# Prior to installing:

<span style="color:red">Please utilize an Admin Browser to ensure all components are installed completely and correctly. Being logged in as system admin on the computer does not always work.</span>

Depending on your computer settings, you may need IT to assist with this.

<span style="color:blue">ATS is a local user account specific download.</span>

<span style="color:blue">Do not install ATS on your IT Admin account.</span>

<span style="color:green">**ATS installs on a Full Windows OS laptop or desktop.**</span>

## Basic System Requirements:

**No outstanding Windows update or patches**

**.NET Framework version 4.8**

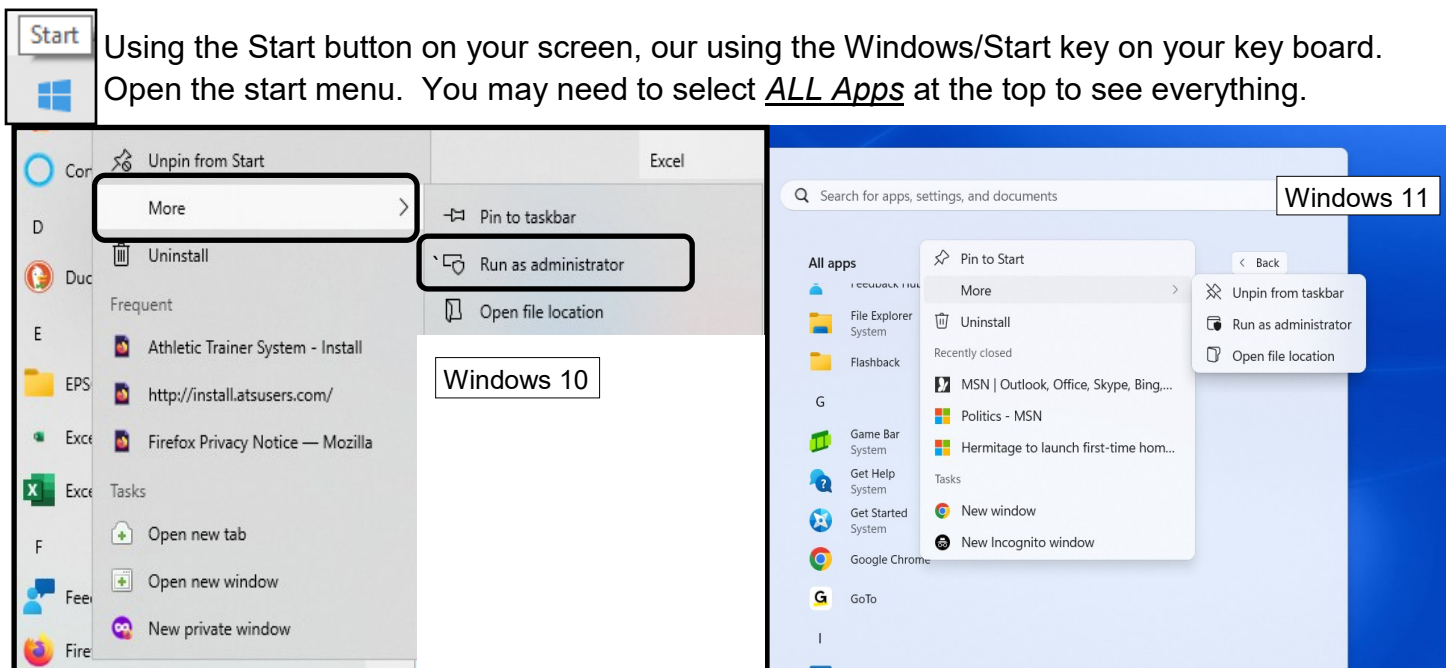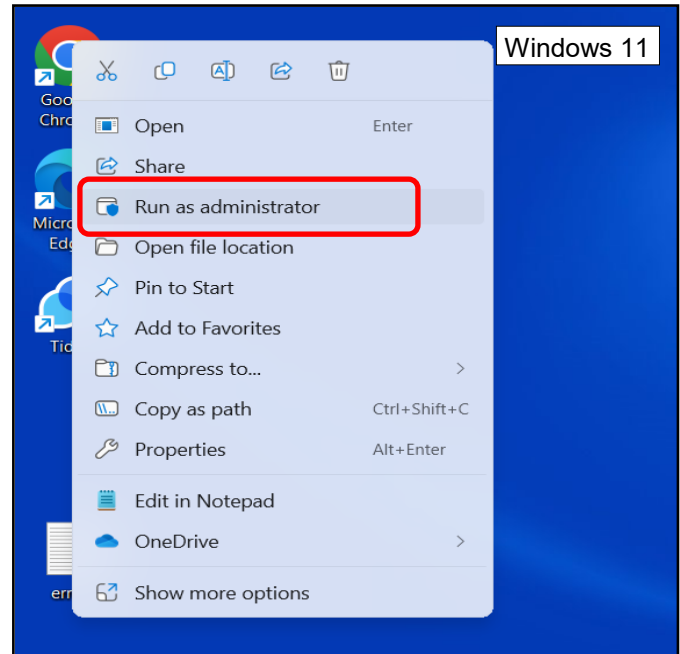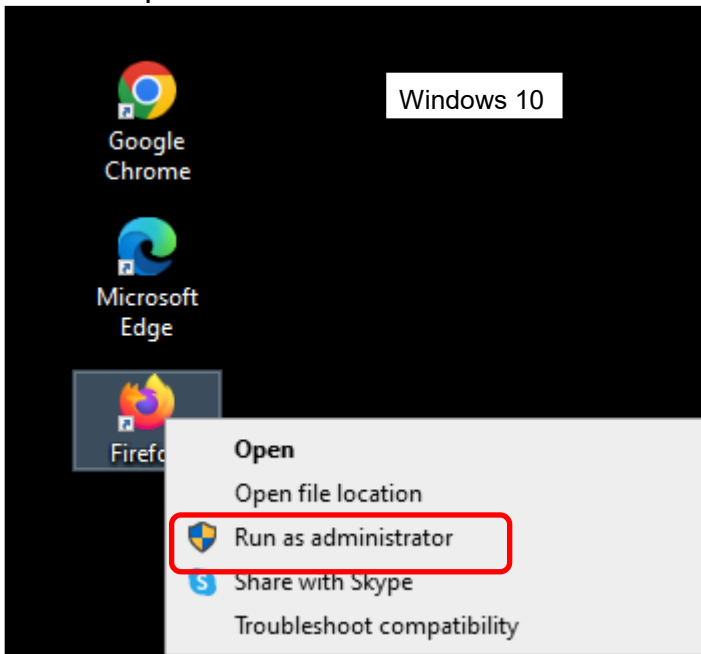**1 GB minimum available disc space**

**2GB of RAM**

# Installation Table of contents:

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## How to run a browser as an administrator:

You can install ATS from any of the most common browsers. Google Chrome, Microsoft Edge, Mozilla Firefox.  But, to fully install all of the components as mentioned you need to use an admin browser, even if you logged in as an administrator, or have administrative privileges.

