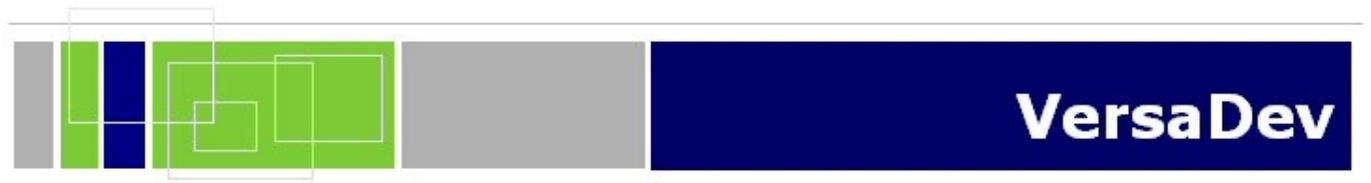


# versaOHS

## Occupational Health & Safety Management Software



**Software Installation**  
**Database Management**  
**System Configuration**  
**General Application Usage**

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# Technology used and Minimum System Requirements

## Technology Used

- Microsoft ASP.Net
- Microsoft .Net Windows Services
- Web Services
- 100% Web Browser Based

## The Minimum System Requirements for an installation are;

### Hosting Requirements

VersaDev provides a .Net DLL and a SQL Server 2000 database structure. Your company is responsible for providing the hosting server(s). Minimum hosting requirements are listed below:

- Microsoft Windows 2000 / XP\* / 2003 Server
- Microsoft Internet Information Server (IIS) 6.0
- Microsoft .Net Framework 1.1 (free download from Microsoft)
- SQL Server 2000 or the Microsoft SQL Server Desktop Engine (MSDE\*) 2000 (MSDE is a free download from Microsoft)
- ASP.NET

### Client Requirements

- Web browser: Microsoft Internet Explorer 5.5 and above
- Pop-Up Blocking Software Disabled or App Added to Allowable Site List
- Java Script enabled
- Cookies enabled
- Screen resolution 1024 x 768 (min)

\* XP is only suitable for evaluation purposes and single user instances only. More than one user environments will require MS Windows Server 2000 or 2003.

**\* Conditions Apply**

## Installing versaOHS

versaOHS is installed by means of a single Wizard Based Installer Package.

The installer package caters for both Windows Server 2000/XP and Windows Server 2003, and is typically named;

**versaohs\_vXXX.zip**

Where XXX is the version number.

The most recent version of the installer can be downloaded here;

For United Kingdom, Ireland & Continental European Countries:

[http://www.tenuteq.com/versaOHS\\_download.html](http://www.tenuteq.com/versaOHS_download.html)

Or

For all other Countries:

<http://www.versadev.com/versaohsdownload.aspx>

**IMPORTANT! - If MSDE, and not MS SQL Server 2000, is to be used as the database please proceed to the section '*Installing versaOHS (MSDE)*' in this manual before running the versaOHS Installer.**

**QUICK TIP** → The versaOHS installer needs to be run on the designated server where versaOHS is to be installed. Administrative privileges are required on the server/pc to run the installer.

## **Running the versaOHS Installer Wizard**

### **Installation Steps**

- Step 1 →** Welcome Screen. Click the NEXT button to start the Wizard Installation process.
- Step 2 →** Accept the License Agreement.
- Step 3 →** Familiarize yourself with the System Requirements and Installation Notes.
- Step 4 →** Select the required User Install Type.
- Step 5 →** Leave the Destination Folder path as is, or select a new Folder path.
- Step 6 →** Select either LOCAL or REMOTE installation.
- If you select REMOTE - after completing the Wizard installation you will need to install the database manually (for SQL Server based installations see section titled '*Manual Installation of the versaOHS Database*'. For MSDE based installations refer to the relevant section in this manual).
- Step 7 →** Installing Windows Services.  
Select either NO - (go straight to Step 9), or YES - go to Step 8.
- If you select NO - after completing the Wizard installation you will need to install the Windows Services manually (see Section titled '*Manual Installation of the versaOHS Windows Services*', for full instructions).
- Step 8 →** Enter your sites SMTP / POP3 Mail Information.
- Step 9 →** Click the BACK button to re-enter the installation information, NEXT to proceed with the install, or CANCEL to cancel the installation.
- Step 10 →** Read the README.HTM.

## **Manual Installation of the versaOHS Database**

If you selected the "**REMOTE**" option during **Step 6** of the installation, you will need to manually create the database using the following instructions.

For "Remote" installations, remember to configure the database connection string in the web.config file of versaOHS before running the VersaOHS Application and to manually install the database using the SQL scripts provided.

These scripts are located in the following default installation folder:

c:\Program Files\VersaDev\VersaOHS\Setup\SQLScripts\

### *Running SQL scripts on a remote server*

Open SQL Query Analyzer on the remote machine.

Run

Program Files\VersaDev\VersaOHS\Setup\SQLScripts\VersaOHS\_InstallDB.sql.

Run

Program Files\VersaDev\VersaOHS\Setup\SQLScripts\VersaOHS\_GrantPermissions\_ForRemote.sql.

Running these scripts creates a SQL login, ohs, with the password, ohs.

### *Changing the SQL Connection String in the versaOHS web.config file for remote SQL Server installation:*

Open the versaOHS web.config file using a text editor.

Under **<configuration><appSettings><add key="DSN" ... />**, change the value attribute.

Modify the value attribute to the desired connection string (you can't use Integrated Security) using ohs and ohs as the uid and password respectively if you chose to use the default settings.

You will need to change the following section of the versaOHS web.config file as outlined below:

```
<add key="DSN" value="provider=SQLOLEDB.1;data source=REMOTE_SERVER; initial catalog=VERSAOHS;uid=ohs;pwd=ohs" />
```

Where REMOTE\_SERVER is the name of the SQL server.

### *Database Clean Up*

If you chose to remove the versaOHS database, you can manually run the SQL script, **VersaOHS\_RemoveDB.sql**, provided in the SQLScripts Folder using MS SQL Query Analyzer.

## **Manual Installation of the versaOHS Windows Services**

During the installation you were presented with an option to install the versaOHS Windows services.

If you chose "**YES**" at **Step 7** during the installation to install the Windows Services, and if you provided the necessary details as per **Step 8**, the versaOHS Registry Key will have been installed automatically. Therefore, there is no action to take in this section if you chose this option.

If however you selected "**NO**" at **Step 7**, you will need to manually install these services to enable full email capability in versaOHS.

versaOHS includes two Windows Services, each of which is described below:

**VersaOHSMailIn** - Responsible for delivering email to versaOHS.

**VersaOHSMailOut** - Responsible for sending email from versaOHS.

(1) Before Manual Installation of the versaOHS Windows Services can be conducted, you must install the versaOHS Registry Key.

The versaOHS Registry (**versaohs.reg**) Key can be found in the following default installation folder:

c:\Program Files\VersaDev\VersaOHS\VersaOHSWindowsServices\

(2) Install the versaOHS Registry Key by double clicking on the file **versaohs.reg** located in the above folder.

The behavior of these services is governed by this versaOHS Registry Key, so it is important that it is installed on the same server where the Windows Services have/will be installed.

The versaOHS Registry Key contains typical settings for a default installation. For further information on configuring versaOHS see Configuration of versaOHS \ Server & Services \ Registry Settings in the on-line Help.

(3) The versaOHS Windows services can be installed by running the batch file, **installversaohs.cmd**, located in the following default installation folder:

c:\Program Files\VersaDev\VersaOHS\VersaOHSWindowsServices\

Note: The batch file assumes that the Microsoft .Net Framework Install Utility, Util.exe, is located in the following system folder:

**%WINDIR%\microsoft.net\Framework\v1.1.4322**

and that versaOHS Windows services are located in the following default installation folder:

c:\Program Files\VersaDev\VersaOHS\VersaOHSWindowsServices\

If this is not the case, please edit the file, **installversaohs.cmd**, appropriately.

