

Changing the default user/adding a new user to Tigertouch Database:

When does this need done?

- An issue we come across every now and again is Tigertouch is failing to access the database. What this looks like is a large delay between movements in Tigertouch.
- You can verify in the log files that Tigertouch is attempting to access the database and failing. Thus it times out and causes the delay.

Why does this occur?

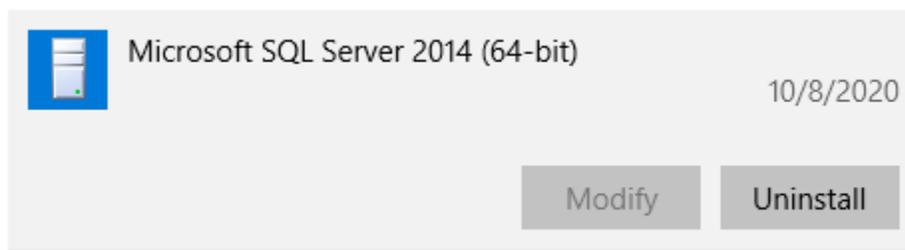
- This issue most likely stems from the base user account being either modified, or a different user profile used entirely. Such as switching from a base account to a domain user account.
- When we install the Tigertouch database, we specify a windows user to have admin privileges to the database (default user account when it leaves here)

Solutions?

- If the end user has simply created and switched to a new windows user profile, have them switch back to the default profile.
- If they wish to use a new profile, or have modified the existing profile, we must fully uninstall Tigertouch and the database and then reinstall. See steps below
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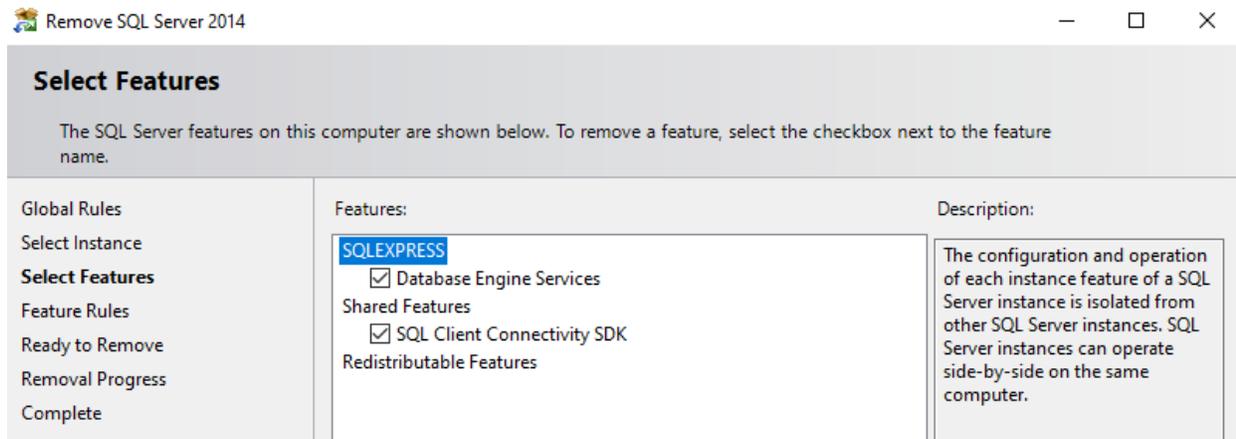
Removing Tigertouch and existing database:

- 1) Run the uninstaller for Tigertouch. Search "Uninstall Tigertouch" in the windows search bar. Run the uninstaller
- 2) Go to %appdata% and open this. Inside is a folder called Tigertouch, open it and delete the settings.xml file
- 3) Click the following link to go to our website and download the latest version of Tigertouch Full Setup. <https://www.tigerstop.com/?s=Tigertouch+full+setup>
- 4) Go to Add or Remove Programs in Windows
 - a. Click Microsoft SQL Server 2014 (64-bit) and hit uninstall



