

Informatica Server Guidelines

In order for the data processing on the Informatica server to be as efficient as possible please ensure your practice is following the guidelines below:-

1) Never switch off or log off the Informatica server (server should be logged into Windows at all times and the only exception should be for a reboot).

Note: if you're unsure which PC is your Informatica server you can check this by:-

- Log into Informatica on a PC
- Click on About on the left hand side
- Make a note of the database server name - this is your Informatica server

2) The Informatica Agent should be running at all times on the Informatica server, this is a blue cog wheel found in the system tray on the far right.

Note: you may need to click on the up arrow head (show hidden icons) to see the blue cog wheel.

If you see a system message advising that the Informatica Agent is not running you can restart this by completing the following on Informatica server:-

- Click on Start (Windows icon)
- Click on All Programs
- Click on Startup
- Click on Informatica Agent
- This should start the Informatica Agent (blue cog wheel)

Note: if the Informatica agent is not running on the server, Informatica is unable to process your data.

2) If other users 'dial in' to the server 'out of hours', they must ensure that, when they disconnect, they do not leave the Informatica server logged out of Windows as this will stop the Informatica Agent process from running

3) Ensure you are running the latest available version of Informatica; to check this:-

- Log into Informatica
- Click on Settings (on the left)
- Click on Registration (on the right)
- Look at the 'Current version' and 'Available version' fields.

If a later version is available in the 'Available version' field you should make arrangements to run the upgrade on the Informatica server when users are logged out.

Switching the Informatica server machine off, or it being logged off the network, will impact the data flow and prevent the clinical data being referenced by your Informatica products.