

Electronic Keys
& Reference Collections



www.eutaxa.com

Eutaxa V3 Troubleshoot Guide

Windows 10 & 11

Here is some additional information for the installation of the EutaxaV3 Software

- 1) The user who installs the Eutaxa software must be a machine- or domain-administrator. Otherwise, the software may cause problems during the installation.
- 2) You must have the Microsoft Edge browser or the Google Chrome browser installed on your PC.
- 3) The installation file does not contain a PDF viewer, but normally Windows has the Internet browser as the default app to view any PDF files. Only if this setting is missing, you have to set it in the settings under Default apps for opening PDF files.
- 4) For certain reasons (e. g. if another program was installed or uninstalled) it may happen that the SqlExpress setup, which is included in the EutaxaV3AppServicesInstaller, does not work. The installation usually stops and an error dialog appears with a link to a log file. Usually, it is sufficient to restart the computer and to repeat the installation.
 - The standard setup process contains the SQL Server 2019 installation, the Wibu Key Runtime installation and finally the Eutaxa V3 app installation. Mind that the installation of the SQL Server may last several minutes.
 - If the program does not respond for a long time (e. g. 10 minutes), please check the SQL Server Connection Manager to start the server by hitting the [Windows key + R](#) and entering [SQLServerManager15.msc](#) in the text box. There you can check in the SQL Server Services view whether the SQL Server (EUTAXAV3) is running or not. If it doesn't work, you'll need to start the SQL Server Service Manager manually: right-click the name field and click Start in the pop-up menu.
- 5) After the successful installation of the services [Wibu-Key](#), [SQL Server 2019](#) and [Eutaxa V3](#), restart your machine and plug in the Wibu Key to install the USB-port-driver. Accordingly install the products.

The minimum requirement for EutaxaV3 to run is the free demo product, which, like all other products, can be downloaded from the Eutaxa shop on www.eutaxa.com.

After downloading the product zip-file, extract the file and run the installation by starting the Setup.exe as administrator. Do not run the Setup.exe without extracting the file!

An installation dialog will appear in which you must confirm the steps. This installation copies the database and the necessary images to the target folder at C:\ProgramData\EutaxaV3.

The setup connects the product's database with the SQL Server 2019. Accordingly, the setup will be completed.

6) If problems arise during this setup process (e. g. lack of user rights), you may access the database by using the app [EutaxaDbi.exe](#) (Eutaxa Database installer).

You can open the EutaxaDbi either by searching the file in the folder [EutaxaV3](#) of the Windows Explorer, following the path [C:\Program Files\EutaxaV3](#), or by hitting the Start-button and searching for the recently installed products.

After entering the Database installer by running the EutaxaDbi.exe, a warning message appears. Skip the warning by clicking "OK".

In the next window, a list of all products will be displayed. Now select the wished product to connect the database and click on "Install". The next dialog appears, in which the server data can be specified.

The settings are usually pre-filled. The name of the SQL server in the top field should be "[Computer name\]\EUTAXAV3](#)", the login should be "[sa](#)", the password "[eutaxaV3](#)" and the application path field should contain the path "[C:\ProgramData\EutaxaV3](#)". If this information is correct, you can attach the database by installing.

A success message will then appear in the top message box.

7) When you uninstall the Eutaxa software, SQL Server and Wibu-Key Runtime are not uninstalled. Also, the products remain on the computer. All components have to be uninstalled separately via the Control Panel - Programs and Features or Settings - Apps.

8) If you have problems when uninstalling the eutaxa database or your product, maybe another program blocks the deletion of the database. So, it may happen that the setup couldn't find the tool 'EutaxaDbi.exe' in your eutaxa application directory (i.e. [c:\program files\EutaxaV3](#)).

Then you must interrupt the uninstallation, start the installation of the product-download and select "[Repair](#)" if you are queried for the action you want to make. Then you should be able to uninstall the product.

9) It may also happen that individual fragments of the database remain on the PC after uninstalling a product. To remove these, every product installation includes a cleanup tool. These tools are each named "[Eutaxa \[Product\] Database CleanUp.cmd](#)". Using these tools allows you to remove the fragments.

If, for example, the database files are deleted but the database is still entered in the SQL server, this entry will be removed. To do this, all you have to do is go to the program folder [C:\Program Files\EutaxaV3](#) in Windows Explorer and double-click on the respective clean-up tool.

WARNING: If you run another tool, you will have to reinstall the removed database with EutaxaDbi.exe or, in the worst case, restore the product using the repair function.