Table of Contents

Chapter 1: Overview ......................................................... 4
  Introduction to This Guide ........................................... 5
  Organization of This Guide ........................................... 5
  Document Conventions .............................................. 6
  About Optum ............................................................. 6
  Contact Us ............................................................... 6

Chapter 2: Hardware/Software Requirements .......................... 9
  Hardware Requirements .............................................. 10
  Software Requirements .............................................. 11
  Rate Manager Pro Database Maintenance Recommendations ...... 14
  Web Based Internet Information Services (IIS) Roles Required .... 14

Chapter 3: Rate Manager Standalone Installation Procedures ....... 16
  Rate Manager Software Installation ................................ 17

Chapter 4: Rate Manager Web-Based Installation Procedures ..... 24
  Installation on a Partition Drive .................................... 25
  Rate Manager Software Installation ................................ 26
  Internet Information Services (IIS) Setup Tasks .................... 33

Chapter 5: Running a Silent Upgrade Installation ...................... 36

Chapter 6: Activating Rate Manager Pro ............................... 37
  Activating a New License Key ....................................... 38

Chapter 7: SQL Server Scripts ........................................... 41

Chapter 8: Setting Up a Scheduled Import/Export .................... 46
  Scheduled Import/Export Instructions ............................... 47

Chapter 9: Rate Manager APC Pro and ASC Pro Installation ....... 57
  Rate Manager APC Pro Installation ................................ 58
  Rate Manager ASC Pro Installation ................................ 62

List of Tables .............................................................. 66
List of Figures .............................................................. 67
Index .............................................................................. 69
1 Overview

This chapter provides an overview of this manual and how to contact Optum. It contains the following sections:

- Introduction to This Guide
  - Intended Audience
- Organization of This Guide
- Document Conventions
- About Optum
- Contact Us
  - Corporate Address
  - Need Assistance? Contact Optum Client Services
  - Optum Portals
1.1 Introduction to This Guide

The Rate Manager Installation Guide contains all the essential technical requirements and information needed to install Rate Manager. Consider this guide your textbook, a ready reference source should you forget a procedure or encounter a problem.

1.1.1 Intended Audience

This guide is directed to:
- Information Technology Personnel
- System Administrators
- Supervisors

1.2 Organization of This Guide

Table 1-1: Guide Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chapter 1, Overview</td>
<td>Overview of Optum and of this user’s guide.</td>
</tr>
<tr>
<td>Chapter 2, Hardware/Software Requirements</td>
<td>Includes hardware/software requirements needed to run Rate Manager.</td>
</tr>
<tr>
<td>Chapter 3, Rate Manager Standalone</td>
<td>Installation procedures for Rate Manager - Standalone (Single User) installs.</td>
</tr>
<tr>
<td>Installation Procedures</td>
<td></td>
</tr>
<tr>
<td>Chapter 4, Rate Manager Web-Based</td>
<td>Installation procedures for Rate Manager - Web-Based (Multi-User) installs.</td>
</tr>
<tr>
<td>Installation Procedures</td>
<td></td>
</tr>
<tr>
<td>Chapter 5, Running a Silent Upgrade</td>
<td>Installation procedures on running a silent upgrade.</td>
</tr>
<tr>
<td>Installation</td>
<td></td>
</tr>
<tr>
<td>Chapter 6, Activating Rate Manager Pro</td>
<td>Activation procedures for Rate Manager Pro.</td>
</tr>
<tr>
<td>Chapter 7, SQL Server Scripts</td>
<td>Installation of Rate Manager - Upgrading to a new version</td>
</tr>
<tr>
<td></td>
<td>- Working with a non-current version</td>
</tr>
<tr>
<td>Chapter 8, Setting Up a Scheduled Import/</td>
<td>Instructions on how to set up Scheduled Import/Export.</td>
</tr>
<tr>
<td>Export</td>
<td></td>
</tr>
<tr>
<td>Chapter 9, Rate Manager APC Pro and ASC Pro</td>
<td>Installation instructions for APC Pro and ASC Pro in Rate Manager.</td>
</tr>
<tr>
<td>Installation</td>
<td></td>
</tr>
<tr>
<td>List of Tables</td>
<td>Index of tables used throughout this guide.</td>
</tr>
<tr>
<td>List of Figures</td>
<td>Index of figures used throughout this guide.</td>
</tr>
<tr>
<td>Index</td>
<td>Standard index for quick reference.</td>
</tr>
</tbody>
</table>
1.3 Document Conventions

This guide uses the following conventions:

- Any screen fields, buttons, tabs, or other controls that you can manipulate are printed in **bold** type. Keys that you press on the keyboard are also printed in **bold** type. For example:
  - Press the **Exit** button.
  - Press the **Enter** key.

- Keyboard keys that you must press simultaneously are printed in **bold** type and separated by a plus (+) sign. For example:
  - Press **Ctrl + C**.

- Links embedded in the text that you can select to jump to another section are in orange. For example:
  - Mapping

- Field names are italicized. For example:
  - *RateManager.exe*

- Field description titles are printed in **bold** type:
  - **NICU Accreditation Indicator**

- Legislation titles are italicized. For example:
  - *Balanced Budget Act of 1997*

- CMS Transmittals will be written in the following format:
  - CMS Transmittal No. R2220CP (*Update - Inpatient Psychiatric Facilities Prospective Payment System (IPF PPS) Rate Year 2012*)

1.4 About Optum

Optum is a health services business dedicated to making the health system work better for everyone. At Optum, we help modernize the health ecosystem, by bringing inter-operable and connected technology, real-time information, streamlined administration and managed compliance, risk, and costs.

