Sidekick

Knowldedge base

VERSION 1.0.1 - DECEMBER 16, 2014

Contents

KB 0001: Disabling Symantec Antivirus 3

KB 0002: How to Start or Stop Services in Windows 5

KB 0003: New 982 service kit coding rule for cooking board 7

KB 0004: Programming errors after update 9

KB 0005: Wrong message in dialog box 10

KB0006: Communication port not available 11

KB0007: Miscellaneous problems caused by the antivirus - The Sidekick setup program quits abnormally . 12

KB0008: AVIRA Antivirus 13

KB0009: Diagnostic operation error 16

1. To Check the Driver version installed 16
2. Uninstall old driver from the PC 17
3. Update old driver from the PC: 19

KB0010: Database Update Issues: Cannot connect to the web service 24

KB0011: Database Update Issues: Remote web service connection error: WSE910 26

KB0012: Database Update Issues: - "Hashes are different" 27

KB0013: Database Update Issues: - "FOREIGN KEY constraint" 28

KB0013: Database Update Issues: - "UPDATE PROCEDURE FAILED. The operation has timed out" 29

KB0014: Database Update Issues: - "The Update Procedure has not been correctly initialized" 30

KB0015: Database Update Issues: - The update does not start or it hangs or stops after a while. 31

KB0016: Setup and Activation Issues: The SQL Server 2005 Setup program may take a very long time to complete 32

KB0017: Setup and Activation Issues: Setup failed - no package <sqlncli.msi> 33

KB0018: Setup and Activation Issues: SQL Server 2005 Express Install Errors 29503 or 1067 34

KB0019: Setup and Activation Issues: SQL Server 2005 Express - error during installation on Windows XP Service Pack 3 35

KB0020: Setup and Activation Issues: "The system administrator has set policies to prevent this installation" error message, while installing MSXML 6.0 MSXML 6.0 36

KB0021: Setup and Activation Issues: MSXML 6.0 problems: cannot install SQL Server 37

KB0022: Setup and Activation Issues: "An instance with the same name is already installed on this computer" error message, while installing SQL Server 38

KB0023: Setup and Activation Issues: “The SQL Server service failed to start” error message, while installing SQL Server 39

KB0024: Setup and Activation Issues: SidekickPC installation fails under MS Windows Vista 40

KB0025: Setup and Activation Issues: SidekickPC installation fails while creating the database 41

KB0026: Setup and Activation Issues: SidekickPC installation fails with “SQL Server 2005 or later is required to install this application” message 42

KB0027: Setup and Activation Issues: SidekickPC installation succeeds but the program issues an unexpected exception with Microsoft.Web.Services3 assembly when you start the update 43

KB0028: Setup and Activation Issues: Cannot activate the software license 44

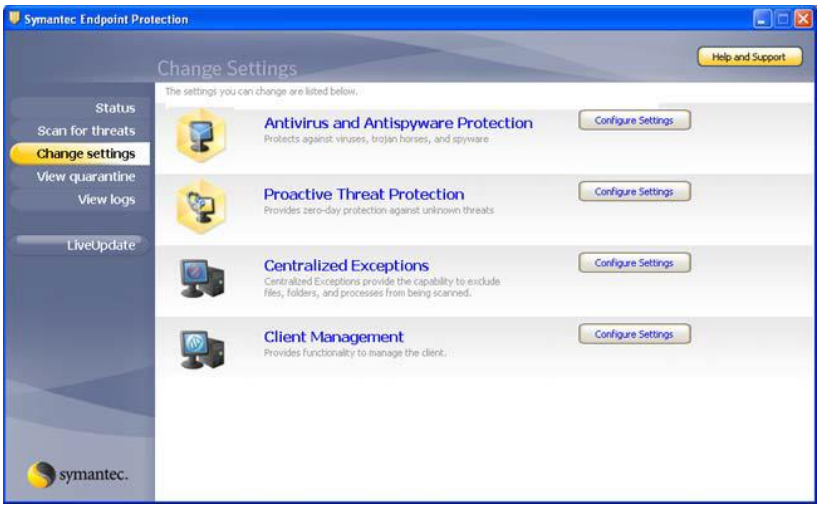
KB0029: Setup and Activation Issues: Cannot activate the software license: error displayed in the Install ID field 47

KB0030: SidekickPC Update Dialog Parameters 48

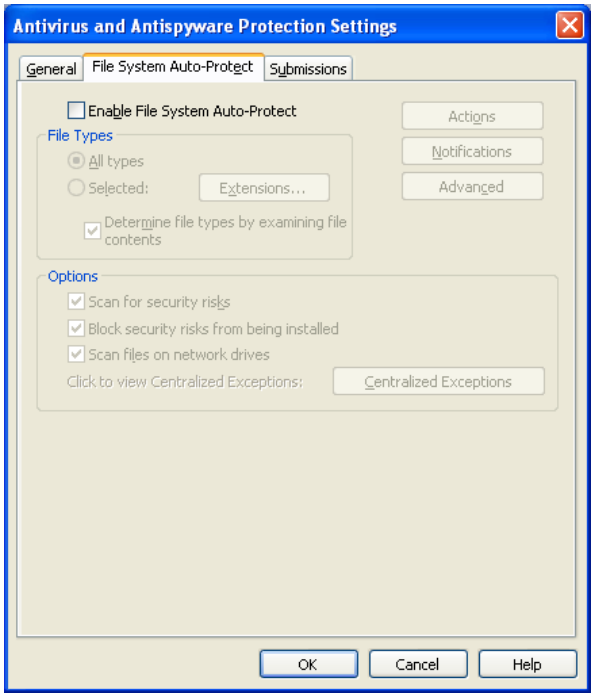
KB 0001: Disabling Symantec Antivirus

You should keep Symantec Endpoint Protection running at all times, but occasionally you may have to disable it in order to install other programs.

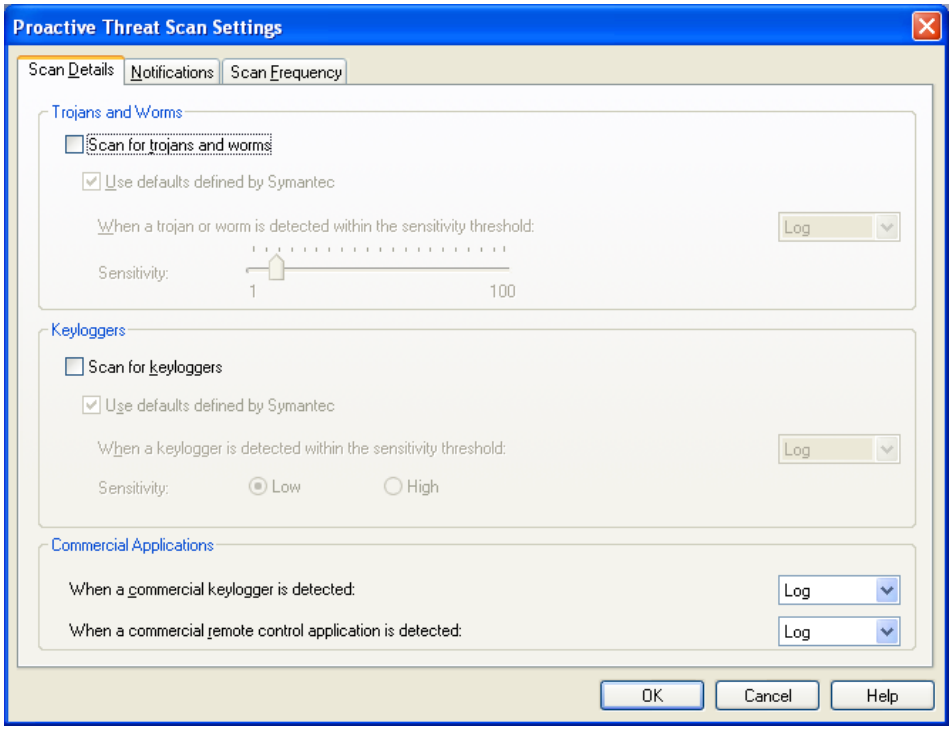
1. To disable Symantec Endpoint Protection, open Symantec Endpoint Protection and then click **Change settings** from the left menu bar.



2. Click **Configure Settings** next to **Antivirus and Antispyware Protection**. Click the **File System Auto-Protect** tab and uncheck the box labeled **Enable File System Auto-Protect**. Click **OK**.



3. Click **Configure Settings** next to **Proactive Threat Protection**. Uncheck the boxes labeled **Scan for trojans and worms** and **Scan for keyloggers**. Click **OK**.



Important: It is imperative that you reenable Symantec Endpoint Protection once you are done installing programs that required you to disable it. To reenable:

1. Open **Symantec Endpoint Protection** and then click **Change settings** from the left menu bar.

2. Click **Configure Settings** next to **Antivirus and Antispyware Protection**. Click the **File System Auto-Protect** tab and check the box labeled **Enable File System Auto-Protect**. Click **OK**.

3. Click **Configure Settings** next to **Proactive Threat Protection**. Check the boxes labeled **Scan for trojans and worms** and **Scan for keyloggers**. Click **OK**.

KB 0002: How to Start or Stop Services in Windows

Services are a computer program or process that runs in the background and provides support to other programs. This will show you how to start or disable a Windows 7 service of your choice.

You must be logged in as an administrator to start or disable Services.

To Start, Stop, and Disable Services in "Services" Window

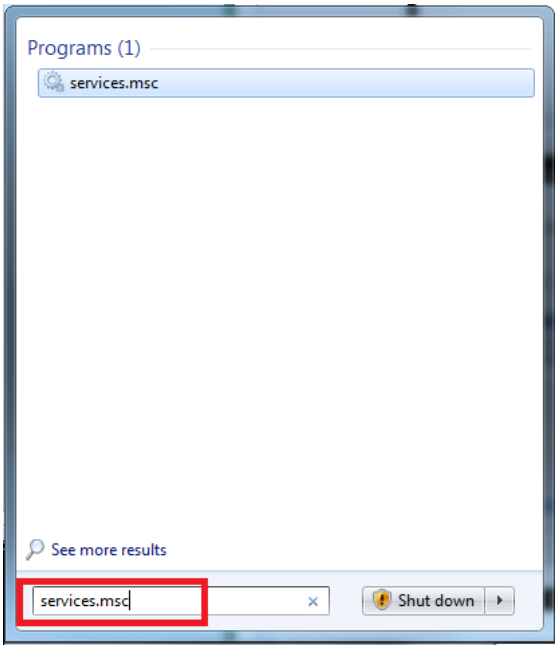
1. Open the **Control Panel** (icons view), click on the **Administrative Tools** icon, click on **Services**, and go to step 3 below

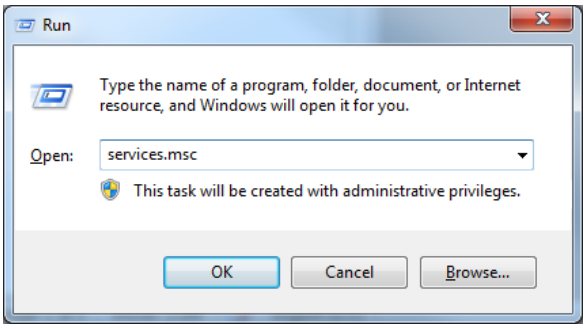
   OR

2. Open the Start Menu, type **services.msc** in the search box, press **Enter**, and go to step 3 below. (See screenshot below)

