



DrugPak Software Suite Newsletter

Premier Drug and Alcohol Testing Software

January 2007

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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:

- [DrugPak Main Module \(12/21/2006\)](#)
- [Document Manager \(12/21/2006\)](#)
- [MRO Management \(12/21/2006\)](#)
- [DP Live \(10/24/2006\)](#)

Turbocharge Your DrugPak

DP Client/Server is an add-on to DrugPak that makes it possible for a network installation of DrugPak to run faster and more reliably. Scanlon Associates made DP Client/Server available because many companies that use DrugPak are growing and require the additional power that Client/Server provides.

DP Client/Server is not like the other add-on modules of DrugPak. It is not another DP

- **Document Manager Scanning Tip**

Many DrugPak clients who use Document Manager to scan documents and link them to DrugPak records do so on a network. There is a setting that can make the scanning process run faster, and in some cases can prevent errors due to variations in network response times.

This setting is in the Scan Directory. It defines where Document Manager saves the temporary scanned image after scanning and before permanently recording it into Document Manager's database files. The default setting for this option is a folder inside DrugPak's file structure, which is normally located on the network server. This means that after the scanner has captured the image of the document it then saves the file across the network. Once the file has been saved, Document Manager opens the file, again across the network from the server to your workstation, and then processes the image into Document Manager's database, back on the server. As you can see, there is some excess network traffic in this scenario. This can

program. It does not add new buttons or new reports and there is nothing new to learn. What it does is make all of your DrugPak modules run *FAST* ... really, really fast!

How DP Client/Server Works

DP Client/Server changes the way that DrugPak operates across your network by shifting most of the workload from the workstation to the server. When you are using DrugPak on a network without DP Client/Server, large volumes of data are transferred through your network from your server to your workstation. Then the processor in the workstation works with the information and stores it back on the server when it has completed its task.

When using DP Client/Server, the workstation directs the server to perform the task. Since the server doesn't have to wait for the information to move across the network, tasks execute much faster. Also, since the data is not moving across the network, nearly all of the possible problems caused by network or workstation failure are eliminated.

How DP Client/Server Saves You Money

The essential return from an investment in DrugPak Client/Server is that you will save time. Typical operations are reduced 50 - 75%. but you don't need to take our word for it as you can try Client/Server yourself (more on that below).

Another issue Client/Server protects you against is data

slow the process and this loss of speed can sometimes cause errors.

The solution is to change the Scan Directory to use a local folder that is on the workstation with the scanner. Doing so allows Document Manager to save, open, and process the file locally before it finally saves it to the database on the network.

To change this setting you must be at the workstation where the scanner is installed. The setting is specific to each workstation, so if multiple scanners are set up then each has its own setting. In Document Manager, in Preferences, select Workstation Settings. In this window use the browse button to identify a folder on your local computer to use for this purpose. **The folder should not be used by any other process or program as it will automatically be cleared at the end of each scanning session.**

[For assistance with this or any DrugPak issue please contact DrugPak Technical Support.](#)

- **Technical Support: Improving Service and Controlling Costs**

It's one of those things that some cannot live without. It's something that many assume will be there when they need it. It's often the difference between a successful DrugPak operation and a mediocre one. It's the place where Scanlon Associates has direct contact with its customers every day. It's the foundation our business is built upon. Of course, it's the DrugPak Technical Support Department.

Our Technical Support Department handles well over 10,000 phone and e-mail requests for assistance each year. But even though we offer "unlimited" access to our support staff, there are limitations to what is possible. To every new customer and once per year to each active customer, we send a reminder of the things our support service covers (and some of the things that it does not).

The things our support staff *can* do includes answering questions about software security, investigating errors in or unexpected behavior of the software, explaining how to import or export data to/from the software, assisting with the installation of updates, and explaining different reports and system settings to achieve your desired goals.

