



2021 Minute Clinic CC/ WN Linux Upgrade

Version 1.0

4/26/2021

Visit Expectations

CVS Code of Conduct	<p>CVS expects all vendor partners, as we do with our own employees, who work in any of our locations to comply with laws and treat our associates with respect, honesty, and courtesy. Disruptive, unproductive, immoral, unethical, or illegal actions will not be tolerated.</p> <p>Furthermore, CVS reserves the right to inspect, with or without notice or specific cause, all packages, bags, purses, or other containers or personal property, brought into or taken out of a CVS facility. If necessary, you may be asked to comply with a search by emptying pockets, and/or removing coats/jackets for merchandise or property that may be concealed. CVS expects our vendor partners to adhere to our standard that refusal to comply with a search is grounds for disciplinary action.</p>
Dress Code for all CVS ROC Vendors	<p>Our company follows a business casual dress code for all colleagues. These are general guidelines of acceptable and non-acceptable dress for store visits.</p> <p>Acceptable business casual dress</p> <ul style="list-style-type: none"> • Khaki pants, Dockers, Dress pants, Slacks, Ankle length Capri Pants • Appropriate jeans/denim (neat in appearance without tears, holes, or frays) • Shirts: regular or banded collars, golf shirts, sweaters, turtlenecks, sweatshirts • Dresses: appropriate length, with sleeves cut no shorter than the top of the shoulder • Skirts: appropriate length and proper fitting • Footwear: clean loafers, boots, flats, business casual shoes • Athletic shoes/sneakers (clean, tied and in good condition) • Vendor branded attire <p>Unacceptable dress includes, but not limited to:</p> <ul style="list-style-type: none"> • Clothing that exposes the midriff • Crop tops, halter tops, tank tops, spaghetti straps • Off the shoulder clothing • Shorts or skorts • Dresses that expose the back • Sweat suits, sweatpants, spandex leggings and other form-fitting pants • Hooded Sweatshirts • Athletic Jerseys • Exposed undergarments, revealing or transparent clothing • T-shirts • Distressed clothing (wrinkled, stained, dirty, torn, oversized, etc.) • Flip flops, Beach shoes, slippers, open toed shoes, Crocs, sandals • Hats • Visible piercings in body parts other than the ear • Branded attire (non Vendor) • Advertizing or messaging attire (non Vendor) <p>The aforementioned guidelines are intended to convey the desire for tidy presentation of your field personnel, rather than serve as a document to limit personal expression and liberties.</p> <p>Project Managers are responsible for monitoring these guidelines and communicating with colleagues about appropriate business attire.</p>

<p>The Rollout Operations Center</p>	<p>25 Blackstone Valley Place Suite 210 Lincoln, RI 02865 Fax: 1-401-770-6641 Telephone: 9-1-888-401-4601 Press 4 then option 6 for Minute Clinic Installs</p> <p>Have the Following information ready each time you call.</p> <ul style="list-style-type: none"> a) Your Name and the company you work for b) The site number <p>Rollout Operations Center Hours: 5:00 AM to 8:00 PM EST</p> <p>Project Log In/ Log Out Guidelines: First Store Log In: Upon Arrival Last Store Log In Time: Upon Completion</p>
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Rollout Operations Center Protocol

Purpose	The Rollout Operations Center serves as a 2nd level support facility for installation, conversion issues, and as a means of verifying communications. Throughout this Redbook you will be instructed to call the Rollout Operations Center.
Technician Protocol	<p>a) Upon arriving at the store the technician should introduce themselves to the Store Manager (SM) or Main Site Contact (MSC) and specify the reason for your visit. Verify the Store number, address and location with the SM or MSC.</p> <p>(1) If requested, the vendor will provide a Technician Letter of Authorization to the SM/MSC and/or main contact.</p> <p>(2) If the technician is denied access to the CVS site, the vendor is required to contact the ROC immediately from outside the store.</p> <p>(3) Once identified and access has been granted, the technician should request to use a phone and contact the ROC to be logged in with the ROC. All calls to the ROC are placed in a queue and answered by the next available ROC agent.</p> <p>b) Once in contact with the ROC, technicians will need to verify their credentials and scope of work for the site visit.</p> <p>c) Technician should quickly survey the key locations as they pertain to the scope of work for the site visit. Report any issues to the ROC that will delay/inhibit the installation.</p> <p>d) The vendor/technician must follow all of the procedures, steps, and processes involved in successfully completing this project per CVS Redbook.</p> <p>e) In the event that an unforeseen situation arises, the following steps are to be followed:</p> <ol style="list-style-type: none"> If the installer determines there is a problem and the issue is NOT related to the installation, he/she should escalate the issue to their PM (Project Manager). E.G. technician running late, technician sick, etc.... If the issue is related to the Redbook procedures or the install itself, the installer must escalate the issue to the ROC. If the problem cannot be resolved by the ROC, the ROC will escalate the issue to the appropriate party. It is imperative for the technician on site to start the escalation process at the time the problem is discovered. This will ensure a quick/timely installation. <p>f) If any CVS store personnel requests the technician to leave the store for any reason, the technician should quickly clean up all equipment and materials without delay, leaving the store in a presentable manner. The technician should leave the building and contact the ROC.</p>
Logging Out	<ul style="list-style-type: none"> When all tasks and testing are successfully completed the onsite technician <u>must</u> log out with the ROC. The ROC will request to speak with the SM/MSC at the site. Detailed questions regarding the installation and conduct of the site technician will be asked by the ROC. Upon satisfactory answers from the SM/MSC, a release code will be given to the onsite technician. The ROC will log the onsite technician out of the store in the ROC database. The release code must be recorded by the onsite technician. This is needed for billing. Failure to log in/out and obtaining the release code will delay payment.

Objective

Upgrade Minute Clinic Health Hub Care Concierge and Wellness Workstations to new Linux Operating System. Confirm staff has a basic understanding of logging into new OS. Confirm with ROC when logging in and follow proper log in and log out procedures with the CVS Rollout Operation Center. Installs may also include one MC WKs as well.

Arriving On Site

- Upon arriving at the store, introduce yourself to the Store Manager (SM) or Main Site Contact (MSC) and specify the reason for your visit. Verify the store number, address and location with the SM or MSC.

Note: Techs should arrive on site 1 hour prior to clinic open time if upgrading Wellness WKs or at time specified by Vendor.

- Confirm access to the Zotac WKs at the Care Concierge desk and Wellness room. The Manager or Supervisor on Duty (MOD) should have the proper keys to allow you into the MC areas. If you are unable to get access or there is any delay in getting access, please notify the ROC immediately.
- Locate USB Flash drive needed to perform upgrades. USB drive will be shipped in a large pink/ red bubble envelope as seen below. **Package should also include a return shipping label. DO NOT LOSE or DISPOSE OF.** If unable to locate package contact ROC for tracking information.



