Horizon Rad Station Distributed 11.0: Troubleshooting Guide

The following sections describe how to troubleshoot error messages encountered while installing or upgrading Horizon Rad Station Distributed (hereafter referred to as HRS Distributed).

Installation requirements

The following table describes the error messages you might see while installing or upgrading HRS Distributed:

Message	Troubleshooting tip
You are not authorized to install Horizon Rad Station.	Ensure that you have the authority to install Horizon Rad Station: • If you are using Windows® 2000 Professional or XP Professional, you need to be a member of the Windows® Administrators or Power Users group • If you are using Windows® XP Home, you need to be a member of the Windows® Administrators group.
Install Failed: Horizon Rad Station Install was cancelled or an unexpected error occurred. Please click here to retry.	If you are using Windows Vista™ and a security warning is displayed below the Internet Explorer® toolbar, ensure that the following criteria are met: • The warning states: **the website wants to install the following add-on**. • The warning states that the **add-on** is from **McKesson Corporation**. If both criteria are met, the HRS Distributed installation has not failed. User Account Control (UAC) requests your permission to let an installation file access your system. To grant this permission: • Click the warning. HRS Distributed continues to install. **Note:** This error message is common when you install HRS Distributed on Windows Vista™. To receive fewer error

	messages, you can add HRS Distributed as a trusted site.
The third-party download manager you have installed is causing the installation to fail.	During the HRS Distributed installation, disable or override any third-party download manager/accelerator software you may have installed on your computer. For details, refer to the documentation provided by the download manager manufacturer. See also About the download manager.

About the Power Users group
In Microsoft® Windows 2000 Professional or XP Professional, users are assigned to specific user groups depending on the tasks they need to perform. All users belonging to a specific user group are granted permissions to perform certain tasks on a workstation. By assigning users to different groups, the system administrator can manage security and access to a workstation that is accessed by multiple users. To perform the task of installing and upgrading HRS Distributed, you need to be a member of the Power Users group.

If you are installing HRS Distributed on your home computer, and you have not modified any of the security settings, you may not encounter difficulty installing or upgrading HRS Distributed. If you are using a computer at your site or office, you may need to request that the local system administrator assigns your user name to the Power Users group or installs the software for you.

About the download manager or accelerator
A download manager is generally used to accelerate, resume, and/or schedule the download of files or software from the Internet.

About User Account Control (UAC)
User Account Control (UAC) is a security feature of Microsoft® Windows Vista™. With UAC enabled, software running on Microsoft® Windows Vista™ must receive permission from the user to access the user's system. By default, UAC is enabled in the Microsoft® Windows Vista™ environment.

HRS Distributed is designed to run with UAC enabled.

Adding HRS Distributed as a trusted site
When HRS Distributed is added to Internet Explorer® as a trusted site, fewer error messages are displayed.

To add HRS Distributed to Internet Explorer® as a trusted site:

1. From the Internet Explorer® **Tools** menu, select **Internet Options**. The **Internet Options** dialog box is displayed.

   Note: If the Internet Explorer® menu bar is not displayed, press **ALT** to invoke it.

2. Click the **Security** tab. The **Security** page is displayed.
3. Click the **Trusted sites** icon, and then click **Sites**. The **Trusted sites** page is displayed.
4. In the **Add this Web site to the zone** field, type the HRS Distributed Uniform Resource locator (URL), provided by your system administrator. If the URL does not include the **https://** prefix, clear the following check box:

Require server verification (https:) for all sites in this zone

5. Click **Add**. The HRS Distributed URL is listed in the **Web sites** section. This indicates that HRS Distributed has been added as a trusted Internet site.

Display requirements

During installation, HRS Distributed verifies that the computer meets certain display and system requirements. The following table describes how to troubleshoot errors that may be encountered if the computer does not meet these requirements.

Message	Troubleshooting tip
The screen resolution does not meet the minimum requirements.	Adjust the screen resolution to the required settings before viewing images in HRS Distributed.
The screen color depth does not meet the minimum requirements of True Color 32 bit.	Adjust the color depth if the 32 bit setting is available for your monitor screen.
The hard disk space available on the HRS Distributed workstation is insufficient.	To use HRS Distributed, the workstation needs to have at least 500 megabytes (MB) of available hard disk space. You may need to make space available by deleting unnecessary files and/or applications. Contact your system administrator for details.

Adjusting the screen resolution

Screen resolution signifies the number of dots (pixels) on the entire monitor screen. The higher the number of dots, the better the resolution. Dots are also referred to as pixels.

The required screen resolution for HRS Distributed workstations is between 1024 x 768 and 1600 x 1200 pixels. If the workstation does not meet the minimum requirements, a message is displayed. You need to adjust the screen resolution.

To adjust the screen resolution:

If...	Then...
Using Microsoft® Windows® 2000 Professional or XP Professional	1. On the Windows® taskbar, click the **Start** button. **Note:** If the taskbar is not displayed, follow the instructions provided with the Microsoft® Windows® software to display it. 2. Point to **Settings**, and then click **Control Panel**. 3. In Control Panel, double-click the **Display** icon.

