



CLIFFORDHALLAMHEALTHCARE

eCOM Citrix Installation Guide

Version 1.1.32

Clifford Hallam Healthcare

27th May 2024

About: eCOM is a windows-based application which processes purchase order files from iPharmacy procurement systems for Clifford Hallam Healthcare (CH2).

This document details additional steps which may aid in the installation of the eCOM application on a Citrix server, where multiple instances of eCOM are required on the same computer or where multiple users login to the same computer.

The initial installation process is required, the “eCOM Install Guide” will guide you through the download and install of the eCOM application.

This document assumes the installation process has been completed.

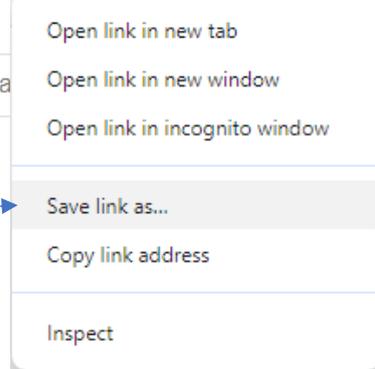
The user.config File

An XML file can be copied into the program folder where the eCOM application is installed, the config file contains the login credentials and settings. If the file is present in the program folder, eCOM will use the settings from this file each time the eCOM application is launched.

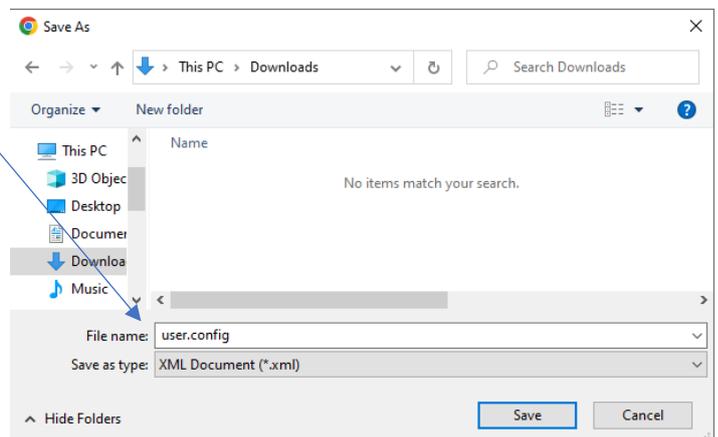
The XML file can be downloaded from the CH2 website. A link is available at the bottom of the eCOM page: <https://www.ch2.net.au/hospital/about-ecom-ipharma-cy-application>

File	Description
CH2 eCOM.msi	Microsoft software installer file for the CH2 eCOM application – Latest available version
eCOM Install Guide.pdf	Installation and setup guide
User configuration	User configuration XML file used for Citrix insta

Right click on the “User configuration” link and select the “Save link as” option.



Change the file name to ‘user.config’ when selecting the location to save the file.



Editing the user.config File

When the 'user.config' file has been downloaded, it can be edited in Notepad, Notepad++ or any XML editing application.

The file will need to be modified to include the login credentials and settings applicable for your CH2 account and iPharmacy setup.

Below is an example of the user.config file opened in Notepad++, expected values for each field are explained.

```
<setting name="MODE" serializeAs="Int">
  <value>1</value>
</setting>
<setting name="SAVED_ID" serializeAs="String">
  <value>1234567</value>
</setting>
<setting name="SAVED_PASS" serializeAs="String">
  <value>Password123</value>
</setting>
<setting name="AUTO_LOGIN" serializeAs="String">
  <value>True</value>
</setting>
<setting name="AUTO_PROCESS" serializeAs="String">
  <value>False</value>
</setting>
```

Mode: '1' = Production, '0' = Test

Saved ID: is the login id or CH2 account number

Saved Pass: is the password for the login id

Auto Login: 'True' = eCOM will automatically login, 'False' = user will be prompted to manually login

Auto Process: 'True' = eCOM will automatically start processing PO files when launched, 'False' = user must initiate PO processing

PO Folder: is the location of the folder where iPharmacy saves the PO files for processing

POA Folder: is the location of the folder where eCOM should save the POA files for iPharmacy to process

Error Folder: is the location of the folder where eCOM should save any PO files which have failed to process

Success Folder: is the location of the folder where eCOM should save PO files which have successfully processed

Process Frequency: is the minutes for the poll cycle of the PO folder. Must be a whole number between 1 and 60. Default value is 10

