



DrugPak Software Suite Newsletter

Premier Drug and Alcohol Testing Software

November 2006

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We're Here to Help You!

We appreciate that you have chosen DrugPak to manage your substance abuse testing data. This newsletter is an opportunity for us to pass on news, helpful hints, and suggestions. If you ever have any questions or problems, don't hesitate to contact us.

Be sure to regularly check for DrugPak module updates at [http:// www.drugpak.com/update](http://www.drugpak.com/update) and remember to read the release notes to learn more about the changes.

The following modules have recently been updated:

- [DP Live \(10/24/2006\)](#)
- [DrugPak Main Module \(9/27/2006\)](#)
- [MRO Management \(9/27/2006\)](#)

Automate Result Reporting With Add-On Modules

Reporting test results to clients is one of the most time consuming aspects of the substance abuse testing industry. That is why Scanlon Associates has several add-on modules that let you leverage technology to save time.

DP Informer helps automate transmission of result information. You can specify the format and transmission method for each of your clients and then let DP Informer take care of the

- **Installing New Hardware? Tips for an Easy Transition**

The thought of purchasing new computer hardware often inspires mixed emotions. There should be eager anticipation of faster processing, increased storage, and reduced down-time after the new machine is installed. There should also be anxiety over the down-time caused by the actual replacement. With a little preparation you can reduce your anxiety and simply enjoy the benefits!

Your DrugPak installation is a rather easy element of most hardware transitions. If you have a standalone computer that has DrugPak, there are only a few steps. If your DrugPak runs on a network, the steps vary depending on whether you are replacing a workstation or a server, but both are rather easy.

Stand-Alone Computer

Your DrugPak installation is simply one folder (and the set of folders and files located inside). Before you remove the old computer you need to find your DrugPak. To identify

rest. Documents can be transmitted via fax, e-mail, or both. Using filters, you can even limit which results are sent through DP Informer. You can address documents to multiple recipients in the same company and different recipients for different groups of tests. All of these systems work without having to check a list of which-clients-get-what-format and without having to hover over the fax machine all day.

DP Facts-On-Demand works with DP Informer to allow your clients to use a touch-tone telephone to request documents. They can request lists of new results or results for specific donors. Facts-On-Demand can send the information via e-mail or fax. Results can even be verbalized over the phone to deliver immediate information. Now your clients can have their documents sent to them when they want them. They can even have the results sent to a different fax number so they can get their results when they are on the road or at a remote location.

DP Live gives your clients a secure interactive web site to access and update their data. Your clients can log in with their own user name and password and retrieve the information they need, when they need it. Through your DP Live web site, your clients can view new results and print result letters, but that's only the beginning! Visitors can create their own result lists and participant lists or search for specific items. They can also see lists of outstanding random selection tests, add and remove

where your DrugPak is installed, open the DrugPak Main Module and go to the **Help** menu and select **About**. At the top of this window you will see the Application Dir and Data Dir. Normally the Data Dir is located inside the Application Dir (i.e. App = ... Scanlon\DP50 and Data = Scanlon\DP50\Common). If this is not the case, contact DrugPak technical support for clarification. Otherwise as in this example, the Scanlon folder is your target. When you are ready to move, simply copy that Scanlon folder from the current machine to the new machine. Once the folder is in place on the new machine, go into the Scanlon\DP50 folder and double click the file named WKINST.exe. This will start the workstation installation program. Follow the prompts, essentially clicking 'Next' a few times, until it says that it has finished. Once the installation wizard has completed it will ask you to restart your computer. Once it is restarted, you will have shortcuts to run your DrugPak. Don't forget to test to be sure you have the desired results!

Workstation on a Network

Before disconnecting your old workstation, open your DrugPak and go to the **Help** menu and **About**. Make note of the Application Dir. (Similar to the stand-alone computer, if the Data Dir is not inside the Application Dir contact DrugPak technical support for clarification.) Once you have your new computer in place and accessing your network drives, browse to the folder previously indicated as your Application Dir and double click the file named WKINST.exe. This will start the workstation installation program. Follow the prompts, essentially clicking 'Next' a few times, until it says that it has finished. Once the installation wizard has completed, it will ask you to restart your computer. Once it is restarted, you will have shortcuts to run your DrugPak. Don't forget to test your new configuration.

Server on a Network

Locate the program folder for DrugPak by looking into DrugPak (on any workstation or the server if it is configured to run DrugPak). To identify where your DrugPak is installed open the DrugPak Main Module and go to the **Help** menu and select **About**. At the top of this window you will see the Application Dir and Data Dir. Locate the Application Dir, typically the Scanlon folder, and copy that to the new server. Once in place, every workstation that accesses DrugPak will need to re-run the WKINST.exe setup program from the Scanlon\DP50 folder. Once that has been done, each workstation will be ready to run DrugPak in its new location.

Tips for an Easy Transition

1) If you use the Client/Server Advantage Database Engine this must be re-installed and re-registered. The installation for this program can be downloaded from

participants from random selection pools, and request alternates.

If you are not comfortable giving some clients total access, you can specify the rights and restrictions of your DP Live visitors. You can use filters to restrict them by company, home base, test status, and many parameters. After giving your clients access to your DP Live web site, you will probably notice a significant drop in phone calls as well as a significant increase in customer satisfaction.

Scanlon Associates understands how important it is to increase your productivity. With DP add-on modules you can choose how to automate your office without losing control.

