

Instructions to Fix “Unable to Open License File” Errors



Background:

This error arises on computers that have been updated to HAS V6. There are many reasons this error comes up - mainly dealing with the computer network configuration that the Healthcare Assistant application is running on. The main reason is that the computer is not in a Domain Controlled environment and/or file sharing privileges between the server and client computers have not been set up properly. The requirement for a Domain Controlled environment and to have file-sharing privileges was introduced with the release of v6 and we ask that this need be met. We do provide a workaround below that can work for the meanwhile. This workaround may need to involve the use of an IT Technician (or anyone that currently supports your computer network.) See below for workaround information.

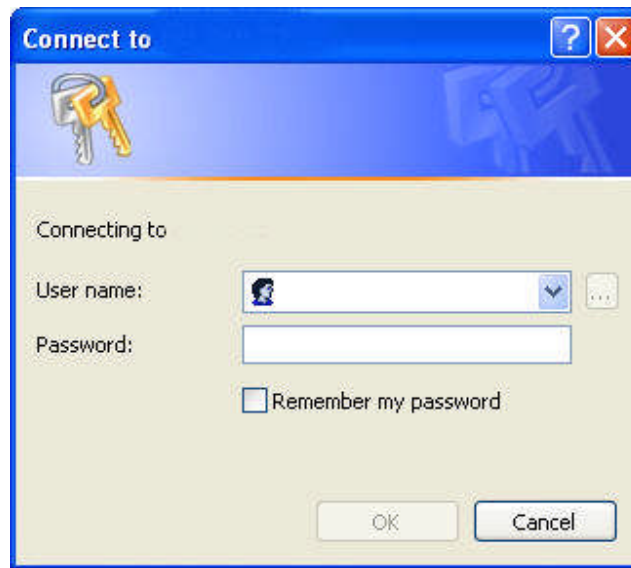
Other reasons involve the use of a firewall or other type of security mechanism (McAfee Security Suite, Norton Internet Security, etc.) installed on the computer. This should be disabled or configured to allow other computers in the network to access shared resources **without the firewall denying access (Please refer to your firewall (or application of the like)'s Help manual for instructions on how to do this.)**

Workaround (for workgroup-environment computers):

The main issue regarding this problem is that the client computer is not able to make authentication to the server computer properly. When a client computer attempts to access the server computer's shared folders (through the 'My Network Places' icon), the user typically is met with the following screen:

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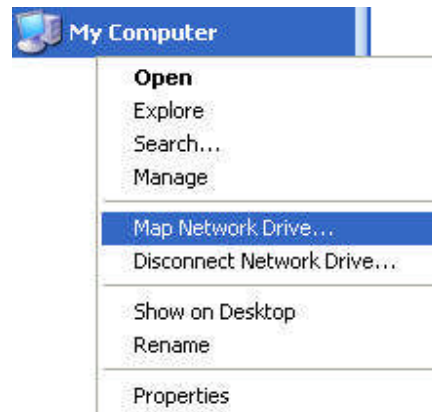
The information provided in this document is intended to help you solve basic and common problems with Healthcare Assistant. If you do not feel confident to follow and/or apply the proposed solutions please contact Healthcare Synergy Technical Support to better assist you.



For this workaround to properly work the correct User Name and Password are required and the user should be able to log in past this screen. If you do not have this information or are unable to log in correctly, please refer to your Computer/Network Administrator for this access.

To prevent from having to access the server each time, the following workaround will help map a network drive to the server computer and automatically re-authenticate the client to the computer to the server as long as the user double-clicks the created item prior to opening the Healthcare Assistant application.

