Using Helper with Windows 10

Table of Contents

Helper Main Screen Blurriness and Missing Minimized Ledgers 2
Helper Networked Mode Error DBISAM 11280 Solution 4
Windows Firewall 5

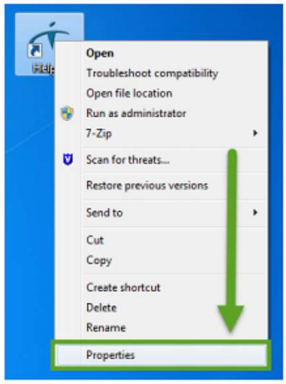
Netsmart
Helper

www.ntst.com
4950 College Boulevard
Overland Park, KS 66211
800.343.5737 | Fax: 888.965.4021
myaccount@helper.com

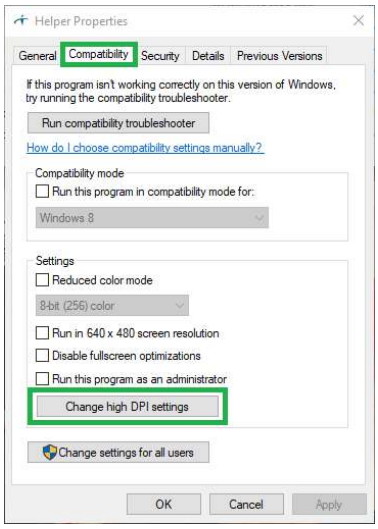
Helper Main Screen Blurriness and Missing Minimized Ledgers

After installing Windows 10 on your computer the main patient screen may be blurry. Additionally, the Scheduler, Transactions, Billing and other Windows may disappear one minimized. Please follow the instructions listed below to correct these issues.

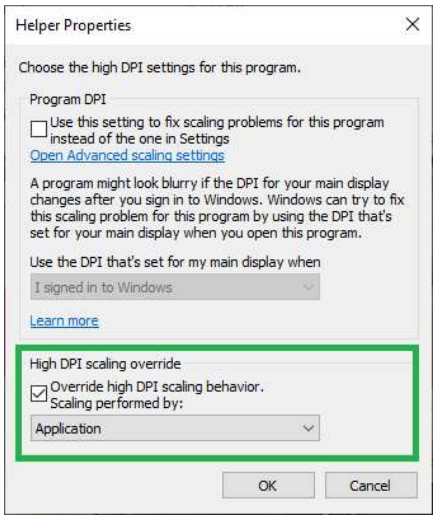
1. Right click on the Helper shortcut on your computer's desktop. Select the option for 'Properties'.



2. Click on the tab across the top entitled 'Compatibility'. Then click on 'Change High DPI Settings'.



3. Go to 'High DPI Scaling Override'. Check the box and select 'Application' from the dropdown. Click 'OK' then click 'OK' again to close out of the Helper Properties window.


Helper Properties
Choose the high DPI settings for this program.
Program DPI
Use this setting to fix scaling problems for this program instead of the one in Settings
Open Advanced scaling settings
A program might look blurry if the DPI for your main display changes after you sign in to Windows. Windows can try to fix this scaling problem for this program by using the DPI that's set for your main display when you open this program.
Use the DPI that's set for my main display when
I signed in to Windows
Learn more
High DPI scaling override
Override high DPI scaling behavior. Scaling performed by:
Application
OK
Cancel

Helper Networked Mode Error DBISAM 11280 Solution

As you may know, when networking the Helper system on multiple computers, you will be required to add firewall port exceptions to your Windows firewall. If you are using a third-party firewall and receiving the DBISAM 11280 error, you will need to work with the third-party firewall vendor to add the firewall port exceptions listed below. Adding these exceptions will allow a workstation computer to communicate with a properly networked server computer.

