

# 1. Creating CRT and Port in STAR – Little Rock

<b>PROCEDURE SUBJECT:</b>	<b>EFFECTIVE DATE:</b> 01/01/2013
Creating CRT and Port in STAR – Little Rock	<b>REVIEW BY:</b> 01/01/2016
	<b>SECTION:</b> Communications Support
	<b>SUPERSEDES:</b> None
	<b>CODE:</b> COM101

## 1.1 Purpose

This process details how to build a CRT and create Port in STAR for Little Rock.

## 1.2 STAR.DAT Map Table

Little Rock STAR server uses the **Denver STAR.dat** map table. The only users at Little Rock that will not be included in the STAR map table will be those users that carry a CRT and offsite staff such as coders, billers, Legacy STAR team and collectors.

**Note:** Before adding anything to the STAR.dat table, create a copy of the table first! After you make the copy, rename it using the copy of the STAR.dat table your initials and date (copy of STAR ck040113.dat). There is always a chance of error or losing a connection that could corrupt the current STAR.dat table and you may restore the STAR.dat table from the previous copy. Also put in Port # sequence order - not PC name or anything else (column 2) in STAR.dat table.

The path to the STAR.dat table is:

- **\\CHI.catholichealth.net\Denver\Citrix\App Files\LittleRockSTAR.**

Everyone on the McKesson STAR team should have access to this table. If you do not, please contact your supervisor.

## 1.3 STAR User Scenarios

This section details various scenarios you may encounter and each have a different solution with which to follow.

### 1.3.1 Scenario One: New PC

If the user calls in and does not have a PC previously built in the Port table, create a new CRT only and a virtual port # beginning with the next 5000. Once the 5000 numbers are used then proceed with 6000 numbers. Skip 7000 numbers as McKesson has reported issues with those numbers.

**Note:** Radiology PCs are built differently; refer to Section 1.4.1, Scenario Two: Radiology PC Set Up, on page 3.

1. Search the STAR.dat table and make sure the PC name and/or the Port number does not exist.

**Note:** Duplicate numbers in the STAR.dat table cause multiple errors with users not being able to login to STAR.

2. Locate the next port number available in the STAR.dat table in the sequence of 5000 numbers (virtual port #s).
3. Add the **PC name** (not case sensitive).
4. Add a **comma (,)**.
5. Add the **new port number** in the STAR.dat table (make sure you have made a copy of STAR.dat table!).

