toxiCALL® 4 and Micromedex® InTRAnet Installation Considerations

toxiCALL® 4 Common Questions · https://toxicalldemo.com/docs/tox4/toxicall-4-and-micromedex-intranet-installation-considerations/

We are occasionally contacted by clients installing and testing the Micromedex® InTRAnet Web Service who encounter login pages, errors, or an inability to download product information when performing a test search.

In most cases, the source of the problem was found to be the InTRAnet installation NOT containing a user account and password matching the username and password provided by Micromedex® for accessing the Internet version.

Based on the InTRAnet installation documentation released by Micromedex®, we advise you try to perform the following steps as a possible solution:

1. Open a web browser on the workstation/server where the InTRAnet installation resides.
2. Enter the address "http:\\<server name>"
3. You will likely be presented with a Micromedex® login page, where you will enter the username "ADMIN" and the password "SECRET".
4. If you are not presented with a login screen, select the option to log out and re-log in using the credentials provided above.
5. You should now see a "Micromedex®" button and a "System Management Tool" button.
6. Select the "System Management Tool" button.
7. Select the "Users" tab and select "Add User".
8. Enter the "UserID" and "Password" provided to you by Micromedex®.
9. Save the changes.
10. Return to the toxiCALL® workstation where you are performing testing and close all open browser windows and restart toxiCALL®.

11. Perform a test lookup utilizing the "InTRAnet" lookup option.
12. You should now see a list of products just as you would with the "Internet" version.

Note: This post has been copied from our deprecated discussion forums.

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