

Knowledge Base Article: InstUTG15801

PROBLEM: After installation you cannot use The Original Ultimate Trail Guide

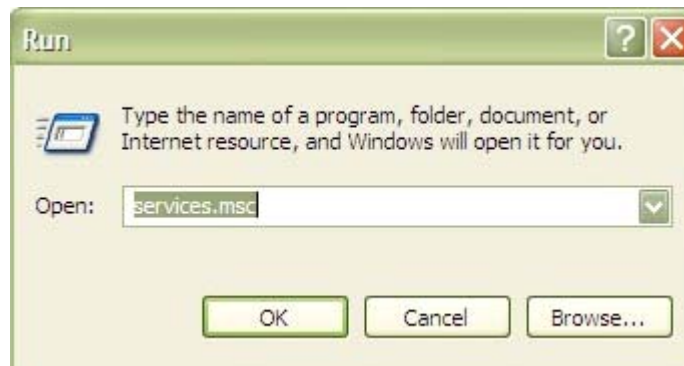
ROOT CAUSE: This problem occurs when the installing computer is not rebooted during the installation process.

SOLUTION: The program database installation process must be started manually.

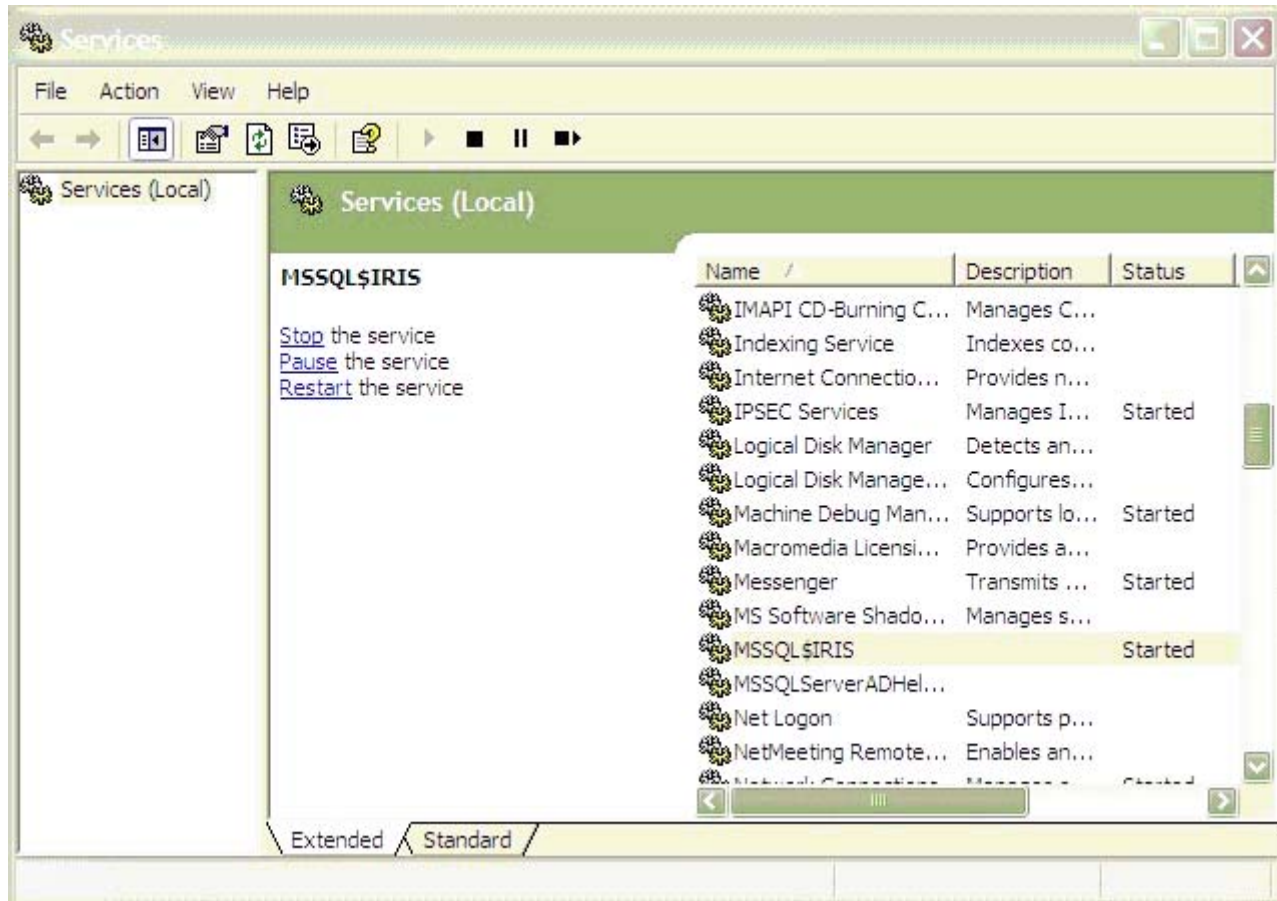
INSTRUCTIONS: Make sure The Original Ultimate Trail Guide CD is in the CD drive. If the installation process starts, cancel the process.

Please follow the instructions below to manually start the database installation process:

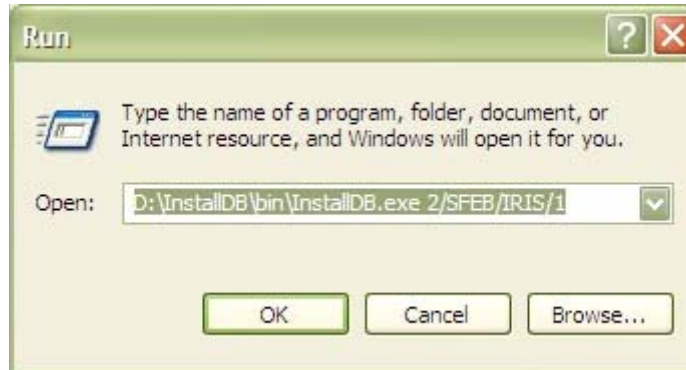
1. From the 'Start Menu' select 'Run'.
2. In the 'Run' text box type 'Services.msc' and click 'OK,' see the figure below.



3. When the 'Services' window appears scroll down the list of services and find 'MSSQL\$IRIS' or 'MSSQL\$IRISUTG.' If neither of these services is listed, contact Support for further direction. See the figure below.



4. After finding either the 'MSSQL\$IRIS' or 'MSSQL\$IRISUTG,' verify the service is started by verifying the 'Status' column indicates 'Started.' If not started, manually start the service by clicking the 'Start' link located on the top left side of the page. See the figure above.
5. Close the 'Services' window.
6. From the 'Start Menu' select 'Run'
7. Click the 'Browse' button and navigate to The Original Ultimate Trail Guide CD. The CD drive icon will indicate 'UTG v1.0'; click the icon to open the drive.
8. Double-click on the 'InstallDB' folder.
9. Double-click on the 'Bin' folder.
10. Select the 'InstallDB' Program File and click the 'Open' button. The 'Run' text box will now read something like: M:\InstallDB\Bin\InstallDB.exe
11. Place your cursor after InstallDB.exe and insert a space, then type: 2/SFEB/IRIS/1. The 'Run' text box will look like the figure below.



12. Click 'OK' to start the database installation process.

The installation of the database will take a few minutes. Once the installation process is completed the program is ready for use.