CURLIN® ADMIN MANAGER

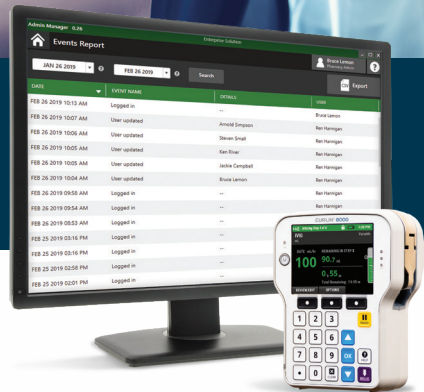# USER MANUAL

For use with the CURLIN 8000
Ambulatory Infusion Pump

MOOG®

Enhancing Healthcare.
Enriching Lives.™

CURLIN® 8000

CURLIN® Admin Manager Enterprise Solution Software User Manual

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Chapter 1.   Introduction

Minimum Computer Requirements

- Windows 10 or 11

- 8 GB of RAM

- 2.4 GHz processor

- Display resolution XGA, 1024 x 768*

*Windows display scale set to 100%
*For XGA, leave scale at 100%

Intended Audience

Pharmacy and IT Administration personnel can use this manual, along with personalized training, to manage overall CURLIN® RxManager™ Enterprise Solution (ES) Software, "RxManager", tasks.

CURLIN Admin Manager Enterprise Solution Software

The CURLIN Admin Manager Enterprise Solution Software, "Admin Manager", is part of the ES software suite, which also includes the RxManager and CURLIN Service Manager (Figure 1-1).
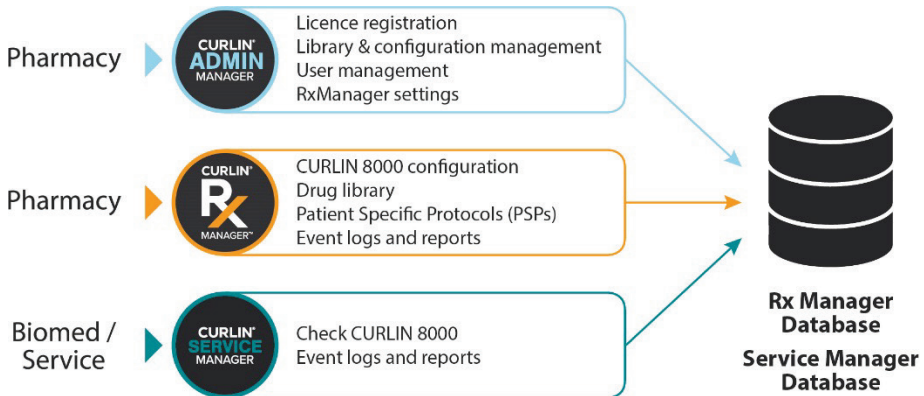
Figure 1-1: Enterprise Solution Software Suite

The Admin Manager allows authorized users to:

- Register the RxManager license, manage license information, and select overall RxManager settings

- Create and manage RxManager and Service Manager software users

- Export and import CURLIN 8000 Configuration and Library information (drug/fluid list, template list, and Patient Specific Protocols (PSPs))

- View and export the Admin Manager Events report

Logging In

You can log in to Admin Manager from one computer at a time. If your facility has multiple computers, you must log out from Admin Manager on the current computer before logging into a different one. Only one Pharmacy Admin user can be logged into Admin Manager at any time.

Note: Admin Manager should already be installed on your computer. For software installation information, see the ES Client Application Setup Guide.

1. Make sure you know your username and password. If you do not, contact your IT Admin.

2. To open Admin Manager, double-click the Admin Manager icon on your desktop (Figure 1-2).

Figure 1-2: Admin Manager Icon

3. Type your username and password in the appropriate fields (Figure 1-3).

Note: If you attempt to log in 10 times with an incorrect password, your account will lock. Contact your IT Administrator or Root IT Administrator to unlock it.

Contact Moog Medical if the Root IT Administrator is locked out due to a lost password.
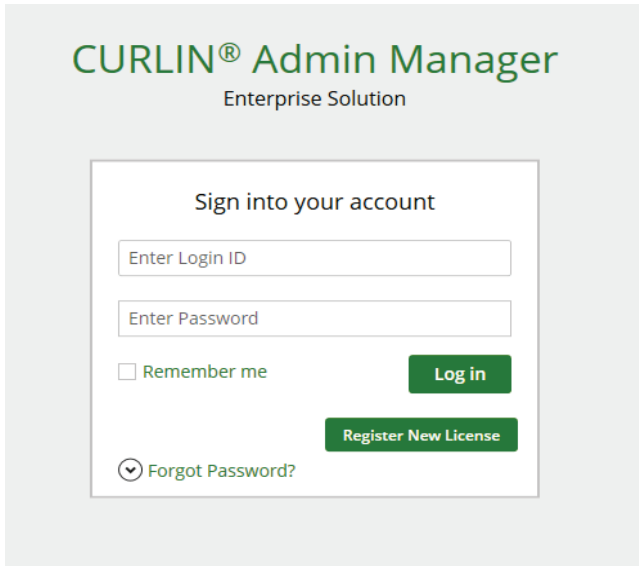
Figure 1-3: Logging In

4. Optional: If you want your username to automatically appear the next time you open Admin Manager, select **Remember me**.

