

Horizon Rad Station Distributed Troubleshooting Guide

Franciscan Health System Information Technology Training Group

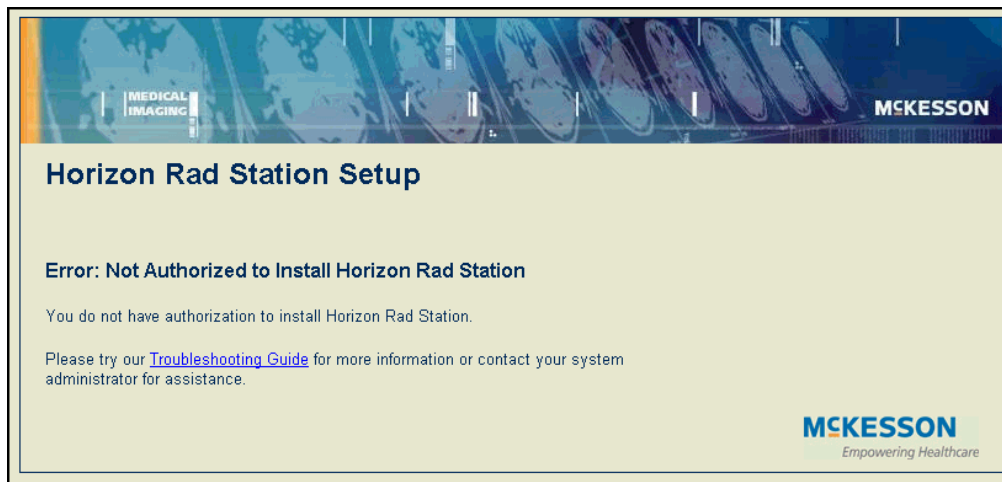
Contents of this Guide:

1. Troubleshooting Horizon Rad Station Distributed installationPage 1
2. Troubleshooting Install Failed message on Windows Vista™Page 3
3. Troubleshooting Horizon Rad Station Distributed updatesPage 6
4. Troubleshooting launching Horizon Rad Station DistributedPage 7
5. Troubleshooting Microsoft® Internet Explorer error messagesPage 18

1. Troubleshooting Horizon Rad Station Distributed installation

When you install Horizon Rad Station Distributed, an error message may be displayed on the **Horizon Rad Station Setup** page.

Figure B-10 Error message displayed on Horizon Rad Station Setup page



Review the error message:

If this message is displayed...	Then...
<p>Not authorized to install Horizon Rad Station.</p>	<ol style="list-style-type: none"> 1. Ensure that you have the authority to install Horizon Rad Station Distributed: <ul style="list-style-type: none"> • 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. 2. Reinstall Horizon Rad Station Distributed.
<p>Install Failed: Horizon Rad Station Install was cancelled or an unexpected error occurred. Please click here to retry.</p>	<p>If you are using Windows Vista™ and a security warning is displayed below the Internet Explorer® toolbar, ensure that the following criteria are met:</p> <ul style="list-style-type: none"> • 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 Horizon Rad Station 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. Horizon Rad Station Distributed continues to install. <p>Note: This error message is common when you install Horizon Rad Station Distributed on Windows Vista™. To receive fewer error messages, you can add Horizon Rad Station Distributed to Internet Explorer® as a trusted site. See “Troubleshooting Install Failed message on Windows Vista™”</p>
<p>The third-party download manager you have installed is causing the installation to fail.</p>	<ol style="list-style-type: none"> 1. Disable or override any third-party download manager software you may have installed on your computer. For details, refer to the documentation provided by the download manager manufacturer. 2. Reinstall Horizon Rad Station Distributed. See “Installing and updating Horizon Rad Station Distributed”.

2. Troubleshooting Install Failed message on Windows Vista™

The User Account Control (UAC) feature of Microsoft® Windows Vista™ defines a user's security permissions. By default, UAC is enabled on workstations that run Microsoft® Windows Vista™.

When Horizon Rad Station Distributed is installed on such a workstation, and UAC is enabled, the following error message is displayed:

Install Failed: Horizon Rad Station Install was cancelled or an unexpected error occurred. Please click here to retry.

This error message is displayed at least twice during a standard installation of Horizon Rad Station Distributed. To resolve the problem, refer to the table in "Troubleshooting Horizon Rad Station Distributed installation" on page 2.

The error message is displayed less often, when Horizon Rad Station Distributed is added to Microsoft® Internet Explorer® as a trusted site.

Note: Horizon Rad Station Distributed is designed to run with UAC enabled. If UAC is disabled, Horizon Rad Station Distributed runs as intended, but the computer is vulnerable to viruses and other malicious software.

