

## American HealthTech Cloud Hosting Services: Technical Document

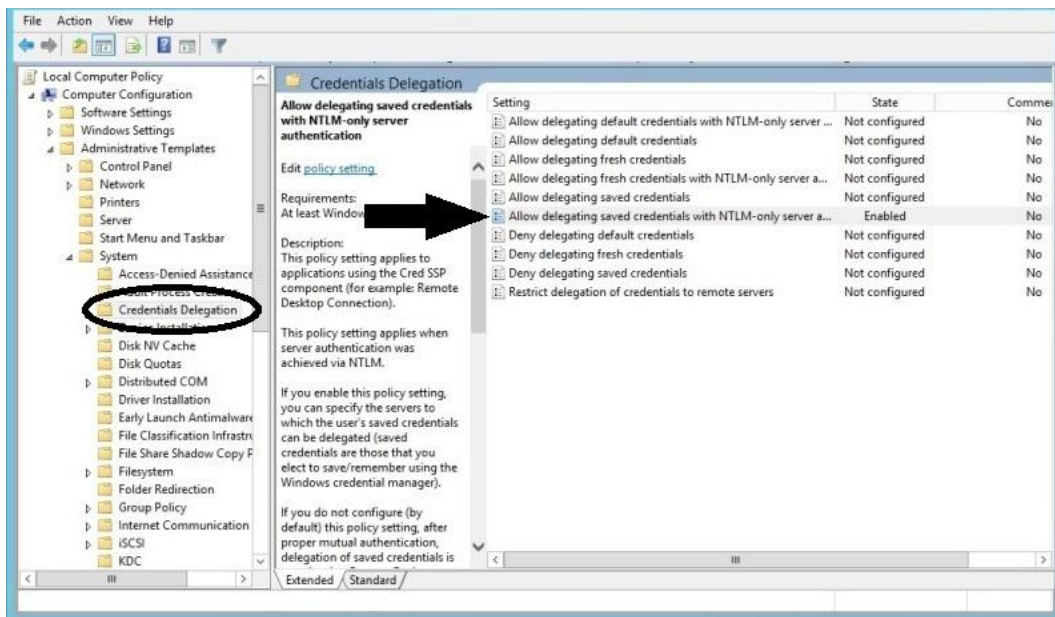
Version 2.0 | [www.healthtech.net](http://www.healthtech.net)

# Client Access Setup - Cloud Hosting Services

*This document has been created to assist in the preparation and installation of LTC in the AHT Cloud Environment. If at any time there are questions or problems, do not hesitate to contact AHT. Adherence to the steps outlined in this document is critical to the proper operation of the LTC software.*

### The steps below need to be completed and verified **BEFORE** “Go Live” day

- At the LAN’s Active Directory Domain Controller:
  - Set “Allow Delegating Saved Credentials with NTLM-only Server Authentication” group policy.
    - 1) Open the group policy window
    - 2) Navigate to the “Allow Delegating Saved Credentials with NTLM-only Server Authentication” group policy under “Computer Configuration > Administrative Templates > System > Credentials Delegation” and open it.



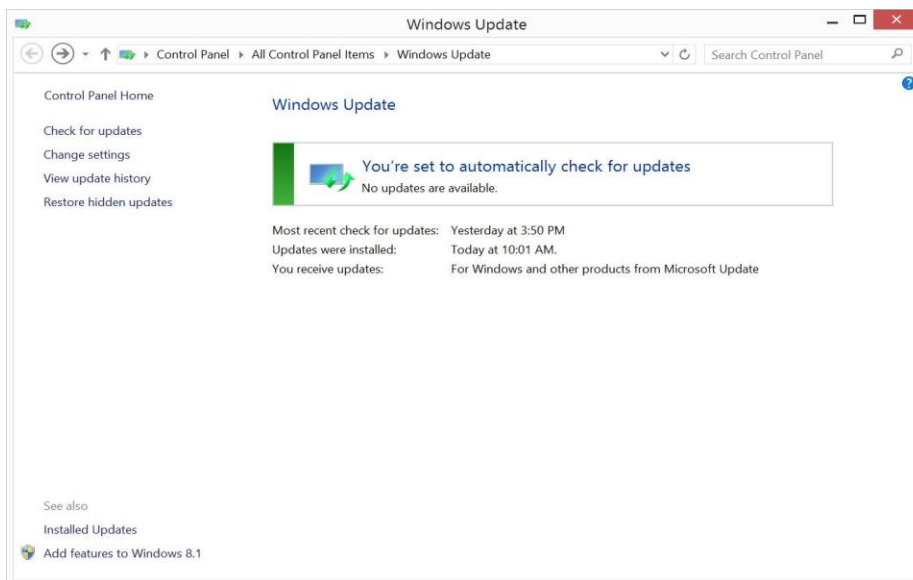
- 3) Enable the policy, click show and then add the value TERMSRV/\*\*\*\*\*.ahtcloud.net (where \*\*\*\*\* is your cloud server name as provided by AHT)



- On each device LTC will be used at (logged in with domain administrator credentials):
  - Ensure that “.net framework 3.5” is installed. This can be check under “Control Panel > Programs and Features > Turn Windows features on or off”



- Open windows update and ensure that all “important” updates have been installed.