To Run a browser as an administrator you must Right Click on it from either your start menu, or the actual desktop of your PC. The Icon that is pinned to your task bar does not give you the full options.

Using the Start button on your screen, our using the Windows/Start key on your key board. Open the start menu.  You may need to select *ALL Apps* at the top to see everything.

## Installation Overview:

Using the Admin Browser, go to Install.atsusers.com

## Installing the ATS Desktop has 3 components:

Each part needs done for any new client. Any computer that has been reissued, reformatted, or reimaged needs all three steps as well.  If ATS has been copied from a backup, you will also need to install components.

The **Athletic Trainer System**

## ATS Desktop installation

ATS Install Help Doc. Click Here

## ATS Desktop installation (MS-Windows Only)

**Notes:**

• *This install is only for 64-bit 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".*

**Step 1:**          **Install 64-bit Crystal Reports**

**Step 2:**          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".

**Install 64-bit Microsoft Windows Database Driver for Reports**

**Step 3:**          **Install the ATS 64-bit Desktop (11.25.10.1)**

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**

# Step 1:

Install Crystal Reports– Can use any browser. Make sure to run the browser as an admin PG 2.

<span style="color:red">Not Using an Admin Browser, even if you are a system admin or have IT Admin Privilege, downloading without the admin browser misses a component of the install.</span>

Use the hyperlink on the website to Crystal Reports.

> **Install 64-bit Crystal Reports**

It will begin downloading, once complete go to your downloads and open the file.
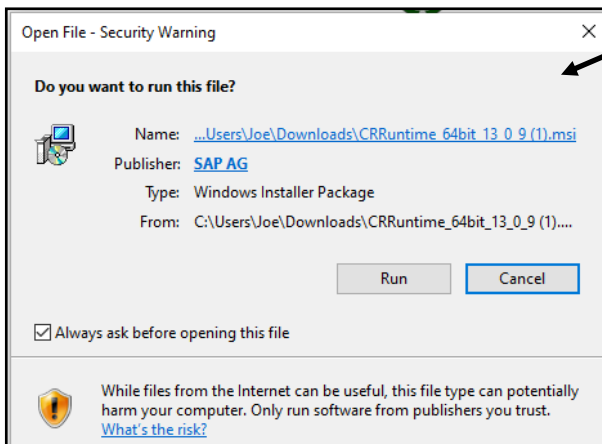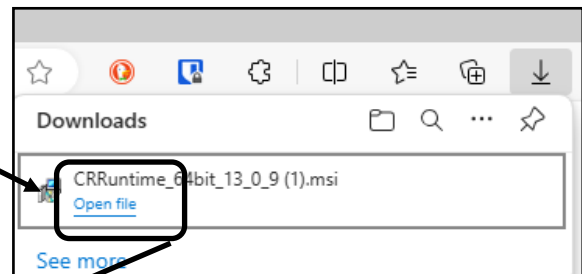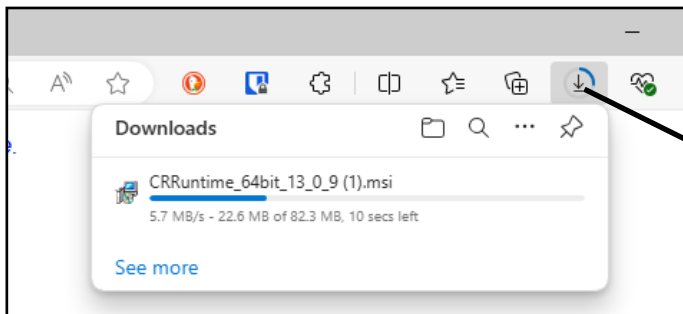


When you open the file you will see a run menu. Please click run and walk through the installer. On the SAP menu there will be an install, option. Select that and follow the rest of the prompts.
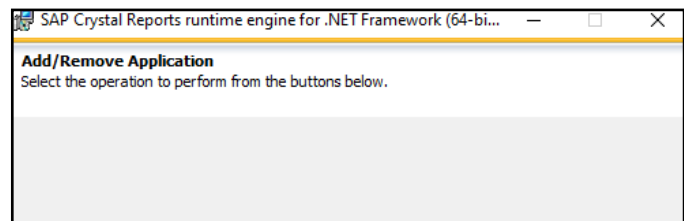
If you are having difficulty with the Crystal Reports, below is a link for the MSI installation for 64 bit Crystal Reports.

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

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## Step 2:

## Install the database driver

### If you have logged into ATS please do log out before applying the driver.

If you receive a message box when you generate a report, or try to file an insurance claim in the ATS Desktop there is a component missing.
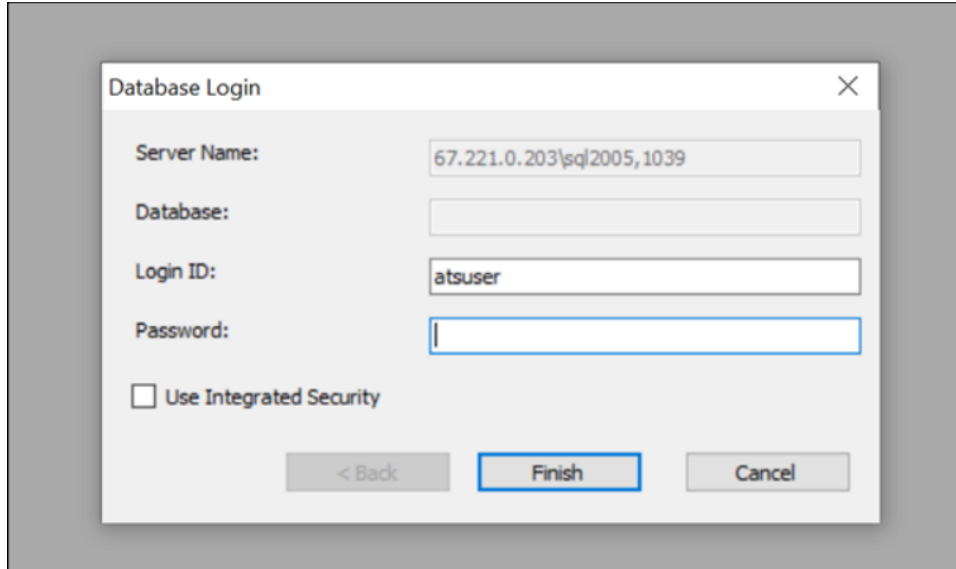


**Install the Database Driver for Reports**

This is a Microsoft Database update that is computer specific and needs installed to ensure proper processing of the report process through Crystal Reports. Without this, you will receive the error running reports or generating claims in the ATS Desktop.