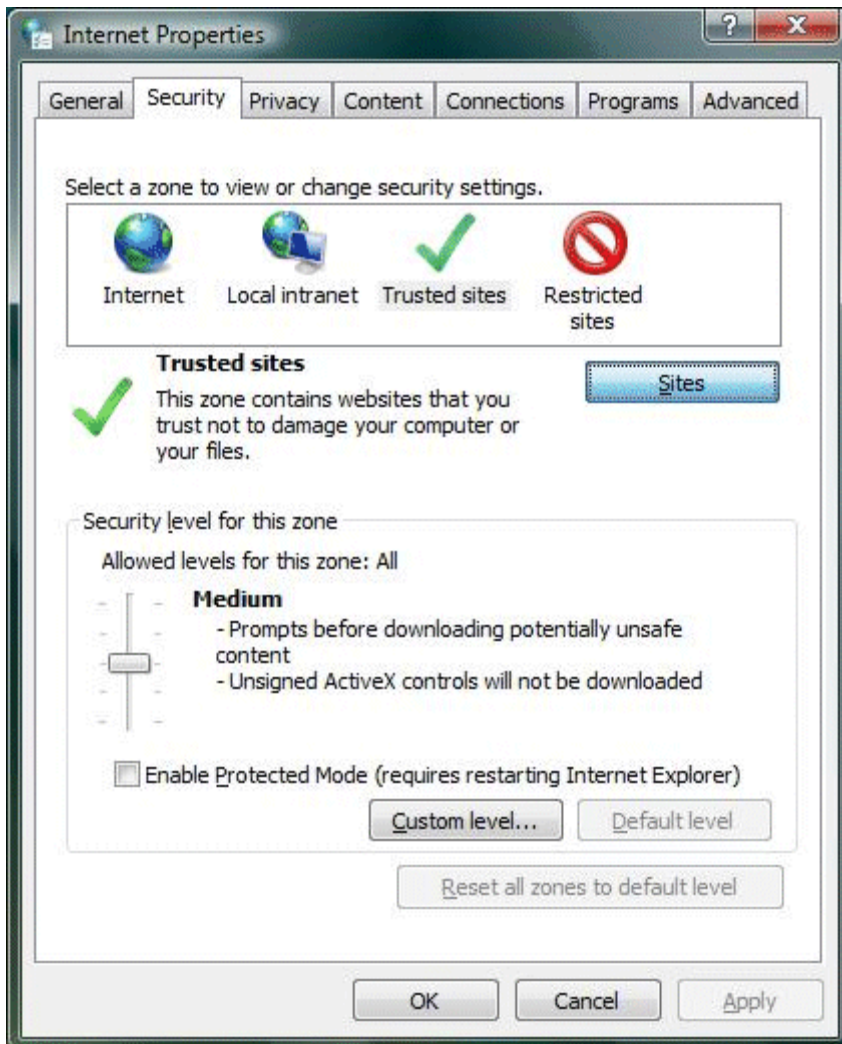
To add Horizon Rad Station Distributed to Internet Explorer® as a trusted site:

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

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

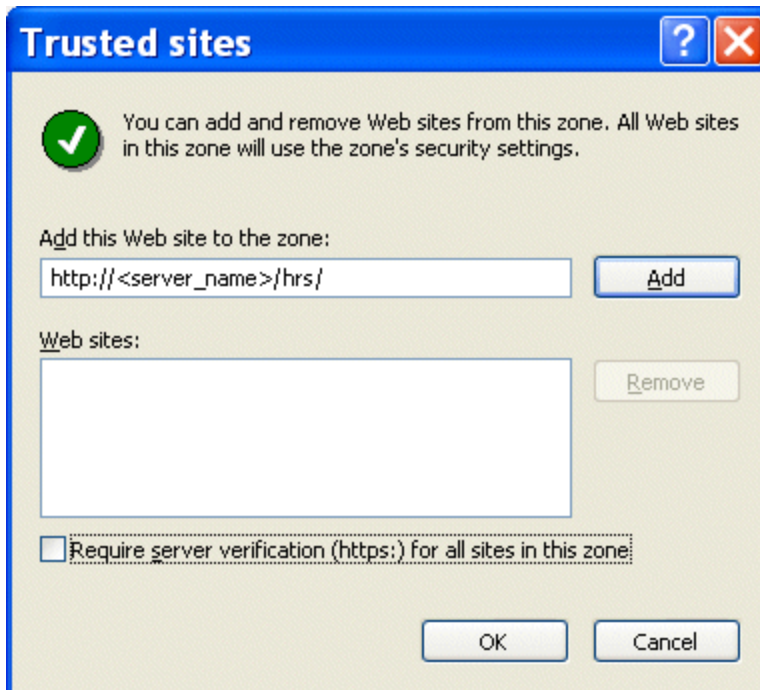
2. Click the **Security** tab. The **Security** page is displayed.

Figure B-11 Internet Properties Security page



3. Click the **Trusted sites** icon, and then click the **Sites** button. The **Trusted sites** dialog box is displayed. (See next page.)