Generate POA: 'True' = eCOM will generate a POA file for each PO file processed, 'False' = eCOM will not generate a POA file

```
<setting name="PO_FOLDER" serializeAs="String">
  <value>\\server\ipharmacy\po</value>
</setting>
<setting name="POA_FOLDER" serializeAs="String">
  <value>\\server\ipharmacy\poa</value>
</setting>
<setting name="ERROR_FOLDER" serializeAs="String">
  <value>C:\CH2ECOM\Error</value>
</setting>
<setting name="SUCCESS_FOLDER" serializeAs="String">
  <value>C:\CH2ECOM\Success</value>
</setting>
```

```
<setting name="PROCESS_FREQUENCY" serializeAs="Int">
  <value>10</value>
</setting>
<setting name="GENERATE_POA" serializeAs="String">
  <value>True</value>
</setting>
```

```
<setting name="NUM_DISPLAY_ORDER" serializeAs="Int">
  <value>30</value>
</setting>
```

```
<setting name="PRICE_CHECK_PO" serializeAs="String">
  <value>False</value>
</setting>
```

```
<setting name="PRICE_DIFF_WARNING" serializeAs="String">
  <value>10</value>
</setting>
```

```
<setting name="EMAIL_CONFIRM" serializeAs="String">
  <value>True</value>
</setting>
<setting name="EMAIL_ONE" serializeAs="String">
  <value>myname@email.com.au</value>
</setting>
<setting name="EMAIL_TWO" serializeAs="String">
  <value>yourname@email.com.au</value>
</setting>
```

```
<setting name="AUTO_CASCADE" serializeAs="String">
  <value>False</value>
</setting>
```

```
<setting name="CASCADE_MODE" serializeAs="Int">
  <value>1</value>
</setting>
```

```
<setting name="DAY_KEEP_SUCCESS" serializeAs="Int">
  <value>30</value>
</setting>
```

```
<setting name="DAY_KEEP_ERROR" serializeAs="Int">
  <value>30</value>
</setting>
```

```
<setting name="PROXY_CONNECTION" serializeAs="String">
  <value>False</value>
</setting>
```

Num Display Order: is the number of orders which are displayed on the order history screen. Must be a whole number, 30 is the recommended value

Price Check PO: 'True' = eCOM will check the unit price on the PO file with the CH2 price, if prices vary outside the allowed tolerance, lines will be rejected. 'False' = eCOM will not price check PO files

Price Diff Warning: is the tolerance percentage difference allowed between the PO file price and the CH2 price. Only applicable if 'Price Check' process is enabled. Must be a whole number, default value is 10

Email Confirm: 'True' = eCOM will generate order confirmation emails, 'False' = emails will not be sent

Email One: is the email address order eCOM will send order confirmations to

Email Two: is an optional email address which can be included on the order confirmation emails

Auto Cascade: 'True' = eCOM will cascade orders to an alternate branch if the child account is configured for cascading and stock is not available at the default CH2 warehouse. 'False' = eCOM will not cascade orders

Cascade Mode: '1' = cascaded lines may be split between multiple warehouses, '2' = lines will be supplied from the warehouse with the most stock. Only applicable when cascading is enabled

Day Keep Success: is the number of days eCOM will archive successful PO files in the designated folder. Older files will be automatically deleted. Must be a whole number, default value is 30

Day Keep Error: is the number of days eCOM will archive errored PO files in the designated folder. Older files will be automatically deleted. Must be a whole number, default value is

Proxy Connection: 'True' = proxy server is required for internet connection, 'False' no proxy server required

```
<setting name="PROXY_HOST" serializeAs="String">
  <value>192.1.10.130</value>
</setting>
<setting name="PROXY_PORT" serializeAs="String">
  <value>24</value>
</setting>
<setting name="PROXY_LOGIN" serializeAs="String">
  <value>adminuser</value>
</setting>

<setting name="PROXY_PASSWORD" serializeAs="String">
  <value>Internet123</value>
</setting>
<setting name="USER_FOLDER" serializeAs="String">
  <value>C:\CH2ECOM\User_Folder</value>
</setting>
```

Proxy Host: is the IP address or network address of the proxy server. Leave blank if no internet proxy server

Proxy Port: is the port number for the internet proxy server, leave blank if no internet proxy server

Proxy Login: is the login ID for the internet proxy server, leave blank if no internet proxy server

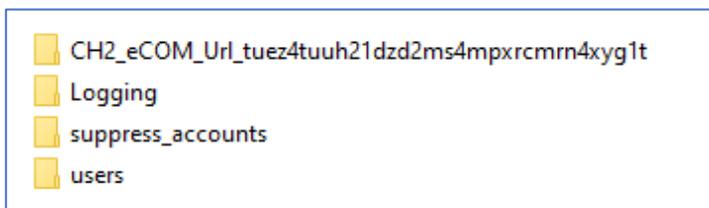
Proxy Password: is the password for the internet proxy login ID. Leave blank if no internet proxy server

User Folder: is the folder location eCOM will use for writing log files and user settings. This can be a network location or a folder on the local computer.

Note: All users must have read/write access to the folder specified in the 'User Folder' setting.

