ATS— Desktop Installation Instructions

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Installation Overview:

Install.atsusers.com

Please be sure to **run the browser as an administrator.** Logging in as an admin on the computer often times misses a component during the install, resulting in an error.

Installing the ATS Desktop has 3 parts:

Each part should be done on any new computer, reissue, reimaged, or reformatted device. Copying from a backup will not get all parts needed.

If you encounter any errors see pages 6-14

ATS Desktop installation

ATS Install Help Doc. Click Here

ATS Desktop installation (MS-Windows Only)

Notes:

- *This install is only for MS-Windows machines. If you use a MAC you will run the ATS Staff Portal.*
- *This install process does not support Active Directory or roaming profiles. Your IT staff will need to configure/address these.*
- If ATS has already been installed on this machine you can go directly to step #2
- If you are told to do a "partial install" go directly to step #2
- If you are going to use the QR functionality you need to run step #4

Note: You MUST run your browser "As an Administrator".

Is my machine 32-bit or 64-bit? [Click Here to get started]

Use the blue button here to help determine what your computer is.

Note: You MUST run your browser "As an Administrator".

Is my machine 32-bit or 64-bit? [Click Here to get started] ☑ Is 64-bit?

Step 1 for 64-bit machines:	**Install 64-bit Crystal Reports**	
Step 2 for 64-bit machines:	**Install the ATS 64-bit Desktop (11.24.2.6)**	
Step 3 for 64-bit machines:	**Microsoft Windows Driver: If you have the option to "Run" the file, choose "Run". If you are prompted to "Save" the file, choose "Save". Once the file is saved, open it and click on "Run". If the install fails then go to step b.**	
	Install 64-bit Microsoft Windows Database Driver for Reports	
Also if needed:		
Step 4:	**Optional: Install the QR Utility**	
Alternate Install:	**Only run the alternate installation if instructed to do so by someone from ATS.**	
	64-bit Alt Install Page	

.NET Framework 4.8 can be installed on Windows 10, Windows 8.1, Windows 7 SP1, and the corresponding server platforms starting with Windows Server 2008 R2 SP1. You can install .NET Framework 4.8 by using either the web installer or the offline installer. The recommended way for most users is to use the web installer.

.Net 4.8 Web Installer: https://dotnet.microsoft.com/download/dotnet-framework/net48

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Step 1: Install Crystal Reports *(use any browser)*
Login as an administrator and install the Crystal Reports
Link for the installation page Click Here

Note: Even if you are the system administrator or have IT Admin Privileges, it is highly recommended to run the browser as an administrator to ensure all components are downloaded completely.

- Click the start menu, and find the browser of your choice— ATS is a PC program, and will not download on a MAC/Apple computer.

- Right Click, Select MORE and Select Run as Administrator.

- When the browser opens, type in the URL bar, install.atsusers.com

- Download Step 1, the Crystal Reports

  - *As a note for those that are running a 64 bit computer. The install process from the install page, does seem to work for both 32 and 64 bit machines. We have had clients use the 64 bit link below and it works, we have also had clients that have an error with the 64 bit install. We do recommend going from our installation web page and downloading the components from there. If you choose to want to use the other MSI links, they are provided below.*
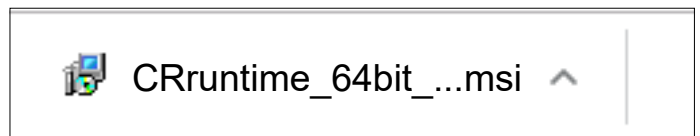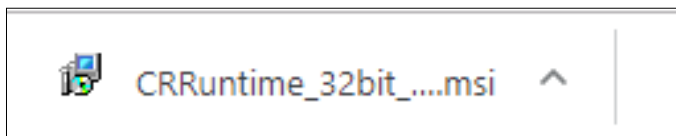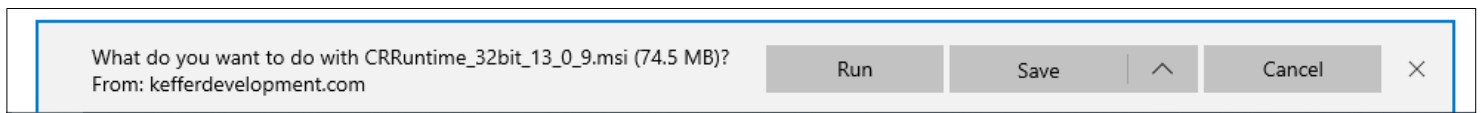
Link to the install file: Click Here

For 32-bit: http://www.athletictrainersystem.com/ATSWebsitePublish/CRRuntime_32bit_13_0_9.msi

For 64-bit: http://www.athletictrainersystem.com/ATSWebsitePublish/CRRuntime_64bit_13_0_9.msi

Depending on the browser you may have to select run to start the download or if the program automatically downloads once you click on the link you can find it at the bottom or your screen.