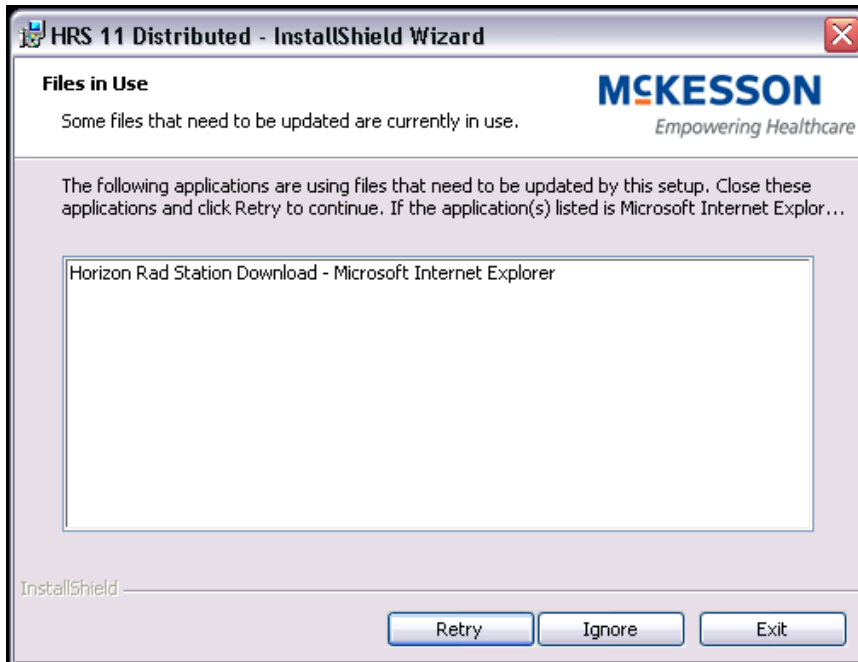
Figure B-12 Trusted sites dialog box



4. In the **Add this Web site to the zone** field, type the Horizon Rad Station Distributed URL, provided by your system administrator. If the URL does not include the https:// prefix, **clear (un-check)** the check box next to **“Require server verification (https:) for all sites in this zone”**.
5. Click the **Add** button. The Horizon Rad Station Distributed URL is listed in the **Web sites** section. This indicates that Horizon Rad Station Distributed has been added to Internet Explorer® as a trusted site.

3. Troubleshooting Horizon Rad Station Distributed updates

When you update Horizon Rad Station Distribution, the **Files In Use** dialog box may be displayed. The dialog box indicates that some of the files that need to be updated are currently in use. To complete the update, you need to close the **Horizon Rad Station Update** page, and then restart Horizon Rad Station.



To complete the Horizon Rad Station Distributed update:

1. In the **Horizon Rad Station Update** page, click the **Close** button in the top right corner of the title bar.



2. In the **Files In Use** dialog box, click **Retry**. The Horizon Rad Station Distributed update is completed and the **InstallShield Wizard** window is closed.
3. Start Microsoft® Internet Explorer®, and then start Horizon Rad Station Distributed.

4. Troubleshooting problems related to launching Horizon Rad Station Distributed

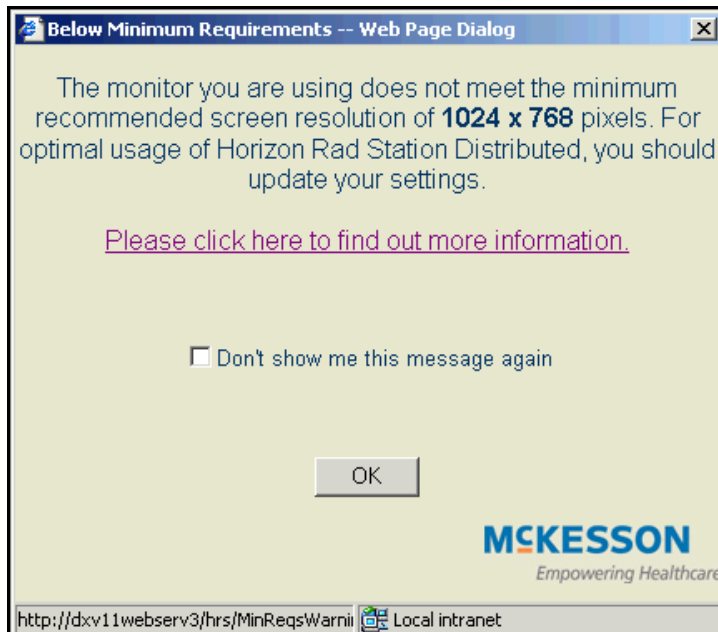
When you start Horizon Rad Station Distributed, you may encounter the following problems:

- The Screen Resolution Below Minimum Requirements message is displayed in Figure B-13.
- The Color Depth Below Minimum Requirements message is displayed in Figure B-15.
- An error is displayed on the Horizon Rad Station Login page in Figure B-16.
- The Horizon Rad Station Change your password page is displayed in Figure B-17.
- The Previous session has expired message is displayed in Figure B-18.
- A white bar is displayed across the top of the work area in Figure B-20.

The Screen Resolution Below Minimum Requirements message is displayed

The monitor screen resolution may be set below the minimum requirements.

Figure B-13 Screen Resolution Below Minimum Requirements message



To change the screen resolution:

1. In the message that is displayed, click **OK**.
2. Open the **Display Properties** dialog box:


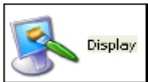

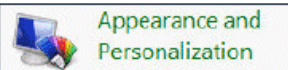


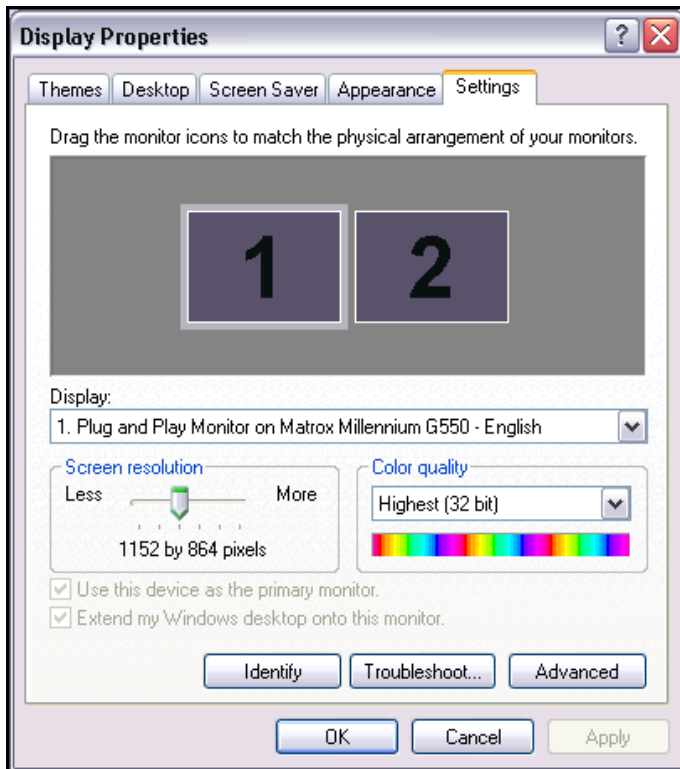
If...	Then...
<p>Using Microsoft® Windows® XP or 2000</p>	<ol style="list-style-type: none"> 1 On the Windows® taskbar, click the Start button.  2 Point to Settings, click Control Panel, and then double-click the Display icon.  The Display Properties dialog box is displayed. 3 Click the Settings tab.
<p>Using Microsoft® Windows Vista™</p>	<ol style="list-style-type: none"> 1 On the Windows® taskbar, click the Start button.  2 In the Start menu, click Control Panel. The Control Panel is displayed. 3 In the Control Panel, click Appearance and Personalization.  The Appearance and Personalization page is displayed. 4 Click Personalization.  The Personalization page is displayed. 5 Click Display Settings.  The Display Settings dialog box is displayed. <p>Note: The Display Settings dialog box is equivalent to the Display Properties dialog box in Windows® XP.</p>

Figure B-14 Settings in Display Properties dialog box (Windows® XP)



3. Move the **Screen resolution** slider to adjust the display resolution
 - 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.

Note: If you are using Windows® 2000, the slider is located under **Screen area**.

4. Click **OK**.

The display turns on and off while the screen resolution is adjusted.

Note: If you are using Windows® 2000, a message is displayed informing you that that the display may flicker while the screen resolution is adjusted. The message also informs you that the original settings will be retained if the new settings are not applied within 15 seconds. Click **OK**.

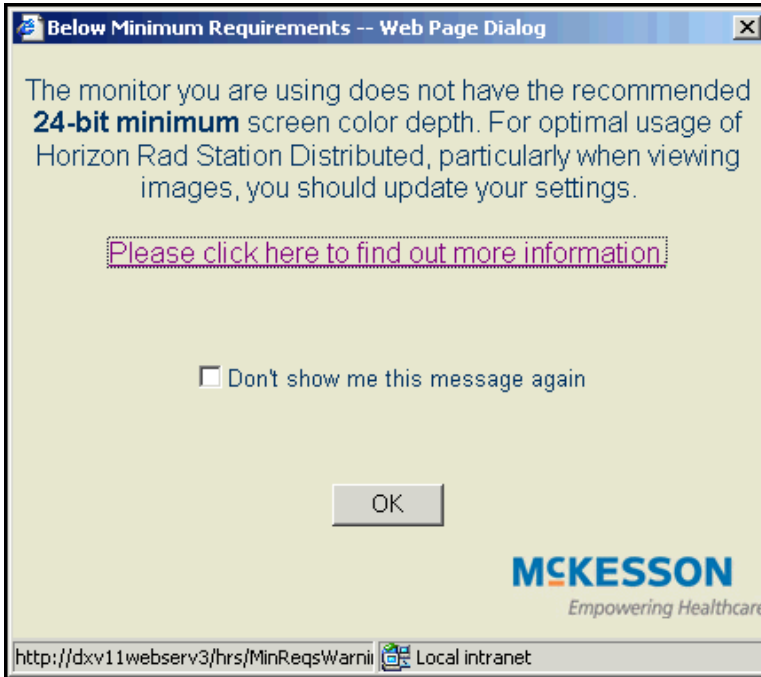
When the adjustment is completed, a message is displayed asking if you want to keep the adjusted settings.

5. Click **Yes**. The screen resolution is adjusted.
6. Restart Horizon Rad Station Distributed.

The Color Depth Below Minimum Requirements message is displayed

The color depth for the monitor you are using may be set below the minimum requirement of 24 bit color.

Figure B-15 Color Depth Below Minimum Requirements error message



Provided the monitor meets the minimum display requirements, you can adjust the color depth.