**During the process, you need to make sure to select the Entire Feature will be installed on the local hard drive. Not doing this step will continue to produce the "database login" message.**



Rev JS 9/24
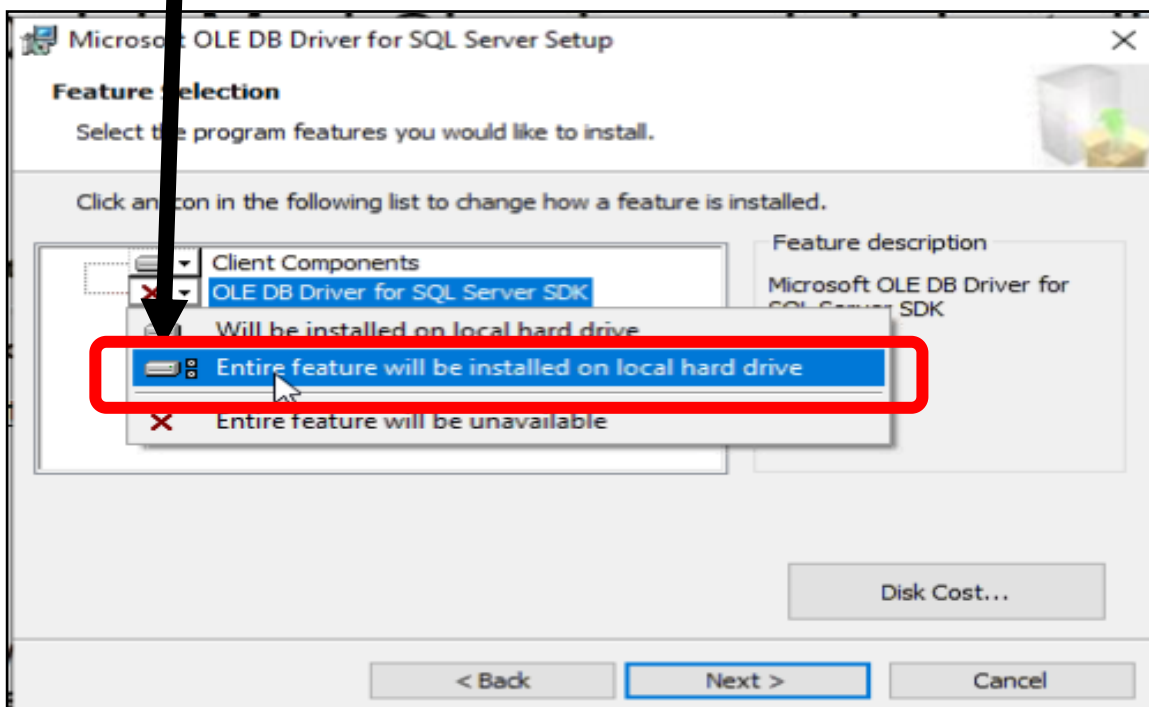
# Step 3:

## Install the ATS Desktop Program:

**Use the hyperlink on the website to download ATS**     Step 3:     Install the ATS 64-bit Desktop (11.25.10.1)

To run the install you must read and agree to the license agreement and click I agree, 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 ]

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.athletictrainersystem.com

**Publisher:**
Unknown Publisher

[ Install ]   [ Don't Install ]

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.athletictrainersystem.com
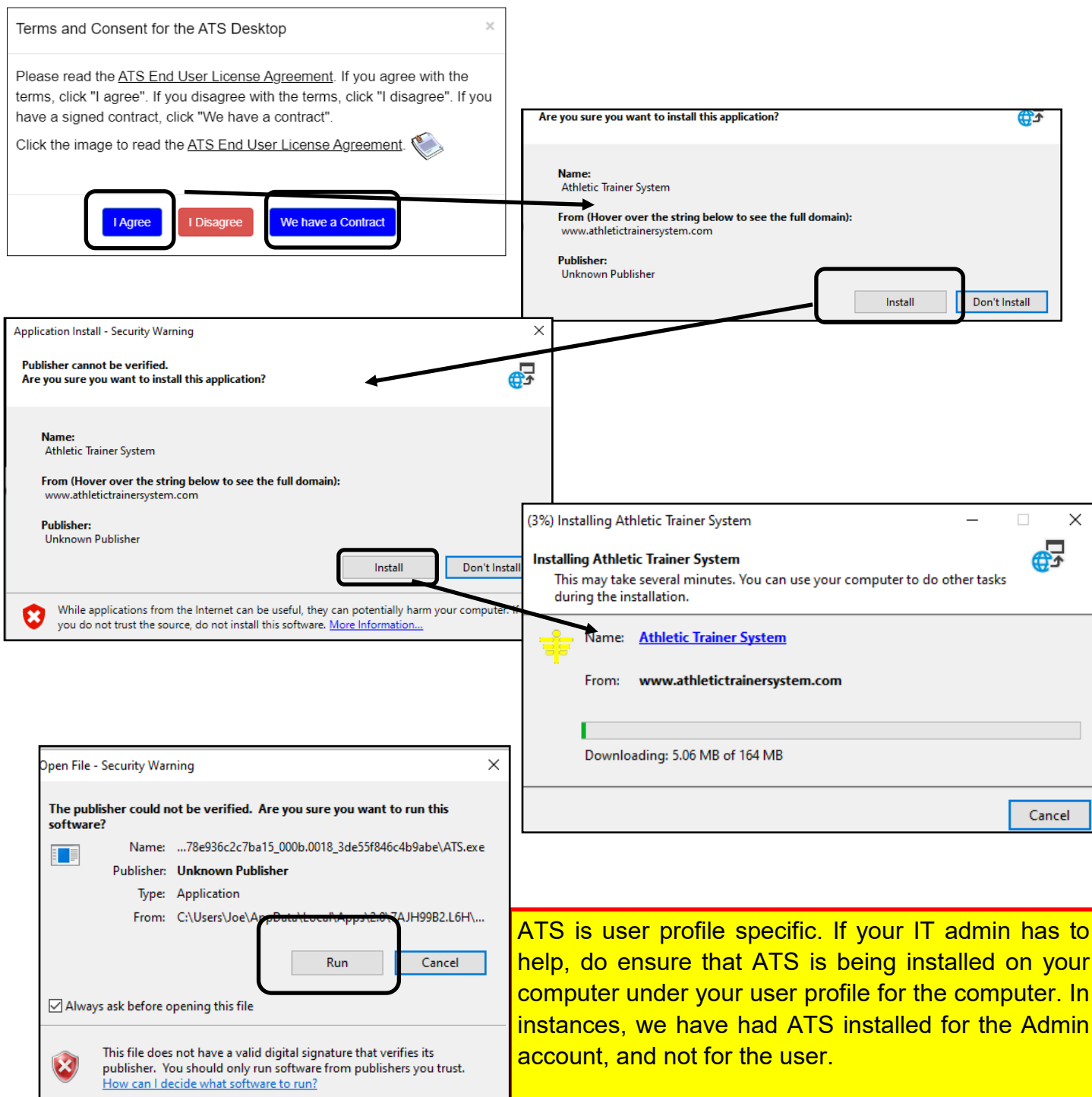
**Publisher:**
Unknown Publisher

