

COMPULINK
advantage™

Licensing Setup and Troubleshooting



Sales: 800.456.4522 | Support: 805.716.8677

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Compulink Licensing: Quick Setup and Troubleshooting

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Compulink Licensing: Quick Setup and Troubleshooting

PREFACE

This document provides general information on Compulink software Licenses, setting up and troubleshooting Licensing errors. It is designed for Intermediate computer users with some knowledge of Windows operating systems.

REQUIREMENTS

You may need Administrative rights on the local station to make changes.

The computer or Remote Desktop session must be already configured to access Compulink Software.

For assistance with setting up a **Windows** workstation or **Remote Desktop** session for Wireless stations and/or remote users, please refer to the [Workstation Setup](#) and/or the [Thin Client, MAC, Wireless & Mobile Devices documents](#).

For a complete hardware, networking and configuration guide, please review this document:

[Software Installation, Configuration, and Performance Guide for Windows](#).

GENERAL LICENSING INFORMATION

Compulink software licenses are determined by the letters of the alphabet.

If you have only one license, that license is represented by the letter **A**.

If you have **five** licenses, they are **A, B, C, D and E**. This continues to letter **Z** as the **26th** License.

The **27th** license has two characters, beginning with **AA**, and ending with **AZ** as the **52nd**.

53rd through **78th** would be **BA** through **BZ**, and **79th** would be **CA**... etc.

When you launch Compulink Software, you will see the letter on the bottom right corner of the screen.

In the example below, the software has launched with License C.



CONCURRENT LICENSING

Concurrent (or Dynamic) Licensing is used when the computer or user is **NOT** assigned a particular license. As users launch the software, they will be given a dynamic license (one that is not permanent) on a first come, first served (concurrent) basis, beginning with the first available license.

Note: You do not have to **LOG IN** to pick up a license. Merely launching the software will put a license in use. To release a license for use on other stations, you must **EXIT** the software completely.

STATIC LICENSING

You may permanently assign licenses to a computer or a Windows user, ensuring that the specific computer or user **ALWAYS** has the same license. Assigning a permanent license will remove that license from the Concurrent pool – **the static license will NOT be available for any other user or station, even if that license is not in use**. The assigned license is placed on reserve for those to whom it is assigned. If all of your licenses are permanently assigned, there will be **NO** concurrent licenses available. You may assign some of your licenses, and leave the rest as **Concurrent**.

Note: It is highly recommended for the administrators to keep a log of user/workstation assigned licenses for prompt troubleshooting and support purposes.

REQUIRED STATIC LICENCES

Some stations are **REQUIRED** to have a static license.

These include any station which has an **imaging device** attached (Scanners, Cameras, Lab Equipment), has a Cash Drawer or is part of Compulink’s Patient Tracking System.

To permanently assign a license to a station, a Windows **Environment Variable** is added to the **System variables** of the computer.

Assigning a Static License consists of **TWO** steps: Adding an environment variable **AND** editing the Workstation Setup.

STEP 1: ADD AN ENVIRONMENT VARIABLE

Assigning Licenses Per Computer

To Assign a Static License, consult the Administrator log and find out which license should be assigned.

Open the **Control Panel** and click on **System**.

For **Windows 7, 8 and 10**, click on **Advanced System Settings** in the upper left menu.

Click on the **Environment Variables** button.

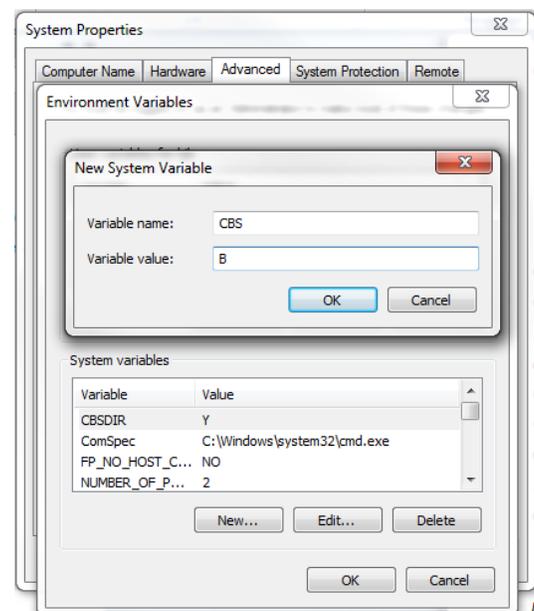
Under the **System Variables** window, click on **New**.