5. Click **Log in**. With your Enterprise Solution Software license, you received a number of active seats. If there is a seat available, the Active Sessions screen appears (Figure 1-4). Your log in name and role appear at the top right corner of the screen. Other RxManager and Service Manager users currently logged in will also be listed.

    - If the number of users is at that maximum, you will be unable to log in to Admin Manager and a pop-up window displays, requesting that you try to log in later.

    - If your license has expired, a pop-up window displays, prompting you to contact Moog to update your license. View your license details by Selecting "Enterprise Solutions Settings" under the License Information.

      The software will continue to operate and provide the reminder to contact Moog for an updated license key.

Note: After 30 minutes of inactivity, the Admin Manager will automatically log out the user.
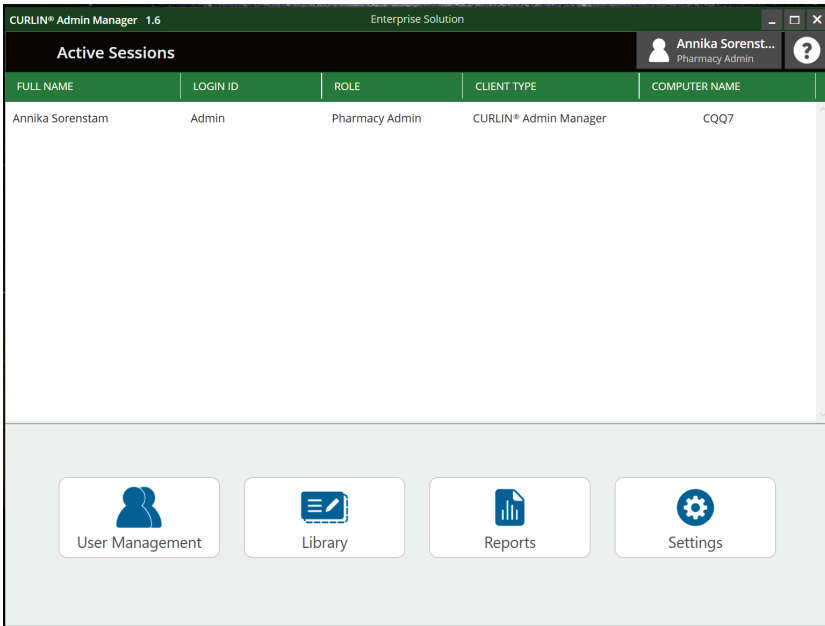
Figure 1-4: Admin Manager Active Sessions Screen

Returning to the Active Sessions Screen

To return to the Active Sessions screen from any other screen, click **Home** (located in the upper left corner).

Changing Your Password

Once you have successfully logged in to Admin Manager, you can change your password. Passwords must be between 5-32 characters, and must contain at least one uppercase letter and one number.

Note: If you attempt to log in 10 times with an incorrect password, your account will lock. Contact your IT Administrator or Pharmacy Administrator to request unlocking it.

1. In the upper right corner, click your name, and then click **Change Password**.

2. Type your current password, then your new password (twice). The new passwords must match.

3. Click **OK**. A message appears, confirming a successful password change.

Logging Out

Your log in name is displayed in the top right corner of the screen.

To sign out of Admin Manager, click your name in the upper right corner and then click **Log Out**.
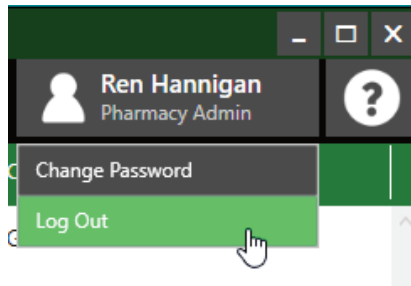
Figure 1-5: Logging Out

Chapter 2.   User Management

You can use Admin Manager to create a database of RxManager users and additional Admin Manager users. You will assign each log in with a role, which determines the tasks that person can perform.

Roles and Permissions

Each Admin Manager, RxManager, and Service Manager user has an assigned role, which defines the options and features available to that person. The colored cells in Table 2-1, Table 2-2, and Table 2-3 show what options are available to the different roles.

Table 2-1: Admin Manager User Roles and Permissions

	Pharmacy Admin	IT Admin	Root IT Admin
Initial Admin Manager Setup (Add initial Pharmacy Admin and IT Admin users)			✓
Create and Modify Users	✓	✓	✓
Import/Export Library Files	✓	✓	✓
Import/Export Configuration Files	✓	✓	✓
Access Events Report	✓	✓	✓
Manage Settings	✓	✓	✓

Table 2-2: RxManager User Roles and Permissions

	Pharmacy Admin	Author	Pharmacist	Technician
Create, Manage, and Publish Pump Configurations	✓			
Approve Pump Configurations	✓	✓	✓	
Reject Pump Configurations	✓	✓	✓	
Delete Unpublished Pump Configurations	✓	✓		
View Pump Configuration Details	✓	✓	✓	✓
Create and Manage Drugs/Fluids, Templates, and Advisories	✓	✓		
Approve and Reject Drugs/Fluids, Templates, PSPs	✓	✓	✓	
Create and Manage PSPs	✓	✓	✓	
Upload PSPs	✓	✓	✓	✓
Access Patient Infusion History Report	✓	✓	✓	✓
Access Single Use Drug Report	✓	✓	✓	✓
Access Known Pumps Report	✓	✓	✓	✓
Access Uploaded PSP Report	✓	✓	✓	✓
Access Drugs & Fluids Report	✓	✓	✓	
Access Templates Report	✓	✓	✓	

Table 2-3: Service Manager User Roles and Permissions

	Pharmacy Admin	Technician	Service Technician
Perform Pump Verification	✓	✓	✓
Set Factory Default Configuration	✓	✓	✓
Set Log Erase Marker	✓	✓	✓
Access Service History Report	✓	✓	✓
Access Pump Malfunctions Report	✓	✓	✓
Access Pump Events Report	✓	✓	✓

Viewing the User Management Screen

From the Active Sessions screen, click **User Management**.