1.5 Contact Us

1.5.1 Corporate Address

Optum
11000 Optum Circle
Eden Prairie, MN. 55344
T 1 + (888) 445-8745
[www.optum.com](http://www.optum.com)
1.5.2 Need Assistance? Contact Optum Client Services

We welcome you as a valued client. Please contact Optum Client Services using one of the methods detailed below.

When opening a ticket with Optum Client Services you will be issued a ticket number. These ticket numbers correlate to individual issues. If you are experiencing multiple issues, it is recommended that you obtain individual ticket numbers.

When calling Optum Client Services regarding a previously opened ticket, have your ticket number available. If you misplaced or did not receive a ticket number, please ask the technician to provide it to you.

Optum Client Services Phone: 800-999-DRGS (3747)

1. Calls are answered in the order that they are received. If there is a high call volume, calls are held in a queue until a technician becomes available.

2. Calls classified as an industry expert category (i.e., case and reimbursement, logic encoder, etc.) will be escalated to Optum experts.

3. Technicians are available 24/7.

After selecting **Option 6 for Technical Support** you will hear the following choices:

<table>
<thead>
<tr>
<th>Option #</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Option 1</td>
<td>For password reset, login issues, or expiration error.</td>
</tr>
<tr>
<td>Option 2</td>
<td>For all other issues.</td>
</tr>
</tbody>
</table>

Email: Optum Client Services

1. Include name and number and detailed description of product issue.
2. Response time to email is generally within a few business hours.
3. Service technician has ability to do prior research before calling back.

1.5.3 Optum Portals

For access to announcements, user documentation, notices, release schedules, and much more please visit the Optum Client Portal and/or the Regulatory Portal.
1.5.4 Found an Error in This User's Guide?

Please feel free to contact our Rate Manager Documentation Team with any errors you may have found within this user's guide:

Rate Manager Documentation Team

We welcome feedback from our clients.
2 Hardware/Software Requirements

This chapter provides the hardware and software requirements for Rate Manager. Listed below are both the recommended and minimum requirements for client workstations and server installations.

Note
Optum™ strongly recommends that users utilize the below recommendations for optimal performance.

This chapter contains the following sections:

• Hardware Requirements
  - Rate Manager
  - Rate Manager Pro
• Software Requirements
  - Web-Based (Multi-User) Software Requirements - Single Server
  - Web-Based (Multi-User) Software Requirements - Dual Database Server
  - Web-Based (Multi-User) Software Requirements - Dual Application Web Server
  - Web-Based (Multi-User) Software Requirements - Client Workstations
  - Standalone (Single User) Software Requirements - Client Workstations
• Rate Manager Pro Database Maintenance Recommendations
• Web Based Internet Information Services (IIS) Roles Required
2.1 Hardware Requirements

- **Rate Manager**

  Due to the wide array of rate file sizes maintained by Optum™ clients, the hardware specifications shown below are based on the combined size of the Configuration Files (config.dat & cfgphys.dat). Users run the risk of generating a **System out of Memory** error during import if the requirements below are not followed.

  * The Configuration File size applies to the *combined* size of both the config.dat & cfgphys.dat after export.
  ** Hard Disk Drive requirements outline free space *post* installation with rates installed.
  *** The specs outlined for <2GB are sufficient for a Web Server in Dual Server configuration.

**Note**

Web Server specs are unchanged from what they are currently for Rate Manager. The changes below are only applicable to the Database Server.

  - **Processor**: 2.0GHz Dual Core (Minimum); 4.0GHz Quad Core (Recommended)
  - **RAM**: 16 GB RAM (Minimum); 64 GB RAM (Recommended)
  - **Hard Disk**: Table 2-2 shows minimum size recommendations per year based on configuration size and how often the data is archived.

**Table 2-1: Rate Manager Hardware Requirements**

<table>
<thead>
<tr>
<th>Configuration Size*</th>
<th>Memory</th>
<th>Processor</th>
<th>Hard Disk Drive**</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Minimum</td>
<td>Recommended</td>
<td>Minimum</td>
</tr>
<tr>
<td>&lt; 2GB</td>
<td>8GB</td>
<td>16GB+</td>
<td>Single 1.5 GHz</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>10GB Free</td>
</tr>
<tr>
<td>2GB to 8GB</td>
<td>16GB</td>
<td>32GB+</td>
<td>Multi 2.0 GHz</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>20GB Free</td>
</tr>
<tr>
<td>&gt; 8GB</td>
<td>32GB</td>
<td>64GB+</td>
<td>Multi 2.0 GHz</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>40GB Free</td>
</tr>
</tbody>
</table>

**Table 2-2: Rate Manager Pro Hard Disk Recommendations**

<table>
<thead>
<tr>
<th>Configuration Size</th>
<th>Archives Per Year</th>
<th>Minimum Size Requirement Per Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.1 GB</td>
<td>26</td>
<td>2.6 GB</td>
</tr>
<tr>
<td></td>
<td>52</td>
<td>5.2 GB</td>
</tr>
<tr>
<td>0.5 GB</td>
<td>26</td>
<td>13 GB</td>
</tr>
<tr>
<td></td>
<td>52</td>
<td>26 GB</td>
</tr>
<tr>
<td>1 GB</td>
<td>26</td>
<td>26 GB</td>
</tr>
<tr>
<td></td>
<td>52</td>
<td>52 GB</td>
</tr>
<tr>
<td>2 GB</td>
<td>26</td>
<td>52 GB</td>
</tr>
<tr>
<td></td>
<td>52</td>
<td>104 GB</td>
</tr>
</tbody>
</table>
2.2 Software Requirements

**Important**
Rate Manager does not support a SQL Server collation setting that is case sensitive. Using a case sensitive collation will not allow the application to install or function properly. The default collation for SQL Server should be utilized.

