



TROUBLESHOOTING GUIDE

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REVISION: A

PROBLEM: CA3000 host will not install properly or will not start.

TROUBLESHOOTING TIPS:

- 1) Verify your computer meets the recommended computer specifications and you are using a supported operating system. Refer to the Continental Website (www.cicaccess.com) for documentation on the minimum computer specs.**
- 2) Verify the computer has full local Administrator rights. If the computer is logged on to a Domain, have an IT employee log the computer on to the local machine (off the domain) with full Administrator rights. Also, if possible, temporarily use the IT employee Windows login to see if this resolves the problem.**
- 3) Verify the Windows Firewall is turned off. You must check this in your services. Click on “My Computer/Manage/Services”. Verify the “Windows Firewall/Internet Connection Sharing(ICS) is stopped and disabled. This doesn’t apply to Windows 2000 professional.**
- 4) Before starting another installation process, empty the “temp” folder. Click “Start/Run”, Type “%temp%” and click “OK”. This will display all the contents in the “Temp” folder. Delete all the files in the temp folder (Some of these file may be in use, and you will be unable to delete them). Sometimes files in this folder will prevent the CA3000 from installing properly.**

- 5) If you are experiencing problems installing V2.5.9 or V2.5.16 on Windows 2000 Profession, look in “Add/Remove” programs. Verify “Windows Installer 3.0” or higher is installed. Verify the “.Net Framework” version 2.0 is installed. If these 2 programs are not correct, you must download them from Microsoft.**
- 6) If MSDE or SQL 2005 installation is failing during the CA3000 installation, refer to the appropriate troubleshooting guide for MSDE or SQL 2005 installation problems.**
- 7) Verify your screen resolution is 1024 x 768 or higher.**
- 8) If you are getting a “wrong or no security key found” message, verify you have a security key connected. Also, verify it is the correct key for the version of CA3000 you installed. Each version of CA3000, has a unique security key.**
- 9) If you have the correct security key installed, and you are still getting security key errors, you can download the latest drivers from “www.Aladdin.com” or the appropriate manufacturer of the security key.**
- 10) If the program doesn’t start, verify the correct database is connected in the database utilities. As a test, create a new database and connect to it. Start up the program with the new database and verify if the program starts. If the program starts, this confirms there is a problem with the other database.**