Medtronic

System Administration Guide

CareLink® Pro

THERAPY MANAGEMENT SOFTWARE FOR DIABETES

Accessing data files

CareLink Pro stores user and device data in a central data file **(carelink.cldb)** and an associated license file **(carelink.lic)**. The size of the data file is initially 15 MB, but it can expand to as much as 2 GB of disk space depending on the number of patient records and the amount of data associated with each record.

If you want to install CareLink Pro on multiple computers that will access the same data, you must place the database in a shared location:

    a. During the initial installation, create a folder that **all** the respective computers can access such as on a network drive. Make sure this folder has plenty of available disk space (4 GB of disk space recommended).

    NOTE: If you create a new data folder during installation, it will be created with **unrestricted user privileges**. If you wish to limit access to this folder, create a user group for your CareLink Pro users. Then change access permissions to the data folder for this new user group.

    b. During subsequent installations, choose **"Connect to an existing Medtronic CareLink Pro database,"** and select the database you created in the **initial** installation.

User privileges

CareLink Pro requires administrative rights to install, but a user with a restricted account can run the application.

If the users in your clinic have restricted accounts, make sure they have permissions to do the following:

- Running .NET applications
- Creating, reading, writing, and saving files in the data folder
- Accessing the Internet (for synchronizing patient data with CareLink Personal and receiving automatic updates)
- Opening serial and USB ports (to read devices)
- Printing (if they need to print reports)

Firewall configuration

If your network uses a firewall, be aware that:

- All communications between CareLink Pro and CareLink Personal are initiated by the CareLink Pro software and use HTTP/S.
- Permissions should be granted to the application for outbound connections on ports 80 and 443 to both of these servers:
  - carelink.minimed.com
  - clpro.medtronicdiabetes.com

Monitoring access to patient records

To keep track of user access to patient records, CareLink Pro can generate an **Access Log File**. To utilize this feature, users must log into their own individual Windows accounts. This file can be exported as a comma-separated-values file by following these steps:

a. Select **Tools > Export Access Log** on the CareLink Pro menu.
b. Select a location and create a name for the Access Log File.
c. Click the **Save** button.

Applying software updates

It is highly recommended that users have the latest version of CareLink Pro. Updated versions of the software are available

periodically, and may contain important enhancements. Users have the option to be automatically notified when updates are available (default setting) and to manually check for updates.

- If the user has chosen to receive automatic update notifications, CareLink Pro will check for updates every 4 hours.

To install these updates administrator privileges are required. Users will be notified to contact their administrator if they do not have sufficient privileges.

Backing up and restoring the database

CareLink Pro stores all patient-related information in a central database file and maintains a matching license file that contains file access information.

Users can perform **backups** of database files. They can also **restore** the system from a database backup. To maintain data integrity, both operations require that no other users have access to the system while the operations take place.

Warning: A restore operation resets the database to the same conditions it was in when the selected backup was performed. This means that any data added between that backup operation and a restore is lost.

To perform a backup:
a. Select **Tools > Backup Database**.
b. Select a location to store the backup file.
c. Click **Save**.
d. A dialog box will appear when the backup is complete. Click **OK**. The backup file can then be copied to a tape or CD.

To perform a restore:
a. Select **Tools > Restore Database**.
b. From the dialog box, select the backup file you want to restore.
c. Click **Open**.
d. A dialog box will appear when the restore is complete. Click **OK**.

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