

# Installing the IDEXX **InterLink\*** Application

## Step 1: Install the application

- a. Verify your computer is running:
  - Windows\* XP
  - Windows\* 7 (32-bit or 64-bit)
  - Windows Server\* 2003
- b. Double-click **InterLink 2.0.1\_setup.exe**.
- c. Install Microsoft Visual C++, if prompted.
- d. Click **Next**.
- e. Select the **I accept the terms in the license agreement** option and then click **Next**.
- f. If you want to change the default location where IDEXX InterLink\* is installed, click **Change** and browse to select an alternate destination. Then, click **Next**.
- g. If you want IDEXX InterLink to integrate with the IDEXX VetLab\* Station:
  - i. Select **Yes**.
  - ii. Select **Auto-detect** to enable an automated discovery process between IDEXX InterLink and the IDEXX VetLab Station.
    - OR
    - iii. Type the name (12 characters or fewer) that you'd like to display on the practice management system icon on the IDEXX VetLab Station Home screen. The default name is "InterLink."
    - iv. Click **Next**.
    - v. If you want to change the default location where work requests are stored, click **Change** and browse to select an alternate destination. Then, click **Next**.
    - vi. If your practice management system uses PDF reports and you want to change the default location where IDEXX InterLink PDF reports are saved, click **Change** and browse to select an alternate destination. Then, click **Next**.
- vii. If your practice management system uses XML data files and you want to change the default location where IDEXX InterLink XML data files are stored, click **Change** and browse to select an alternate destination. Then, click **Next**.
  - OR
  - If you do not want IDEXX InterLink to integrate with the IDEXX VetLab Station, select **No** and click **Next**.
- h. Click **Install**.
- i. Once the IDEXX InterLink Application has been installed successfully, ensure the **Launch IDEXX InterLink** check box is selected and then click **Finish**.
- j. If you receive a message indicating that Windows\* Firewall has blocked some features of this program, select the **Private networks, such as my home or work network** and **Public networks, such as those in airports and coffee shops** check boxes and then tap **Allow Access**.

## Step 2: Adjust the IDEXX VetLab\* Station Settings

- a. Click the **IDEXX VetLab Station** tab in the IDEXX InterLink Application.
- b. Select the desired connection status:
  - Select **On (Auto-Detect)** to enable an automated discovery process between IDEXX InterLink and the IDEXX VetLab Station. This is the default option.
  - Select **On (Manual)** to enable a configurable discovery process between IDEXX InterLink and the IDEXX VetLab Station.

**Note:** If you select this option, you must enter the IP address of the computer running IDEXX InterLink. To find the IP address, tap **Settings** on the IDEXX VetLab Station Home screen and then tap the **Practice Management** tab.
  - Select **Disable** to disable the connection between the IDEXX VetLab Station and IDEXX InterLink. By disabling the connection, IDEXX VetLab Station results will not be transferred to the practice management system.
- c. Enter the name of your practice management system in the Integration Name text box.

**Note:** The name is displayed on the practice management system icon on the IDEXX VetLab Station Home screen.
- d. If you want to modify where the PDF reports are saved for IDEXX InterLink, click **Browse** and select the desired folder.

**Note:** Ensure that PDF transmission is enabled on the IDEXX VetLab Station
- e. *If you want to parse the XML data so that it can be stored in the practice management system database, select **Yes** next to Save XML Messages. If you want to modify where the XML files are saved, click **Browse** and select the desired folder.*
  - OR
  - If you do not want to parse the XML data, select **No** next to Save XML Messages.*
- f. *If you want to have IDEXX InterLink search the Requests folder (populated by the practice management system folder) for patient information that could be sent to the IDEXX VetLab Station, select **Yes** next to Send Work Request/Census Messages. If you want to modify where the requests/messages are retrieved, click **Browse** and select the desired folder.*
  - OR
  - If you do not want patient information to be sent from the practice management system to the IDEXX VetLab Station, select **No** next to Send Work Request/Census Messages.*
- g. Click **Apply Changes** to save the changes.

## Step 3: Adjust the IDEXX Reference Laboratories Settings

**Important: The IDEXX Reference Laboratories Settings tab is not currently available in all countries.**

- a. Click the **IDEXX Reference Laboratories** tab in the IDEXX InterLink Application.
- b. Select the desired connection status:
  - Select **Enabled** to enable results and/or reports to be downloaded automatically from IDEXX Reference Laboratories.  
**Note:** In order to enable the connection status, you'll need to obtain a user name and password from IDEXX Reference Laboratories Customer Support.
  - Select **Disabled** to disable IDEXX Reference Laboratories integration with IDEXX InterLink. When this option is selected, all of the other features on the IDEXX Reference Laboratories tab are disabled.
- c. Next to Download Results Ordered Since, click the calendar icon to select the start day from which you want to obtain results. All results released after the start date will be downloaded.
- d. Regarding PDF messages:
  - Select **On (Final only)** next to Save PDF Messages to wait to save the PDF message until all results from each requisition have been completed. If you want to modify where the PDF files are saved, click **Browse** and select the desired folder.
  - Select **On (Partial and Final)** next to Save PDF Messages to save the PDF message each time any new results information is available for a requisition, regardless of whether all results have been completed. If you want to modify where the PDF files are saved, click **Browse** and select the desired folder.
  - Select **Off** next to Save PDF Messages if you do not want to save PDF reports.
- e. Regarding XML messages:
  - Select **On (Final only)** next to Save XML Messages to wait to save the XML data until all results from each requisition have been completed. If you want to modify where the XML files are saved, click **Browse** and select the desired folder.
  - Select **On (Partial and Final)** next to Save XML Messages to save the XML data as each portion of the requisition is completed. If you want to modify where the XML files are saved, click **Browse** and select the desired folder.
  - Select **Off** next to Save XML Messages if you do not want to parse the XML data.
- f. If you want to check for new results that have not been downloaded yet, click **Check for New Results**.
- g. Click **Apply Changes** to save the changes.