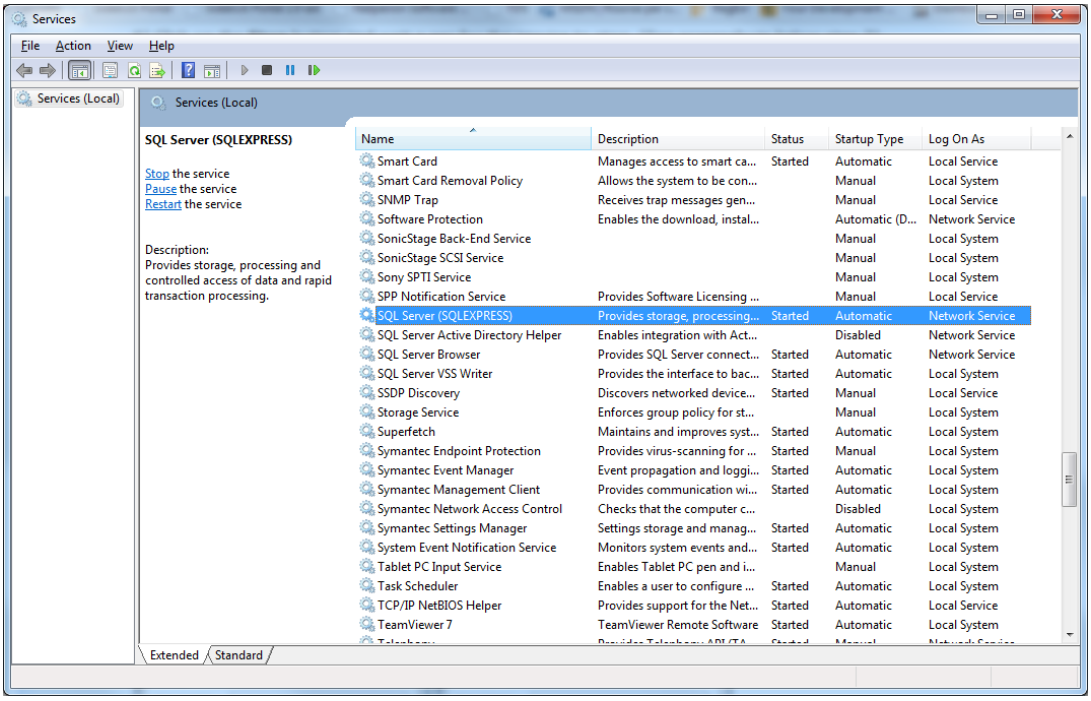
   OR

3. Open the Start Menu, select **Run** and type **services.msc** then click on **OK**



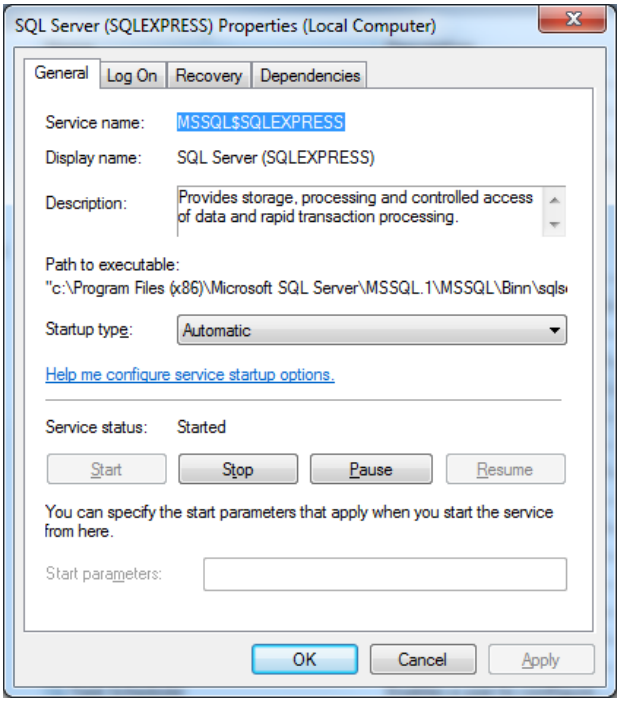


4. Right click on the service you want to disable or start and click on **Properties**. (See screenshot below)



5. Startup type must be set to **Automatic** and click **Apply** (See screenshots below step 6)
   - Click on the **Start** button if the **Service status** is Stopped and you want start the service.
   - Click on the **Stop** button if the **Service status** is Started and you want to stop the service.

6. Click on **OK.** (See screenshots below)



KB 0003: New 982 service kit coding rule for cooking board

August 4, 2014

To solve the pending issues on the data flow for Spare Operations concerning cooking electronic boards, a new Service Kit coding scheme for the Food Preparation product line is been approved.

The Service Kit Code (SKC) identifies the code of the kit for a configured electronic board, for direct replacement on a specific appliance model (PNC/ELC).

At the moment the new rule is applied only for new kit codes for Food Preparation product line.

The Spares Documentation team has started using the new service kit codes since 19th May 2014.

All cooking boards coded before 19th May 2014 use the old 973-982 rule (this rule is still valid also for all others product lines)

New 982 kit

The new 982 service kit code is a 13-digit code. It is defined according to the following convention:

Prefix	ANC	TDS check digit
982	561 21 65-41	6

- **982 prefix:** it is a fixed prefix (3 digit)
- **ANC:** it is the Article Number Code that identifies the variant software of the board (9 digit)
- **TDS check digit**: It consists of a single digit computed automatically by an algorithm from the other digits in the sequence input. It is used for error detection. (1 digit)

See example

PNC: 949596300 ELC 00 – split user interface induction boards

Board w. E.Taffel	ANC	Seniority	Resulting kit
UI left	561 21 65-41	do not care	982**561 21 65-41** / 6
UI middle	561 21 65-34	do not care	982**561 21 65-34** / 1
UI right	561 21 65-26	do not care	982**561 21 65-26** / 7

The benefits from new 982 coding are:

1. Significant reduction in the number of service kit code; a 982 service kit code can be used for different appliance;
2. The service kit prefix is fixed - no dependencies on ANC seniority. It is possible to update the list of spare boards at a later time;
3. Significant reduction of IT architecture complexity to populate the central database: since the kit code embeds the original factory ANC code, it is no longer necessary the automatic software procedure that exports all information about electronic boards from factory bill of material system (COPICS). This means that the central database can be updated only with a lookup in the Technical Documentation System database (TDS).

97X kit

The 97X kit is always a 15-digit code.

Prefix	PNC	ELC	check digit
973 to 982	XXXXXXXXX	XX	X

- **973 to 982:** reserved prefixes in TDS are from 973 to 982. This means that each PNC/ELC can define up to 10 different configured boards.
- **PNC:** the Product Number Code that identifies the appliance model
- **ELC:** the Engineering Level Code that identifies the appliance model
- **Check digit:** It consists of a single digit computed automatically by an algorithm from the other digits in the sequence input. It is used for error detection.

The actual value of the prefix within the same PNC/ELC depends on the numeric value of the ANC of the board used in production. The SKC prefix is assigned in ascending order with respect to the ascending order of the ANC.

In other words, the lowest prefix (973) is assigned to the board with the lowest ANC.

See example

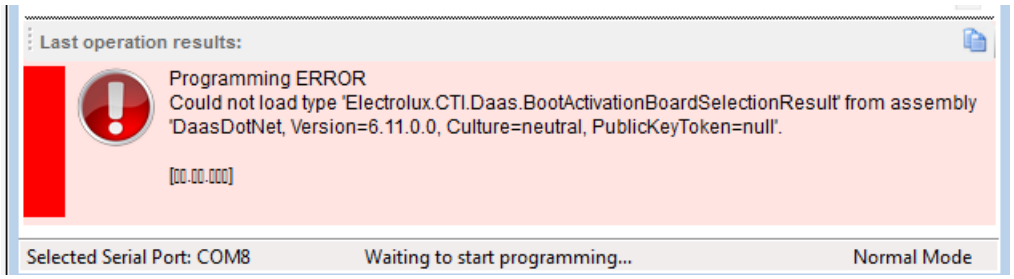
PNC: 94959 60 88 ELC 01 – split user interface induction boards

Board w. E.Taffel	ANC	Seniority	Resulting kit
UI right	561 21 65-34	1	**973**94959 60 88-01 / 4
UI left	561 21 65-35	2	**974**94959 60 88-01 / 3

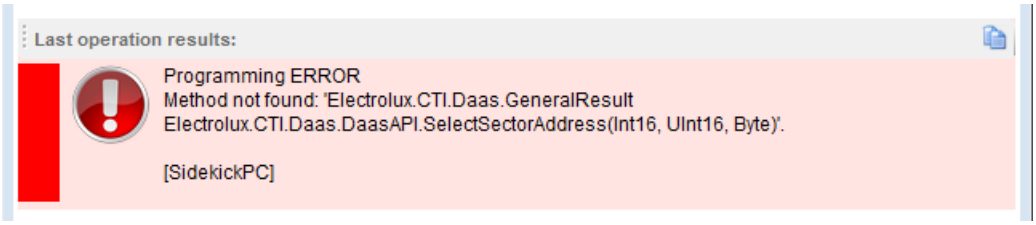
KB 0004: Programming errors after update

This error occurs after that you have executed the manual or automatic upgrade procedure from SidekickPC 2.02 to SidekickPC 3.0, when you are configuring certain types of electronic boards.

When you either start the configuration of the electronic board or run and appliance update procedure, you may get the following message or a similar one:



Another related problem may occur during verify phase for Dish Care boards:



The above error can only occur during the additional verify step, after that the board configuration phase completes successfully.

WHO IS AFFECTED

1. SidekickPC 3.0 users who upgraded the software automatically between **28th April 2012 and 2nd May 2012**. The new automatic update procedure fixes the problem;
2. SidekickPC 3.0 users who upgraded the software manually with the update procedure downloaded from the web portal between **28th April 2012 and 2nd May 2012**. The new manual update procedure fixes the problem.

All other SidekickPC 3.0 users are NOT affected.

SOLUTION

1. Quit SidekickPC 3.0 if necessary;
2. Delete **DaasDotNet.dll** file from the installation folder of the software that, by default is **C:\Electrolux\SidekickPC**;
3. Run again SidekickPC 3.0. This time board configuration should succeed without any problems.

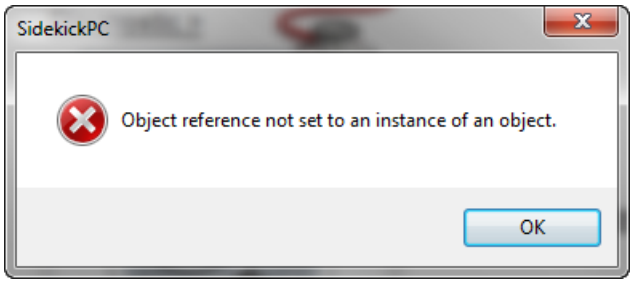
REASON

For some reasons, the software tries to use code in old **DaasDotNet.dll** file, although these functions have been integrated into the main executable.

