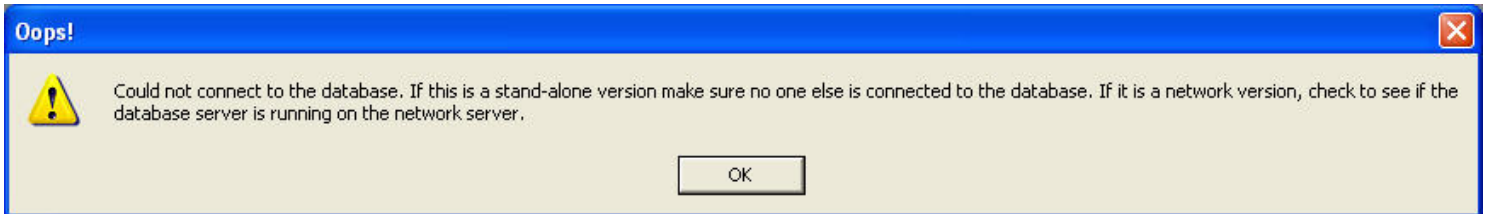


Instructions to Fix Connectivity Errors with the Healthcare Assistant

Background: This error occurs when the computer could not make a connection to the Healthcare Assistant Service running on the Server computer. There are many reasons on why the service could not be accessed; we will show the most common:



1. Healthcare Assistant server installation

The main computer/server doesn't have Healthcare Assistant Server installed

2. Network Connectivity

The computer attempting to connect to the database is not connected to the network. This can be verified by double-clicking the 'My Network Places' icon, browsing the network, and seeing if any computers show up (the server computer in particular.)



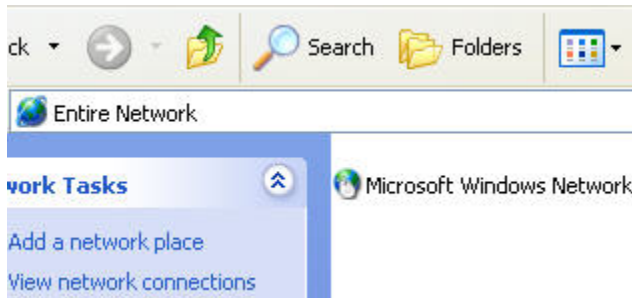
My Network Places Icon



Click on Entire Network if nothing shows

How to Fix Connectivity Errors in Healthcare Assistant

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Click on Microsoft Windows Network

