The CAREWare Help Desk open hours are:

- Monday - 12:00 PM - 5:00 PM Eastern Time.

- Tuesday - 10:30 AM - 6:30 PM Eastern Time.

- Wednesday - 12:00 PM - 5:00 PM Eastern Time.

- Thursday - 10:30 AM - 6:30 PM Eastern Time.

- Friday - 12:00 PM - 5:00 PM Eastern Time.

The number to call for assistance is 877-CWHELP1 or 877-294-3571.

The CAREWare Help Desk can also be reached by email at cwhelp@jprog.com

The CAREWare Help Desk can be very busy sometimes, and answers to emails or phone calls can be delayed due to insufficient information regarding a user's issue. In order to speed up issue resolution, please have available or email the following information:

- The location of the issue; i.e. in CAREWare, on the server housing the business or data tiers, on the custom reports field selection screen, what feature are you using, etc.

- The Details of the error message that occurred, if any occurred

  o Highlight the entire error message in the Details box and press Ctrl-C to copy the message, then go to your email account and in a new message press Ctrl-V to paste the details into the email.

- Can you send log files?

  o Can you email the CAREWare Help Desk the client tier and business tier event files? These files contain all error messages for the entire day. These files are located at C: Program Files\CAREWare\RW CAREWare Client Tier (RW CAREWare Business Tier). The file is called cw_events_X_XX.txt. Where X_XX is the date the error occurred.

- The build number and .NET framework version number

- o Both the build number and .NET framework version number can be found on the main login screen of CAREWare. The .NET framework version number can be found in the lower left corner, while the build number will be displayed right above the User field.

- The SQL Server Version number

  - o The SQL Server version number can be found in CAREWare by pressing Ctrl-I and reporting the Data Tier Version number

- The type of CAREWare setup you are using. Examples include: having the CAREWare Client Tier, Business Tier, and Data Tier installed on one PC; having the Business Tier and Data Tier installed on a separate server; having the business tier and data tier installed on two separate servers; and logging into CAREWare using a VPN, with the Client Tier, Business Tier, and Data Tier on one server. Other configurations are possible. Knowing how you set up CAREWare can tell the CAREWare Help Desk a lot about how they can help you and where the problem is.

The information above will allow the Help Desk to troubleshoot the issue more quickly and confirm if the issue is a new bug or an existing bug from a previous build. It will also allow the Help Desk to test for the error in environments that are similar to or match exactly to that of the user.

The CAREWare Help Desk may ask for some additional information regarding specific errors. These errors can be related to the how the PC/server is functioning overall. The CAREWare Help Desk will ask at those times for that additional information, such as SQL Server logs or Event Logs, and will provide the necessary steps to access them.