### *Starting and Stopping the versaOHS Windows Services*

The versaOHS Windows services can be started and stopped via the Services Control Panel (Start / Settings / Control Panel / Administrative Tools / Services).

### *Uninstalling the versaOHS Windows Services*

The versaOHS Windows services can be uninstalled by running the batch file, **uninstalversaohs.cmd**, located in the following default installation folder:

c:\Program Files\VersaDev\VersaOHS\VersaOHSWindowsServices\

### *versaOHS SMTP / POP3 Settings*

During the installation, you may be asked to provide SMTP Server and POP3 settings.

These settings are required by the versaOHS Windows Services if you wish to have Email capabilities through the application.

Please consult the Network Administrator when specifying SMTP and POP3 settings.

To manually change any of these settings simply edit the versaOHS Registry Key; (**HKEY\_LOCAL\_MACHINE\SOFTWARE\VersaDev\VersaOHS**).

For further information on configuring versaOHS see 'Configuration of versaOHS \ Server & Services \ Registry Settings' in the on-line Help.

Note: Any changes made to versaOHS Registry Key will only be applied once the versaOHS Windows services are restarted.

## Installing versaOHS (MSDE)

Installations against MSDE, unlike MS SQL Server, require manual setting of authentication and to grant database permissions.

For versaOHS to operate correctly with MSDE, we **HIGHLY** recommend that MSDE and versaOHS be installed in an explicit manner. VersaDev can not guarantee correct operation of versaOHS if MSDE has been installed in any another manner other than detailed in the following section.

### ***Download and Installation of MSDE***

The MSDE database engine is available for free and can be downloaded from Microsoft here:  
<http://www.asp.net/msde>

You can also download the SQL Server Web Data Administrator to manage your MSDE databases from Microsoft's Web site here:  
<http://www.microsoft.com/downloads/details.aspx?familyid=c039a798-c57a-419e-acbc-2a332cb7f959&displaylang=en>

Alternatively, a 3rd party MSDE Console which is also very good, is available for download here;  
<http://www.asql.biz/Public/clicks.php?id=5>

\*\*\*\*\* **IMPORTANT** \*\*\*\*\*  
\*\*\*\*\* **DO NOT INSTALL VERSAOHS BEFORE INSTALLING MSDE** \*\*\*\*\*  
\*\*\*\*\*

#### *MSDE Installation on the same machine as versaOHS*

- (1) Install MSDE as detailed on the Microsoft MSDE download page.
- (2) Install versaOHS as detailed in the section titled '*Installing versaOHS*' - when prompted in the versaOHS installer to install the database, select '**Local**'.

**NOTE:** If during the installing of MSDE, you defined an INSTANCENAME other than localhost (default), you will need to edit the versaOHS web.config file, after Step 2 above, and define this INSTANCENAME within the database connection string areas as follows;

Change all connection strings defined by the versaOHS web.config file keys as follows;

**"DSN"** - replace the string localhost to your INSTANCENAME.

### *MSDE Installation on a different machine from versaOHS*

(1) Install MSDE as detailed on the Microsoft MSDE download page, with the following exceptions;

(1.1) you MUST make sure that '**DISABLENETWORKPROTOCOLS=0**' (to enable network connections) is SET during the install of MSDE.

(1.2) we also recommend that you set '**SECURITYMODE=SQL**' and define a Strong Password to be assigned to the MSDE sa Administrator Login.

(2) Install versaOHS as detailed in the section titled '*Installing versaOHS*' - when prompted in the versaOHS installer to install the database, select '**Remote**', complete the rest of the installer process, then return to this section and complete the following procedure;

### **Creating the versaOHS Database (MSDE)**

During the installation of versaOHS, several scripts are installed. These scripts will be located in the following folder:

**C:\Program Files\VersaDev\VersaOHS\Setup\SQLScripts**

Note: the path above assumes the default installation folder.

Locate the script; **VersaOHS\_InstallDB.sql** and from the command line type:

**osql -Usa -PMyPassword -i VersaOHS\_InstallDB.sql**

Where MyPassword is the password for the sa account.

### **Creating the versaOHS Database User (MSDE)**

Two scripts are provided to create and grant database permissions.

#### *Integrated Security*

If you intend to use Integrated Security you will need to locate the script:

**VersaOHS\_GrantPermissions\_ForLocal.sql**

Before running the script, you will need to edit the file and set the appropriate username, defined by <TRUSTEDACCOUNT>.

For example, if you are running Windows XP and your machine name is MyPC, this would be set to MyPC\ASPNET.

Once the file has been modified and saved, from the command line type:

**osql -Usa -PMyPassword -i VersaOHS\_GrantPermissions\_ForLocal.sql**

Where MyPassword is the password for the sa account.

### *SQL Authentication*

Locate the script; **VersaOHS\_GrantPermissions\_ForRemote.sql**

From the command line type:

```
osql -Usa -PMyPassword -i VersaOHS_GrantPermissions_ForRemote.sql
```

Where MyPassword is the password for the sa account.

This will create a SQL login, ohs, with the password, ohs.

### *Changing the SQL Connection String In The web.config File for SQL Server Authentication*

You will need to change the web.config section of versaOHS as outlined below:

```
<add key="DSN" value="provider=SQLOLEDB.1;data source=REMOTE_SERVER; initial catalog=VERSAOHS;uid=ohs;pwd=ohs" />
```

Where REMOTE\_SERVER is the name of the SQL / MSDE server.

### *Changing the SQL Connection String In The versaOHS Registry Key for SQL Server Authentication*

If you have installed the versaOHS Windows services, you may need to modify the connection string used by the services to authenticate to the versaOHS database.

You will need to locate the versaOHS registry key (**HKEY\_LOCAL\_MACHINE\SOFTWARE\VersaDev\VersaOHS**) and set the string value of DSN appropriately.

## System Configuration – General

### ***Setting the Authentication (login) Mode for versaOHS***

VersaDev Supports a number of authentication options, which are set in the versaOHS "**Web.config**" file which is located under the root directory where versaOHS is installed.

In the Web.config file the following section can be found near the top - this is where you can set the authentication mode;

```
-----  
<authentication mode="Windows">  
  <!-- Originally Set To Forms -->  
  <forms name=".ASPXLogon" loginUrl="logon1.aspx" protection="All" timeout="30">  
    </forms>  
  </authentication>  
-----
```

If you will use Windows Based Authentication, it is imperative that the users are entered into the system first and then the Authentication Mode is changed to Windows – otherwise when Users launch the application it will not be able to log them in using their Windows Credentials, and the application will fall back to a Forms Based Login.

When adding System users into versaOHS, you will need to set up their username to be exactly the same as their windows login username (without any domain prefix).

The password field for each user must contain at least 1 character or a space (this will not actually be used as the user will be authenticated by their Windows Credentials).

When a user starts up versaOHS the system will then use their Windows credentials and will launch straight into versaOHS.

## **Configuring Record Types (enabling Email)**

Example;

Company ACME wishes to run a mail account: [OHS@acme.com](mailto:OHS@acme.com), to be used through versaOHS.

They want emails sent to this account to automatically go into versaOHS as a new email message and delivered into the default **MailBox** Module, or append to an existing Hazard or Incident, if there is already a record in the system.

Company ACME should create an email account, [OHS@acme.com](mailto:OHS@acme.com). Making sure that this account is **POP3 enabled**.