Adding a User

1. From the upper right corner of the User Management screen, click **New User** (Figure 2-1).

Figure 2-1: New User Screen

2. Type the first and last name of the user in the appropriate fields.

3. From the Role list, select the user's role based on the permissions you want that user to have. Refer to "Roles and Permissions", p. 6 and Table 2-1 and Table 2-2 for more information.

   Note:

   The role "IT Root" is limited to IT specialist for software installation and maintenance, this role also has permissions for managing the list of users.

   The role "Service Technician" is an internal Moog role, and should not be assigned to your users.

4. Type the Login ID. Make it easy for the user to remember, for example, the first initial and last name. Login IDs must be unique and between 1-32 characters.

5. Type the password (twice). Passwords must be between 5-32 characters and contain at least 1 uppercase letter and at least 1 number. The passwords must match.

6. User Enabled: Select if you want that user to be able to log in right away. If you are building your user list, you may want to leave it unchecked until you are ready for users to have access to RxManager.

7. User Locked: This option only becomes selected if the user tries to log in to Admin Manager or RxManager 10 times with an incorrect password. Clear this option to allow the user access.

8. When you are finished, click **Save**. The new user is added to the user database and appears in the User Management screen.

Editing User Information

You can change an existing user's first and last names, role, password, and Enabled/Locked options. You cannot change a user's Login ID. The changes take effect the next time that user logs in to Admin Manager or RxManager, even if that user is logged in while you are editing.

1. From the User Management screen, find the user you want to work with.

   Search box: If you have a long list of users, you can filter the list by first name, last name, or login ID. In the Search Users box, type the word you want to search on, and then click **Search**. The list displays only those users whose names or login IDs match the word. Clear the box to redisplay the entire list.

   Sort by column: Click a column to sort alphabetically by that column.

2. Click to select the user you want to work with.

3. Click **Edit User**.

4. Change any of the information, except Login ID. To change the user's password, click the **Change Password** box and then type the new password twice.

5. When you are finished, click **Save**.

Changing a User's Password

If a user forgets his/her password, you can reset it and provide this to the user.

1. From the User Management screen, select the user you want to work with.

2. Click **Edit User**.

3. Click the **Change Password** box and then type the new password (twice). The new passwords must match. Passwords must be between 8-32 characters and contain at least one uppercase letter, one lowercase letter, and one number.

4. When you are finished, click **Save**. The next time that user tries to log in, he or she will need to use the new password.

Note: Instruct the user to change their password to something known only to them during his/her next login. If you attempt to create a new password that is found in the PwnedPasswordsTop100k list, you will get an on-screen message that states: "The password you have entered is commonly used and not secure. Please choose a different password." If you get this message, you must create a different password.

Moog recommends that user passwords are changed at least once a year, unless there is an immediate threat or if the user suspects their password has been compromised in some way, in which case the password should be updated immediately.

Unlocking a User's Account

If a user attempts to log in to Admin Manager, RxManager, or Service Manager 10 times with an incorrect password, that user's account will lock. You can unlock the account by editing that user's information in Admin Manager. If that user cannot remember his/her password, you should change the password and provide them with the new one.

1. From the User Management screen, select the user you want to work with.

2. Click **Edit User**.

3. Click **User Locked** to clear the box.

4. Click the **Change Password** box and then type the new password (twice). The new passwords must match. Passwords must be between 5-32 characters and contain at least 1 uppercase letter and at least 1 number.

5. Click **Save**. Make sure to give the user his/her new password.

Disabling a User's Account

Once you add a user, you cannot delete that Login ID. However, you can disable a user's Login ID so he/she no longer has access to Admin Manager or RxManager.

1. From the User Management screen, select the user you want to work with.

2. Click **Edit User**.

3. Clear the **User Enabled** box.

4. When you are finished, click **Save**. That user will no longer be able to log in to Admin Manager or RxManager.

Chapter 3.   Library and Configuration Files

RxManager allows you to build a database (library) of drugs/fluids, advisories, and templates. RxManager also allows you to create a CURLIN 8000 configuration, which contains general information that becomes the default for Basic infusions on the pump and the default pump setting value when PSPs are created. If you have multiple locations (campuses), you may want to share the library and configuration information across them.

In Admin Manager, you can export the library and configuration files and then exchange these files via email or a portable memory device. Then, those files can be imported to a different Enterprise Solution installation.

Important	Only approved drugs/fluids and templates will be exported. Any drugs/fluids or templates in their Approval Queue tabs will not be exported.
	Only the current active configuration will be exported.

Viewing the Active Sessions

Click the Home [home icon] button to view the currently Active Sessions.

