

You may see an error similar to this when trying to run some reports, file claims, or print to the screen.



The number of the text file is irrelevant, it could be any number. The error you are getting could be based on a few things, all of which have to be checked on your computer. Please check all three possible problems below to see how many of them apply to you. If you just do the first one and the problem still exists, don't skip the remaining ones. If none of these solve your issue, please contact Healthpac support.

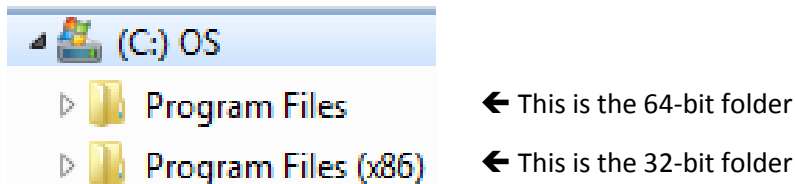
Note: The examples given in this document may not match your system exactly. Adjust the steps as needed to complete the required task.

Quick Solution

If you are highly skilled with computers then read this paragraph to fix all three issues at once, for everyone else please skip this paragraph. Step one, make sure that there is a C:\Program Files\Atwin. It has to be exactly that directory, if it doesn't exist please create it. Step two, make sure the C:\Program Files\Atwin folder has full control for anyone and everyone who uses that computer. It will not work if you just set it for the Everyone group. Step three, delete all files at %userprofile%\AppData\Local\VirtualStore\Program Files (x86)\Atwin that follow a #.txt format.

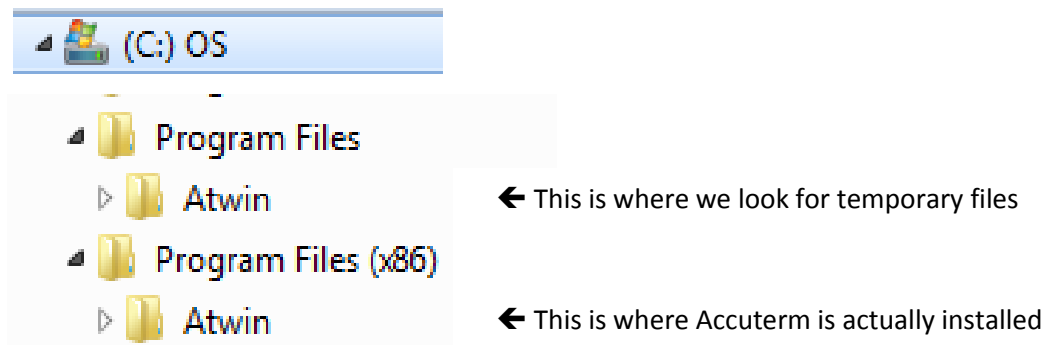
Problem One: 64-bit System creates dual Program Files folders

Explore your folders and see if there if you have two program files folders. If you do, then you have a 64-bit system. Accuterm is installed in the folder with the x86 extension, but our programs look for programs in the plain folder. For example...



The Solution

The solution is simple, create an empty folder in the 64-bit folder called Atwin. For example...



You can create the folder by going to C:\Program Files, then following the normal steps to create a folder in Windows. You can find in depth instructions by searching for "How to create a folder" using your favorite search engine or on Youtube to see video tutorials.

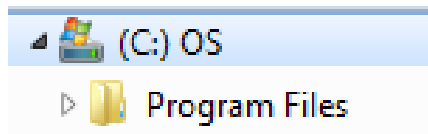
Problem Two: You do not have the proper permissions

If you definitely have a directory on your computer that matches C:\Program Files\Atwin and you're having this issue, then the problem is that you don't have permission to create or delete text files in that folder.

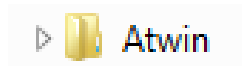
The Solution

Please follow the directions carefully

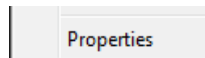
1. Go to C:\Program Files.



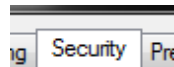
2. Right-Click on the Atwin folder.



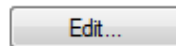
3. Choose Properties from the context menu that popped up.



4. Go to the Security tab.



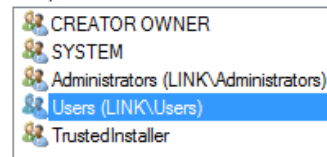
5. If there is a button called Edit, you will have to click that now. If you do not have the rights to change permissions then you must contact your technical department or technical provider and have them fix the permissions.



6. At the top of the dialog box there should be a list of users: Choose one of them by clicking on them.

Object name: C:\Program Files\Atwin

Group or user names:

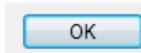


7. Make sure that the checkbox near the bottom in the Full Control row in the Allow column is checked. If it is not, please click it.

Permissions for Users	Allow	Deny
Full control	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Modify	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Read & execute	<input checked="" type="checkbox"/>	<input type="checkbox"/>
List folder contents	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Read	<input checked="" type="checkbox"/>	<input type="checkbox"/>

8. Repeat steps 6 and 7 for all users in that list, the ONLY one you can skip is "CREATOR OWNER".

9. Click OK to exit that dialogue box.



Problem Three: Windows 7 Virtual Store duplicates due to the other two problems

Windows 7 has a special trick in case you try to create a file in a folder that doesn't exist or you don't have access to, it creates a duplicate directory structure in the user's main directory on the computer. After you fix the previous two problems, the files created here will still cause problems.

The Solution

Only AFTER you have made sure that the correct folder exists, and the permissions are wide open on it, then go to the following location and delete any temporary files you see. They should all simply be a number and the txt extension. So 1.txt, 7.txt, 14.txt, and 21.txt would be good examples of these temporary files. Make sure they are all deleted.

To get to the location...

Select (highlight) the entire next line, it's an address

`%userprofile%\AppData\Local\VirtualStore\Program Files (x86)\Atwin`

While it is selected, copy it (There's a copy button up top, or hold CTRL and tap C)

Go to the start menu

Go to Computer

Click somewhere after the word Computer in the Address bar at the very top

Paste the address (Click on Organize then click Paste, or hold CTRL and tap V)

Press the Enter Key

If you receive an error saying it can't reach that folder, then you can skip it because it never created it in the first place. Just remember that if it does come up, do not leave any temporary files behind.
