

DTPro SQL Troubleshooting Instructions

If an SQLDTRF Error (#1900 or SQLDTRF Instance Error) is encountered during or after installation of DTPro follows these instructions in order:

A. Check if SQL is Installed:

1. Open the Windows "Computer Management" tool and select "Services and Applications" then "Services".
2. Search for a service named "SQL Server (SQLDTRF)". If you see this service, check to see if the status of this service is "Started". If it is not started, right click and select "Start".
3. If you do not see this service, check to see if file path "Program Files\Microsoft SQL Server\MSSQL12.SQLDTRF" exists on your PC's primary drive (typically drive "C:\").
4. If the service does not exist and the file path does not exist, go to the "Install SQL" section for installation instructions.
5. If, either, the service exists, and the file path does not exist, or the service does not exist, and the file path does exist, SQL may need to be uninstalled and re-installed. Contact DT Support for additional instructions.

B. Start SQLDTRF Service:

1. Open the Windows "Computer Management" tool and select "Services and Applications" then "Services".
2. Search for a service named "SQL Server (SQLDTRF)". If you see this service, check to see if the status of this service is "Started". If it is not started, right click and select "Start".
3. Also check that services "SQL Server Browser" and "SQL Server VSS Writer" are started as well. If they are not started, right click on their respective names and select "Start".
4. If services "SQL Server Browser" and "SQL Server VSS Writer" do not exist, uninstall and re-install SQL. Contact DT Support for additional instructions.
5. If the "SQL Server (SQLDTRF)" service will not start it is possibly due to a local or network security policy and/or lack of appropriate administrative credentials. Contact the network or local administrator and have them check to ensure that the PC's active user account has permission to start and stop the PC's services. If unsuccessful, try uninstalling and re-installing SQL. Contact DT Support for additional instructions.

C. Install SQL:

1. Ensure Windows does not have any pending updates. If it does or you are unsure, shut down your PC properly and turn it back on and let any updates finish installing. SQL will not install if any update is pending.
2. On your PC search for a folder called "SQLExpress". This folder should be contained within another folder called "DTPro" (use the computer's search function). If you cannot locate the "SQLExpress" folder, you may need to re-download the DTPro "Full Installer" from: <https://datatrace.mesalabs.com/datatrace-pro-software/> and run the installer only until the "DTPro" folder and corresponding "SQLExpress" folder are created on

your PC. DO NOT RUN THE DTPRO INSTALLER. You can simply close the installer if it opens automatically.

3. Once the "SQLExpress" folder is located, open the folder and locate either the file called "InstallSQLExpr_32.bat" if you are running a 32-bit version of Windows, or the file called "InstallSQLExpr_64.bat" if you are running a 64-bit version of Windows.
4. Run the corresponding program (do not run as Administrator, unless you are fully logged in as the administrator).
5. When prompted to choose a directory, use the location already in the prompt by clicking the OK button.
6. Allow the installation process to complete uninterrupted.
7. To check if SQL is installed, follow the "Check if SQL is Installed" procedure.
8. If SQL did not install, try restarting the PC and repeating the steps in this process.
9. If SQL did not install after attempting step 8, ensure older instances of SQL have been properly uninstalled and repeat the steps in this process.
10. If SQL continues to fail upon installation go to the "Install SQL (Advanced Troubleshooting)" process.

D. Install SQL (Advanced Troubleshooting):

1. On your PC search for a folder called "SQLExpress". This folder should be contained within another folder called "DTPro" (use the computer's search function). If you cannot locate the "SQLExpress" folder, you may need to re-download the DTPro "Full Installer" from: <https://datatrace.mesalabs.com/datatrace-pro-software/> and run the installer only until the "DTPro" folder and corresponding "SQLExpress" folder are created on your PC. DO NOT RUN THE DTPRO INSTALLER. You can simply close the installer if it opens automatically.
2. Once the "SQLExpress" folder is located, open the folder and locate either the file called "InstallSQLExpr_32.bat" if you are running a 32-bit version of Windows, or the file called "InstallSQLExpr_64.bat" if you are running a 64-bit version of Windows.
3. Do Not Run this program; instead, right click on the file and select "edit". This will open a notepad file with the contents of this program.
4. Once the notepad file is open, navigate to the top menu bar and select "Edit" then "Replace...". Once the "Replace" window appears, in the "Find what:" section type or copy and paste "/QS " exactly (without the quotes and with a space at the end), and in the "Replace with:" section leave this empty (make sure nothing has been typed in this section), then click the "Replace All" button and close the "Replace" window.
5. Save the modified file by selecting "File" from the top menu, then "Save", then close Notepad.
6. Run the edited program (do not run as Administrator, unless you are fully logged in as the administrator).
7. When prompted to choose a directory, use the location already in the prompt by clicking the OK button.
8. SQL will begin to install with a window that was previously hidden. The first section that will SQL installer will go through is the "Global Rules" section. If this section is skipped continue with the steps below. If the "Global Rules" section is not skipped, click the

“Show details >” button. If any of the items in the “Rule” section have a red “X” next to them, click the hyperlink in the “Status” section for Microsoft troubleshooting instructions or contact DT Support for additional help.

9. In the “Microsoft Update” section, uncheck the box next to “Use Microsoft Update to check for updates (recommended)”, and click the “Next >” button at the bottom of the page.
10. In the “License Terms” section, check the box next to “I accept the license terms.”, and click the “Next >” button.
11. In the “Feature Selection” section, in the “Features” area, check the boxes next to “Database Engine Services” and “SQL Server Replication”, and click the “Next >” button.
12. In the “Instance Configuration” section, select the radio button next to “Named Instance:”, and ensure that the text in the input box reads “SQLDTRF” (without the quotes) exactly. Also ensure that the text in the input box next to “Instance ID:” reads “SQLDTRF” (without the quotes) exactly, then click the “Next >” button.
13. In the “Server Configuration” section, ensure that the “Startup Type” next to both the “SQL Server Database Engine” and the “SQL Server Browser” is set to “Automatic”, then click the “Next >” button.
14. In the “Database Engine Configuration” section, ensure that the radio button next to “Mixed Mode (SQL Server authentication and Windows authentication)” is selected. There should be an 8-digit password already set in the “Enter password:” and “Confirm password:” sections. Click the “Next >” button. Upon clicking the “Next >” button, if you receive an error message with a red “X” and a banner under the “Add Current User” button that states “The specified password does not meet strong password requirements.”, close the SQL installation, contact DT Support and request the “Strict Password Policy” instructions for installing SQL. If you do not receive this error, continue with the steps below.
15. In the “Complete” section, ensure that there are no red “X”’s next to any of the items in the “Features” area, then click the “Close” button and check the SQL installation using the instructions in the “Check if SQL is Installed” process. If errors do appear and/or installation was not successful, document the errors (screenshots are preferable) and contact DT Support for additional help.