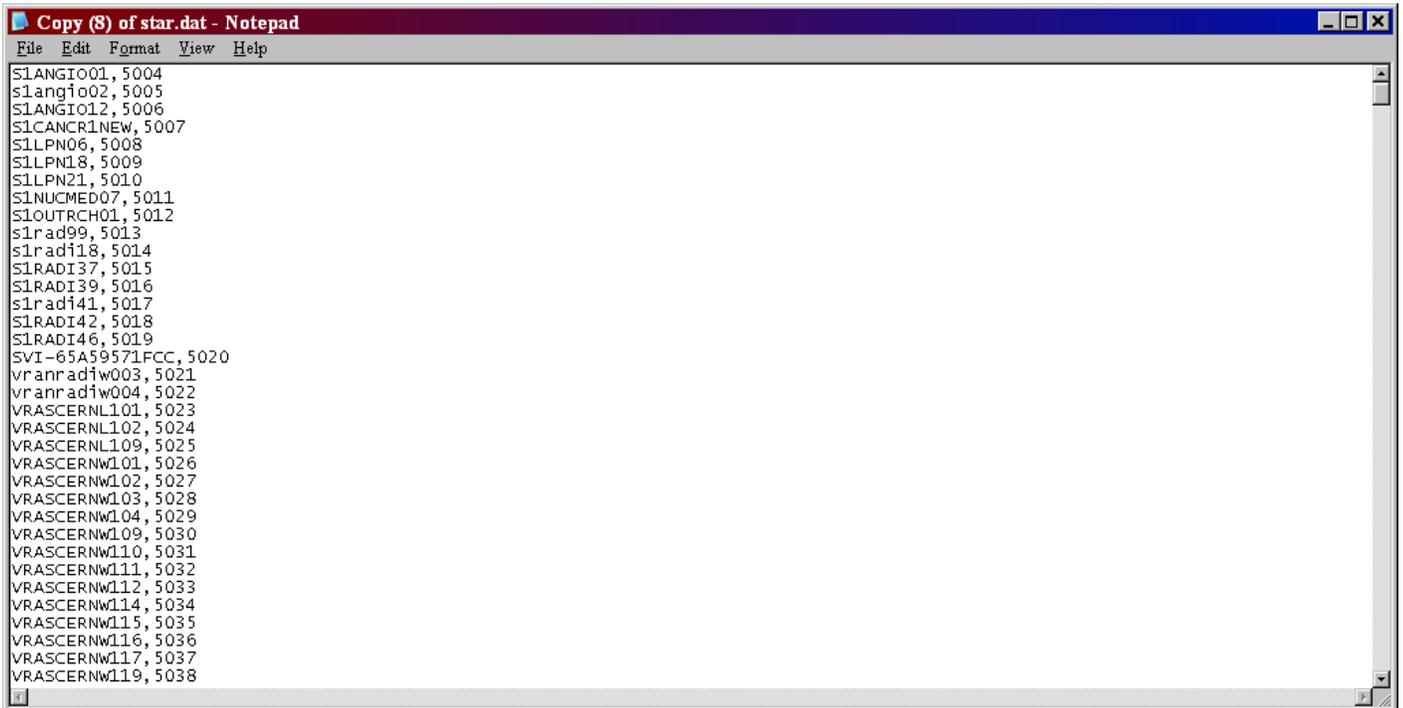


Figure 1. STAR.dat

6. **Save** the STAR.dat table.
7. Open the **STAR CRT table** and create a new CRT for the workstation.

**Note:** If a CRT to mirror was not provided in the ticket, acquire one before creating a new CRT. When creating a new CRT, please try to stay within the Little Rock naming conventions guidelines of creating a CRT name that is meaningful to the department. We set up a CRT same as we always did with the exception of field 4 – Port # or PC Name – type: selitsctx01;Port #.

