

Shared Folder Connection

If you answer “yes” to a question, move to the next.
If the answer is “no,” make the recommended adjustments and attempt connection.

1) Is the AdaptDx connected to the network with an automatic connection?

- Yes
- No - Refer to [Network Connection Questions](#)
How do I check? Refer to the *System Tools* section in the *User Manual*.

2) Is the AdaptDx set to print to EHR?

- Yes
- No - Set AdaptDx to print to EHR
How do I check? Refer to the *System Tools* section in the *User Manual*.

3) Is the correct EHR configuration met, i.e. IP address, shared folder name, user name and password?

- Yes
- No - Enter appropriate information

4) Does the criteria entered into the EHR configuration in the AdaptDx, i.e. shared folder name, user name and password, meet our standards?

- Yes
- No - Refer to [Shared Folder Set up](#)

5) Is SMB 1.0 enabled on the same computer the shared folder is set up on?

- Yes
- No - Refer to [Shared Folder Set up](#)

6) Is the network on the computer set to private?

- Yes
- No - Refer to [Network Privacy Settings](#)

In the event a wireless access point needs to be configured, or connection is not established, please contact MacuLogix Tech Support at 888-392-6801.

Public or Private Network

Has the computer that hosts the shared folder dropped off the network for any reason?

Reasons include:

- A new router has been installed
- A power surge caused the router to reboot
- A power surge caused the computer to reboot

In any of the above cases the Windows 10 Network settings can be changed from Private to Public. This will affect file sharing for the computer. Follow the below steps to reset network settings.

- 1) Go to network and internet settings
- 2) Select the current network for the device (ethernet, WIFI, etc.)
- 3) Select the named network
- 4) Change setting to private

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