

TDO installation - troubleshooting

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Overview

Please reference the following article when troubleshooting TDO installations and updates. If after trying the below suggestions, TDO is still non-functioning and/or experiencing issues and/or errors, please contact TDO Support for further assistance.

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Troubleshooting

Verification Warnings & Errors

(!) Warnings

If there there are any requirement(s) with a **yellow exclamation mark (!)** next to it under the **Status column**, please note that TDO does not recommend the existing setting(s) corresponding to that line item. For additional information, click on the **blue hyperlink**.

(X) Errors

If there there are any requirement(s) with a **red X** next to it under the **Status column**, the installation cannot proceed until all **red X(s)** are cleared. If you are having difficulties clearing any **red X(s)**, please contact TDO Support.

Server

TDO v11

- In the event that during the server install there is trouble running the TDO Server Optimizer due to a dependency issue, one solution is to run the TDO installation on the server as a Standalone.
- If any issues arise with the installation of SQL during the server installation, you may view the log file to troubleshoot further. It is located at: **C:\Program Files\Microsoft SQL Server\100\Setup Bootstrap\Log**

TDO v12

- If any issues arise with the installation of SQL during the server installation, you may view the log file to troubleshoot further. It is located at: **C:\Program Files\Microsoft SQL Server\100\Setup Bootstrap\Log**

Workstation

- If you are unable to find the server directory previously mapped, disable User Account Controls and reboot the computer, then re-run the installer.
- If you receive a message that there is no database file found in that directory, verify that the **Patients.mdf** file on the server has the proper permissions and Everyone has a full read/write access.
- If you receive a message that **TDO.mdw** could not be opened, reboot the computer and rerun the installer.

Keywords

#TDO #Install #Installation #Update #v12 #v11 #Version #Troubleshooting #Verify #Verification
#Warnings #Errors

Online URL: <https://kb.tdo4endo.com/article.php?id=989>