



If you are updating your JumpAgent GUI without prompting from Healthjump, please notify us by sending an email to [support@healthjump.com](mailto:support@healthjump.com). If we are aware of an update, we can check that there is still a clear connection and that all the queries run successfully, to avoid any unexpected issues. Thank you, The Healthjump Team.

## Updating the JumpAgent GUI & Common Errors:

1. Locate the JumpAgent GUI (most likely on the desktop).
  - a. If you do not know the location of where it was installed, you can search for JumpAgent in your desktop applications search bar.
2. Open the JumpAgent GUI.

The screenshot shows the JumpAgent configuration window with the following sections and fields:

- EMR**: Name (dropdown), Version (text), and a logo icon.
- Local Windows User**: Username (text, with placeholder *(domain\username)*) and Password (text).
- Database**: Server IP (text), Port (text, value 1433), DB Version (dropdown), DB Name (text),  Use Windows Authentication (with note *(user credentials above)*), SQL Username (text), and SQL Password (text). A **Test Connection** button is located below these fields.
- Local Settings**: Secret Key (text) and Process Dir (text with a search icon).
- Buttons: **Save** (green) and **Exit** (orange).

If this document has been download, please go to <https://support.healthjump.com/> for most up-to-date information.

3. Edit any outdated information in JumpAgent GUI. Make sure passwords are up-to-date.
4. Click “Test Connection”. A pop-up window should appear saying “Successfully Saved”. Click “Ok”.
5. After a few seconds, another pop-up window should appear saying “Connection successfully established”.
6. If “Connection Successfully established” has appeared then please go to Service.msc. If “Connection Failed” has appeared then please go to ‘Common Errors and How to Fix Them’.
7. Go to JumpAgent and Right Click.
8. Restart JumpAgent.
9. Go back to the JumpAgent GUI and click “Test Connection” again.
10. If “Connection successfully established” appears again then please connect with your Healthjump Representative saying the connection was made. We can double check on our end that everything is working properly.

## Common Errors and How to Fix Them:

### 1. Connection Failed:

- a. Ensure that all the database information is correct. Then click Test Connection again.
- b. If the connection fails again, open the error log by following these steps.
  - i. Go to C:/Program Files (x86)/Healthjump/JumpAgent and open the file ErrorLog.txt
  - ii. Once ErrorLog.txt is opened you can scroll to the bottom for the most recent error messages. Example errors below:
    1. “A network-related or instance-specific error occurred while establishing a connection to SQL Server. The server was not found or was not accessible. Verify that the instance name is correct and that SQL Server is configured to allow remote connections.” This most likely means that either the database IP address or the port number was entered incorrectly in the JumpAgent GUI.

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2. "Login failed for user". This means the database username and/or password were entered incorrectly in the JumpAgent GUI.
- iii. Once you have resolved the configuration issues in the JumpAgent GUI you can click Test Connection and you should see the "Connection successfully established" pop-up.

## **2. Restarting the JumpAgent service:**

- a. Go to services.msc → JumpAgent - Right Click, select Start or Restart
- b. Retest connection.

## **3. If using Windows Authentication instead of SQL credentials to access database:**

- a. Go to Services.msc → JumpAgent - Right click, select Properties.
- b. Go to Log On
- c. Fill in the Windows Authentication credentials you entered in the JumpAgent GUI.
- d. Apply → Okay.
- e. Retest connection.

*If none of these solutions help:*

Please contact your Healthjump representative or email us at [support@healthjump.com](mailto:support@healthjump.com). They can provide you with a link to schedule a call with us so we can further assist you.