Important: Please save and salvage return shipping label and envelope as they will need to be used to ship back USB Flash drive at end of install.

- Once the Drive has been located and access has been granted, request to use a CVS store phone and contact the ROC to be logged in. All calls to the ROC are placed in a queue and answered by the next available ROC agent.





Telephone: 9-1-888-401-4601 Press 4 then option 6 for Minute Clinic Installs

Inventory

All sites will receive the following equipment listed:

- 1 USB Flash Drive with Linux Configuration File Preloaded.

Equipment Introduction

<u>Equipment</u>	<u>Description</u>
<p><u>Flash Drive</u></p> 	<p>Flash Drive needed to upgrade all MC Workstations.</p>
<p><u>Care Concierge Desk and Workstation</u></p> 	<p>Care Concierge Desk usually located in front area of Heath Hub with Zotac Workstation.</p>
<p><u>Wellness Room Workstation</u></p> 	<p>Wellness room Workstation. Will need to work with store personnel to locate exact location of Well Room as locations may vary.</p>
<p><u>Minute Clinic Exam Room Workstation</u></p> 	<p>Standard Minute Clinic Exam Room Workstation setup. A small amount of sites will possibly need a MC Exam Room Zotac upgraded as well.</p> <p>Verify with your vendor and the ROC to confirm before accessing any MC Exam Rooms.</p>

Pretesting

Before beginning any part of the install please confirm the following items.

- Contact the ROC and confirm what workstations you will be upgrading to Linux.
- Retrieve all **password info** and **Gateway IPs** needed during this call with the ROC if you do not already have.

*****Important:** Wellness Workstation need to be completed before the MC opens. No Wellness Workstations are to be upgrade during open Clinic hours unless specified by the ROC to do so. Because of this you should Always start with the Wellness Workstation***

Flash workstation with Linux image

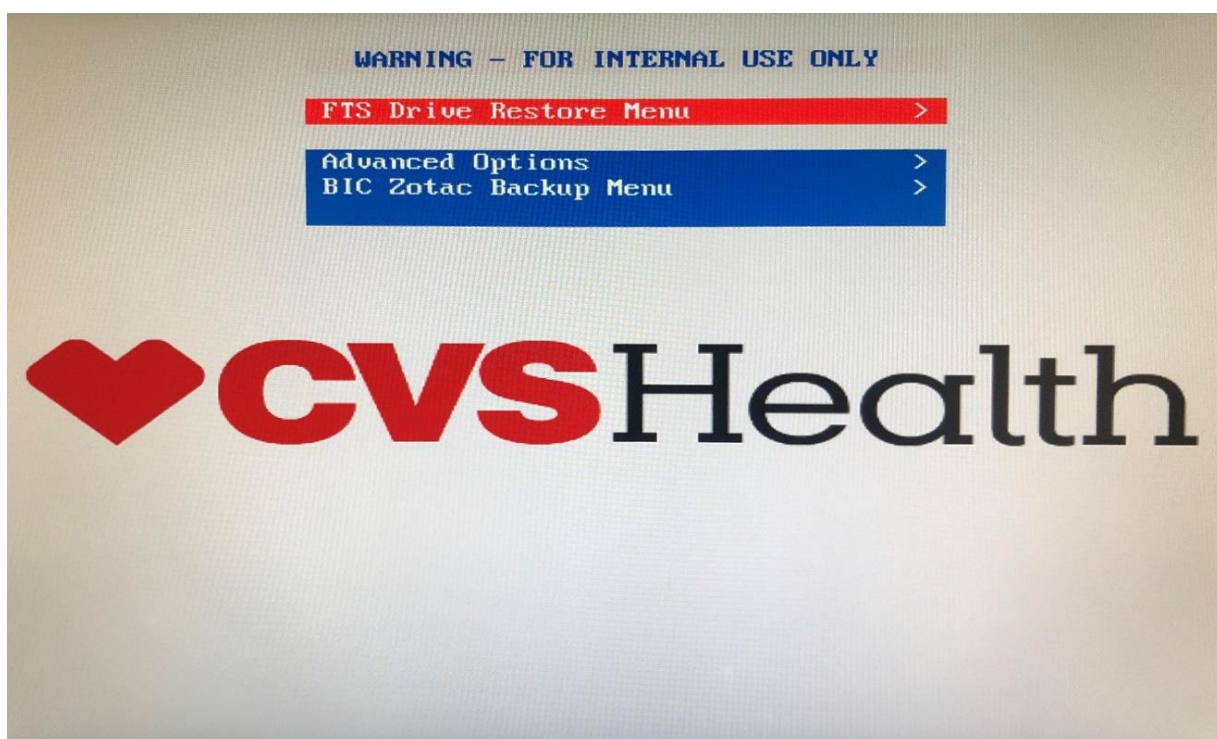
- Power down Zotac Workstation
- Insert CVS imaging USB key into any available USB port.
- Power on workstation and press "F8" continuously at the BIOS prompt to launch BBS menu.



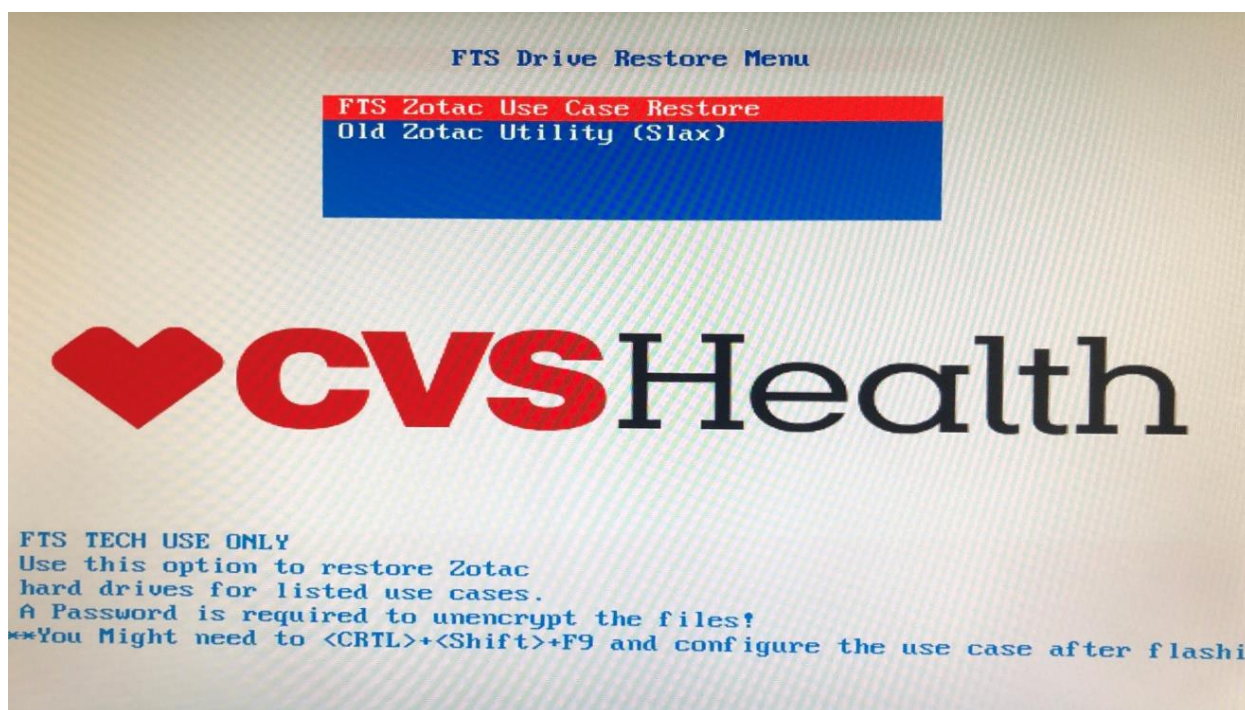
- At the boot menu, arrow to the entry for the USB drive you just inserted and press <enter>.