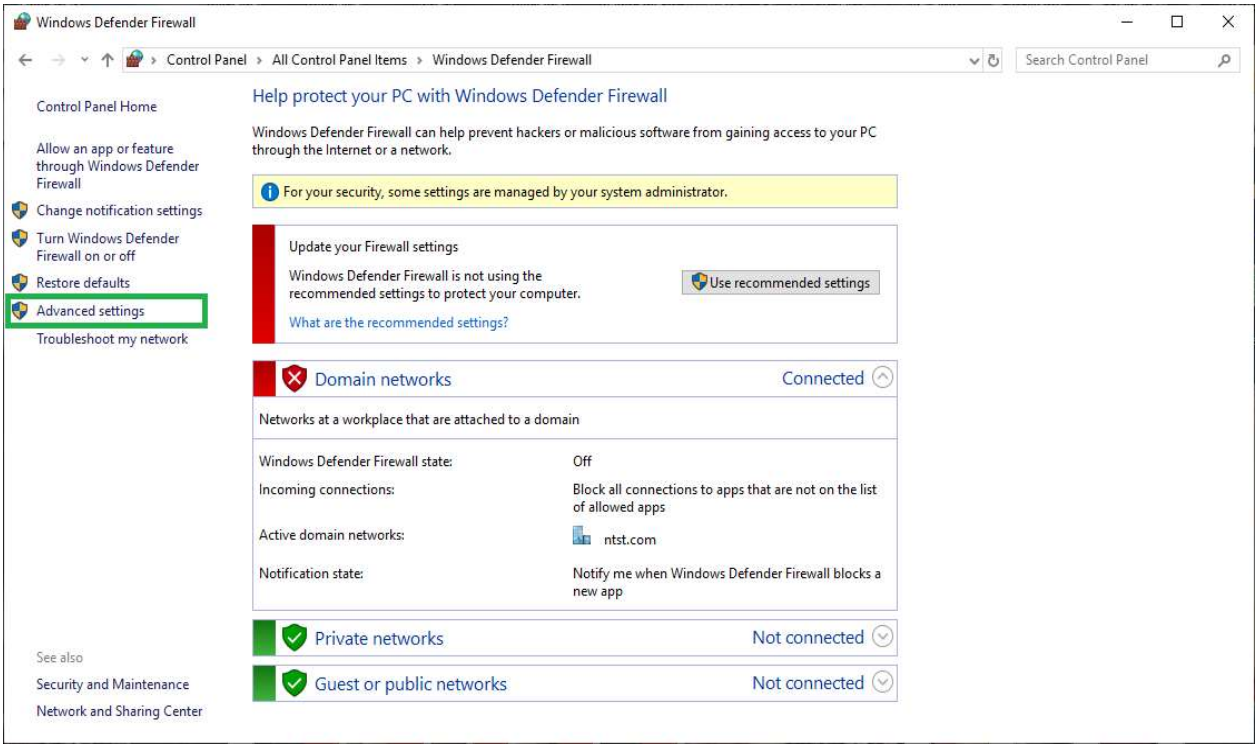
Note: When upgrading to Windows 10, the firewall port exceptions that have been previously entered for Helper will be automatically erased by the Windows upgrade process.

If these exceptions are not added, Helper will typically display a DBISAM 11280 error message stating that the database server could not be reached. The rest of this guide will explain how to typically correct this issue. The firewall ports must be added to the server computer only for the TCP inbound ports of **12005-12008**. Please see below for instructions on how to complete this in Windows 10.

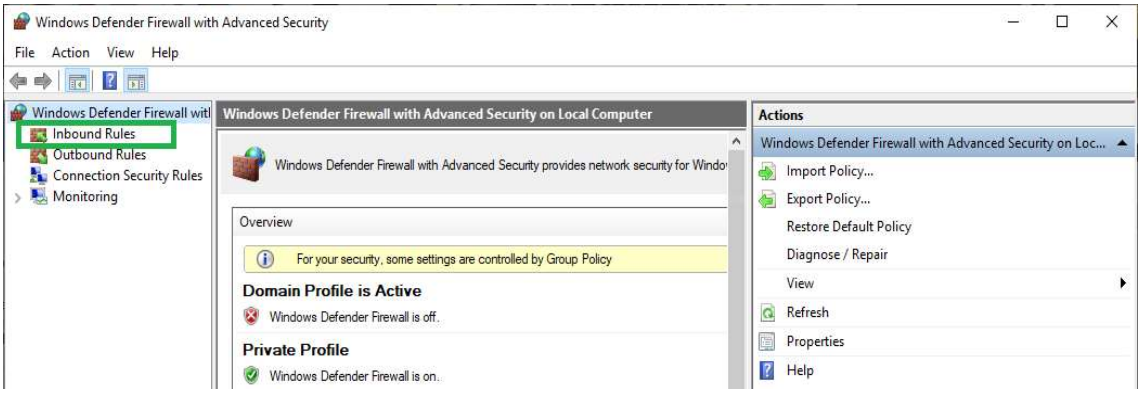
1. To open the Windows Firewall, click on the Start Menu and then click on Settings.
2. To search for Windows Firewall, use the search box at the top of the screen and search for 'Windows Firewall'.
3. Click on the option for 'Windows Firewall' or 'Windows Defender Firewall' to open the Windows Firewall program.