The VersaOHSMailIn Service will then need to be configured to logon to [OHS@acme.com](mailto:OHS@acme.com) via the versaOHS registry key (POP3Server, POP3Profile, POP3Password).

They then need to set the Primary Address of the Hazards and Incidents to [OHS@acme.com](mailto:OHS@acme.com) respectively under the Record Types Settings Panel in versaOHS (Administrator > Manage System Record Types menu option). See section titled; "Hazards & Incidents Modules – How they are set up and work within versaOHS".

Any mail sent to this email account will end up in the [OHS@acme.com](mailto:OHS@acme.com) mail box first and then will be processed by VersaOHSMailIn to deliver the respective emails to the appropriate areas.

Any mail that cannot be mapped to an existing Hazard or Incident record will be logged within the default **MailBox** Module.

### **NOTE:**

In order for versaOHS to accept submission via email, a POP3 enabled mailbox is required. (Minimum System Requirement).

If the corporate mail server cannot be enabled to support POP3, an alternative mail server just to support versaOHS inbound mail could be used, such as MailEnable or the mail server available with Windows 2003 Server. You would still use your corporate mail server to send email (SMTP - based).

#### To enable POP3 in Exchange 2000/2003:

1. Enable and start the "Microsoft Exchange POP3" service from the Windows services control panel.
2. Make sure that the "Default POP3 Virtual Server" is started in Exchange System Manager (Under Servers\Servername\Protocols\POP3)

In the properties of the Default POP3 Virtual Server you can also set access control to only allow connections from specific IP addresses. You can set this to be the IP address of the versaOHS server if versaOHS is the only application that will be using POP3.

## **Confirming that Email is Working**

Send an email to the versaOHS email address as setup in the system.

If a Record is not received and logged in the MailBox Module of versaOHS automatically, then the first thing to do is perform some simple telnet tests from the machine that is hosting the Windows services (MailIn / Mailout).

Note: versaOHS uses POP3 to receive email and SMTP to send email

The versaOHS MailIn and MailOut services always generate log files, located within c:\temp by default.

Open these files using notepad to determine what the services are doing.

Note: If the connection strings in the web.config file has been changed, they will need to be set to the same value against the DSN key (versaOHS Registry Key). Any changes to the registry key will take affect only when the service(s) are restarted.

### *POP3 - Telnet Test*

From a command prompt type the following:

**telnet host port#** (then press enter)

*Where host is the name or IP of the Mail / Exchange Server and port#=110 (default)*

**user username** (then press enter)

*Where username = username of the POP3 enabled mailbox  
(this may be the Alias name of the format MyDomain\MyUsername)*

**pass password** (then press enter)

*Where password = account password*

Note the message returned by telnet. If it reads OK Successfully logged on then the versaOHSMailIn service when configured with the same settings (via VersaOHS Registry Key) will work.

Once email in the POP3 account has been processed by versaOHS it is deleted.

### *SMTP*

Set the Primary email address of the versaOHS Incidents Module to the email address of the POP3 enabled mailbox.

Set the Primary email address of the default versaOHS Hazard Module to the email address of the POP3 enabled mailbox.

When versaOHS sends correspondence from these Modules, the sender address (From) will be the email address of the POP3 enabled mailbox. Consequently, if the recipient replies to the email it will be returned to the system and will be linked to the appropriate Hazard or Incident Record.

To verify that mail can be sent from versaOHS (MailOut service), perform the following telnet test from the machine hosting the Windows services.

### *SMTP - Telnet Test*

From a command prompt type the following:

**telnet host port#** (then press enter)

Where host is the name or IP address of the Mail / Exchange Server and port# = 25 (default)

**helo test** (then press enter)

**mail from: ohs@yourdomain** (then press enter)

**rcpt to: <your email>@yourdomain** (then press enter)

Where <your email>@yourdomain is some other email to qualify if email was sent successfully.

**data** (then press enter)

Hi from Me

**(then press enter , full stop, enter to send the message)**

If there were no errors, the MailOut service will be able to send email and is working correctly.

## Configuring the Quick Launch Buttons

The Quick Launch buttons (bottom left corner of application window) are configured via an XML file (**CustomButtonBar.xml**) located within the root directory folder of the application.

The XML file allows you to define 7 custom buttons as defined below;

```
<ButtonText>VersaCRM</ButtonText> - Button Display Text  
<ButtonURL>http://localhost/versacrm</ButtonURL> - URL to launch on button click  
<ButtonTarget>rightFrame1</ButtonTarget> - Target Window (see below)  
<ButtonFeatures></ButtonFeatures> - reserved  
<ButtonCommand></ButtonCommand> - reserved  
<ImageURL>images/reassign1.gif</ImageURL> - URL to Button icon  
<ImageMouseOver>VersaCRM</ImageMouseOver> - Button Mouse Over text (tool tip)
```

### ButtonTarget values:

**\_blank** - new window

**rightFrame1** – versaOHS Records List Panel

**rightFrame2** – VersaOHS System Tools Pane

The Quick Launch Buttons can be minimized by default via the web.config application setting of versaOHS:

```
<add key="ShowCustomButtonBar" value="1"/> value = 0|1 hide and show respectively.
```

## System Configuration – Advanced

### System Registry Settings

versaOHS supports a wide range of configuration options which can assist in making versaOHS work in a desired manner, and allow for site specific requirements in system behavior.

A comprehensive list of available registry settings can be found in the versaOHS Help file located through the menu '**Help>Contents**', under the section '**Configuration of versaOHS>Server & Services>Registry Settings**'.

A few of the more common Registry Settings are provided below;

#### Email Behaviour;

BCCAddress	String	All email sent by the system will also be sent to the email address defined by BCCAddress. Example 1 (no BCC): Data = Example 2:Data = myaccount@mydomain
MailFormat	Integer	Governs the mail format for all email sent by the system. value = 0 HTML value = 1 Plain Text Example:Data = 0
POP3Password	String	Password required for authentication to the POP3 mail server. Example:Data = versaohs
POP3Profile	String	Profile required for authentication to the POP3 mail server. Example:Data = versaohs
POP3Server	String	Name or IP address of the POP3 mail server. Example:Data = localhost
SMTPLog	Integer	Governs whether the system will generate an SMTP log file. This file can then be used to troubleshoot SMTP related problems. value = 0 Disable SMTP logging value = 1 Enable SMTP logging Example:Data = 1

### **System Management;**

ErrorEmail	String	Errors reported by the versaOHS windows services can be sent to the email address defined by ErrorEmail. Example:Data = <code>username@mydomain</code>
REFRESH	Integer	Governs that rate (seconds) at which the versaOHS Windows Services update the system. Example:Data = 10  Note: the minimum value is 5 seconds.
Region	Integer	Controls The display and input format of dates within the system. Example 1 (MM/dd/yyyy hh:mm:tt ss): <code>&lt;add key="Region" value="1"/&gt;</code> Example 2 (dd/MM/yyyy hh:mm:tt ss): <code>&lt;add key="Region" value="2"/&gt;</code>
DSN	String	Data Source Name - versaOHS database connection string. Example:Data = <code>Server= localhost; Database=versaOHS;uid=ohs;pwd=ohs</code>
TempFolder	String	Full path of a temporary folder for storage of system log files. Example:Data = <code>C:\temp\VersaOHS</code>

## Application Configuration Settings

versaOHS supports a wide range of Application Settings options which can assist in making versaOHS work in a desired manner, and allow for site specific requirements in system behavior.

A comprehensive list of all available Web Configuration settings can be found in the versaOHS Help file located through the menu '**Help>Contents**', under the section '**Configuration of versaOHS>Server & Services>Web Configuration**'.