### 2.2.1 Web-Based (Multi-User) Software Requirements - Single Server

**Note**
Optum™ recommends configuring your web server using HTTPS.

#### Table 2-3:  Web-Based (Multi-User) Single Server Software Requirements

<table>
<thead>
<tr>
<th>Components</th>
<th>Minimum</th>
<th>Recommendations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating System</td>
<td>Windows® Server 2012 (R2) - 64 bit</td>
<td>Windows® Server 2019 - 64 bit</td>
</tr>
<tr>
<td><strong>Note</strong> Windows® Server 2012 (R2) is the only supported Windows® Server 2012 edition.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Database Application (Rate Manager)</td>
<td>Microsoft® SQL Server 2012</td>
<td>Microsoft® SQL Server 2019</td>
</tr>
<tr>
<td>Database Application (Rate Manager Pro)</td>
<td>Microsoft® SQL Server 2016 Standard SP1</td>
<td>Microsoft® SQL Server 2019</td>
</tr>
<tr>
<td>Microsoft®.NET Framework</td>
<td>V4.6.1</td>
<td>V4.6.1 or higher</td>
</tr>
</tbody>
</table>
2.2.2 Web-Based (Multi-User) Software Requirements - Dual Database Server

Table 2-4: Web-Based (Multi-User) Dual Database Server Software Requirements

<table>
<thead>
<tr>
<th>Components</th>
<th>Minimum</th>
<th>Recommendations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating System</td>
<td>Windows® Server 2012 (R2) - 64 bit</td>
<td>Windows® Server 2019 - 64 bit</td>
</tr>
<tr>
<td><strong>Note</strong></td>
<td>Windows® Server 2012 (R2) is the only supported Windows® Server 2012 edition.</td>
<td></td>
</tr>
<tr>
<td>Database Application (Rate Manager)</td>
<td>Microsoft® SQL Server 2012</td>
<td>Microsoft® SQL Server 2019</td>
</tr>
<tr>
<td>Database Application (Rate Manager Pro)</td>
<td>Microsoft® SQL Server 2016 Standard SP1</td>
<td>Microsoft® SQL Server 2019</td>
</tr>
</tbody>
</table>

2.2.3 Web-Based (Multi-User) Software Requirements - Dual Application Web Server

**Note**
Optum™ recommends configuring your web server using HTTPS.

Table 2-5: Web-Based (Multi-User) Dual Application Web Server Software Requirements

<table>
<thead>
<tr>
<th>Components</th>
<th>Minimum</th>
<th>Recommendations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating System</td>
<td>Windows® Server 2012 (R2) - 64 bit</td>
<td>Windows® Server 2019 - 64 bit</td>
</tr>
<tr>
<td><strong>Note</strong></td>
<td>Windows® Server 2012 (R2) is the only supported Windows® Server 2012 edition.</td>
<td></td>
</tr>
<tr>
<td>Microsoft®.NET</td>
<td>V4.6.1</td>
<td>V4.6.1 or higher</td>
</tr>
</tbody>
</table>
Table 2-5: Web-Based (Multi-User) Dual Application Web Server Software Requirements

<table>
<thead>
<tr>
<th>Components</th>
<th>Minimum</th>
<th>Recommendations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Microsoft®.NET Core Runtime &amp; Hosting Bundle</td>
<td>V2.1</td>
<td>V2.1</td>
</tr>
<tr>
<td>Internet Information Services (IIS)</td>
<td>V7.0</td>
<td>V10</td>
</tr>
<tr>
<td>Select these database options:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Microsoft® SQL Command Line Tools</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Microsoft® SQL Server Native Client</td>
<td></td>
<td></td>
</tr>
<tr>
<td>SSL Certificate</td>
<td>N/A</td>
<td>Valid SSL Certification from trusted certificate authority.</td>
</tr>
</tbody>
</table>

2.2.4 Web-Based (Multi-User) Software Requirements - Client Workstations

Table 2-6: Web-Based (Multi-User) Client Workstations Software Requirements

<table>
<thead>
<tr>
<th>Component</th>
<th>Minimum</th>
<th>Recommendations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating System</td>
<td>Windows® 7 - 32 bit</td>
<td>Windows® 10 - 64 bit</td>
</tr>
<tr>
<td>Internet Browser</td>
<td>Google Chrome™, Microsoft® Internet Explorer™ 11, or Mozilla Firefox</td>
<td>Google Chrome™, Microsoft® Internet Explorer™ 11, or Mozilla Firefox</td>
</tr>
<tr>
<td>Internet Security</td>
<td>Medium</td>
<td>Medium</td>
</tr>
<tr>
<td>Pop-up Blockers</td>
<td>Allow pop-ups from Rate Manager</td>
<td>Allow pop-ups from Rate Manager</td>
</tr>
</tbody>
</table>
2.2.5 Standalone (Single User) Software Requirements - Client Workstations

