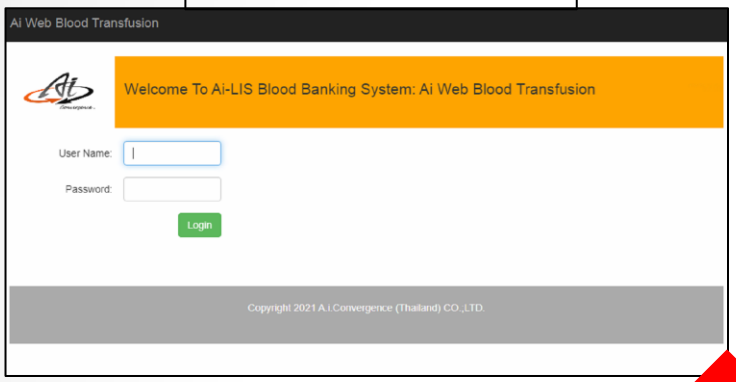
Support and Troubleshoot

By A.i.Convergence (Thailand) CO.,LTD.

BBIS Overview

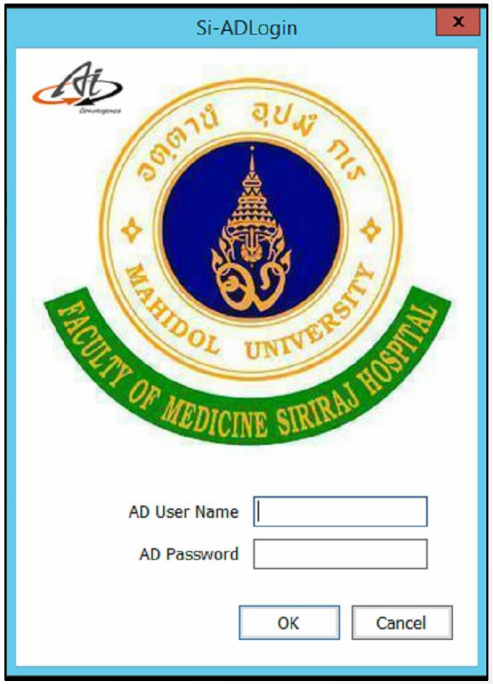
ASP.net

OPD/Ward Web



Windows Application

Blood Bank Application



MSSQL Server
Port 1433

Associated Software

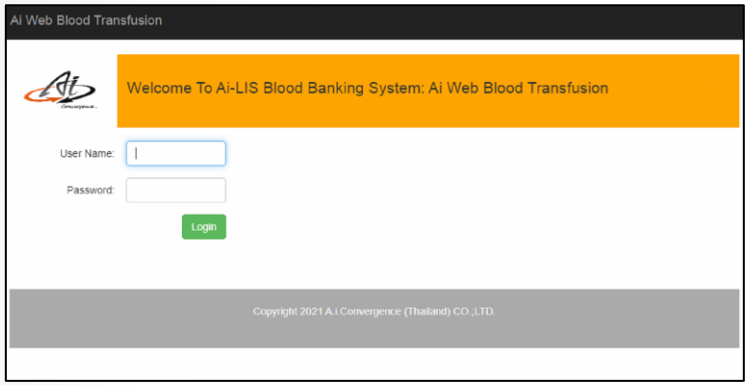
Windows Application

Socket port 7679

Ai-Autoprint

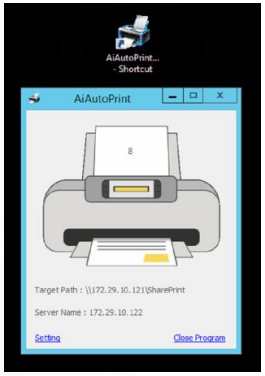
BBIS Web Setup

OPD/Ward Web



No issue to setup

Associated Software



Ai-Autoprint

Installation

- Copy folder Ai-Autoprint in \\172.29.10.121\update\Ai-AutoPrint
- Paste in client computer and create shortcut of Ai-Autoprint.exe in Startup Menu and Desktop