- Once the USB drive has booted, the following menu will display. Press <enter> to select "FTS Drive Restore Menu".

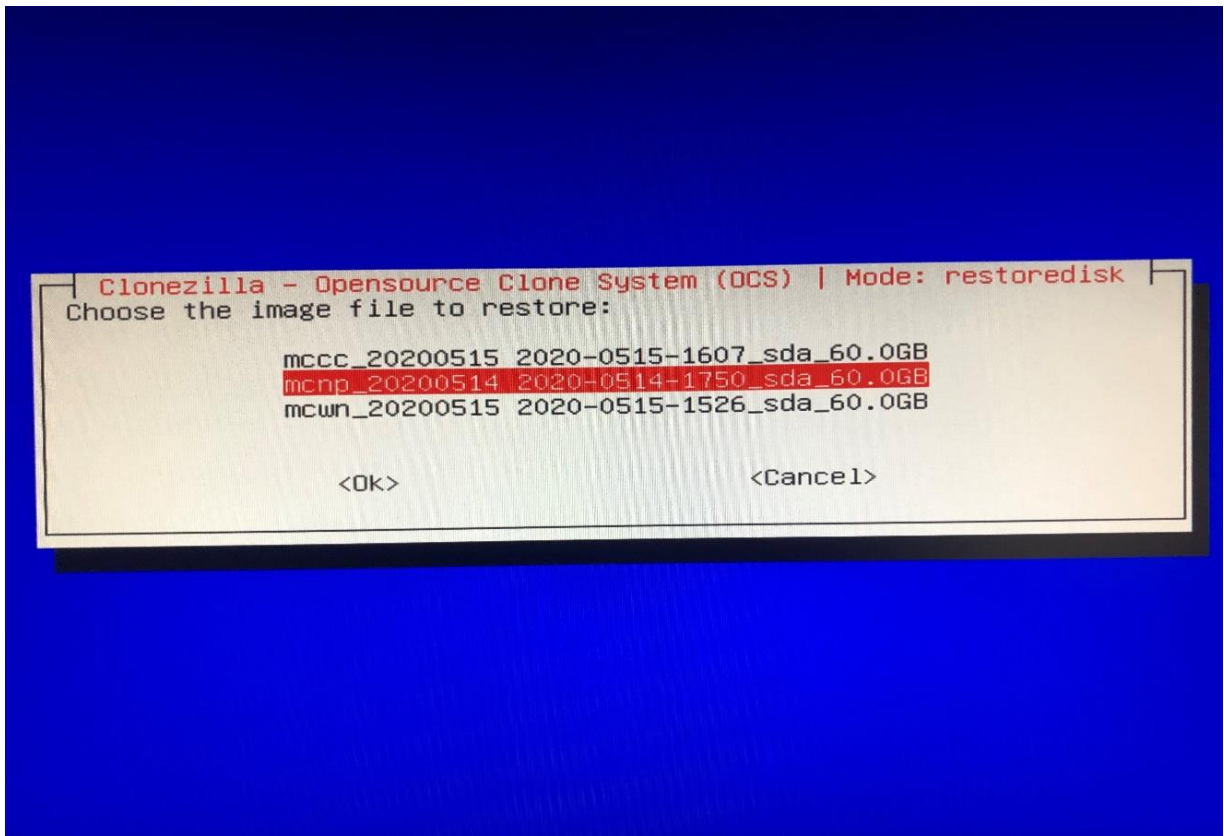


- From the FTS Drive Restore Menu, press <enter> to launch the "FTS Zotac Use Case Restore" menu.

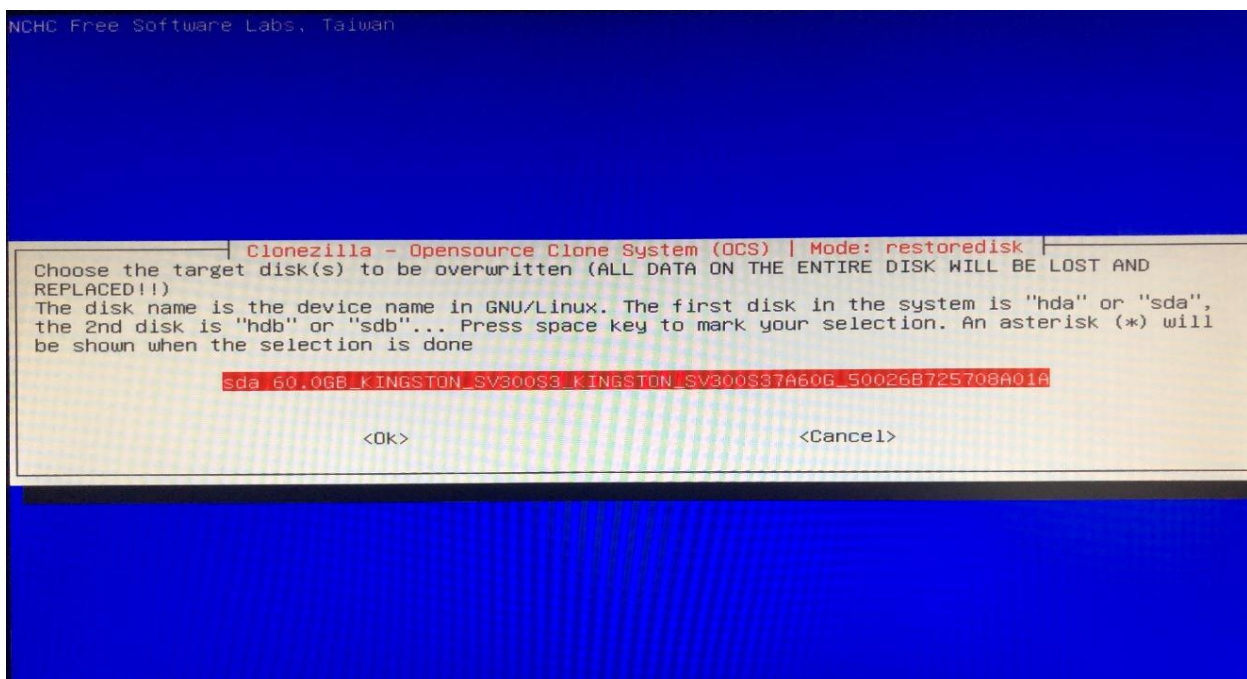


- Once the restore menu finishes loading, arrow down to the image name you want to restore, then press <enter>.

