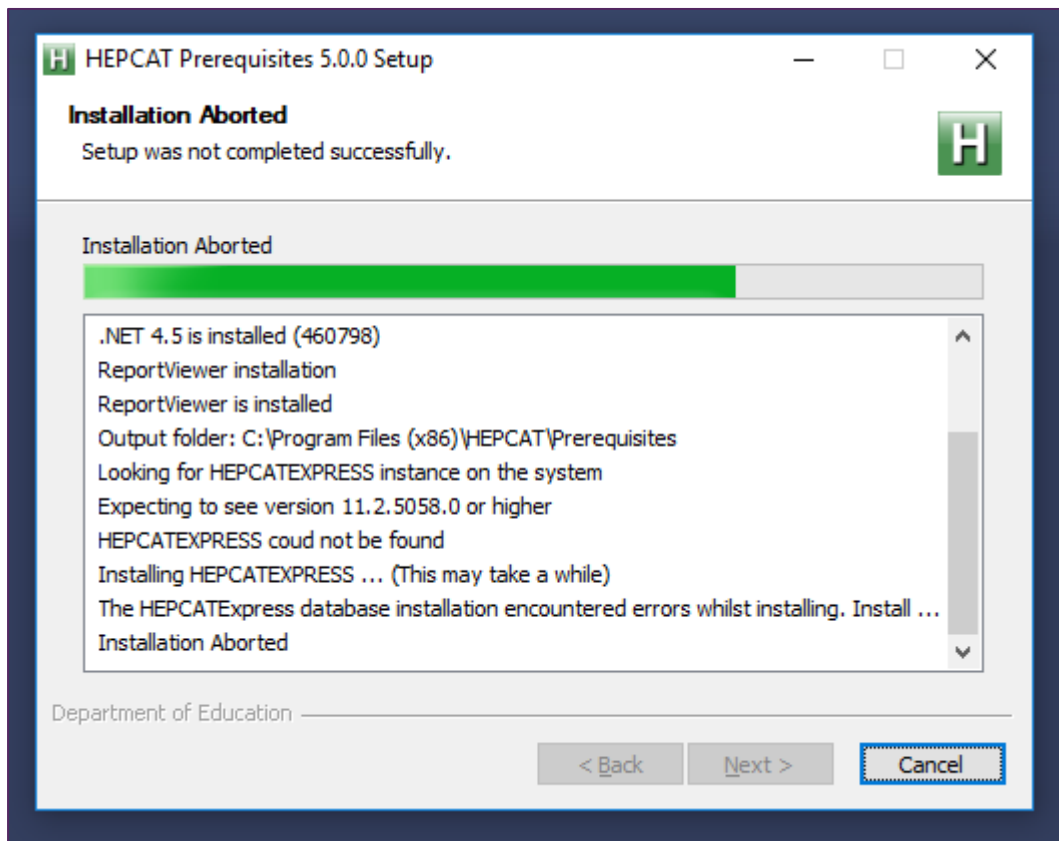




SQL Server Installation logs

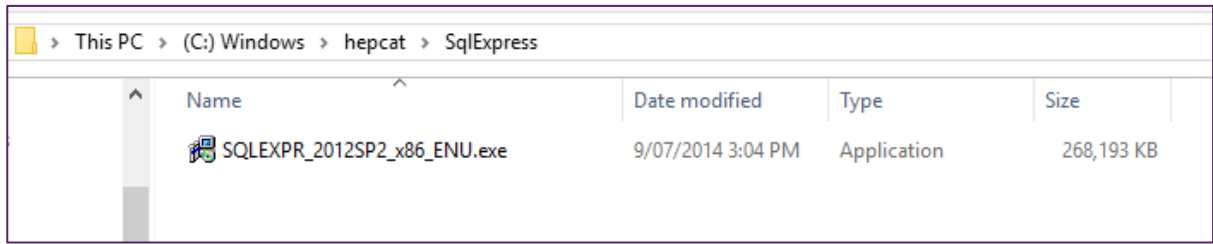
When installing the HEP-CAT Prerequisites package some users find the installation fails at “Installing HEP-CATEXPRESS”.