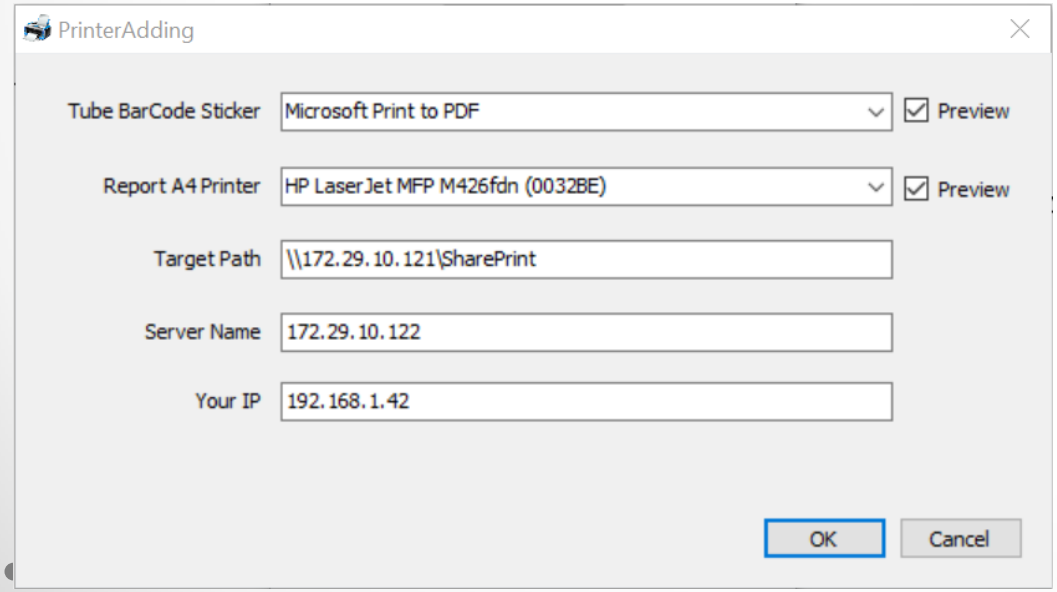
*** Automatic update new version; just paste the new version in \\172.29.10.121\update

Ai-Autoprint Setting

Ai-Autoprint

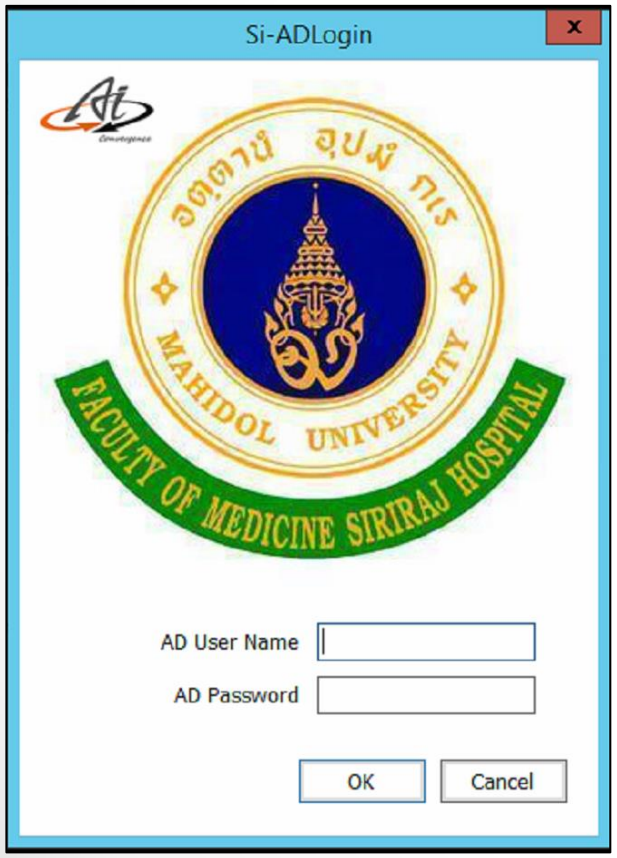
Setup

- Click link Setting on the left bottom; input “Password” for password
- Choose printer in each dropdown list: each dropdown = each type of printer
- None = no any action
  - Preview check = true >> Show only
  - Preview check = false >> auto print
- Target path and server name should not be changed
- Your IP: this should be filled automatically (get from available IP of each computer)
- To Close program click Close Program then type “Close”