Also known as the "Help Desk," Technical Support is the heart of the DrugPak operation. It will come as no surprise to many that the Help Desk is also the most costly part of our operation. We are always trying to find ways to be more efficient as we are called upon to do more and more with our existing resources. We are working to hold down

corruption caused by minor events such as a workstation, power, or network failures. The structure of DP Client/Server eliminates the potential for most workstation or network failures that effect your data. Unless you have never put your office on "standby" for a few hours while waiting for technicians to restore a back-up, or you have permanently lost data from corruption, you might easily underestimate the value of protecting against such avoidable problems.

Scanlon Associates offers a 15 day, no obligation trial of the Client/Server--and it only takes a few minutes to install. It is very easy to evaluate the changes caused by Client/Server as they are immediate and obvious! Call today for more information and get your full trial version. Our DrugPak Sales Team is available at 800-321-7826. After the phone system answers, press 1 for Sales and then 3 to discuss your specific DrugPak needs.

[Visit DrugPak.com for more information about MRO Management](http://www.drugpak.com)

our costs and avoid price increases, but we could use every client's help in this effort.

Starting this month, we are going to more effectively enforce our support policies and guidelines. This really has to do with what we cannot do, so that we have more time to do those things we can do! Among other things, we are unable to support issues such as backing up and restoration of systems and data. We cannot support hardware, server, router, network, and operating system configuration and troubleshooting (this should be handled by your IT Department or IT consultant). We cannot provide extensive ad-hoc training through our standard support resources (but training is available through other channels and can be scheduled). We are also unable to provide support for software that is not produced by Scanlon Associates (for example, Microsoft Windows, Microsoft Excel, and Microsoft Word). Contact the respective software manufacturer for assistance in that area.

There are special situations where we might be able to help, but it still falls outside the scope of the DrugPak support agreement. Situations in this category include custom programming and report design, assistance with sales situations, and consultation with third-party vendors or IT personnel. In these cases, we will provide technical support and related services at an hourly or fixed rate, agreed upon in advance.

We are always striving to bring you the best support services for our software at the lowest possible price. Focusing on our products should improve our service for DrugPak support and minimize price increases in DrugPak Support Agreement renewals.

[Click here to learn more about our technical support policies and services.](#)

- **January 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
Wednesday Jan 3rd 11:00 AM Eastern Time*
Thursday Jan 11th 1:00 PM Eastern Time*

Advanced Data Export

Basic and advanced techniques for creating export files from DrugPak. Learn how to export data such as participant lists, mail-merge data, and other common export tasks. This Webinar requires that you have attended a session of the Basic Filter Building webinar.

Advanced Data Export - 60 minutes - \$59
Tuesday Jan 9th 11:00 AM 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.](#)

• **DrugPak Version 6 BETA Testing News**

Scanlon Associates is excited to announce the next phase of testing for the new version of DrugPak, version 6.

DrugPak Version 6 has been in testing for several months now. The current version has been considered stable and reliable by the current testers and now we are accepting more DrugPak users into the test program. If you are interested in taking part of the DrugPak version 6 BETA testing program please contact the DrugPak Support Team.

Here are some of the new features included in version 6.

DrugPak Main Module

Easier filter building.

Centralized contact information.

Report options can be customized and saved for specific contacts.

Additional customizable fields for results, companies, laboratories, collection sites and home bases.

Ability to add and modify result status options - i.e. Change 'canceled' to 'excused' and add 'MRO Canceled'.

MRO Management

Custom exceptions based on filters.

DP Informer

Automate creation and delivery of more reports (including random selection reports, DP Billing invoices, MIS forms, and more).

DP Billing

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

(800) 321-7826

More flexible price schedules.
Bill multiple companies to one contact.

These new features, and many, many more are available in the new version 6!

BETA testing is not appropriate for everyone. If you contact Scanlon Associates regarding the BETA test, DrugPak Support Technicians will consult with you about the responsibilities and benefits of the new software. They will help you decide if taking part in the BETA test is right for you. BETA test opportunities are limited, so if you are not able to take part in the testing, stay tuned for future announcements regarding the official release of the new version.

[Contact DrugPak Support about BETA testing](#)

- **Think About It**

"You only have to do a very few things right in your life so long as you don't do too many things wrong."
--Warren Buffett

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