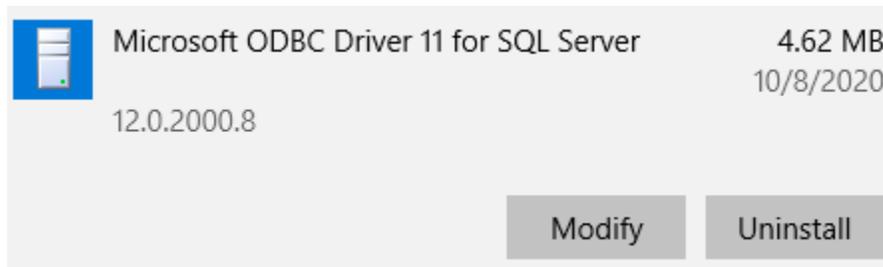
- b. Next a window will pop up with add, repair or remove, select Remove

- c. Once the next window for Remove SQL Server 2014 pops up, click next until you get to the follow stage “Select Features” (see photo below)



- d. At this stage in the uninstaller, ensure that both boxes are checked here in the picture above before selecting next.
- e. Continue to proceed by hitting next, then finally click Remove once the option is presented.
- f. Continue through until the uninstaller has completed and hit close.

- 5) Once finished, go back to add or remove programs and uninstall Microsoft ODBC Driver 11 for SQL Server



- 6) Next, we go to:
C:\Program Files\Microsoft SQL Server\MSSQL12.SQLEXPRESS\MSSQL\DATA and delete the TigertouchDB files inside the DATA folder that are pictured below

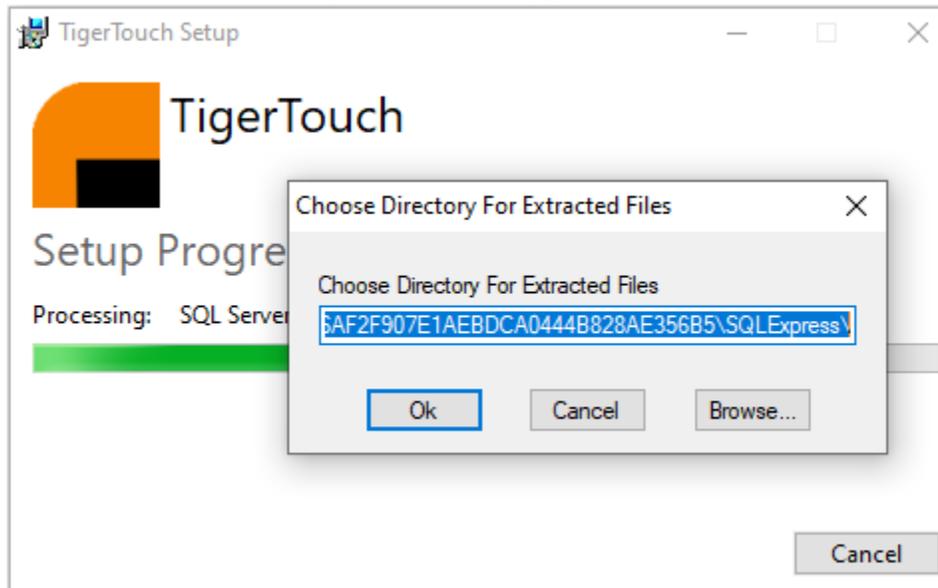
Name	Date modified	Type	Size
 TigerTouchDB.mdf	10/23/2020 1:24 PM	MDF File	3,264 KB
 TigerTouchDB_log.ldf	10/23/2020 1:24 PM	LDF File	832 KB

Reinstalling TigerTouch and the Database:

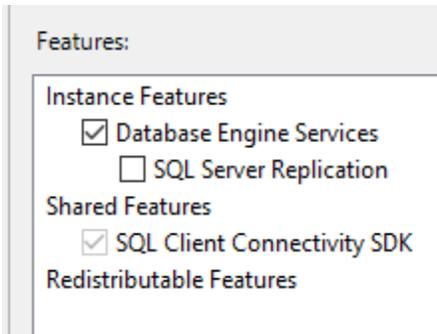
- 1) First thing we'll want to do is create an empty folder on the desktop, call it what you want, something like "Tigertouch Database" works fine.
- 2) Now, we'll go to our freshly downloaded Tigertouch Full Setup file, extract it and run the installer.

