



Complete Clinic Software

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Windows Network Settings

(Updated: 7/1/2016)

To use Complete Clinic Software with Windows 7, 8 or 10 there are a number of settings in Windows that need to be changed to prevent problems. We have notes where the setting changes do not apply equally to all three versions of Windows.

In order to make changes

You must have administrator privileges and you must make the following security change before making other changes.

1. Go to control panel
2. Double click on User Accounts
3. Click on "Change User Account Control Settings"
4. With your mouse, drag the slider all the way to the bottom "Never Notify"
5. **You must then restart the computer for the change to take effect.**

Networking Notes

1. Make sure the Workgroup name is the same all computers
2. Set your network type to "Work Network"
3. Change the following "Advanced Sharing Settings"
 - Network Discovery = On
 - File Sharing = On
 - Public Folder Sharing = On
 - Printer Sharing = ON
 - Password Protected Sharing = Off
 - Media Sharing = Doesn't matter
 - Home Group Connections=Use user accounts and passwords to connect.....
4. When running different versions of Windows, sometimes you cannot reference the server by its name. When this happens, try setting the path using the IP address of the server e.g. \\192.168.1.2\vetccs\ccs.exe

If the computer is the server computer - Share the VETCCS Folder

After installing Complete Clinic Software on your computer from the CCS CD, use Windows Explorer or Click on Computer and open Drive C and locate the Vetccs folder. Right click on the folder and choose "Share With" then choose "Specific People". Type "Everyone" in the space provided and set the permission level to "Read/Write".

If the computer is a workstation - To Link to the VETCCS Folder from a Workstation

From the workstation computer locate the vetccs folder on the server. In the vetccs folder, locate the program "setupworkstation.exe" (Icon looks like a computer). Right click on it and choose "run as administrator". It will install files to your workstation and set up the icon to access the program on the server.



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Windows Performance Settings

(updated 7/1/2016)

If you encounter poor performance or other performance issues, you should make the following changes in the default Windows Settings. These are listed in order of importance, with most important first.

File Server Only

1. On the VETCCS folder that is shared from the Windows Server, right click on the folder, choose properties, click on the Sharing Tab, click on advanced sharing, click on the button labeled "Caching" and choose the option that says "No files or programs from the shared folder are available offline"
2. Right click on the ccs.exe file in the VETCCS folder and choose properties. Click on the compatibility tab and click on the button "Change settings for all users". Check the box "Run this program in compatibility mode for" and set it to Windows XP Service Pack 3. Also check the box "Run this program as administrator".

All Computers – (Including File Server)

1. **(Requires Restart)** In the control panel, go to sync settings and check to make sure "offline files" is disabled. 1. Open the Control Panel, and click on the **Sync Center** icon. 2. In the left pane, click on the **Manage offline files** link. 3. **Make sure offline files is disabled. If not, disable it.** Note: When you disable it, your computer will want to restart, so make sure all files are saved before proceeding. Do not do this on the server computer when others are signed into CCS.
2. Disable file caching on the local hard drive for all computers including the server. You can do this in Device Manager by right clicking on your disk drive and choosing properties then policies. Remove the check mark beside "Enable write-caching on the device."
3. **(Requires Restart)** Start Complete Clinic, go to <F11 Utilities> Choose <C. System Maintenance Procedures> then <M. Registry Fix Procedure> Don't change any settings and click on <F12 Run Procedure> This does not work for Windows 8, but should be done for Windows 7 and 10.
4. Exclude your application folder (VETCCS) from your Anti-Virus package's real time scanning protection. Continuous scanning of data files by antivirus can slow performance.
5. Ensure that all your Windows 7 computers are on Service Pack 1 as this fixes a file corruption issue that affected Visual FoxPro indexes. If you are using Windows Server 2008, it should also have Service Pack 1 Installed. If you are using Windows 8 should make sure it is upgraded to version 8.1. You can check the version of Windows that is installed by going to <F11 Utilities> then <A: Information About Your System> and looking at the version of Windows on the first line in the blue. If any service packs are installed, they will show on this line.
6. Setup start icon on workstations for CCS.EXE to "Run as Administrator". Set CCS.EXE on server to "Run as Administrator".

Other Recommendations:

1. Upgrade your network routers, switches and all computer network cards to 1 GB. Make sure your network wiring is Cat 5e or Cat 6. Any devices that connect at less than 1 GB can slow down your entire network.

2. Use wireless sparingly. Do not connect your server to the network wirelessly. Workstations that generate heavy traffic should always be connected via a wired connection.
3. Recommended antivirus programs:
 - a. Microsoft Security Essentials – free for Windows 7
 - b. Windows Defender – free for Windows 8 or 10
 - c. Malware Bytes
 - d. AVG
4. Antivirus programs that have been known to cause problems unless properly “tuned”.
 - a. Norton
 - b. McAfee
 - c. Avast
 - d. Kaspersky