	The **Display Properties** dialog box is displayed.
	4. Click the **Settings** tab.
	5. In the **Screen resolution** area, move the slider to adjust the display resolution:
	o To the right to increase the number of pixels (maximum 1600 by 1200)
	o To the left to decrease the number of pixels (minimum 1024 by 768)
	The screen resolution values are displayed below the slider bar.
	6. Click **OK.**
	7. In the message that is displayed, click **OK**.
	The screen may flicker, while the screen resolution is being adjusted.
	When the adjustment is complete, a message is displayed asking if you want to keep the adjusted settings.
	8. Click **Yes**.
	The screen resolution is adjusted.
Using Microsoft® Windows Vista™ Home Premium	1. On the Windows® taskbar, click the **Start** button.
	Note: If the taskbar is not displayed, follow the instructions provided with the Microsoft® Windows® software to display it.
	2. In the **Start** menu, click **Control Panel**.
	3. In **Control Panel**, click **Appearance and Personalization**.
	4. Click **Personalization**.
	5. Click **Display Settings**.
	The **Display Settings** dialog box is displayed.
	6. In the **Screen resolution** area, move the slider to adjust the display resolution:
	o To the right to increase the number of pixels (maximum 1600 by 1200)

	○ To the left to decrease the number of pixels (minimum 1024 by 768) The screen resolution values are displayed below the slider bar. 7. Click **OK**. The screen may flicker, while the screen resolution is being adjusted. When the adjustment is complete, a message is displayed asking if you want to keep the adjusted settings. 8. Click **Yes**. The screen resolution is adjusted.

Adjusting the color depth

Color depth indicates the number of colors that a single pixel can display. The number of colors can range from 16 (4-bit color) to 4,294,967,295 (32 bit color).

The required color depth for monitors at Horizon Rad Station workstations is 32 bit color. If the color depth is insufficient, a message is displayed indicated the required values. You need to adjust the color depth of your monitor screen.

To adjust the color depth:

If...	Then...
Using Microsoft® Windows 2000	1. Follow steps 1 to 4 of adjusting the screen resolution. 2. Click the **Colors** field, and then select an option. 3. Select one of the following options: ○ **True Color (24 bit)** (minimum) ○ **True Color (32 bit)** (recommended) 4. Click **OK**. In the message that is displayed, click **OK**. The screen may flicker, while the color depth is being adjusted. When the adjustment is complete, a message is displayed asking if you want to keep the adjusted settings. 5. Click **Yes.** The screen is displayed at the adjusted color depth. 6. Restart the computer, and then continue to install HRS Distributed.

Using Microsoft® Windows XP	1. Follow steps 1 to 4 of adjusting the screen resolution.
	2. Click the **Colors** field, and then select an option.

	3. Select one of the following options:
	  o **High (24 bit)** (minimum)
	  o **Highest (32 bit)** (recommended)

	4. Click **OK**. In the message that is displayed, click **OK**. The screen may flicker, while the color depth is being adjusted. When the adjustment is complete, a message is displayed asking if you want to keep the adjusted settings.
	5. Click **Yes.** The screen is displayed at the adjusted color depth.
	6. Restart the computer, and then continue to install HRS Distributed.
Using Microsoft® Windows Vista™ Home Premium	1. Follow steps 1 to 5 of adjusting the screen resolution.
	2. Click the **Colors** field, and then select an option.

	3. Select one of the following options:
	  o **High (24 bit)** (minimum)
	  o **Highest (32 bit)** (recommended)

	4. Click **OK**. The screen may flicker, while the color depth is being adjusted. When the adjustment is complete, a message is displayed asking if you want to keep the adjusted settings.
	5. Click **Yes.** The screen is displayed at the adjusted color depth.
	6. Restart the computer, and then continue to install HRS Distributed.

Disabling the Windows Vista™ transparency feature

The Windows Aero™ user interface of Microsoft® Windows Vista™ has a transparency feature that HRS Distributed does not support. When the transparency feature is enabled, a white bar is displayed across the following work areas:

- Study List
- Patient Portfolio

To run HRS Distributed as intended, disable the transparency feature.

To disable the transparency feature:

1. Right-click on a blank area of the desktop.
2. In the menu that is displayed, select **Personalize**. The **Personalize appearance and sounds** dialog box is displayed.
3. Click **Window Color and Appearance**. The **Window Color and Appearance** dialog box is displayed.
4. Clear the **Enable transparency** check box.
5. Click **OK**. The transparency feature has been disabled.

Free disk space requirements

During installation, HRS Distributed verifies that the computer meets the free disk space requirements. The following table describes how to troubleshoot the error you may encounter if the computer does not meet this requirement.

Message	Troubleshooting tip
The hard disk space available on the HRS Distributed workstation is insufficient.	To use HRS Distributed, the workstation needs to have at least 500 megabytes (MB) of available hard disk space. You may need to make space available by deleting unnecessary files and/or applications. Contact your system administrator for details.

Software requirements

To use HRS Distributed Distributed, you need to have certain software installed on the computer. The following table describes the software requirements.