To adjust the color depth:

1. Click **OK**.
2. Follow step 2 of “The Screen Resolution Below Minimum Requirements message is displayed”.
3. Adjust the color depth as follows:

If....	Then....
Using Microsoft Windows 2000 (Service Pack 4)	<ol style="list-style-type: none"> 1. Click the colors drop-down menu. 2. Select one of the following options: <ul style="list-style-type: none"> - True Color (24bit) (minimum) - True Color (32 bit) recommended
Using Microsoft Windows® XP Professional (Service Pack 2) or Microsoft Windows Vista™ (Service Pack 1)	<ol style="list-style-type: none"> 1. Click the Color Quality drop-down menu. 2. Select one of the following options: <ul style="list-style-type: none"> - High (24 bit) (minimum) - Highest (32 bit) (recommended)

4. Click **OK**.

5. In the message that is displayed click **OK**. The display turns on and off while the color depth is adjusted.

Note: If you are using Windows® 2000, a message is displayed informing you that that the display may flicker while the color depth adjusted. The message also informs you that the original settings will be retained if the new settings are not applied within 15 seconds. Click **OK**.

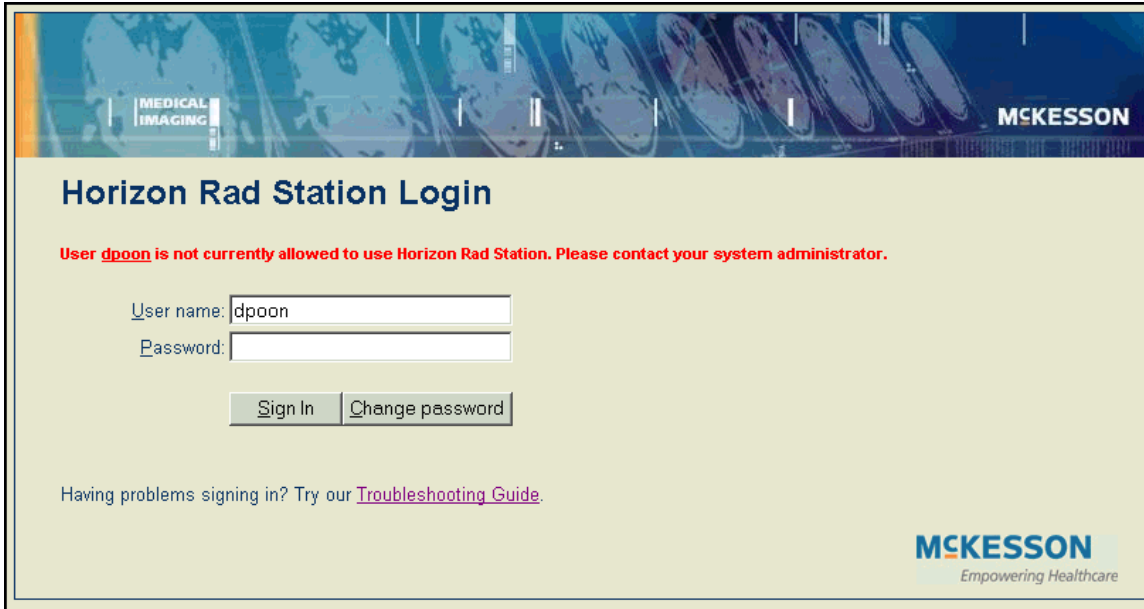
When the adjustment is complete, a message is displayed asking if you want to keep the adjusted settings.

6. Click **Yes**. The color depth is adjusted.
7. Restart Horizon Rad Station.

An error is displayed on the Horizon Rad Station Login page

When you log in to Horizon Rad Station Distributed an error message is displayed on the **Horizon Rad Station Login** page.

Figure B-16 Example of error message on Horizon Rad Station Login page



Review the error message.

