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HEALTH THROUGH KNOWLEDGE

iDataFax 2014 Troubleshooting Guide

About iDataFax

- iDataFax is a client application that connects back to a server at PHRI based in Hamilton, Ontario, Canada.
- It is not known to interfere with any software and should work on desktops or via a Citrix installation.
- The iDataFax client has no license restrictions.
- iDataFax does not use any local database to store clinical data ; all information is stored centrally on the PHRI server in Hamilton, Ontario, Canada.
- iDataFax client communicates with the server over the internet using TLS technology, which provides encryption and secure identification of the server.
- The iDataFax 2014 client application supports proxy servers (see Section “Configuring Proxy Server”).

Minimum Computer Requirements

- TCP/IP Networking (512kbps internet connection speed or better)
- Operating system: Windows XP/Windows 7/Windows 8, or Linux
- 200MB of disk space

Required Disk Space

- No data is actually stored on your computer. Once data is entered, it is sent via the Internet to the data server at PHRI. Therefore, the amount of space required to download and install the software is minimal. The software itself is approximately 50-200 MB.

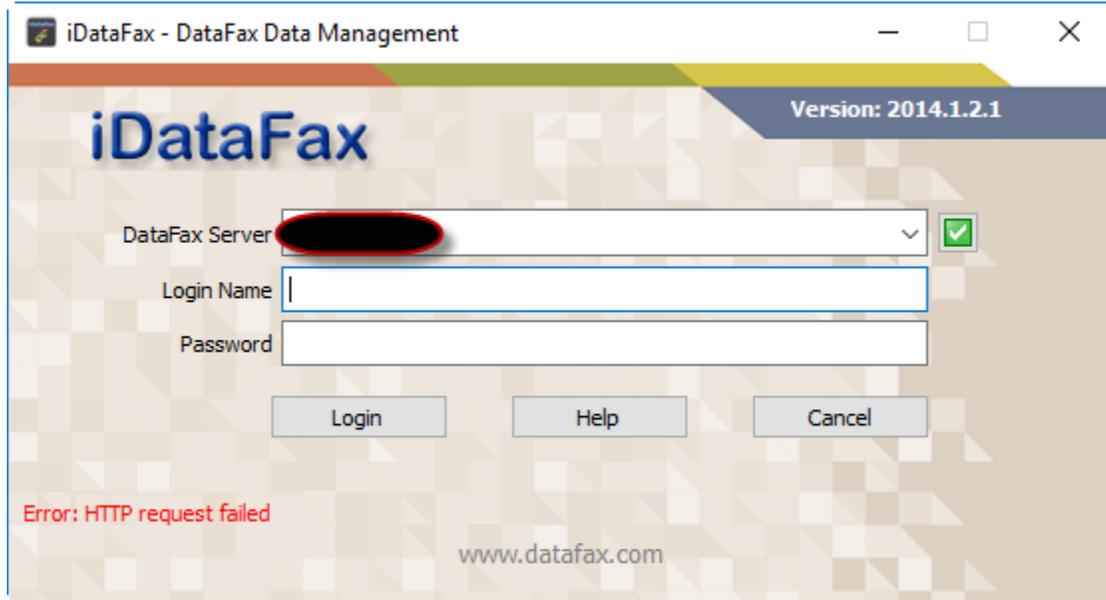
Connecting to iDataFax Server



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When trying to log into iDataFax, I get an error message, “Error: HTTP request failed”.



Please talk to your Information Technology department and make sure port 443 is open. If you are using a proxy server, please configure the proxy server (see Section “Configuring Proxy Server”).

Additional information about the PHRI server if required:

The "edc.phri.ca" host name has an external IP address of **205.207.98.22**.



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When trying to log into iDataFax, I get an error message “This client software is not compatible with this server”.



Please check the iDataFax version number as highlighted in the above image, ensure you are using iDataFax version 2014.1.1 or 2014.1.2.1

When trying to log into iDataFax, I get an error message “Error: Authentication required”.



