EUTAXA-Installation: Troubleshoot Guide

The manual includes the following chapters:

Click with the mouse cursor on one of the links above to switch to the desired chapter.

First of all make sure that the technical conditions of your computer allow the installation of the Eutaxa software.

- Windows operating systems: 98, 2000, ME, XP or Vista
- 600-1000 MB of available hard-disc space (depending on the installed product)
- CD-ROM or DVD drive (depending on the installed product)
- Internet Explorer 6 or higher
- the installation requires administrator rights
- free USB-port

Make sure that the setup was not interrupted by hitting the wrong key ("Cancel", etc.), or blocked by the firewall. During the installation process the SQL-server may search for a connection to the intranet (not to the internet!!!). If the firewall warns, please allow this connection, otherwise the installation may brake.

Attention: Don't plug in the Wibu Key before you have installed the Eutaxa software and restarted your computer. After the Setup of the first product has finished and the PC has been restarted, plug in the dongle (Wibu Key) and the driver of the Key will be installed automatically. When installing a second Eutaxa product, the Wibu Key may remain connected during the setup.

Connecting the Wibu Key to the USB-port before the setup has finished and the computer has been restarted may impede the installation of the Wibu Key driver. If this happened, you'll have to install the driver manually (as described in chapter A. 2.2.2.).

A. The installation brakes; the software cannot be started

A. 1. Checking the installed components of the program

There may be several reasons why the program does not work:

1. Wibu Key software or driver have not been installed properly.
2. The SQL-Server or other program components could not be installed.
3. The Eutaxa database could not be connected to the SQL-Server.

The following components of the Eutaxa software should have been installed on your computer, if the setup was successful:

- Microsoft .Net Framework 1.1

- Microsoft SQL Server Desktop Engine (EUTAXA)

- Eutaxa Culicidae 05 (or any other product of Eutaxa)

- Eutaxa (WIBU-KEY Remove)

To check which of these components have been installed correctly, hit the "Start"-button, open the "Control Panel", browse to the "Add/Remove Programs" application and search for the program components listed above.

The figures 01 to 04 show the single components, listed in the "Add/Remove Programs" window (displayed in a German version of the operating system Windows XP). If some of these components are lacking, please contact Eutaxa via Email to lechthaler@eutaxa.com or ask your administrator for help.
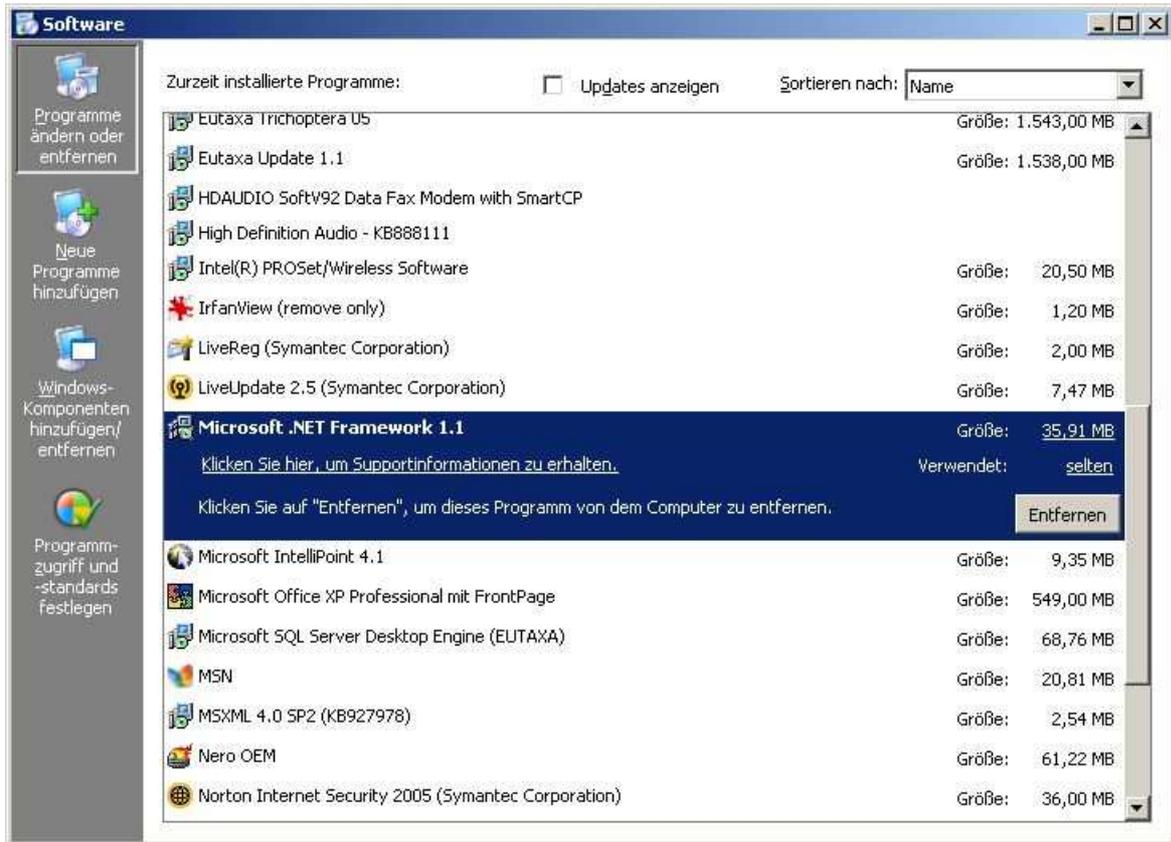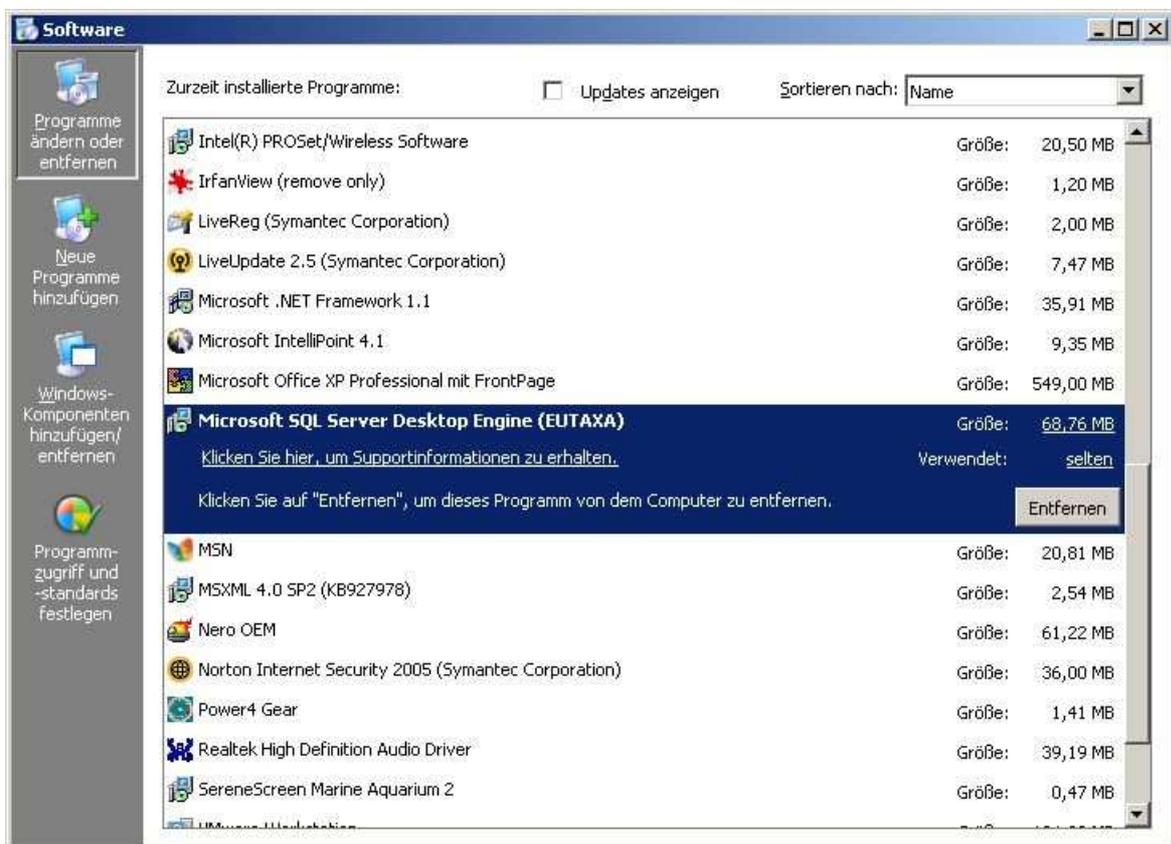
Fig. 01: Microsoft .Net Framework 1.1
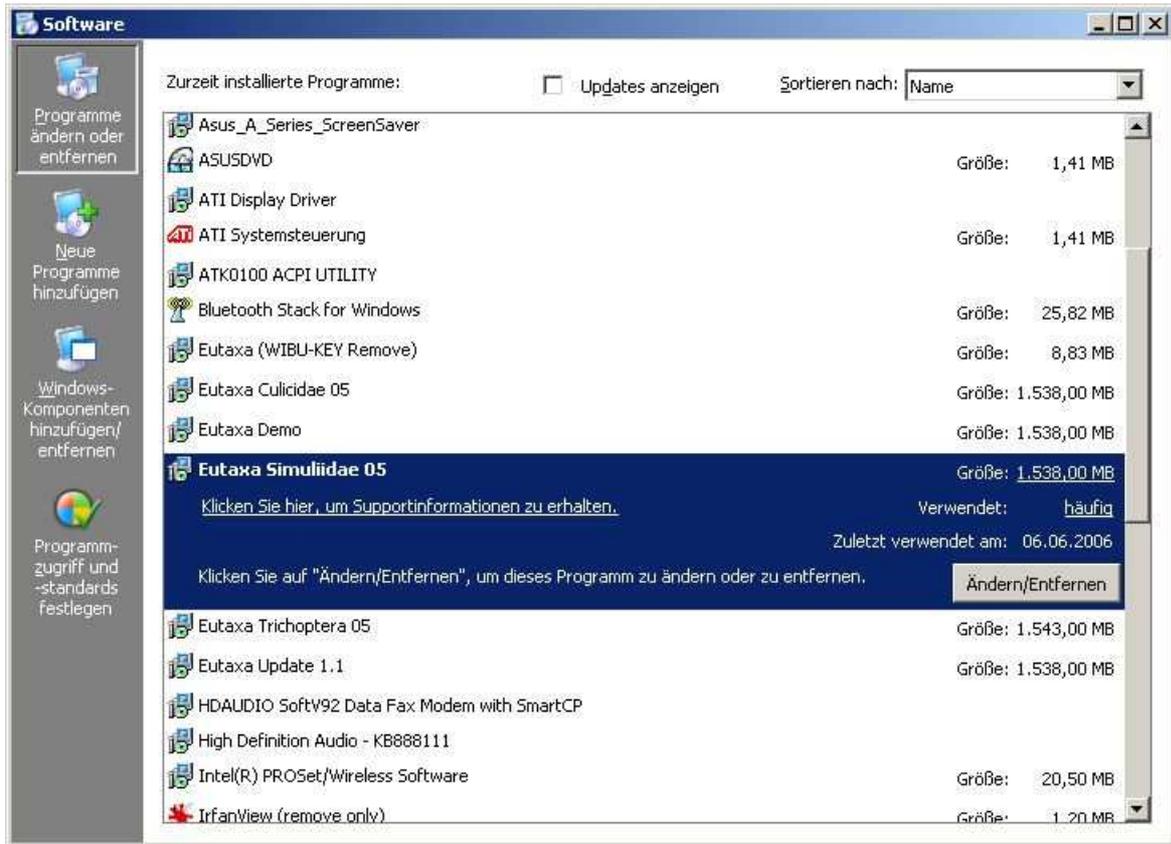