***** MCCC (Minute Clinic Care Concierge) and MCWN (Minute Clinic Wellness) are designated for Care Concierge and Wellness workstations. Please make sure you are selecting the correct option for the workstation you are upgrading. MCNP (Minute Clinic Nurse Practitioner) Should only be used to upgrade Exam Room workstations *****



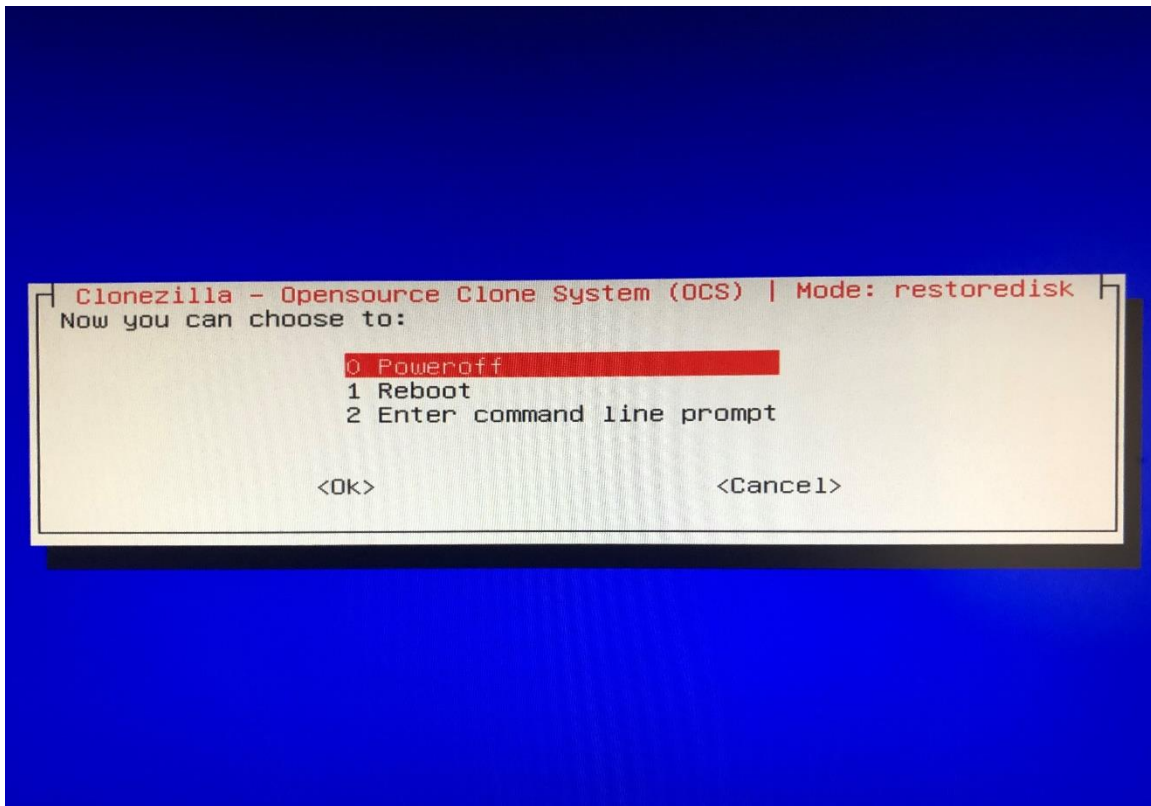
- Screen will display the target disk name to overwrite. Press <enter> to continue using selected drive.



- ***Stop: Contact ROC for USB passcode if you have not already received*****

```
Running: ocs-update-initrd -p "sda1 sda2 " auto
Found boot and grub partition: /dev/sda2
Found grub partition "/dev/sda2", which is on the restored partitions list (sda1 sda2 )
ater.
Re-creating initrd on boot dir in partition /dev/sda2 and root partition /dev/sda2...
Test if we can chroot the restored OS partition /dev/sda2...
Yes, we are able to chroot the restored OS partition /dev/sda2.
Running the command in the restored GNU/Linux chroot env:
update-initramfs -u -k all
This might take a few minutes...
update-initramfs: Generating /boot/initrd.img-5.3.0-51-generic
```

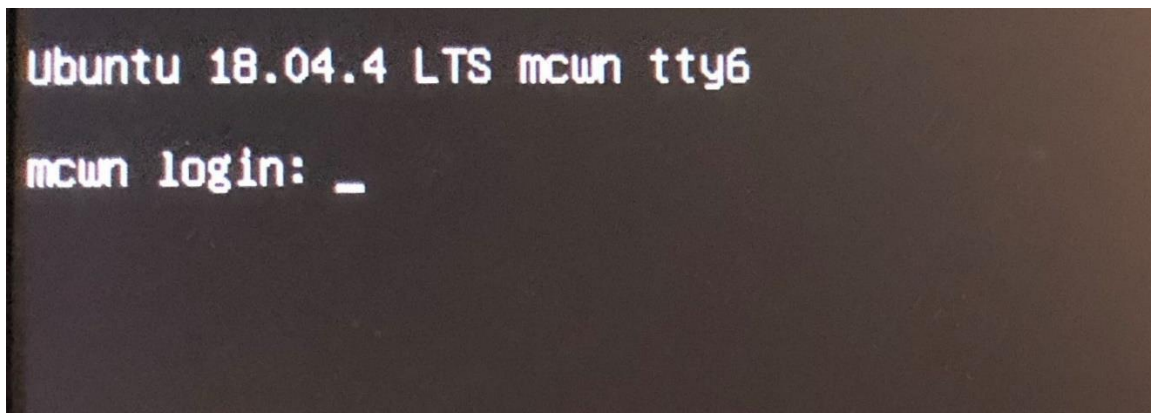

- When complete the screen will display the 3 options shown below.