Windows Firewall

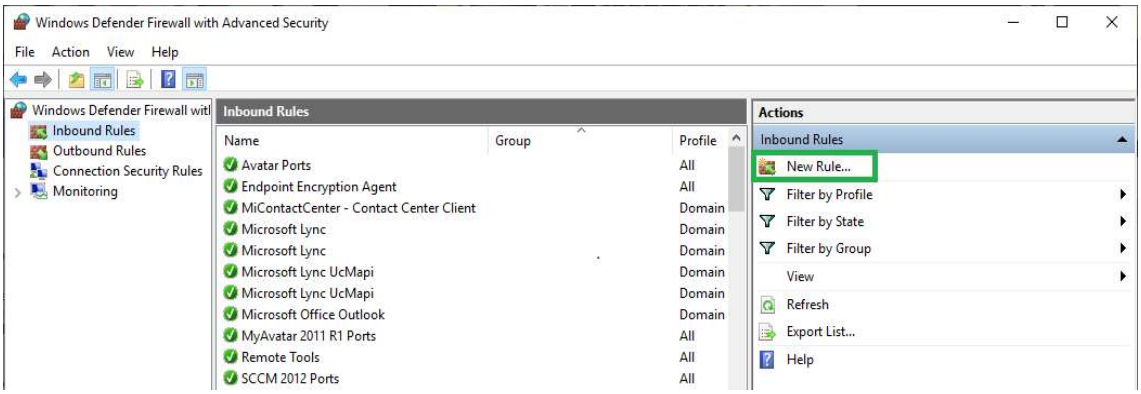
1. Once the Window Firewall program is opened please take note of which type of network you are connected. This is indicated by the word Connected on the far right of this screen. This screenshot in indicating we are on a Private network. After this is done, click on ‘Advanced settings’ on the far left.



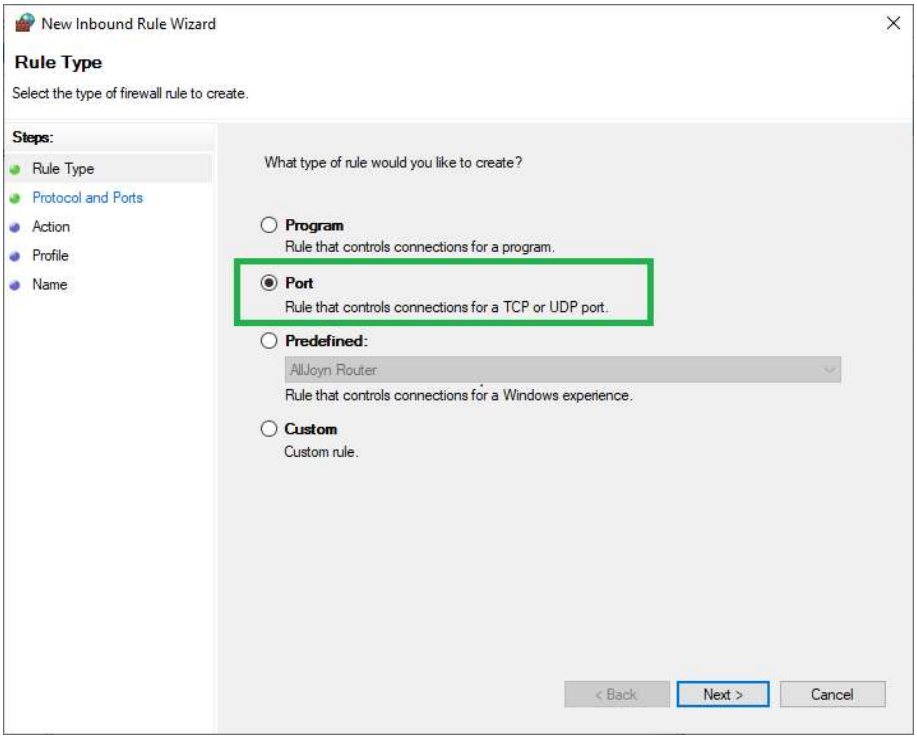
2. When the Windows Firewall is open, click on ‘Inbound Rules’ along the left side of the screen.