KB 0005: Wrong message in dialog box

This error occurs when you are trying to diagnose an appliance that is not supported for diagnostic tests.

In this case you get the following error instead of receiving a more effective description of the problem:



WHO IS AFFECTED

All SidekickPC 3.0 users are affected.

SOLUTION

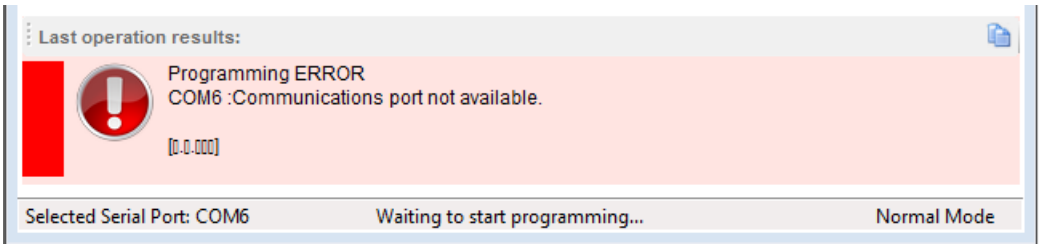
No solution.

The next update will fix this problem.

KB0006: Communication port not available

If SidekickPC software is running and you disconnect the USB cable from one USB port and reconnect it to another USB port, and the system assigns another COM port number, the connection to the target board does not work anymore until you quit and restart the application.

For example you may get the following error message during the configuration process, although COM6 is really available:



WHO IS AFFECTED

All SidekickPC 3.0 users are affected.

SOLUTION

1. Quit SidekickPC 3.0 if necessary;
2. Run again SidekickPC 3.0.

The next update will fix this problem.

KB0007: Miscellaneous problems caused by the antivirus - The Sidekick setup program quits abnormally

Some antivirus software may detect false “positives” when you upgrade, install or use the software. If this happens, the antivirus prevents SidekickPC installation, update, and operation.

For this reason, **you are STRONGLY SUGGESTED to disable antivirus software during installation or upgrade** phase. However, even this action may not be sufficient.

In general, to solve this issue once and for all, **you should add SidekickPC software to the “exception list” of the antivirus.**

Please remember that some antivirus may be configured with disabled notifications. In this case, you may experience a bad operation of the software without getting any information from the antivirus.

You should enable the notification feature of your antivirus.

The Sidekick setup program quits abnormally

The antivirus software may prevent the setup from completing the installation. This happens because the antivirus prevents from copying the executable files of the program to the installation folder.

One symptom of this problem is that, after the setup the desktop icon is not created.

In addition, you cannot find the **SidekickPC.exe** file in the installation folder (by defauilt **C:\Electrolux\SidekickPC**).

WHO IS AFFECTED

Some Avira users. Other antivirus software may cause the same problem.

SOLUTION

1. If SidekickPC entry is present in Control Panel “Programs” applet, uninstall SidekickPC;
2. Disable the antivirus;
3. Run again the setup.

KB0008: AVIRA Antivirus

Avira Antivirus could detect **SidekickPC.exe** as a malware.

Avira reports that in the package is present the malware **TR/Dropper.Gen**.

In this regard, the SidekickPC Ver 3.0.0.0 has not been checked with all the antivirus packages. As a consequence, you may find this type of problems also with other antivirus.

This is actually something called a "false positive" (i.e. not a true indication the presence of a malware) due to the fact that SidekickPC 3.0.0.0 uses a mechanism of obfuscation of the DLLs that the scanner of Avira detects as malicious software.

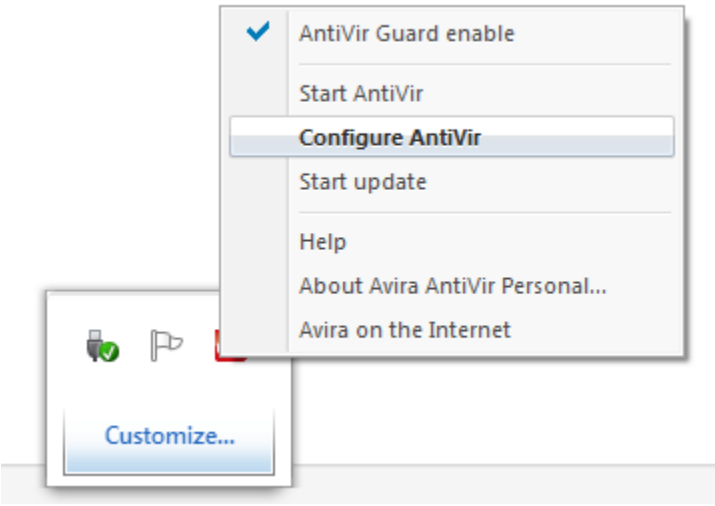
WHO IS AFFECTED

Avira users.

SOLUTION

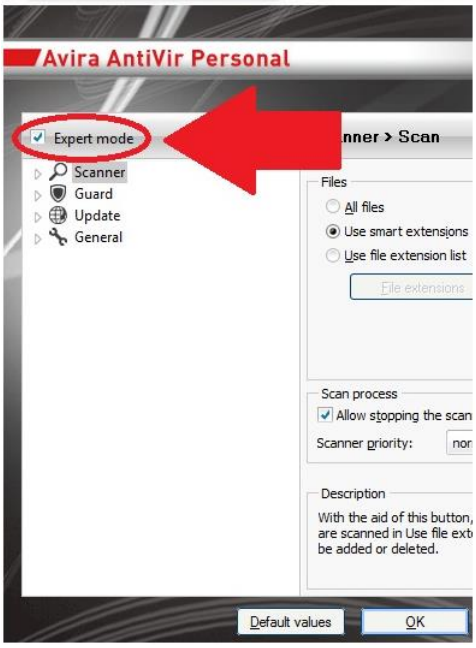
You can add exceptions in Avira Scanner and Guard Exceptions.

Double-click the red Avira icon in the taskbar next to the system clock.



And then click the "**Extras**" menu and select the "**Configure AntiVir**" command.

Click the "**Expert Mode**" check-box in the upper left corner to enable "Expert Mode."



Click the "plus" sign next to "**Guard**" in the left column.

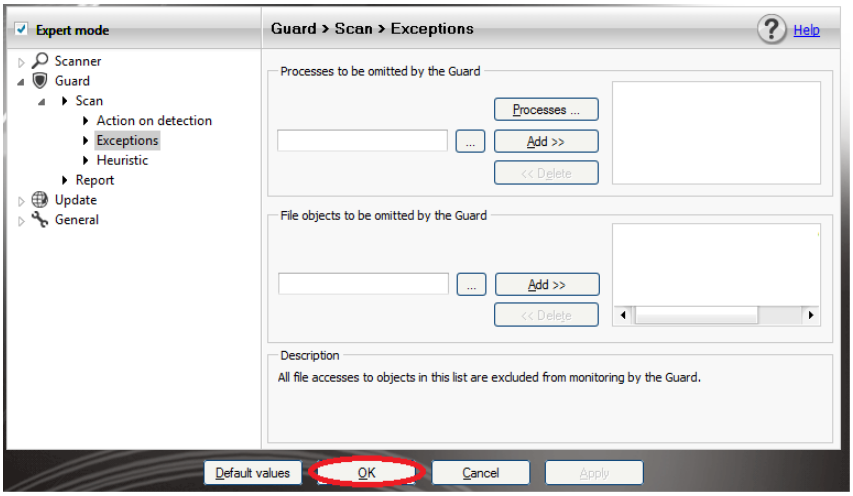
Double-click "**Scan**" and select "**Exceptions**".

Click the "Browse" button (button with three dots). Navigate to and click the program folder of the program or application for which you want to make an exception to Avira scanning. You should choose the executable file of SidekickPC that by default is **C:\Electrolux\SidekickPC\SidekickPC.exe**.

Click "**OK**".

If necessary you need to launch SidekickPC application and then add also the corresponding process as “obmitted”.

Click the "**Add**" button to create a new exception of the process:



Click the "plus" sign next to "**Scanner**" in the left column.

Double-click "**Scan**" and click "**Exceptions**".

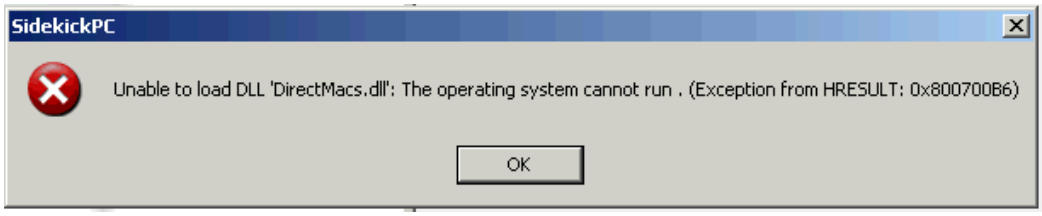
Click the "Processes" button and then select the **SidekickPC.exe** application.

Click "**OK**". Click the "**Add**" button. Click the "**Apply**" button and then "**OK**" to close the Avira window.

KB0009: Diagnostic operation error

This error occurs after that you have started a diagnostic session.

It is caused because in the PC are installed OLD version of USB driver (v.2.1.6.0).



WHO IS AFFECTED

All SidekickPC 3.0 users that have installed old version of USB Driver are affected.

SOLUTION

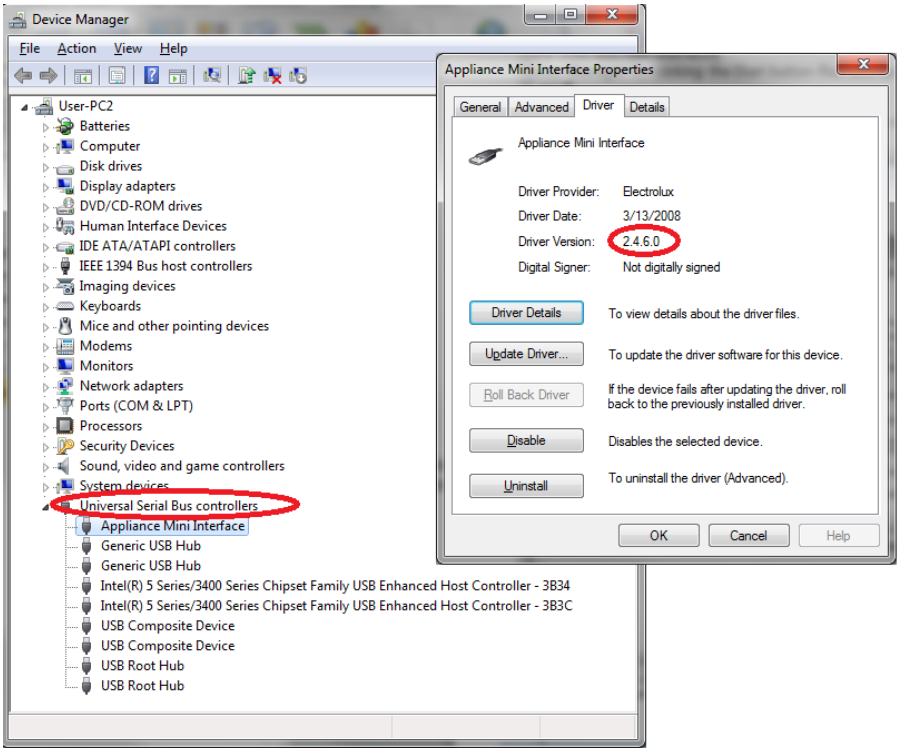
1. To Check the Driver version installed

- Connect the USB with AMI interface
- Open **Device Manager** by clicking the Start button- Run and type the following command: **devmgmt.msc**

  OR

  right-clicking on Computer icon and selecting Manage from the menu

- In the tree, expand **Universal Serial Bus controller**,



- select **Appliances Mini Interface** and right-click on **Properties**
- In **Appliance Mini Interface Properties** window, select **Driver** Tab
  Drivers version compatible with SidekickPC 3.0 are v. 2.4.6.0 and v. 3.0.0.0

2. Uninstall old driver from the PC

- Use FTDI CDM Uninstaller utility ,that it is available as a free download from the Utilities section of the FTDI website (CDM Uninstaller 1.4 - Windows Device Driver Uninstaller).

