SQL Server Installation logs

When installing the HEPCAT Prerequisites package some users find the installation fails at “Installing HEPCATEXPRESS”.

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.

Opportunity through learning
1. Open Windows Explorer and navigate to C:\HEPCAT\SqlExpress\  

2. Right click SQLEXPR_2012SP2_x86_ENU.exe and select “Run as administrator”  

3. When prompted select “New SQL Server”
4 The installer will run some checks.

5 If the installer fails HEIMS Client Support needs to view the outcome of the checks.

6 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.

![System Configuration Check Report](example)

<table>
<thead>
<tr>
<th>Rule Name</th>
<th>Rule Description</th>
<th>Result</th>
<th>Message/Corrective Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>HasSecurityBackupAndDebugPrivilegesCheck</td>
<td>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.</td>
<td>Failed</td>
<td>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 <a href="http://msdn.microsoft.com/en-us/library/ms136606.aspx">http://msdn.microsoft.com/en-us/library/ms136606.aspx</a>, <a href="http://msdn.microsoft.com/en-us/library/ms132579.aspx">http://msdn.microsoft.com/en-us/library/ms132579.aspx</a> and <a href="http://msdn.microsoft.com/en-us/library/ms13847.aspx">http://msdn.microsoft.com/en-us/library/ms13847.aspx</a>.</td>
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