Table 2-7: Standalone (Single User) Software Requirements

<table>
<thead>
<tr>
<th>Components</th>
<th>Minimum</th>
<th>Recommendations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating System</td>
<td>Windows® 7 - 64 bit</td>
<td>Windows® 10 - 64 bit</td>
</tr>
<tr>
<td>Database Application (Rate Manager)</td>
<td>Microsoft® SQL Server Express 2012</td>
<td>Microsoft® SQL Server 2019</td>
</tr>
<tr>
<td>Database Application (Rate Manager Pro)</td>
<td>Microsoft® SQL Server 2016 Standard SP1</td>
<td>Microsoft® SQL Server 2019</td>
</tr>
<tr>
<td>Microsoft®.NET Framework</td>
<td>V4.6.1</td>
<td>V4.6.1 or higher</td>
</tr>
</tbody>
</table>

2.3 Rate Manager Pro Database Maintenance Recommendations

- Perform regular backups to application databases
- Perform regular database shrink of non-Archive databases (e.g., Tasks > Shrink > Database)
- Perform regular file shrink of non-Archive databases (e.g., Tasks > Shrink > Files)
- Perform regular SQL server restarts

2.4 Web Based Internet Information Services (IIS) Roles Required

Listed below are the minimum role and role service requirements for client workstations and server installations.

Minimum Role Requirements:
- Web Server (IIS)

Minimum Role Service Requirements:

Table 2-8: Minimum Role Service Requirements

<table>
<thead>
<tr>
<th>Role Service Category</th>
<th>Role Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Common HTTP Features</td>
<td>Static Content</td>
</tr>
<tr>
<td></td>
<td>Default Document</td>
</tr>
<tr>
<td></td>
<td>HTTP Errors</td>
</tr>
<tr>
<td>Application Development</td>
<td>ASP.NET</td>
</tr>
<tr>
<td></td>
<td>.NET Extensibility</td>
</tr>
<tr>
<td></td>
<td>ISAPI Extensions</td>
</tr>
<tr>
<td></td>
<td>ISAPI Filters</td>
</tr>
</tbody>
</table>
Table 2-8: Minimum Role Service Requirements

<table>
<thead>
<tr>
<th>Role Service Category</th>
<th>Role Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Security</td>
<td>Basic Authentication</td>
</tr>
<tr>
<td></td>
<td>Windows Authentication</td>
</tr>
<tr>
<td></td>
<td>URL Authorization</td>
</tr>
<tr>
<td></td>
<td>Request Filtering</td>
</tr>
<tr>
<td>Performance</td>
<td>Static Content Compression</td>
</tr>
<tr>
<td>Management Tools</td>
<td>IIS Management Console</td>
</tr>
<tr>
<td></td>
<td>IIS Management Scripts and Tools</td>
</tr>
<tr>
<td>.NET Framework 4.5 Features</td>
<td>.NET Framework 4.5</td>
</tr>
<tr>
<td></td>
<td>ASP.NET 4.5</td>
</tr>
<tr>
<td></td>
<td>WCF Services - HTTP Activation</td>
</tr>
</tbody>
</table>
3 Rate Manager Standalone Installation Procedures

This chapter provides installation instructions for Rate Manager (Standalone-Single User). It includes the following section:

- Rate Manager Software Installation
3.1 Rate Manager Software Installation

**Important**
This installation includes unencrypted SQL scripts that are used to create databases through an automated create and upgrade process. Any modification to these scripts post-installation could cause undesired or unexpected results and leave the user open to potential vulnerabilities. The user of this application is responsible for ensuring that all files packaged with the Rate Manager product are stored securely and in compliance with your company’s applicable policies and procedures.

1. As an Administrator, run the `RateManager_vXXXX.XX.exe`.

**Note**
All Hardware/Software requirements for the installation must be met, otherwise an error will occur. Please refer to Chapter 2 for further information.

2. Select **Next** on the **Rate Manager Setup** dialog box (refer to Figure 3-1).

Figure 3-1. Rate Manager Setup Dialog Box
3. Select **Stand Alone (Single User)** as the preferred setup type and select **Next** (refer to Figure 3-2).

![Figure 3-2. Setup Type Dialog Box](image)

4. Enter the **SQL Host** name in the field provided (refer to Figure 3-3) and select **Next**.
5. In the **Choose Destination Location** dialog box, a default destination path will be set. To change this path, select **Browse** which will allow the user to designate a different install location for Rate Manager. Once completed, select **Next** (refer to Figure 3-4).

**Important**

The user can now choose the path in which Rate Manager will be installed. The default path has been set based on the server’s Internet Information Services (IIS) path.

The browser functionality will be specific to the installation on partition drives.
6. In the **Configuration File Encryption** prompt, selecting **Yes** will encrypt the password in use by the application. Selecting **No** will leave the password unencrypted on the server.

**Note**

Optum recommends encrypting your configuration files.
7. The **Database Utility** screen (shown below in Figure 3-6) will launch automatically which allows the user to automate the upgrade of their Rate Manager database(s).

- The **ServerName** will be pre-filled with the server name that was entered during the installation process. If the server name is not present, enter the SQL server database name.

- **SQL User** and **SQL Password** will be needed to utilize the automated update process. Once the information is entered, click the **Check Connection** button. If the **SQL User** and **SQL Password** combination is correct, a successful response will be displayed in the **Result** window.

