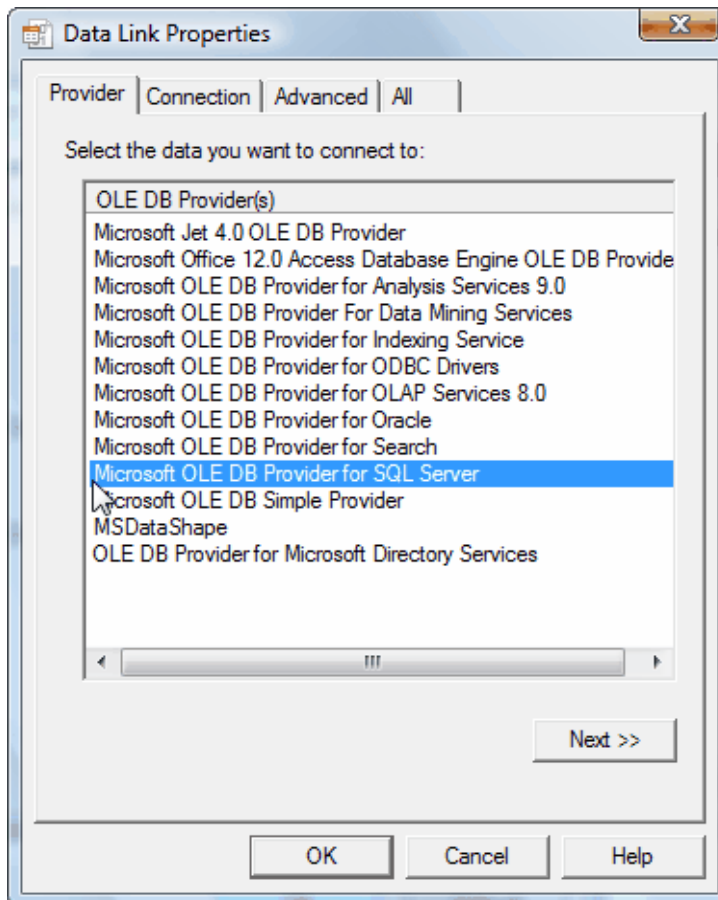# Ergotron StyleLink

Installation and Setup FAQs

Q While installing the Enterprise Components I don't get the Data Properties dialog box. How can I fix this?

**A** You aren't seeing this box during installation:

The Enterprise Components require the Microsoft .NET Framework 2.0. Please download and install the framework and it should resolve this problem. You can download it here: http://www.microsoft.com/downloads/details.aspx?FamilyID=0856EACB-4362-4B0D-8EDD-AAB15C5E04F5&displaylang=en.

Q I've installed everything and I don't see any of my carts in the Enterprise Console. What can I do to fix this?

A This could be caused by a variety of issues. Here is a check list to assist in finding the cause:
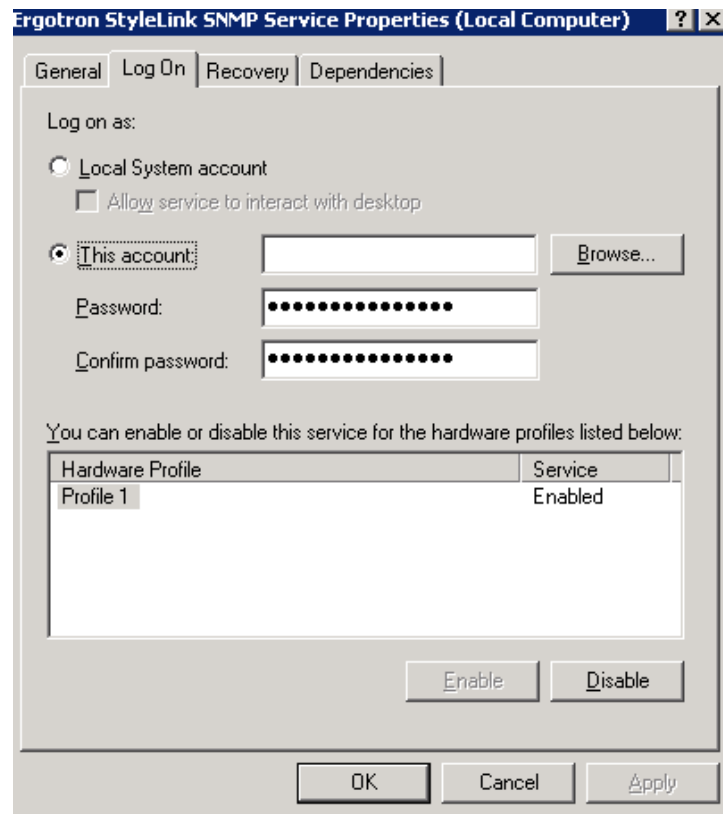
1. Make sure the Windows SNMP Service is installed and is running on both the clients and the server where the Ergotron SNMP collection service is running.