- Arrow up to "Poweroff", then press <enter> to power off.
- Once the workstation is powered off, remove the USB key.
- Workstation flash process complete. **Move on to Personalizing the Workstation.**

Personalize the Workstation

- Ensure all peripherals are properly connected and powered on the Workstation.
- Power the workstation on. The system will boot and load blank screen screensaver.
- Press **CTRL-ALT-F6** to get to the tty6 console screen



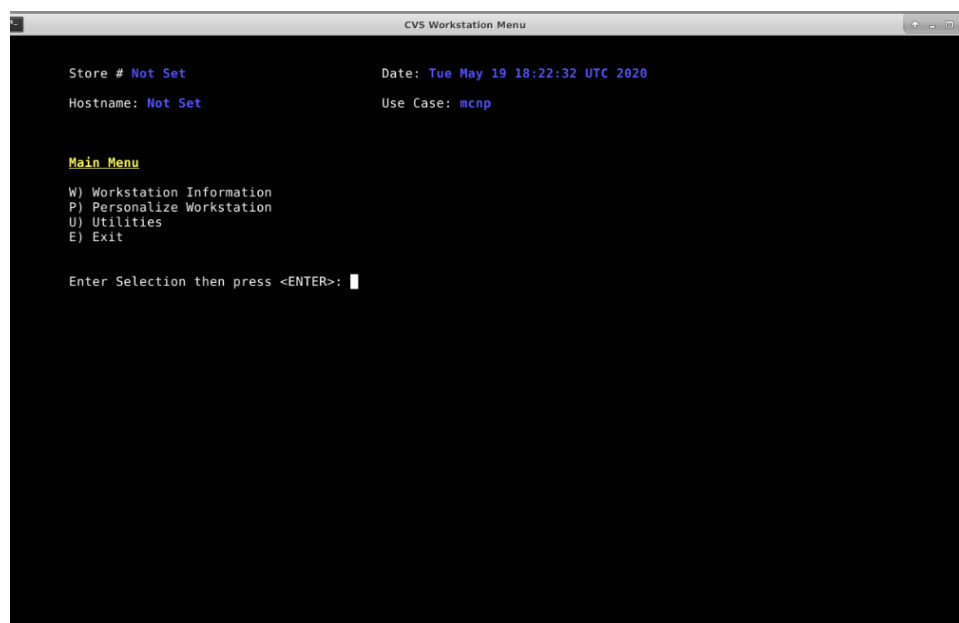
- At the login: prompt type "cvsadmin", then press <enter>.
- At the password prompt type the cvsadmin password, then press <enter>.

*****Stop: Contact ROC for cvsadmin password if you have not already received*****

- The system will launch a terminal window on a grey background. Type the cvsadmin password once again, then press <enter> to launch the CVS Workstation Menu.



- From the Main Menu, select option "P" to personalize the workstation, then press <enter> to continue.



- When prompted enter the 5 digit store number, then press any key to continue **(Always use 5 digit format for store number)** Example: Store 12 would be 00012.

Note: Black screen saver or black and gray box screen saver may appear during personalization process. If this occurs move mouse and press CTRL-ALT-F6 to get back to the tty6 console screen and reenter cvsadmin credentials. This will allow you to continue where you left off

- When prompted, enter the workstation number, then press any key to continue.

Note: All Care Concierge and Wellness Workstations you will use 1 as the workstation number. If you are upgrading a MC Exam room workstation use the numbering scheme below.

- Care Concierge Workstation = Linux Workstation #1
- Wellness Room Workstation = Linux Workstation #1

- Windows Side A Exam room = Linux Workstation #1
- Windows Side B Exam room = Linux Workstation #2
- Windows Side C Exam room = Linux Workstation #3
- Windows Side D Exam room = Linux Workstation #4

- When prompted for Time Zone select the appropriate option, then press any key to continue.
- Screen will display your selections as in the example below.
 - If incorrect, type "n", to return to main menu and start over.
 - If correct, type "y" then press <enter>.

```

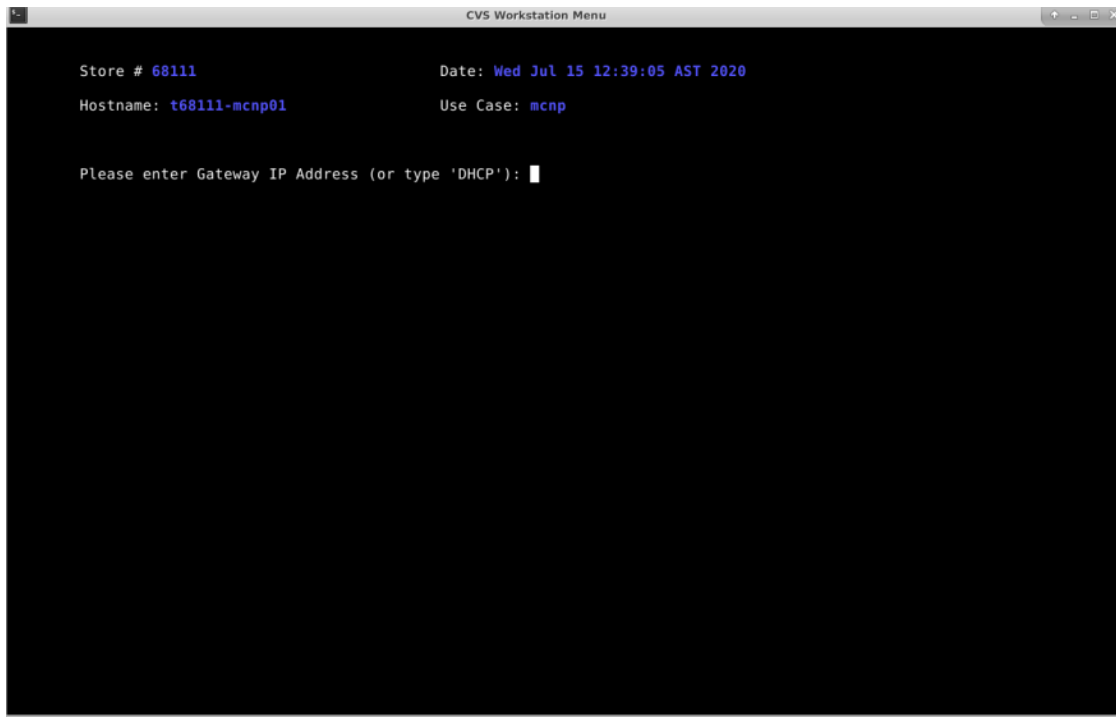
CVS Workstation Menu

Store # Not Set          Date: Tue May 19 19:13:42 UTC 2020
Hostname: Not Set       Use Case: mcnp

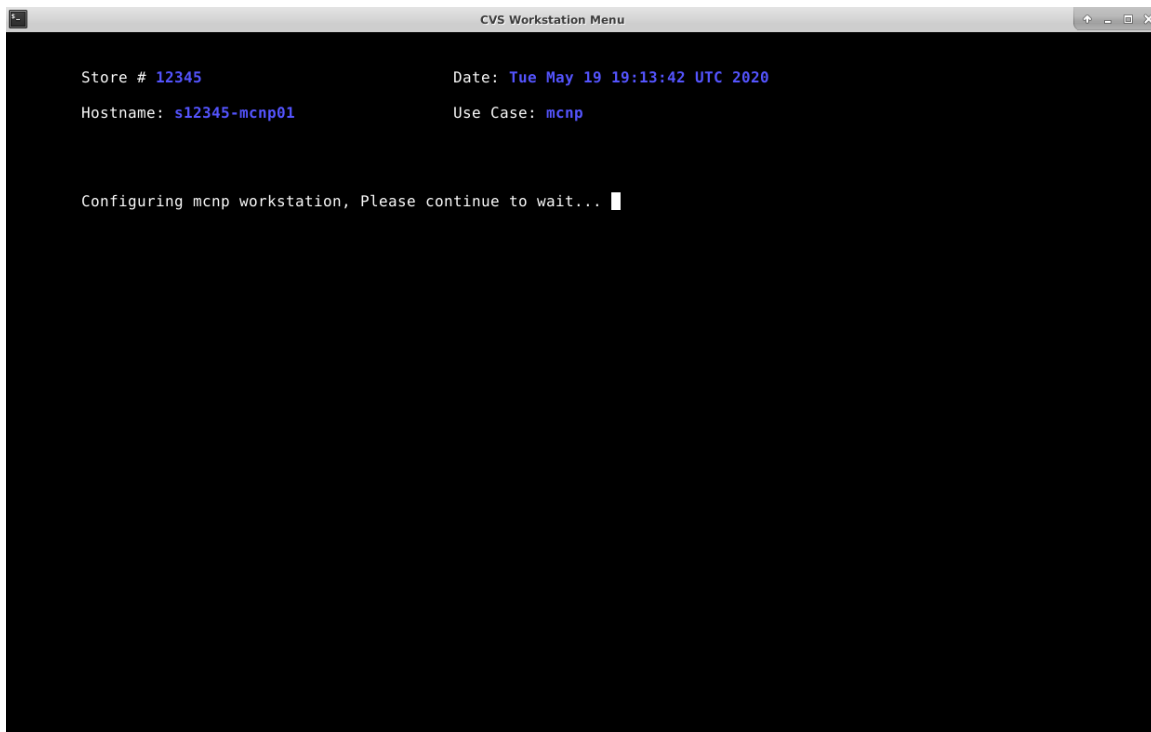
Your selections for new configuration are as follows;
Store Number:  s12345
WKS Number:    1
Time Zone:     Eastern

Is the above configuration correct (y/n)?
Press 'Y' or 'N' then press <ENTER> to continue:
  