- Click **Get Default Path** so that the application can determine where the databases are located. The **SQL Server Path** will be used as the storage location for the Primary Data File (.mdf) and the **SQL Server Log Path** will be used as the storage location for the Transaction Log File (.ldf).

- If upgrading to a new version, click **Upgrade Database** and the utility will begin the upgrade process. All information regarding the upgrade will be displayed in the **Result** window.

- If this is a new installation, click **Create Database** and the utility will begin the database creation process. All information regarding the upgrade will be displayed in the **Result** window.

- Once finished, close the **Database Utility** screen.

**Note**

Optum recommends using the **Database Utility** to complete the database upgrade. However, users who prefer to manually update their Rate Manager databases should refer to the steps outlined in **Chapter 7**.
8. The installation is now complete, select Finish.
Figure 3-7. Installation Completed

**InstallShield Wizard Complete**

Setup has finished installing Role Manager on your computer.

If you require further assistance, please contact Client Services
via phone at 1-800-999-0RGS (3747)
via e-mail at clientservices@optum.com
4 Rate Manager Web-Based Installation Procedures

This chapter provides installation instructions for Rate Manager (Web-Based-Multi User). It includes the following sections:

- Installation on a Partition Drive
- Rate Manager Software Installation
- Internet Information Services (IIS) Setup Tasks
  - Configure Application Pool Identity
4.1 Installation on a Partition Drive

The destination folder within the Rate Manager installer reads the PathWWWRoot in the registry. This path must be modified prior to installation to point to the appropriate partition drive: HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Microsoft\InetStp\PathWWWRoot

Note
Browsing to the destination folder from the installer will require a number of manual steps to configure IIS.

Figure 4-1. Registry Editor Screen
4.2 Rate Manager Software Installation

Important
This installation includes unencrypted SQL scripts that are used to create databases through an automated create and upgrade process. Any modification to these scripts post-installation could cause undesired or unexpected results and leave the user open to potential vulnerabilities. The user of this application is responsible for ensuring that all files packaged with the Rate Manager product are stored securely and in compliance with your company’s applicable policies and procedures.

1. As an Administrator, run the RateManager_vXXXX.XX.exe.

Note
All Hardware/Software requirements for the installation must be met, otherwise an error will occur. Please refer to Chapter 2 for further information.

2. Once the Rate Manager Setup dialog box appears (refer to Figure 4-2) select Next.

Figure 4-2. Rate Manager Setup Dialog Box
Note
The following Setup Type dialog box will appear for all new installations.

3. Select **Web Based (Multi-User)** as the preferred setup type and click **Next** (refer to Figure 4-3).

![Setup Type Dialog Box]

Figure 4-3. Setup Type Dialog Box

4. Enter the **SQL Host** name in the field provided (refer to **Figure 4-4**). Select **Next**.
5. The user can now choose the path in which Rate Manager will be installed. The default path has been set based on the server’s IIS path. The browser functionality will be specific to the installation on partition drives. Selecting **Browse** will allow the user to designate a different install location for Rate Manager.

6. Select **Next**.
7. In the **Configuration File Encryption** prompt, selecting **Yes** will encrypt the password in use by the application. Selecting **No** will leave the password unencrypted on the server.

**Note**
Optum recommends encrypting your configuration files.
8. The **Database Utility** screen (shown below in Figure 4-7) will launch automatically which allows the user to automate the upgrade of their Rate Manager database(s).

- The **ServerName** will be pre-filled with the server name that was entered during the installation process. If the server name is not present, enter the SQL server database name.

- **SQL User** and **SQL Password** will be needed to utilize the automated update process. Once the information is entered, click the **Check Connection** button. If the **SQL User** and **SQL Password** combination is correct, a successful response will be displayed in the **Result** window.

- Click **Get Default Path** so that the application can determine where the databases are located. The **SQL Server Path** will be used as the storage location for the Primary Data File (.mdf) and the **SQL Server Log Path** will be used as the storage location for the Transaction Log File (.ldf).

- If upgrading to a new version, click **Upgrade Database** and the utility will begin the upgrade process. All information regarding the upgrade will be displayed in the **Result** window.

- If this is a new installation, click **Create Database** and the utility will begin the database creation process. All information regarding the upgrade will be displayed in the **Result** window.

- Once finished, close the **Database Utility** screen.

**Note**

Optum recommends using the **Database Utility** to complete the database upgrade. However, users who prefer to manually update their Rate Manager databases should refer to the steps outlined in **Chapter 7**.
9. The installation process is now complete. Select **Finish**.
Figure 4-8. Installation Completed

InstallShield Wizard Complete

Setup has finished installing Rate Manager on your computer.

If you require further assistance, please contact Client Services
via phone at 1-800-999-DOPS (3747)
via e-mail at clientservices@optum.com

< Back  Finish  Cancel
4.3 Internet Information Services (IIS) Setup Tasks

When **Windows Authentication** is selected, the identity of the RateManagerPool in IIS contains the credentials that will be used to access the Rate Manager SQL databases, as well as to access the web content. Refer to the below section for further instructions regarding setting up the application pool identity.

When **SQL authentication** is selected, the **SQL User Name** and **SQL User Password** provided during installation are used to access the Rate Manager databases. The application pool identity will then control access to the web content and does not necessarily need to be changed from its default setting.