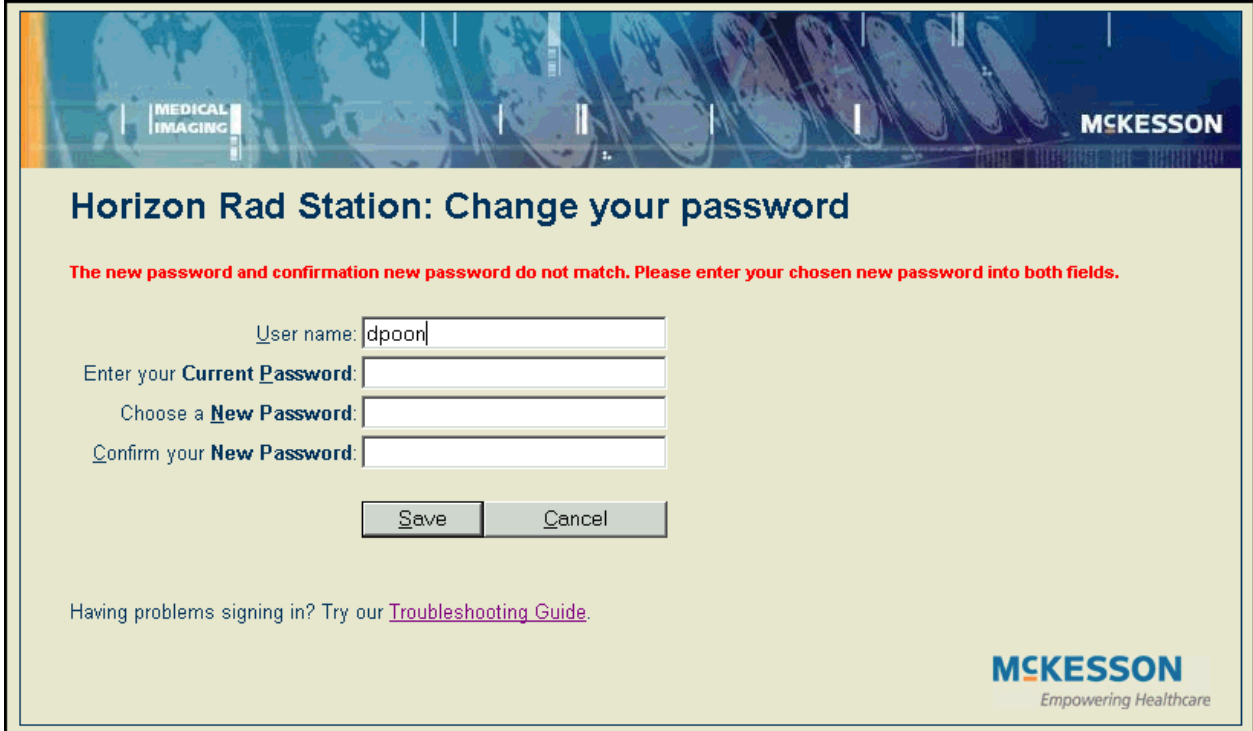
If this message is displayed...	Then...
The Web server is currently unavailable. Please try again later, or contact your system administrator of the problem persists.	The Horizon Rad Station application cannot be started because of a system failure. <ul style="list-style-type: none"> Close the Horizon Rad Station Login page, and then start Horizon Rad Station again after a few minutes.
User is not currently allowed to use Horizon Rad Station. Please contact your system administrator.	Horizon Rad Station does not recognize the user name you specified. To resolve the problem: <ul style="list-style-type: none"> In the User Name field, verify that you typed the user name correctly. Retype the name if necessary. Contact your local system administrator to make sure that your user name is configured correctly.
The user name and password combination you have entered is incorrect. Please try again.	Horizon Rad Station cannot match the user name to the password you specified. To resolve the problem: <ul style="list-style-type: none"> In the User Name field, make sure that you specified the correct user name. Retype the name if necessary. In the Password field, retype the password.

Note: If the problem persists, contact the PACS help line at **(253)426-6271, option 2.**

The Horizon Rad Station Change your password page is displayed

When you type your password in the **Horizon Rad Station Login** page, an error message is displayed on the **Change your password** page.

Figure B-17 Error message on Change your password page



Review the error message.

Message	Meaning
Your password has expired. Please choose a new one.	The security at your site is configured so that you need to change your password after a specified time period.
The new password and confirmation new password do not match. Please enter your new password into both fields.	The password you typed in the Confirm your new password field does not match the new password you specified.
The new password you have entered is not valid. Please choose another new password.	<p>The security at your site may be configured to recognize certain password complexity requirements.</p> <p>Password Requirement with FHS network:</p> <p>Requires six total characters and must contain any three of the following four requirement:</p> <ul style="list-style-type: none"> • At least one lower case character (a – z) • At least one uppercase character (A – Z) • At least one numeric character (0-9) • At least one special character (\$,!,#, &,%) <p>Examples of correct complex passwords: 3Up3Down, 1LikeTrucks, 8#sOfSand, Luv2Golf</p>

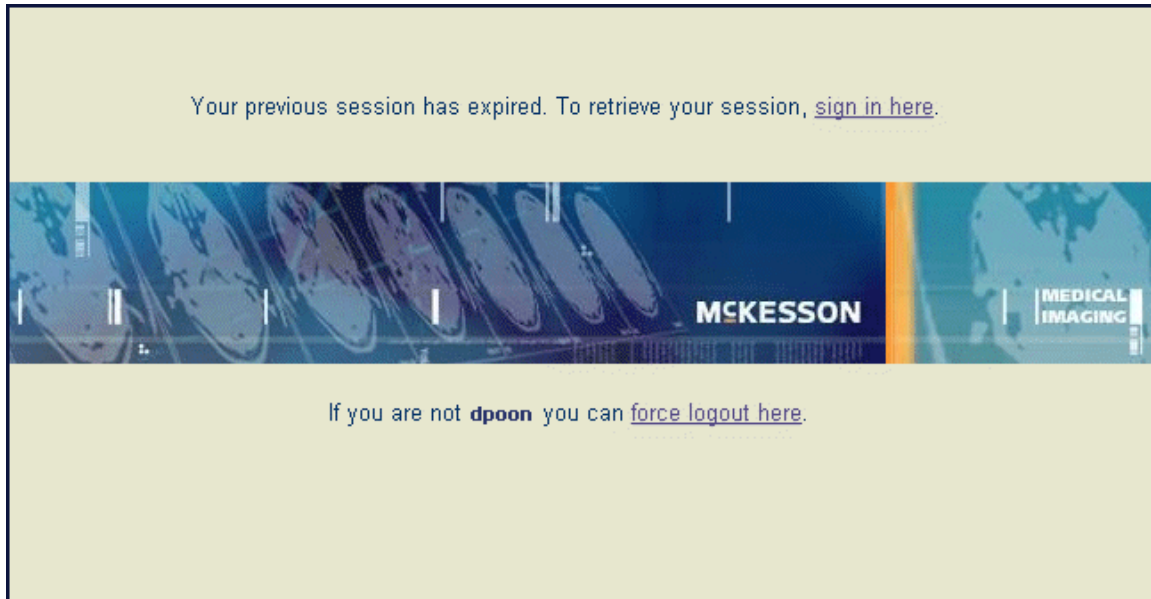
To change your password:

1. In the **User name** field, type your user name.
2. In the **Enter your Current Password** field, type your current password.
3. In the **Choose a New Password** field, type a new password.
4. In the **Confirm your New Password** field, retype your new password.
5. Click **OK**. A message is displayed; informing you that password has been changed.
6. Click **Continue sign-in**. The **Horizon Rad Station Distributed Login** page is displayed.

