



From the desk of Karen Walters, D.C.

ECLIPSE EHR Solutions · Weeki Wachee · Florida · 34614
352.488.0081 · www.INeedECLIPSE.com

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Is your Windows system affecting ECLIPSE performance?

Last week, an office commented in an online post about how long it was taking to run A/R reports and do billing. Unfortunately, they never mentioned these problems during their conversations with Help Desk personnel! Perhaps they thought this was normal?

A/R reports should take minutes! As should your billing run! If your reports are taking longer, realize that there may be ways to markedly improve performance bottlenecks in Windows that can occur as you install Windows security updates, malware protection, and other items that seemingly have no relation to ECLIPSE. As an example, we have dealt with daily calls (since January 2020) from offices that use Kaspersky cybersecurity software — which seems to block basic functions like copying files as you attempt to import ECLIPSE documents!

Anyhow, before we move off on a tangent, if you want to [sometimes drastically] improve ECLIPSE performance, consider the following:

- Switch to a Client/Server version of ECLIPSE. You can read more about Client/Server by visiting our Knowledge Base (select **Knowledge base** from your ECLIPSE **Help | Online help options** menu) and reviewing the **FAQ** article titled *Why should I consider a Client/Server version of ECLIPSE?* The technology eliminates many [newer] internal Windows “features” that can negatively impact performance. Contact the Help Desk to discuss using a FairCom server demo/trial copy in *your* office with *your* data.
- Ensure your computer network uses Gigabit Ethernet (not antiquated 10/100 Ethernet) end to end. The technology is now at least 20 years old! Commercial switches & routers cost under \$200.
- If you use wireless technology, make sure you have excellent signal strength & throughput — and don't use it to run long reports! As an example, if we copy our data to a laptop over our wired connection, it takes 3 about minutes. The same copy operation over our state-of-the-art wireless connection takes about 30 minutes!

Calling the Help Desk

Since January, several of you have approached us at shows to tell us you hang up after learning there are calls ahead of you in the queue. If there are (as one example provided by you) 15 calls ahead of you, that means you might speak with someone within a few minutes. Our Help Desk is well-staffed with average wait times well under 10 minutes! *Ideally, when there is a wait time, let the system call you back!* To receive a callback, simply leave a complete 10 digit phone # with area code. The message repeats periodically & provides a choice to continue holding or receive an automated callback.

Sincerely,

Karen Walters, D.C.

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