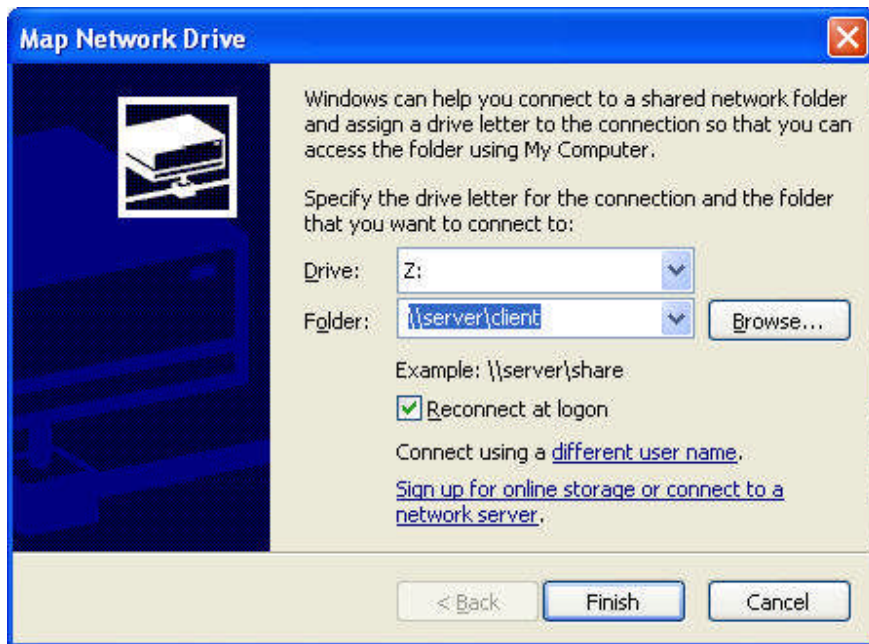
1. Right Click 'My Network Places' and then click on 'Map Network Drive'



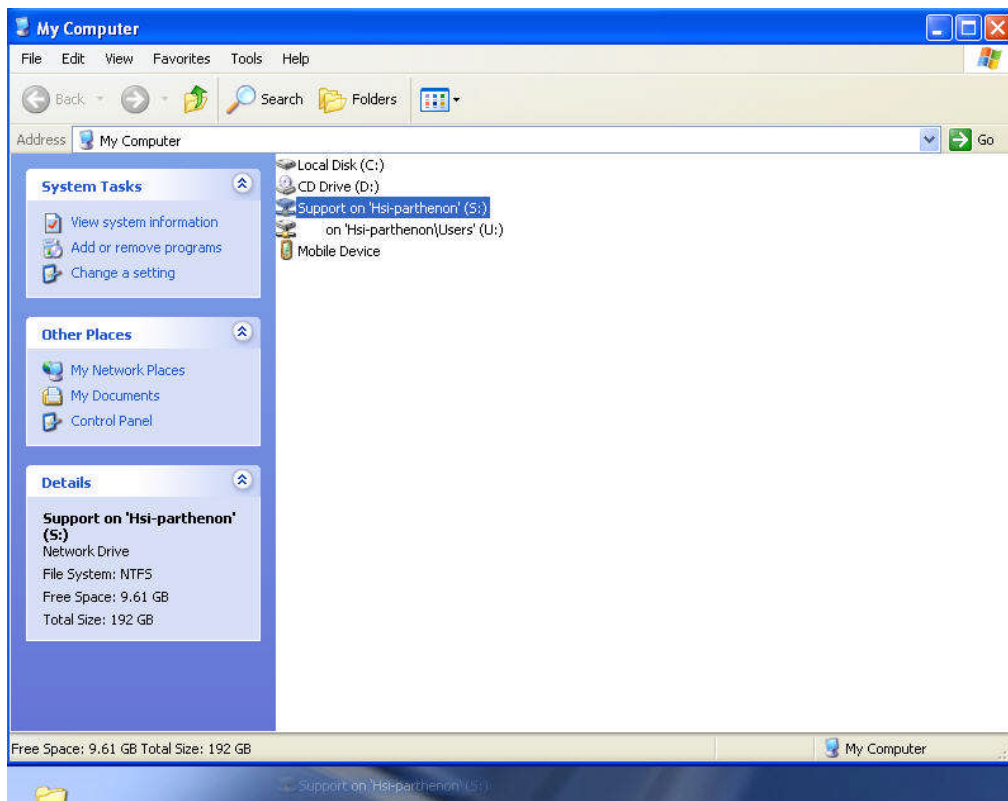
2. You will be prompted to enter the Drive letter that you would like to assign to this map, along with the folder you are trying to map to. This typically is entered by typing the following: [\\%server%\client](#) (where "%server%" is the Computer Name of the server and "client" is the name of a shared folder the Healthcare Assistant application creates to ease client installs). If your server's name is Server123 for instance, you would type [\\server123\client](#) in the Folder location. Be sure to check the box that says "Reconnect at logon"

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3. Now, if you double-click the 'My Computer' icon, you should now see your mapped network drive available to you. Right-click and hold this icon and drag it to your desktop (after you drag and let go of the right-click a menu will come up asking what you would like to do - select 'Create Shortcut Here'). This desktop icon will be easier to access so that you can double click the icon prior to opening the Healthcare Assistant icon.



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