Fig. 02: Microsoft SQL Server

Fig. 03: Eutaxa products: Culicidae 05, Simuliidae 05, Trichoptera 05, Update 1.1, etc.
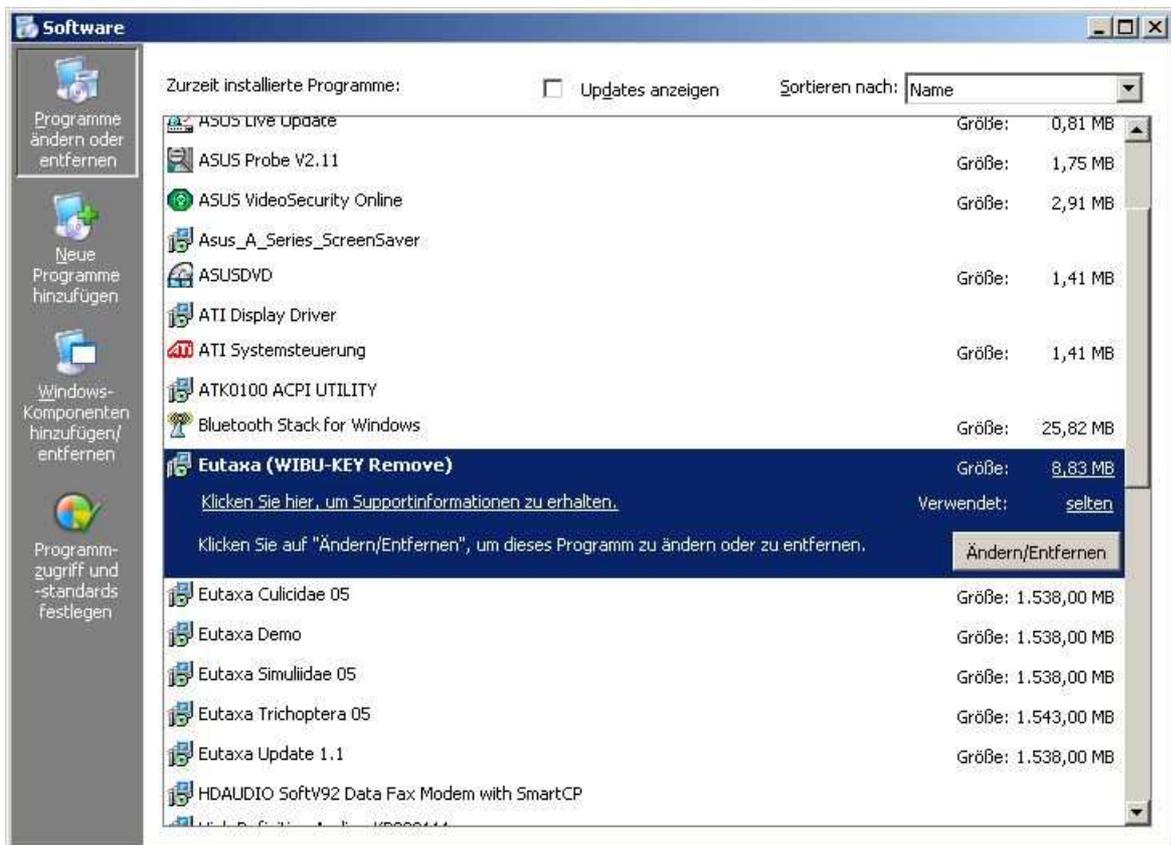

Fig. 04: Wibu Key Software

A. 2. Check and reparation of program components

A. 2.1. Installation of .Net Framework

If the "Microsoft .Net Framework" could not be installed, try to install this component manually. Browse the directory of the CD/DVD to the folder "dotnetfx" and start the "dotnetfx.exe" with a double-click.