Choose "Open" once the program has finished downloading, it can be found at the bottom of your screen ; follow the prompts to install.

What do you want to do with CRRuntime_32bit_13_0_9.msi (74.5 MB)? From: kefferdevelopment.com	Run	Save	^	Cancel	✕

CRRuntime_32bit_....msi ^	CRruntime_64bit_...msi ^

If you have previously had ATS on this computer of if you have been instructed to do a "Partial Install" skip to Step 2 on the next page.
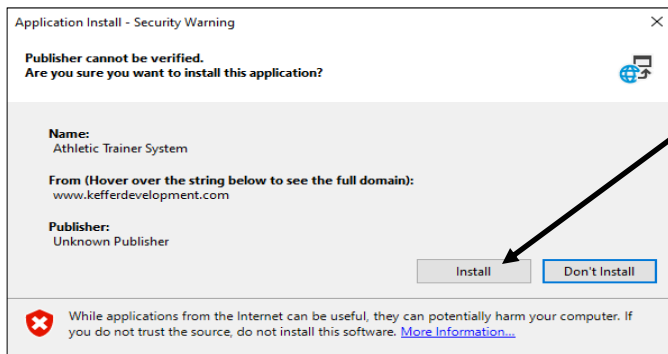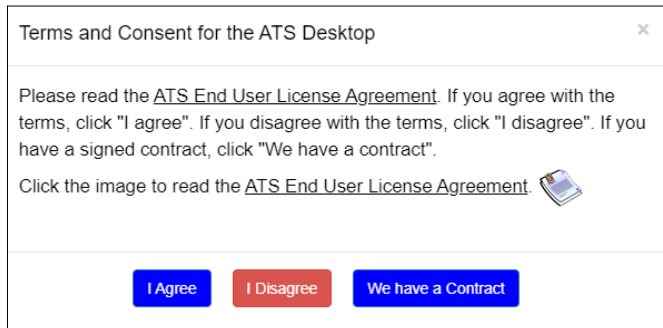
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Part 2:

Install the ATS Desktop Program

Link to install page for the ATS Desktop: Click Here

To run the install you must read and agree to the license agreement, if your company/school has a signed contract with ATS click the "We have a Contract" button to continue.

Terms and Consent for the ATS Desktop ✕

Please read the ATS End User License Agreement. If you agree with the terms, click "I agree". If you disagree with the terms, click "I disagree". If you have a signed contract, click "We have a contract".

Click the image to read the ATS End User License Agreement. 📓

[I Agree] [I Disagree] [We have a Contract]

Application Install - Security Warning ✕

Publisher cannot be verified.
Are you sure you want to install this application?

Name:
Athletic Trainer System

From (Hover over the string below to see the full domain):
www.kefferdevelopment.com

Publisher:
Unknown Publisher

[Install]   [Don't Install]

❌ While applications from the Internet can be useful, they can potentially harm your computer. If you do not trust the source, do not install this software. More Information...

After the page loads click the "Install Button"

If you needed an administrator to log in for the installation you may need to log in as yourself and run "launch" to get the icon in place FOR YOUR USER! (2nd install)

ATS is user profile specific. If your IT admin has to help, do ensure that ATS is being installed on your computer under your user profile for the computer. In instances, we have had ATS installed for the Admin account, and not for the user.

Information you will need:

Database name: *Provided in the email you should have received.*

Server: *PrimaryServer if you are TDE enter PrimaryEncrypted*

Activation Key: *Leave Blank*

Clicking on the "advanced" button will allow you to change these areas.

♦ **IP 67.221.0.203   Port 1039 TDE Port is 1040**

Note: We do not support Active Directory or roaming profiles. It is up to your IT staff to try and configure either/both to work. We will help as we are able, but do not have in depth knowledge.

