



Subject

Community Referral Network

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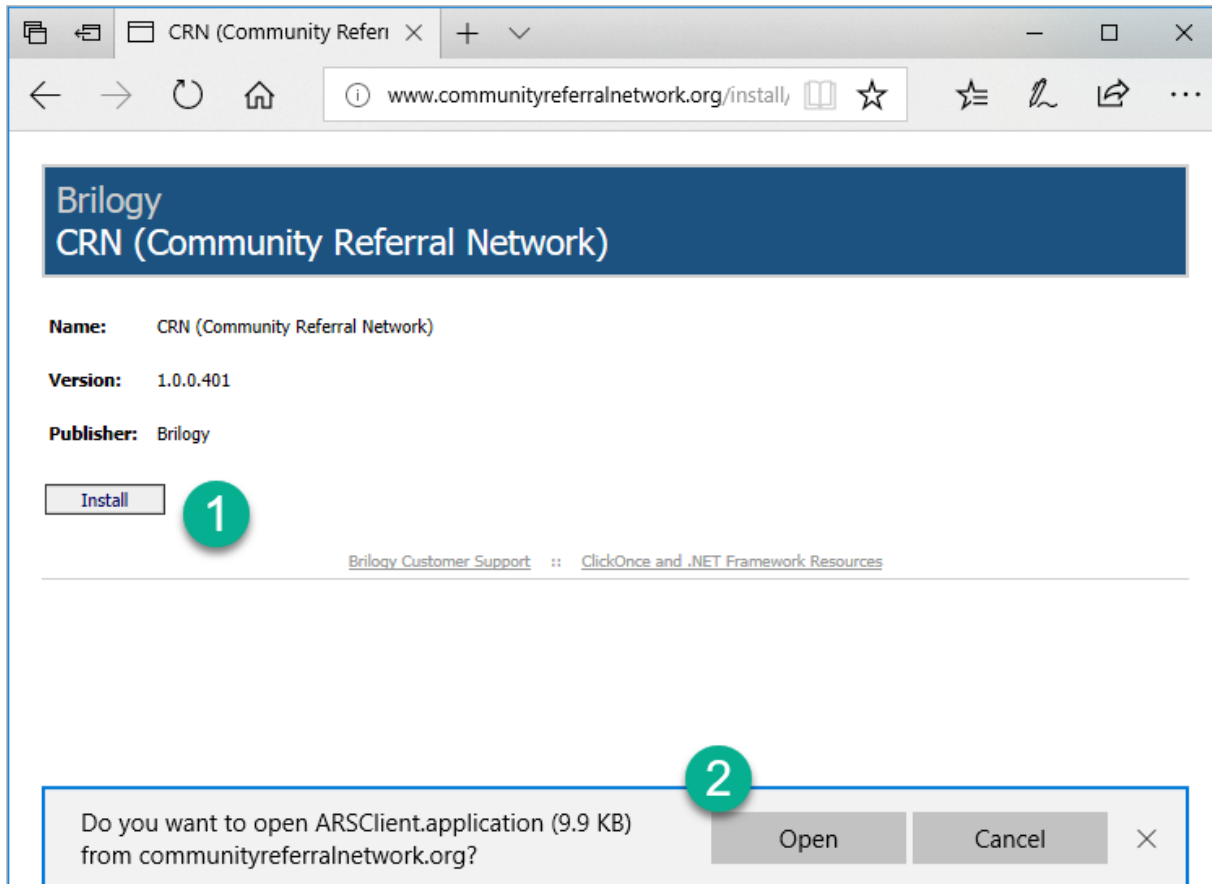