```

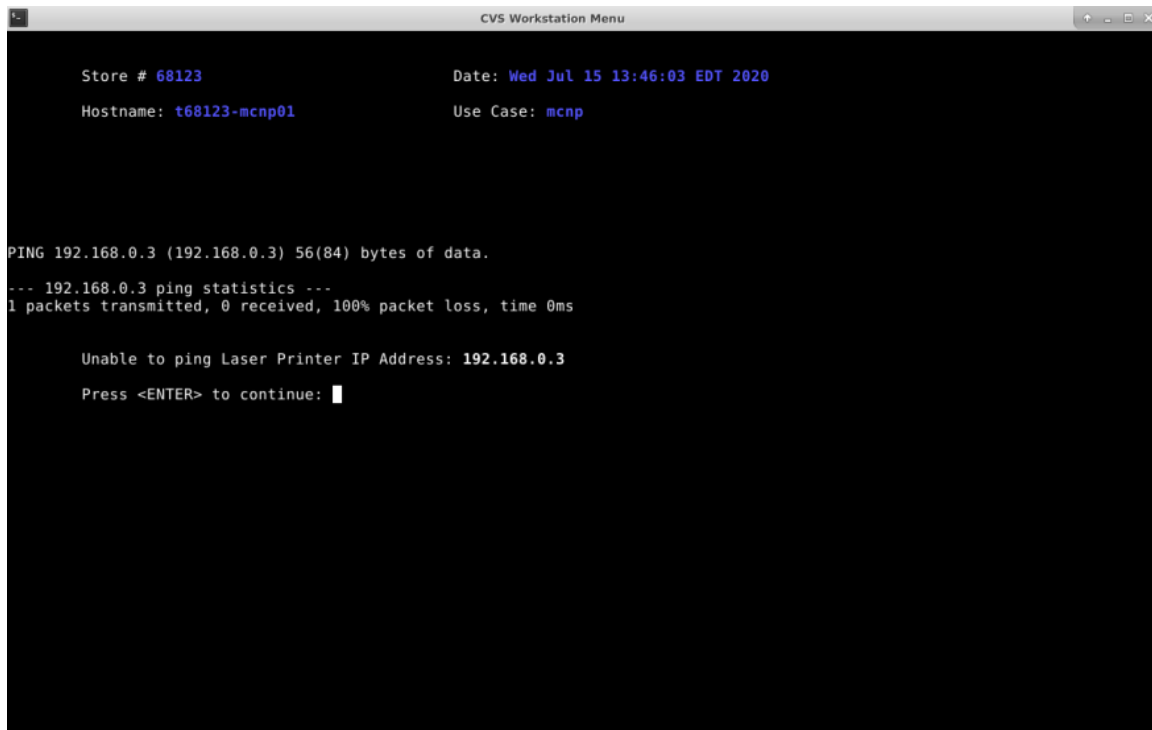
Note: You may be prompted to enter the cvsadmin password again. Type in the password, then press <enter> to start the network configuration.



- Care Concierge and Wellness Workstations will prompt you to enter the Gateway IP at this point. If you do not already have the IP info please stop and contact the ROC.



- The IP laser printer will get configured now. If the printer cannot be queried, you will see the screen below. If error occurs check network cables for both WKs and printer. If unable to resolve issue contact the ROC.