All RxManager users must be logged out and RxManager connections must be blocked before library and configuration files can be imported or exported. This ensures that changes to the library or configuration cannot be made during the export or import.

Consider importing or exporting during "off-hours" to minimize disruptions to normal usage of RxManager.

Blocking RxManager Connections

Before exporting or importing library or configuration files, you need to make sure that no users can make changes to the database during this time. Blocking RxManager connections ensures that no users can log in to RxManager.

1.   From the Active Sessions screen, click **Settings**.

2.   Click **Edit**.

3.   Next to **Block CURLIN® RxManager™ Connections**, click to select **Enabled** (Figure 3-1).
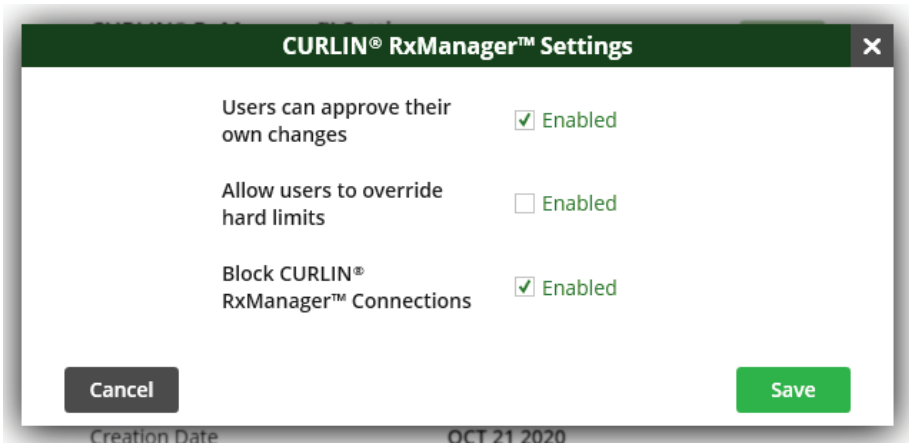
CURLIN® RxManager™ Settings   ✕

Users can approve their
own changes   ☑ Enabled

Allow users to override
hard limits   ☐ Enabled

Block CURLIN®
RxManager™ Connections   ☑ Enabled

Cancel   Save

Creation Date   OCT 21 2020

Figure 3-1: RxManager Settings Screen

4. Click **Save**. Now, when any user tries to log in to RxManager, a message displays, explaining that RxManager connections are disabled and the user will be unable to log in.

    Note: If any users were logged in when the block was enabled, they will be able to continue to perform tasks in RxManager until they log out. You can continue to monitor any Active Sessions (logged in users) from the home screen.

Exporting Library or Configuration Files

Before you start, follow the steps in:

- "Viewing the Active Sessions", p. 12

- Consider "Blocking RxManager Connections", p. 12; any on-going work will not be included in the Export.

Then, to export a library or configuration file:

1. From the Active Sessions screen, click **Library**.

2. To export approved drug/fluid, advisory, and approved template lists, click **Export Library**.

    To export the current active configuration, click **Export Configuration**.

3. From the Save As screen, select the location you want to save the file to, type the desired file name, and then click **Save**.

4. Transfer the file to a different location by emailing it or saving it to a portable memory device.

5. When you are finished exporting files, allow users to log in to RxManager. See "Unblocking RxManager Connections", p. 17.

Importing a Library File

When you import a library, the current approved drug/fluid, advisory, and approved template lists are deleted and then replaced with the library file you select.

Before you start, make sure no one is logged into RxManager and follow the steps in:

- "Viewing the Active Sessions", p. 12.
  You cannot continue until there are no active RxManager connections. Reach out to those who are currently logged in.

- "Blocking RxManager Connections", p. 12.

Then, to import a library file:

1. Make sure you have the library file you want to import saved to your computer or the portable memory device is installed.

2. From the Active Sessions screen, click **Library**.

3. To import drug/fluid, advisory, and template lists, click **Import Library**.

4. A message appears, confirming that you want to erase the existing drug/fluid, advisory, and template lists (Figure 3-2). Click **Yes**.
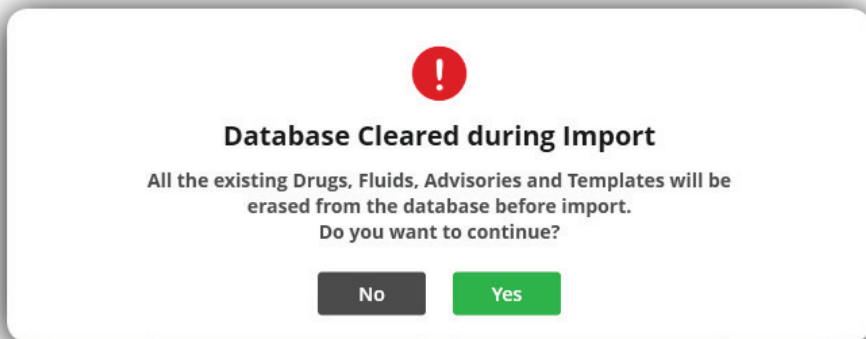

Database Cleared during Import

All the existing Drugs, Fluids, Advisories and Templates will be erased from the database before import.
Do you want to continue?

No   Yes

Figure 3-2: Database Cleared during Import

5. From the Open screen, navigate to the file you want to import and then click **Open**. A Success verification message appears.