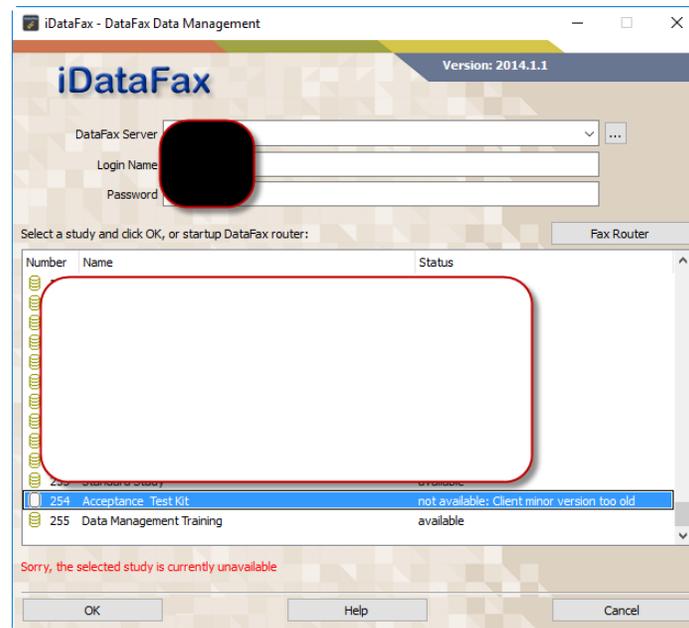
You must be using proxy server (check the green check box beside the server name) and the password within the proxy server window is incorrect.



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When trying to open a study and you get “Sorry, the selected study is unavailable” with the status “not available:Client minor version too old”



Probably you are using an older version of the client, contact project office to confirm the client version configured for your study



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When trying to log into iDataFax, I get an error message “Authorization Failed-incorrect login name or password”.

The screenshot shows the iDataFax login interface. The window title is "iDataFax - DataFax Data Management" and the version is "2014.1.2.1". The login fields are: DataFax Server (edc.phri.ca), Login Name (nidhi), and Password (masked with dots). Below the fields are buttons for "Login", "Help", and "Cancel". A red error message reads: "Authorization Failed - incorrect login name or password". Below the error message, it says "Population Health Research Institute Authorized Use Only" and provides contact information for the PHRI Helpline and a link to the "DataFax Troubleshooting Guide".

Your login name and/or password is incorrect, use the password reset feature within iDataFax to reset password as shown below or contact the Study Helpline to reset your password.

Step 1: Enter server name and login name and click Password Reset under the Help button



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Step 2: Enter the registered e-mail address and click OK

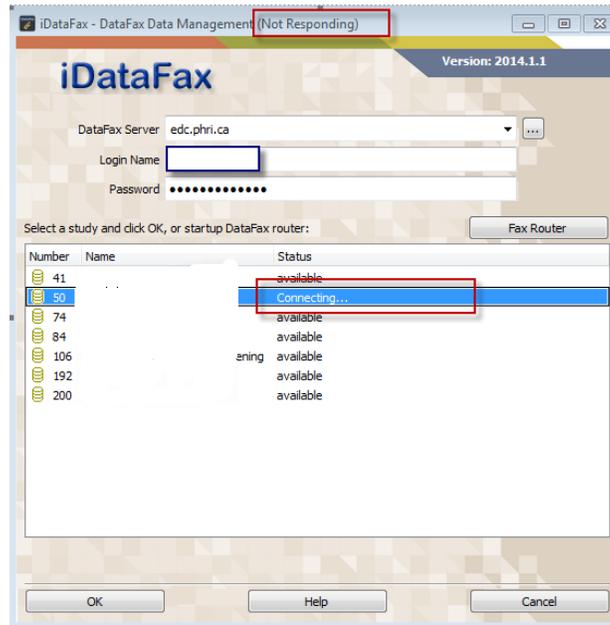
Step 3: Temporary password will be emailed to registered email address



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When connecting to a study you experience connection lag or unable to open patient binders after log in or having the iDataFax application crash.



