

2008
year end
review

provide the Medical Communication community with support and products that fulfill its needs.

As our business continues to grow, we are constantly looking to add to the list of talented people that make up our team here in Woodridge. We have recently added four individuals in the areas of Support, Development, Validation and Quality Assurance, each bringing their own unique skills, thoughts, ideas and identity to the organization. I wish our new and existing staff good luck and every success in 2009.

Additionally, early in the new year we will be adding to our staff in other areas of the organization, particularly those positions involved in supporting the needs of our clients at their individual sites. We will keep everyone informed of all the latest talent joining the team via this newsletter and through the additional services we hope to offer.

The senior management team at OBA focuses on continual improvement of all aspects of the business, particularly focusing on providing career paths for our staff as a way to best build a strong, multi-skilled, vibrant organization focused on customer service. This is demonstrated by Mike Green, who has risen through our ranks to attain the position of Support Manager, and Michael Holzmeister, who now works largely in Development in addition to using his experience and knowledge of the Medical Information industry to assist in the installation processes for our new clients.

Additionally, Stewart Hartz, after originally starting in Support, has

moved on to become our IT manager, playing a key role in building the company's technical infrastructure. Andy Crawford, who has recently taken on the role of Senior IRMS Education Specialist, is now also managing his department. All of these people, whilst building their personal portfolio of skills, continue to demonstrate the spirit management wishes to engender throughout our company.

As many of our clients are aware, the move from our old location in Lemont to our new office in Woodridge has provided us an improved technical infrastructure, as well as room for growth at a time when many organizations are downsizing. Our continued investment in our organization shows that both Dennis and I, along with our other Vice Presidents, Joe Pierce and Bill Nabors, have faith in our ongoing ability to grow the company in 2009 and beyond. We have many of our existing and loyal clients to thank for continuing to help us improve our system and for acting as advocates of our company with some of our newest clients.

As we go forward into a new year, I feel our customers can be assured that our organization will continue to show sound judgment operationally, tactically and strategically. Online Business Applications is confident that we can continue to rely on our strong and loyal clients to support us well into the future.

Best Wishes for the season,
David Hayward
Executive Vice President

2008 will be remembered for providing us all with a political, historical, and financial roller-coaster ride. However, it will also be remembered as a year of great growth and achievement here at Online Business Applications. We welcome the start of a new epoch at our Woodridge home.

I would like to thank all of our employees and clients for their input into our business during what has been at times a challenging year. I make particular note of the professionalism of our staff and the image we continue to convey to our customers.

As 2009 approaches, I would like to focus on what we are currently striving to achieve in order to "stay ahead of the game" in continuing to

Upcoming Events

CBI 8th Annual Pharmaceutical Contact Center Event Philadelphia, PA

January 26-27, 2009
<http://www.cbinet.com>

Left Coast Medical Meeting

hosted by Genentech Medical
Communications
San Francisco
January 30, 2009

CBI 2nd Annual Bio/Pharmaceutical and Medical Device Forum on Knowledge Management for Medical Affairs

Philadelphia, PA
February 9-10, 2009
<http://www.cbinet.com>

DIA 22nd Annual Conference for Electronic Document Manage- ment

Philadelphia, PA
February 10-12, 2009
<http://www.diahome.org>

IRMS Spring Workshop

Hilton Head Island, SC
February 27-28, 2009
www.irmsonline.com

DIA 20th Annual Workshop on Medical Communications

Hilton Head, SC
March 2-4, 2009
<http://www.diahome.org>

DIA 21st Annual EuroMeeting

Berlin, Germany
March 23-25, 2009
<http://www.diahome.org>

DIA 45th Annual Meeting

San Diego, CA
June 21-24, 2009
<http://www.diahome.org>

MAKING CHANGES

By Kirsten Carson

As our company continues to grow and more people join the OBA Team, I would like to point out some structural changes taking place within our organization for the start of the New Year.

In Sales and Marketing, Joe Pierce will be focusing on new sales opportunities. While I will be the primary contact for any sales related questions including training, custom development, consulting services, new licenses and additional modules: AE, PC, QA, CM.

I can be reached at 1-630-243-9810 ext 220 or at kirsten.carson@irmsonline.com

David Hayward will be concentrating his efforts in the area of Business Administration and as such, Mike Green will be handling Account Management duties. He will still be Support Manager and will be combining these duties going forward.