For the **Variable Name**, enter **CBS**.

For the **value**, enter the Alpha character (in this example, **B**).

Click **OK** and **Exit** the **System Properties**.

Compulink software will now launch on this station with the License letter that was assigned. **Note:** A **System Variable** applies the license to all users on the computer.



Assigning Variables per Windows User

If more than one user accesses the computer (in case of Windows Terminal Services and with different usernames and passwords), the CBS License can be assigned to one or more of the users by adding a **User Variable** (as opposed to a **System Variable**). In the example below, License X is assigned to the user KJK only.

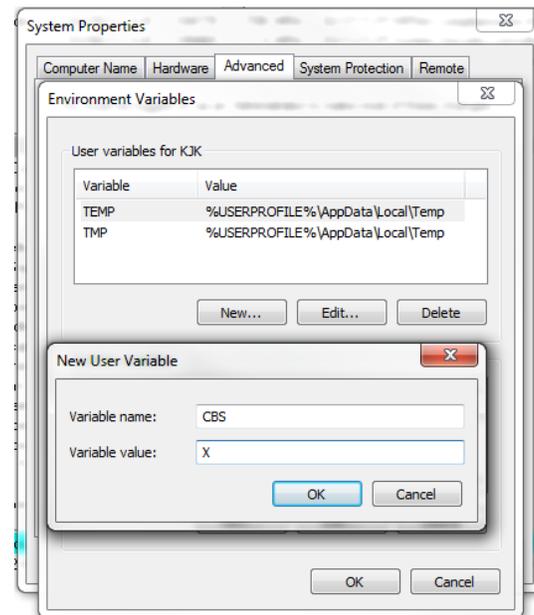
Variables for Remote Desktop (Terminal Services)

Remote Desktop or Terminal Services users may also be assigned a static license.

(For Citrix, a SETX command is used – consult with your Citrix Network Administrator)

Inside of the Remote session, the **CBS Value** should be assigned to the **User variable** of the server.

Again, this will only apply to this user's Remote Session, no matter which local computer they use to access the Terminal Server.



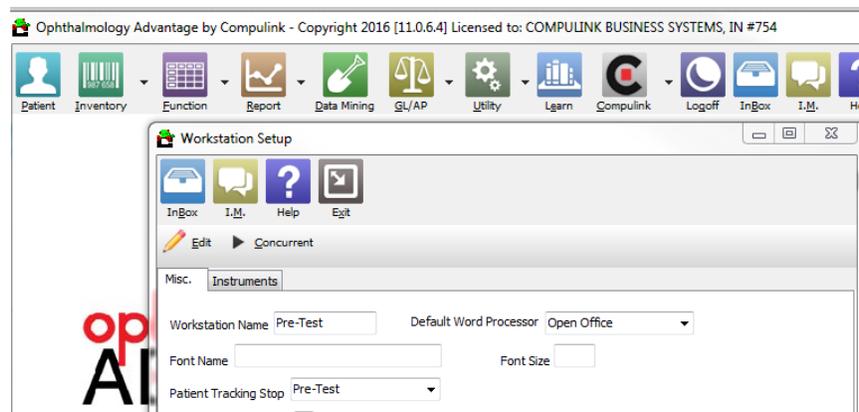
Step 2: Edit the Workstation Setup

Once you have added an Environment Variable according to **Step 1**, you must edit the **Workstation Setup** for this license to set the license to Static. Launch the software and check that you have picked up the right license by looking at the bottom right corner of the software screen. In the example below, the software has launched with **License A**.