A. 2.2. Wibu Key

A. 2.2.1. Testing the Wibu Key software/driver

For testing the correct installation of the Wibu Key software, hit the "Start"-button, open the "Control Panel" and search for the Wibu Key icon (indicated by the cursor in fig. 05).
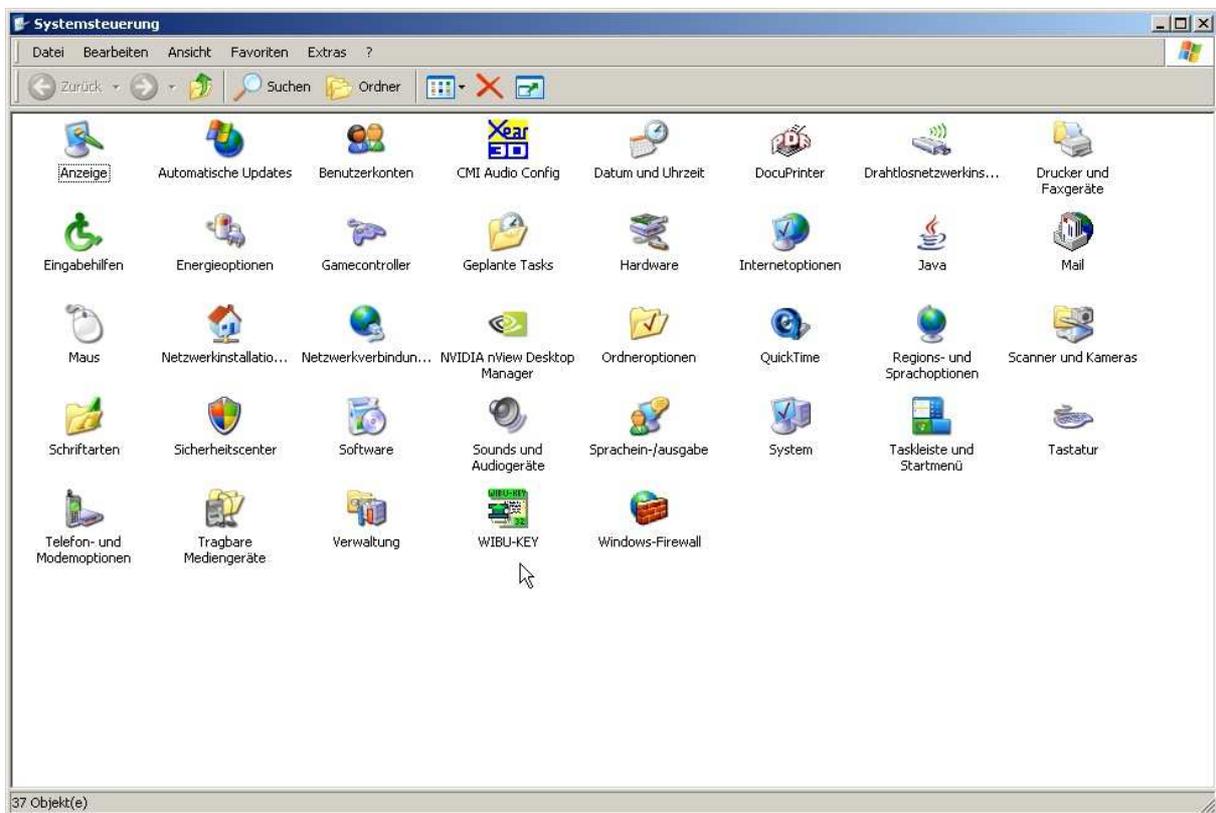

Fig. 05: Control Panel – Wibu Key icon

If the Wibu Key icon (fig. 05, cursor) is not visible you have to install the Wibu Key software manually (chapter A. 2.2.2 – installation of the Wibu Key software). When the icon is shown, the software has been installed properly.

To check the correct installation of the Wibu Key driver, open the Wibu Key window (figs. 06 – 09) by a double-click on the icon (fig. 05). If the driver has been installed properly, the Wibu Key is shown in the directory of the Wibu-BOX list, connected to one of the USB-ports (fig. 06, red arrow). The Key data are labelled in the first two lines of the Wibu box (right half of the image). Instead of number "7" (fig. 07, mouse-cursor) another number may be displayed (depending on the products unlocked). All other values should be accordant with those numbers shown in figures 06 and 07 (3467; 12582911).