Mike Green can be reached at 1-630-243-9810 ext 207 or at mike.green@irmsonline.com

Just a reminder, OBA moved recently and we want to make sure everyone's Accounting departments have the correct address:

**Online Business Applications
9018 Heritage Parkway
Suite 600
Woodridge, IL 60517**

1(630) 243-9810
(All of our phone numbers remain the same)

2009 IRMS Workshop

**IRMS Spring Workshop
Friday February 27, 2009**

&

**Saturday February 28, 2009
Hilton Head, South Carolina**

New agenda format for 2009

**Hilton Head Marriott Resort
& Spa
One Hotel Circle
Hilton Head Island, SC 29928
Phone (843) 686-8478
Group Code: onbonbc**

Register at www.irmsonline.com



New Clients

Targanta Therapeutics

Targanta Therapeutics Corporation is a biopharmaceutical company focused on developing and commercializing innovative antibiotics to treat serious infections in the hospital and other institutional settings. Targanta's strategy is to develop oritavancin into a leading therapy worldwide for the treatment of serious gram-positive infections, initially for the treatment of cSSSI and subsequently for other indications

Wyeth France

Wyeth has a long history of pioneering developments in pharmaceuticals and biotechnology, with leading products in the areas of women's health care, neuroscience, musculoskeletal disorders, vaccines and infectious disease, hemophilia, and oncology. Wyeth also is a leader in the development of nutritionals. Wyeth improves the lives of millions of people around the world with its outstanding products. And new, innovative medicines are on the way. With research and development (R&D) programs focused on small molecules, vaccines, and biotechnology, Wyeth is exploring more than 90 new therapies for medical conditions such as diabetes, breast cancer, multiple sclerosis, Alzheimer's disease, and schizophrenia.

Celgene Global

Celgene is a multinational biopharmaceutical company committed to improving the lives of patients worldwide. Celgene seeks to deliver truly innovative and life-changing drugs for our patients. Their mission as a company is to build a major global biopharmaceutical corporation while focusing on the discovery, the development, and the commercialization of products for the treatment of cancer and other severe, immune, inflammatory conditions.

Novartis Canada

Novartis' dedication to scientific research, imagination, and new technologies has led to the creation of thousands of groundbreaking products and services in the areas of pharmaceuticals, nutrition, eye-care, and animal health. Novartis Pharmaceuticals Canada Inc. is a leading research-based company with a wide-ranging program for the development and marketing of innovative prescription medications in Canada. The Company's national head office building, completed in 2003, is located in Dorval, Quebec.

New Employees

Eric Oles is a graduate of the University of Central Florida with a Bachelors of Science in Marketing and Health Service Administration. Eric is a Client Services Specialist with previous experience working in customer support. In his spare time Eric enjoys spending time with his family, hanging out with friends, and loves sports.

Mike Luczak joined OBA as a Developer and has been in the industry for over 8 years. Mike has a son Mikey who is 4 and has Mike's blue eyes! When he isn't spending time with his son he is in the gym or hanging out with friends. Mike looks forward to a wonderful time here at OBA.

Rodney Fiene joined OBA as a member of the Quality Assurance team. Rodney holds a BA degree from Loyola University and is a software quality professional with over 15 years of experience, and he is a certified Six Sigma Green Belt. In his spare time he enjoys fishing and long walks with his family and four dogs.

More about E-Mail Documents

In our Fall 2008 newsletter, we discussed the basics on how to create e-mail documents in IRMS Document Maintenance, and how to use them to quickly build an e-mail message directly from a case record via the Case Entry menu option *Shortcuts > E-Mail Representative*.

Now we will show you a great way to use e-mail and standard document field codes together to create a response letter based on e-mail replacement codes.

Why convert e-mail replacement fields into document merge fields?

Although many IRMS fields are available as either document merge fields or e-mail replacement fields, there are some e-mail replacement fields that do not have corresponding merge fields. For example, the case question's Abstract value or the Question text.

Use the Client Data Memo Field to convert any combination of e-mail replacement fields into a single document merge field.

You can also use this feature if you prefer to convert a short e-mail-like message into a secure PDF attachment rather than send it in an e-mail message body. Or perhaps you want to provide a quick cover note for sending out some enclosure articles without using a full opening – product – closing based cover letter.