6. When you are finished importing files, allow users to log in to RxManager. See "Unblocking RxManager Connections", p. 17.

Items in the imported library will be in the same state as they were prior to the export from the original source. For example, if a drug was approved in the original source dataset, it will be in the approved state when it is imported into the destination database; if a template was still in the approval queue in the source dataset, it will still be in the approval queue.

PSPs and all patient data are maintained in the original database and are not exported with the library file.

Importing a Configuration File

When you import a configuration, if there is an existing configuration in the RxManager Configuration Approval Queue tab, it is deleted and then replaced with the file you select. The imported configuration will remain in the Configuration Approval Queue tab until it is approved and published. Once approved, it will remain in the Configuration Approval Queue tab listed as PENDING PUBLISH until it is published by the administrator. The published configuration is what will be uploaded to the CURLIN 8000 pump that is connected to RxManager. For more information about working with Configurations, see the CURLIN RxManager Enterprise Solution Software User Manual, Chapter 10, CURLIN 8000 Configuration.

Before you start, follow the steps in:

- "Viewing the Active Sessions", p. 12.

- "Blocking RxManager Connections", p. 12.

Then, to import a configuration file:

1. Make sure you have the configuration file you want to import saved to your computer or the portable memory device is installed.

2. From the Active Sessions screen, click **Library**.

3. To import the new configuration, click **Import Configuration**.

4. A message appears, confirming that the existing configuration in the RxManager Approval Queue will be overwritten (Figure 3-3). Click **Yes**.
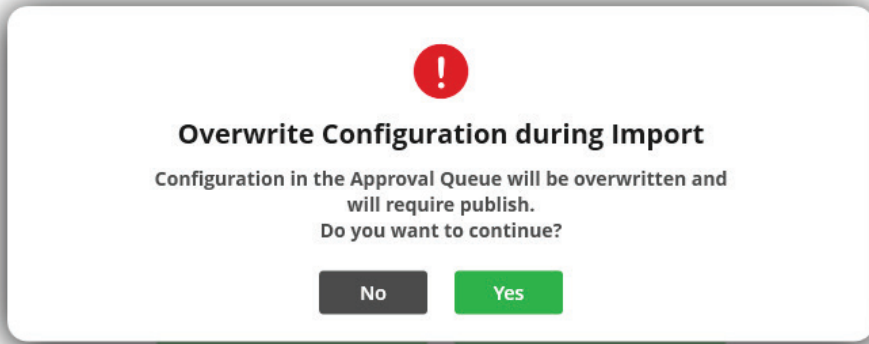
Figure 3-3: Overwrite Configuration during Import Message

5. From the Open screen, navigate to the file you want to import and then click **Open**. A Success verification message appears. In RxManager, the newly imported configuration will be in the Approval Queue tab with a status of PENDING PUBLISH. The imported configuration needs to be "Published" to become Active.

6. When you are finished importing files, allow users to log in to RxManager. See "Unblocking RxManager Connections", p. 17.

   Note: If *Allow users to override hard limits* setting was enabled on the RxManager settings for site where the Library file was created, and the setting is disabled for this site, then it is possible that there are some Templates with values which exceed the hard limits specified in their associated drugs. If this occurs you will see the following message, see the Troubleshooting Section for further guidance.
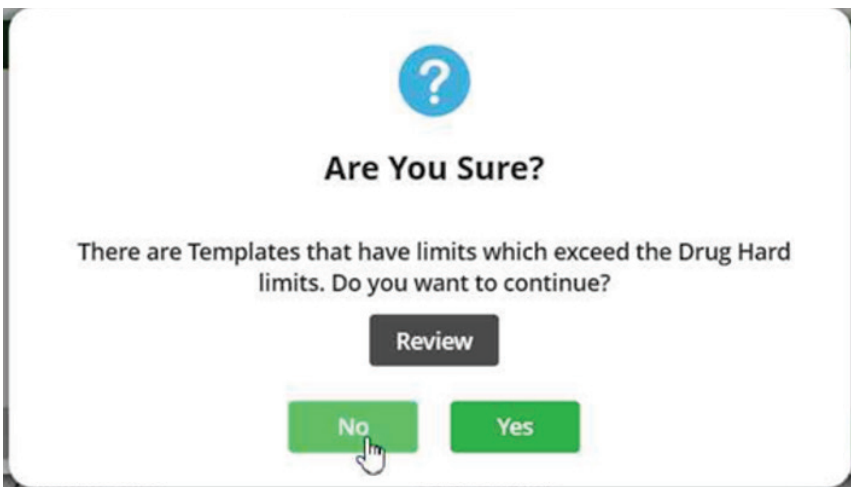
Unblocking RxManager Connections

After exporting or importing library or configuration files, you need to allow users to access to RxManager again.

1. From the Active Sessions screen, click **Settings**.

2. Click **Edit**.

3. For the **Block CURLIN® RxManager™ Connections** option, click to clear **Enabled**.

4. Click **Save**. Now, all authorized users can log in to RxManager.

Chapter 4.   Settings

You can select overall RxManager constraints and register the Enterprise Solution Software.