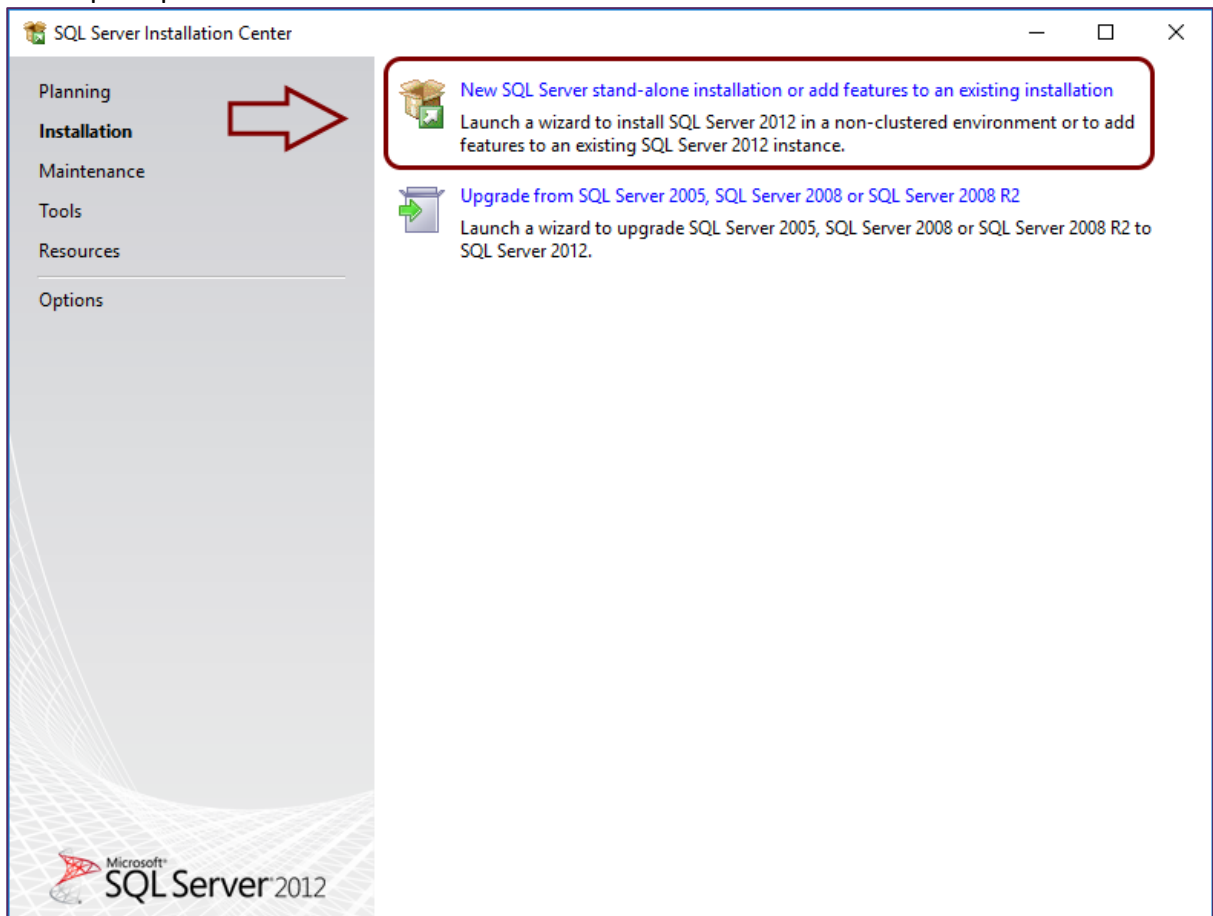
This is where the package is attempting to install SQL Server 2012 and can be caused by a number of different reasons.

To determine why the installation fails HEIMS Client Support need to review the report that is created. You can access that report by following these steps in this guide.