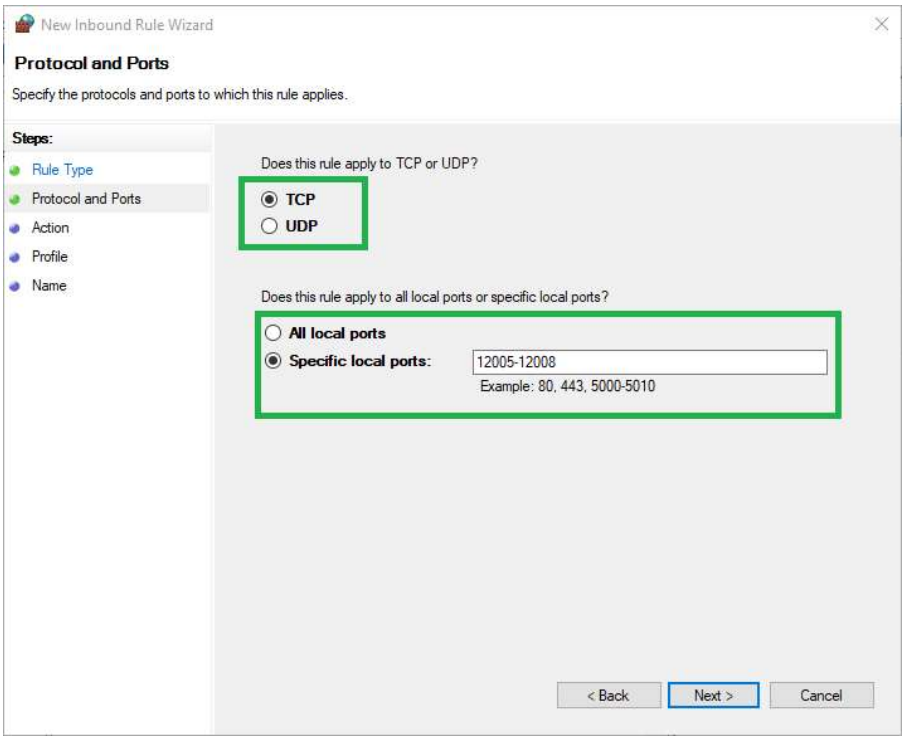
3. Click on ‘New Rule’ on the right.



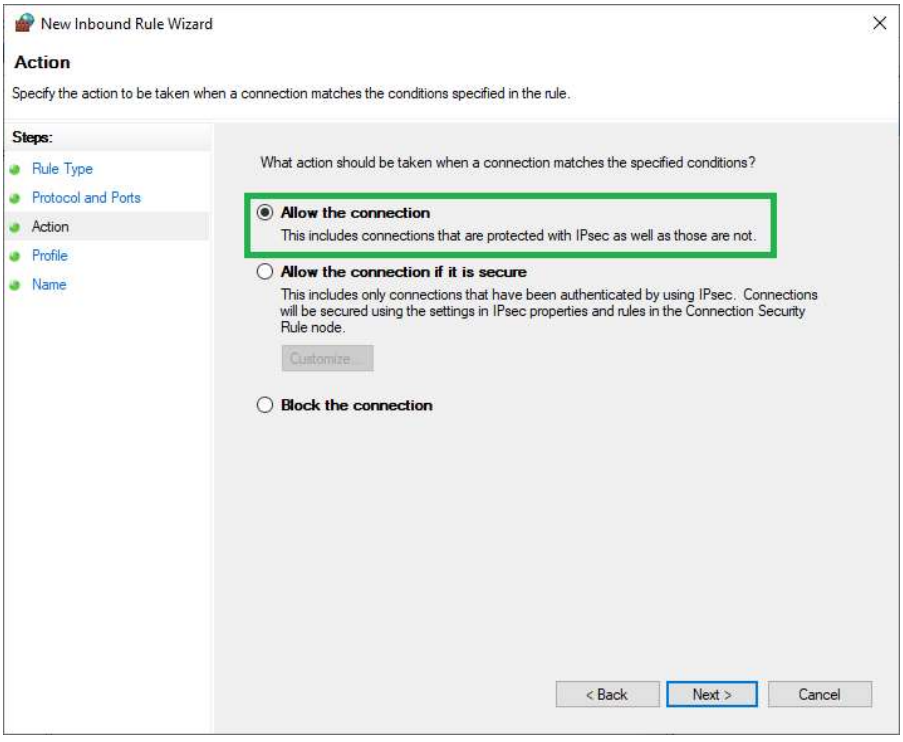
4. Select the radio button for ‘Port’ then click on ‘Next’ in the bottom right.