Performance issue with iDataFax 2014.1.1 is caused by the audio/video handler (Phonon plugin). Disabling audio/video handler will not impact our existing studies as we are not collecting audio/video files in any of our existing studies. Please follow the steps below to remedy the issue:

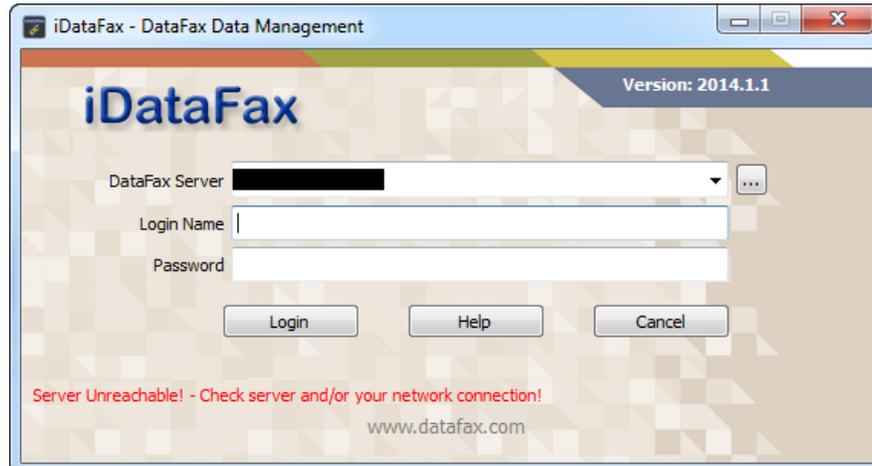
1. Download the patched client (2014.1.1) with no Audio/Video module or Client 2014.1.2.1 from PHRI download page <https://rome.phri.ca/files/idatafax/>
2. Uninstall existing iDataFax 2014.1.1
3. Re-install iDataFax using the .msi file downloaded in step 1



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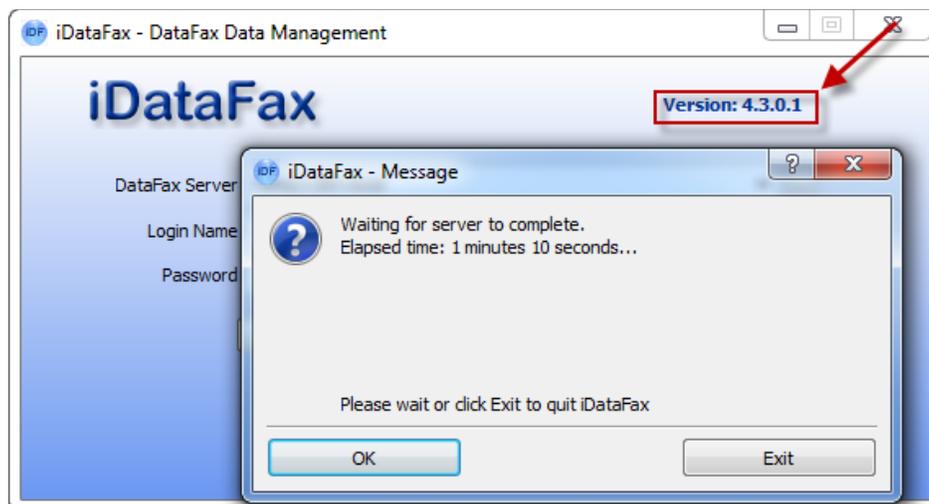
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When trying to log into iDataFax, I get an error message “Server Unreachable! – Check server and/or your network connection!”



Contact your local IT support to ensure edc.phri.ca is accessible through their network.

When trying to log into iDataFax, I get windows hourglass or spinning wheel waiting for server to respond, eventually prompted with an error message “waiting for server to complete...”.



You are using a wrong version of client, click Exit to close the window and connect using iDataFax 2014.1.1 or 2014.1.2.1.