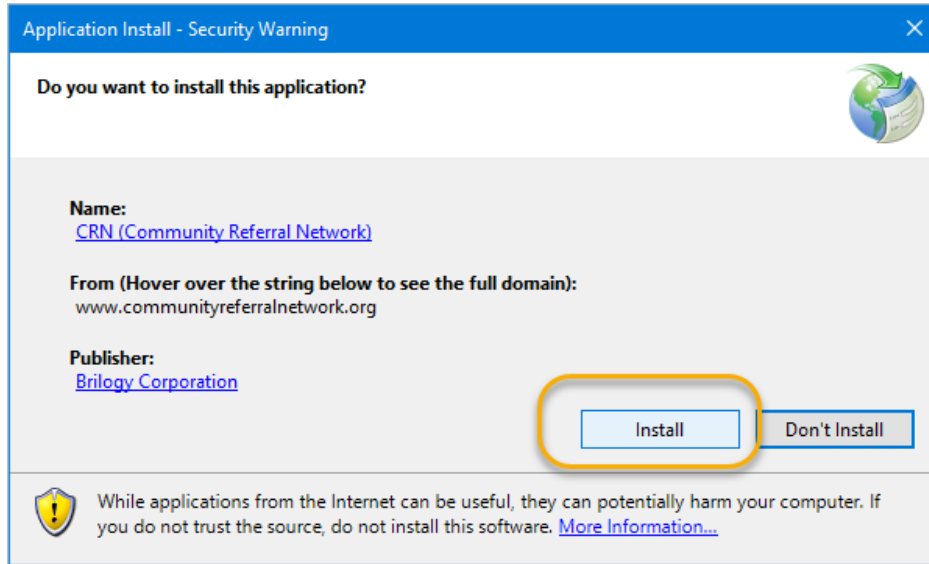
Step by step install

This document illustrates the installation of the Community Referral Network on a Windows 10 computer, running the EDGE browser.

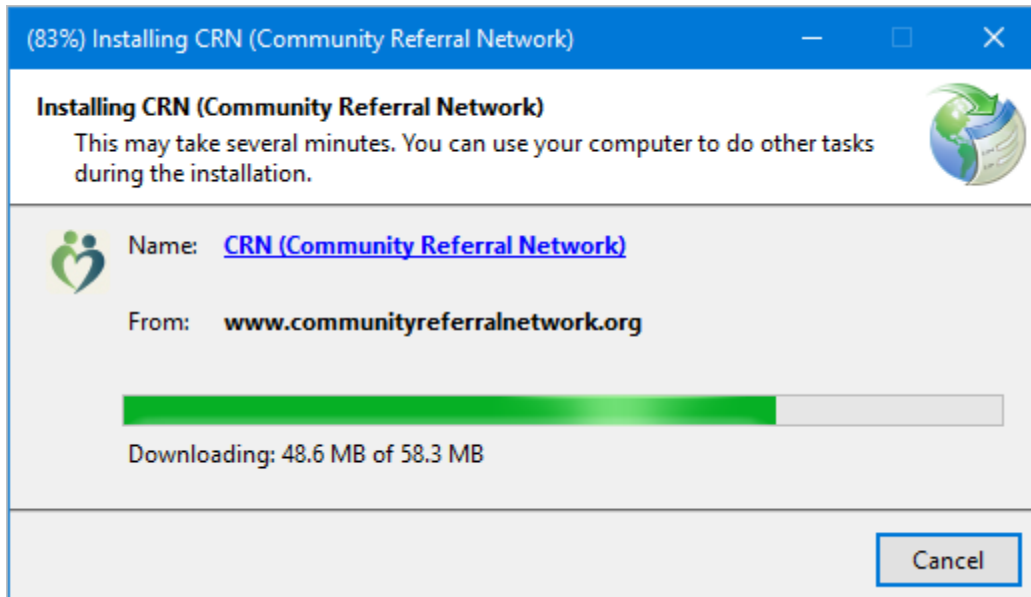
- **Browse to** <http://www.CommunityReferralNetwork.org/install/>

** While any browser can be used to install the app, Microsoft's browser tends to be more user friendly.





The app download begins.
Speed will vary depending on your internet connection,
but should not be more than a couple of minutes.