A few of the more common Application Configuration Settings are provided below;

LicenseKey	String	versaOHS License Key
Refresh1	Integer	The number of seconds the system will wait before the interface is updated. Example: <add key="Refresh1" value="120"/>
Region	Integer	Controls The display and input format of dates within the system. Example 1 (MM/dd/yyyy hh:mm:tt ss): <add key="Region" value="1"/> Example 2 (dd/MM/yyyy hh:mm:tt ss): <add key="Region" value="2"/>
PageSize	Integer	The number of calls displayed per page. Example - 10 Calls Per Page: <add key="PageSize" value="10"/>  Note: the maximum value is 200
FullScreen	Integer	Governs whether the System runs in Full Screen mode. value = 0 Disable Full Screen mode value = 1 Enable Full Screen mode Example: <add key="FullScreen" value="1"/>
PreviewPane	Integer	Sets the default contents of the System's Preview Pane. value = 1 Call Search value = 2 Hot News Example: <add key="PreviewPane" value="2"/>
Region	Integer	Controls The display and input format of dates within the system. Example 1 (MM/dd/yyyy hh:mm:tt ss): <add key="Region" value="1"/> Example 2 (dd/MM/yyyy hh:mm:tt ss): <add key="Region" value="2"/>
DSN	String	Data Source Name - versaOHS database connection string. Example: <add key="DSN" value="provider=SQLOLEDB.1;data source=MachineName; initial catalog=versaOHS;uid=hduser1;pwd=hd2002"/>
CorporateLogo1	String	URL to image (GIF/JPEG) displayed within the Call History (Printer Friendly) window. Example: <add key="CorporateLogo1" value="images/versaOHS.gif"/>
AppTitle	String	Application title displayed within Internet Explorer's title bar. Example: <add key="AppTitle" value="versaOHS"/>

## Accessing versaOHS After Installation and Setup

After installing versaOHS, if you selected to use the default install path during the installation process, point your browser to:

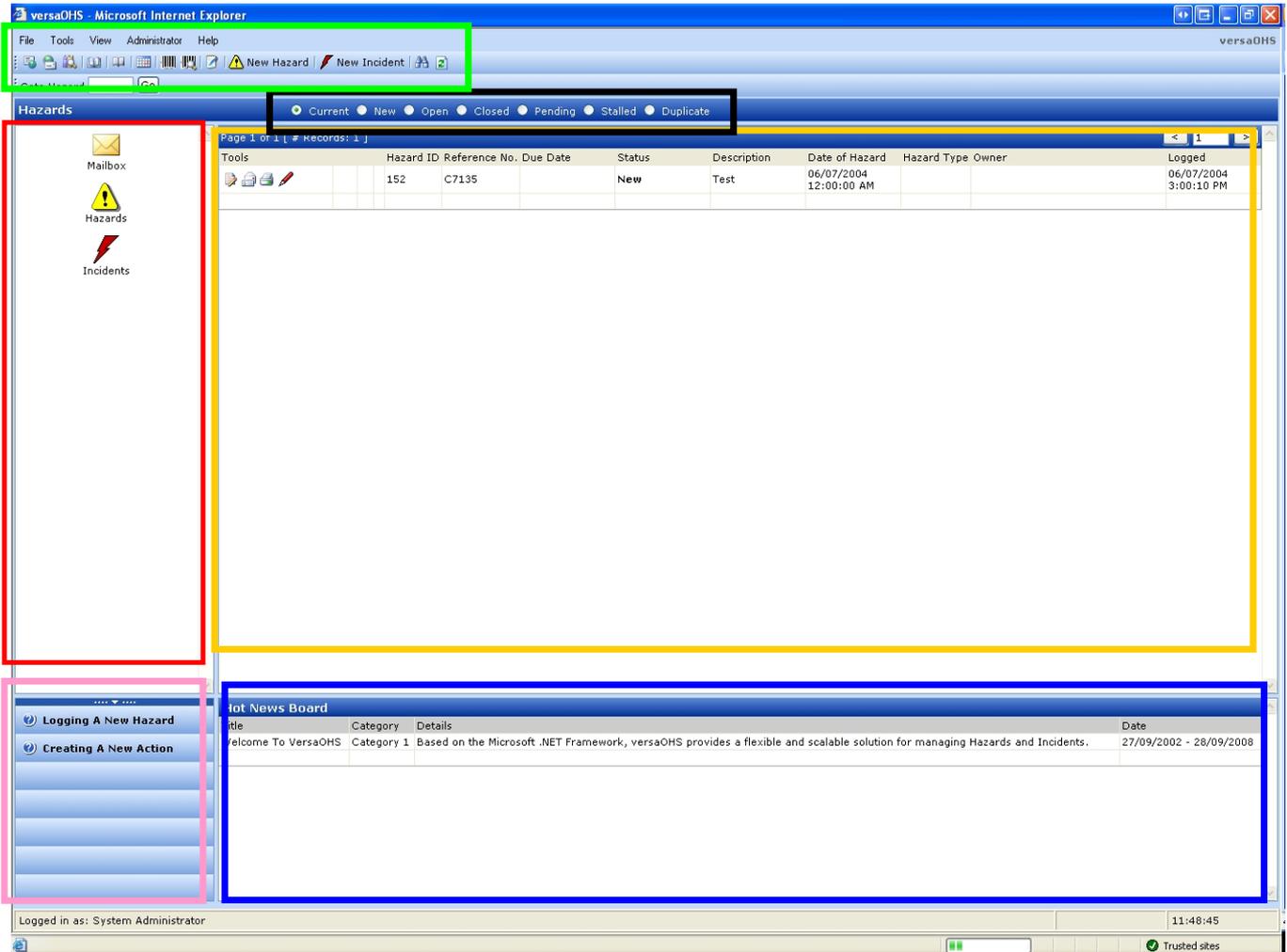
**<http://localhost/VersaOHS/>**

To logon, use the following credentials:

Username:       **Administrator**  
Password:       **versaohs**

After successful login, set up the necessary versaOHS System Users (as per section titled '*Adding Users in versaOHS*') and define the required Authentication Mode to be used as per section titled '*Setting the Authentication (login) Mode for versaOHS*'.

# versaOHS Application Interface



**Module Selection Panel**



**Records List Panel**



**System Menus & Toolbars**



**Record Status Filtering Options**



**Customizable Quick Launch Buttons**



**System Tools Panel**

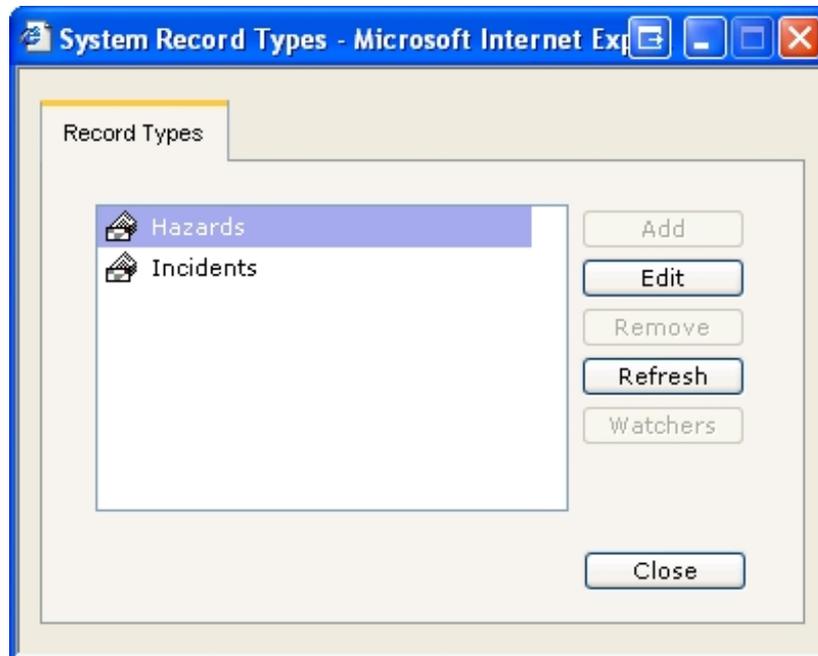
**versaOHS comes pre-installed with a two primary modules, namely Hazards and Incidents. The default set-up of these Modules can be used as a Template and Guide to help you modify them to suit the relevant needs of your business and operations.**

## **Hazards & Incidents Modules – How they are set up and work within versaOHS**

Let us take a look at the Hazards Module as a guide to how they are configured;

From the versaOHS menu select **Administrator > Manage System Record Types**.

