STRATFORD

stratford notes

This newsletter and probably newsletters for several more months will concentrate on the new Stratford program which is in the final phases of beta testing.

Our most common support issue this past month has been with our customers who are moving to Windows 2000.

There are many compatibility issues to consider when you are thinking about moving. First of all, there are no compatibility issues with the Stratford program as far as we know. We went through be beta program with Microsoft and never had any significant problems. Our program runs perfectly on Windows 2000.

There are, however, other things that you must consider that are important also such as printing and transmitting claims. The Stratford program has never had any printing functions or transmitting functions built in to it. We always use whatever hardware and third party program the customer has installed on his/her computer. Here is where the compatibility issues are.

For example, we are not aware of any dot matrix printers that have problems. Most laser printers that are compatible with the HP laser jet series seem to be compatible. Some bubble jet printers such as the HP desk jet 722 and the Xerox M750 do not work with the standard Stratford setup. We do not know exactly why at this point, but it seems to be related to the driver that

You can find Stratford's Internet server at this address:
http://www.stratfordsoftware.com/

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Stratford has more than **4,300** licensed users

is installed by default with those printers. We need certain codes to be available with the printer in order to be able to accomplish an exact alignment with the pre-printed HCFA form. This is only an issue with a healthcare provider and would not involve the general public. That is the only answer we have at this time. We are working on this and since many customers are upgrading, we will probably have an answer sometime in the future.

HOLIDAYS FOR THE REST OF THE YEAR

Thanksgiving November 23 & 24, 2000
Christmas December 25 & 26, 2000
New Years   January 1, 2001
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Pre-paid support customers may use email for the fastest response:

support@stratfordsoftware.com

FROM THE EDI CORNER ......

Many Medicare contractors are planning to begin the changeover to v4010 of the ANSI X.12 transactions in the near future. If your Medicare payer sends you information about this, you can be sure that your Stratford program will support it. We are beginning to test the program now with several payers. See our newsletters over the past several months for more information about this. If you don't have the newsletters, remember they are available all the time on our web site: Http://www.stratfordsoftware.com •

WIN ME AND WIN 2000 ISSUES

At this time, we believe that Windows 98 is the most compatible operating system for our program as well as most of our customer's printers and backup devices. We are recommending that you do not upgrade from Windows 98 at this time unless you have researched all the potential problems you may have.

We have determined that Windows ME will not support enough open files to run the Stratford program unless you make a simple, one-line addition to the file: `\windows\system.ini`
You must add one statement: `PerVMFiles = 225`
You must put this statement in a section under the heading: `[386Enh]`
You cannot accomplish this with the usual files = 99 statement in the config file. Why is Windows ME different from all other versions of Windows including Windows 2000?

Regarding Windows 2000, the only significant issue we have found is with some printers. If you have an OKI 320, Panasonic 6500 laser and many others, you will have no problems. Some printers, for example: the HP DeskJet 722 will not print properly. If you go into Microsoft Word, WordPad or some other utility programs and load the file, it may print fine. We are aware of these limitations and we are working to find a solution.

Other issues regarding Windows 2000 almost all concern 'permissions'. Many people do not realize that Windows 2000 is not an upgrade from Windows 98. It is an upgrade from Windows NT, a 'server-class' operating system. With servers, IDs and passwords are very important. Servers have the ability to give different users the ability to do different things. At the same time, they have the ability to prevent users from doing certain things. This security as well as other server functions make the operating system much more complex than Windows 98. •

EDI "per-claim" charges
Stratford does not have any "per-claim" or other charges related to transmitting claims to Medicare or any other carrier. We only charge (optional) for providing software support.

STRATFORD'S NEW PROGRAM

Here are some questions and answers about the new program in 'beta' now.

Q: In the newsletter last month you mentioned four tutorials. You said I could just press the F1 function key and they would appear. That did not work on my computer. Why not and how can I get the tutorials?