- Supported Operating Systems:
  CDM Uninstaller is currently supported on the following operating systems:
  - Windows XP
  - Windows XP 64bit
  - Windows Vista
  - Windows Vista 64bit
  - Windows 7
  - Windows 7 64bit

- To begin with, download the CDMUnistallerGUI.zip file from the FTDI website. The .zip file will contain the executable used to run the application; extract the file CDMUninstallerGUI.exe from the .zip folder and place it in an appropriate location on your system.

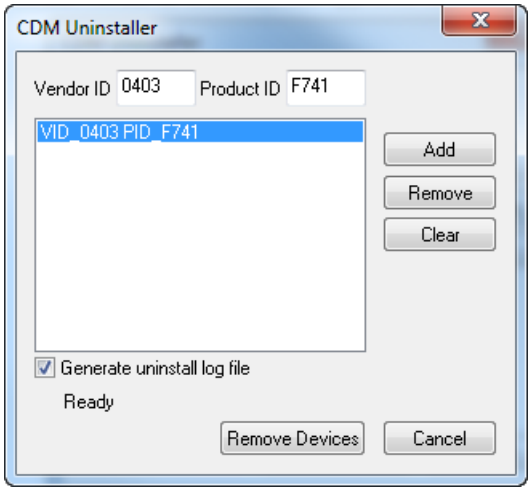
- To run the application, simply double click on the .exe file.

- **Removing a Driver**
  The figure below shows the window displayed upon running the application. The Vendor ID and Product ID text boxes allow the user to enter a 4 character hex value specifying the device that they wish to remove. All installed device drivers can be viewed from within the Windows Device Manager.

  FTDI default Vendor ID is **0x0403**, the custom Appliance Mini Interface Product ID is: **0xF741**.

  Press **Add**.

  To create an uninstall log file, check **"Generate uninstall log file"** prior to removing the device. This will create a text file outlining all operations that were attempted during the removal process that will be saved in the same directory as the .exe file:



- To remove the device(s) click on the '**Remove Devices**' button. The 'Remove' button will remove the currently selected item and the 'Clear' button will remove all the devices from the device window.

- A message box will confirm successful removal from the system and the device will be removed from the device window.

- **Error Messages**
  If there are no devices specified within the device window the following message will appear. Make sure that at least one device has been specified within the window by using the 'Add' button.

If after attempting to remove a device the application was unable to find any devices matching the Vendor ID and Product ID the following message box will appear. In this situation make sure that the details that you have entered are indeed correct by checking with the windows device manager.

The Vendor ID and Product ID must be a unique combination, if an attempt is made to add the same device twice the following message box will appear.

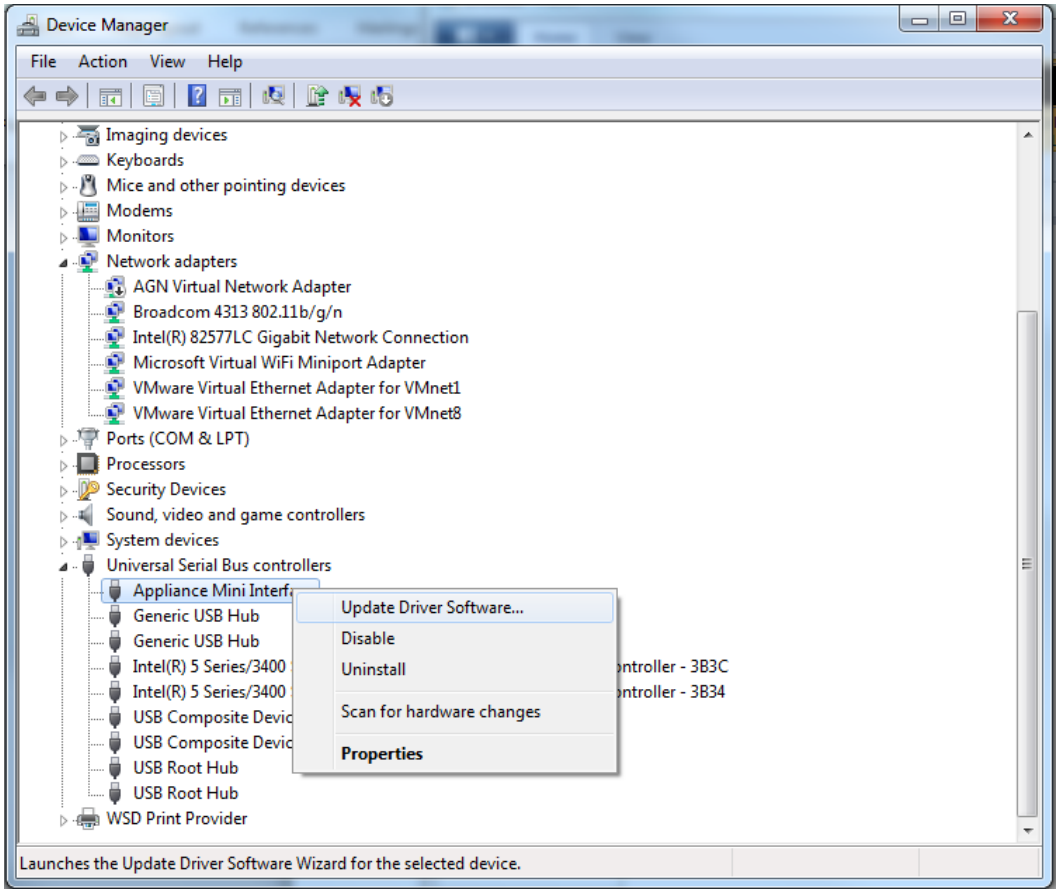
3. Update old driver from the PC:

- Connect the USB with AMI interface
- Open **Device Manager** by clicking the Start button- Run and type the following command: **devmgmt.msc**

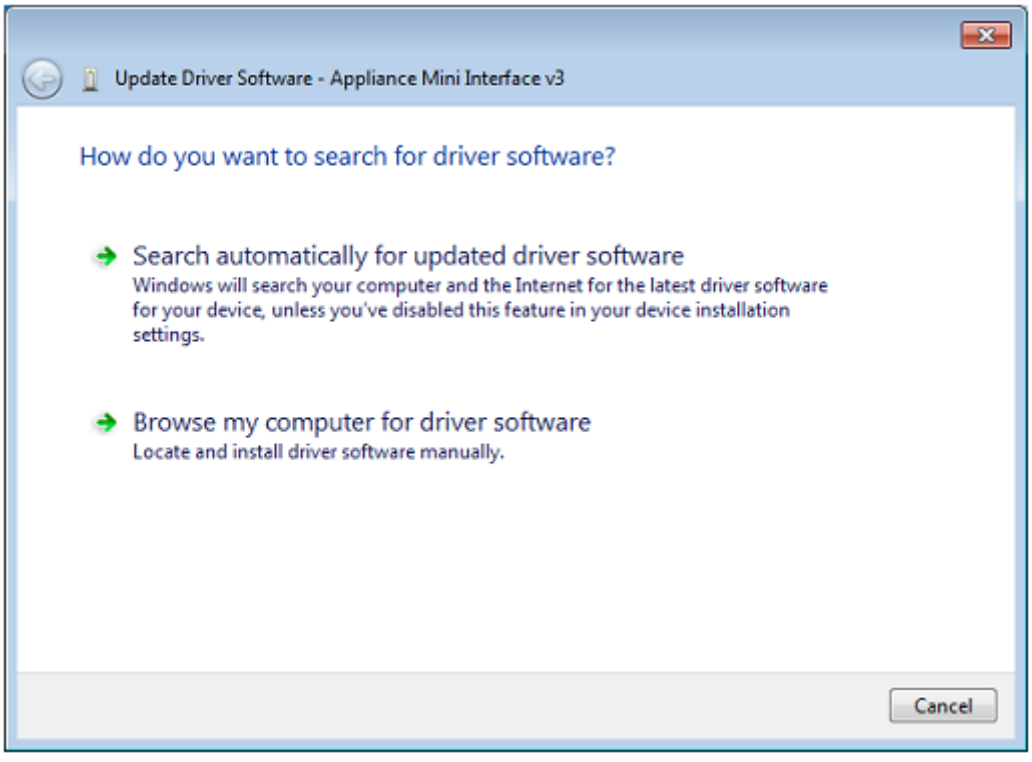
  OR

  right-clicking on Computer icon and selecting Manage from the menu

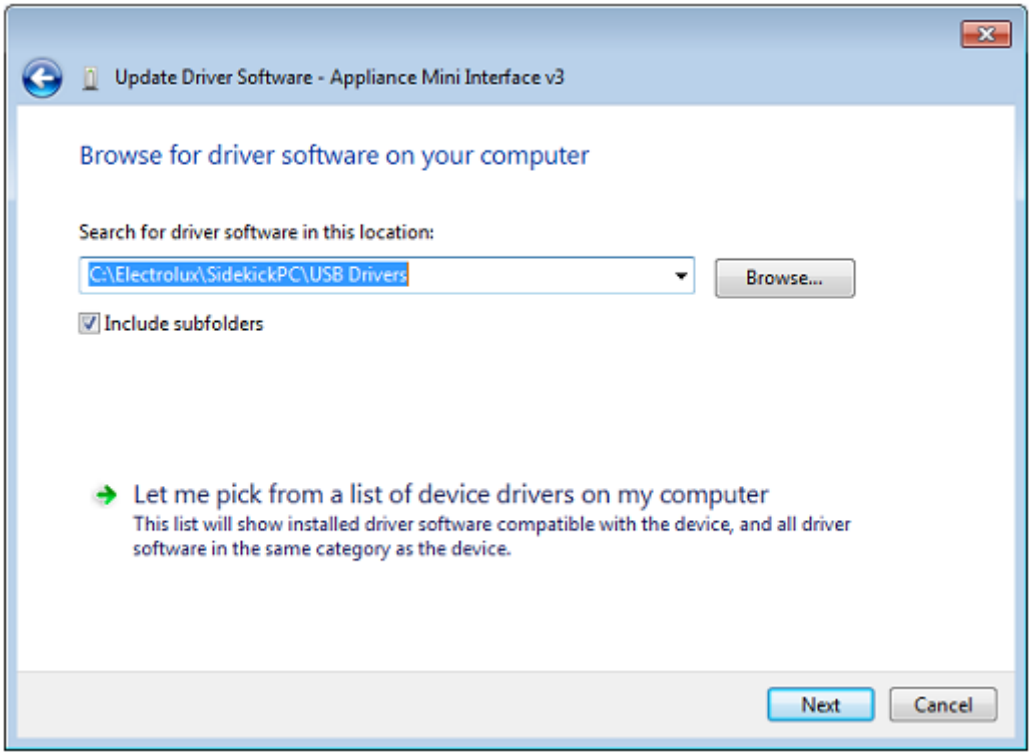
- In the tree, expand **Universal Serial Bus controller**
- Right-click on Appliance Mini Interface and select **Update Driver Software…** from menu