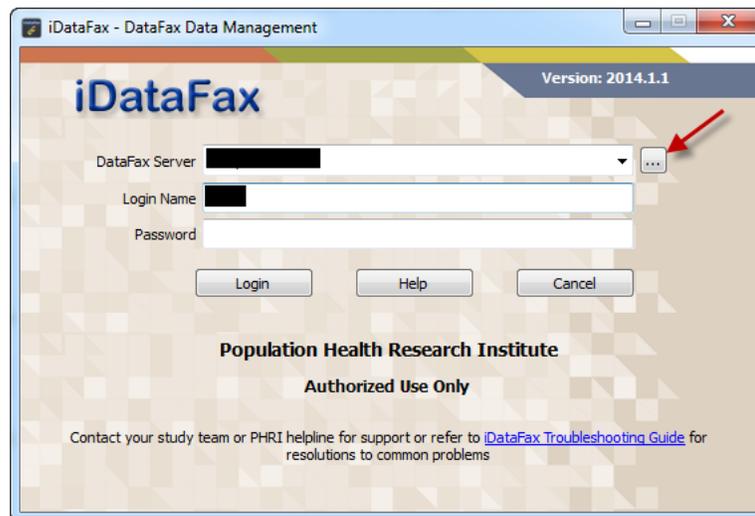
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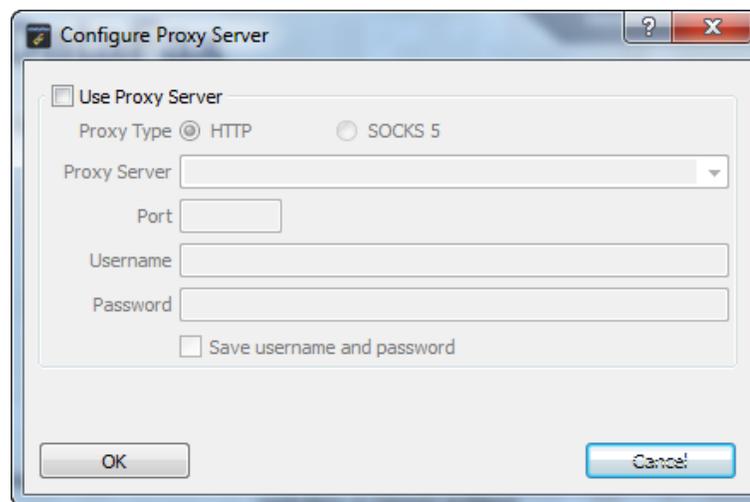
Configuring Proxy Server

If your IT department has installed a proxy server (to filter requests sent to other servers on the internet), follow these instructions to register the proxy server.

1. Start the iDataFax 2014 client and the following window appear



2. To configure proxy settings, click on the  button next to the DataFax server name to get the following window to appear

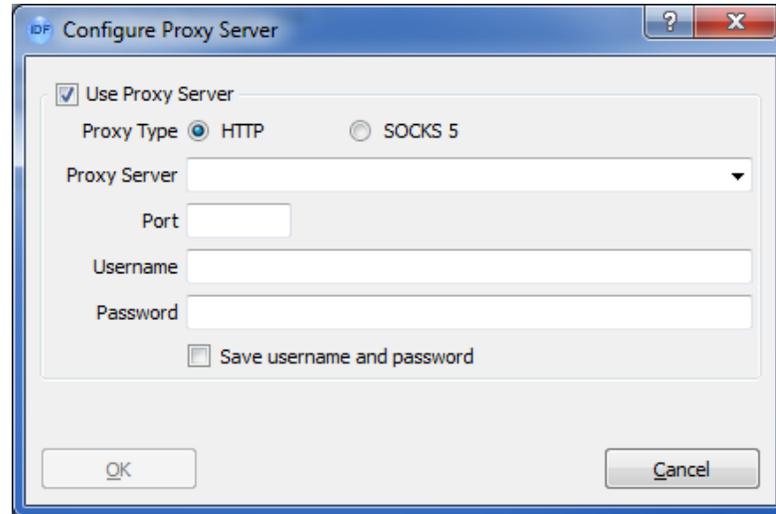


3. In this window, check off the “Use Proxy Server” check box to have the proxy server settings become active as seen here



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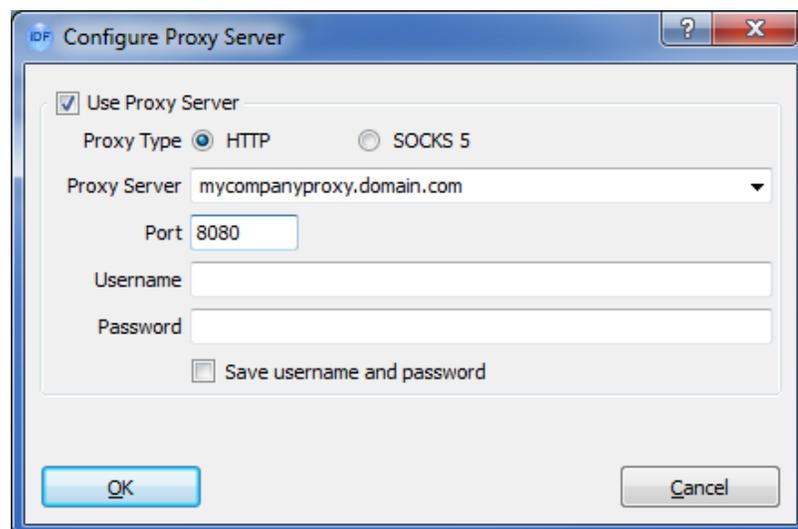
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4. The settings that you choose for your proxy server are dependent upon your specific environment. You should contact your IT support staff to get the proper settings for the following window. The “mycompanyproxy.domain.com” in the screenshot is just an example.