Here's how to get it done:

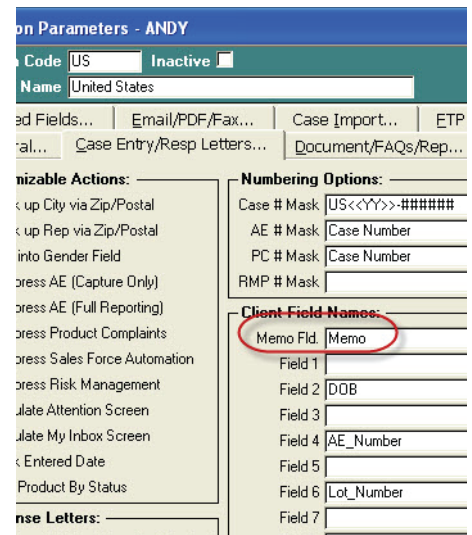
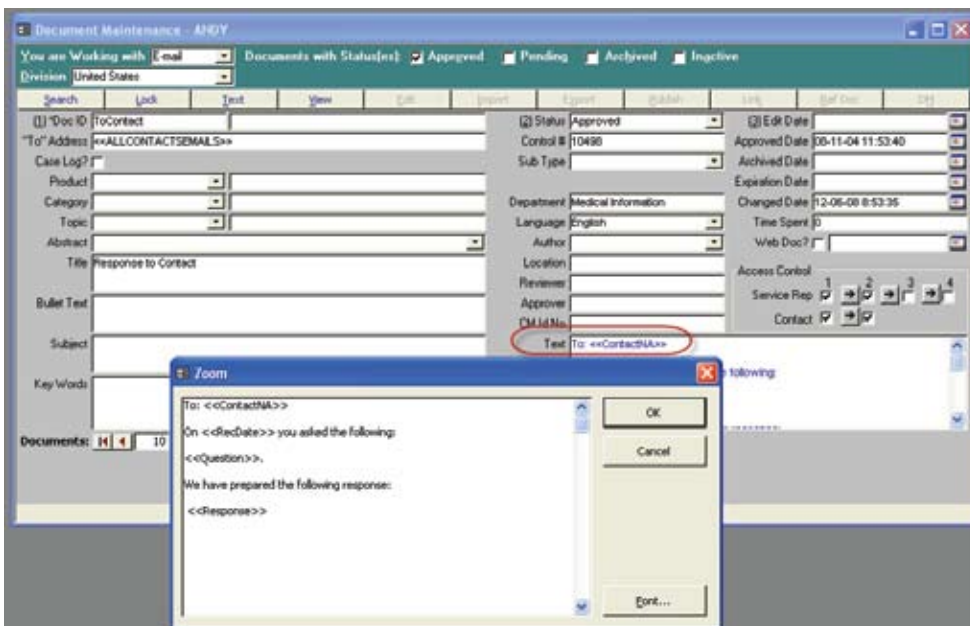
Step 1: Set up an e-mail document:

- a) Access Document Maintenance via the IRMS menu option *Documents > Maintenance*.
- b) Change the You are Working With option to E-Mail.
- c) Click the new record button at the bottom of the Document Maintenance window to create a new pending E-Mail document.

- d) Enter a Doc ID and a Title.
- e) In the Text section, enter the text you wish to include in the e-mail document. (*Tip: Right-click in the Text area and select Zoom to edit in a larger text work area).
- f) Add the e-mail replacement fields. Consult the IRMS Field Code Guide for the available e-mail replacement codes.
- g) When your e-mail text and replacement codes are ready, set the e-mail document status to Approved.

