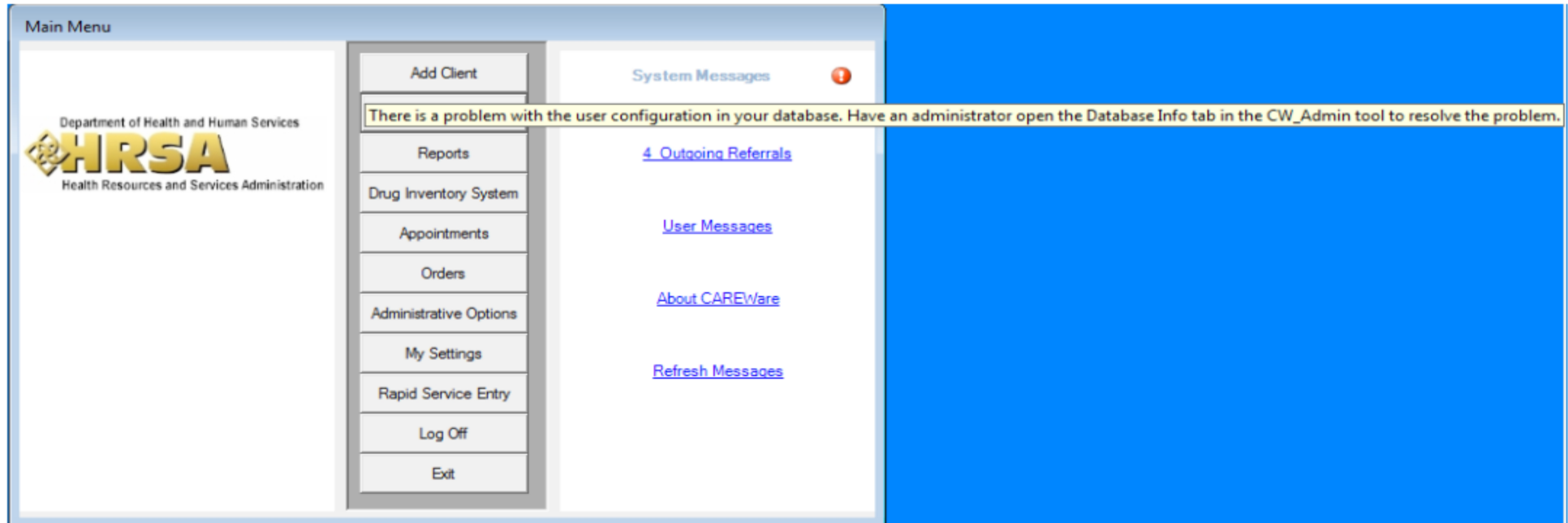


The red exclamation mark appearing on the main menu means a user or role configuration issue is occurring in the CAREWare database.



To resolve this issue:

1. Go to *C:\Program Files (x86)\CAREWare\RW CAREWare Business Tier*.
2. Right click *CW Admin*.
3. Click *Run as Administrator*.
4. Click *Database Info*.
5. Enter the SA password.
6. Click *Resolve*.
7. Click *Server Settings*.
8. Click *Stop Server*.
9. Wait a few seconds and click *Start Server*.

If using the Database info tab in CW Admin does not display a Resolve button to use to resolve the configuration error, you will need to delete any occurrence of the user *cwbt* or the role *jdbcreator* before attempting to run the script provided below.

Note: Before being allowed to delete the *cwbt* user account you will need to re-assign the database owner to another user account within the SQL Server instance temporarily. We normally suggest the SA account as it is the only existing user account for most user SQL Server instances. To change the database owner you can run the following query on each database:

```
Use cw_data
exec sp_changedbowner 'sa'
```

Change Use *cw\_data* to Use *cw\_attachments* and run the query again, if there is a *cw\_attachments* database. Do the same for any other CAREWare databases in this instance.

1. Connect to the CAREWare database using SQL Server Management Studio.
2. Expand *Databases*.
3. Expand *System Databases*.
4. Expand *Security*.
5. Expand *Users*.
6. Right click *cwbt*.
7. Click *Delete*.
8. Expand *Security*.
9. Expand *Logins*.
10. Right click *cwbt*.
11. Click *Delete*.

Once all *cwbt* users and logins are found and deleted, the query can be run to recreate the user and roles properly resolving the error. Note: This script below uses the default password we now set for the user *cwbt*.

```
--Start Script
```

```
use master
```

```
--Create cwbt user  
EXEC sp_addlogin 'cwbt', 'CWtemp100%'  
  
--create jdbcreator role  
EXEC sp_addrole 'jdbcreator'  
GRANT CREATE DATABASE TO jdbcreator  
  
--Add cwbt user to jdbcreator role  
Exec sp_adduser 'cwbt', 'cwbt', 'jdbcreator'  
exec sp_addrolemember 'jdbcreator', 'cwbt'  
  
--End Script
```

Once the script has completed run the following query on CW\_Attachments database and any other CAREWare databases in this instance.

```
exec sp_changedbowner 'cwbt'
```

Once the database is updated, **restart** the business tier service. The red exclamation mark should be gone.