For more information on any of these products, a FREE live evaluation with product orientation, or a CD of all DrugPak Software Suite modules, call our Sales Team today at 800-321-7826 x203 or write to sales@drugpak.com.

[Visit DrugPak.com for more information about these useful modules.](#)

www.drugpak.com. If you have your registration key it can be applied during the installation, but if you do not have the key, contact Scanlon Associates ahead of time so we can provide you with your key. If you fail to install ADS, you will see a dramatic slowdown, even with your new, faster server (this has happened). If you use ADS, be sure to include this in your server installation plans.

2) The DP Live web server is hosted from your office. If you use the Falcon Web Server then the installation will be automatic and running WKINST.exe will automatically configure the web server. If you use Microsoft IIS to serve your DP Live, you will have to configure this. DrugPak technical support agents can assist, but it is necessary that your IT professionals are familiar with IIS. You must arrange your router so that it points to the appropriate ports on this new server.

3) The DP Informer Transmission Center has communication settings that are hardware-specific (based on your modem and Internet connection). If you replace the machine that runs the DP Transmission Center this must be re-configured after the new hardware is installed.

4) DP Facts-On-Demand has communication settings that are hardware specific (based on your modem). If you replace the machine that runs DP Facts-On-Demand this must be re-configured after the new hardware is installed.

5) Software used to retrieve data for import into MRO Management is not part of your DrugPak installation and is not supported by Scanlon Associates. When replacing a workstation that is used to retrieve data from your laboratory or MRO, please contact the data provider for information and installation assistance regarding your retrieval software.

6) If you plan to move your DrugPak by burning your Scanlon folder to a disk (CD-R or DVD-R) it is helpful to first put that folder into a compressed file (zip, rar tar, etc.) before burning it to the disk. When burning files to a read-only disk, the file permissions are changed to read-only as well. When files are restored to your new server, no one will have write permissions and this will cause troubles on your restored system. By embedding the Scanlon folder in a compressed file and then burning that compressed file to a disk, the 'Read-Only' issue is completely avoided.

We hope this information helps reduce your down-time when installing new hardware. The most important first step you can take is to completely prepare for every contingency. Since most major server replacements take place during off-peak hours, technical support may not be readily available. This increases the need for complete preparation ahead of time. By planning ahead, downtime can be avoided or reduced. If you need more assistance or encounter problems please contact DrugPak Technical Support.

[Click here to learn about Client Server](#)

- **Scanlon Associates' November Holiday Schedule**

Good friends and customers like you make our business successful all year long. We wish to express our sincere gratitude for your confidence and support .

This year, so we can spend time with our families and loved ones, our offices will be closed on Thursday November 23rd and Friday November 24th in observance of the American Thanksgiving holiday.

If your office requires special services during this holiday closing, arrangements can be made in advance. Please contact us to discuss your requirements.

From all of us at Scanlon Associates who create and support the DrugPak Software Suite, please accept our warmest wishes that you and your families have a Happy Thanksgiving!

- **November Webinars**

DOT MIS Form

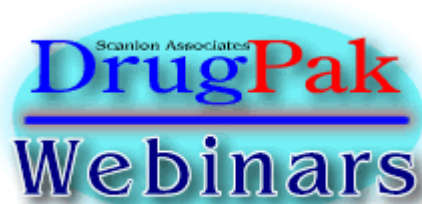
Learn how to best prepare and generate the DOT MIS Form directly from DrugPak. Understand how participant records, random selections, and result

records combine to produce the MIS report. This helps ensure accurate numbers and printing. Grouping options can get your reports generated quickly. This is critically important now for accurately reporting client year-end results.

DOT MIS Form - 60 minutes - \$59
Thursday Nov 16th 1:00 PM Eastern Time*

Basic Filter Building

In this short summary of Symbolic Logic 101, learn the basic concepts for building and using filters in a variety of situations. Filters can be used to handle the special situations for viewing and retrieving data in the unique ways your clients demand. After learning about filters, people have made comments like "The doors of DrugPak have really opened for me after I learned how to do this." The Basic Filters class is a prerequisite for additional advanced webinars that will be offered in the future (Using Custom Billing Features and Advanced Data Export). However, anyone can take it now and learn how to implement filters in DrugPak right away even if you don't intend to participate in the advanced webinars.



support@drugpak.com
<http://www.drugpak.com>

(800) 321-7826

**Basic Filter Building - 90 minutes - \$69
Tuesday Nov 21st 1:00 PM Eastern Time***

**Support Plan members receive an
automatic \$10 discount on all webinars!**

Contact Scanlon Associates today to make your advance reservations. Call (800) 321-7826 x202.

Attendees are welcome to have one computer connected to the on-line portion and one phone connection to the conference call, but have as many people view and listen in your office as you wish. Advance payment is necessary to reserve your place and includes the cost of the web connection and the toll-free conference call.

***Please note: all times for webinars are Eastern.**
Adjust for your location accordingly and please be prompt!

There is a limited number of "seats" available for each webinar. Please be considerate of others who may wish to attend. In the event you cannot attend a webinar for which you have registered, kindly give at least one day notice that you will not attend. We will be unable to give refunds or reschedule webinars unless we receive your cancellation at least one day before the scheduled webinar start time.

[Click Here for the complete webinar schedule.](#)

- **Think About It**

"The single biggest problem in communication is the illusion that it has taken place."
--George Bernard Shaw

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