Selecting RxManager Settings

1.   From the Active Sessions screen, click **Settings**.

2.   Click **Edit**. You can enable/disable the following options:

Option	Definition
Users can approve their own work	When **disabled**, an authorized user must approve another user's work including creation and editing of drugs/fluids, templates and PSPs. Exception: Users with the Pharmacy Admin role can always approve their own changes in RxManager.
Allow users to override hard limits	When **disabled**, users cannot exceed the hard limits that were set in the Drugs/Fluids and Templates in RxManager.
Block CURLIN® RxManager™ Connections	When **enabled**, no users can log in to RxManager and make changes to the database. Users currently logged in will continue to have full access to the system until they log out.

3.   If you want to allow any of the options, select **Enabled**. Otherwise, the settings will be disabled.

4.   When you are finished, click **Save**. The Enterprise Solution Settings screen displays your chosen settings. These settings are applied when you click **Save**.

Note: If there are users logged in to RxManager at the time changes are made to settings, those users will need to log out and back in before the setting changes are applied to them.

When disabling *Allow users to override hard limits*, the software will verify that there are no instances where the values in a Template exceed the hard limit set in the associated drug; if this occurs you will see the following message, see the Troubleshooting Section for further guidance.
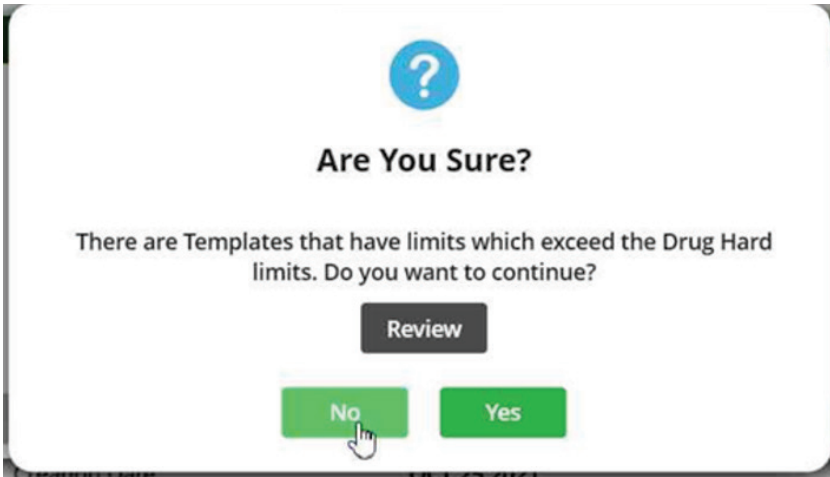
Registering Your License

When you purchased your Enterprise Software Solution package, you selected the number of RxManager user login accounts (seat counts), whether you could build a drug/fluid list, and if you could create a PSP with a single-use drug/fluid (instead of selecting an existing drug/fluid from the list, adding the drug/fluid information to a PSP). All of this information is displayed after you register your software.

1. From the Active Sessions screen, click **Settings**.

2. Click **Register**.

3. In the License Registration screen, type the license key you received from Moog Medical.

4. Click **OK**.

5. **Confirm** or create a **New IT Admin** if this is the initial Registration. IT Administrator can perform the initial setup and user management.

Chapter 5.   Events Report

Every time an Admin Manager, or RxManager, or Service Manager user logs in, a library or configuration is imported or exported, a user is added, a user's information is updated, the Events Report is exported, or the license key is updated, an event is recorded and stored. These actions are captured in the Events Report. Events are archived and never deleted.

Viewing the Events Report

1.   From the Active Sessions screen, click **Reports** (Figure 5-1).

DATE	EVENT NAME	DETAILS	CLIENT TYPE	USER
NOV 02 2020 08:21 AM	Logged in	--	CURLIN® Admin Manager	Annika Sorenstam
OCT 29 2020 01:24 PM	Logged in	--	CURLIN® Service Manager	Jim Mackay
OCT 29 2020 01:22 PM	Logged in	--	CURLIN® RxManager™	Annika Sorenstam
OCT 29 2020 12:56 PM	Logged in	--	CURLIN® Service Manager	Jim Mackay
OCT 28 2020 03:06 PM	Log in Failed	Username: Admin0	CURLIN® Admin Manager	--
OCT 28 2020 03:05 PM	Log in Failed	Username: Chan0	CURLIN® Admin Manager	--
OCT 28 2020 03:04 PM	Log in Failed	Username: admin0	CURLIN® Admin Manager	--
OCT 28 2020 12:18 PM	Logged in	--	CURLIN® Service Manager	Jim Mackay
OCT 26 2020 02:11 PM	Logged in	--	CURLIN® RxManager™	Annika Sorenstam
OCT 26 2020 01:05 PM	Log in Failed	Username: aSDF	CURLIN® RxManager™	--
OCT 26 2020 11:40 AM	Logged in	--	CURLIN® RxManager™	Annika Sorenstam
OCT 26 2020 11:39 AM	Logged in	--	CURLIN® Admin Manager	Annika Sorenstam
OCT 22 2020 11:51 AM	Logged in	--	CURLIN® RxManager™	Annika Sorenstam
OCT 21 2020 03:16 PM	New license added	--	CURLIN® Admin Manager	SM Pentest

Figure 5-1: Events Report

The default display lists events from the past 30 days, which are timestamped and organized from most current to oldest. The DETAILS column contains the user name when the event is user-based (either a user was created or a user's information was updated). The last column contains the user name who performed the event. Above the CLIENT TYPE column is the number of failed login attempts in the past 48 hours.