A: We are not sure why some computers can get the tutorials and some can't. We will have that worked out before the final release. For now, you can make a 'shortcut' on the desktop that will start the tutorials. Use the following command in the shortcut: \ssiwin\2\stratford.chm

STRATFORD'S OLD PROGRAM

Q: In previous newsletters, you said that the old program would work fine with Windows 2000. When I try to run the program I get an error: "cannot find the correct version of Foxpro" or something like that. What's up?

A: This is a cryptic message. If we could change the message we would. What it should say is something like: "not enough memory is available to run this program" because that is what it means.

Foxpro is a Microsoft language that we use to create the program. When we compile it, only the 32-bit mode (like in Windows 9.x, Windows NT and Windows 2000) is supported. Because of this, it requires more memory than your computer is making available to it. This does not

mean that you don't have enough memory, it just means you need to change some things. This is not required on all Windows 2000 computers for some reason. On some computers, the Stratford program is capable of making these changes automatically. We have not yet determined why you must make the change manually on some manufacturers computers.

In the path: \winnt\system32 you need to add the following commands to the bottom of the file named CONFIG.NT

```
dos=high, umb
device=%SystemRoot%\system32
\himem.sys
FILES=150
BUFFERS=40
```

In the same path, make these changes to the file named: AUTOEXEC.NT

```
lh %SystemRoot%\system32
\mscdexnt.exe
lh %SystemRoot%\system32\redir
lh %SystemRoot%\system32\dosx
```

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SOFTWARE SUPPORT NOTES

1 **Email requests for support get <u>Priority</u> <u>Service</u>.**

2 **If you send an Email or fax with a description of the problem, your call is given priority over other Emails and faxes**.

3 **Do not call more than one time. The second call places your first call at the bottom of our callback list.**

We can receive many support requests in the first few hours each day. It usually is not possible for us to have a technical support person waiting to take your call. If you just call and leave the message "please call", your call is placed at the bottom of the callback list. We must do everything we can to avoid "phone-tag". Hand-written faxes can be almost impossible to read, so please type them whenever possible. Include the best time to call you.

At this time we can deliver support best by email. If you check your email each day, you may find this to be easier than faxing us. We check our email constantly — at least every 5 minutes. We are putting most of our resources into email and other methods that utilize the Internet. If you have an ICQ number, we can support it. Let us know.

We are interested in hearing from people who would like to receive support by Internet — email/ICQ, etc.
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Stratford will pay you $100 for each person* you refer who purchases Stratford Software at full price ($895). Simply fax or write to give us your referral. **We must receive the referral notice in advance of the sale**. **We cannot pay for a referral if you notify us after the sale.**
*<u>Subject to restrictions</u>

Stratford
EDI software
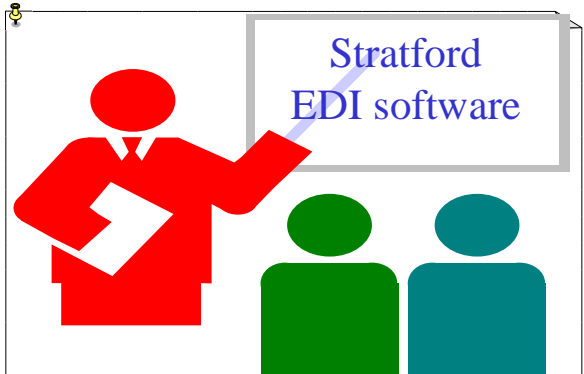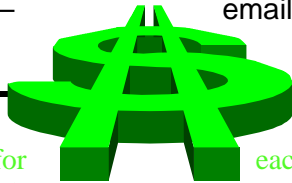
INTERNET RESOURCES

You can have your document or other written material spell checked at this site:

http://www.spellonline.com/

Just put your text into the Windows clipboard by using CTRL+C and then paste it into this web site using CTRL+V. If you have Office 2000 you don't need this, but it is neat to try it out.

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