Software	Version
Web browser	• Microsoft® Internet Explorer® 6 or later
Operating system	• Windows® 2000 Professional (Service Pack 4) - or - • Windows® XP Home and Professional - or - • Windows® Vista™ Home Premium

Requirements to start HRS Distributed

When you start HRS Distributed, you may encounter messages informing you that you cannot start HRS Distributed. The following table describes how to troubleshoot the errors.

Message	Troubleshooting tip

Your password has expired. Please choose a new one.	This message is displayed on the Change Password page. The security at your site has been configured so that you need to change your password after a specified time period. • Change your password
The new password and confirmation new password do not match. Please enter your new password into both fields.	This message is displayed on the Change Password page. The second New Password entry you typed does not match the first one. Retype the new password.
The user name and password combination you have entered is incorrect. Please try again.	HRS Distributed does not recognize the user name and/or password you specified. Do any of the following: • Make sure that you typed the user name and password correctly. If not, retype the information. • Contact your local system administrator.
The web server is currently unavailable. Please try again later, or contact your local system administrator if the problem persists.	The HRS Distributed system cannot be started. Do any of the following: • Close the HRS Distributed Login page, and then start HRS Distributed again after a few minutes. • Contact your local system administrator.
The new password you have entered is not valid. Please choose another new password.	The security at your site may be configured to recognize certain password complexity requirements. For example, a password may contain no more than 10 alphanumeric characters. The complexity of the requirements for passwords vary from one site to another. Contact your local site administrator for details.

Steps to change your password

To change your password:

1. On the Change Password page, in the **User name** box, type your user name.
2. In the **Enter your Current Password** box, type your current password.
3. In the **Choose a New Password** box, type a new password.

Note: Specific password complexity requirements may be configured for your site. Please contact your local system administrator for details.

4. In the **Confirm your New Password** box, retype your new password.
5. Click **OK**.
   A message is displayed, informing you that your password has been changed.
6. Click **Continue sign-in**.

Web browser security settings

The HRS Distributed application runs certain scripts and ActiveX® controls on your computer, during the initial installation and while you are using the application.

Depending on the Web browser security settings, messages may be displayed whenever Horizon Rad Station runs an ActiveX® control or script. Other messages may inform you that scripts and controls cannot be run on your computer. To avoid these messages, you can change the security settings in Windows® Internet Explorer®.

To change the Windows® Internet Explorer® security settings:

1. On the Windows® Internet Explorer® menu bar, click **Tools**, and then select **Internet Options**.

   The **Internet Options** dialog box is displayed.

2. Click the **Security** tab. The **Security** page is displayed.
3. Click **Custom Level**. The **Security Settings** dialog box is displayed.
4. In the **Settings** box, set the security as follows:

If this message is displayed.	Then...

Scripts are usually safe. Do you want to allow scripts to run?	1. Click **Yes**
	  2. Scroll to the **Scripting** main heading, and then scroll to the **Active Scripting** subheading
	  3. Select **Enable.**
	
	    The message is no longer displayed.

Your current security settings prohibit running ActiveX controls on this page. As a result, the page may not display correctly.	4. Click **OK**.
	  5. Scroll to the **ActiveX controls and plug-ins** main heading, and then scroll to the **Download signed ActiveX controls** subheading.
	  6. Select **Enable**.
	
	    The message is no longer displayed.

Do you want to allow software such as ActiveX controls and plug-ins to run?	7. Click **Yes**.
	  8. Scroll to the **Run ActiveX controls and plug-ins** main heading.
	  9. Select **Enable**.
	
	    The message is no longer displayed.

A script is accessing some software (an ActiveX control) on this page which has been marked safe for scripting. Do you want to allow this?
 	
- or -
 	
An ActiveX control on this page is not safe. Your current security settings prohibit running unsafe controls on this page. As a result, this page may not display as intended.
	10. Click **Yes**.
	   11. Scroll to the **Script ActiveX controls marked safe for scripting** main heading.
	   12. Select **Enable**.
	
	   The message is no longer displayed.

Security Warning Do you want to install and run "Setup.cab" signed and distributed by McKesson corporation?	13. To ensure that the message is not displayed each time you install HRS Distributed, select **Always trust content from McKesson Corporation**. 14. Click **Yes**.

Playing voice clips

To play voice clips in HRS Distributed, you need to have Windows Media Player installed. The latest version can be downloaded for free from the Microsoft Web site at:

http://www.microsoft.com/windows/windowsmedia/download/default.asp.

Verify that you have the recommended version of Windows Media Player installed on the workstation.

If...	Then you need to install ...
Using Microsoft® Windows 98	Windows Media Player 7.1
Using Microsoft® Windows 2000 or XP	Windows Media Player 9 or later
Using Microsoft® Windows Vista™	Windows Media Player 11 **Note:** Windows Media Player 11 is included with Microsoft® Windows Vista™ Home Premium.

Note: If you are using an operating system not mentioned in the table above, you need to find out which Windows Media Player is best suited to the operating system you are using. For a list of recommended versions go to the following page on the Microsoft Web site:

https://www.microsoft.com/windows/windowsmedia/player/versions.aspx