2. To filter the events, select the Start and End dates from the left and right date boxes. Then click **Search**. Only those events that occurred during those dates are displayed.

3. To organize the list of events, click the column title. For example, to sort the events list by date (toggle from oldest to newest or newest to oldest), click **DATE**.

Exporting the Events Report

You can save the report to a .csv file. Viewing the report in a spreadsheet may make it easier to sort and find the information you need, especially if the list of events is long. The exported .csv file contains every event from the first day you used Admin Manager.

1. From the Active Sessions screen, click **Reports**.

2. Click **Export**.

3. From the Save As screen, type the file name you want and navigate to the location where you want the report saved.

4. Click **Save**. The .csv file is created and stored in the location you selected.

Chapter 6.   User Assistance and References

Online Help

User Manual

You can display and save an online version of this user manual. You must have Adobe Acrobat installed on your computer. If you do not, contact your IT Admin for assistance.

1.   At top right corner, click the Help icon .

2.   The Admin Manager downloads a PDF version of this user manual. You can save this file to your desktop for reference. If you are unable to find the information you need to solve your problem, contact Moog Clinical and Customer Support.

Note: If the user manual was not installed with Admin Manager, a message appears, "User Manual was not found." Contact your IT administrator.

Context-Sensitive Help

On some Admin Manager screens, next to a field indicates that context-sensitive help is available. Move your mouse cursor over the to view the information.

Customer Support Help

Contact your facility's IT support person to resolve issues. If further assistance is required, contact Moog Clinical and Customer Support to speak to a CURLIN Enterprise Solution Software support person (800.970.2337).

Acronyms and Glossary

csv	Comma Separated Value. The file type that an exported Events Report is saved as. Most spreadsheet software programs support .csv files.
ES	Enterprise Solution

Chapter 7.   Troubleshooting

While using Admin Manager, you may encounter messages that require your response. Figure 7-1 shows an example of a message, and Table 7-1 defines the most common messages. If the information in the User Response column does not help you solve the problem, or if you have any questions, contact Moog Clinical and Customer Support for assistance.
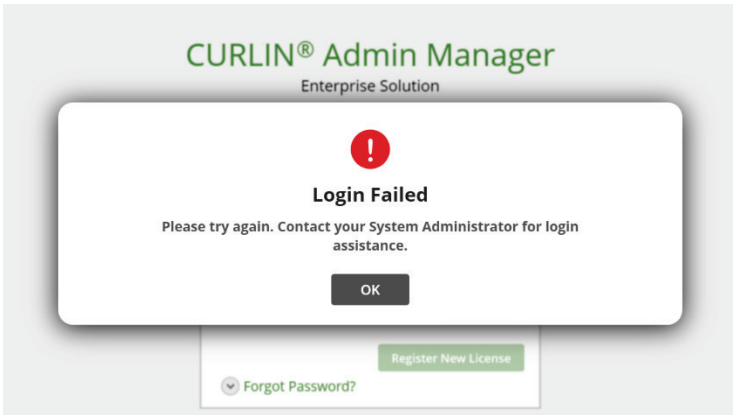

Figure 7-1: Example Message

Table 7-1: Message Definitions and Resolutions

Title and Message on Screen	Cause	User Response (Click OK to Clear the Message)
Application Malfunction CURLIN Admin Manager encountered an error and will shut down	A Windows failure occurred.	You may be required to log out and back into Windows. Then restart the application. Contact your IT Admin or Moog if problem persists.
Application Timeout All work in progress has been lost. User has been logged out.	Automatic logout due to user inactivity.	Log in to Admin Manager. Entries that were in progress have been discarded. Review and re-enter work in progress.

Title and Message on Screen	Cause	User Response (Click OK to Clear the Message)
Application Timeout You have been logged out due to inactivity.	Automatic logout due to user inactivity.	Log in to Admin Manager again.
Connection Error – Database Connection Lost All work in progress has been lost. User has been logged out.	A network error caused a disconnection between the Admin Manager and the database.	Attempt to log in to Admin Manager. It may take up to one minute before you can log in again. Contact your IT Admin or Moog if problem persists.
Connection Error – Incompatible Database Database is not compatible with the current CURLIN AdminManager™ version. Contact Administrator.	A database error has occurred.	Contact your IT Admin or Moog if problem persists.
Critical Error An error occurred while logging previous error. Please contact IT Administrator.	An error occurred with the application.	Restart the application and review/re-enter work in progress. Work in progress may have been lost. Contact your IT Admin or Moog if problem persists.

Title and Message on Screen	Cause	User Response (Click OK to Clear the Message)
Database Cleared during Import All existing Drugs, Fluids, Advisories and Templates will be erased from the database before import.	Importing a new library will cause your current library to be deleted. Confirmation is required.	It is recommended that before importing the new library, you first export the current library to an archived/saved file location. Select **Yes** to continue with import. Select **No** to cancel import. **Note:** RxManager connections must be blocked and all users must be logged out of RxManager before performing an import. For more information, see Chapter 3.
Database Error Database server does not have SSL enabled. Please contact System Administrator.	Network compatibility / Installation error.	Contact your IT Admin or Moog if problem persists.
Document Error User Manual was not found. Please contact IT Administrator.	Installation error. The application's user manual was not installed as part of the setup.	Contact your IT Admin or Moog if problem persists.
Document Error – Unable to Open Adobe Acrobat Reader was not found. Please contact IT Administrator.	Adobe Acrobat is not installed on this computer.	Contact your IT Admin for assistance.
Error File is being used by another process. Please close the file in other application and try again.	File access error during export. File is already opened.	Close any application that has the export files open. Contact your IT Admin or Moog if problem persists.