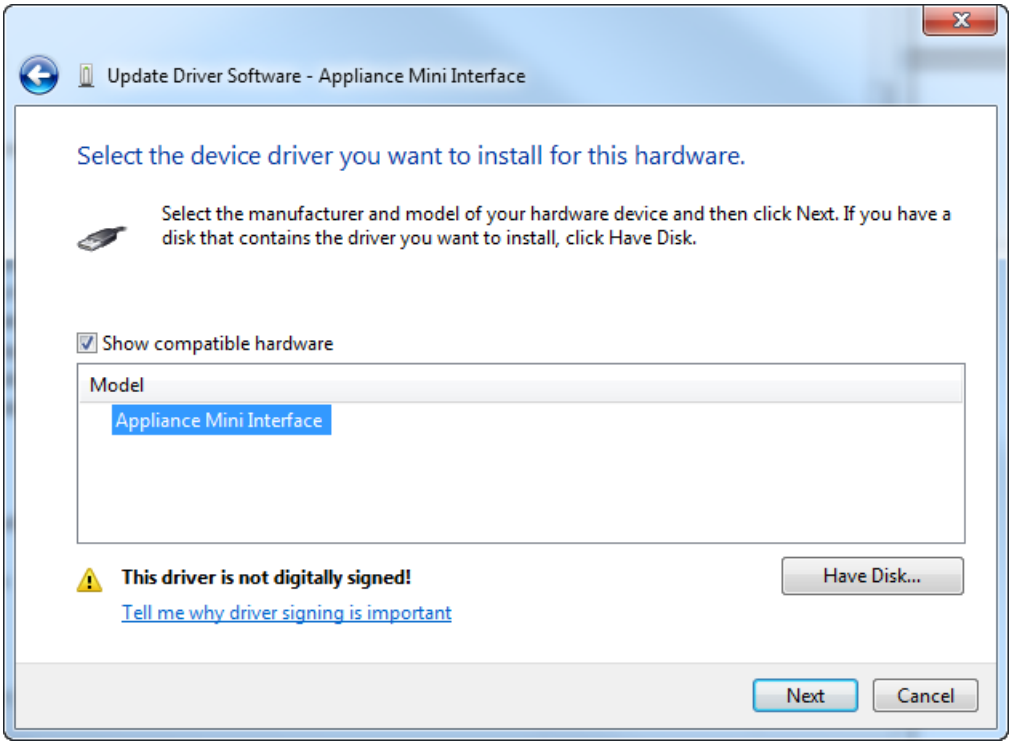
- Select Browse my computer for driver software



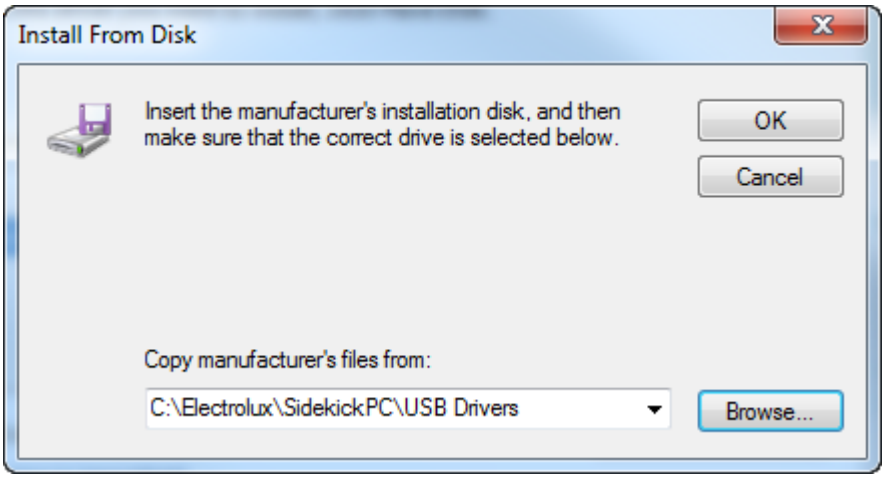
- Select Let me pick from a list of device drivers on my computer



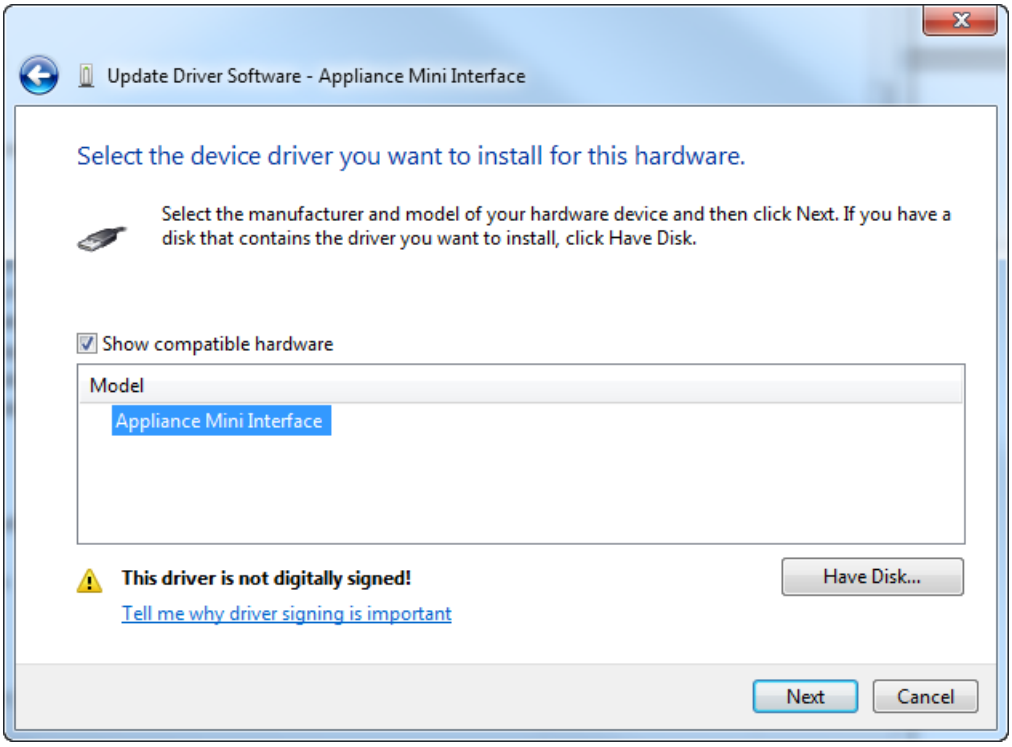
- Select the **Appliance Mini Interface** device on the list then press **Have Disk…**



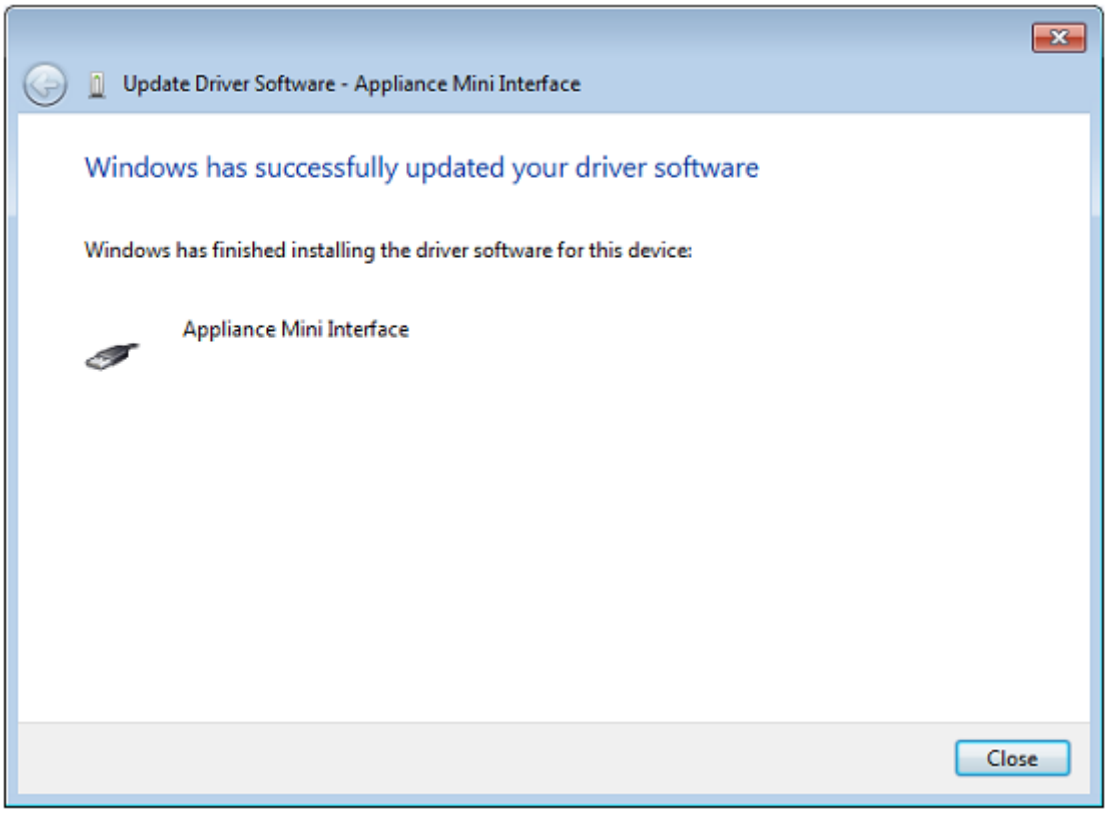
- Press **Browse** and point to the location of the USB drivers then press **OK**



- Just press **Next** to complete the updating of the USB driver



- Press **Close**


Update Driver Software - Appliance Mini Interface
Windows has successfully updated your driver software
Windows has finished installing the driver software for this device:
Appliance Mini Interface
Close

KB0010: Database Update Issues: Cannot connect to the web service

This is a systematic error that may occur whenever you start an update or you press the **Test Connection** button in the **Update** dialog box. The error may consist in an error or timeout message.