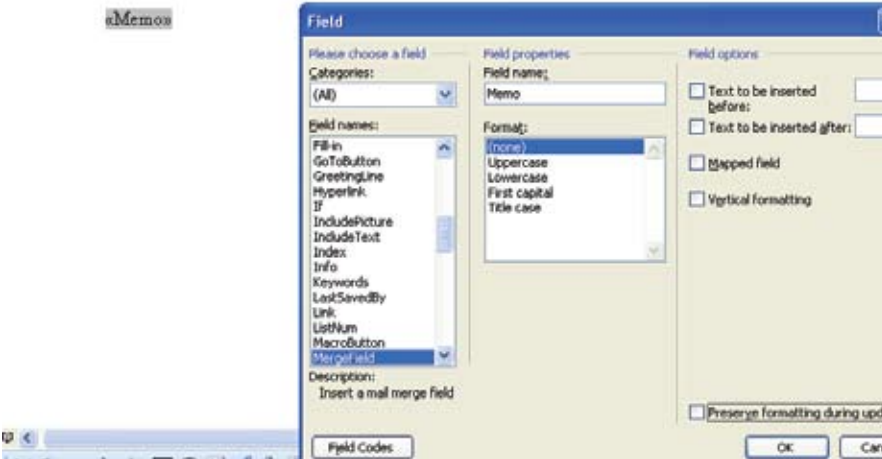
Step 2: Define the Client Data Memo Field label.

- a) In your Division Parameters > Case Entry / Resp Letters tab, enter a label name for the Memo Fld. Note the exact field name as you enter it here; it will be the same as the merge field code to use in the next step.
- b) Close Division Parameters.



Step 3: Set up a simple standard document

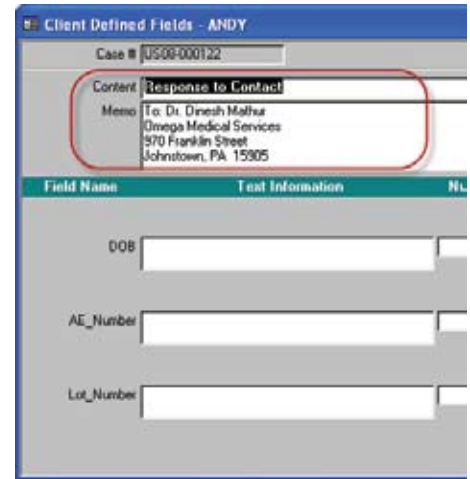
- a) Return to Document Maintenance, but leave the You Are Working With option set to Standard.
- b) Click the New document button on the bottom navigation tool.
- c) Enter a Doc ID and Title.
- d) Click Edit. The system prompts you to create a new word processing document; click Yes.



- e) Insert a merge field using the Client Data memo field name you created in Division Parameters. See the Field Code Guide for details on inserting merge fields.
- f) Add additional text to the document around the memo merge field, if needed.
- g) Save and Close the word document.
- h) Change the document's Status to Approved.

Step 4: Select the Memo Content

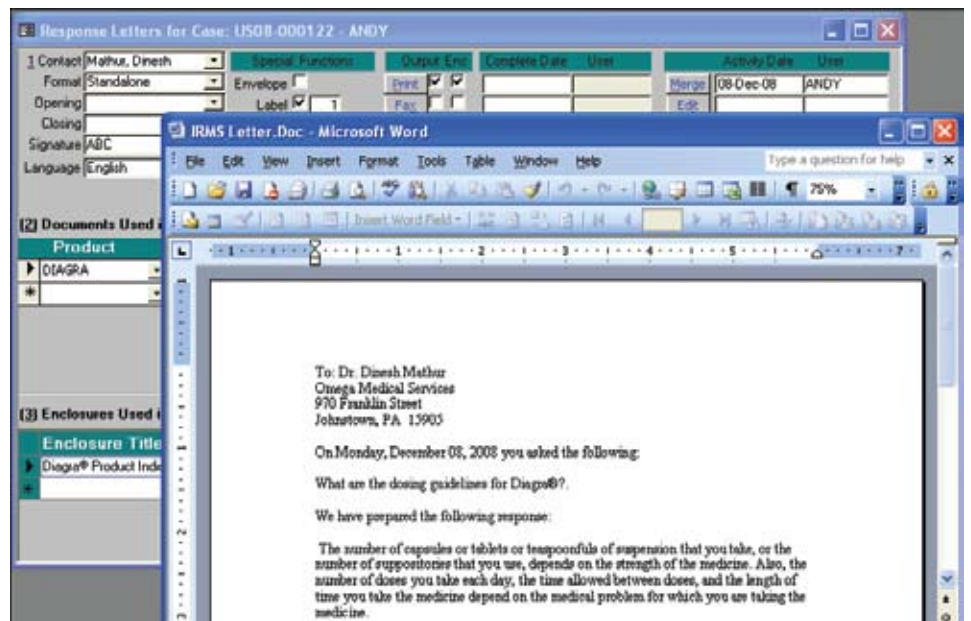
- a) In a case record, click the Client Data button.
- b) Click the Content pick list button above the Memo field and select the e-mail document created above.
- c) The system builds the Memo text based on the selected e-mail template.
- d) Close Client Data.