Log into the software, click on the **Utility** menu, then **Workstation Setup**, then click **Edit** from the menu.

If you are not configuring any equipment or devices, change the **Workstation Name** to any name you choose (in this example, it is **Pre-Test**). Click the green **Save** icon. The license you are currently logged in with is now reserved as a STATIC license. Only computers with an **Environment Variable** CBS , and the **Value** of the letter you assigned can launch the software with this license.



IMPORTANT: Any editing in the fields in the Workstation Setup window will set the license you are logged in as STATIC. If you edit this window without first adding an Environment Variable according to Step 1, you may be taking a CONCURRENT license to static license unintentionally.

RELEASING A LICENSE AS CONCURRENT

Occasionally, you will want to **release** a statically assigned license to **Concurrent** status in order to be used by any station or user, on a first come/first served basis. This may be necessary if the license no longer needs to be statically assigned, or that it may have been taken out of the Concurrent pool by mistake.

First you must log into the software **WITH** that license you want to release (must be statically assigned). This means an **Environment Variable**, CBS = the license letter, must exist or added to the station. You will then launch the software, ensuring it picked up that license.

In the **Utility >Workstation Setup**, click **Edit**, then the **Concurrent** tab.

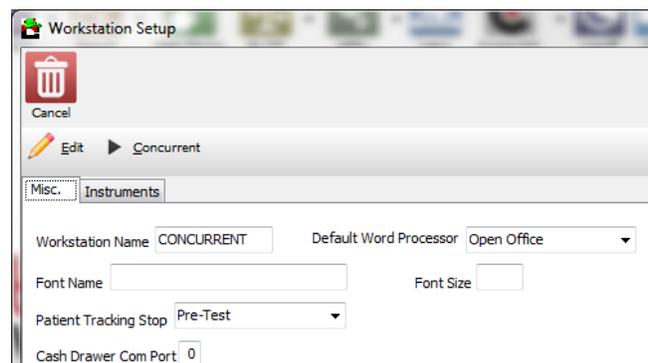
*A warning will appear informing that all equipment interfaces will be erased. Click **Yes**.*

The **Workstation Name:** field will now be **CONCURRENT**.

Then click the **Save** icon and exit the software.

The license has now been released as **Concurrent**.

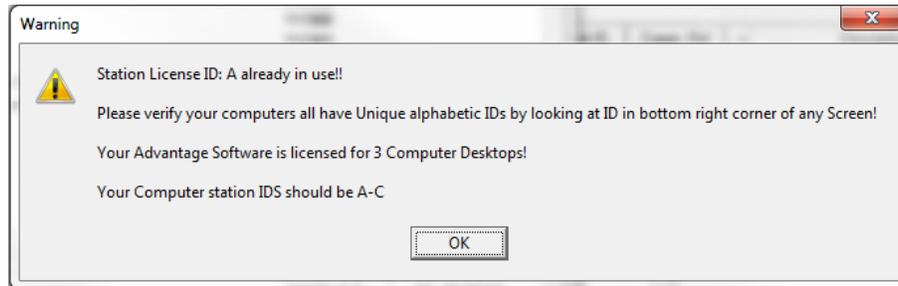
You must then **DELETE** the **CBS variable** referring to that letter from the Environment **Variables**.



TROUBLESHOOTING

Station License Already in use!

If you receive a message stating that your license is in use (see image below),

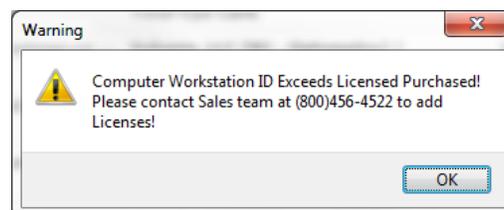


It is possible that:

- You are assigned a static License and the software is already running on your station and is minimized. You are attempting to launch the software a second time on your station. Check your task bar to see if the software is already running with that license.
- The software is not running, but there was an error the last time it was exited, and the license is “stuck” and not released. Usually, waiting a minute or two will release the license. If not, contact your Network Administrator to close any open files to the COMPULINK data on the server with your username and try again.
- Another computer or user has taken your license:
Either another computer has been assigned the same license, in which case one of you should change licenses – **OR**
Your “static” license was not reserved properly and a concurrent user picked it up.
In this case, you must locate the other user and ask them to exit the software. You must then statically assign your license to your station permanently. To do this, see [STATIC LICENSING](#)

Computer Workstation ID Exceeds Licensed Purchased!