The Previous session has expired message is displayed

When you return to the workstation after a certain time period, the **previous session has expired** message is displayed.

Figure B-18 previous session has expired message



If there is no user interaction during a specified period of time, the Horizon Rad Station Distributed session expires, without exiting the application. After a session has expired, you can resume your work by retrieving the expired session.

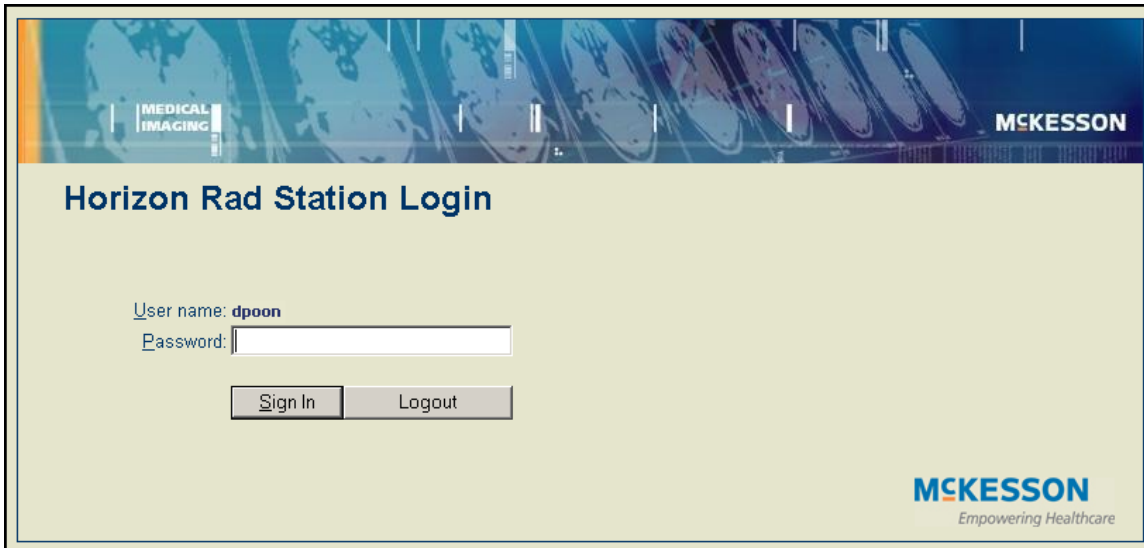
You also have the option to exit Horizon Rad Station Distributed, and then restart Horizon Rad Station Distributed.

To retrieve the Horizon Rad Station Distributed session:

- Click a link as follows:

If...	Then...
Retrieving the previous session using the same Horizon Rad Station user name	<ol style="list-style-type: none"> 1. Click sign in here link. The Horizon Rad Station Login page is displayed, displaying the name of the user currently logged on. 2. In the Password field, type your Horizon Rad Station password. The Horizon Rad Station Distributed session is retrieved. 3. Click Sign In.
Exiting and restarting Horizon Rad Station using a different Horizon Rad Station user name	<ol style="list-style-type: none"> 1. Click the force logout here link. The Horizon Rad Station Login page is displayed. 2. Start Horizon Rad Station Distributed.

Figure B-19 Re-authenticate user page



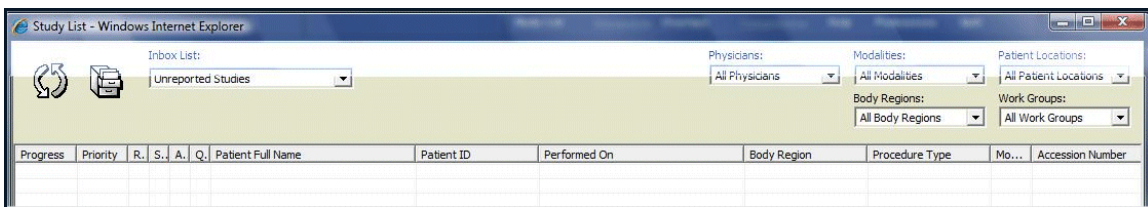
A white bar is displayed across the top of the work area

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

To run Horizon Rad Station Distributed as intended, disable the transparency feature.

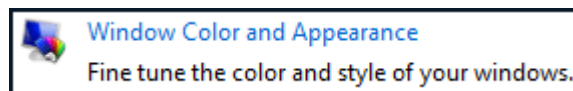
- Study List
- Patient Portfolio

Figure B-20 Horizon Rad Station Distributed with transparency enabled.