Note:

- If you were previously using Proxycap, then you can use the same settings configured for Proxycap for the iDataFax proxy settings. You should not configure Proxycap to help proxy iDataFax 2014 client connections.
- Username and Password is your local username and password that is provided by your IT department to login to your local computer/network. Note: It is **not iDataFax login name and password** provided by PHRI.

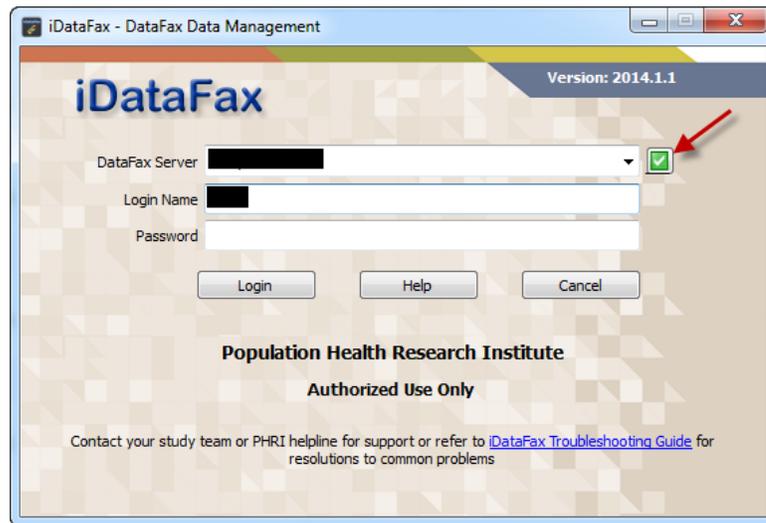




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5. After adding your proxy server information you then click on OK and the you will see the following iDataFax 2014 window



Notice that the  button has changed to appears as . This indicates that a proxy server has been configured to be used in the iDataFax 2014 client program.

What steps can I take to troubleshoot the iDataFax server connectivity?

Here are some different steps to test your connectivity to the iDataFax server. Please gather all this information (using either screen shots) and follow the reporting instructions below to send this information to PHRI.

Gather your current local IP address and your public IP address

On a Windows machine, you can get your local IP address by going to Start → Run.. and typing command. This will bring up a command prompt window. At the prompt please enter:

```
ipconfig
```

This will return your machine's IP address. (Note this may be an internal only IP address.)

There are a number of web sites that can gather your public (or external) IP address. Please visit <http://whatismyipaddress.com> or <http://www.showmyip.com> and note what public IP address you are coming from. This is important to help us troubleshoot certain networking issues.

Troubleshooting steps and information gathering

Step 1

In the command window, confirm you are able to resolve the name of the server.



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```
C:> nslookup edc.phri.ca
Server: <name of local DNS server>
Address: <address of local DNS server>
Name: edc.phri.ca
Address: 205.207.98.22
```

Step 2

Trace the route of traffic from your site to PHRI.

```
C:>tracert edc.phri.ca
Tracing route to edc.phri.ca [205.207.98.22] over a maximum of 30 hops:
  1  <1 ms  <1 ms  <1 ms  10.1.50.1
  2  <1 ms  <1 ms  <1 ms  72.35.6.92
  3  <1 ms  <1 ms  <1 ms  216.176.48.245
  4  <1 ms  <1 ms  <1 ms  hr2-ge-5-0-6.tr1.savvis.net [206.150.72.22]
  5  <1 ms  <1 ms  <1 ms  hr1-xe-7-0-0.tr1.savvis.net [204.70.224.137]
  6   1 ms   1 ms   1 ms  esr1-xe-8-0-0.tr2.savvis.net [204.70.224.109]
  7   4 ms   2 ms   2 ms  204.70.207.245
  8  12 ms  12 ms  12 ms  cr2-xe-3-2-2.jfk2.savvis.net [204.70.195.126]
  9  12 ms  12 ms  12 ms  pr1-xe-9-2-3.jfk2.savvis.net [206.28.99.206]
 10  13 ms  13 ms  13 ms  xe-0-3-0-34.r05.nycmny01.us.bb.gin.ntt.net [129.250.66.81]
...
...
Trace complete.
```

Step 3

This command shows that a connection to the TLS port (443) that iDataFax uses for secure communications actually connects somewhere. The screen will clear; pressing the [Enter] key will show some response on the screen, but nothing usable. At this point, the only way to stop the process is to close the window.