If there continue to be errors after you have done step 1 and 2, you may need to do an alternate install. This process will verify the computer has the appropriate pre-requisites to install ATS. Only use this page if there have been repeated issues, or you are instructed from ATS to do the Alt Install. Alternate Install Link

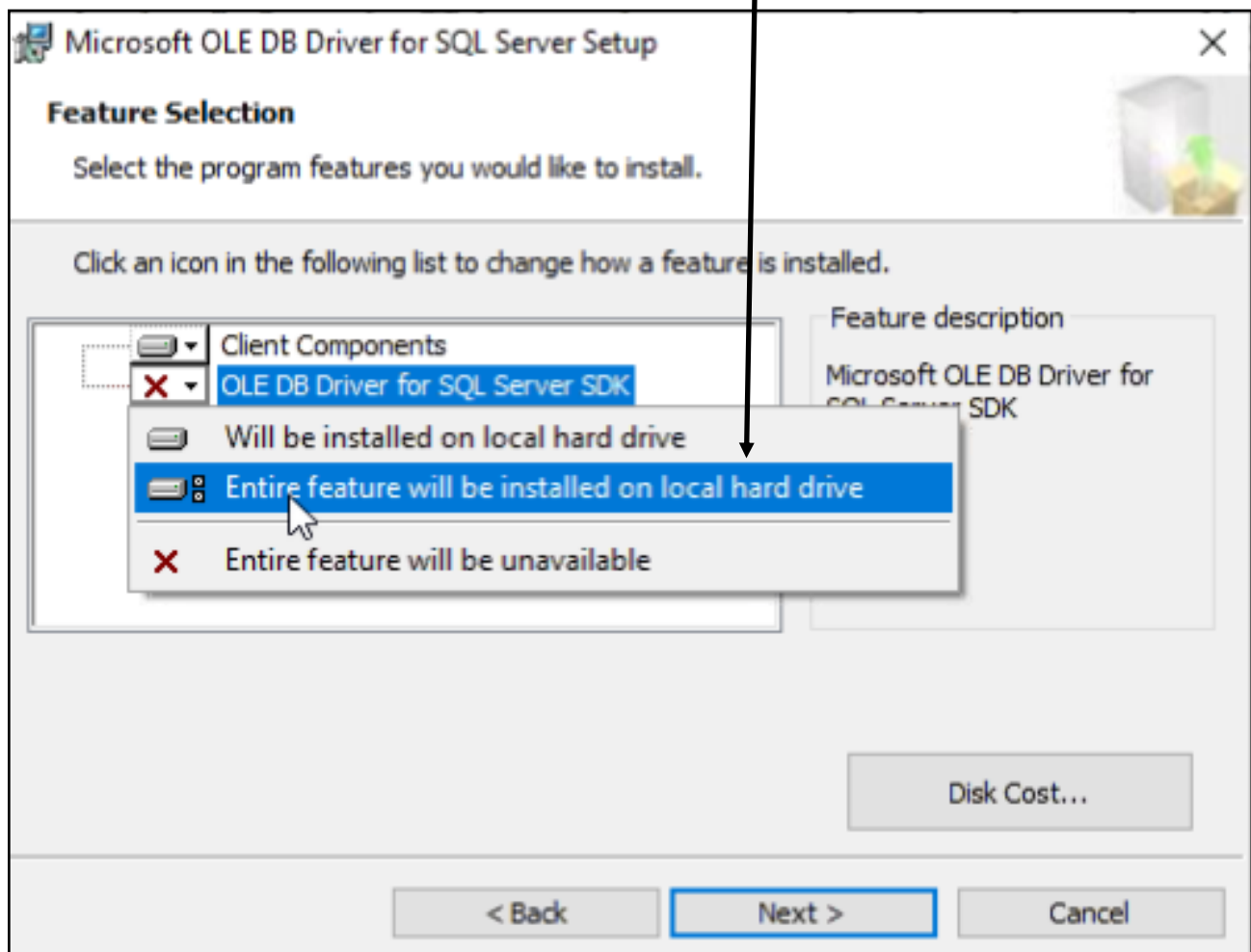# ATS— Desktop Installation Instructions

Part 3:

Install the Database Driver for Reports

Link to install page: [Click Here](#)