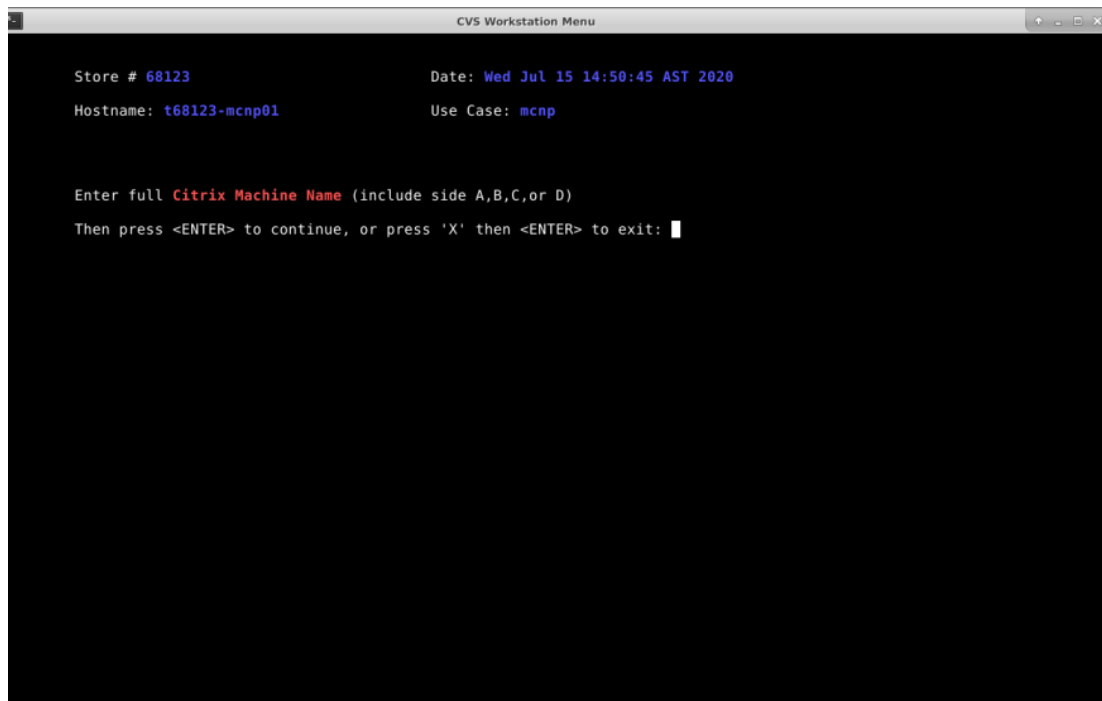
```
CVS Workstation Menu

Store # 68123                               Date: Wed Jul 15 13:46:03 EDT 2020
Hostname: t68123-mcnp01                     Use Case: mcnp

PING 192.168.0.3 (192.168.0.3) 56(84) bytes of data.
--- 192.168.0.3 ping statistics ---
1 packets transmitted, 0 received, 100% packet loss, time 0ms

Unable to ping Laser Printer IP Address: 192.168.0.3
Press <ENTER> to continue: █
```

- If this is mcnp use case and the system is not pre-loaded with machine name, you will get the prompt below (if not, go to next step. **If this error occurs, contact the ROC.** If not continue.

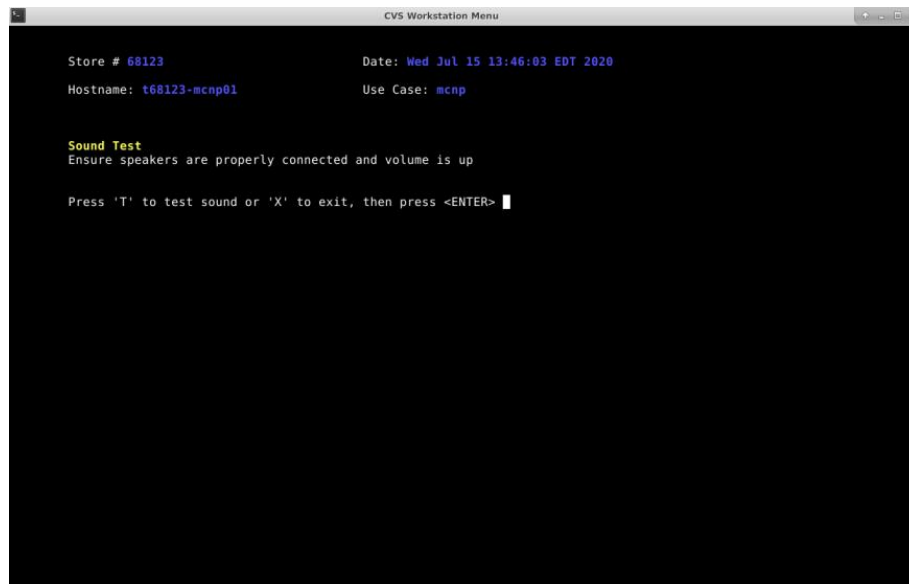


```
CVS Workstation Menu

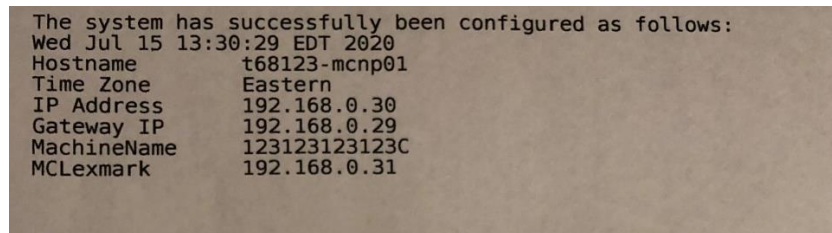
Store # 68123                               Date: Wed Jul 15 14:50:45 AST 2020
Hostname: t68123-mcnp01                     Use Case: mcnp

Enter full Citrix Machine Name (include side A,B,C, or D)
Then press <ENTER> to continue, or press 'X' then <ENTER> to exit: █
```

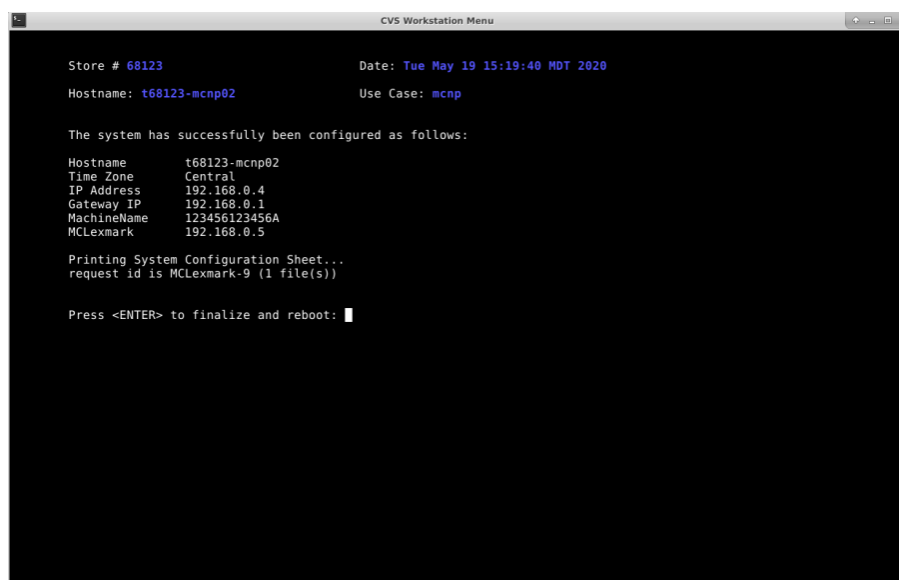
- If this workstation uses sound, you will see the following screen (if not continue to next step). Press "T" to test the sound, if you hear sound from both speakers, the test is successful, press "X" to exit the test. If you do not hear sound, ensure speakers are properly connected and volume is turned up, then press "T" to test again. If you cannot get sound working, notify ROC.