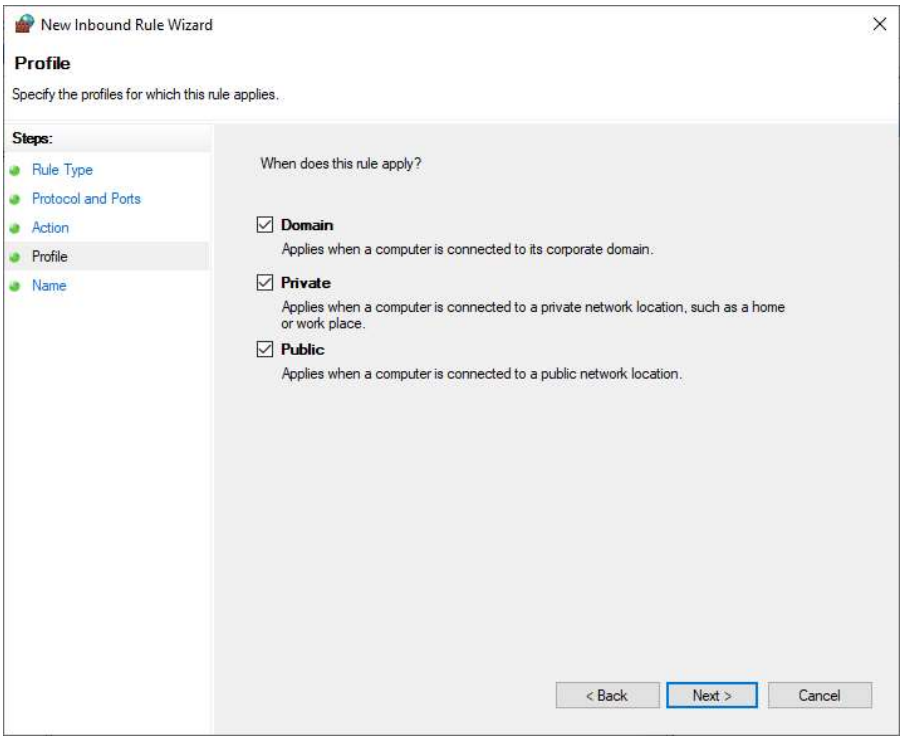
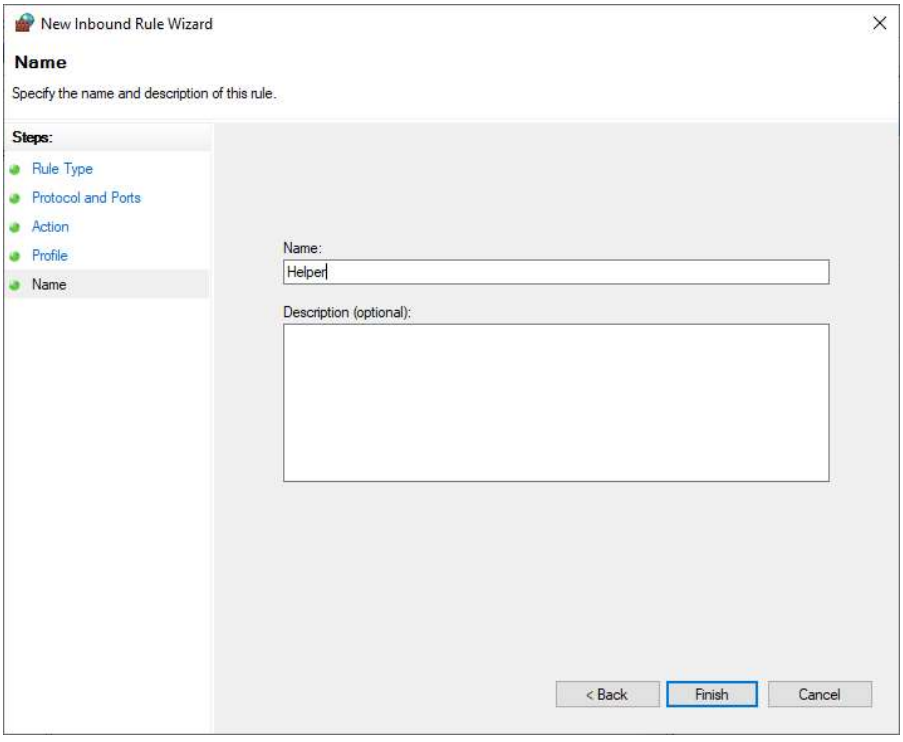
5. Please select ‘TCP’ for the type of port. Select Specific local ports and type in ‘12005-12008.’ When finished click ‘Next’.



6. Select ‘Allow the connection’ on this page and then select ‘Next’ in the lower right.



7. Refer to step 1. Make sure the only check box is selected next to your applicable network type.



8. Name this firewall exception ‘Helper’ and click on ‘Finish’.