Under Desktop download, go to option 3, Select 3A

This is needed for the proper processing and viewing of reports. Start with Step 3a, if you get a notice about it not being compatible move down to step 3b (this is very rare).
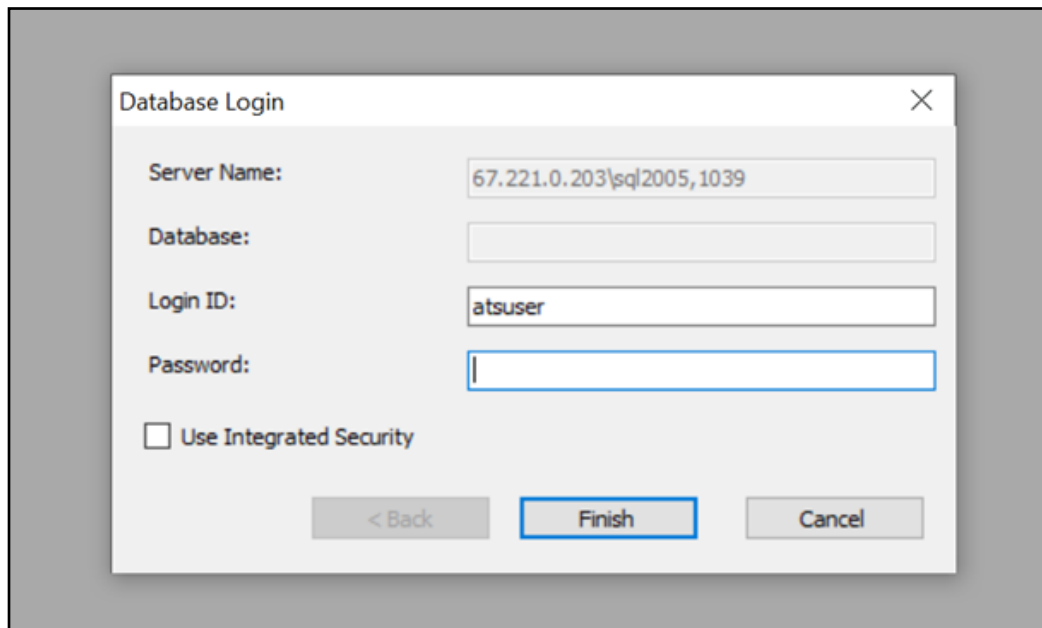
During the install please make sure to select "Entire feature will be installed on local hard drive" in the Feature Selection of the installation process.

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If you do not do step 3A or B if necessary, you will get an error that looks like the one included below.

Entering your login credentials will not fix the issue, the only way to get past the Database login issue is to download the crystal report driver fix. This is a computer specific installation. So each work station that is going to generate reports, or submit insurance claims electronically will need to have this installed.

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What to do if you see an error message:
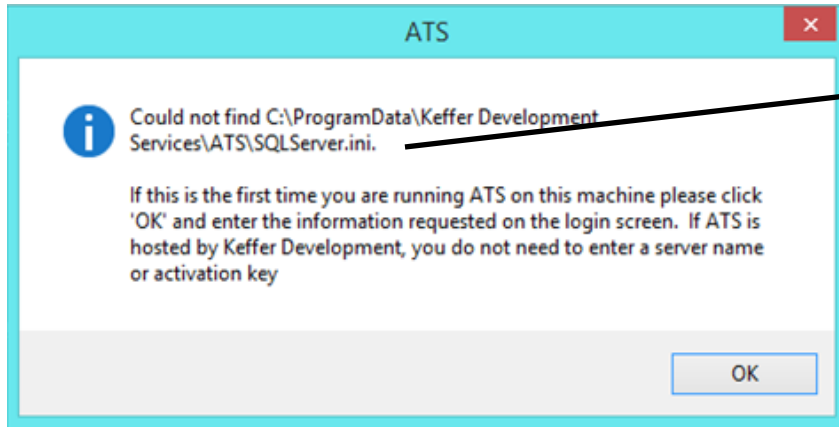
This is the pathway that needs to either be written in. We also recommend granting the KDS and ATS folder to have full control in the security permissions. At minimum the folders needs to have read/write access.