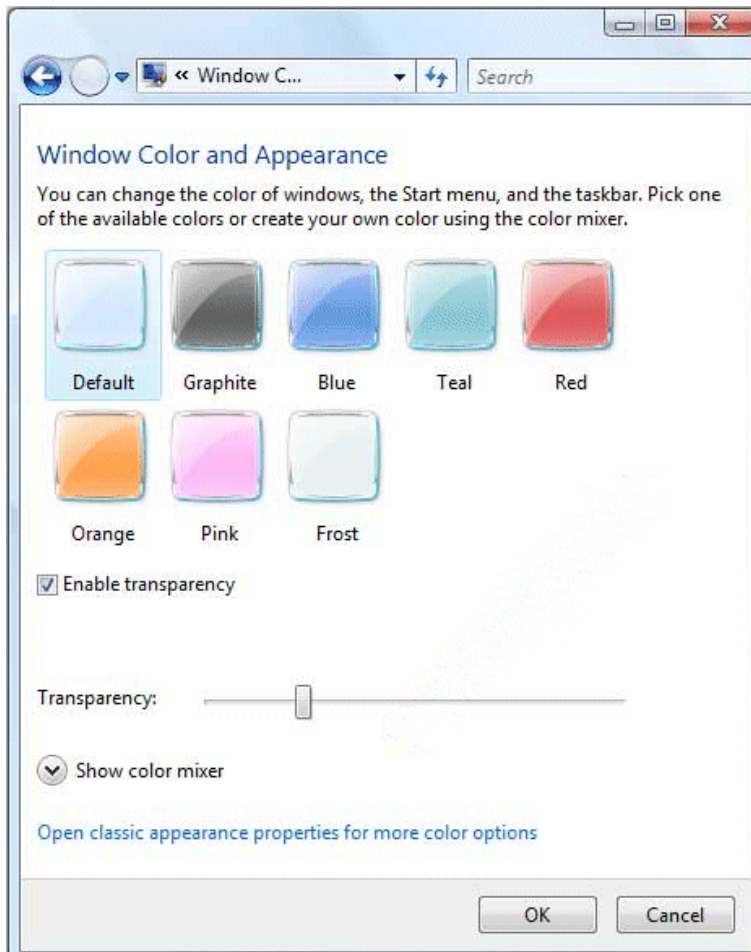
To disable the transparency feature:

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. See *Figure B-21*.

Figure B-21 Window Color and Appearance dialog box



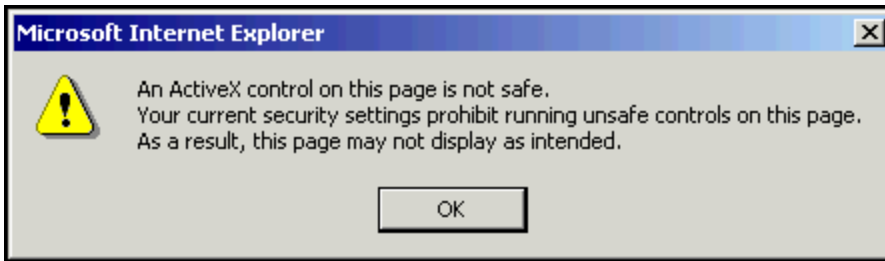
4. Clear the **Enable transparency** check box.
5. Click OK. The transparency feature has been disabled.

5. Troubleshooting Microsoft® Internet Explorer error messages

Horizon Rad Station Distributed runs certain scripts and ActiveX® controls on your computer, during the 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 controls and scripts cannot be run on your computer.

Figure B-22 Example of Microsoft® Internet Explorer error message



To avoid these messages, you can change the security settings in Microsoft® Internet Explorer.

To change the security settings:

1. In the **Tools** menu, select **Internet Options**. The **Internet Options** dialog box is displayed.
2. Click the **Security** tab. The Security page is displayed.
3. Click **Custom Levels**. The **Security Settings** dialog box is displayed.
4. In the **Security Settings** dialog box, set the security as follows:

If this message is displayed...	Then...
Scripts are usually safe. Do you want to allow scripts to run?	<ol style="list-style-type: none"> 1. Click Yes. 2. Scroll to the Scripting main heading, and then scroll to the Active Scripting subheading. 3. Select Enable. 4. - The message is no longer displayed.

(Continued on next page...)

If this message is displayed...	Then...
<p>Your current security settings prohibit running ActiveX® controls on this page. As a result, the page may not display correctly.</p>	<ol style="list-style-type: none"> 1 Click OK. 2 Scroll to the ActiveX® controls and plug-ins main heading, and then scroll to the Download signed ActiveX controls subheading. 3 Select Enable. <p>The message is no longer displayed.</p>
<p>Do you want to allow software such as ActiveX® controls and plug-ins to run?</p>	<ol style="list-style-type: none"> 1 Click Yes. 2 Scroll to the Run ActiveX® controls and plug-ins main heading. 3 Select Enable. <p>The message is no longer displayed.</p>
<p>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?</p> <p>- or -</p> <p>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.</p>	<ol style="list-style-type: none"> 1 Click Yes. 2 Scroll to the Script ActiveX® controls marked safe for scripting main heading 3 Select Enable. <p>The message is no longer displayed.</p>

5. Continue to install or start Horizon Rad Station Distributed.

For technical support, call the **FHS PACS Help Line** at **(253) 426-6271, option 2**.