



## FREQUENTLY ASKED QUESTIONS

### BUSINESS SOLUTIONS:

#### **1. What models is HealthMacro DiagSmart software available in ?**

HealthMacro Diagsmart is available in both "On Premise" and "On Cloud" models.

#### **2. What is the configuration I require ?**

**On Premise:** You require a PC with minimum 4GB RAM and a Windows OS (preferably Windows 8 or above) and require a Chrome Browser. We will install the software on your machine. It does take a minimum of 1 days effort to complete this.

**On Cloud:** You just require a Chrome Browser and an internet access. We create an account for you on the cloud and you are ready to go in a minute.

#### **3. How will post Sales support be provided ?**

You just call up the following number <080- 41622427> or drop in a mail to <[customercare@healthmacro.com](mailto:customercare@healthmacro.com)> with your details. We will open a ticket and handle it at the fastest possible time.

#### **4. I want to check out the software before making a purchase ?**

Sure. We want all of our customers to check the software before they are making the purchase decision.

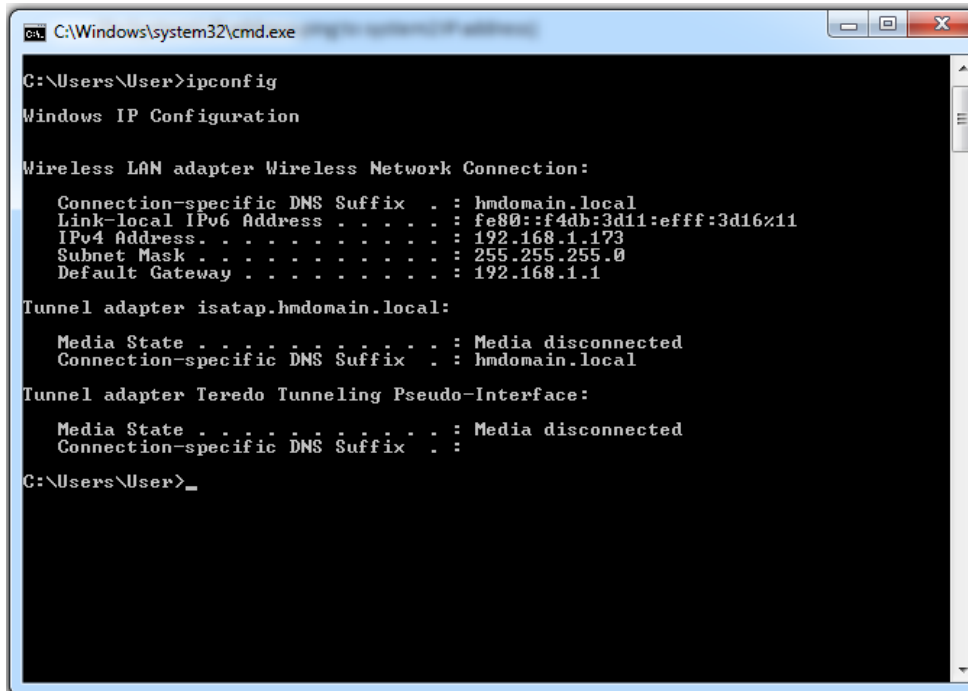
- Ask for a free demo. Our Sales team will walk you through the software.
- We will then give you a test trial account for usage for 7 days.
- Then you make the decision.

#### **5. How do I pay ?**

It's easy. Make an Online Transfer to the HealthMacro account or pay us through cheque.

