

WISCONSIN DEPARTMENT OF HEALTH SERVICES
Division of Health Care Access and Accountability
1 W. Wilson St.
Madison WI 53703

To: Electronic Case File (ECF) Handbook Users

From: Angela Dombrowicki, Director
Bureau of Enrollment Management

Re: **Electronic Case File (ECF) Release 08-05**
Release Date: August 18, 2008
Effective Date: August 18, 2008

EFFECTIVE DATE

The following process additions or changes are effective 08/18/08 unless otherwise noted. **Bold text in the new process section denotes new text. Text with a strike through it in the old process section denotes deleted text.**

Changes

All References to DHFS were changed to DHS.

**3 Technical Documentation >
3.7 Known Problems**

New Text:

7. At the scan station PC, you receive the error message: "[7001] AcLicCint: Unable to connect to license server. The license server may be down or the network may have problems (Requested Service Not Found)" when synchronizing.

Click on Contact Us below to see if the license server is in fact down. If not, the license on your scan station PC is probably corrupt. With the assistance of a DHS staff person, follow these instructions:

- 1. At the central site, delete the Remote Site Profiles that are having the problem.**
- 2. At the Remote site (the PC attached to the scanner) stop the RSA and the following scent services:
 - a. Ascent Capture Service (licensing)**
 - b. MSSQAL\$AscentCapture****
- 3. Delete the .ALX license files on the Remote Site located at ...\\Ascent\\Server\\DB on a standalone (or ...\\AscentSS\\Server\\DB on the AC server of a dual workstation.)**
- 4. Delete the APP ID registry key located at:HKey_Users\\.default\\software\\Kofax Image Products\\Ascent Capture\\AppID.**
- 5. At the Remote Site, restart the RSA and the 2 services.**
- 6. At the Remote Site, force a resynchronization on the RSA.**