## Step 4: Adjust File Name Conventions for PDF/XML Files

Modifying the file naming of the PDF and/or XML files can be helpful when you want to search by a doctor, a patient name, etc.

**IMPORTANT: Some practice management systems require very specific file naming conventions.**

- a. Click the **File Names** tab in the IDEXX InterLink Application.
- b. If you want to change the file name convention for PDF files, in the IDEXX VetLab Station group box, click inside of the Naming for PDF text box and then:
  - i. Delete the existing data components, if desired.
  - ii. Click the applicable button(s) at the bottom of the screen for the data that you want to include in the file name. For example, if you want the client's last name to display first in the file name, click the **Client's Last Name** button.  
**Notes:**
    - Not all of the buttons are available for selection.
    - Underscores will not automatically populate. If they are needed, they will need to be entered manually.
  - iii. If you want particular text to always display in the file name, enter the text in the text box. For example, if you want to import data files that start with the letter "V," type the letter **V** into the text box.
- c. If you want to change the file name convention for XML files, in the IDEXX VetLab Station group box, click inside of the Naming for XML text box and then follow step b.
- d. Repeat steps b and c for the IDEXX Reference Laboratories group box.
- e. Click **Apply Changes** to save the changes.

## Step 5: Determine Your Connection Status

Unless you've "quit" the application, the IDEXX InterLink icon should display in the notification area at the far right of the taskbar (with the clock and calendar). If the icon is not displaying, click the up arrow icon to expand your view to show hidden icons. You can hover over the icon to see the status of each connection. The color of the icon will vary depending on your connection status:



Connected (green)



Disconnected (yellow)



Alert (red)



Disabled (gray)

## Step 6: Modify the Practice Management Settings on the IDEXX VetLab Station

- a. Tap **Settings** on the IDEXX VetLab Station Home screen.
- b. Tap the **Practice Management** tab.
- c. Tap **Other** and then tap **Network Connection**.
- d. Tap **Configure**.
- e. If your practice has a dynamic network, tap **Auto-Connect**.  
OR  
If your practice has a static network, tap **Manual**.
- f. Enter the **Integration Name** selected in step 2c (it must match exactly).
- g. Tap **OK**. It may take up to 5 minutes for the icon to display on the IDEXX VetLab Station Home screen.

## Troubleshooting and Other Tips

### Troubleshooting Your Network Connection

If you are experiencing a connection issue and want to verify your network connection information, click the **Manage Connections** tab. The connection information is listed on the left side of the screen.

### Troubleshooting Other Problems

When the IDEXX VetLab Station or IDEXX Reference Laboratories connection is in an alert/red state, an information area displays on the Manage Connections tab, providing helpful information for resolving the issue. Just follow the on-screen instructions to resolve the problem.

**Note:** The information area of the Manage Connections tab does not display when the IDEXX VetLab Station and/or IDEXX Reference Laboratories connection(s) are green/connected.

### Opening the Application

By default, the IDEXX InterLink Application opens automatically each time someone logs into the computer. If you want to view the interface so that you can modify the settings, follow the steps below.

#### If the IDEXX InterLink icon is in the notification area:


Double-click the InterLink icon in the notification area.

#### If the icon is not in your notification area:

1. Click **Start**.
2. Click **All Programs**.
3. Click **IDEXX** and then click the **InterLink** folder.
4. Click **IDEXX InterLink**.
5. Double-click the IDEXX InterLink icon in the notification area.

### Closing the Application

You can close the application two different ways:

- Click the **Close** button at the bottom of the IDEXX InterLink Application screen.
- Click the **Close** button () in the top-right corner of the dialog box. The IDEXX InterLink icon remains in the notification area.

**Note:** Closing the application does not terminate the process/connection.

### Quitting the Application

To quit the application:

- Click the **Quit** button on the bottom of the screen and then click **Yes** to confirm.
- Right-click the IDEXX InterLink icon in the notification area and click **Exit**.

Quitting the application removes the IDEXX InterLink icon from the notification area.

### IDEXX Technical Support

U.S./Canada/Latin America 1-800-248-2483  
idexx.com / idexx.ca / al.idexx.com

Europe 00800 1234 3399  
idexx.fr / idexx.es / idexx.de / idexx.it / idexx.co.uk

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