If the driver has not been installed, the WIBU-BOX shows no entries and the USB-port remains empty (fig. 08, red arrow). The installation of the driver is described in chapter A. 2.2.2.
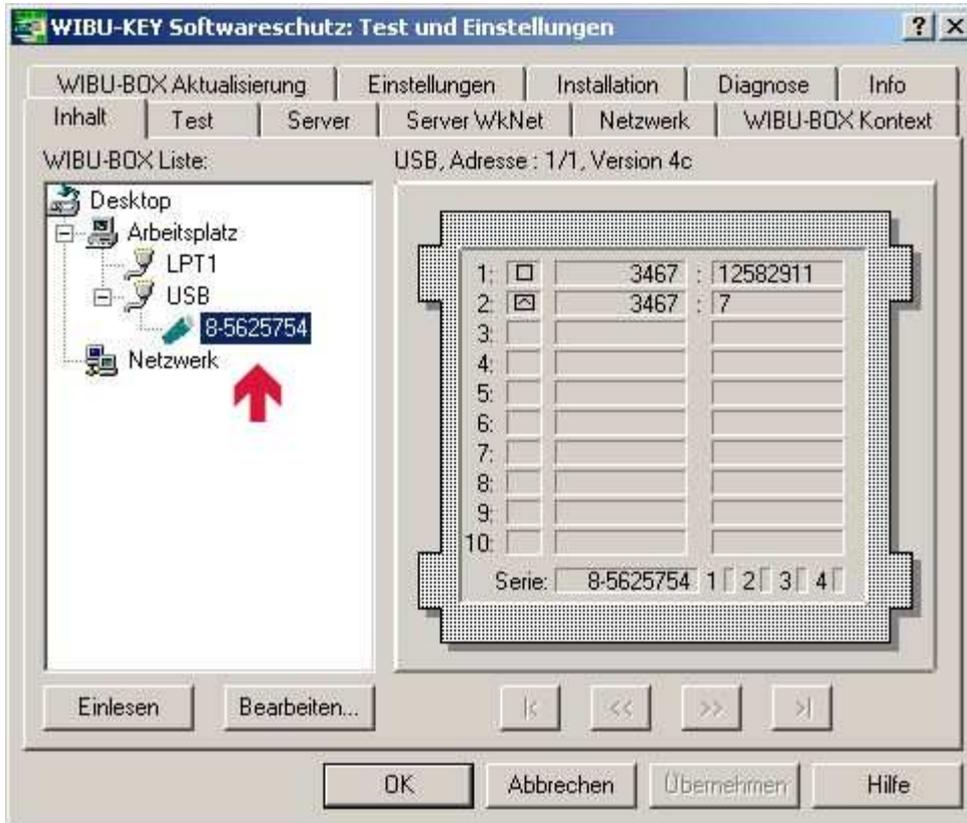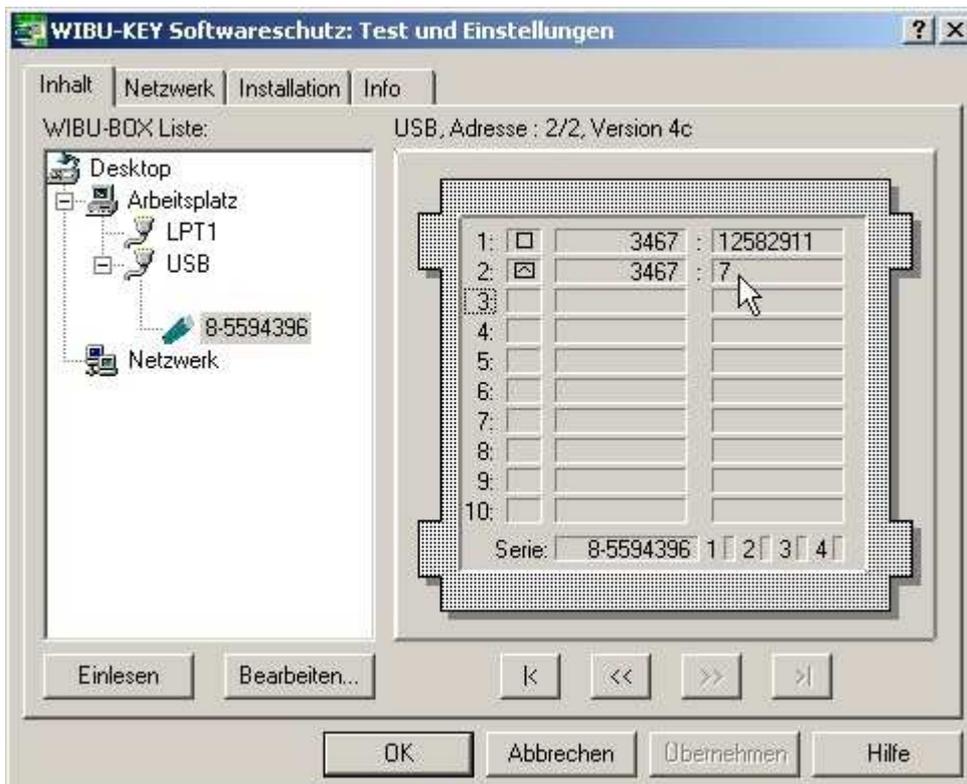

Fig. 06: Wibu Key – Settings
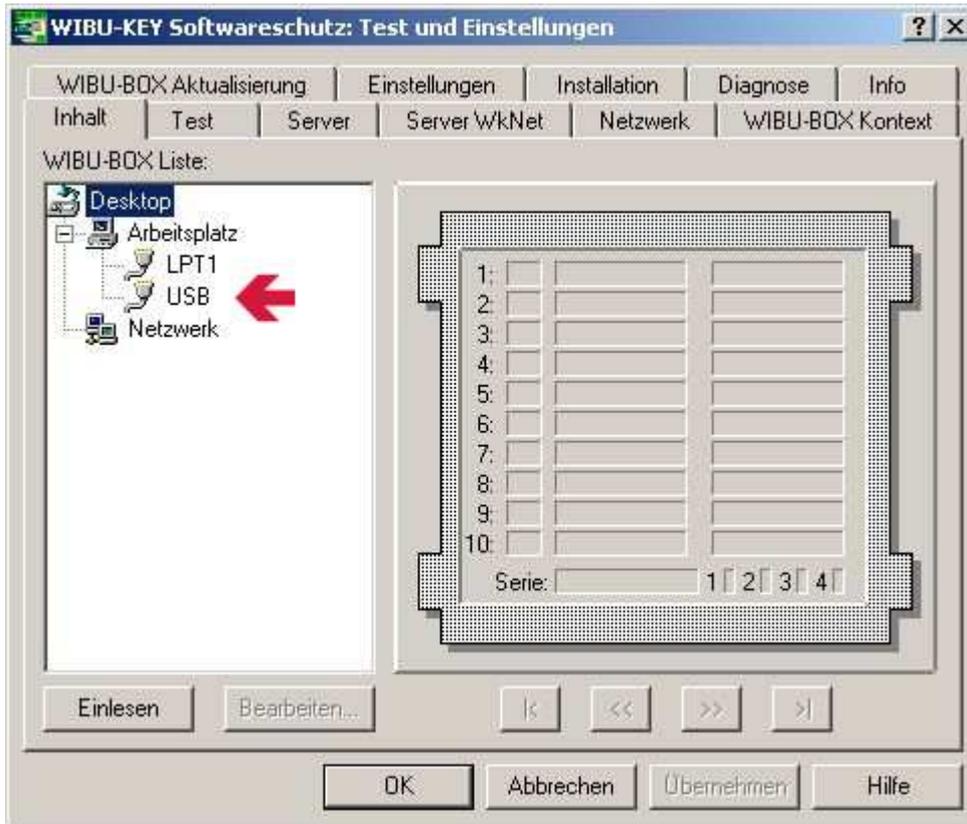

Fig. 07: Wibu Key - Settings
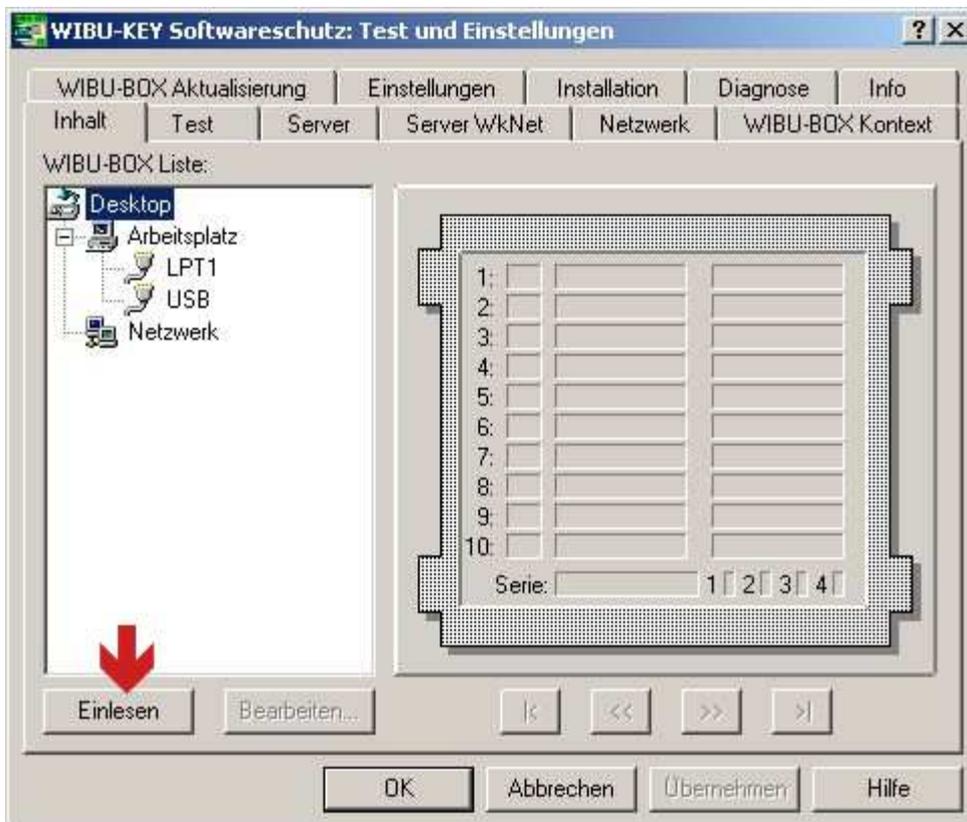
Fig. 08: Wibu Key – Settings

Fig. 09: Wibu Key – Settings

A. 2.2.2. Repairing the Wibu Key

Installation of the Wibu Key software

Browse the directory on the CD/DVD to the folder "Program files\Wibu Key\Install" and start the file "setup32.exe" by a double-click with the mouse-cursor.

