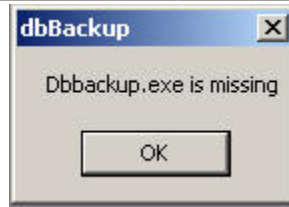


Instructions on How to Fix Errors Generated from the Backup Database Function



Background:

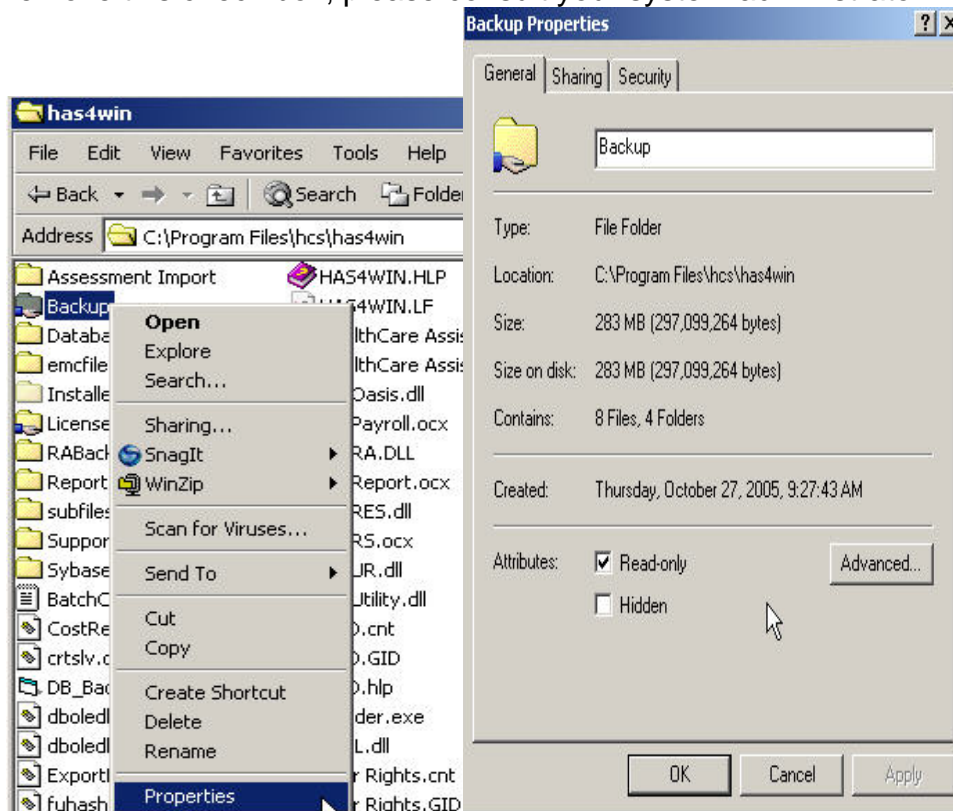
Healthcare Assistant v6 has introduced a centralized backup procedure where the program not only provides a database backup to where you choose, but also creates a backup in a stored directory on the server, ensuring the ability to find a database backup as long as the procedure has been ran.

Typically, errors that arise from backing up the database in v6 all generates the same error that reads as above. The root of the problem, however, can be a number of things. Below are a few common items to look at when getting this error (other methods do require the availability of a Healthcare Synergy technician), although these steps can typically be done by the user without the assistance of a support technician.

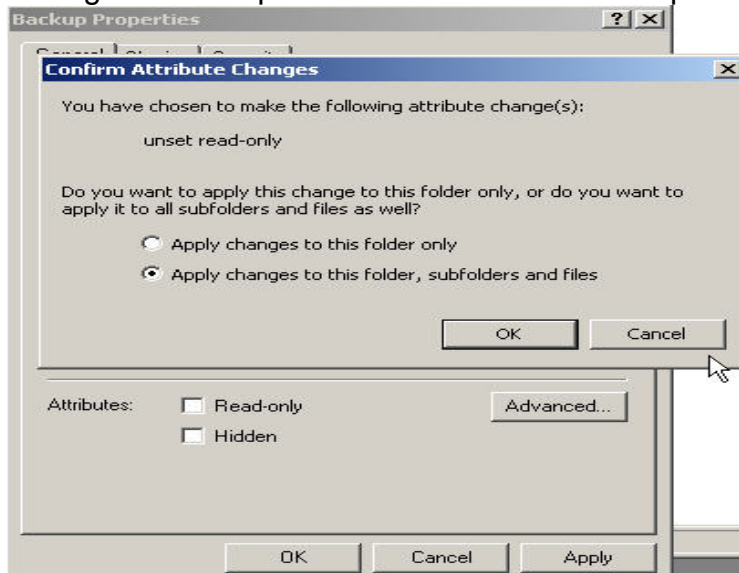
Procedures:

1. One reason why the centralized backup procedure will cause errors is due to the centralized backup folder not being able to be written to. To check for this:
 - a. Go to the Centralized Backup folder located at
..\%directory%\hcs\has4win\backup (%directory% is the drive and location the Healthcare Assistant application is installed to. Ex: c:\program files\hcs\has4win\backup)
 - b. **Right-Click** the Backup folder and left-click on **Properties**. You will see a box that says **Read-Only**. Make sure that there is not a check box in this field. If there is, please remove the check mark. If you are unable to

remove this check box, please consult your system administrator.



- c. You may be prompted with a 3rd window asking if you want to apply the setting for all computers. Click on the second option.



- 2. Another reason why this error gets generated is due to the lack of disk space being available for the backup to be created.

- a. To check available disk space, double-click on **My Computer** and right-click the drive you are attempting to back up to (the desktop is located on the c:) and the drive the centralized backup location is on (if not in the default location on the c:). Look at how much **free disk space** you currently have. If you have less than 20MB, please free up some space (consult your system administrator if you are unable to do this).