 TigerTouch 2.11.2.5 Full Setup.exe 7/23/2020 8:00 AM Application 204,647 KB

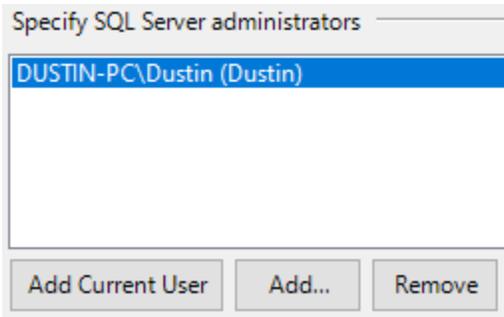
- 3) Once the installer initializes, it will eventually get to a screen that looks like the following:



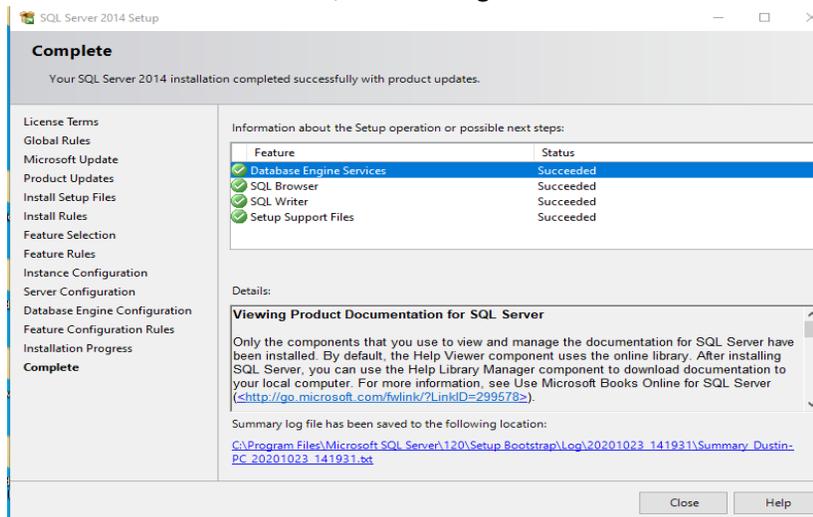
- When we arrive at this screen, hit browse and navigate to our freshly created "Tigertouch Database" folder from step 1
- 4) After selecting your folder, hit Ok to continue in the installation process.
 - The first page that pops up is License Terms, check the box that says I accept the license terms and click next
 - Hit next on the Microsoft updates page
 - Let the installer continue until it gets to Feature Selection. Make sure Database Engine Services and SQL Client Connectivity SDK are checked and hit next



- On the Instance Configuration page, ensure the named instance is SQLEXPRESS and click next
- On the Server Configuration click Next
- Next is the user configuration (see image below):
 - We are adding admin privileges for the database to windows user accounts here. It defaults to the current user account, but if you need to add in other user accounts, do so here.



- Once you are finished with adding users, click Next
- The SQL Server installer will now continue until it is completed. Once it has finished, hit close in the database installation window, then the Tigertouch Installation should finish itself.





- Close out of the Tigertouch installer
- Lastly, launch Tigertouch and run a sample list. Any large delays should be gone. You can also access the log files via the Tigertouch folder on the database to verify it is accessing the database successfully.

```
10/19/2020 4:57:06 PM : DB UPDATE PROCESSTIME | ACCESSING
10/19/2020 4:57:06 PM : DB UPDATE PROCESSTIME | ACCESS SUCCESSFUL
10/19/2020 4:57:06 PM : DB UPDATE STATISTICS | ACCESSING
10/19/2020 4:57:06 PM : DB UPDATE STATISTICS | ACCESS SUCCESSFUL
```

- If still having issues, please contact Tigerstop technical support