4.3.1 Configure Application Pool Identity

1. In **IIS Manager** select **Application Pools** from the **Connections** menu on the left-hand side.

![Connections Menu](image)

2. Click on the RateManagerPool (refer to **Figure 4-10**) and select **Advanced Settings** from the **Actions** menu (refer to **Figure 4-11**) on the right-hand side.

![Application Pools](image)
3. Within the **Advanced Settings** dialog box, under the **Process Model** section, select the **Identity** field and click on the ellipsis button to the right.

Figure 4-12. Advanced Settings Dialog Box
4. In the Application Pool Identity dialog box, please specify the account that will be used to access the SQL server (if using Windows® Authentication). Additionally, if you would like to use a custom Windows® account, you will need to select the Custom account option and click Set. When prompted, you will need to enter in the associated User Name and Password. This account will need to exist on your SQL server and be given database owner rights to all RateManager and RateManagerBackLog databases in use, for the application to function correctly.

5. Select OK.
5 Running a Silent Upgrade Installation

5.0.1 Enable Silent Upgrade Installation
To enable this functionality, the following one-time setup process will need to be followed:

1. Run the Rate Manager installer (RateManager.exe) with the following arguments: /r /f1 "installpath\RateManager.iss"

A new RateManager.iss file will be generated, which is used to record the responses during the upgrade installation. This new file will be used on subsequent upgrades to allow you to streamline the installation process with no user interaction.

5.0.2 Silently Running Subsequent Upgrades
Once the above has been completed, the following process can be followed on subsequent upgrades to run silently:

1. Run the Rate Manager installer (RateManager.exe) with the following arguments: RateManager.exe /s /f1 "installpath\RateManager.iss"
6 Activating Rate Manager Pro

This chapter provides the activation procedures for Rate Manager Pro. This chapter contains the following sections:

- Activating a New License Key
  - Step 1 - Activate the License Key
  - Step 2 - Upgrade your database(s)
  - Step 3 - Update the group access levels (for new installs only)
6.1 Activating a New License Key

Before activating Rate Manager Pro, please make sure you have:

1. Confirmed that the Hardware/Software Requirements have been met.
2. Obtained an active license key from Optum.
3. Installed the latest RateManager_Vxxxx.xx.exe.

Activating Rate Manager Pro requires the following steps:

1. Activate the license key (license keys are applied at the database level).
2. Upgrade your database(s).
3. Update the group access levels (for new installs only).

**Step 1 - Activate the License Key**

1. Open the Rate Manager application.
2. Go to the Sys Admin menu and select Licenses.

Figure 6-1. Licenses Options Under the Sys Admin Menu

3. Enter the new license key in the License Key text box.
4. Click Activate to activate the license. If you entered the license key correctly, the License Status will display as Active. The Expiration Date contains the date that license key will expire.
• **Step 2 - Upgrade your database(s)**
  1. Go to **Sys Admin** menu and select the **Database** option.

![Create Database Page](image)

2. In the **Authentication** section, select either **Windows** or **SQL** authentication.
3. Select **Get Default Path** to populate the **SQL Server Path** and **SQL Server Log Path**.
4. In the **Database Name** section, select the database(s) you applied a valid license key to in Step 1 - Activate the License Key and click **Upgrade Database** to upgrade with Archive capabilities.
5. If successful, you will receive a message indicating the database(s) you selected have been successfully upgraded.
Note
After the new Archive database(s) has been successfully added, it will seamlessly upgrade with all bi-weekly regulatory updates moving forward. No additional steps are necessary to keep it compliant.

• **Step 3 - Update the group access levels (for new installs only)**
For this step, refer to the Rate Manager Pro chapter within the Rate Manager User’s Guide for further information about Group access.

Note
Users will need at least **Read** access to view Rate Manager Pro features.
7 SQL Server Scripts

7.0.1 SQL Server Script Descriptions
The following information provides a description of each SQL Script that is contained in Rate Manager:

**Database_New Directory:**
- **00 - ValidationCheck.sql**
  - This SQL Script contains validation to prevent creating a Rate Manager Database on a non-supported SQL server collation.
- **01 - RateManagerBackLog_Create.sql**
  - This SQL Script will create the Rate Manager Backlog database which is used for the Audit Trail functionality in the application.
- **02 - RateManager_Create.sql**
  - This SQL Script will create the Rate Manager database for the application. The version of the created script is included within the comments of the SQL script.
- **Final.sql**
  - This SQL Script will set the file locations in the database based on the location that was selected when the application was loaded. It will also grant **dbo.owner** access for the ID entered in the installer to the Rate Manager Backlog Databases.

**Database_Upgrade Directory:**
- **vXXXXYY-vXXXXYY_RateManager-1.sql**
  - These SQL Scripts will update the database from the previous version to the new version. To view the contents of each SQL script, please refer to the applicable Optum PPS Release Notes.

**Note**
The SQL Scripts only need to be executed once. Any/all updates done during this time will be automatically applied to the appropriate databases.

7.0.2 New Installation of Rate Manager

1. Locate the **SQL Server Scripts** directory:

   **Standalone SQL Scripts path:**
   - C:\Optum\NewRateManager\Databases\Scripts

   **Web Based SQL Scripts path:**
   - C:\Inetpub\wwwroot\NewRateManager\Databases\Scripts
Note
If the above location is not where New Rate Manager has been installed, navigate to the correct location (chosen during installation).