BBIS Application Setup

Blood Bank Application

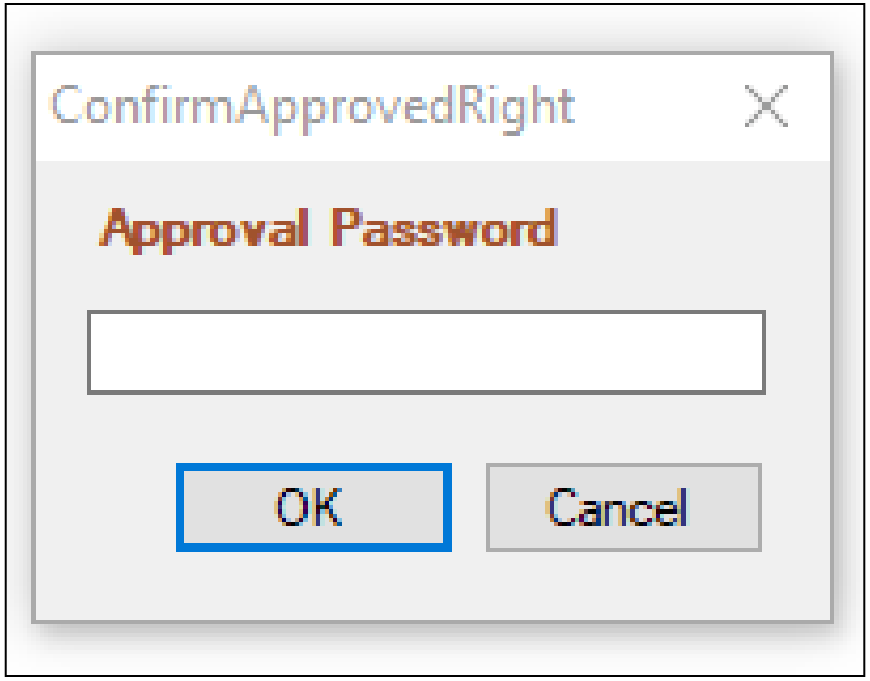


Installation

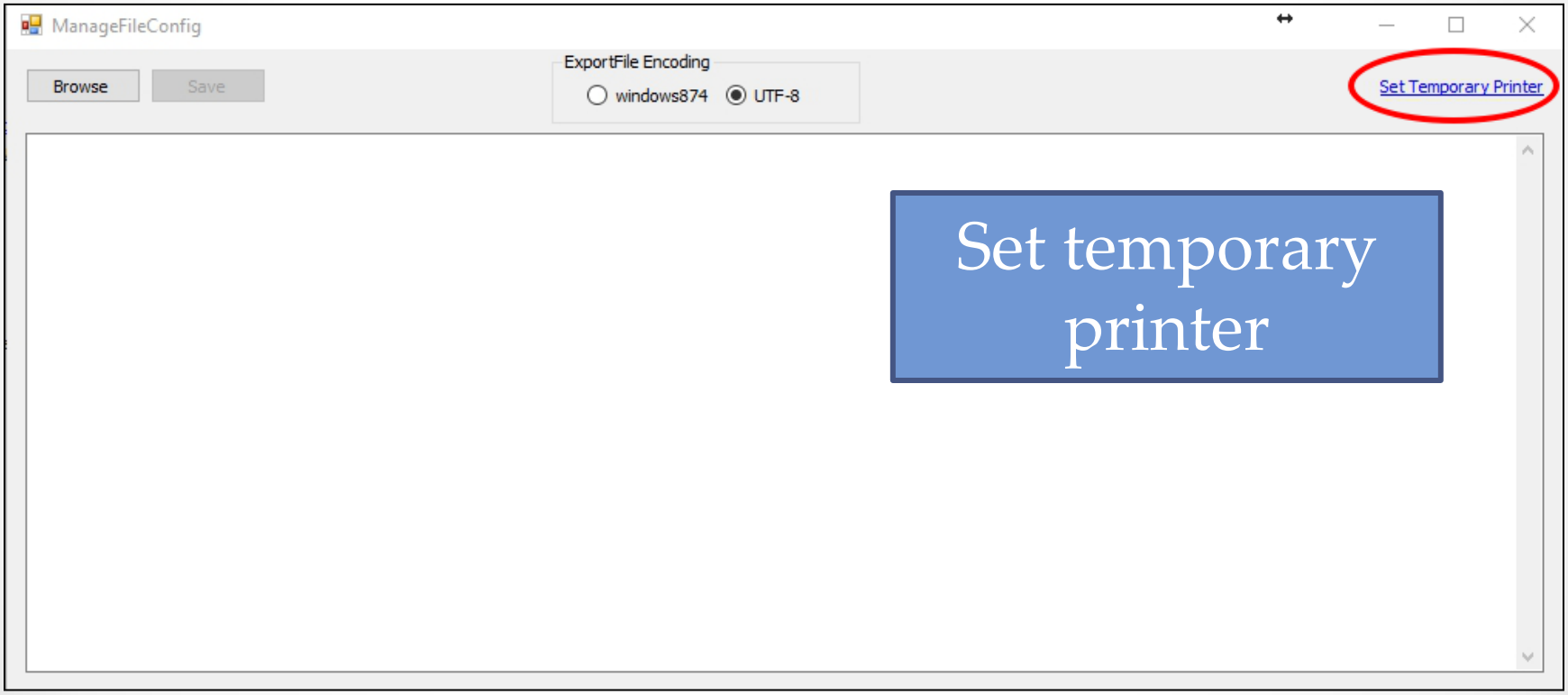
- Copy folder Ai-LIS Program in \\192.168.63.11\Ai-LIS\aiMonster
- User Name/Password is *administrator/bkkAdmin*
- Paste in client computer and create shortcut of Ai-LIS.exe to Desktop
- Install all fonts in font folder in program folder (Ai-LIS Program\font)
- Install Ai-LIS Program\ 2_CRRuntime_32bit_13_0_3.msi
- Setup printer by install printer driver to computer then set up printer in BBIS application