[ 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...

(3%) Installing Athletic Trainer System     —  ☐  ✕

**Installing Athletic Trainer System**
This may take several minutes. You can use your computer to do other tasks during the installation.

Name:   **Athletic Trainer System**

From:   **www.athletictrainersystem.com**

Downloading: 5.06 MB of 164 MB

[ Cancel ]

Open File - Security Warning     ✕

**The publisher could not be verified. Are you sure you want to run this software?**

Name:   ...78e936c2c7ba15_000b.0018_3de55f846c4b9abe\ATS.exe
Publisher:   **Unknown Publisher**
Type:   Application
From:   C:\Users\Joe\AppData\Local\Apps\2.0\7AJH99B2.L6H\...

[ Run ]   [ Cancel ]

☑ Always ask before opening this file

This file does not have a valid digital signature that verifies its publisher. You should only run software from publishers you trust. How can I decide what software to run?

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.

When you get to this screen, you will need to supply your username and password. As well as your correct database name and server name.

That info is supplied in the initial email that was sent.

Database structure is ATSxxx where the xxxx is your unique database.

## Information you will need:

Database name:  *Provided in the email you should have received. If you do not know, please call us and we will give you the correct info.*

Server:          *PrimaryServer*
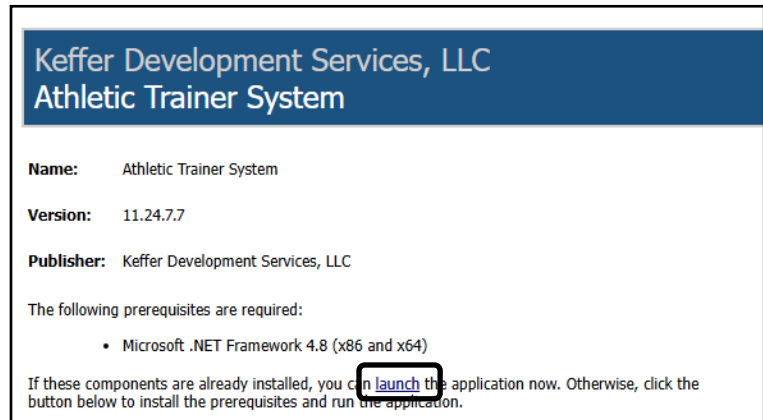
Activation Key:    *Leave Blank*

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

- ♦ **IP  67.221.0.203   Port 1039**

*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 do not have in depth knowledge, but will help IF we are able.*

# Optional Installation:

Alternate installation procedure. This installation will help determine in your computer is missing any necessary components needed for ATS to run.  This should be done only after the    regular installation has been attempted and issues are unable to resolve. Click the hyperlink, it will redirect you to the web page.  Select the Launch button.

**Keffer Development Services, LLC**
**Athletic Trainer System**

| | |
|---|---|
| **Name:** | Athletic Trainer System |
| **Version:** | 11.24.7.7 |
| **Publisher:** | Keffer Development Services, LLC |

The following prerequisites are required:

- Microsoft .NET Framework 4.8 (x86 and x64)

If these components are already installed, you can launch the application now. Otherwise, click the button below to install the prerequisites and run the application.
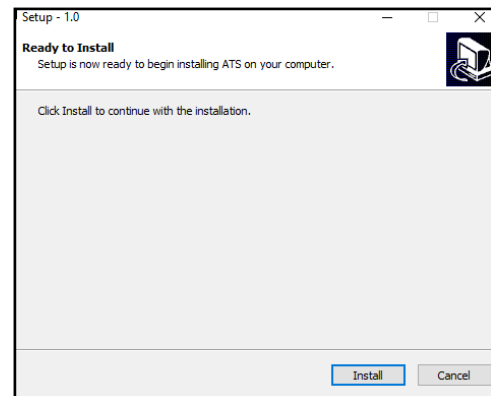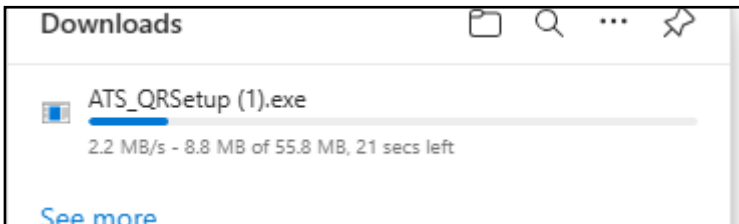
# Optional Installation QR Code Utility:

Step 4 is QR Code Utility. If you plan to create QR codes for athletes, or inventory in ATS, you will need to install the QR Code Utility from the web page as well.  This add the ability for ATS to make those Codes for you.

**Also if needed:**

**Step 4:**          **Optional: Install the QR Utility**

**Downloads**

ATS_QRSetup (1).exe
2.2 MB/s - 8.8 MB of 55.8 MB, 21 secs left

See more

**Setup - 1.0**

**Ready to Install**
Setup is now ready to begin installing ATS on your computer.

Click Install to continue with the installation.
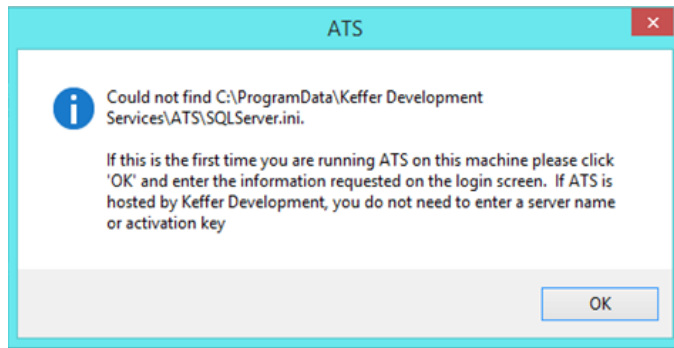
Install    Cancel

Download, and allow to finish the installation. You will need to allow it to make changes on your computer. Depending on the installation time, you may need IT help if this is not done initially, or depending the permissions you have on the computer.

