

Title:

## **Program doesn't start, licence status wrong**

Question:

Problem	The program doesn't start. There is a "fatal error" message or the status of the licence is wrong.
Category	Licence, database
Product	MediaWorkStation
Version	All
Module	Licence, database
Date	17/06/2011

Answer:

MediaWorkStation saves licence information and examination data on the computer's harddisk. If the data check finds errors, these errors will be blocked in order to avoid further damage. Depending on the data area, the programme cannot start at all or can only start with restrictions. Possible causes:

- the computer was shut down without ending the program first
- the camera was switched off during operation

To redress the error, please start "MWS Service Pack 1" (MWS\_SP1.EXE) and run the service and repair program "MWS Repair Tool". You can download the service pack from [www.mediaworkstation.de](http://www.mediaworkstation.de) or obtain it from your local service partner.

The repair program checks and repairs errors automatically. It looks for possible causes of the errors and logs the information. This information is crucial for analysing errors and helps improve the quality of future products. If your computer can send emails, then [Send] the log to the service department for further analysis. Alternatively, you can [Save] the log and send it from another computer to the service address given. Click on [Close] to end the service and repair programme.

The repair log is saved automatically under "c:\mws\logfiles\" and does not contain any patient or examination data. The log only contains information about program actions and conditions as well as technical data about the computer.

You will also find the service and repair programme as well as these instructions under "MediaWorkStation -> Tools" in the program menu.

MES  
Support