Title and Message on Screen	Cause	User Response (Click OK to Clear the Message)
Error Unable to import. Make sure the file is correct and not damaged.	File data error, or incompatible Library / Configuration	If possible, get a new copy of the file or re-export the library. Contact Moog if problem persists.
Export Failed An Active Configuration does not exist. Contact your Pharmacy Administrator	Cannot export a Configuration without first publishing it.	Retry the export with a published Configuration. Contact your IT Admin or Moog if problem persists.
Export Failed Export failed. Click OK to continue.	Potential data error, or write privilege error.	Retry the export and ensure that a duplicate named file is not open. Contact your IT Admin or Moog if problem persists.
Export Failed No Approved Drugs, Fluids, Advisories or Templates exist in the Library Contact your Pharmacy Administrator	Cannot export an empty library.	Retry with approved items in the library. Contact Moog if problem persists.
Import Not Allowed Import will not be allowed while there are active CURLIN RxManager connections	One or more users are logged into RxManager.	RxManager connections must be blocked and all users must be logged out of RxManager before performing an import. For more information, see Chapter 3.
License Expired Current license has expired. Contact Administrator for renewed license. Press OK to continue using the application.	Your software License has expired. You are currently using this application outside of your license agreement.	Contact Moog for a new license code.

Title and Message on Screen	Cause	User Response (Click OK to Clear the Message)
License Unavailable All available licenses are currently in use. Please try again later.	The user attempted to log in to Admin Manager, but all available seats are in use.	Contact your Pharmacy Administrator or Moog to obtain additional seats.
Login Failed Please Try again. Contact your System Administrator for login assistance.	User tries to log in with incorrect username or password.	Contact your IT Administrator or Root IT Administrator. Contact Moog if the Administrator cannot login.
Network Error Undefined network error occurred.	Due to network error, the Admin Manager application cannot be opened.	Retry opening the application and logging in. Contact your IT Admin or Moog if problem persists.
Overwrite Configuration during Import Configuration in the Approval Queue will be overwritten and require publish.	The imported configuration replaces any configuration currently in the approval queue.	Select **Yes** to delete the configuration in queue Select **No** to cancel the action. **Note:** The newly imported configuration does not automatically replace your active configuration. You must "Publish" the imported configuration to make it active.
Registration Required Please contact System Administrator to register software.	The user is attempting to log in to the Admin Manager application without a license.	Contact your IT Admin or Moog if problem persists.
Timeout during Import All work in progress has been lost.	While importing a file, the import duration exceeded the time limit.	Reinitiate import sequence. Contact your IT Admin or Moog if problem persists.

Title and Message on Screen	Cause	User Response (Click OK to Clear the Message)
Unable To Initiate Only one instance of Enterprise Solution application can run at a time.	Currently there is another CURLIN Enterprise Solution Software application open on the computer. Only one can be open at a time.	Ensure that there are none of the following CURLIN applications open on the computer before proceeding: – RxManager – Service Manager – Admin Manager (2nd instance)
Update Available New Version of CURLIN Admin Manager is available. Please contact MOOG representative for the latest update.	Software update is available.	This does not impact on-going work with Admin Manager / RxManager. Contact your Pharmacy Admin / Moog for update.
Active CURLIN Admin Manager instances limit is reached.	Only one user may be logged into Admin Manager at any given time.	Wait for the other user to log out. The system will automatically log out users after 30 minutes of in-activity.
Another Session is active in the network	The same user is logged into a CURLIN Enterprise Solution Software application on another computer.	Log out. **Note:** In some circumstances, it may take up to a minute for log in to be available to the user. Contact Moog if problem persists.
Are you sure you want to override current root IT Admin	Only one Root IT administrator is allowed and creating a new Root IT Admin will delete the current one.	Confirm if replacing the IT Root Admin is your intention. Contact Moog if problem persists.

Title and Message on Screen	Cause	User Response (Click OK to Clear the Message)
License is not valid	The license registration failed.	Typical causes are the license key is not valid or has expired or the MAC address of the computer does not match the license key. Contact Moog if problem persists.
Network Error	Database connectivity issues.	Typical causes are incorrect server name, database name or authentication issues. Contact your IT Admin or Moog if problem persists.
Root IT Admin does not exist. Please create Root IT Admin to start using application.	Root IT Admin was not created when applying the initial license key.	Reapply the license key and define the Root IT Admin. Contact Moog if problem persists.

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For over 20 years, Moog Medical has been designing industry-leading curvilinear peristaltic infusion pumps. Our infusion expertise and collaboration with customers and patients continues to benefit healthcare delivery and enhance caregiver and patient outcomes.

24x7 CLINICAL SUPPORT

Speak live with a Moog Clinical Representative for pump questions and troubleshooting guidance 24 hours per day, 7 days per week.

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carbon neutral
All Moog Administration and Delivery Sets are manufactured at a carbon neutral facility.

MOOG®
Enhancing Healthcare.
Enriching Lives.™