Most likely reasons of this problem:

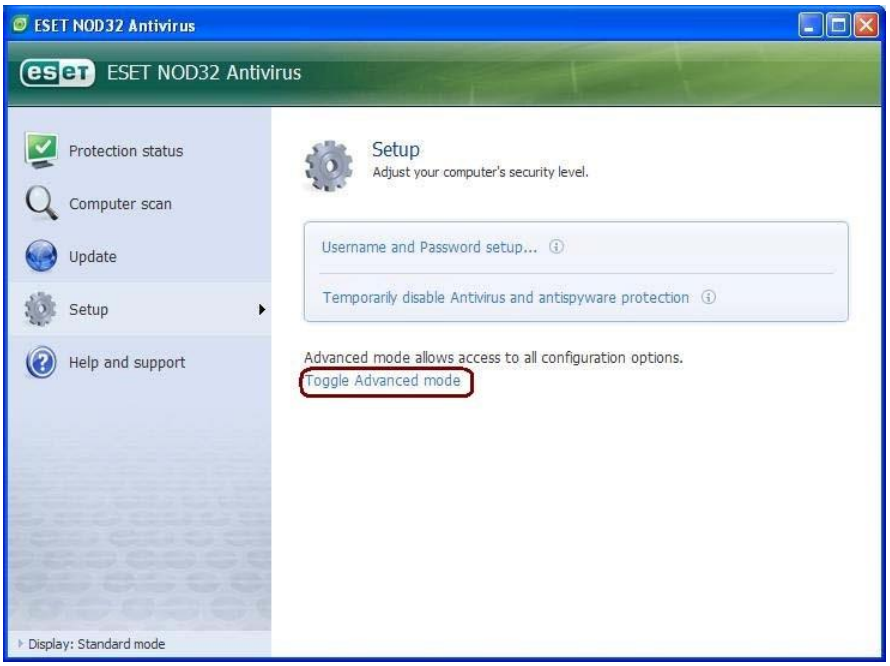
- Incorrect parameters specified in the **Internet Settings** dialog box.
- A firewall or antivirus software prevents SidekickPC from correctly interacting with the remote web service.

Solution

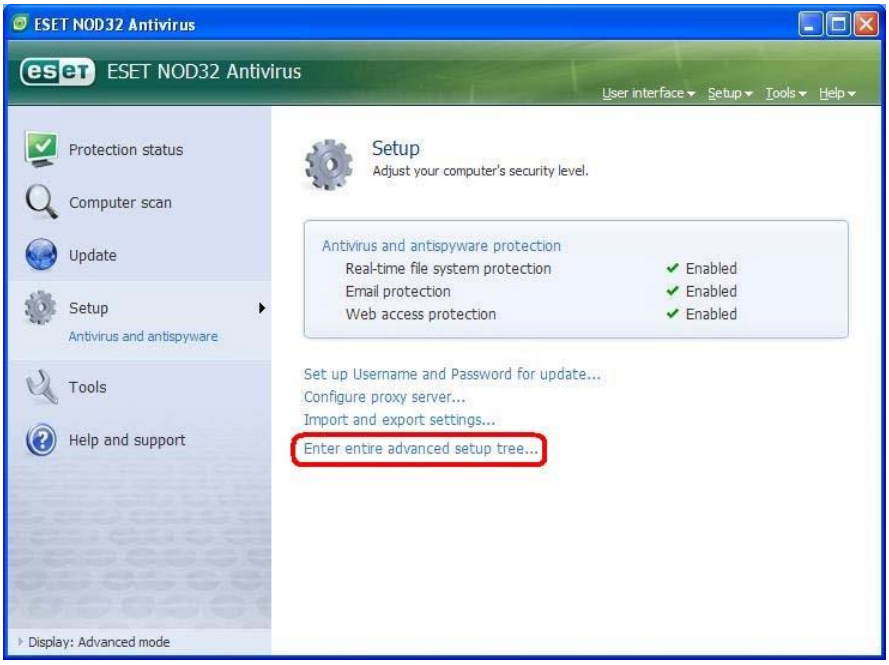
1. Ensure that the Internet Settings dialog specifies correct values;
2. In a firewall or antivirus is running, disable the function that blocks the web access in SidekickPC. According to the experience collected so far, both the **McAfee** and the **ESET NOD32** Antivirus are able to interfere with the web access in SidekickPC. Other antivirus application are probably able to prevent the proper operation of SidekickPC.

The following section briefly describes how to change the configuration of **ESET NOD32** Antivirus so that it lets SidekickPC properly work. The following steps refer to version 3.0.650.0 and may differ among the different version of this software:

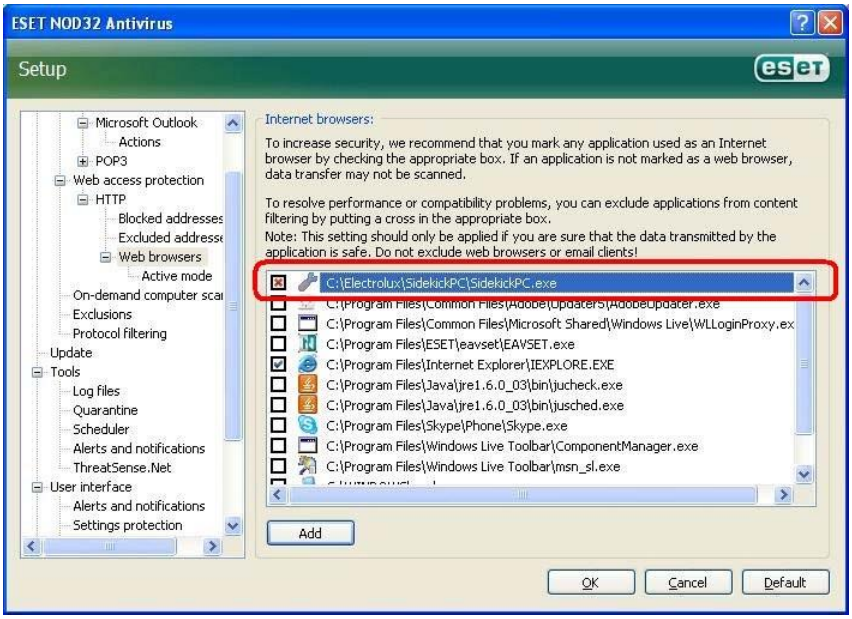
1. Ensure that **ESET NOD32** Antivirus is activated. Activate it if necessary. This program interferes with SidekickPC even if it not activated;
2. Open the management console, go to the **Setup** section and select **Toggle Advanced mode**:



3. Select the “Enter entire advanced setup tree” command:



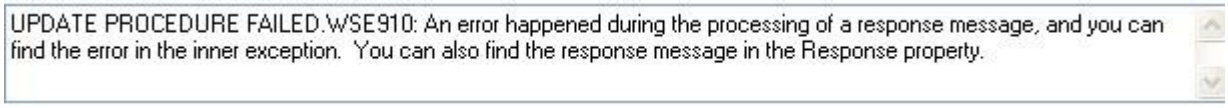
4. In the selection tree at the left side of the dialog, select **Web Access Protection >> HTTP >> Web browsers**.
   Locate the **SidekickPC.exe** program in the "Internet browsers" list. You should click the option box related to SidekickPC until you exclude it from content filtering. In other words a red cross should appear in the box as the following figure shows:



5. Press OK to complete the setup of the antivirus.

KB0011: Database Update Issues: Remote web service connection error: WSE910

When this problem occurs the update aborts at the very beginning of the update with the following error:



When this error occurs, please try pressing the "Test connection" command button, in the Update dialog, located at the right side of the web URL.

Please check if the error dialog: shows the "Incoming message does not meet security requirements":

Most likely reasons of this problem

1. This is a security issue caused by the date and time set in your PC. For security reasons, the web service does not allow connections to clients if the time difference between the server and the client is greater than 24 hours (86400 seconds). The date/time of the web server is set to the standard Central European Time (CET).

2. In the web service URL, you have specified the HTTPS protocol instead of the HTTP protocol.

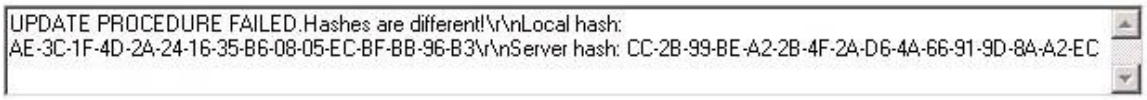
   The HTTPS protocol is not supported.

3. The User Name field contains blank characters before of after the actual user name. This problem can only occur in SidekickPC 1.1.1 or earlier as it was fixed in SidekickPC 1.1.2.

Solution

1. quit SidekickPC;
2. if necessary, set the correct date and time in your PC (you can use your local time);
3. fix the URL you specify to reach the web service;
4. if you are running SidekickPC 1.1.1 or earlier, check the User Name that you employ to access the web service and fix if necessary by removing blank spaces before and after the actual user name;
5. upgrade SidekickPC to the latest version that is available in the web portal;
6. finally, restart Sidekick.

KB0012: Database Update Issues: - "Hashes are different"



This error may occur during a FULL update.

Reason

The reason of this error is because the FULL update procedure occurs while the server runs another scheduled task related to the full update. The scheduled task in the server occurs daily at about 21.00 (9.00 PM) CET and it consists in the preparation of the files that are transferred to the client during the FULL update.

When a FULL update occurs while the server changes the files for the FULL update itself, a "Hashes are different" error occurs and the update fails.

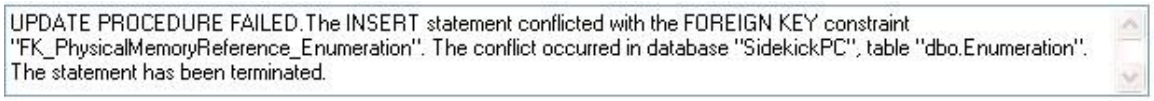
When the connection line is very slow, it is likely that it starts before 9.00 PM and it ends after the server has changed the files.

Workaround

Avoid starting a full update that ends after 9.00 PM CET. With a slow connection, in Europe, start the update in the morning or in the evening after 9.30 PM CET to be sure it completes on time.

This problem will be solved as soon as possible. It will not be necessary to update the SidekickPC software to fix this problem.

KB0013: Database Update Issues: - "FOREIGN KEY constraint”



This error may occur during an INCREMENTAL update.

Reason

This error occurs because the previous INCREMENTAL update happened while some changes to the service data occurred at the same time.

In the web server there is a software bug that incorrectly sets the “last update time” at the end of the update. Instead the “last update time” should refer to the beginning of the update.

Workaround

Run a FULL update instead of an INCREMENTAL update.

This problem will be solved as soon as possible, starting probably from version 2.0. It will not be mandatory to update the SidekickPC software to fix this problem.

KB0013: Database Update Issues: - "UPDATE PROCEDURE FAILED. The operation has timed out"

This error occurs only with INCREMENTAL updates when you are using a very slow internet connection. The error occurs during the "synchronization of deleted records" step (step #4).