Step 5: Build the Response Letter

- a) Click the Letters button to begin a new case response letter record.
- b) Optional: If you want to render the e-mail as a stand alone response letter, without an opening or closing, change the Letter Format option to one defined in the Standalone format style (see IRMS Document Management Guide for details on Letter Formats).
- c) Click the Document Title pick list and select the Standard type document created above.
- d) If any additional Enclosure records are needed, click the Enclosure pick list and select the appropriate one.
- e) Click the Merge button.

- f) After IRMS completes the letter merge, click Edit or View to review the results.



Support Center

Technical Support Insight on IRMS Common Errors

By Kimberly Utley

Each quarter when newsletter time rolls around, we here in the Support Department aim to provide articles that not only inform, but also offer tips and techniques that highlight the ease of use and simplicity of IRMS. This quarter, we decided that the best way to do this was to discuss the ways that some of the most common software errors may be quickly and easily remedied.

Error #-2147417851: The operation failed due to network or other communication problems. Check your connections and try again.

MS Outlook options may not be set properly. Click the Tools menu and select Options. On the Mail Format tab, uncheck the options for "Use Microsoft Office Word 2003 to edit e-mail messages" and "Use Microsoft Office Word 2003 to read Rich Text e-mail messages" (the text of these options may vary slightly depending on the version of Outlook being used).

Note: If IRMS is running in a Terminal Server or Citrix configuration, this change must be made in Outlook on the server, not on the user's machine.

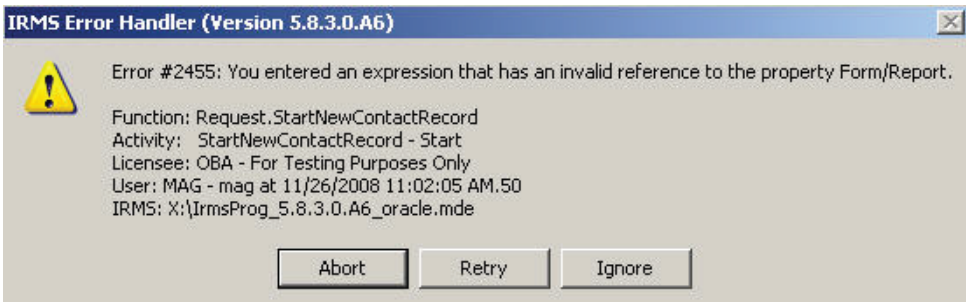
Error #2467: The expression you entered refers to an object that is closed or doesn't exist.

The user's IrmsProg may have become corrupted, and should be refreshed. To do this, perform the following steps:

1. In IRMS, click the Help menu, and select the "About IRMS" option.
2. Click the "Refresh Your IrmsProg" button.
3. Click OK, and then click Close.
4. Exit IRMS, then log back in.

Error #2753: A problem occurred while IRMS was communicating with the OLE server or ActiveX Control

The user may have tried to view/edit an IRMS Document or Letter while MS Word was displaying a dialog box. Log out of IRMS completely, and then attempt to locate the open dialog box by pressing Alt-Tab. Close the dialog box, and then attempt to view the document again.



Error #2455: You entered an expression that has an invalid reference to the property Form/Report.

The user may be attempting to navigate through records in IRMS too quickly. As a general rule, no action in IRMS should be performed when the Status Bar (located in the lower-right corner of the main IRMS window) indicates that an action is already being performed. Consider other methods, such as Case Query or Datasheet View, as an alternative to navigating through many records when trying to locate a particular case.

Error #3157: ODBC (Verbiage following ODBC may vary)

In order to recover from this error, the recommended course of action is for all users to log out of IRMS. Once all users are confirmed logged out, they can then log back in to IRMS, one at a time if possible.

Error #3146: ODBC--call failed.

The user's IrmsProg may have become corrupted, and should be refreshed. To do this, perform the following steps:

1. In IRMS, click the Help menu, and select the "About IRMS" option.
2. Click the "Refresh Your IrmsProg" button.
3. Click OK, and then click Close.
4. Exit IRMS, then log back in.

