



## TROUBLESHOOTING GUIDE

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**PROBLEM: SQL 2005 (SQLEXPRESS) will not install during the CA3000 installation (CA3000 V2.5.6 and later).**

### **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](http://www.cicaccess.com)) for documentation on the recommended computer specs.**
- 2) Verify there are no other instances of SQL 2000 (MSDE) or SQL 2005 on the computer.**
- 3) 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 clears up the problem.**
- 4) 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.**

- 5) 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 certain files in this folder will prevent the CA3000 from installing properly.**
- 6) Verify the “Server” service is running in your services.**
- 7) “Enforce Password Policy” in the Windows security policy should be disabled.**