirements

Minimum Server Requirements

- Hardware: IBM-compatible computer, Pentium IV, 1.6 GHz or better, VGA or better Screen
- Memory: 2 GB or greater
- Hard Disk: Approximately 1.5 MB per 1000 data records
- Operating System: Windows 2003, 2008 or higher
- Microsoft SQL Server: Version 2005, 2008 or greater

2. What are the Client Requirements?

Minimum Server Requirements

- Hardware: IBM-compatible computer, Pentium III, 800 or better, SVGA or better Screen display (1024x768 minimum required), and modem or other serial attached dialer for your phone (if autodial is desired)
- Memory: 128 MB minimum
- Hard Disk: 40 MB or more of free disk space on hard drive for client software, dictionaries, etc.
- Microsoft SQL Server: Version 2005, 2008 or 2005/08 Express or greater
- Operating System: Windows XP, Vista, 7 or higher

IT FAQ & Requirements

3. Do you need direct physical access to the Server when setting up the system?

No. We can install MarketWare on any PC that can "see" the server and do server setup from that workstation.

4. Can we use our AD (Active Directory) accounts?

Yes. We support Windows Authentication and/or SQL Server Authentication.

5. What will you need from us to get MarketWare installed?

We will need to know the IP address or DNS Server name for the SQL Server and have temporary SysAdmin rights on that server to install and upsize your physician information onto that database.

6. Can I use a SQL Cluster? Or can I put MarketWare on a shared SQL Server?

Yes. MarketWare can be placed on a shared SQL "box". We will not interfere with other databases and we do not typically require a reboot.

7. Does MarketWare require a reboot?

No. A reboot is only needed if mixed Authentication mode has not previously been configured.

8. Can we setup a Test Environment?

Yes. We will perform the setup twice, one for the production database and one for the test database. If the users will be accessing both databases it is highly recommended to have both databases on the same server.

9. What Permission do you need to setup the database?

In order to create the SQL database we will require temporary SysAdmin Rights.

10. What Permission do you need to install MarketWare on the Client PCs?

Standard permission will allow us to install software. The \marketware folder and subfolders will need to have on-going read-write access.

11. What versions of SQL Server do you support?

SQL Server 2005, 2008 and SQL Express2005/2008.

IT FAQ & Requirements

12. Do I have to use SQL Server?

No. You can configure the system to use a local File Share Database. However, we only recommend this approach with 5-10 users or less.

13. Can we use Citrix? Or Terminal Services?

Yes. You will want their email profile setup on that system. They will need sound ported through the system to access the video training. We will need to setup a folder on a file share so they can save reports, form letters, etc.

14. What are the different data requests you need from us?

We will need: (1) Physician demographics, (2) Responsible persons list, (3) User list, and (4) Physician statistics (if desired). *Please see Implementation document.*

15. Who supports this program?

You do. We are here to assist you in every way possible. We can help setup new users, answer questions, etc. But on-going maintenance of physician data, adding/deleting users, modifying reports, etc. is accomplished by you.

16. Do you require any special folder permissions for the MarketWare Folder?

Yes. We need each MarketWare folder to have read, write, execute and modify privileges (everything but full control).

8. Can we setup a Test Environment?

Yes. We will perform the setup twice, one for the production database and one for the test database. If the users will be accessing both databases it is highly recommended to have both databases on the same server.

17. Is this a web based (ASP) solution?

No. This is a Client-Server Windows API.

MarketWare installed on the PC before you can have access to the software (unless you are using Citrix or Windows Terminal Services where you would need to have the software installed on the Citrix or Windows Terminal Server).

18. Can I access this while on the road?

Yes. It is done through Citrix/Terminal Services, VPN, or using MarketWare's offline views.

19. Can I use VMWare or Virtual PC?

Yes.

20. Can you host my data?

Yes.