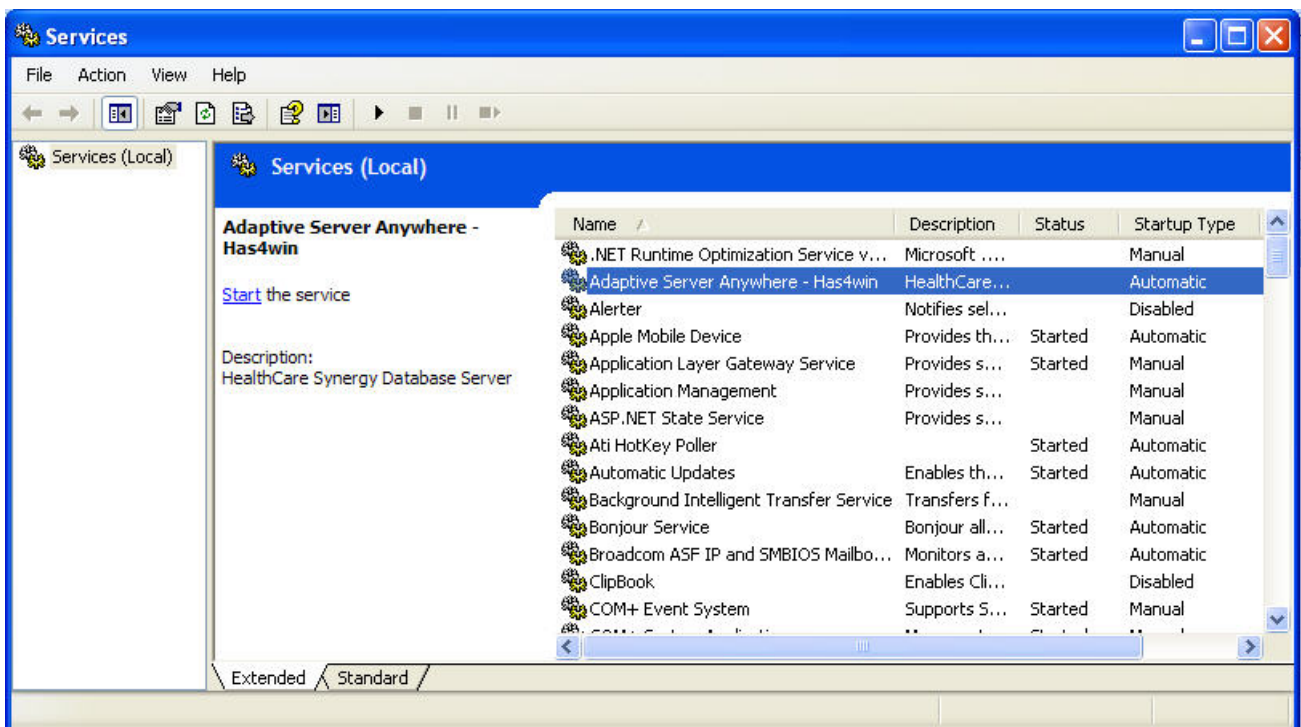


You should see your Server Name

3. Healthcare Assistant Service

The Healthcare Assistant Sybase Service may not be started. In Version 6, to start the service, go to the Control Panel, double-click Administrative Tools, and double-click on the Services icon.

- a. On the list should be a service by the name of Adaptive Server Anywhere. Press the 'Play' button on top of the Service window or on the left side of the list to start the service.



How to Fix Connectivity Errors in Healthcare Assistant

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- b. Try reconnecting to the Healthcare Assistant program.

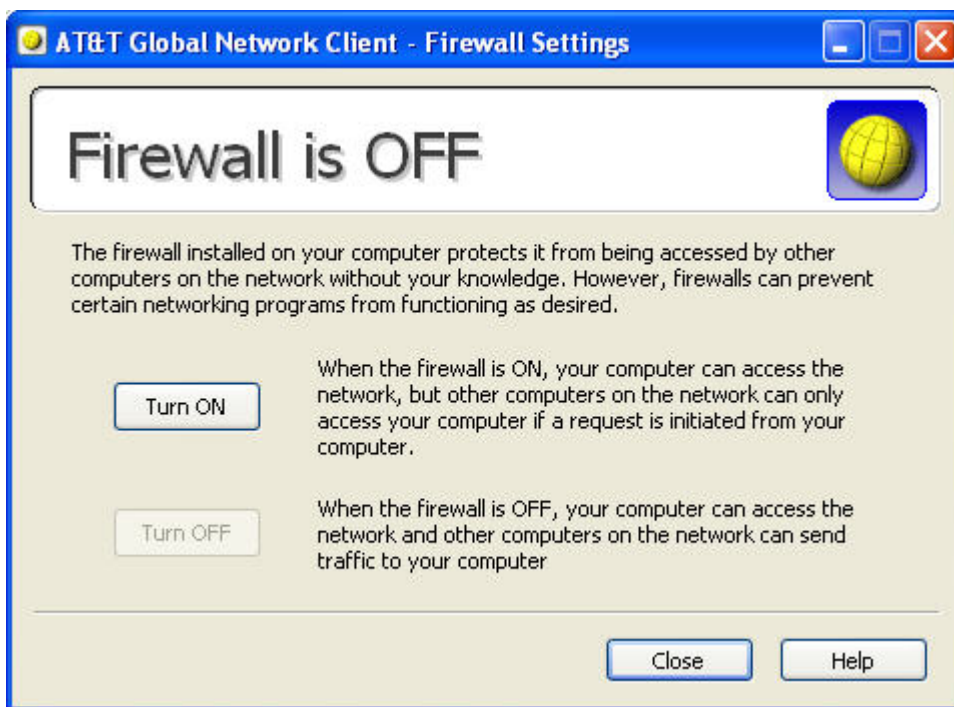
4. AT&T Firewall

In order to turn off the AT&T Firewall, we need to open the Firewall settings following the path on the image below.