If you see this error, ATS **IS** installed, if you repeat the install of ATS you will keep getting this error! Windows is having trouble generating a needed file called the **SQLServer.ini** file. **The Keffer Development Services Folder and the ATS folder both will need read/write or full control security permission**
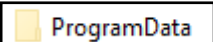
 There are 2 options:

1. Usually, if you select ok, close any ATS windows then **attempt to start ATS 3-4 more times** Repeating the install will keep you trapped with the error. You may need to find ATS under new programs, etc., depending on your version of windows. Or, you call ATS, and we can walk you through adding the file pathway.
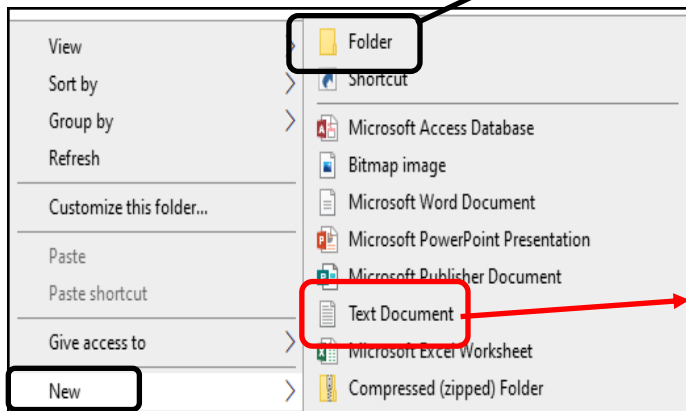
2. To add the pathway, you can select your File Explorer. Then on the top of the screen select view .

On the right side the screen select hidden items.
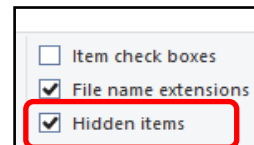
Find your "C" drive, could be local C or any other combination of that name. Select that pathway and choose Program Data. Double click Program Data

In the Program Data area, R. Click in a blank space and Select New Folder.

 Add Keffer Development Services. Double click and then add another new folder called ATS.

Double click ATS, R. Click in open space and add a New Text Document, that should be called SQLServer.ini.

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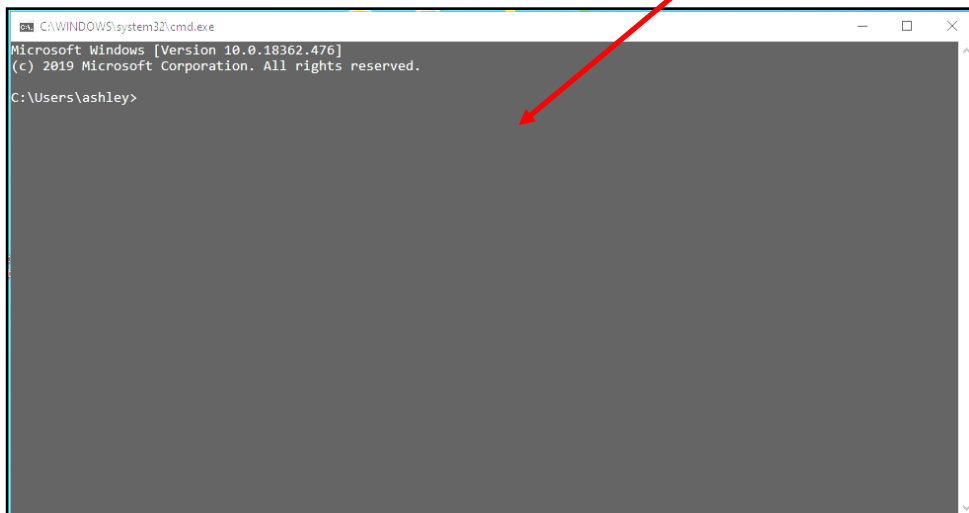To use a DOS Prompt to create the path way: Follow these steps:

2. A) From the DOS prompt (in Windows 10 right-click the [⊞] Icon and choose "Run"
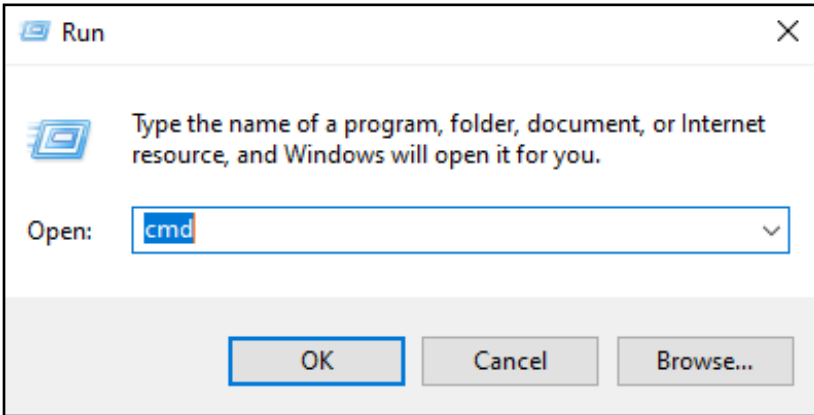
Type "cmd" in the box and click OK.

B) Copy/paste or type the following command into the DOS window and press enter. This will create the applicable folder.

Mkdir "C:\ProgramData\Keffer Development Services\ATS"

Run ATS again. You may see the error 1 more time, but should not after the "ini" file is written.

As always, contact ATS if more help is needed.

If you are still having issues after doing either of these steps. You may not have administrative privilege to do the file write in. Or, the IT department needs to grant access for ATS to do a write of the .ini file, and allow it to connect to the server.

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What to do if you see the error message:

1. Select your web browser from the Start Menu; right click and select More and Run as Administrator.
2. Go to install.atsusers.com
3. Reinstall Step 1, Crystal Reports
4. Choose "run" and follow the prompts
5. Run ATS. If you are prompted to update the application say "Yes" or "Ok".

Your IT dept may also need to temporarily disable any Antivirus or Windows Defender. It could also be blocking the download

## What to do if you see the error message:
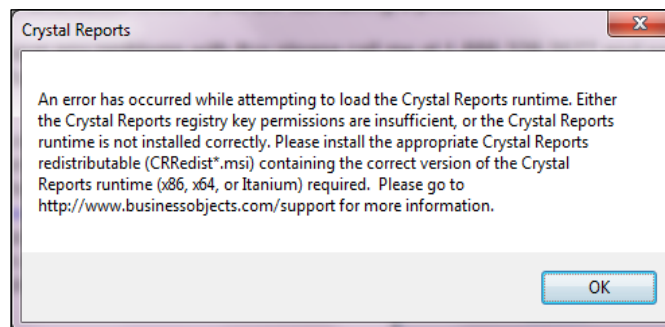
1. Open the control panel on your machine and remove any references to Crystal Reports and the Athletic Trainer System
2. Open Internet Explorer as an administrator
3. In the address bar enter
www.athletictrainersystem.com/crystal32
www.athletictrainersystem.com/crystal64
4. Choose "run" and follow the prompts
5. Open Internet Explorer as an administrator
6. In the address bar enter
www.athletictrainersystem.com/install
7. Click the "Install" button to install ATS
8. Run ATS. If you are prompted to update the application say "Yes" or "Ok".

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What to do if you see the error message:
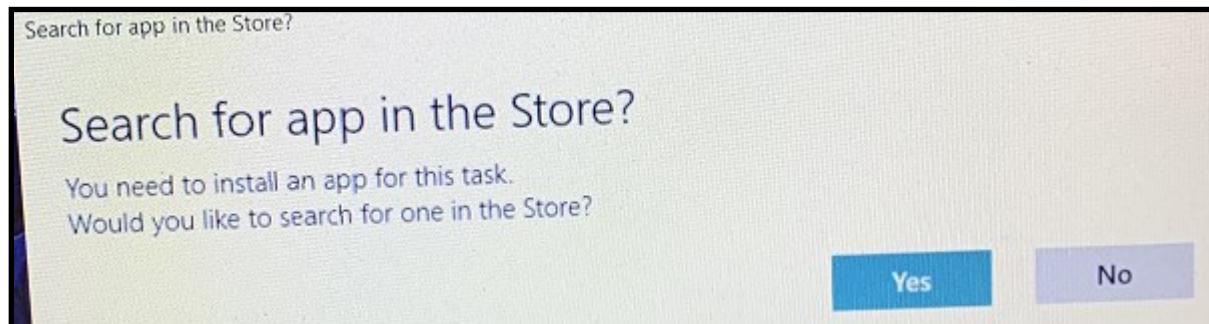
If you see this message…