Enter the **Login and Password** provided by your facility administrator

ARS Login - Build 1.0.6556.25386

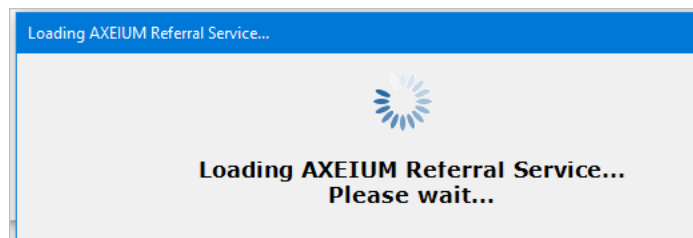
Innovation and Tools to Improve the Referral Process
Community Referral Network

Login:

Password:

Logon

Advanced ...



AXEIUM Referral Service - Build 1.0.6761.30979 User - ADMIN - Remote ARS

Main Menu Home

Referrals

Create Referral

Outbound Referrals

1
2

Outbound Priority

Community Referral Network

Today is Friday, July 6, 2018 5:31:21 PM

Today's Information

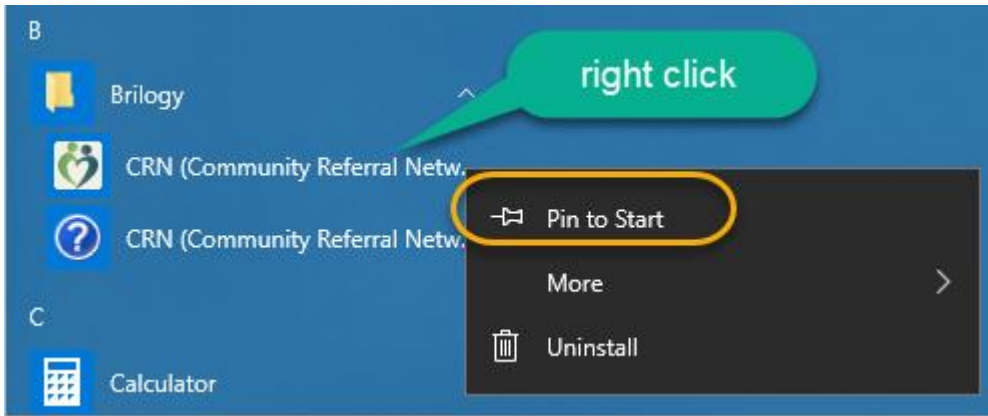
quantity and selection of menu items is based on your user role



Install Notes

The App is stored under **ALL Programs, Brilogy, Community Referral Network**

To make it more convenient to run the program, navigate to the app via the menu, then **right click** to display the context menu, then (left) click **Pin to Start (Menu)**