Click on **Start**, select **All Programs** and look for **AT&T Global Network Client**, expand the selection and click on **Firewall Settings**



The firewall configuration will pop up, make sure that the Firewall is OFF or else you won't be able to connect to Healthcare Assistant.



If the firewall options are not present on the AT&T Global Network Client menu, it will be necessary to reinstall the application and make the Firewall Settings available in order to disable it.

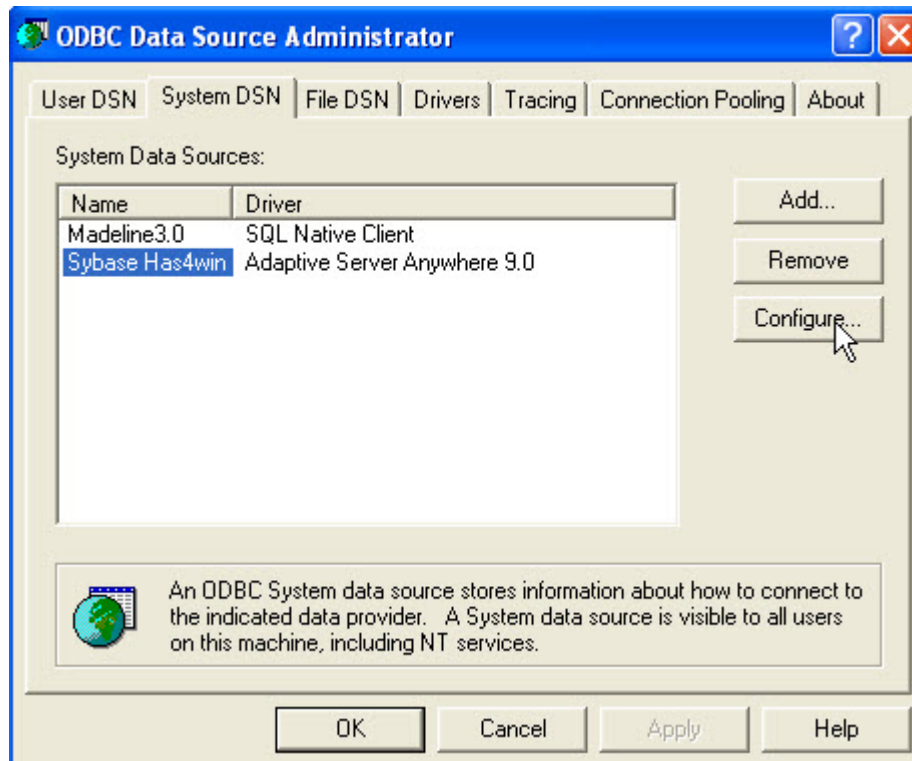
How to Fix Connectivity Errors in Healthcare Assistant

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5. ODBC connection settings

Find the Data Sources (ODBC) by going to Control Panel, double-click Administrative Tools, and double-click on Data Sources (ODBC).

