In some cases, users are unable to view attachments or add new attachments in CAREWare 6, after upgrading. This can happen if the CAREWare database was moved to a new server.

To fix these issues, restore the cw_attachments database and create the database connection string for cw_attachments by following these instructions:

1. Create a backup of the cw_attachments database from the CAREWare 5 database instance.
2. Move the backup file to the SQL Server Restore from Directory or any file folder location the CAREWare 6 SQL Server database instance has permission to read and write.
3. Verify if the cw_attachments database has already been created by checking the database instance databases.
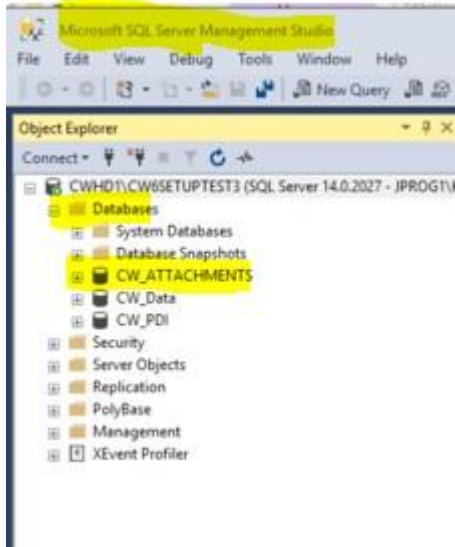
4. Verify the setting in CAREWare shows matches the current state by checking to see if attachmentDBCreated is one or zero.

CAREWare Server Settings

Server Settings | Services | Diagnostics | Database Info | Common Storage Settings | Connection String Management |

Common Storage Settings. Click on a value to edit it.

cmm_st_pk	cmm_st_text	cmm_st_date	cmm_st_number
64BitEncrypted			1
ActiveClientsOnlyDefaultValue	1		
ADAP_Drug_Files	C:\Program Files ...		
ADAPDefaultDispFee			0
AddEncounter			0
Adm2FactorSetting	off		
appServiceSpan			7
attachmentDBCreated			1
AttachmentDirectory	C:\Program Files ...		
AutoScoreClients			0
autoSetEnrollmentDate			0
BTInstanceID	669b2d43f713-4...		
bulletin_message			
BusinessTierVersion	2.47D		
CentralCustomTabName	Central Custom D...		
ChangelogsAreRebuilt			1
ChangelogTimeFixed		4/1/2009 1:52 PM	
clientMatchThreshold			70
ClientURNLabel	Unique ID		
CommonClientData			1
couchdbhost	localhost		

If there is no cw_attachments database listed under databases and the setting for attachmentDBCreated = 1, then change that setting to 0. If there is a cw_attachments database and the attachmentDBCreated setting is 0, then change that setting to 1.

To change the attachmentDBCreated settings:

1. Click *Server Settings*.
2. Click *Stop Server*.
3. Click *Common Storage Settings*.
4. Click *cmm_st_pk* to set the list in alphabetical order.
5. Go to *attachmentDBCreated*.
6. Change the *cmm_st_number* to the needed setting 0 or 1.
7. Click *Server Settings*.
8. Click *Start Server*.

If there was no cw_attachments database and the setting has been changed to zero, create the attachments database by someone adding an attachment record and then deleting that record. Once the attachment has been added to a client, the cw_attachments database should be created, the attachmentDCCreated setting should be set to 1, and the database connection string for cw_attachments should be created. Now the cw_attachments database can be restored.

To restore the cw_attachments database:
1. Click *Server Settings*.
2. Click *Stop Server*.
3. Connect to CAREWare 6 database instance.
4. Right click the database instance.

5. Click *Restart*.
6. Expand databases.
7. Right click *cw_attachments*.
8. [Restore](#) the *cw_attachments* database under tasks.
9. Run this query: *use cw_attachments Exec sp_changedbowner 'cwbt*.
10. Go back to the *CW Admin*.
11. Click *Start Server*.
12. Verify users can view and add attachments in CAREWare.