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.
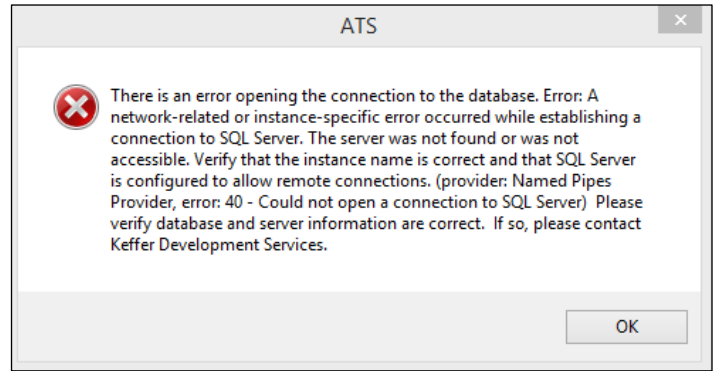
IF you see a message of "Unable to read data from the transport connection: An existing connection was forcibly closed by the remote host" check the following:

- Start by looking at firewalls. Firewalls can be set to "forcibly" close a socket if it does not meet the criteria of the firewall rule - usually a time limit. Check the applicable logs for related messages.
- Check anti-virus for a similar time limit configuration.

If you see the message below your machine is telling you it doesn't know how to open the ATS application...even though it is an application. For some reason your Windows doesn't recognize it.
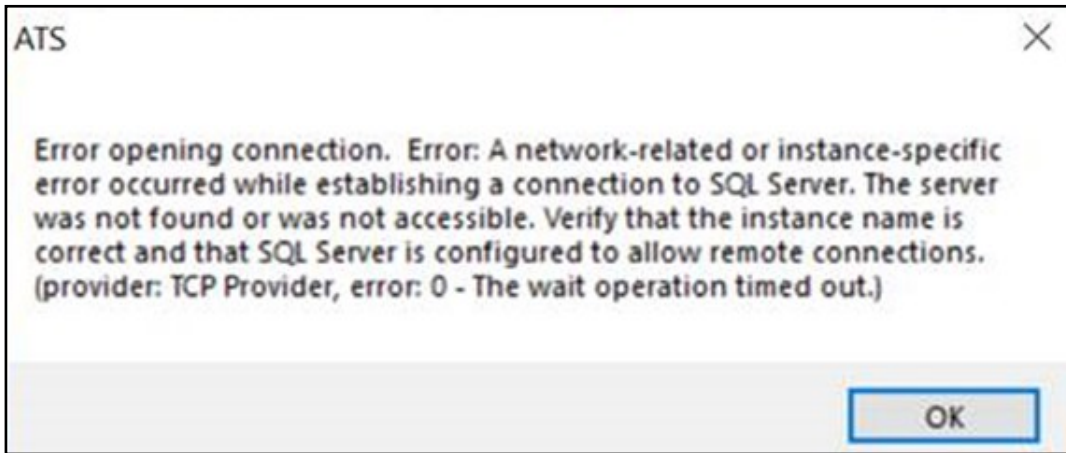

This is an issue on your local machine. Please give the link to your IT staff so they can address this on your machine.

https://www.tenforums.com/tutorials/91453-remove-look-app-store-open-windows-10-a.html

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What to do if you see the error message:

If you get a connection error message similar to this one, ending with an Error 0. Your IT department will need to assist.

This error indicates one of 3 things.

1, There is a firewall issue blocking the computer from establishing a connection to our server. Ensure the IP address and port number have communication ability.

2, If they do not use the Windows Defender, they need to verify it is turned off. If it is being used, it needs to be temporarily disabled to allow the connection.

3. They need to temporarily disable the Antivirus that is being used. Also, ensure there is not a second Antivirus system being used that is still active behind the scenes. The Antivirus systems can also block the connection from being established.

This error could also indicate that there is a speed issue, and not enough connection speed for ATS to run. For more info on Speed please review the Speed help doc.