BBIS Application Printer Setting

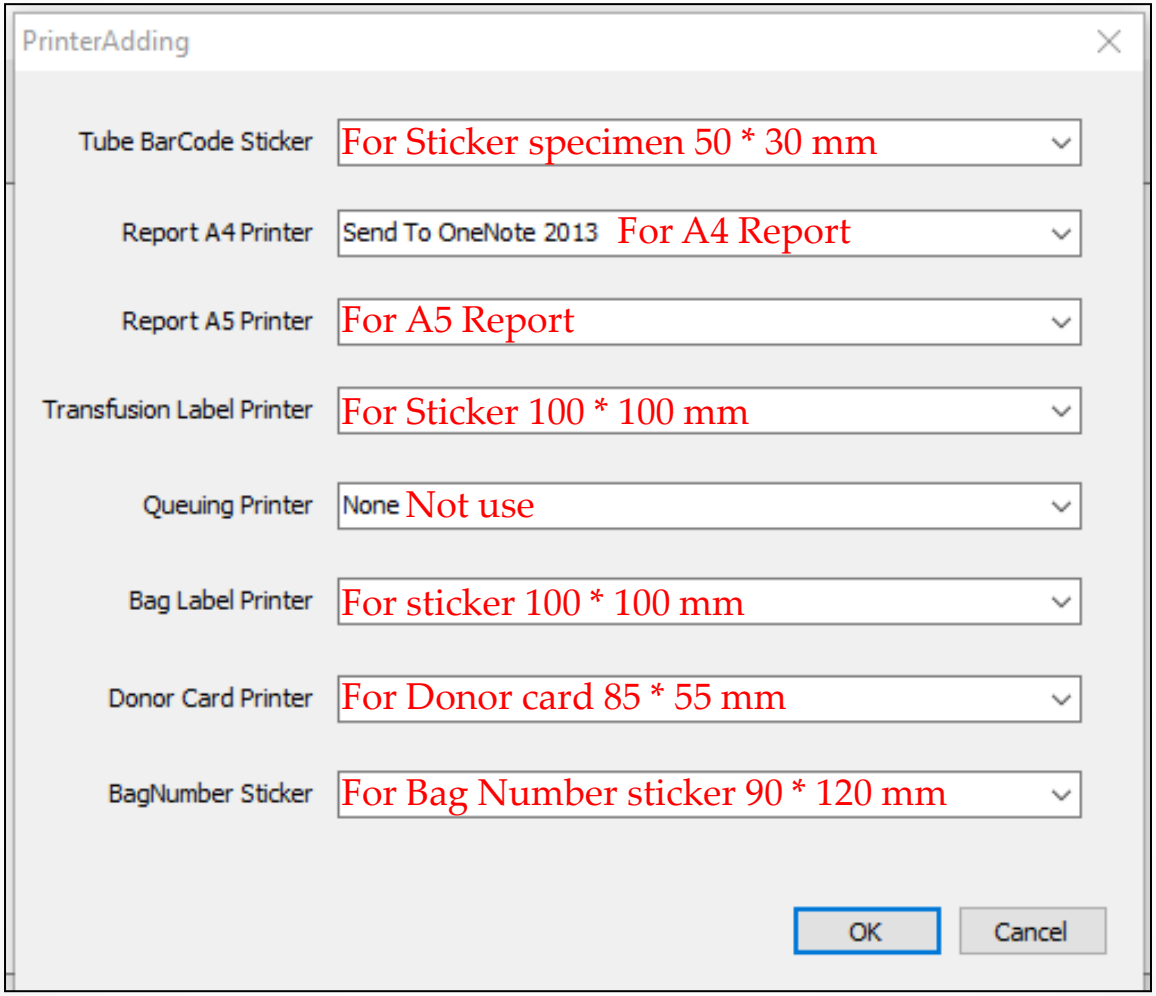
“Password” Input



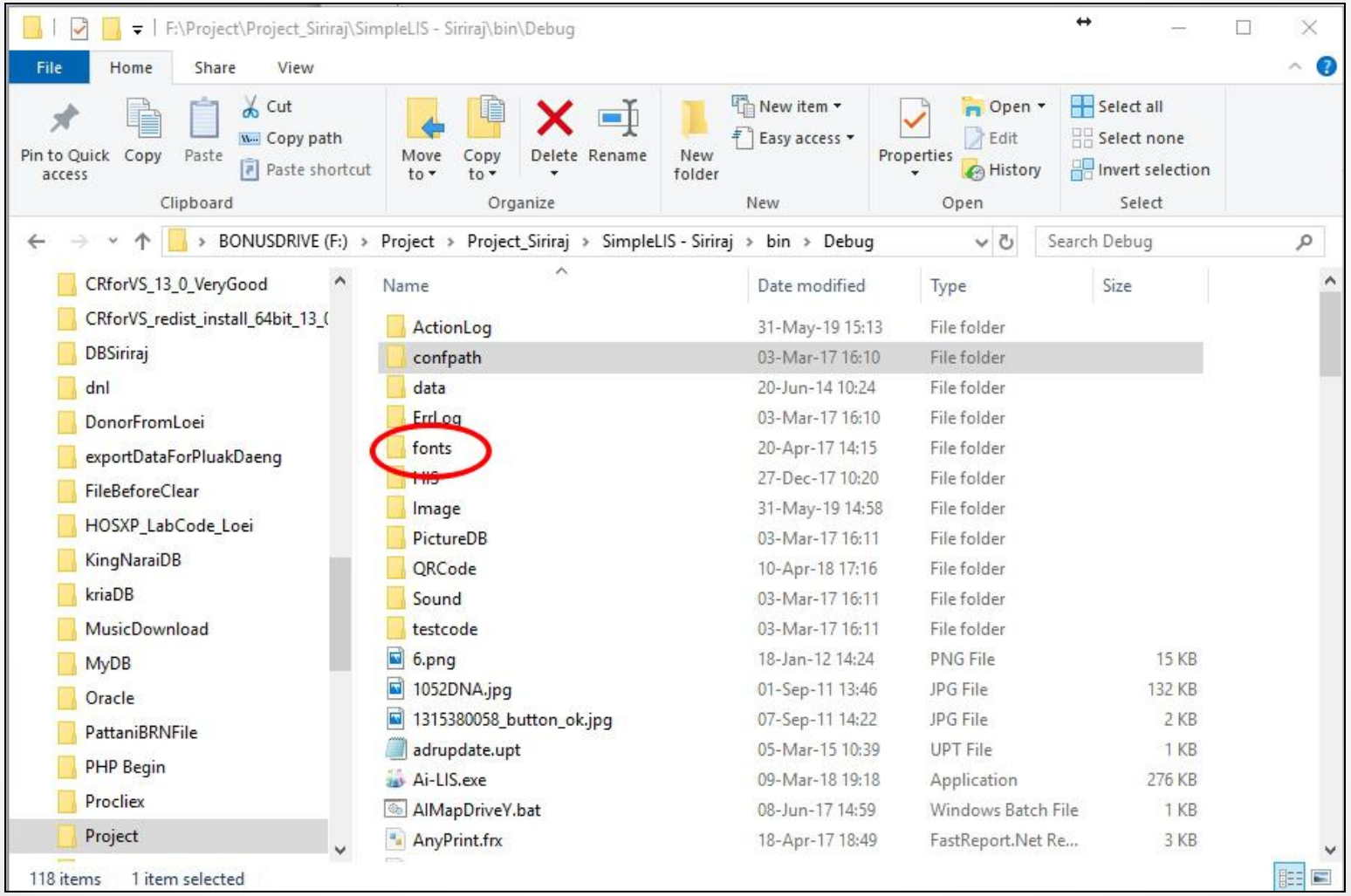
Printer Setting



Printer Setting



Fonts Installation