In order to allow the synchronization of the deleted records, SidekickPC and the web server exchange files that are rather big. The exchange of big files may cause timeout errors.

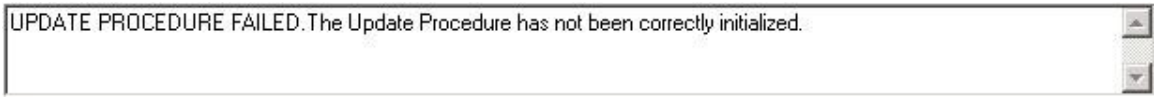
Workaround

None.

Try incrementing the value of "Connection timeout" in the Update dialog. If the error is systematic, run a FULL update instead of an INCREMENTAL update.

This problem will be solved as soon as possible. It will be mandatory to update also the SidekickPC software to fix this problem.

KB0014: Database Update Issues: - “The Update Procedure has not been correctly initialized”



This error occurs very sporadically with INCREMENTAL updates.

The reason is still unknown.

Workaround

If you repeat the update, the procedure succeeds.

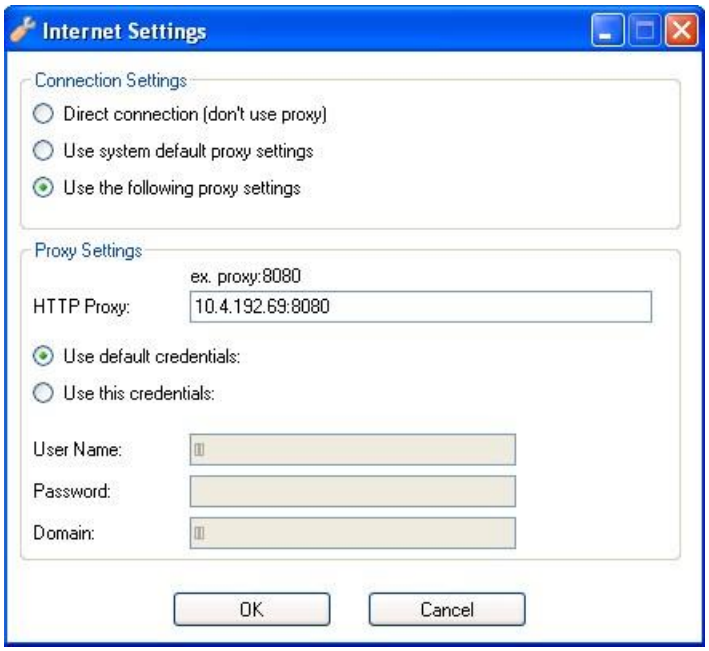
KB0015: Database Update Issues: - The update does not start or it hangs or stops after a while.

This error may occur with certain proxy settings, while executing the update from within the Electrolux intranet. This is an issue in network or proxy settings.

Workaround

First of all, please ask your IT administrator for help.

As a quick workaround, you can try using the following Internet Settings:



The above options should work fine in most cases within the Electrolux intranet.

KB0016: Setup and Activation Issues: The SQL Server 2005 Setup program may take a very long time to complete

This is a known problem in SQL Server 2005 installation procedure. This issue is described in detail here:

http://support.microsoft.com/kb/910070

- **AutoInstall workaround**

  To work around the problem the '**AutoInstall.cmd**' automatic procedure disables some network functions before the setup of SQL Server Express 2005 with the following command:

  ipconfig /release >NUL

  After the setup of SQL Server 2005 completes, network functions are then restored in this way:

  ipconfig /renew >NUL

- **Manual installation workaround**

  The workaround to this problem, when you install MS SQL Server 2005 is to disconnect all network connections. Usually, a physical detach of the network cable is enough.

KB0017: Setup and Activation Issues: Setup failed - no package <sqlncli.msi>

This is a known problem in SQL Server 2005 installation procedure. This issue is described in detail here:

http://social.msdn.microsoft.com/Forums/en-US/sqlsetupandupgrade/thread/16fd90cf-0dbc4012-9970-6ca29b6f4aef/

AutoInstall workaround

First of all, the automatic installation procedure of SidekickPC employs a setup of SQL Server Express where all components are extracted in advance. This allows removing the SQL Server Native Client component before SQL Server 2005 installation by issuing the following command:

msiexec /x "%cd%\SqlExpress\Setup\sqlncli.msi" /passive

KB0018: Setup and Activation Issues: SQL Server 2005 Express Install Errors 29503 or 1067

This is a known problem in SQL Server 2005 installation procedure. This issue is described in detail here:

http://social.msdn.microsoft.com/Forums/en-US/sqlsetupandupgrade/thread/e39f4700-ef574163-bde2-ccb460298b54/

Manual workaround

Run SQL Server 2005 Express setup and on the first page uncheck '**Hide advanced configuration options**' box. Proceed up to the dropdown list (on the page '**Service Account**') says '**Network Service**' and change its value to '**Local Service**'. The last thing to do is to modify Authentication method from '**Windows authentication**' to the '**Mixed Mode**' authentication and provide a strong password below. After that complete the installation process.

KB0019: Setup and Activation Issues: SQL Server 2005 Express - error during installation on Windows XP Service Pack 3

This is a problem in the installation procedure of SQL Server 2005. The problem occurs in Windows XP Service Pack 3 with a language different from English, as the following link describes:

http://social.msdn.microsoft.com/forums/en-US/sqlexpress/thread/4785c7f9-7579-4a41-84f32d19be504715

AutoInstall workaround

Before the installation of SQL Server 2005 installs Microsoft XML Core Services 6.0 Service Pack 1: '*msiexec /i "%cd%\msxml6_x86.msi" /quiet*'

KB0020: Setup and Activation Issues: “The system administrator has set policies to prevent this installation” error message, while installing MSXML 6.0 MSXML 6.0

This is a known problem in SQL Server 2005 installation procedure. This issue is described in detail here:

http://social.msdn.microsoft.com/Forums/en-US/sqlsetupandupgrade/thread/6fb98276-8fd6-485f-8785-ffddb5038399/ and here:

http://dhaneenja.spaces.live.com/blog/cns!52063E89E23A5AAB!452.entry

Manual workaround

Before SQL Server 2005 installation, use the **Windows Installer Cleanup Utility** (available here: http://support.microsoft.com/kb/290301) to remove the installation configuration for **MSXML 6.0 Parser**.

KB0021: Setup and Activation Issues: MSXML 6.0 problems: cannot install SQL Server

This is the problem of SQL Server 2005 installation. The problem caused by the fact that MSXML 6.0 is not correctly installed. As a consequence, the installation of SQL Server fails.

Symptom

go to Control Panel and open the '**Add or Remove Programs**' applet. The **MSXML 6.0 Parser** software appears like installed. However it is not possible to remove or up update it.

Manual workaround

Before SQL Server 2005 installation, use the **Windows Installer Cleanup Utility** (available here: http://support.microsoft.com/kb/290301) to remove the **MSXML 6.0 Parser** entry.

KB0022: Setup and Activation Issues: “An instance with the same name is already installed on this computer” error message, while installing SQL Server

This is a problem in SQL Server 2005 installation/remove procedure. The problem is caused by dirty registry settings from a previous installation of SQL Server, as the following link explains:

http://blogs.msdn.com/astebner/archive/2005/12/08/501885.aspx

- **Manual workaround**

  This workaround consists in cleaning registry settings.

  1. Click on the Start menu, choose Run and type ‘**regedit**’
  2. Go to HKEY_LOCAL_MACHINE\Software\Microsoft\Microsoft SQL Server
  3. Remove ‘**SQLEXPRESS**’ from the ‘**REG_MULTI_SZ**’ value named ‘**InstalledInstances**’
  4. Delete the subhive named ‘**MSSQL.1**’
  5. Delete the subhive named ‘**SQLEXPRESS**’
  6. Go to HKEY_LOCAL_MACHINE\Software\Microsoft\Microsoft SQL Server\Instance Names\SQL
  7. Delete the value named ‘**SQLEXPRESS**’
  8. Delete the folder ‘**%ProgramFiles%\Microsoft SQL Server\MSSQL.1**’

- **AutoInstall workaround**

  To work around the problem ‘**AutoInstall.cmd**’ executes a custom utility that cleans dirty registry settings in case of need, before running the SQL Server 2005 installation:

  ".\SQL 2005 Detection.exe" -DETECTONLY –CLEANDIRTYREGISTRY

KB0023: Setup and Activation Issues: “The SQL Server service failed to start” error message, while installing SQL Server

This is the problem of SQL Server 2005 installation. The problem could be in the NETWORK SERVICE account, under which SQL Sever service runs by default. There are two possible reasons:

- The NETWORK SERVICE account does not exist
- The NETWORK SERVICE account exists but it has no Full Control permission on the **Protect** folder.

- **Manual workaround**

  Manually change permission settings for NETWORK SERVICE. Please remember that in other languages the term “NETWORK SERVICE” is translated (for example in Italian it is displayed as “Servizio di rete”).

  1. Open ‘**My Computer**’.
  2. Type ‘**C:\Documents and Settings\NetworkService\Application Data\Microsoft**’ in the address bar, and then press ‘**ENTER**’.
  3. Right-click the ‘**Protect**’ folder, and then click ‘**Properties**’.
  4. In the ‘**Properties**’ dialog box, click the ‘**Security**’ tab.
  5. Under ‘**Group or user names**’, determine whether NETWORK SERVICE is listed. If NETWORK SERVICE is not listed, follow these steps to add this account:
     a. Click ‘**Add**’ to show the ‘**Select Users or Groups**’ dialog box.
     b. Click ‘**Locations...**’, select your computer name in the ‘**Locations**’ dialog box, and then click ‘**OK**’ to return to the ‘**Select Users or Groups**’ dialog box.
     c. Type NETWORK SERVICE in the ‘**Enter the object names to select**’ box, and then click ‘**Check Names**’.
     d. Click ‘**OK**’ to close the ‘**Select Users or Groups**’ dialog box.
  6. Click NETWORK SERVICE under ‘**Group or user names**’, and then click to select the ‘**Allow**’ check box for ’**Full Control**’ under ‘**Permissions for NETWORK SERVICE**’.
  7. Click ‘**OK**’ to close the folder ‘**Properties**’ dialog box.
  8. Click ‘**Retry**’ in the error message dialog box to continue to install SQL Server Express Edition or SQL Server Express Edition with Advanced Services.

- **SidekickPC Setup workaround**

Starting from version 1..1.2, the SidekickPC setup program, if necessary, creates the NETWORK SERVICE account and grants it all necessary permissions.

KB0024: Setup and Activation Issues: SidekickPC installation fails under MS Windows Vista

This problem occurs because the SidekickPC installer runs without full administrative privileges. It could be the consequence when you run '**AutoInstall.cmd**' with a double click and then SideckickPC fails to access Windows registry.

Manual workaround

It is necessary to run the setup by right-clicking the file and selecting the "Run as administrator".

KB0025: Setup and Activation Issues: SidekickPC installation fails while creating the database

This problem occurs because SidekickPC installer tries to create SidekickPC database, when '**SidekickPC.mdf**' file already exists in the file system. It could be the consequence of uninstalling SQL Server without physically deleting the **SidekickPC.mdf**' file from the file system.