2. Make sure the Ergotron SNMP collection service has permission to write to the SQL database.

   a. If you used SQL authentication, make sure the account you used has read/write/create permissions to the database. If the account does not have permission you will need to uninstall and reinstall the enterprise components using an account that has permission.

   b. If you used SQL authentication, make sure the "Allow saving password" box is checked.
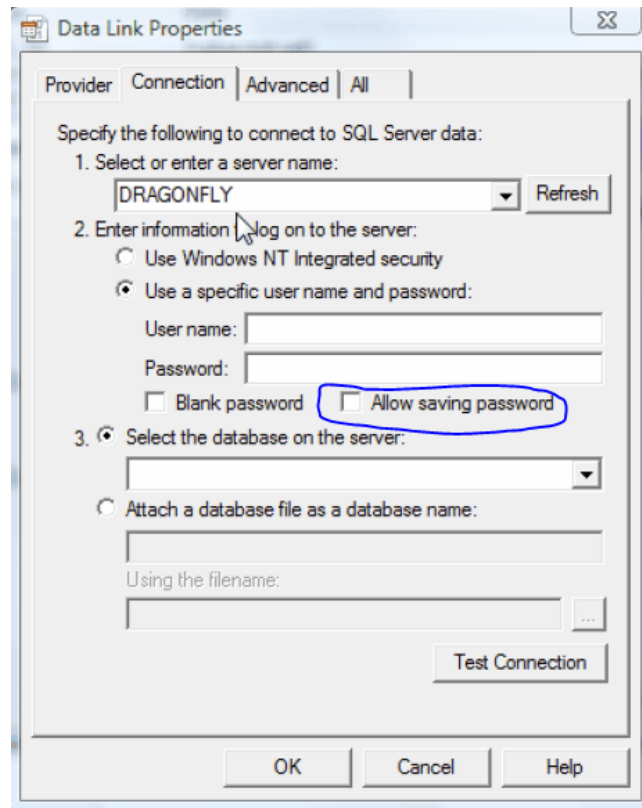

If it isn't checked, the password will not persist and the data will not insert into the database. To correct this problem, uninstall and reinstall the enterprise components and insure that the "Allow saving password" box is checked.

Ergotron StyleLink Installation and Setup FAQs

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c. If you used Windows authentication make sure the Ergotron StyleLink SNMP Service is running under an account that has permission to insert into the database.

Distributed Link Tracking Server   Enables th...
Distributed Transaction Coordinator   Coordinate...   Start
DNS Client   Resolves a...   Start
Ergotron StyleLink SNMP Service   Provides S...   Start
Error Reporting Service   Collects, st...   Start
Event Log   Enables ev...   Start
File Replication   Allows files...

Ergotron StyleLink SNMP Service Properties (Local Computer) ? X

General | Log On | Recovery | Dependencies

Log on as:

○ Local System account
☐ Allow service to interact with desktop

● This account: [   ] Browse...
Password: [••••••••••••••••]
Confirm password: [••••••••••••••••]

You can enable or disable this service for the hardware profiles listed below:

Hardware Profile	Service
Profile 1	Enabled

Enable   Disable

OK   Cancel   Apply

Ergotron StyleLink Installation and Setup FAQs

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3. It is also possible that when the database was installed that the account you used had incomplete permissions to create all the database objects. To check, open your SQL database and make sure all the system tables and stored procedures are there.
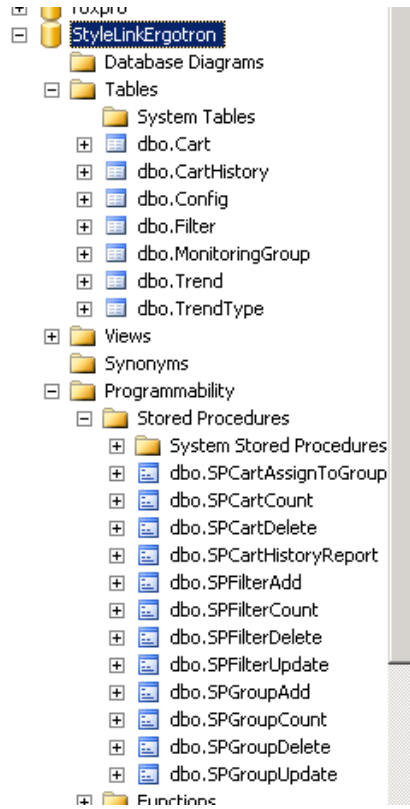
If they aren't all present, a portion of the database creation failed on install. To correct this problem, delete the database, make sure the .mdf and .ldf files are gone, uninstall the enterprise components, and reinstall them using an account with full permission to create the database.

4. It is also possible that a firewall or other security measure is blocking the traffic from your clients to the collection service and into the database. Please check your security software and hardware and make sure SNMP traffic can flow over the standard SNMP ports 161 and 162.

Q **Data is flowing over my network and I see carts in the database, but I don't see them all, and the carts I do see keep changing names. What could cause this and how do I fix it?**

A This happens when the operating systems on the clients have duplicate SIDs. This can happen during the imaging process. Use sysrep or a similar tool to change the SIDs on your clients insuring there are no duplicates and the problem should disappear. Here is some information on sysrep: http://technet.microsoft.com/en-us/library/bb457073.aspx

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