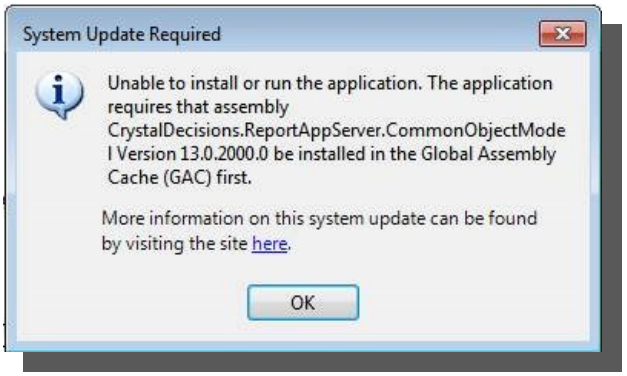
What to do if you see an error message:

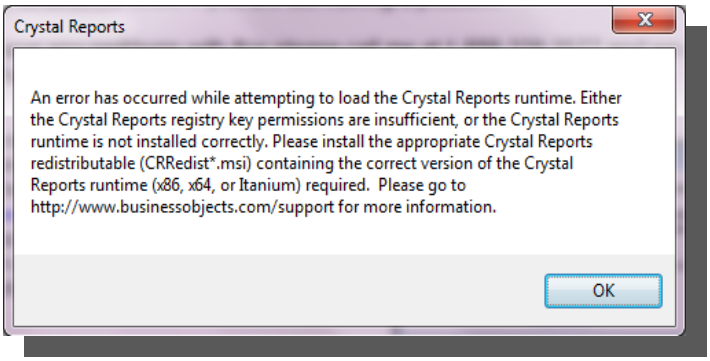
If you see the message shown to the right…

1. Open Internet Explorer as an administrator and re-download crystal reports.
2. In the address bar enter
   www.athletictrainersystem.com/crystal
3. Choose “run” and follow the prompts
4. Run ATS. If you are prompted to update the application say “Yes” or “Ok”.



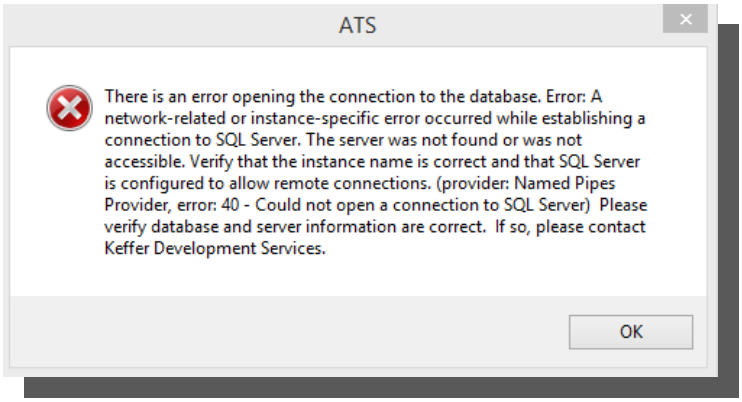
If you see this message shown to the right…

1. Open the control panel on your machine and remove any references to Crystal Reports and the Athletic Trainer System
2. Open Internet Explorer as an administrator
2. In the address bar enter
   www.athletictrainersystem.com/crystal
3. Choose “run” and follow the prompts
4. Open Internet Explorer as an administrator
5. In the address bar enter
   www.athletictrainersystem.com/install
6. Click the “Install” button to install ATS
7. Run ATS. If you are prompted to update the application say “Yes” or “Ok”.



If you see this message…

Verify your database name and server info. If they are connect you may have a local anti-malware program blocking you or your network firewall may be blocking the ATS server. We may need to provide your IT department with server information.



If you have ANY issue during the install you cannot resolve please call or email us and we will set up a GoTo/web meeting to help.

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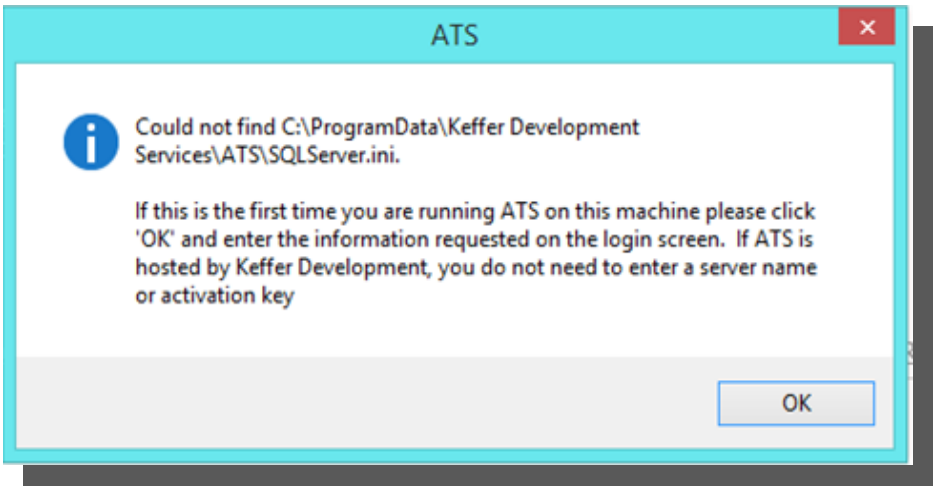
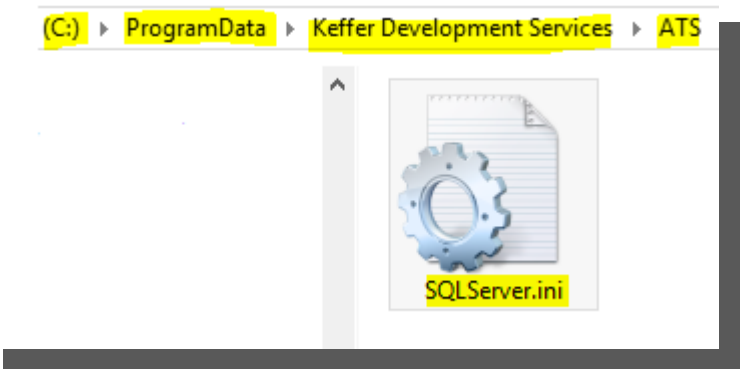
What to do if you see an error message:

If you see this error: Windows is having trouble generating a needed file called the **SQLServer.ini file.** Usually, if you select ok, close any ATS windows then **attempt to start ATS 3-4 more times** Windows will finally generate the INI file. This is a glitch of some windows/anti-malware combinations. You will not have to do this every time you log in. If you continue to experience this, your IT department may have access to this area (the path listed) blocked. As always, call contact ATS if more help is needed.





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