# Desktop Installation Instructions

## Trouble Shooting:

This area is not all encompassing, but serves as an area of some of the common issues we have experienced with installations.

## Cannot Find C:\ProgramData\KefferDevelopmentservices\ATS\SQL.ini



If you see this error, ATS is installed. Your computer is having difficulties with the Microsoft Once Click install writing the pathway to the appropriate folders. You have 2 options with this message.

## **Manually add the Pathway:**

1. Select your File Explorer. 2.**Show Hidden Files**: on the top of the screen select View in (Windows 10). Look for the 3 vertical check boxes.  Make sure there is a check mark beside Hidden Items.  3.Go your C: drive.  Typically under This PC in the File Explorer.  4.In the C: drive, select the Program Data Folder and Double click Program Data. 5.Right click in a black space and add a new folder called Keffer Development Services. 6.Double Click KDS and create another new folder., this needs titled ATS. 7.Double Click ATS. Right click and select **New Text Document**, title it: SQLServer.ini
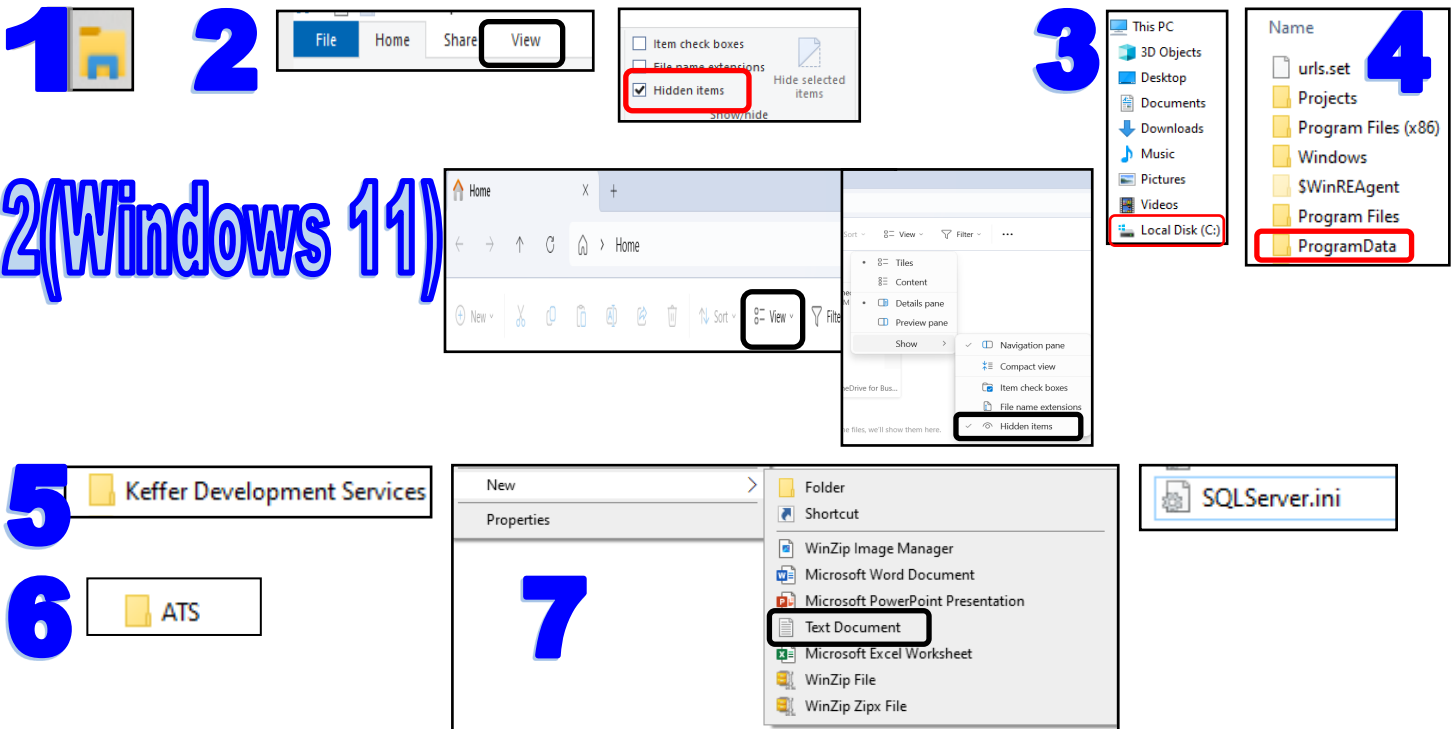


## **Second Option:**

When you see ATS appear on your task bar. Right Click the icon, and PIN to task bar.  Usually, if you select ok, close any ATS windows then attempt to start ATS 3-4 more times, after the 3rd of 4th try, you will see the Login Screen flash and then go away.  Give it about 10-15 seconds and it will reappear.  When it does, enter your credentials, database information and server info and log into ATS.  After you are successful there, the program will not have issues.

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# Granting Correct Folder Permissions:

In order for ATS to be able to connect to our server and for it to quickly and efficiently access the data on our server and return it to your computer; the folders for ATS need **FULL CONTROL** Permissions.