- A final configuration page should print out at the IP laser printer. The printer should be located at the Care Concierge desk. Both the Wellness Workstation and Care Concierge Workstation share this printer. Any MC Exam room WKS should have its own IP printer. **This is required to prove successful configuration.** See below.

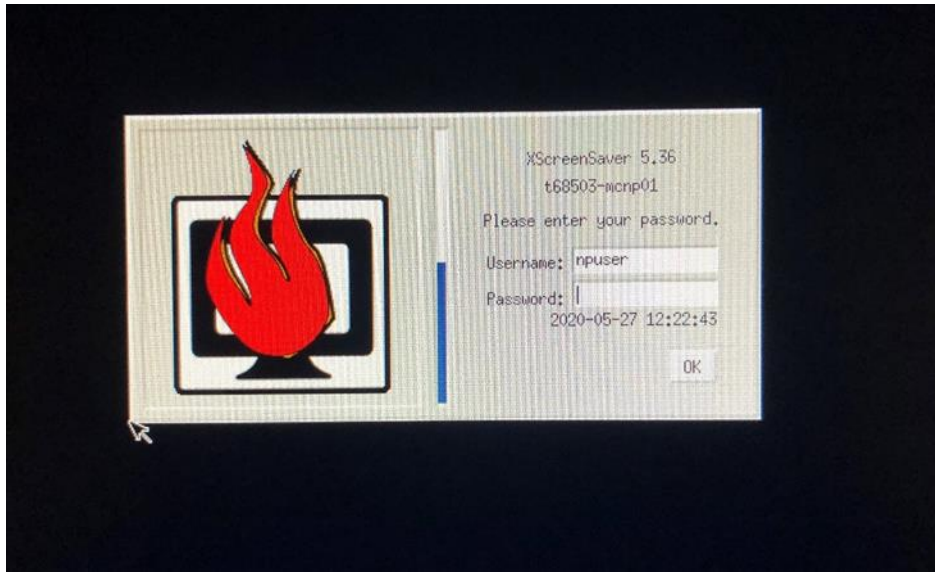


- The screen will also display the selected configurations



Press any key to reboot.

- The system will finalize the configuration and reboot to the application login screensaver.



- Personalization process complete. You will now be ready for the staff to log in and test.
- If staff is not on site yet contact ROC and they will remotely confirm system is up.
- Confirm user can log into Linux with ccuser, wnuser, or npuser account depending on the workstation type. If personnel do not know this log in info ROC can provide.
- Once logged into Linux site personal would log into Citrix using personal Citrix credentials.

Logout:

Once validation is complete on all Wks contact ROC with Clinic staff to go thru logout procedure.

- ROC will need to speak with site personnel during logout.
- Make sure areas are left neat and clean.
- Confirm USB are repackaged with return shipping label.
- ROC will confirm tracking number of return package.
- Once ROC has completed all checks you will be logged out and provided release code.

Appendix A:

Quick Command Tips for Linux:

Hot Key Combinations (from graphical screens)

- CTRL-ALT-DELETE - Locks the workstation
- CTRL-ALT-SHIFT-F12 – Launches menu with options to;

- log out
- reboot
- shutdown



- CTRL-ALT-SHIFT-F9 – Launches the CVS workstation support menu from cvsadmin login on vt06 only

Hot Key Combinations (from tty screens)

- CTRL-ALT-DELETE – reboots the workstation
- CTRL-ALT-F6 – opens tty6 console login screen

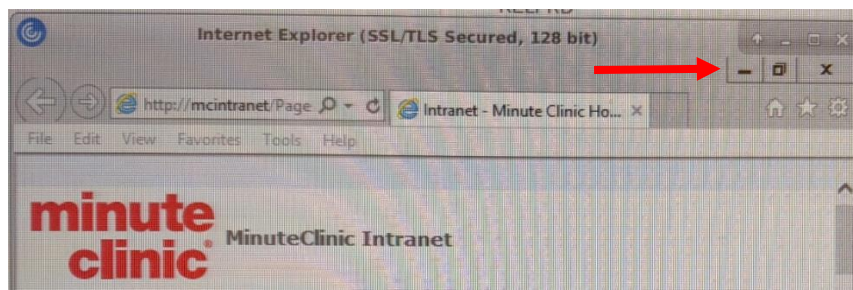
Switching Between Applications

- In order to switch between open applications, you may utilize the key combination of **ALT + TAB** or move your mouse to the bottom of the screen to expose the **task bar**. Please note that the task bar will be hidden automatically and will only appear when multiple applications are open.



NOTE: In this example you will see that both **Chrome** and **Epic** are running on this workstation currently.

- When opening applications, please note that Epic will open in it's own window as it always has done in the past. Other applications such as E-Mail, Intranet, etc. may be grouped together in one **parent** window. You may **minimize** the applications that are not in use to toggle between each open application.



NOTE: In this example the user has MinuteClinic Intranet open and can minimize it using the “minimize” icon inside the “parent” window to reveal other open applications.

TO: Store Managers/ Health Hub Personnel/ Nurse Practitioners

FROM: James Horton

RE: 2021 Minute Clinic/ Health Hub Linux Workstation Upgrades

DATE: April 30, 2021

Please accept this memo along with the technician's State Driver's License as temporary CVS identification. The technician will be working in the Health Hub area to upgrade Care Conceirge, Wellness Room, and possible Exam Room workstations to new Linux OS. Technicians could be on site as early as 1 hour prior to Clinic open times and will require access to the Care Conceirge desk, Wellness room, and potentially some exam rooms via the on site store supervisor. Will also require access to equipment shipped to site prior to visit.

This authorization is valid from May 3, 2021 to June 4, 2021.

If you have any questions regarding the person's identity or the work that he/she will be performing, please call one of the following:

- CVS Helpdesk @ 1-866-528-7272
 - 1. Select Option 1 for Store System Issues or Password Resets
 - 2. Select Option 4 for Hardware Issues Such as Registers, Scanners, Printers and Phones

FYI: The Helpdesk will need you to reference an HPSM ticket number that the technician will be able to provide you, if the technician does not have the HPSM ticket number, the Helpdesk will still need to be called so further investigation can take place.

Or

- Contact Brandon Deignan @ 401-770-6745

Thank you,

James Horton
CVS Rollout Operations Center
Phone 401-770-6660
Mobile 401-255-6633