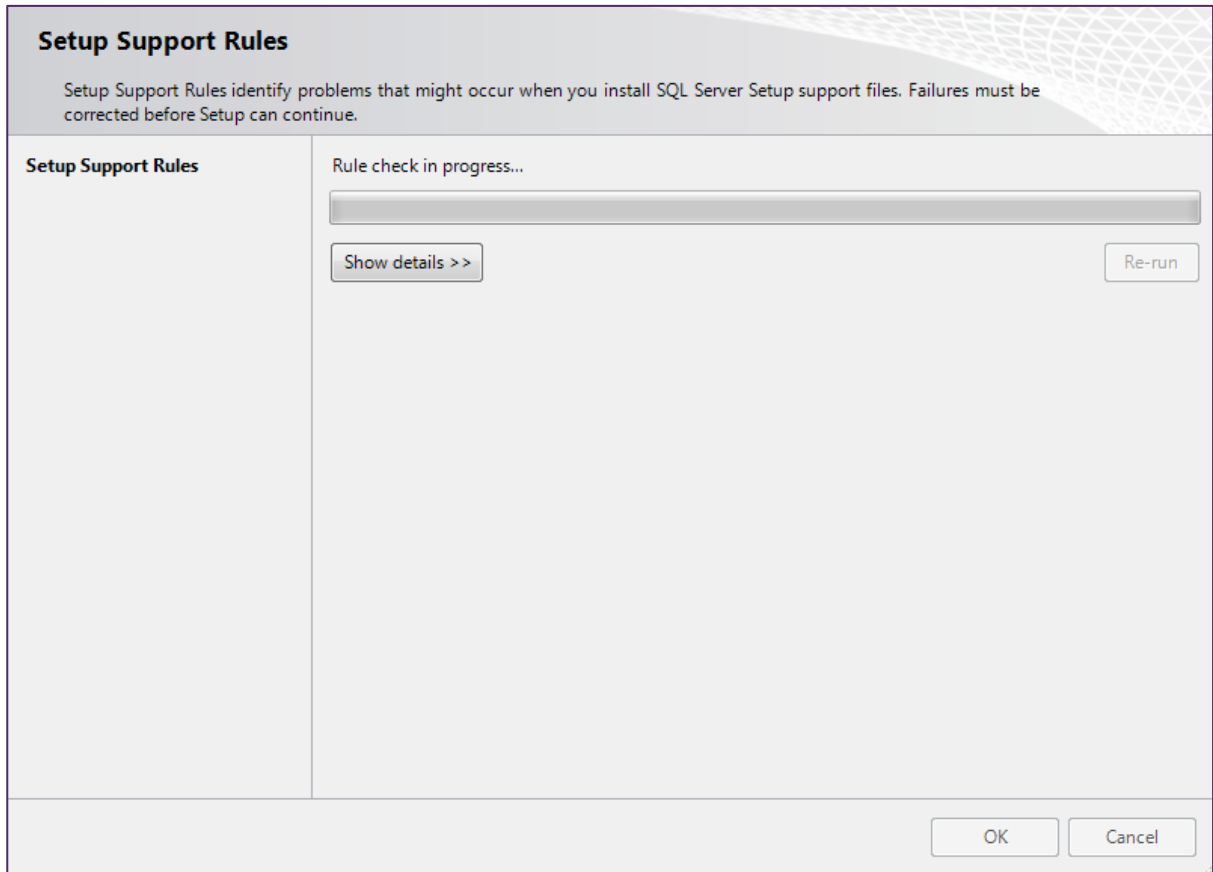
- 1 Open Windows Explorer and navigate to C:\HEPCAT\SqIExpress\