Using the pathway on page 10, you need to access the Program Data, Keffer Development Services folder.  Right Click on the folder and select Properties.  Then on the screen the displays select Security; and select the EDIT button. When that screen loads, select your user name(how you log into the computer) if that is not there select Users. Make sure there is a check mark in FULL CONTROL. If not, check it off and select APPLY.
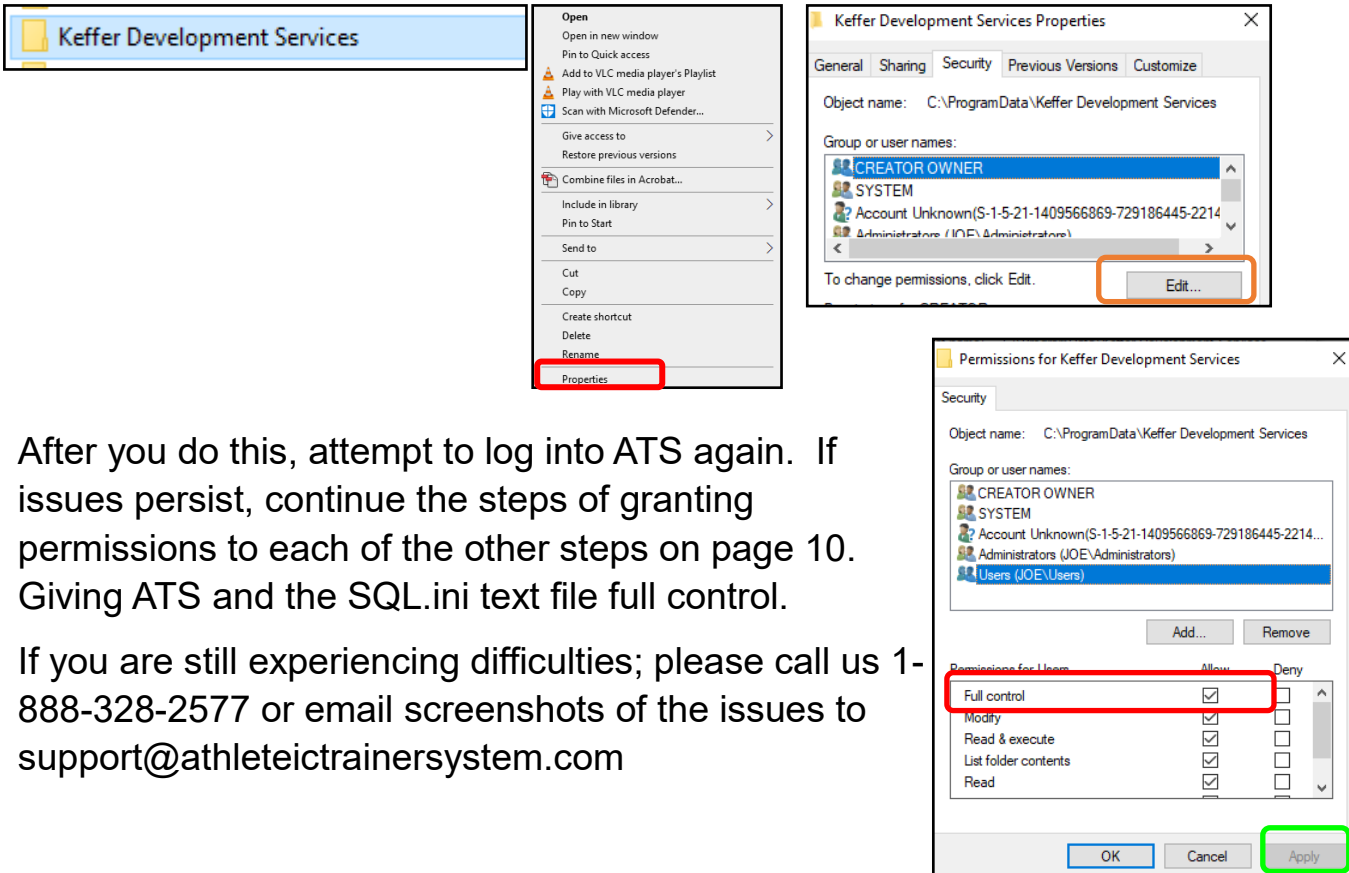
After you do this, attempt to log into ATS again.  If issues persist, continue the steps of granting permissions to each of the other steps on page 10. Giving ATS and the SQL.ini text file full control.

If you are still experiencing difficulties; please call us 1-888-328-2577 or email screenshots of the issues to support@athleteictrainersystem.com

# Desktop Installation Instructions
## ATS.Globals Threw an Exception:
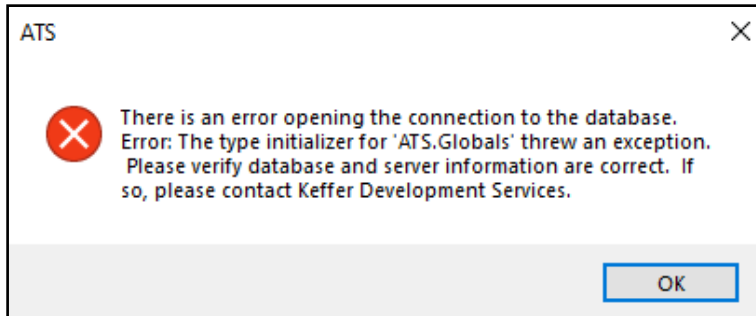


This error is directly tied to the SAP Crystal Reports and either is missing a component or was installed incorrectly.

We recommend uninstalling the Crystal Reports, can typically be found by searching in the computer search window, CRRuntime.  When you see the popup, select it and uninstall.



After uninstalling, pick your browser, and run it as an Administrator.  View Pg 2, for in formation on how to run your browser as an admin. Then go back to install.atsusers.com, click the blue click here to get started, and install step 1, Crystal Reports PG 3.
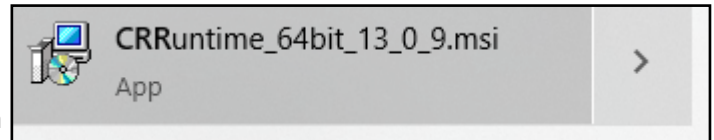
## ATS.Globals Error after step 1-3-9 or ATS.globals ATS is improperly formatted:

This error is indicating Crystal reports was installed incorrectly.  To fix it you can uninstall as above, and reinstall using the administrative browser; from pg 2

You can double check the folder permission for ATS, and make sure they full control, ref pg 10.

# Error 1606 Cannot Access Network Information.aspx Client Files:

## When attempting to download Crystal Reports

This error can have a couple of levels of trouble shooting.

1— Ensure there are not any outstanding Windows Operating System updates, or Patches. And that the 4.8 .Net Framework is installed.

2— Close the browser you have open and use the Admin Browser to install with. Ref PG 2 how to do that. Go back to install.atsusers.com and redownload step 1 with the admin browser.

3— You may not have enough admin rights to download as needed. OR you logged into the computer using an Admin account and did not run the browser as an admin.

4— Use the MSI installation for the Crystal Reports. They are hyperlinked here:

   64 Bit Crystal Report MSI link — www.athletictrainersystem.com/ATSWebsitePublish/CRRuntime_64bit_13_0_9.zip

   64 Bit Crystal Report MSI link — www.athletictrainersystem.com/ATSWebsitePublish/CRRuntime_64bit_13_0_9.zip

# Error 1904: Crystal report Download Error/Failure to register:

CRTSLV.DLL failed to register; is the main part of this error. It could be that it is missing or corrupted, or needs updated.

1. Verify there are no outstanding Windows Operating System updates. Install those updates and reboot.

   A. If your system is several behind, continue to Check for Updates to ensure all are installed that are pending.

2. If that does not work, we have found some useful information here.
   https://www.exefiles.com/en/dll/crtslv-dll/

## Global Assembly Cache (GAC) when trying to download:

Unable to install or run the application. The application requires that assebmly CrystaDecisionReportAppSaver.CommonObjectModel VErsion 13.0.2000.0 be installed in the Global Assembly Cache(GAC) first. Or similar errors.