2. For a new installation, you must run the SQL scripts from the **Database_New** directory.

Figure 7-1. Database Scripts Directory

3. New users must run the SQL scripts in numerical order (#00-02 and then **Final**).

Figure 7-2. Database New Directory

4. Once all of the SQL scripts have been executed, return to the Database Scripts folder (**Figure 7-1** (step #2)) and choose the **Database_Upgrade** directory.

5. Select the version of Rate Manager for install/upgrade.

Note
First time users must install the latest incremental upgrade (if available). Refer to **Figure 7-3** for further details (e.g. v130700-v130901_RateManager-1).
6. Once the SQL install is complete, Standalone/Web-Based Rate Manager has been installed.

### 7.0.3 Upgrade to Current Version

**Note**  
The following instructions are **not** meant for new installations.

1. To begin the Rate Manager upgrade you must run the SQL script(s) from the `Database Upgrade` directory.

2. Verify the version you are updating to is listed first on the SQL script (e.g. v130700-v130901_RateManager-1).
7.0.4 Working With a Non Current Version

Note
The following instructions are not meant for new installations.

- Example: Moving from V1304.00 to 1309.01

1. Open the Database Scripts directory and run the SQL scripts within the Database Upgrade directory (Figure 7-6).

Note
If Rate Manager has been previously installed and the user is not current with all subsequent installs, the user will have to run all appropriate SQL scripts until the latest version is reached.

2. Run v130400-v130401_RateManager-1
3. Run the remaining SQL scripts until the latest version is reached (Figure 7-7).
4. Once the SQL install is complete, Standalone/Web-Based Rate Manager has been installed.
8 Setting Up a Scheduled Import/Export

This chapter provides instructions to set up Scheduled Import/Export.

Note
These instructions are intended for the server administrator. As your Optum™ Rate Manager installation only provides a default layout in order to set up tasks, any issues experienced with the scheduling of tasks would need to be addressed by a server administrator.
8.1 Scheduled Import/Export Instructions

1. Open the Task Scheduler located under Administrative Tools on your server.

2. On the right hand side under Actions, select Import Task (Refer to Figure 8-1).

Figure 8-1. Task Scheduler Dialog Box

3. Navigate to your Rate Manager installation directory and open the Windows Scheduler folder (typically located in C:\inetpub\wwwroot\NewRateManager\WindowsScheduler).

Enables or disables logging of all tasks history.
4. Select the required task and click **Open** (Refer to **Figure 8-2**) Your Rate Manager installation provides export and import layouts. For this example we will use import.

**Figure 8-2. Selecting Required Task**
5. This will launch the **Create Task** dialog box (Refer to Figure 8-3). On the **General** tab you will want to select **Change User or Group**.

**Figure 8-3. Create Task Dialog Box**
6. This will launch the Select User or Group dialog box (Refer to Figure 8-4). Use the Administrator ID that will be used to run this task. (You may be required to provide credentials for this user when you complete this task.) Click OK.

7. Once complete, the proper user should now show on the General tab of the Create Task dialog box (Refer to Figure 8-5).
8. The **Triggers** tab will allow you to set the intervals for when this task will run (Refer to Figure 8-6). You will need to select **Edit** on the default trigger provided in the layout to make changes as desired. Once done, click **OK**.
9. The **Actions** tab will show the default action provided in the installed layout (Refer to Figure 8-7). This will **NEED** to be edited for the task to work properly. Please select the action provided and select **Edit**.
10. This will launch the **Edit Action** dialog box (Refer to Figure 8-8). The **Programs/script** section should point to the (**RateFileProcessor.exe**) located in the Rate Manager install directory (typically **C:\inetpub\wwwroot\NewRateManager\RateFileProcessor.exe**).
11. The **Add Arguments** field will need to be edited to run properly (Refer to Figure 8-9). It will need to point to your RateManager database. By default the arguments are set to a *(RateManager_testvtest)* custom database. This string should be edited to point to the database you intend to import rates to or from. If for example you only use the default RateManager database, the string should read **IM “RateManager.”** Please note the export string is different, and would read **EX “RateManager.”**
Figure 8-9. Add Arguments Box

12. The **Conditions** and **Settings** tabs can be set to your preferences (Refer to Figure 8-10). Once completed you can select **OK** and you may be prompted to provide credentials for the user this task was set to run as. If successful you will see this task in your **Task Scheduler Library**.
Figure 8-10. Task Scheduler Library
9 Rate Manager APC Pro and ASC Pro Installation

This chapter provides installation instructions for Rate Manager APC Pro and ASC Pro.

- Rate Manager APC Pro Installation
- Rate Manager ASC Pro Installation
9.1 Rate Manager APC Pro Installation

1. Run the `RateManagerAPCPro.exe`.

2. The Rate Manager APC Pro Setup dialog box will appear. Click **Next** to start the installation process.

Figure 9-1. Rate Manager APC Pro Setup Dialog Box
3. Once complete, click **Finish**.

Figure 9-2. Rate Manager APC Pro InstallShield Wizard Complete Dialog Box
4. Once the installation is completed, the Contract APC SQL script (99-ContractAPC.sql) will be located in the **Database_New** folder. The Contract APC SQL script will activate the **Contract APC** option in the **Editors** menu of Rate Manager when executed.

Figure 9-3. ContractAPC SQL Script

**Note:** To activate the Contract APC option on custom databases, clients must modify the “USE” statement in the default script to reference the desired custom database name.