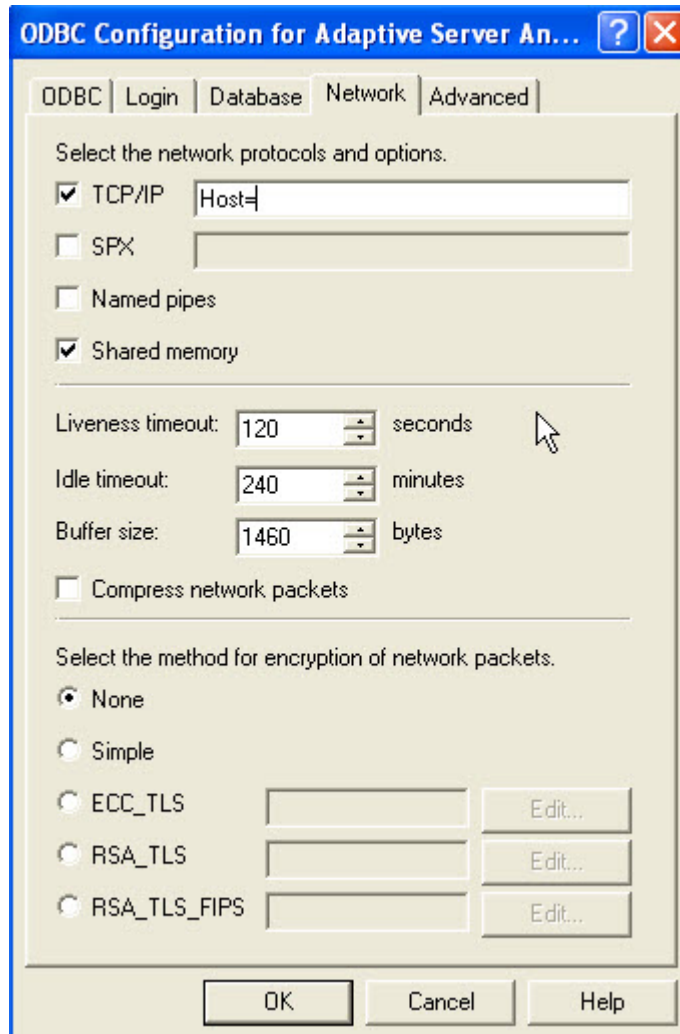
- a. Once in Data Sources, click on the System DSN tab and select Sybase Has4win and click Configure.



How to Fix Connectivity Errors in Healthcare Assistant

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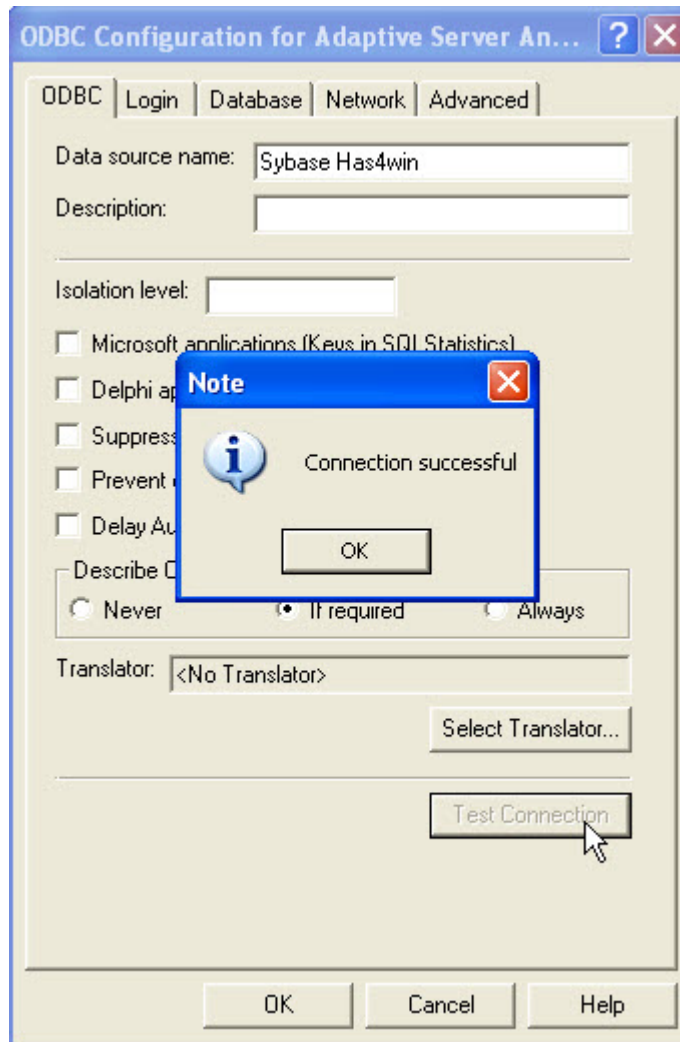
- b. While in the ODBC configuration, click on the Network tab and type in Host=(your server name here) under the TCP/IP box.



How to Fix Connectivity Errors in Healthcare Assistant

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- c. To test if this was successful, click on the ODBC tab and click on Test Connection.



- d. If completed successfully, you should be able to log on to the HealthCare Assistant software.

How to Fix Connectivity Errors in Healthcare Assistant

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