1. Ensure the antivirus program on the computer is allowing the download. Either disable or give it permission to do so.

2. Verify there is not a secondary instance of an antivirus program. We had an case where a user thought they had removed a antivirus program, and hadn't complete gotten it removed and it was stopping the process.

# There is an error opening the connection to the database. A network-related or instance specific error occurred….Error 40.
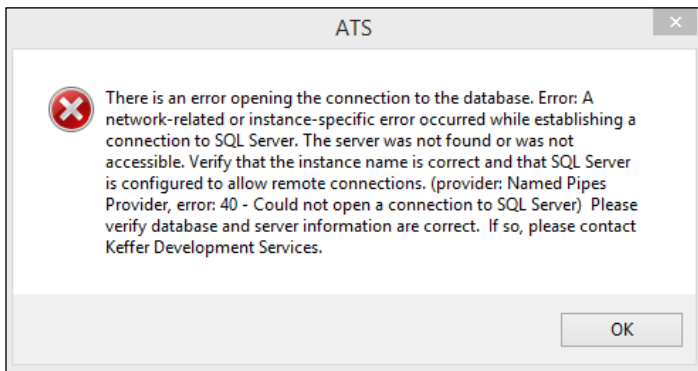


Verify that you have entered your database name and the server information correctly. Your database name needs to be formatted ATSxxxxxx where the x's are your database name.  Server line will either be Primary Server or Primary Encrypted.

If the server and database names are correct, the next step is to verify the folder permissions are correct, as on pg 10, Full Control Permissions.

If the other steps are correct, the IT department may need to verify their network and firewall are not stopping the connection from happening.  PG 6 contains the IP address and port number you need.

# There is an error opening the connection to the database. A network-related or instance specific error occurred….Error 0.
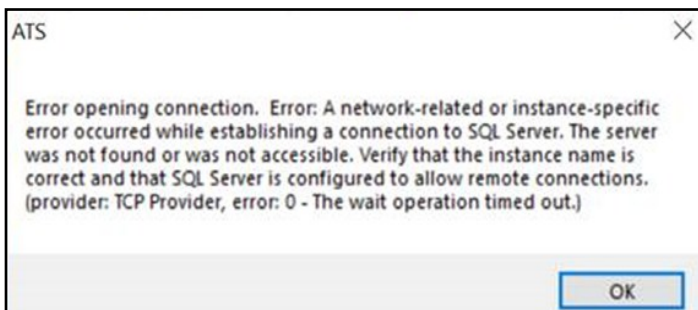


**This error indicates one of 3 things that your IT department will most likely need to assist with:**

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.

# Error Processing Registration After Ok Click:
# OR
# Error Processing Registration Check after OK Click– Invalid Object Name Site Info:
# OR
# Application Cannot Be Started...

This error can be a couple of issues.

- Check the folder permissions, have Full Control the way show on PG 11. Do make sure each layer, Keffer Development Services, ATS, SQL.INI have full control.

- Ensure that you have entered the correct Database Name and Server Information.

- Verify the SQL.ini file has the correct information. This is your key to the database, if it does not have full control to write in the correct info that can cause this.

  —If you are unsure if you have it correct .INI information or server/database name, give us a call  1-888-328-2577.

- Deleting the 2.0 folder. If this was a fresh installation, sometimes the Microsoft One Click Install does not finish completely, or there was a brief connection interruption that caused issue.  If it is a old installation and one of these errors come up, it could be a corrupt file.

  - Doing a fresh download from the install page does not fix this.  It will keep you stuck in the cycle.

  - To delete the 2.0 folder you will need to ensure you can see hidden items. Ref PG10 to do that. After you follow the steps below, select your ATS Icon; a new download should begin. Allow this to install and try to launch ATS again.

⇒ After getting access to hidden items, go to your File Explorer.

⇒ Then you will go to the C: drive again. Again, ref PG 10 where to find that.
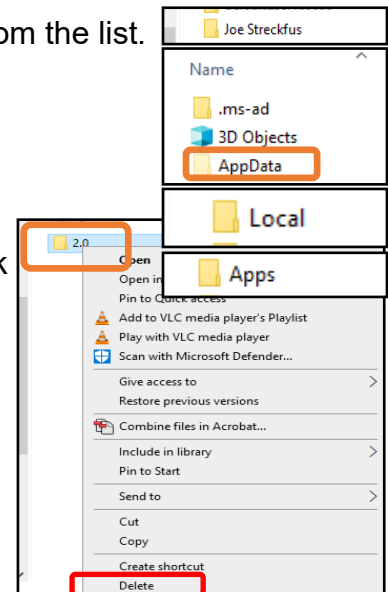
⇒ Select the Users Folder.
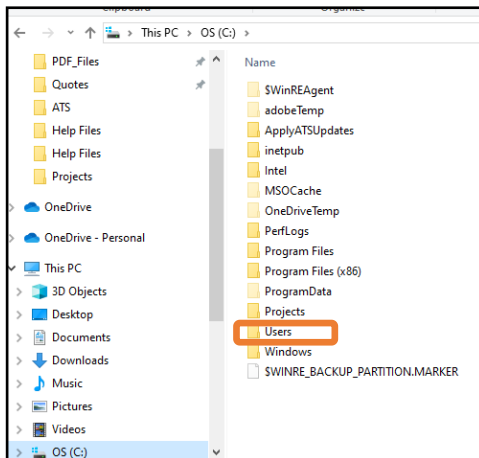


⇒ Select the appropriate user name from the list.

⇒ Select the folder App Data

⇒ Select the Folder Local

⇒ Select the Folder Apps

⇒ You will see the folder 2.0. right click the 2.0 and select delete.

## <u>Application download did not succeed. Check your network connection, or contact your system administrator or network service provider:</u>

1. Double check there is not a block in the networks firewall that is preventing you from connecting to ATS' server. Ref PG 6 for IP and Port number.

2. Do check your actual connection strength. If you are on WI-FI make sure you have a strong connection, and are on your private network vs the public/student network.

3. Change your network connection from WI-FI to wired internet.

4. Verify you are able to connect via your staff portal(web version)

5. Run the browser as an administrator and redownload. PG 2

6. Verify whether or not it has been installed, by going to the start menu and looking for Keffer Development Services.  If it has, ref PG 11 for folder permission.

# 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.

Verify the steps above have been gone through.