```
C:>telnet edc.phri.ca 443
```

Expected result: clears screen; [Enter] key shows some response on the screen but no usable actions can be performed.

If you do not get any response or a timeout message, please record this information as that would indicate that the specific port required is not available. (You will need to click on the upper right x to close the window.)

Step 4

If the previous steps are successful but you have inconsistent connectivity or performance problems with your iDataFax connection then try the following tests. These two tests will check your network performance. Please report these performance numbers to your local IT service department.

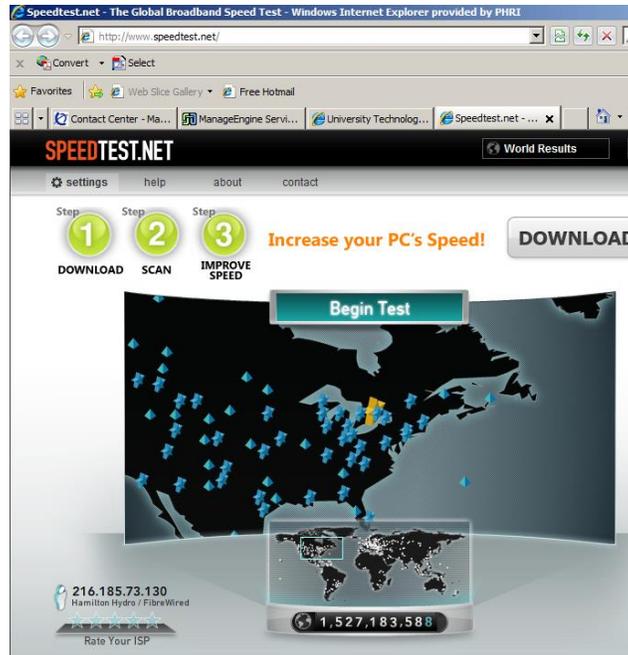


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iDataFax requires a reliable and reasonably fast connection through the internet from your computer to the PHRI DataFax server in Hamilton, Ontario, Canada. To test your Internet reliability and performance you can use two free and accessible web sites. These are www.speedtest.net and www.pingtest.net.

After connecting to www.speedtest.net with any web browser you should see the following screen:



You can select a reference site, shown by the gold star, that is close to your location and select “Begin Test”. Verify that the Internet performance is what your IT department expects. The speed will vary depending on who else is using the Internet connection at your company at the time of the test. Now select Hamilton, Canada from the map and test again. The connection speed should be at least 512kbps (.5Mbps) or better in order to maintain proper performance.

After connecting to www.pingtest.net you should see the following screen:



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For iDataFAX to work reliably the information packets travelling from the iDataFAX client on your computer to the PHRI DataFAX server in Hamilton must not be lost during transmission. The ping test will validate that your Internet connection is reliable in that it doesn't lose network packets. There should be no lost ping packets. If there are any lost ping packets then iDataFAX will not work reliably and will disconnect from the PHRI DataFAX server. Select a local reference site first and then a site in Canada to compare the tests.

You should work with your IT service department to resolve any issues related to either lost ping packets or Internet performance issues.

Contacting PHRI for more help

If you still cannot connect using the iDatafax 2014.1.1 or 2014.1.2.1 client, then the output of the above tests would be helpful for PHRI staff to work with you to resolve the issue.

Please send these test results to PHRI.ICTHelpDesk@phri.ca with the subject of iDataFAX Troubleshooting. Indicate your name, e-mail address, phone number and any more information you can provide (Study #, Site #, idatafax user account name, international hours of operations for follow-up).

Alternatively, you can contact us by phone at the study help line number and selecting option 2 for IT support.