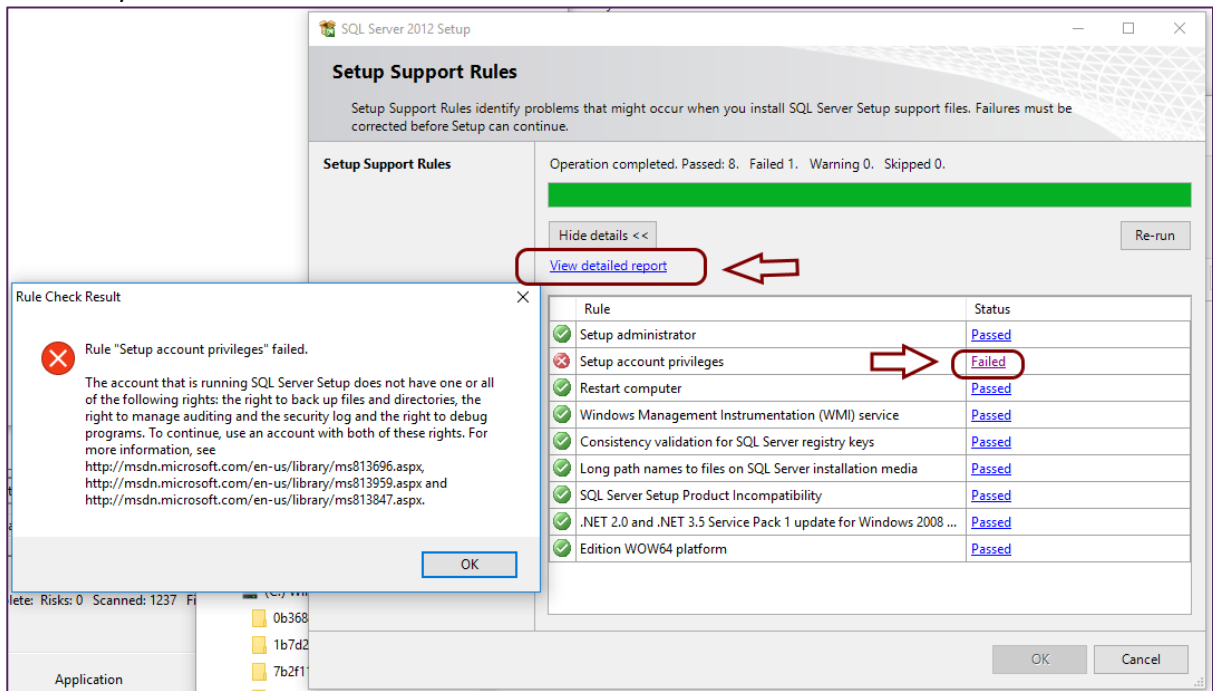
- 2 Right click SQLEXP2012SP2_x86_ENU.exe and select “Run as administrator”
- 3 When prompted select “New SQL Server”



- The installer will run some checks.




- If the installer fails HEIMS Client Support needs to view the outcome of the checks.
- Select "View detailed report" or the "Failed" status to open the *System Configuration Check Report* or *Rule Check Result*.



- 7 Take a screen shot of *Rule Check Result* and include that in an email to HEIMS Client Support at HEIMS.datacollections@education.gov.au.

If the error is complex or there are multiple errors the more detailed *System Configuration Check Report* can be found in Windows Explorer (see example directory below) and attached to your email.

Microsoft SQL Server 2012 - System Configuration Check Report				
Computer Name(s): TJ320689				
Report Date/Time: 20/09/2017 2:00 PM				
Saved to Directory: C:\Program Files (x86)\Microsoft SQL Server\110\Setup Bootstrap\Log\20170920_135619\SystemConfigurationCheck_Report.htm (example)				
Rule Name	Rule Description	Result	Message/Corrective Action	
GlobalRules: SQL Server 2012 Setup configuration checks for rules group 'GlobalRules'				
	HasSecurityBackupAndDebugPrivilegesCheck	Failed	Checks whether the account that is running SQL Server Setup has the right to back up files and directories, the right to manage auditing and the security log and the right to debug programs. The account that is running SQL Server Setup does not have one or all of the following rights: the right to back up files and directories, the right to manage auditing and the security log and the right to debug programs. To continue, use an account with both of these rights. For more information, see http://msdn.microsoft.com/en-us/library/ms813696.aspx , http://msdn.microsoft.com/en-us/library/ms813959.aspx and http://msdn.microsoft.com/en-us/library/ms813847.aspx .	