Installation of the Wibu Key driver

Try to import the Wibu Key by hitting the button "import" (German: "Einlesen", fig. 09, red arrow). If the Wibu Key is not displayed on the USB-port then you have to install the driver manually.

As a precaution, remove the Wibu Key from the port and connect it again, in order to exclude a loose connection. Connect the Key to another port, if necessary.

After plugging in the Wibu Key, the installation of the driver should start automatically. Otherwise start the setup manually by browsing the directory of the CD/DVD to the folder "Program files\Wibu Key\Install" and run the "setup.exe" with a double-click.

A. 2.3. SQL-Server

A. 2.3.1. Checking the SQL-Server and starting it manually

To test if the SQL-Server has been installed properly, search for the server icon in the right corner of the taskbar of your computer (fig. 10). When installed correctly, the icon displays a small green arrow, pointing rightwards (as shown in fig. 10, indicated by a red arrow).

Fig. 10: Taskbar

If the SQL-server has been installed but was stopped, the icon shows a small red quadrate instead of the green arrow (fig. 11).

Fig. 11: Taskbar

In this case, double-click on the symbol to open the SQL-Server Service Manager and hit the "Start/Continue"-button (fig. 12). Mind that it may take several seconds to start the server and to display the green arrow. Accordingly close the window and start the Eutaxa application.

Fig. 12: SQL Server Service Manager

To verify that the Eutaxa SQL-Server has really been installed (you may see the symbol of another SQL-Server that has been installed previously), enter the Windows Explorer and browse in "Programs" to the folder "Microsoft SQL Server". In this directory you should find the sub-folder "MSSQL$EUTAXA". If this folder is missing, the Eutaxa SQL-Server has not been installed properly. Alternately you may search for the program "Microsoft SQL Server Desktop Engine (Eutaxa)" in "Control Panel\Add/Remove Programs" (as described in chapter A.1.).

In some cases the server has been installed, but the icon is not visible in the taskbar. To show the icon, move the cursor to the "Start"-key and click on the right mouse-button. Select the command "attributes" (properties), enter the taskbar card and hit "Customize" to open the list of symbols, displayed in the taskbar. Subsequently change the settings of the SQL Server-symbol.

Another possibility how to start the installed SQL-Server: Hit the "Start"-key, select "Run", enter the command "services.msc" and confirm with "OK". The displayed list of "Services" should include the MSSQLSERVER program. If it has been disabled, start the service manually.

A. 2.4. Connecting SQL-Server and Eutaxa database

If the Wibu Key and the SQL-Server have been installed without errors, but the program cannot be started, then the Eutaxa database has not been connected to the SQL-Server. In this case you can try to connect both components manually.

To connect the database to the SQL-Server enter the Windows Explorer, browse through "C:\Programs" to the directory "Eutaxa" and double-click on the file "EutaxaDbi.exe" (fig. 13, cursor) to start the Eutaxa DBI Installer.

Ignore the following error message (fig. 14) and confirm this message with "OK".
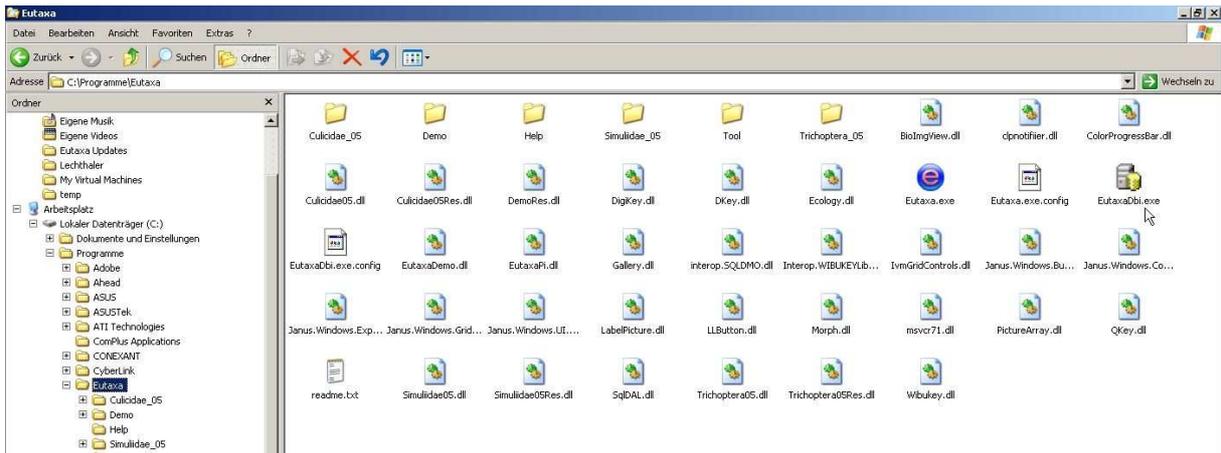
Fig. 13: Windows Explorer – Eutaxa folder

Fig. 14: Eutaxa DB Installer – Error message

Accordingly the window of the Eutaxa Database Installer opens. Select the name of your product (for example "Trichoptera 05") and hit the "install"-key (fig. 15).
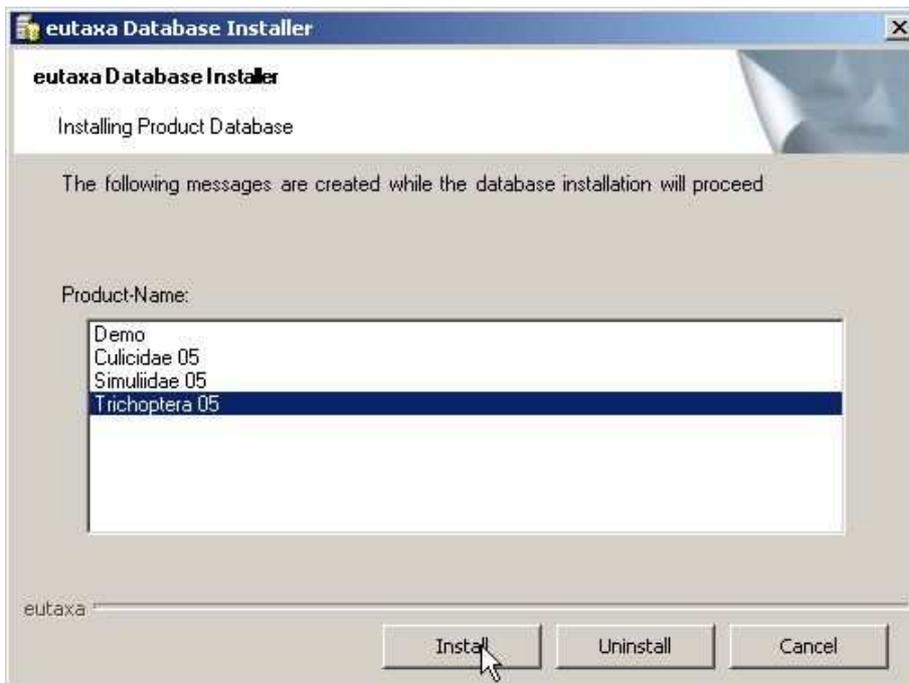