The following panel will be presented;



Select **Hazards** from the list and then click on the **Edit** button;

## GENERAL Tab.

The screenshot shows a web browser window titled "Manage Record Types - Microsoft Internet Explorer". The interface has a tabbed menu at the top with "General" selected. Below the menu are several input fields:

- Name:** Hazards
- Description:** Hazard Records
- Display Name:** Hazards
- Primary Address:** ohs@mydomain
- Secondary Address:** admin@mydomain
- Signature:** A text area containing HTML code: `<DIV>&nbsp;&nbsp;&nbsp;</DIV><DIV>&nbsp;&nbsp;&nbsp;</DIV><DIV align=left><DIV><P class=MsoNormal><I><FONT face=Arial size=2><SPAN style="FONT-`
- Priority Start:** 4
- Status:**  (enabled)

At the bottom right of the form are "OK" and "Cancel" buttons.

The **Primary & Secondary Address** fields help match incoming mail from the exchange mailbox to the Module.

The **Signature** field is the Default System signature which will be used when email is sent out from versaOHS to recipients.

\*\*This field requires html content, not plain text. You can compile your own required html syntax using versaOHS's in-built HTML editor, MS Word (then saving as html) or MS Frontpage - then simply copy and paste the html into the field.

**Priority Start** is the default priority which will be assigned to Records that are logged into versaOHS.

The **Status** tick box allows you to quickly enable / disable the Module and its inherent method of processing.

**NOTIFICATION EMAIL** Tab defines the default format of the email messages that will be sent from the system.

The screenshot shows a web browser window titled "Manage Record Types - Microsoft Internet Explorer". The "Notification Email" tab is selected. It contains three sections for configuring email notifications:

- New Notification:** Subject: New Hazard Notification; Message: Dear [HAZARDCONTACTFIRST],
- Closed Notification:** Subject: Closed Hazard Notification; Message: Dear [HAZARDCONTACTFIRST],
- Sign Off Notification:** Subject: Hazard Sign Off Notification; Message: Dear [HAZARDCONTACTFIRST],

Buttons for "OK" and "Cancel" are located at the bottom right of the form.

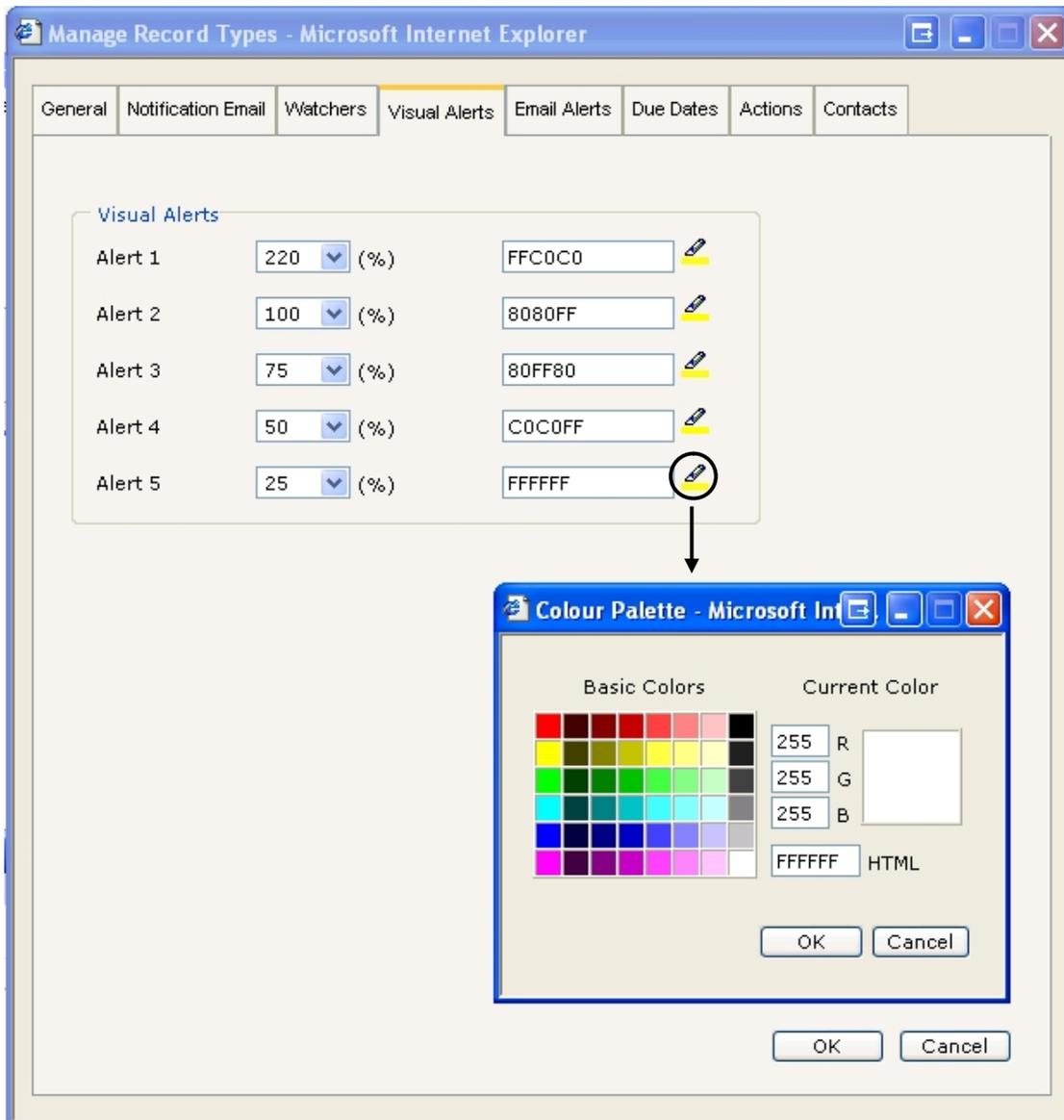
versaOHS can be configured to send an **New Notification, Closed Notification and Sign Off Notification** email to an individual or system user, defined under the Contacts Tab of a record. Both the Subject line and Message Body must be defined for this to operate.

\*\*The message fields require html content, not plain text. You can compile your own required html syntax using versaOHS's in-built HTML editor, MS Word (then saving as html) or MS Frontpage - then simply copy and paste the html into the fields.

'**Correspondence Tags**' (shown above e.g. [HAZARDCONTACTFIRSTNAME]) can be used to personalise messages and to add Record related data to email messages. A list of available tags can be found in the versaOHS Help File, accessed through the **Help >> Contents** menu.

**WATCHERS** Tab – This feature is currently not available. This functionality may be offered in a future version release.

**VISUAL ALERTS** Tab defines the default Visual Colour scheme which will be used against Records in the main records list panel.



Records listed and displayed in the main Panel of versaOHS will change to the colour defined in this area based on the percentage (%) assigned, and based on the Record logged Due Date.

As with the above example, when Records reach 25% (Due) they will appear in the versaOHS main screen in white.