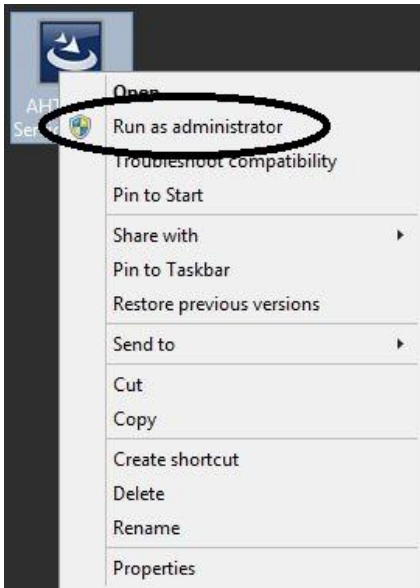
- On each device LTC will be used at (logged in with domain administrator credentials):
  - Force Group Policy update on the local machine.
    - 1) Log in with administrator level credentials, open “command prompt”, and run “gpupdate /force “



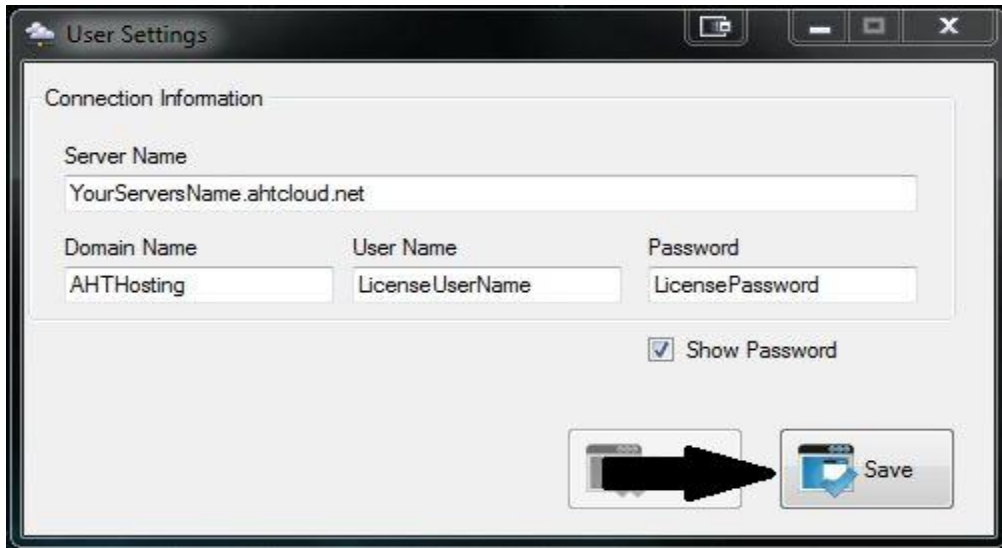
- 2) Close the command prompt window

-Install the AHT Cloud Services Application

- 1) Right click the “AHT Cloud Services Setup” and choose “Run as administrator”



- On each device LTC will be used at (logged in with domain administrator credentials):
  - 2) In the window that opens: Click “Next”, then “Install”. Once installation is complete be sure the “Launch AHT Cloud Services” box is checked before clicking “Finish”
  - 3) When the User Settings window opens input the “Server Name”, “Domain Name”, “User Name”, and “Password” as given to you by American HealthTech. After verifying all information entered is correct click “Save”



-Install the Client Access Software

***\*Important: For existing customers with their LTC server ONSITE.***

**If you currently have your LTC server ONSITE then you will need to rename the LTCNET and ECARE shortcuts to something like “Onsite\_LTCNET” and “Onsite\_ECARE”. Failure to do this before running the .msi installer will cause your existing shortcut to be deleted. Once the new shortcuts are installed you will want to rename them to something like “Hosted\_LTCNET” and “Hosted\_ECARE”**

- 1) Right click the .msi installer (LTC for desktops and laptops, Ecare for kiosks) given to you by AHT and select “Install”
- 2) Switch into another user account on the machine and verify that the LTC icon has been installed on the desktop.

- On each device LTC will be used at (logged in under a typical user account):
  - Test and verify install
    - 1) Double click LTC icon. If the “RemoteApp” window pops up, be sure the “Don’t ask me again...” check box is selected and click “Connect”.



- 2) The local machine will now establish a remote connection with the AHT Cloud Environment and within a couple of minutes the LTC login box should pop up. This will confirm that there is connectivity with the Cloud Servers.



- On each device LTC will be used at (logged in under a typical user account):
  - 3) Have a user log in to the LTC software. Once logged in they will need to test (1) printing to all printers and (2) exporting files. The LTC software accesses the local computer via the "T:\\" drive (The T:\ drive is redirected to the C:\ drive). This will confirm that all software functions are operating normally.
  - 4) After Printing and Exporting has been tested close LTC and log off the machine. Log back into the machine using a typical user then double click the LTC icon again. This time it should go straight to the LTC login screen.

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**The steps below will be completed ON "Go Live" day with the AHT Cloud Services Team**

*-If migrating data from an existing LTC installation*

- 1) Ask all users to exit LTC
- 2) Backup the database in SQL
- 3) Take the database "Offline" to ensure no users connect to it during the migration
- 4) Transfer the database to AHT using FileZilla client. Settings will be given over the phone
- 5) The AHT Cloud Services Engineer will restore the SQL database into the Cloud Environment
- 6) Once restored and tested remotely, the local IT administrator will test devices and remove the old LTC icons/software.

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**If there are any problems or questions during the setup process please contact AHT for support.**