

## Problems Getting Started?

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Activation of the *eye tools* software license is generally simple and straight-forward.

However, the following problems have been encountered by some users, with solutions as shown...

### 1. "Read Only" Errors?

#### ◆ PROBLEM:

If the *eye tools* files are just copied directly from the CD (without using the installer), error messages will be displayed because the CD files are read-only.

#### ◆ SOLUTION:

Use a program like Windows Explorer to change the properties for each file, or the recommended solution is to use installation setup process on the CD.

### 2. User Name Too Long?

#### ◆ PROBLEM:

If the *User Name* is too long, it may not fit in the available area on the *Software Installation* form.

This would mean that the user cannot see the entire *User Name*; then entering a shorter version will cause the *Activation* to fail.

#### ◆ SOLUTION:

Request a replacement *User Name* and *Product Key* from your software supplier. (This will be created with a shorter *User Name*).

### 3. Changing the User Name?

#### ◆ PROBLEM:

The *Product Key* is linked to the *User Name* and this *User Name* also appears on the print-outs. If a different *User Name* is preferred, it cannot be

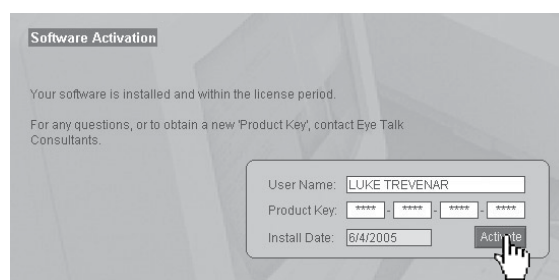


Figure: Software Activation

changed without causing the program to stop operating.

#### ◆ SOLUTION:

Request a replacement *User Name* and *Product Key* from your software supplier. (This will be created with the new *User Name*).

Then use this new *User Name* and *Product Key* to re-activate the software. It does not have to be installed again.

### 4. Which Calculator to Use?

#### ◆ PROBLEM:

Sometimes we are asked for advice on which *eye tools* calculator to use in different clinical situations.

#### ◆ SOLUTION:

This is the individual optometrist's own professional decision.