**EMAIL ALERTS** Tab defines the default format of the email messages that will be sent from the system regarding Email Alerts

The screenshot shows a web browser window titled "Manage Record Types - Microsoft Internet Explorer". The "Email Alerts" tab is selected, showing configuration options for two alert types:

- Assignment Alert:** Includes text input fields for "Subject" and "Message".
- Due Date Alert:** Includes text input fields for "Subject" (containing "Hazard Due Date Notification") and "Message" (containing "Due Date Alert For Hazard # [HAZARDID]"). It also features a "Trigger Alert" dropdown menu set to "10 mins prior to Due Date".

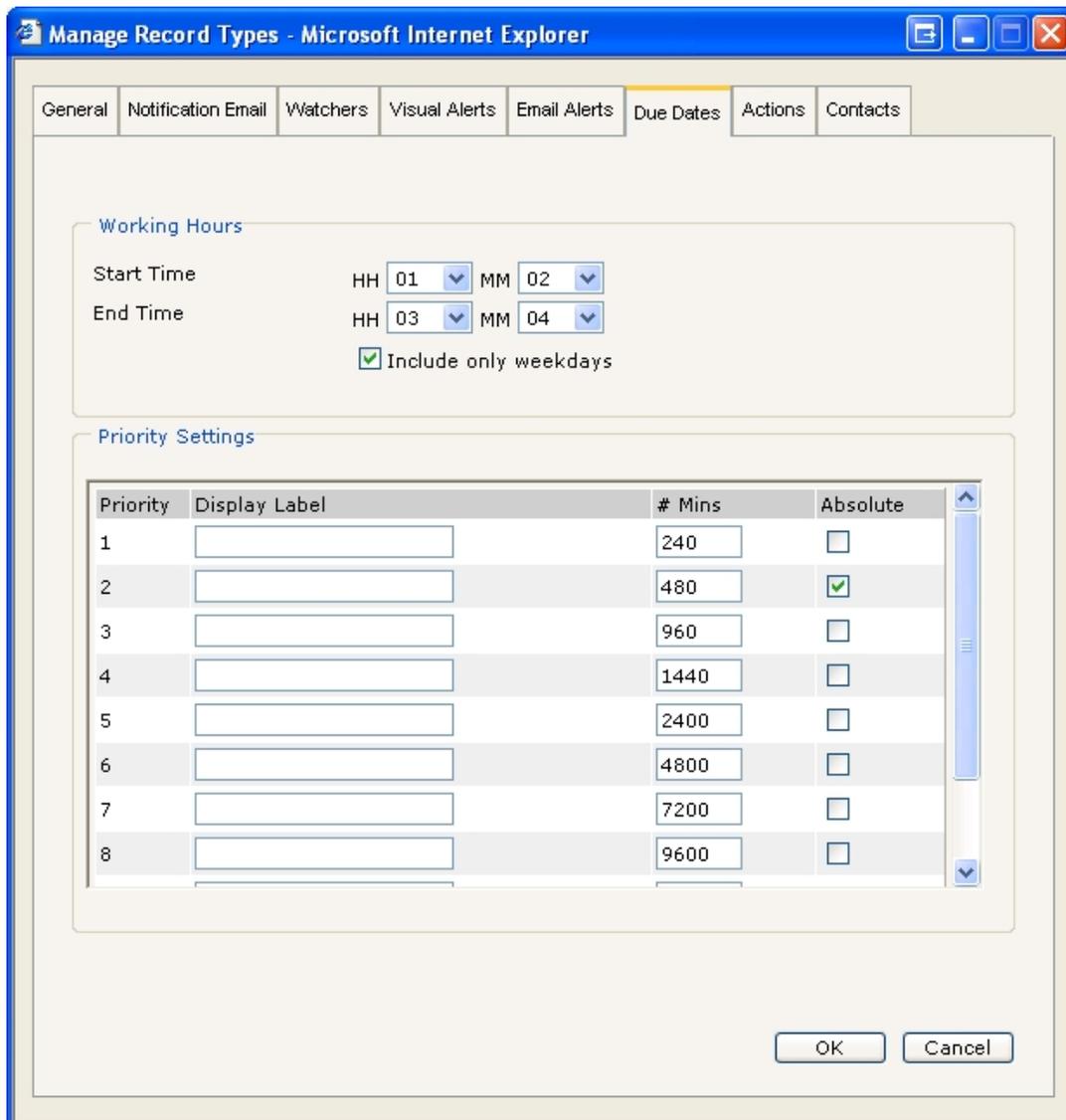
At the bottom right of the window are "OK" and "Cancel" buttons.

**Assignment Alert** – feature currently not available in this release.

**Due Date Alert** – an email will be sent to the Record owner when the Record falls due, based on a trigger time.

\*\*The message fields require html content, not plain text. You can compile your own required html syntax using versaOHS's in-built HTML editor, MS Word (then saving as html) or MS Frontpage - then simply copy and paste the html into the fields.

**DUE DATES** Tab defines the default settings for the way working hours are handled and the time settings for various events against a level of priority.



When a Record is logged into versaOHS it generally will be assigned a default Priority, based on the setting 'Priority Start' as defined under the GENERAL Tab.

When a system operator changes the priority of the Record the respective due date will be recalculated based on the settings defined above. The operator has the option of either accepting or declining this due date change if required.

**Absolute** will ignore the working hours defined in the top part of the panel. For example, if a Record priority is changed and as a result the re-calculated due date falls on a Saturday (which is outside the normal working hours) then it will do so. However, if the Absolute option is not enabled then the due date will be set to the next appropriate working day, Monday.

Please note: All Priorities, 1 through 10, must contain an ascending number of minutes.

**ACTIONS** Tab defines the default format of the email messages that will be sent from the system for Actions assigned against a Record.

The screenshot shows a web browser window titled "Manage Record Types - Microsoft Internet Explorer". The browser's address bar and navigation buttons are visible. The main content area contains a tabbed interface with the following tabs: "General", "Notification Email", "Watchers", "Visual Alerts", "Email Alerts", "Due Dates", "Actions", and "Contacts". The "Actions" tab is selected and highlighted. Below the tabs, there are two distinct sections for configuring email notifications:

- Action Notification:** This section contains two text input fields. The "Subject" field is populated with "Hazard Action Notification". The "Message" field contains the text "Dear [ACTIONASSIGNEDTOFIRSTNAME],".
- Action Escalation Notification:** This section also contains two text input fields. The "Subject" field is populated with "Hazard Action Escalation Notification". The "Message" field is currently empty.