You receive a message that you have exceeded the Licenses purchased.

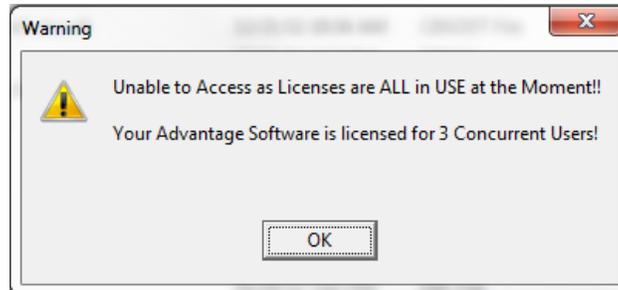


This **ONLY** occurs when you have assigned a **STATIC** license to this station that exceeds the number of Licenses you have available.

For Example, you have 5 licenses (A,B,C,D,E), and your station has been assigned **F** or a higher letter. If you believe this is incorrect, first check **Utility -> System Administration -> Update Configuration**. This may update your account to reflect the correct number of licenses. If not corrected, contact Compulink Support to make sure all your licenses are activated.

Unable to Access as Licenses are ALL in USE at the Moment!!

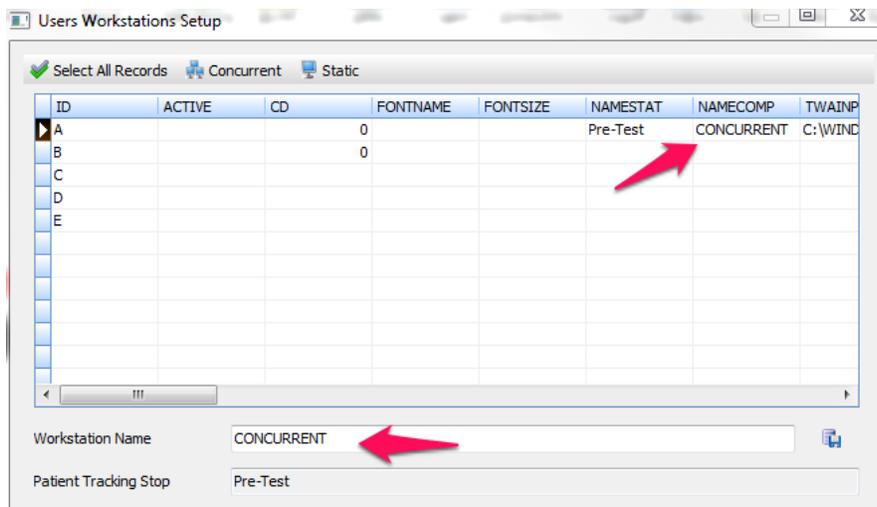
If you receive the message that all licenses are in use (see image below),



this means, you or your station are not assigned a static license, and all the concurrent licenses are in use. Furthermore, any Licenses that are not actually in use at the moment have been assigned as static and are not available for concurrent users.

In this case, you may have to wait until another concurrent user exits the software. You may need to release one or more static licenses back to concurrent, or purchase more licenses if this is a continuing problem.

You may also check the status of all licenses by using the **Utility -> System Administration -> Sybase Network Utilities -> Users Workstations Set up**. In this view



You may also check the status of all licenses and open tables by using the **Utility -> System Administration -> Sybase Network Utilities -> Open Tables**. If you are checking licenses, Search/Filter using keyword "LogonLicense".