## 6. What are the steps for connection from system to system containing HealthMacro?

1. From server pc to other pc (example: system1 to system2).
2. First we have to check IP addresses of both systems using command prompt.



```
C:\Windows\system32\cmd.exe
C:\Users\User>ipconfig

Windows IP Configuration

Wireless LAN adapter Wireless Network Connection:

    Connection-specific DNS Suffix  . : hmdomain.local
    Link-local IPv6 Address . . . . . : fe80::f4db:3d11:efff:3d16%11
    IPv4 Address. . . . . : 192.168.1.173
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : 192.168.1.1

Tunnel adapter isatap.hmdomain.local:

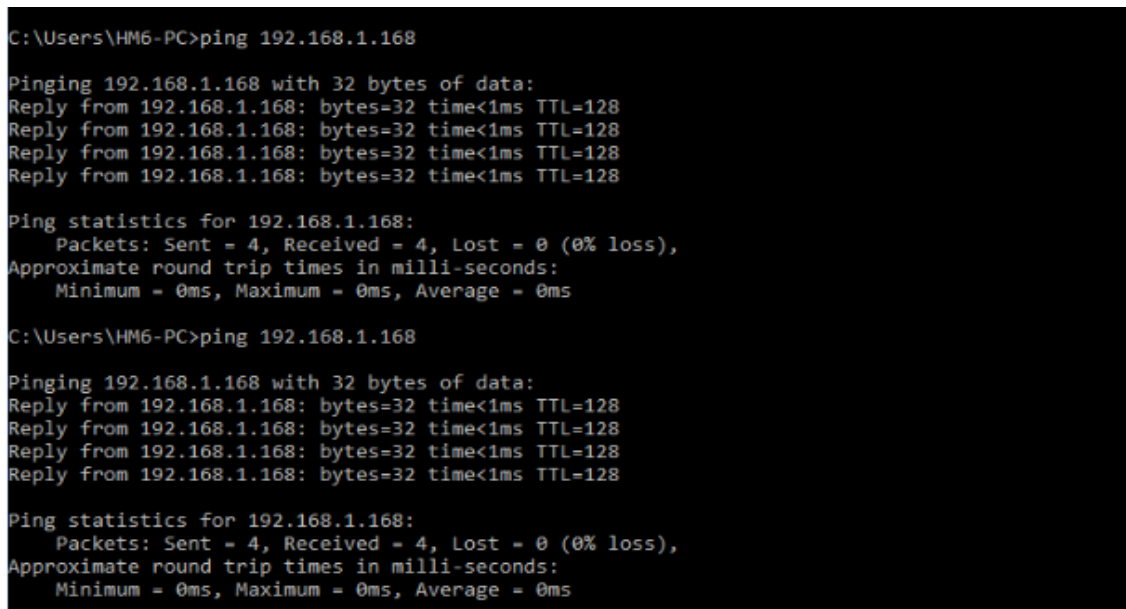
    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix  . : hmdomain.local

Tunnel adapter Teredo Tunneling Pseudo-Interface:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix  . :

C:\Users\User>
```

3. From system1 to system2 connection ping using a IP Configuration.  
(Ex: System1 IP address ping to system2 IP address)  
After opening a command prompt we have to type ping, type ip address of system2.



```
C:\Users\HM6-PC>ping 192.168.1.168

Pinging 192.168.1.168 with 32 bytes of data:
Reply from 192.168.1.168: bytes=32 time<1ms TTL=128
Reply from 192.168.1.168: bytes=32 time<1ms TTL=128
Reply from 192.168.1.168: bytes=32 time<1ms TTL=128
Reply from 192.168.1.168: bytes=32 time<1ms TTL=128

Ping statistics for 192.168.1.168:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 0ms, Maximum = 0ms, Average = 0ms

C:\Users\HM6-PC>ping 192.168.1.168

Pinging 192.168.1.168 with 32 bytes of data:
Reply from 192.168.1.168: bytes=32 time<1ms TTL=128
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Reply from 192.168.1.168: bytes=32 time<1ms TTL=128
Reply from 192.168.1.168: bytes=32 time<1ms TTL=128

Ping statistics for 192.168.1.168:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 0ms, Maximum = 0ms, Average = 0ms
```

4. From system2 to system1 connection ping using a IP Configuration.  
(Ex: System2 IP address ping to system1 IP address)

After opening a command prompt we have to type ping, type ip address of system2.

```
C:\Users\HM6-PC>ping 192.168.1.168

Pinging 192.168.1.168 with 32 bytes of data:
Reply from 192.168.1.168: bytes=32 time<1ms TTL=128
Reply from 192.168.1.168: bytes=32 time<1ms TTL=128
Reply from 192.168.1.168: bytes=32 time<1ms TTL=128
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Ping statistics for 192.168.1.168:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 0ms, Maximum = 0ms, Average = 0ms
```

5. If configuration is a success then it will send request between the systems.

6. HealthMacro software path and the port number is to be used in system2  
(Ex: [http://192.168.1.250:1717/DiagSmart\\_LoginPage.aspx](http://192.168.1.250:1717/DiagSmart_LoginPage.aspx)).