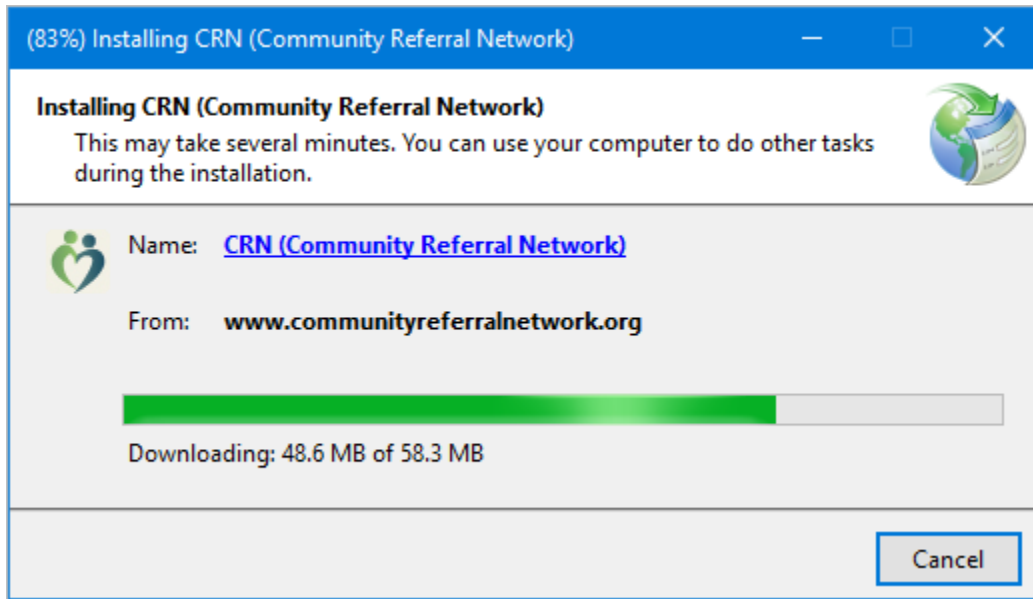
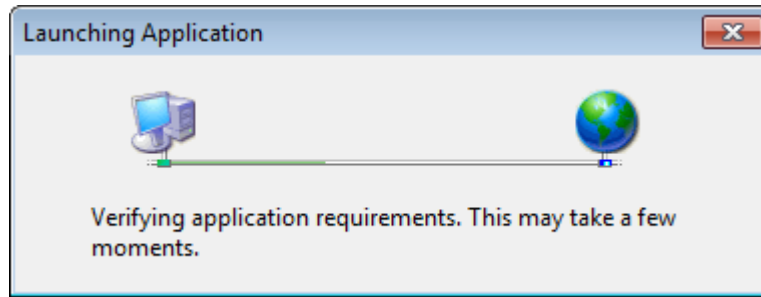




Automatic Updates

Each time you launch the App it will check for updates.
If an update is found, it will be automatically installed.
There is no user interaction.

As these are incremental updates, they tend to run very quickly.



Support

Please email support@brilogy.com with any questions or comments..



Troubleshooting

▪ w10 Cannot Deploy using Domain Admin Account

Problem:

Download completes, but install does not run

Resolution:

Login as User, and install under User Account.

▪ w10 The App You Are Trying To Install Isn't A Verified App From Store

Problem:

A warning dialog pops-up stating the following statement, with two options of "Get apps from Store" and "Install anyway".

Resolution:

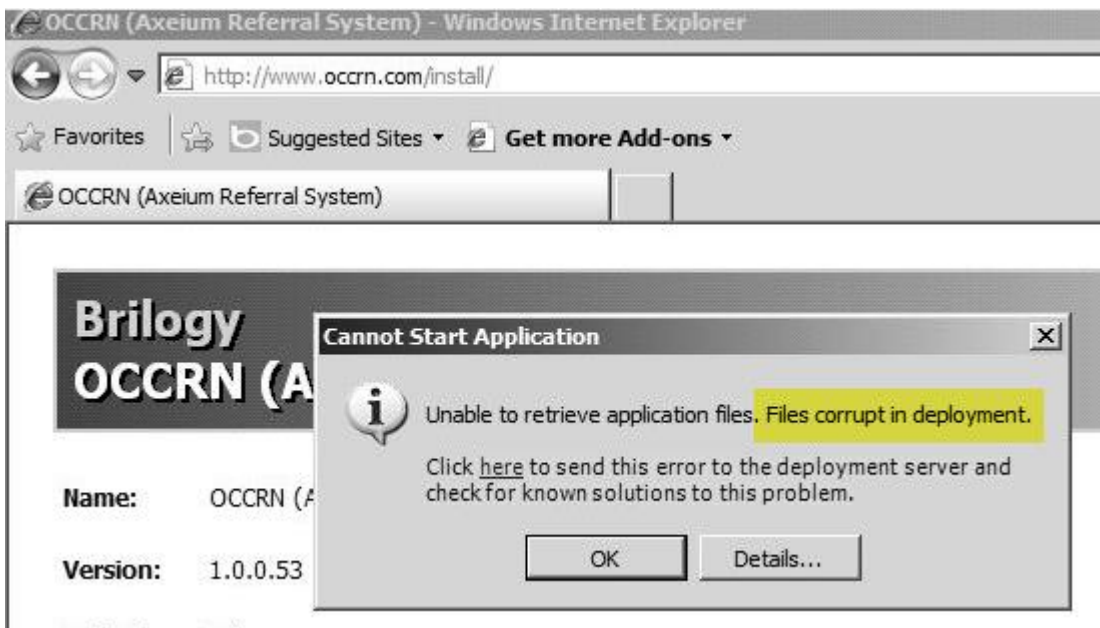
Click Install Anyway.