Fig. 15: Eutaxa Database Installer – Installing Product Database

On the now appearing window of the Eutaxa Database Installer set the "SQL Server Security" button on active, fill in the Login-Name "sa" and the Password "eutaxa" (mind that the letters of the password are blanked) and enable the "Logon the SQL Server" button (fig. 16). Afterwards click on the small key below (labelled with a row of two dots). In the now opened field of the Windows Explorer browse the directory to the Eutaxa folder (i.e. C:\Programs\Eutaxa) (fig. 17).

Fig. 16: Eutaxa Database Installer

Mark the directory "Eutaxa" (as shown in fig. 17), confirm with "OK" to close the window and hit the "Install"-key of the Eutaxa Database Installer (fig. 16). Now database and SQL-Server have been connected successfully. Restart the computer and try to run the Eutaxa software.
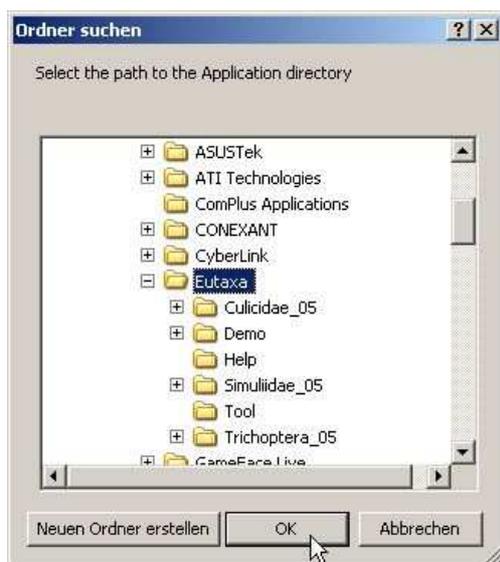

Fig. 17: Windows Explorer – Eutaxa folder

B. The program works, but the images are not visible

In some cases the software runs but you can't see any images, except for the thumbnails. This error may attribute to the following settings:

- Your rights to write on your computer are limited (by the administrator)
- The path of the image-folder is wrong

B. 1. Activating the ability to write

The blocking of the ability to write in files or folders may be a reason why images cannot be displayed, though the eutaxa software runs without problems and thumbnails are visible. To unlock the ciphered images you have to change the settings in the File Security card.

First of all contact your administrator, asking him/her to extend your user ability.

Accordingly this troubleshoot guide offers some instructions how to activate the ability to write (for users of the operating system Windows XP). You can only change these settings when you are able to access to your operating system.

Open the Windows Explorer, browse to C:\Programs\Eutaxa, search for the wished product (e.g. Culicidae 05 or Trichoptera 05), open the product directory and select the folder "Images" (fig. 18).
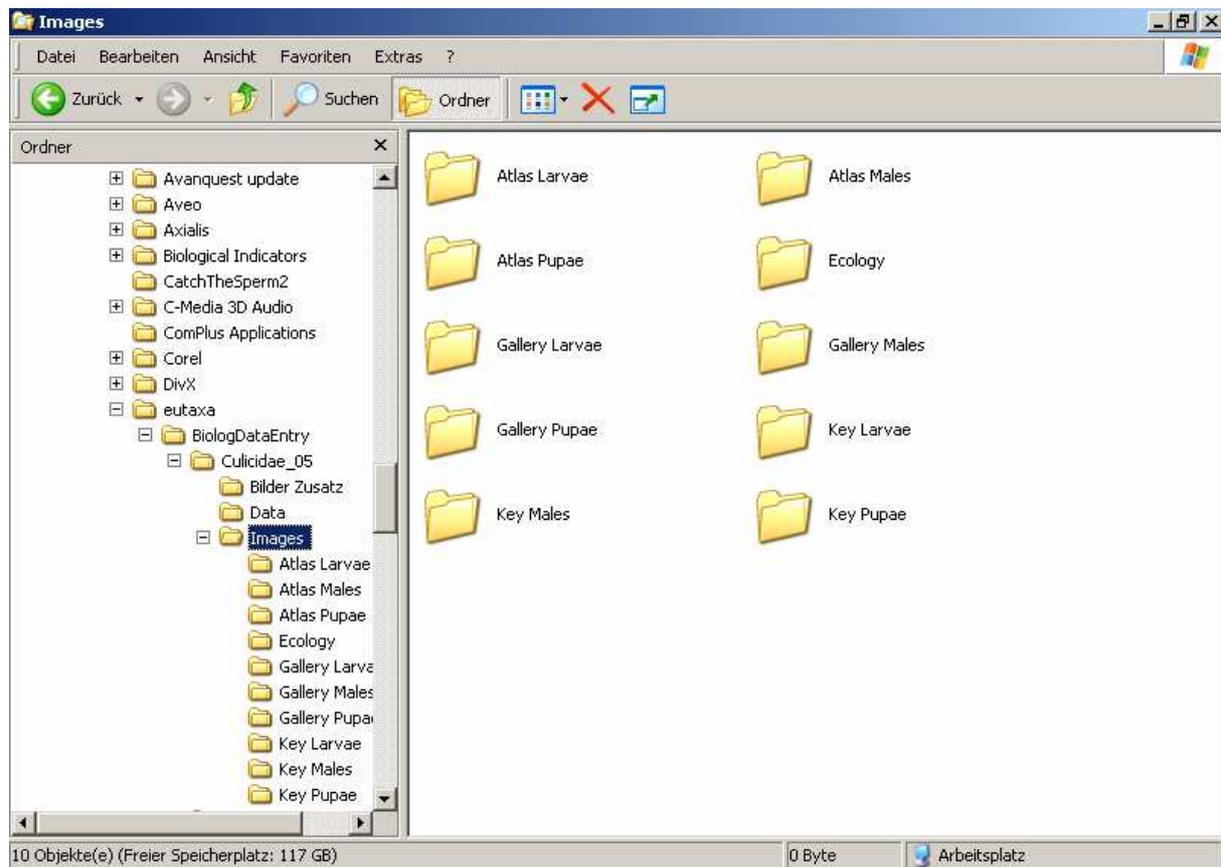