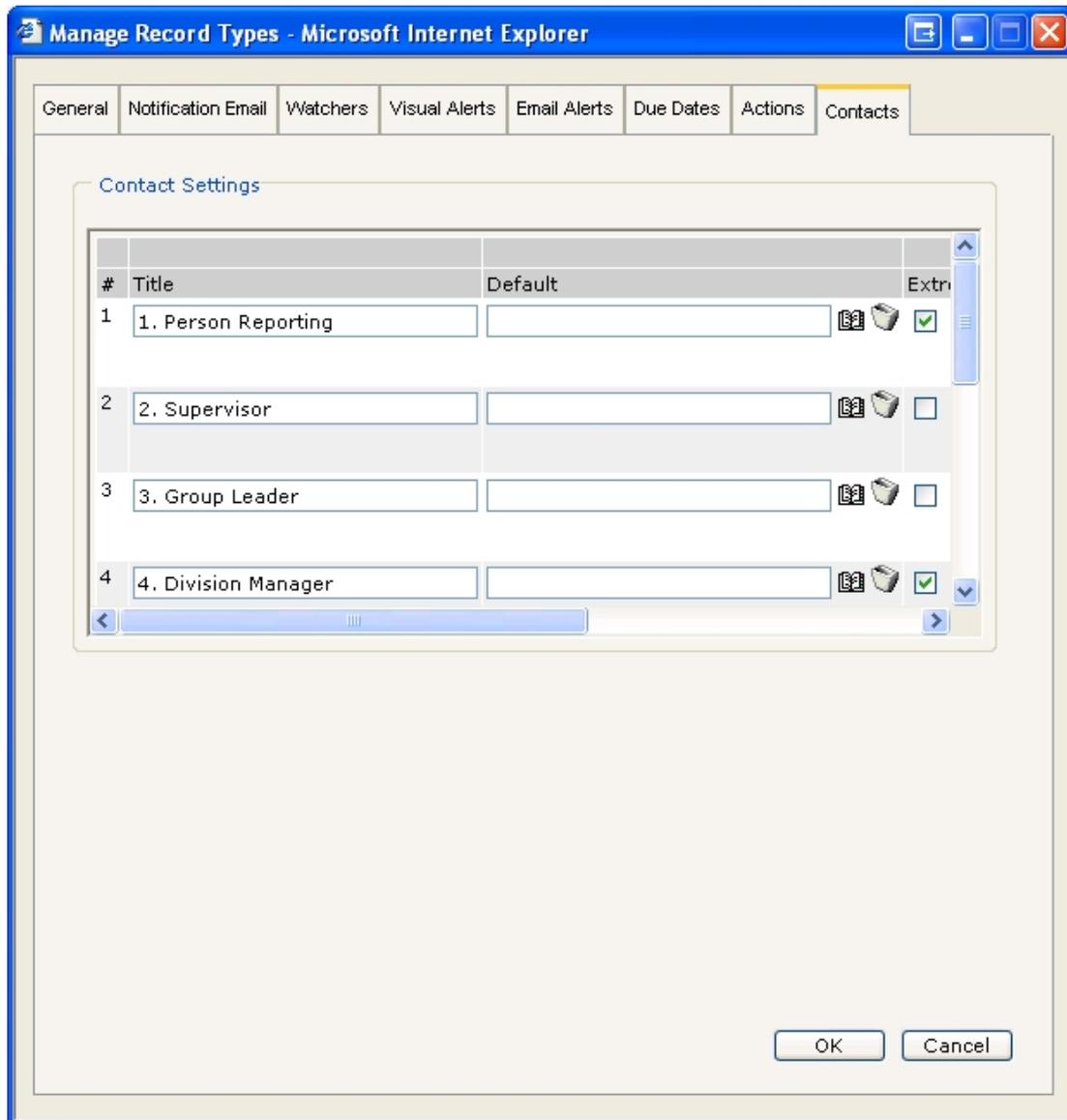
At the bottom right of the dialog box, there are two buttons: "OK" and "Cancel".

versaOHS can be configured to send an **Action Notification and Action Escalation Notification** email to an individual or system user, when an Action has been assigned or an existing action has been escalated. Both the Subject line and Message Body must be defined for this to operate.

\*\*The message fields require html content, not plain text. You can compile your own required html syntax using versaOHS's in-built HTML editor, MS Word (then saving as html) or MS Frontpage - then simply copy and paste the html into the fields.

**'Correspondence Tags'** (shown above e.g. [ACTIONASSIGNEDTOFIRSTNAME]) can be used to personalise messages and to add Record related data to email messages. A list of available tags can be found in the versaOHS Help File, accessed through the **Help >> Contents** menu.

**CONTACTS** Tab defines the default Contacts for Record Management in the system.



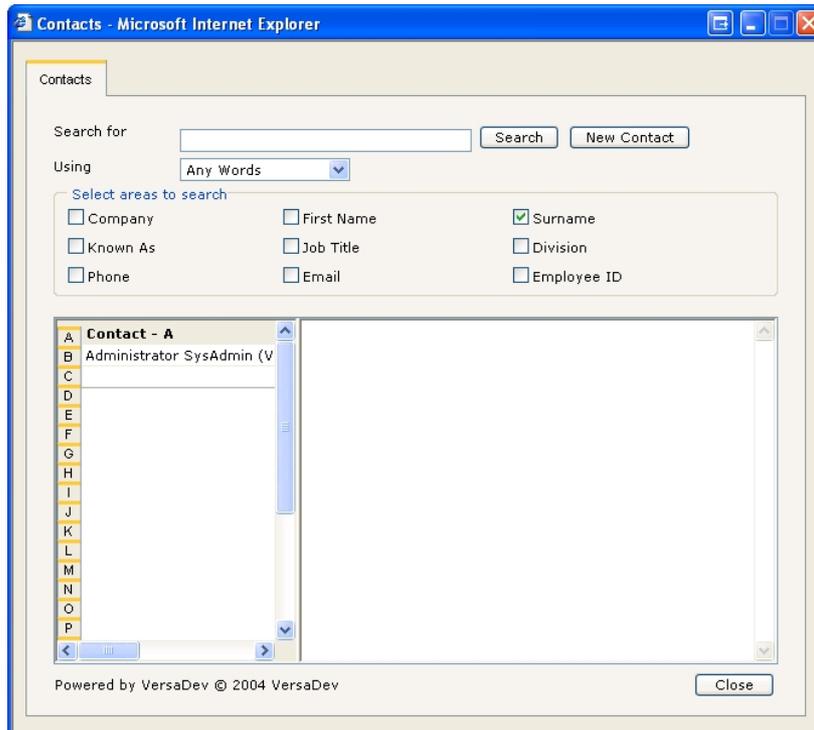
versaOHS Contacts allows for full Sign-Off management capabilities.

## Adding System Users into versaOHS

To add a new **User** to the versaOHS system you must be an Administrator of the Application:

1. Click the **Contacts Icon** located under the main versaOHS Menu. 

*This will open the **Contacts** panel.*



2. Click the **New Contact Button**.

*This will open the **Contact Details** panel as per the next page.*

3. Enter the **User's** details as requested by the system.

**Note:** If you have set the Authentication method to be used by versaOHS users to Windows Based Authentication (set in the web.config file found under the root of the versaOHS install folder), then you must ensure that the **Username** in this panel matches exactly their Windows Username, excluding any Domain component.

E.g. if a user logs into their Windows machine as MyDomain\Joe.Bloggs, then the Username field in the above panel needs to contain Joe.Bloggs.

4. Select the **OK** button to complete the addition of a new **User**.

**versaOHS is now Configured and ready to be used.**

## Adding Comments to a Record or Sending and Email

Often a versaOHS System User needs to simply add some comments to a given record. Maybe some progress has been made on a job that they wish to record or a statement of further investigation needs to be captured. There is no current restriction on the number or length of comments that may be added to a record. To add comments to an existing record:

1. Through the Records List Panel of the main versaOHS system screen, select a Record you wish to add comments to or send an email against.

2. For a given Record in the list, select the '**Click to Update**' button icon



This will open the **Update Window**.

3. From the Update Type drop-down menu, select one of the following **Update Types**;
  1. **Comments** – will add operator comments to the call.
  2. **Send Email** – will email a recipient with the comments.
4. Insert the comments you wish to add to the call in the normal text area.
5. Click the **Update (for comments) / Send (if email)** button at the top left of the panel to commit.

## Using Update Templates

**Update Templates** allow the user to set the text and record handling for a record update. This may be an internal email with known distribution email addresses and a completed email text.

An **Update Template** may be used to set:

- Update Type
- Subject and body of update (in the case of an email update)
- Recipients (To, Cc, Bcc) (in the case of an email)
- Signature
- Notes

The User may select an Update Template via the **Templates** icon in the **Update** Screen.