**Example applying to custom DB RateManager_Test:**

**Default Script:**

/* Script to switch on the ContractAPC Menu*/
USE RateManager

**Modified Script:**

/* Script to switch on the ContractAPC Menu*/
USE RateManager_TEST
5. Once the script is successfully executed, the **Contract APC** option will display as a menu option under the **Editors** menu.

Figure 9-4. Contract APC Option Under the Editors Menu
9.2 Rate Manager ASC Pro Installation

1. Run the RateManagerASCPro.exe.
2. The Rate Manager ASC Pro Setup dialog box will appear. Click Next to start the installation process.

Figure 9-5. Rate Manager ASC Pro Setup Dialog Box
3. Once complete, click **Finish**.

Figure 9-6. Rate Manager ASC Pro InstallShield Wizard Complete Dialog Box
4. Once the installation is completed, the Contract ASC SQL script (99-ContractASC.sql) will be located in the **Database_New** folder. The Contract ASC SQL script will activate the **Contract ASC** option in the **Editors** menu of Rate Manager when executed.

Figure 9-7. ContractASC SQL Script

**Note:** To activate the Contract ASC option on custom databases, clients must modify the “USE” statement in the default script to reference the desired custom database name.

*Example applying to custom DB RateManager_Test:*

**Default Script:**

```sql
/* Script to switch on the ContractASC Menu*/
USE RateManager
```

**Modified Script:**

```sql
/* Script to switch on the ContractASC Menu*/
USE RateManager_TEST
```
5. Once the script is successfully executed, the **Contract ASC** option will display as a menu option under the **Editors** menu.

Figure 9-8. Contract ASC Option Under the Editors Menu
List of Tables

Guide Contents 5

Technical Support Options 7

Rate Manager Hardware Requirements 10

Rate Manager Pro Hard Disk Recommendations 10

Web-Based (Multi-User) Single Server Software Requirements 11

Web-Based (Multi-User) Dual Database Server Software Requirements 12

Web-Based (Multi-User) Dual Application Web Server Software Requirements 12

Web-Based (Multi-User) Client Workstations Software Requirements 13

Standalone (Single User) Software Requirements 14

Minimum Role Service Requirements 14
List of Figures

Rate Manager Setup Dialog Box 17
Setup Type Dialog Box 18
SQL Server Host Name Screen 19
Choose Destination Location Dialog Box 20
Configuration File Encryption Prompt 21
Database Utility Screen 22
Installation Completed 23
Registry Editor Screen 25
Rate Manager Setup Dialog Box 26
Setup Type Dialog Box 27
SQL Server Host Name Screen 28
Choose Destination Location Dialog Box 29
Configuration File Encryption Prompt 30
Database Utility Screen 31
Installation Completed 32
Connections Menu 33
RateManagerPool Selection in Application Pools 33
Actions Menu 34
Advanced Settings Dialog Box 34
Licenses Options Under the Sys Admin Menu 38
License Key Activation 39
Create Database Page 39
Database Scripts Directory 42
Database New Directory 42
Database Upgrade Directory 43
Database Scripts Directory 43
Database Upgrade Directory 44
Database Scripts Directory 44
Database Upgrade Directory 45
Task Scheduler Dialog Box 47
Selecting Required Task 48
Create Task Dialog Box 49
Select User Or Group Dialog Box 50
Create Task Dialog Box 51
Edit Trigger Dialog Box 52
Editing Task 53
Edit Action Dialog Box 54
Add Arguments Box 55
Task Scheduler Library 56
Rate Manager APC Pro Setup Dialog Box 58
Rate Manager APC Pro InstallShield Wizard Complete Dialog Box 59
ContractAPC SQL Script 60
Contract APC Option Under the Editors Menu 61

Rate Manager ASC Pro Setup Dialog Box 62

Rate Manager ASC Pro InstallShield Wizard Complete Dialog Box 63

ContractASC SQL Script 64

Contract ASC Option Under the Editors Menu 65
Index

A
About Optum 6

C
Configure Application Pool Identity 33
Contact Optum 6
Contact Us 6
Client Services 7
Corporate Address 6

D
Document Conventions 6

F
Found an Error in This User's Guide 8

G
Guide Overview 4
   Document Conventions 6
   Introduction to This Guide 5
   Intended Audience 5
   Organization of This Guide 5

H
Hardware/Software Requirements 9

I
Installation on a Partition Drive 25
Intended Audience 5
Internet Information Services (IIS) Setup Tasks 33
Introduction to This Guide 5

N
New Installation of Rate Manager 41
New Rate Manager APC Pro Installation 58
New Rate Manager ASC Pro Installation 62
New Rate Manager Software Installation 17, 25
New Rate Manager Standalone Installation Procedures 16

O
Organization of This Guide 5

R
Rate Manager ASC Pro Installation 62
Rate Manager Hardware/Software Specs 10
Rate Manager Software Installation 17, 26

S
Scheduled Import/Export Instructions 47
Setting Up a Scheduled Import/Export 46
SQL Server Script Descriptions 41

SQL Server Scripts 41
Standalone (Single User) Requirements - Client Workstations 14

U
Upgrade to Current Version 43

W
Web Based Internet Information Services (IIS) Roles Required 14
Web-Based (Multi-User) Requirements - Client Workstations 13
Web-Based (Multi-User) Requirements - Dual Application Web Server 12
Web-Based (Multi-User) Requirements - Dual Database Server 12
Web-Based (Multi-User) Requirements - Single Server 11
Working With a Non Current Version 44