▪ Cannot Start Application ... Files corrupt in deployment

Problem:

Reported by customers running **SonicWall Gateway Firewall**

Your firewall lists 198.11.204.10 or a 198.11.195.xxx address in CIDR 198.11.195.128/29, as the source and the internal RDS server as the destination creating a false positive.





Firewall log example (at time of screen capture 50.97.230.243 was the app gateway)

14	01/07/2014 11:29:46.624	Alert	Security Services	Gateway Anti-Virus Alert: Injector.AEC (Trojan) blocked	50.97.230.243, 80, X1	10.0.0.249, 61500, X0
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Resolution:

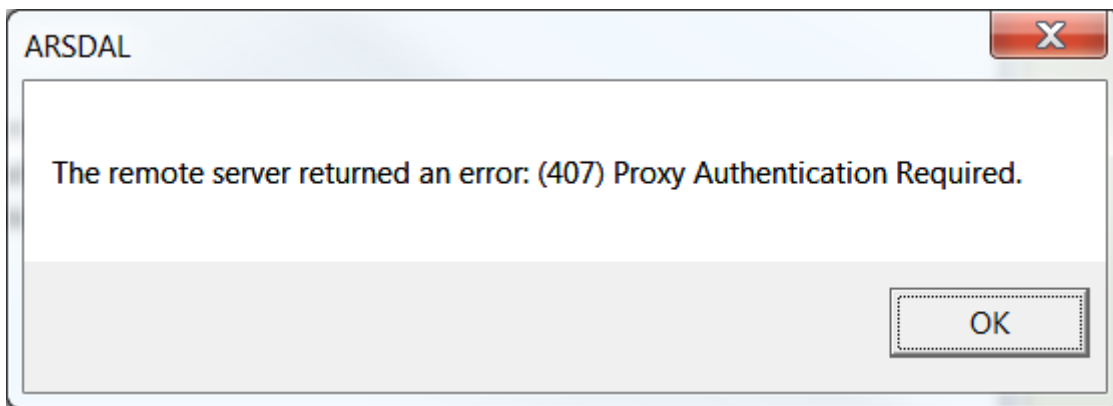
This is a *false positive*.

Add firewall exclusion for **CommunityReferralNetwork.org**, if possible, otherwise IP.

▪ **(407) Proxy Authentication Required**

Problem:

Client site is running proxy authentication, but app does not support



Resolution:

Request NOC support to add proxy exclusion for **CommunityReferralNetwork.org**

Change log

Ver	Date	Item	Description
1	10.30.13	document	original document
2	01.06.14	document	rewrite
3	01.22.14	Troubleshooting Section	add section for SonicWall Gateway Antivirus
4	09.11.14	revise screen shots	'untrusted app' no longer appears now that code is signed
5	07.21.17	Update Troubleshooting	add w10 domain admin install note
6	12.08.17	Update splash screen	capture branding change from OCCRN to CRN
7	03.20.18	Update URL	change occrn.com to CommunityReferralNetwork.org
8	07.05.18	Change host IP	public gateway changed from or 50.97.230.243 to 198.11.204.10, with additional public IPs possible in CIDR 198.11.195.128/29 (./install hosted at 198.11.195.130)
9	07.06.18	Windows 10	screen shots updated to w10
10	08.19.19	Windows 10	document app not from Microsoft store warning message