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. 1 888 328 2577

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ATS.Globals Error
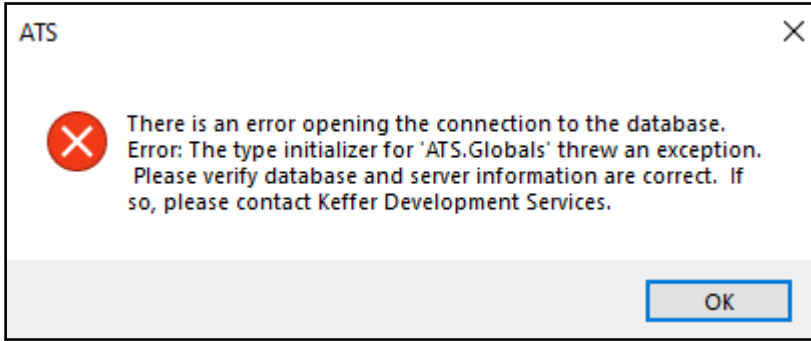
If you see the error above, this indicates that Crystal Reports was either not downloaded, or was installed incompletely.

To resolve, go to the search are on your task bar, and search for CRRuntime. This should pullup the Crystal Reports that was installed. Uninstall the program. If you don't see it, go back to the install page and install ATS. If it asks, you want to reinstall not repair.

Once uninstalled, run the browser as an administrator, go back to install.atsusers.com and download step 1. For more info refer back to page 3 of this doc.

Error Processing Registration check after login ok click.

Invalid object name "SiteInfo"
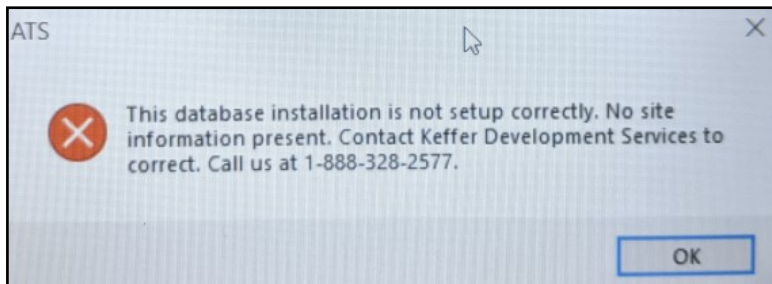
The error above indicates there was an issue getting ATS completely installed/updated. This can happen after a new install or during an update. The easiest way to handle this is to delete the 2.0 folder associated with ATS, and get a fresh installation.

Open the File Explorer. Click view and check off hidden items. Select your "C" drive and then open the Users Folder. Select your name from the list. Then select App Data, then Local, then Apps. There will be a folder that says 2.0, right click and delete it.

 When that is finished, click the ATS icon, it will restart a download of the program.

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Error Updating INI File Info. Access Denied.
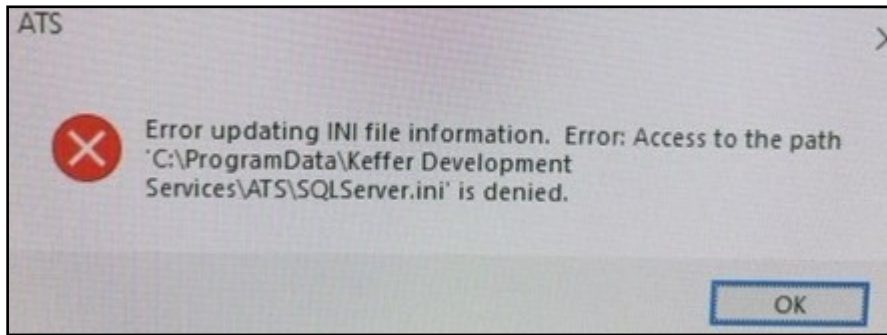
If you see an error like the one here, this means that your computer, specifically the pathway listed does not have permission to write/connect to our server. You will need to speak with your IT dept and have them at minimum allow a one time write of the .ini file. We suggest to not lock the .ini file and to allow it to update if needed.

Error opening connection.

Error: Connection Timeout Expired.

The timeout period elapsed while attempting to consume the pre-login handshake acknowledgment. This could be because the pre-login handshake failed or the server was unable to respond in time. The duration spent while attempting to connect to the server was - [Pre-Login] initialization=119; handshake=14968;

This error indicates that the is a communication failure or a connectivity issue. There may not be enough bandwidth on the connection you are on. There could be a throttle or slowing of the connection, thus not allowing ATS to establish a connection to our server. You could be on the "public Wi-Fi" vs the "private/staff" network. You can also double check with your IT department if any permission or things have been reset over a time period that could be affecting the connectivity.