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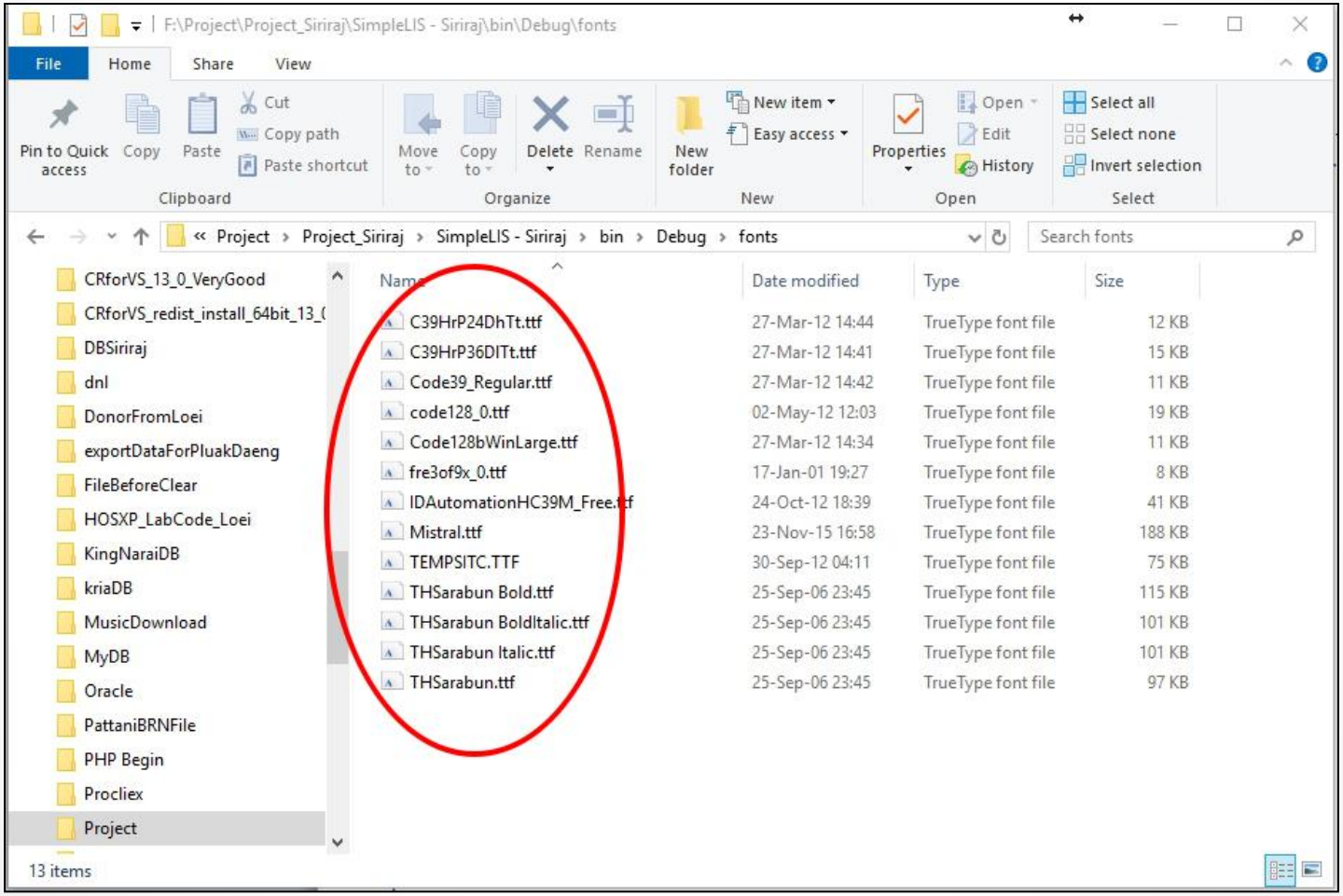
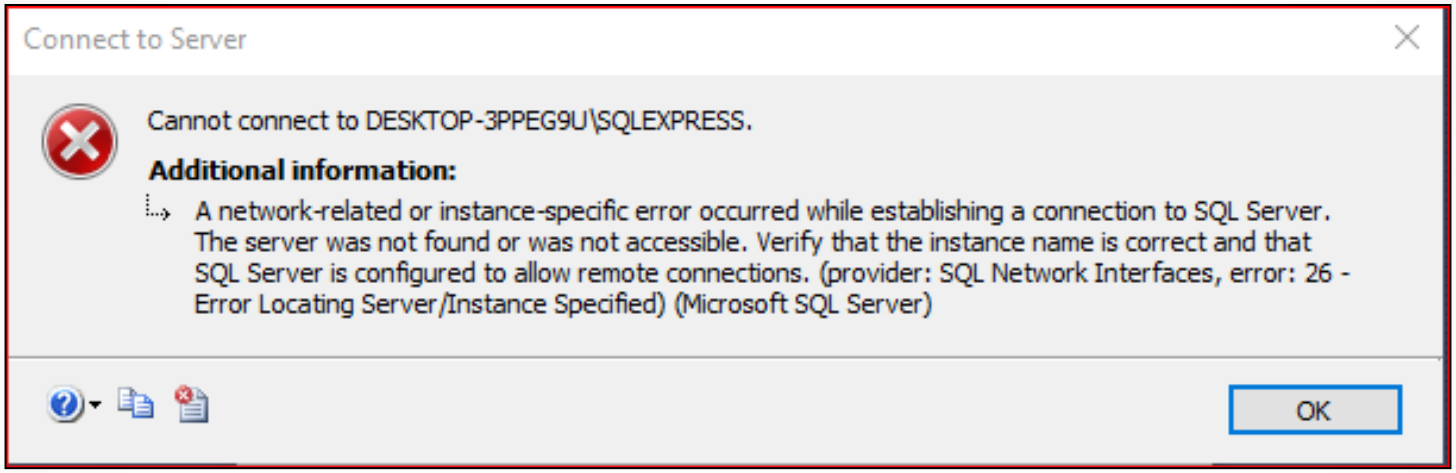


Error message

In case found pop up the error messages

- Capture that error message whole page.
- Need more information such what button was clicked before the pop-up error message.
- Then submit to Ai

Connect Server Fail



A network-related… mostly caused by network to server is unavailable or is blocked by windows firewall or antivirus

Q&A