IrmsMailOutlook Component Unavailable

IRMS was not able to create a requested object.

Object: IrmsOutlookMail.IrmsMailItem

This error is related to a file called CDO.DLL, and is usually caused because the file is either missing or unregistered. It can normally be resolved by performing the following steps:

1. If the CDO.DLL file is not in the proper location (C:\Program Files\Common Files\System\MSMAPI\1033), obtain the file from another machine, and place it in that location.
2. Click the Windows Start menu, and select the Run option.
3. Type or paste the following into the "Open" box, and click OK:
regsvr32 "C:\Program Files\Common Files\System\MSMAPI\1033\CDO.DLL"
4. Click OK in response to the message confirming a successful registration.

GridEx Control not found

Error Registry key -201

Invalid or missing GridEX20.ocx

One of the following reasons is the cause:

- 1) GridEx20.ocx file is not registered. In a Citrix setup, an admin must register the file on the server. For a Client/Server setup, the file must be registered on the local machine.
- 2) You don't have permissions to the GridEx20.ocx file. All users should have Modify rights to this file.
- 3) The GridEx20.ocx file is not installed & registered. It should be in C:\Windows\System32.
If you can't find it in your CD, you can download it from here:
<http://www.irmsonline.com/web/datau/Gridex20.zip>

Error #-2147467259: Can't create file



This error usually appears when trying to email. The User's outlook temporary files need to be purged. To find and delete the temp outlook files:

Step 1: Locate the folder.

The folder location is stored in the registry in the following key:

Outlook 97
HKEY_CURRENT_USER\Software\Microsoft\Office\8.0\Outlook\Security
Outlook 98
HKEY_CURRENT_USER\Software\Microsoft\Office\8.5\Outlook\Security
Outlook 2000
HKEY_CURRENT_USER\Software\Microsoft\Office\9.0\Outlook\Security
Outlook 2002/XP
HKEY_CURRENT_USER\Software\Microsoft\Office\10.0\Outlook\Security
Outlook 2003
HKEY_CURRENT_USER\Software\Microsoft\Office\11.0\Outlook\Security
Outlook 2007
HKEY_CURRENT_USER\Software\Microsoft\Office\12.0\Outlook\Security

Step 2: Get to the folder.

- Open the OutlookSecureTemp-Folder registry key from the location provided in Step 1.
- Copy the path from the key.
- Open Explorer
- Paste the address in the Address Bar and press Enter

Error #3048: Cannot open any more databases.

Have the User refresh their IRMSPROG.

To do this, perform the following steps:

1. In IRMS, click the Help menu, and select the "About IRMS" option.
2. Click the "Refresh Your IrmsProg" button.
3. Click OK, and then click Close.
4. Exit IRMS, then log back in.

Error #3051: The Microsoft Jet database engine cannot open the file

This is a File/Directory permissions issue. Verify that User has Read/Write/Execute rights to their Local folder, as well as the IRMS System folder.

We hope that you have found this informative and will find it useful in the future. As always, if you receive an error or are having any difficulties whatsoever, you should never hesitate to contact Technical Support. We are always here and happy to assist you.



Discover the Potential

Class Schedule

February 16 - 17	Basic IRMS <i>Case Entry, Response Letters, Query & Reporting</i>
March 16 - 17	Administrator <i>Tables, System Config, Document Maintenance</i>
April 13 -14	Advanced IRMS <i>Business Rules, Data Protection, Advanced Doc Maintenance and more.</i>
May 11 - 12	Basic IRMS <i>Case Entry, Response Letters, Query & Reporting</i>
June 8 - 9	Administrator <i>Tables, System Config, Document Maintenance</i>

For more information please contact:

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Are you interested in writing an article and getting it published in *Inside Online*? We encourage you to share with us your thoughts, ideas and different IRMS experiences. Tell us about how you are using IRMS in a unique way. Share your company's experience with deploying IRMS globally.

Some recent guest writers and articles include:

Going Global by Victoria Vowels of Merck Serono International SA

Copyright for Business Professionals by Copyright Clearance Center

Capturing Conference Medical Inquiry Requests at the Medical Affairs Booth by Amyas Huston of Cubist Pharmaceuticals

User Driven Design by Tim Batchelder of EMD Serono