Fig. 18: Windows Explorer – Images folder

User of XP Professional: Click the right mouse-button, select "Enable and Security", enter the "Security Register card" (fig. 19), select the wished user or local user in the upper field, enable the first command "full access" (or at least the command "Writing") in the lower field and confirm with "OK" (fig. 20).
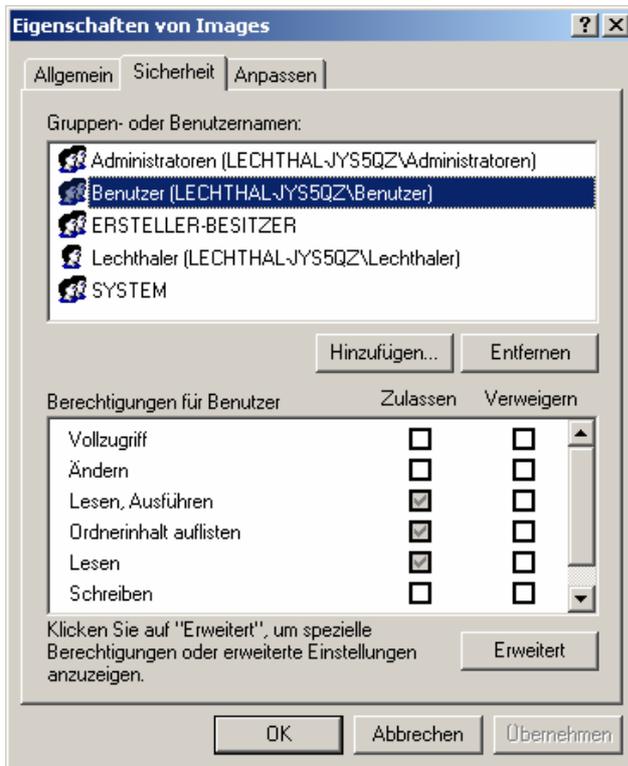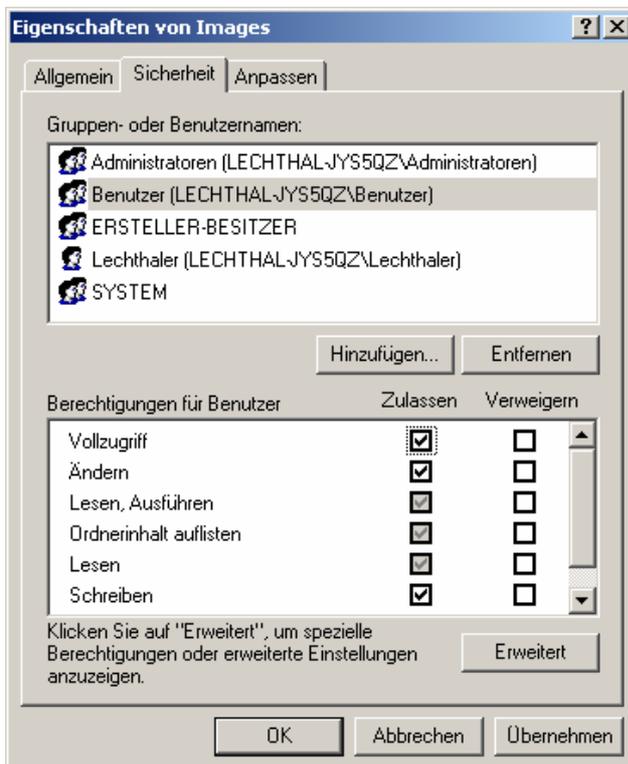

Fig. 19: Security card

Fig. 20: Security card

If the "Security Register card" is not visible click on "My Computer" in the directory of the Windows Explorer, open "Tools" in the menu bar, select "Folder Options" and turn off the command "Simple File Sharing".

User of XP Home Edition: When using XP Home Edition, the Security Register card cannot be displayed. In this case you have to start the computer in the Saved Mode. Then open the "Windows Explorer\C:\Eutaxa", search for the wished application (e.g. "Culicidae 05"), browse the directory and select the "Images" folder; click the right mouse button and enter the command "attributes (properties)" (fig. 21).
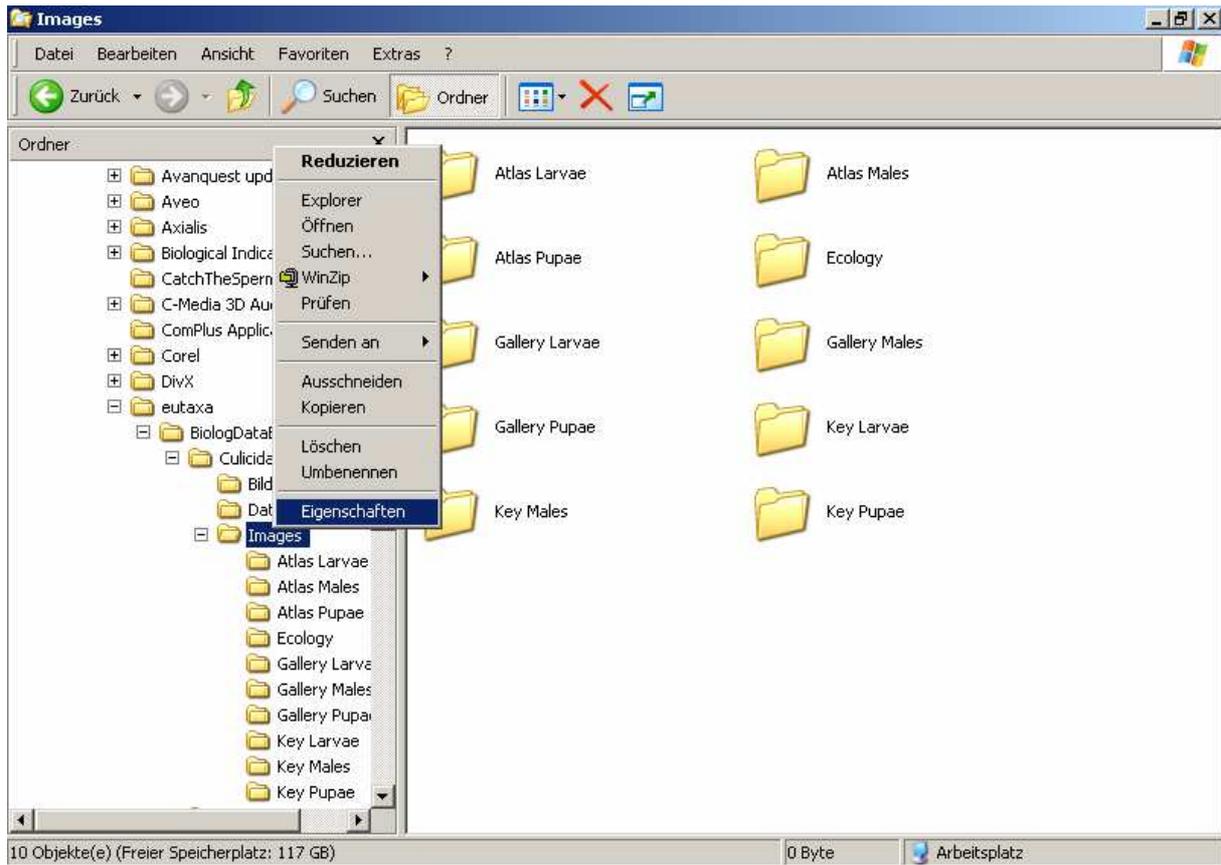

Fig. 21: Windows Explorer – Images folder

In a next step select the user; enable the first command "full access" and confirm with OK.
Now restart your computer and run the Eutaxa software.

B. 2. Testing and repairing the picture path

If you have got the ability to write, but the images are not displayed anyway, the picture path may be wrong. This may happen if the complete image folder (or parts of it) has been stored on a separate data carrier in order to save free space on the hard disc.