If no folder is specified, eCOM will use the default folder location for the user files:

C:\Users\<userid>\AppData\Local\CH2_eCOM

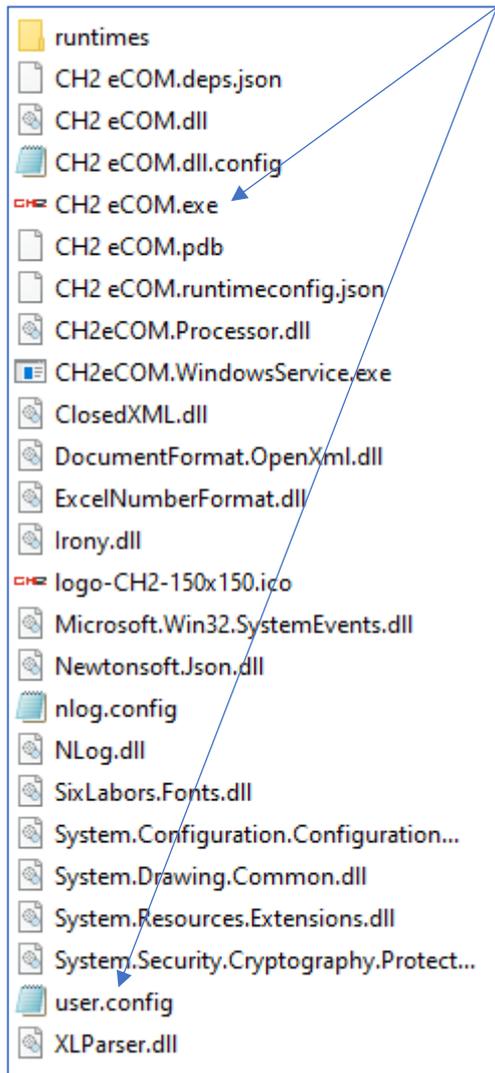


eCOM will create folders and files in the specified 'User Folder'. These are backups of the user configuration, logging files, child account viewing settings and user settings.

Saving the user.config File

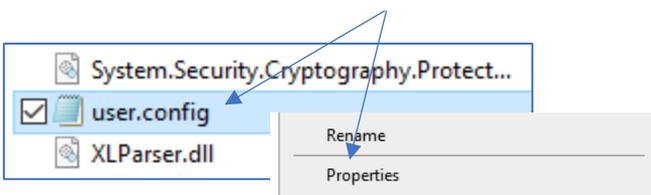
When the values of the user.config file have been updated and the changes have been saved, the file should be copied to the folder which contains the eCOM application (where the CH2 eCOM.exe file is installed).

If the install path for eCOM has not been changed, the default install folder is:
C:\Program Files (x86)\CH2 eCOM\CH2 eCOM

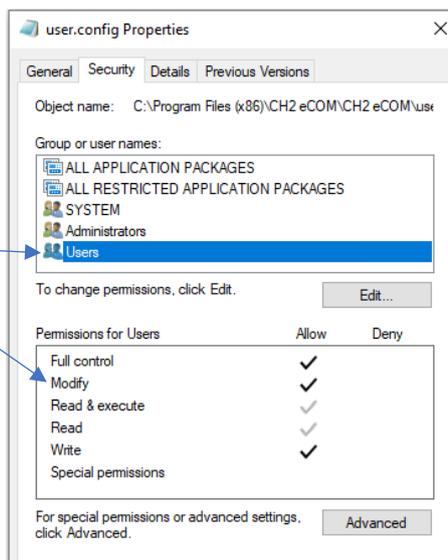


When the user.config file has been copied into the program folder for eCOM, the file security settings need to be updated to allow users read/write access to the file.

Right click on the file and select the 'Properties' option.



Under the 'Security' tab, set the users for the computer, or whichever user group you require, to have full control of the user.config file.



Note: you will need to remember to edit the user.config file when switching between test and production modes and when the password for the login id is changed.

Multiple eCOM Instances

From version v.1.1.32 it is possible to have multiple instances of eCOM on the same computer which are configured to login to different CH2 accounts, it is possible to have multiple instances open at the same time.

By default the eCOM application is installed in the following folder:
C:\Program Files (x86)\CH2 eCOM\CH2 eCOM

The contents of this folder can be copied and duplicated into multiple folders.

-  **eCOM Hospital 1** The user.config file can be copied into each of these folders, edit each file with the login id, password and folder settings required for each account.
-  **eCOM Hospital 2**
-  **eCOM Hospital 3** Note: the 'User Folder' setting in the user.config file will need to be different for each login.

User security to allow read/write permissions to the user.config file in each program folder will need to be set, along with read/write permissions to the folders specified in the 'user folder' settings.

Create shortcuts to the 'CH2 eCOM.exe' file in each of the folders and name the shortcuts accordingly to the name of the login account.