# Desktop Installation Instructions

## Search app Store:

**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.**
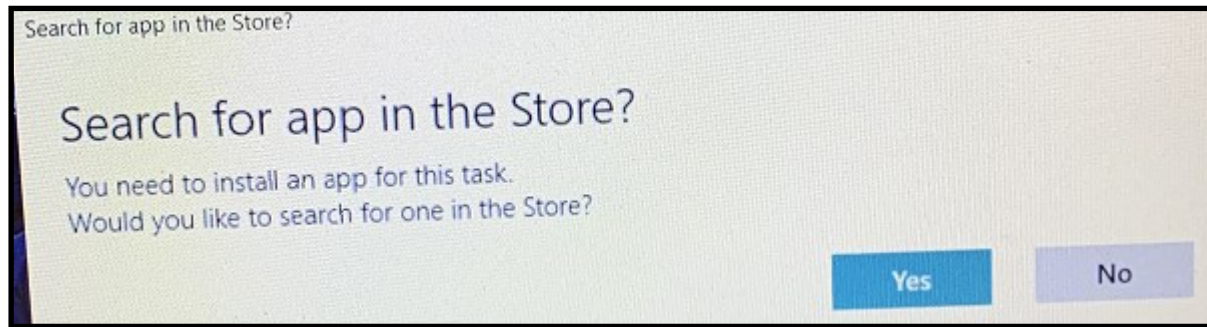


This is an issue on your local machine.  Please give the link to your IT staff so they can address this on your machine.

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

## Socket forcibly closed:

**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.

# What to do if you see the error message:

**System Update Required**

Unable to install or run the application. The application requires that assembly CrystalDecisions.ReportAppServer.CommonObjectModel Version 13.0.2000.0 be installed in the Global Assembly Cache (GAC) first.

More information on this system update can be found by visiting the site here.

OK

**Crystal Reports**

An error has occurred while attempting to load the Crystal Reports runtime. Either the Crystal Reports registry key permissions are insufficient, or the Crystal Reports runtime is not installed correctly. Please install the appropriate Crystal Reports redistributable (CRRedist*.msi) containing the correct version of the Crystal Reports runtime (x86, x64, or Itanium) required. Please go to http://www.businessobjects.com/support for more information.

OK

⇒ Delete any version of CRruntime on your computer. Go through the steps on PG 12 to reinstall Crystal Reports.

⇒ You may need to install using the MSI link found on PG 13

⇒ If you choose, you can also delete ATS and Install a fresh copy of the program at the same time.

## Adding a DOS prompt:

You can a use a DOS prompt to create the Keffer Development Pathway instead or writing the folders.

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
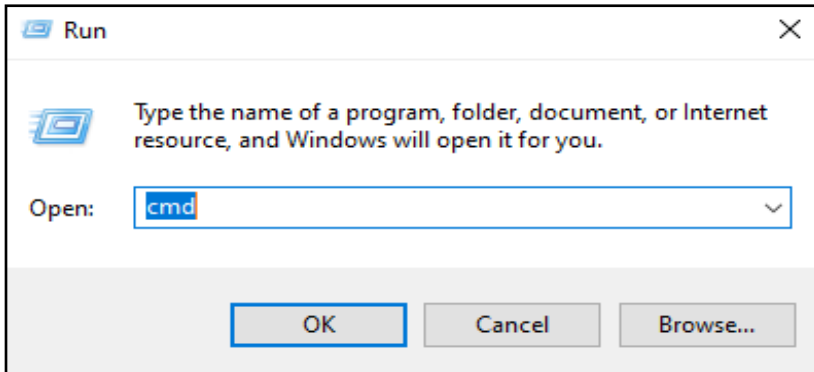


Type "cmd" in the box and click OK.

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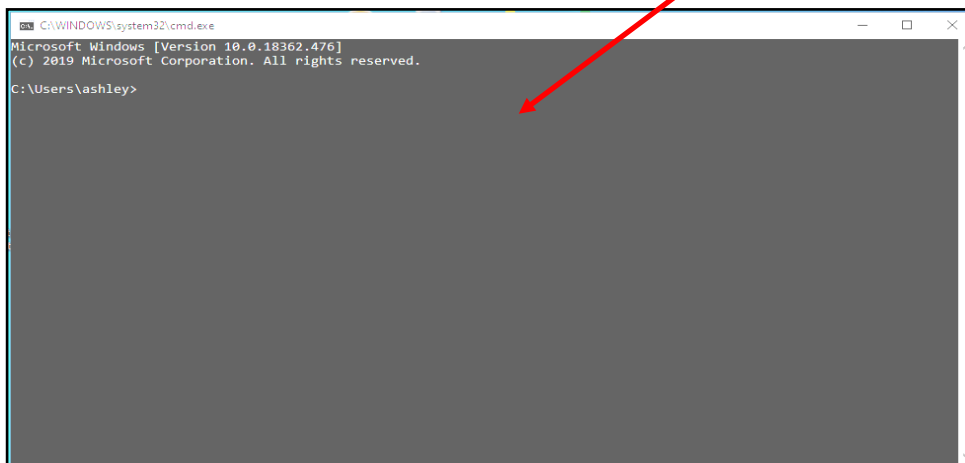


Run ATS again.  You may see the error 1 more time, but should not after the "ini" file is written.

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.

# A Generic Error Occurred in the GDI+:

There is most likely a corrupt file somewhere within the crystal reports, and/or ATS.

1. Verify there are no outstanding Windows Updates.

2. Make sure you Working Directory is set for your account.

   3. Go to Admin—> MyUser—> Email/Opt. And set a working directory by using the 3 dots.

4. Remove/Uninstall both CRRuntime and ATS. Ref PG 12 for more info on removing crystal reports.

5. After removing both ATS/Crystal Report, Install both using the Admin Browser, see PG 2, using install.atsusers.com

6. Verify the computer is using .NET 4.8

7. Verify the correct permission are set for the KDS\ATS\SQL folders found on pg 11

8. Have IT update the Graphic Card/Driver is updated

9. Have IT do a clean boot on the computer.

# ATS Disappears from Start Menu & Task Bar/Can't Pin:

Is/was an issue with only Windows 11.  There was an update early in 2024 that should have resolved this.

1. Ensure no outstanding Windows updates are pending. Manually recheck for updates, even if it says you are up to date.

2. Have IT make sure that the "change the start menu" is allowed

3. You can restart the task bar

   -open task manager.  then scroll down to find the windows explorer icon.  right click and restart the task bar.

   -Turn off the auto hide task bar. Go to the settings--> Personalization--> taskbar. Then uncheck auto hide.

   -Change the task bar alignment.  Settings--> Personalization--> Taskbar. Taskbar alignment to center.

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