To test the correctness of the image path, start the Eutaxa Software and open the sub-application "Gallery" (of any group). Enter the "Archive" card and search for thumbnails that are labelled in red (as shown in fig. 22). Red labelled thumbnails indicate those images, which are falsely linked and therefore cannot be displayed.
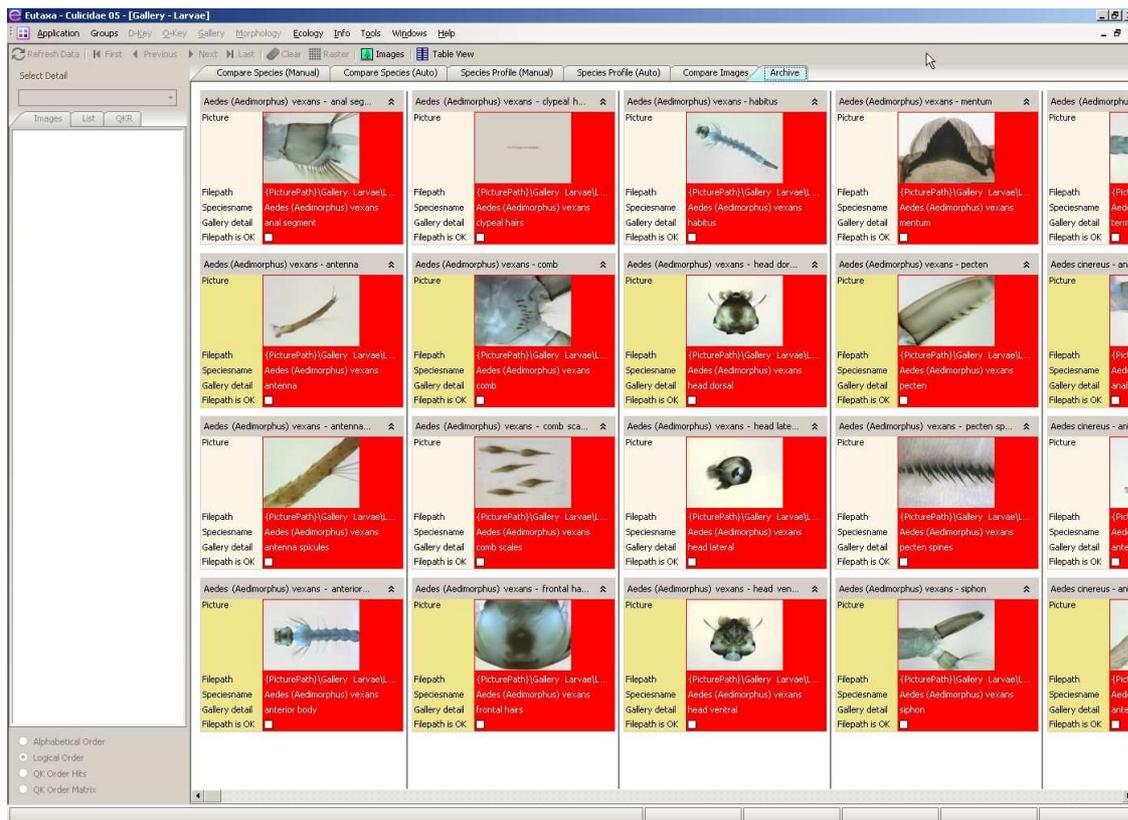

Fig. 22: Eutaxa Software – Archive card

To rectify the image path enter the command "Tools/Settings" in the menu bar of the Eutaxa Software and select the "System Settings" card (fig. 23). Hit the "Set Picture-Path" key, browse the directory and mark the "Images" folder of the respective Eutaxa product. Confirm the settings with "OK". Now the images and the database are linked properly. After a restart of the Eutaxa Software the images should be displayed in all sub-applications and the thumbnails in the "Archive" card should not be highlighted.

Additional remark: Images may not be displayed if their names or the name of the image folder have been renamed by mistake. To solve this problem, insert the product CD/DVD, start the setup program and select "Repair". During the reparation the names of all images are reset to the original terms.
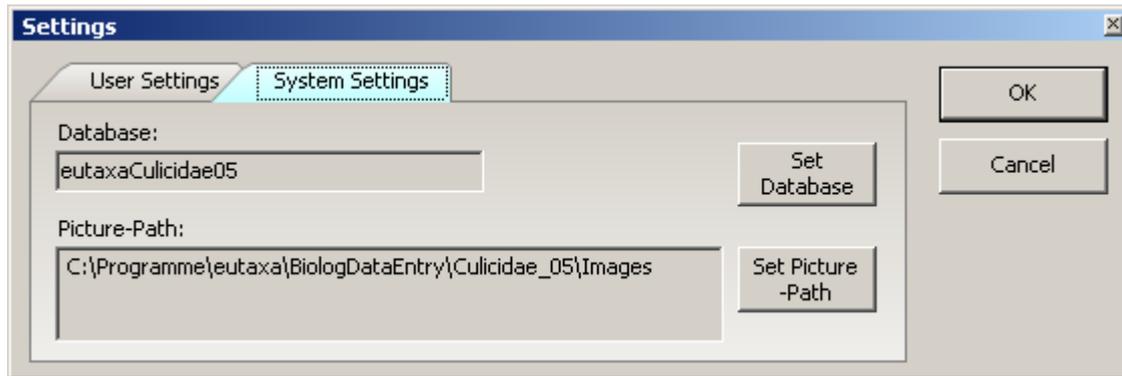
Fig. 23: Eutaxa Software – command Tools/Settings

C. The software cannot be uninstalled

This error occurs only when both Eutaxa products, "Culicidae 05" and "Simuliidae 05", have been installed on the computer and the user tries to remove both of them. Uninstalling the first product works properly, but the second product cannot be removed.

To rectify this error, download the last version of the Eutaxa.exe from the Eutaxa website on www.eutaxa.com, chapter "Support/Downloads/Software Updates" and store the file in any directory on your PC (move directly to the website http://www.eutaxa.com/support%2003.htm). To install the "Eutaxa.exe" double-click on the file and the setup will start automatically.

After the setup has finished, restart your computer and repeat uninstalling the products.

Attention: When uninstalling all Eutaxa products, the Microsoft SQL Server and the software of the WIBU Key are not affected and remain on the computer. To remove the complete Eutaxa set, enter "Control Panel\Add/Remove Programs" and delete the products, the Eutaxa SQL-Server and the Wibu Key software. Finally you have to cancel the Eutaxa directory in the Windows Explorer. Enter the Windows Explorer\Program files, search for the "Eutaxa" folder and throw it into the paper basket.

D. Information to Microsoft Vista users

When using the operating system Microsoft Vista, it may happen that the Wibu Key driver is not accepted. In case of problems you have to download the latest version of the driver. Move to the Wibu Systems website on www.wibu.de and enter the path "Download/Software/User" or enable the link http://wibu.de/download_user.php?lang=en

Download the "WibuKey Runtime-Kit (Win 32) 5.20b" from this site and install it on your computer.

How to install the Eutaxa Software on Windows Vista:

Insert the product CD/DVD into the drive and run the installation of the program. After the setup has finished reboot the machine, search for the downloaded file "WkRuntime.exe" and start the installation by a click with the mouse cursor. During the setup the program may inform you that some files have to be overwritten. Confirm this process always with "Yes/OK" until the installation has finished. Afterwards connect the Wibu Key to the USB port. If no dialog field opens that indicate the installation of the Wibu Key driver (as done in former versions of the Windows operating systems) then the setup has been completed and the program can be started. If the program does not work properly, please restart your PC once again.

E. Special remarks

Mind that the Wibu protection key may impede the copying of images while the Eutaxa software is running. In case of processing and copying images (for example when working with a graphic program) always close the Eutaxa software previously to set the Wibu Key inactive.