Update [ Hazard #152 ] - Microsoft Internet Explorer

File Edit

Update B I U [Formatting icons] Arial 10pt CSS Styles

Update

Update Type: Comments (dropdown menu showing Comments, Send Email) Performed On: 10/08/2005 1:28:51 PM

Log Time: HH 00 MM 00 SS 00

To... Cc... Bcc... Subject

Signature:  Apply Hazard Signature  Apply Operator Signature  No Signature

Done Trusted sites

## Troubleshooting & FAQ

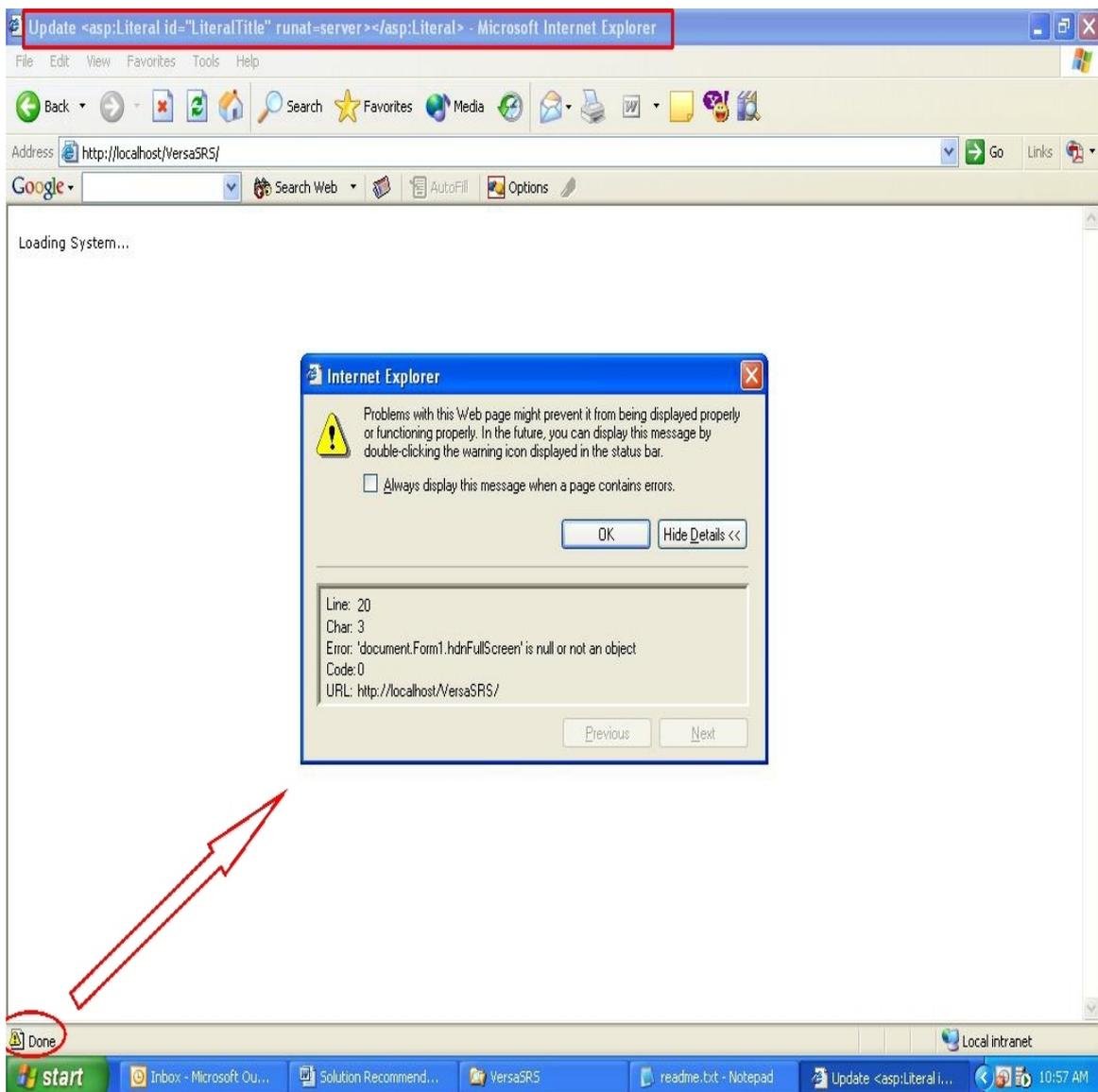
**SYMPTOM:** The Application Browser Window immediately closes after entering Login Details.

**CAUSE:** Due to Pop-Up Blocking Software.

**RESOLUTION:** To stop this from occurring, either turn off your Pop-Up blocking software, or add the URL to the Pop-Up blocking list of allowable sites. Refer to your Pop-Up blocking Software documentation for details.

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**SYMPTOM:** Default URL error after installing Application.



**CAUSE:** The most likely reason that for this error is because either; the .NET framework (version 1.1) is not installed on the server machine, or if it is, that ASP.net is not running.

One other possibility is that the .Net Framework is installed but ASP.Net is not enabled.

**RESOLUTION:** Take note of the top left of the Browser window, if it states something like;

**"Update <asp:Literal id="LiteralTitle" runat=server></asp"Literal>"**

this means that the application could not be compiled correctly due to .NET not being installed or ASP.net is not actually running.

One other possibility is that the .Net Framework is installed but ASP.Net is not enabled.

If ASP.Net is not enabled, you will need to run aspnet\_regiis.exe,

Please go here to resource it;

[http://msdn.microsoft.com/library/default.asp?url=/library/en-us/cptools/html/cpgrfaspnetiisregistrationtoolaspnet\\_regiisexe.asp](http://msdn.microsoft.com/library/default.asp?url=/library/en-us/cptools/html/cpgrfaspnetiisregistrationtoolaspnet_regiisexe.asp)

**SYMPTOM:** **License Notification Error after applying Purchased License Keycode.**

**CAUSE:** Exceeded number of allowable Named System Users in the system based on your Keycode.

**RESOLUTION:** The most likely reason for this is that while using the demo download version of the software, more System Users were added into the system which now exceeds the number of Named System Users allowable based on your License Keycode.

To rectify this you will need to;

- (1) Contact VersaDev Support to obtain a temporary Demo Extension Keycode. This will allow you to at least re-activate the product in demo mode to be able to make the following necessary changes.
- (2) Once in the application, remove any System Users in the application to bring the number of users in line with your purchased license keycode user amount.

**FAQ:** **Is there a Maximum Attachment File Size Limit in versaOHS, and if so what is it?**

**ANSWER:** By default the Microsoft .Net framework, and not the versaOHS application itself, restricts the amount of data that can be posted back to the server. Generally the default setting is 4 MB maximum.

This can be changed by modifying the machine.config file:

C:\WINDOWS\Microsoft.NET\Framework\v1.1.4322\CONFIG\machine.config

and locate the line below (maxRequestLength):

```
Runtime executionTimeout="90" maxRequestLength="4096"  
useFullyQualifiedRedirectUrl="false" minFreeThreads="8"  
minLocalRequestFreeThreads="4" appRequestQueueLimit="100"  
enableVersionHeader="true"/>
```

Note: changing the contents of this file will destroy any current application sessions.

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**FAQ:** **Which Software Licensing Model is Used?**

**ANSWER:** VersaDev Software Licensing is based on a Named System User approach - only named users (users specifically identified in the system) are granted permission to use the application. However, this does not cater for concurrent users.

The VersaDev supplied License Keycode limits the total number of Named Users that can be recorded in the system. Therefore, if you have a 10 user license, then you may only have 10 named System Users in the System Users Table (located through the Administrator>Manage System Users menu of the application).

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<http://www.versadev.com/knowledgebase.asp>

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