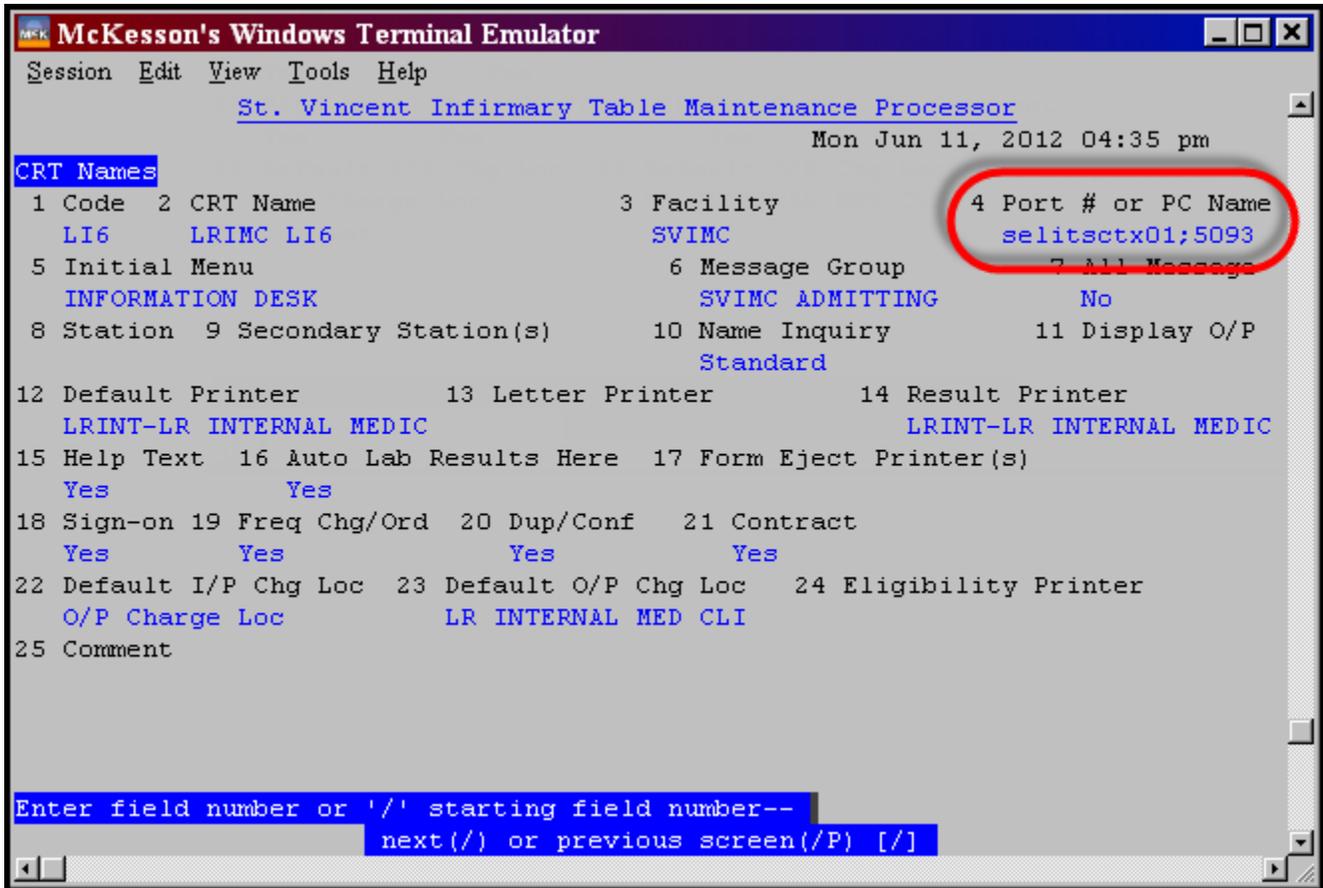


Figure 2. Port # or PC Name

## 1.4 Testing the PC

This section details testing the PC.

### 1.4.1 Scenario Two: Radiology PC Set Up

1. When a new PC is needed to be built in STAR for Radiology areas, the only thing you have to do is create a Citrix port in the star.dat table with the PC name and a 5000 number Citrix port. You do not have to create a new CRT as Radiology staff carry their CRTs.

## 1.4.2 Scenario Three: Removing or Repairing a Computer

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You will receive a ticket from Client Computing when removing or replacing a PC.

1. When we get a ticket that a PC is being removed from service then you need to remove the information from the STAR.dat table and from the CRT table (file as deleted) and Port table (if a port exists) in STAR.
2. When a PC is being replaced:
  - a. **Delete** the **port** from the STAR port table.
  - b. Enter **selitsctx01;port # in** the CRT field 4 (Port # or PC Name). If there is an existing port # plus 6000 use that and do not change to a 5000#.
  - c. Modify the STAR.dat table column one by replacing the port # with the name of the PC. (See scenario two).
3. Little Rock is currently doing PC refresh and Client Computing has been asked to submit a Remedy ticket to the McKesson STAR team in advance so that we can coordinate the time when the PC is implemented and the time the STAR.dat table is updated. If we update the STAR.dat table before the PC is in place, we will break the current PC connection.

## 1.4.3 Other Notes

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1. Little Rock users have an icon on their desktop – **System Information** – this will give you the name of the PC and the Citrix port number.
2. Sometimes you will get a user that consistently needs you to zap their jobs. A couple of things to do is:
  - a. Have the Little Rock server team rebuild the Citrix profile for the device. (Each device in Little Rock has an auto login into Citrix. It is different from Tacoma where the user has to log into Citrix).
  - b. Have Client Computing confirm, that the device is the **only** device on the network with the PC name and/or IP. It is completely possible to have two devices on the network with the same name and IP.
3. If there are still issues with the PC logging into STAR and everything is set up correctly, have Client Computing rebuild the **tsprofile**.
4. Radiology PCs **do not need a CRT built**. Users carry their CRTs and you only have to build the PC in the star.dat table.