DataTrace Software

How to fix DT Pro initial launch issues/errors for DT Pro v1.3:

There are several causes of the errors on launch of DT Pro. It could be one of the following possible causes:

1. SQL Server 2014 Express not installed because they have anti-virus software running on the PC. Anti-virus software will block installation of SQL Server 2014 Express database.

2. SQL Server 2014 Express was installed, and running, but insufficient permissions on the Windows user account, thus resulted in DT Pro unable to create files in the C:\ProgramData\DTPro folder.

3. Similar to #2, UAC (User Account Control) of the PC is enabled, or set to any other setting, besides "Never Notify". This will prevent DT Pro from writing to the Windows registry, and also create and write files to C:\ProgramData\DTPro folder.

Try the following to identify which of the possible causes above is the root-cause of this problem:

1. Log into Windows as a user account which has local admin rights (will require assistance from your ID department to accomplish this step).

2. Click Start button

3. At the search prompt, type: "services.msc" (no double-quotes, of course)

4. The Windows Services Control Panel will appear momentarily. Scroll down the list, and search for a service named: "SQL Server (SQLDTRF)". If SQL Server 2014 Express has been successfully installed, and running properly, this service should exist in the list, and its status = "Started", and the Startup Type = "Automatic". If the service does not exist, it means that SQL Server Express 2014 has not been installed. At this point, you must proceed to the next section to install SQL Server 2014 Express.

5. If the SQL Server service exists, and is running, go to Step 7.

6. If the SQL Server service exists, and is NOT running, go to Windows Services Control Panel, start the service, then go to Step 7.

7. Browse to C:\ProgramData folder

8. Right-click and select Properties on the \DTPro folder. If the "\DTPro" folder doesn't exist, you will have to create it. Once it is there, then right-click on it, and select Properties.

9. Click the Security tab

10. In the "Group of user names:" list, check to see if "Everyone" is listed there, and that the Permissions are set to "Full Control". If not make sure to add "Everyone" and grant it "Full Control". For international users, the name "Everyone" will need to be translated to your language.

11. Browse into the "\DTPro" folder.

12. Make sure that it contains the following folders: "Data", "LangHelp", "Sys", and "Local". If it doesn't, then you will need to manually copy these four folders located at C:\Program Files\DataTrace Pro\Schema for Windows 32-bit, or C:\Program Files(x86)\DataTrace Pro\Schema for Windows 64-bit, and put them into C:\ProgramData\DTPro.

13. Go to the Control Panel on Windows

14. Under Users, there should be a link to get to the UAC (User Account Control) settings

15. Make sure that this is set to the minimum possible level

16. Save and reboot your PC.

How to manually install SQL Server 2014 Express:

1. First, make sure to temporarily disable any running anti-virus software on your PC (if you don't know how to do this, consult your IT personnel for assistance).

2. Browse to the main DT Pro installation package folder (or disc)

3. Browse to the \SQLExpress folder

4. Verify the format of your Windows OS. If it is 64-bit, then double-click on the "InstallSQLExpr_64. bat" to manually install SQL Server 2014 Express. Otherwise, if it is 32-bit, then double-click on the "InstallSQLExpr_32.bat" to manually install SQL Server 2014 Express

5. When successfully completed, go back to Step 5 of the previous section

Mesa Laboratories, Inc.
12100 W. 6th Avenue
Lakewood, CO 80228 USA

MesaLabs

Tel: +1-303-987-8000
www.MesaLabs.com
datatracesales@mesalabs.com