# Find Client Fails to Open

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| Purpose | Identify and resolve issues resulting in the Find Client page not opening in CAREWare. |
| Who should do this | CAREWare users for browser checks; administrators or IT staff for permissions, upgrades, and server services. |
| Use this guide when | Find Client fails to open, shows an error, or fails for multiple users. |
| Main warning | Do not change permissions or restart services without administrator approval. A server restart may interrupt active sessions. |

## Quick path

Allow CAREWare pop-ups → Test Add Client and refresh → Update/restart browser → Check Client Summary permissions → Escalate multi-user failures

## Before you begin

• Confirm the CAREWare URL, browser, and whether one or several users are affected.

• Ask the user to describe the error and whether Add Client opens a new tab.

## Check the browser and Find Client

**Possible issue 1**. Ask the user to check their pop-up blocker settings for the CAREWare page for that browser.

- If the issue was a result of the pop-up blocker being active for all sites or the CAREWare site, make sure there is an exception for the CAREWare site as CAREWare has a number of tasks that open up a new tab such as Find Client, Add Client, Report results, and Form Designer forms.

**Important**
Find Client and Add Client may open in new tabs. Allow pop-ups for the organization's trusted CAREWare site rather than disabling the blocker for every website.

**Possible issue 2**. Ask the user to click Add Client and see if a new tab opens to add clients. If so, press CTRL-F5. CAREWare should change to Find Client. Verify the Find Client screen works are that time.

- If the user can access Add Client, however they get an error for Find Client, there may be an issue with the Client Summary. Here are a few things that may resolve that issue:
- Revoke the user's permissions for the client summary by denying access to the permissions View Client Summaries and Edit Client Summaries. If that resolves the issue, make sure that CAREWare is upgraded to the latest build by following the instructions here.

**Important**
Changing Client Summary permissions can restrict access to client information. Use the diagnostic change only with administrator approval and document the original settings.

**Tip**
For Safari, use Command+Shift+R to force a reload. After a CAREWare upgrade, refresh both the login and Find Client screens.

**Possible issue 3**. Verify the browser the user logs into CAREWare with. If the browser is anything other than Internet Explorer, ask the user to make sure the browser is up to date.

- If the user reported they are using Internet Explorer, ask them to log in using any other browser as Microsoft no longer supports Internet Explorer and it is incompatible with CAREWare.
- If the user is using any other browser, make sure their browser is up to date, try closing the browser entirely and log in again, and try pressing CTRL-F5 at the log in screen to clear the cache.

## If multiple users are affected

Step 1. Have authorized IT staff open C:\Program Files\CAREWare HTTP Server on the CAREWare server.

Step 2. Right-click HttpSettingsTool.exe and select Run as Administrator.

Step 3. Click Save and Restart to restart the CAREWare HTTP service; ask users to sign in and retest Find Client.

**Important**
Coordinate service restarts with staff. If the issue began after an upgrade, verify that the HTTP Server and Business Tier use matching CAREWare builds.

## How to confirm it worked

• Find Client opens and displays the client search screen.

• Search for a test client and confirm the record can be opened with the user's authorized access.

• If several users were affected, verify with more than one user after the service restart.

## Troubleshooting and common questions

- Why does a blank tab or no tab open? Check the site-specific pop-up exception and refresh the browser.
- Why does Find Client fail while Add Client works? Review Client Summary permissions and the installed build with an administrator.
- What if the issue continues? Contact the CAREWare Help Desk and provide the System Log from the day of the problem. Do not send client-identifying data unless requested through an approved secure channel.

## Related CAREWare guides and resources

| Resource | How it helps |
|---|---|
| Considerations When Upgrading CAREWare | Browser refresh, pop-up, and build-mismatch checks |
| Upgrading CAREWare 6 | Instructions for updating both CAREWare tiers |

| Resource | How it helps |
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| Client Summary | Review summary setup and permissions |
| HTTP Server Setup | Server configuration and HTTP log locations |
| Find Client | Instructions for opening client records |