SidekickPC Setup workaround

Starting from version 1..1.2, the SidekickPC setup program, if necessary, deletes the **SidekickPC.mdf**' and **SidekickPC.ldf**' files from the Data folder of SQL Server, before creating the SidekickPC local database.

KB0026: Setup and Activation Issues: SidekickPC installation fails with “SQL Server 2005 or later is required to install this application” message

This problem occurs because the ‘**SidekickSetupSupport.exe**’ utility fails because of problems in registry or WMI.

Manual workaround

Manually install SQL Server 2005 before running SidekickPC setup.

KB0027: Setup and Activation Issues: SidekickPC installation succeeds but the program issues an unexpected exception with Microsoft.Web.Services3 assembly when you start the update

This problem occurs because WSE 3.0 runtime was not installed properly during automatic setup procedure. It is also not possible to install WSE 3.0 runtime manually because of dirty registry settings. (Accompanying error message: '**Install error 1327 Invalid Drive**'.) This problem described here:

http://discussion.autodesk.com/forums/thread.jspa?threadID=478740

Manual workaround

Manually change registry settings with '**regedit**':

1. If necessary quit SidekickPC
2. From the '**Start Menu**', click '**Start**' then click '**Run**'. The '**Run**' dialog box opens.
3. Type '**regedit**', and then click '**OK**'. The '**Registry Editor**' opens.
4. In the '**Registry Editor**', locate the following registry keys:
   - HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\Explorer\Shell Folders
   - HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\Explorer\User Shell Folders
   - HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion
   - HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Explorer\Shell Folders
   - HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Explorer\User Shell Folders
5. In the right pane, verify the values in the '**Data**' column of each entry. If any value contains a drive that is not correct for your computer, right-click the entry and select '**Modify**'.
6. Type the correct drive letter in the '**Value**' data field, and then click '**OK**'.
7. Close **regedit**
8. Manually install WSE 3.0 by double clicking the "**Microsoft WSE 3.0 Runtime.msi**" file that you can locate in the **WSE3_0** folder in the SidekickPC installation set. You can also download the WSE 3.0 setup procedure from the internet.

After this manual fix it is not necessary to re-install SidekickPC, just start it again.

KB0028: Setup and Activation Issues: Cannot activate the software license

This is a problem in software license activation that may occur on PCs running “Symantec Endpoint Protection” version 11.0, or a similar product. Antivirus blocks activation/deactivation of the Nalpeiron software license.

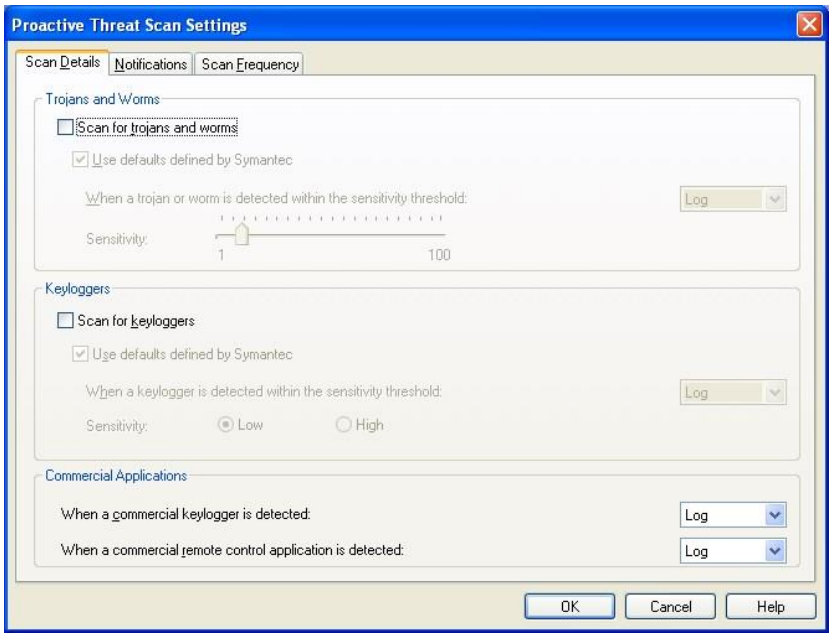
Manual workaround

Temporarily disable Symantec Antivirus.

1. To disable Symantec Endpoint Protection, open Symantec Endpoint Protection and then click ‘**Change settings**’ on the left menu bar.

2. Click ‘**Configure Settings**’ next to “**Antivirus and Antispyware Protection**”.
3. Click the ‘**File System AutoProtect**’ tab and uncheck the box labeled “**Enable File System Auto-Protect**”.
4. Click ‘**OK**’.

5. Click '**Configure Settings**' next to '**Proactive Threat Protection**'. Uncheck the boxes labeled '**Scan for trojans and worms**' and '**Scan for keyloggers**'. Click '**OK**'.



Important: you should re-enable Symantec Endpoint Protection once you are done installing programs that required you to disable it. To re-enable:

1. Open Symantec Endpoint Protection and then click '**Change settings**' from the left menu bar.
2. Click '**Configure Settings**' next to '**Antivirus and Antispyware Protection**'. Click the '**File System Auto-Protect**' tab and check the box labeled '**Enable File System AutoProtect**'. Click '**OK**'.

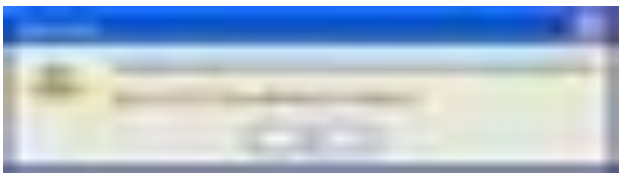
3. Click '**Configure Settings**' next to '**Proactive Threat Protection**'. Check the boxes labeled '**Scan for trojans and worms**' and '**Scan for keyloggers**'. Click '**OK**'.

KB0029: Setup and Activation Issues: Cannot activate the software license: error displayed in the Install ID field

Symptom: the **Install ID** entry in the **License Manager** dialog box shows an error message instead of a number.

SidekickPC may crash when you quit it.

The **AST Service** is not running. If you try to start it manually you get the following error:



This problem is caused by the fact that the **AST Service** depends on the **Event Log** service. The **Event Log** service, however, is either not running of the registry is corrupted. This problem is described here: http://www.tomshardware.co.uk/forum/192894-36-error-1717-interface-unknown

- **Manual workaround**

The following steps may help you solve this problem.

1. Go to **Computer Management >> Services** and make sure the **Event Log** service is there. If it is, make sure it is started. Start it manually if necessary.
2. Otherwise, is the **Event Log** service is missing, go to the following registry key and compare it to a system that is working correctly:

   HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Eventlog

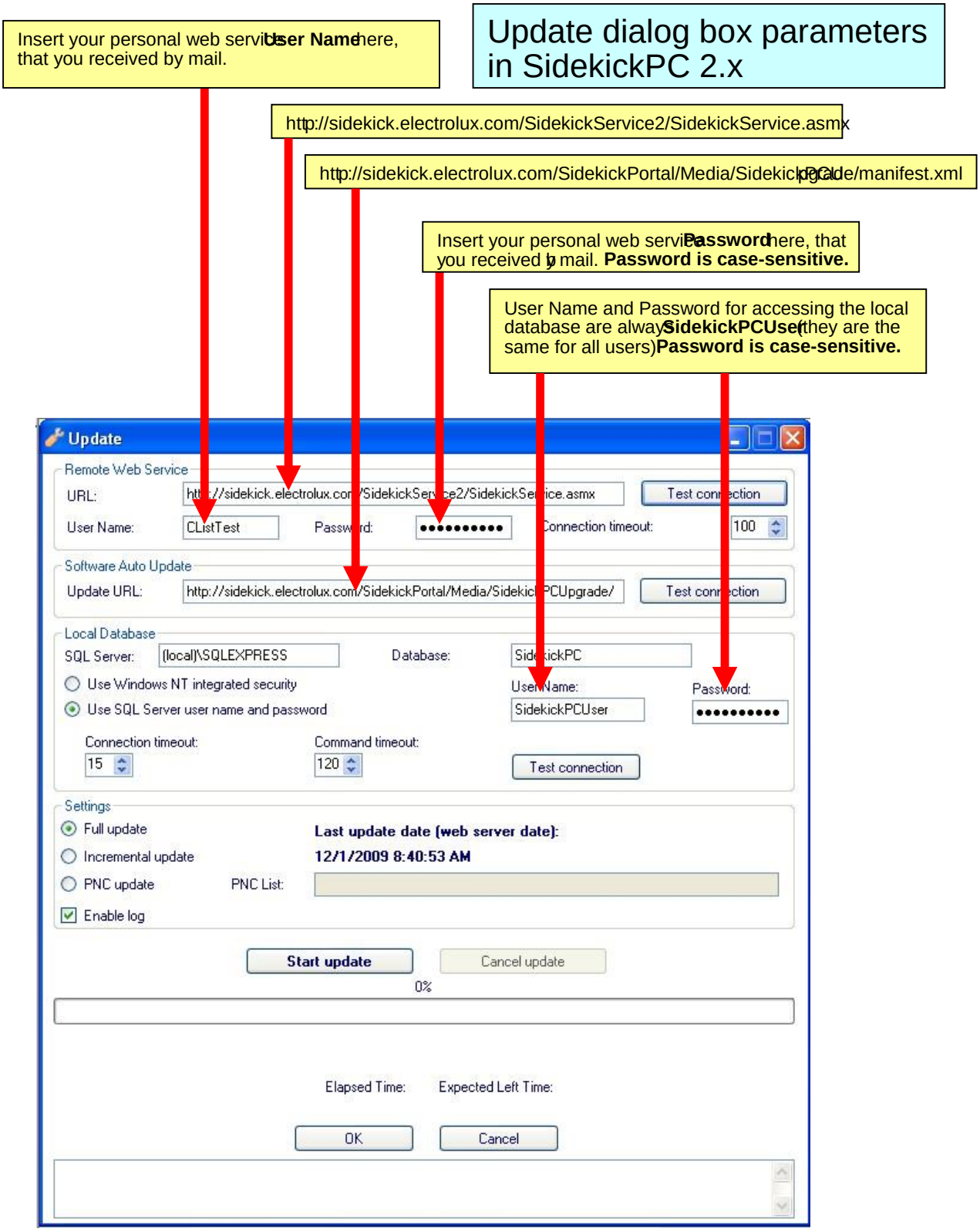
   Locate any missing and corrupted keys, export them from the working PC and import them on the problem system. Temporarily disable the antivirus (for example Symantec Antivirus), if necessary.

3. Restart the PC
4. Go to **Computer Management >> Services** and make sure the **Event Log** service is there. If it is, make sure it is started. Start it manually if necessary.

The following link describes the EventLog registry key:

http://msdn.microsoft.com/en-us/library/aa363648(VS.85).aspx

- **SidekickPC Setup workaround**

Starting from version 2.0 the SidekickPC setup program, if necessary, tries starting the **Event Log** service before installing and starting the **AST Service**.

KB0030: SidekickPC Update Dialog Parameters