

Roxtec RTM

Installation repair procedure



Author

This guide is written by Johan Hyllstedt in April 2009. Most of the information is what the Roxtec IT Department has used to fix broken RTM installations, with successful results. It was compiled together in order to help users that have problems with broken RTM installations.

Notes

When I write SQL Server, it can include SQL Express and vice versa, because I have seen this differ on some machines. If you have another program installed which uses SQL Express or SQL Server, it might not be a good idea to uninstall it!

General Tips

You might want to start with these steps as it might save you a lot of time.

- Make sure the client firewall is not blocking the RTM server port (9019). This is rare, but some 3rd party firewalls might do this.
- Unless you want other machine to connect to that machine, just add a rule so that localhost can access the port, or 127.0.0.1, which is the same thing.
- Make sure the Windows event log is set to "Overwrite events as needed", as the event log can get full otherwise. The RTM server will not function if it cannot write to the event log.
- Check the Windows eventlog, as sometimes RTM 2.0 might say something useful here.

The 3 steps

1. "The repair"

What I usually try is to do a repair with admin rights.

- Start the RTM 2.0 setup when it is still installed, then select repair.
- Go through all the steps, but at the last one choose NOT to run RTM when setup is finished, then reboot directly.
- Login as administrator and then run RTM. In most cases it works for the user afterwards.

2. "Medium reinstall"

Another scenario is if you delete everything that has to do with SQL Server. IMPORTANT! This will remove the RTM database; unless you have a FILE backup of the database every RTM project is lost!

- Uninstall RTM and select not to keep the database, as well as EVERYTHING that has to do with SQL Server, for instance, workstation components.
- Go into program files and delete the folder called SQL Express or SQL Server or similar.
- Reinstall RTM, choose not to run it at the end of the setup.

- Reboot.
- Try running it as administrator the first time.

3. "The full reinstall"

If the above steps don't work there is probably a problem with the .NET files. The steps below demonstrate what you can call a full reinstallation of RTM 2.0. IMPORTANT! This will remove the RTM database; unless you have a FILE backup of the database every RTM project is lost!

Start with uninstalling RTM, select NOT to keep the database.

- Uninstall everything that has to do with SQL Server, remove the folder under program files.
- Remove everything that has to do with .NET, and the service packs for it.
- Delete any remaining folders under program files that have to do with either .NET, RTM or SQL Server.
- Reboot.
- Install .NET 1.1, .NET 1.1 Service pack, .NET 2.0 & .NET 2.0 service pack manually. Download each of the 4 setup files from Microsoft download center.
- Another reboot.
- Install RTM logged in as administrator (not run as!), choose not to start RTM at the end of the setup.
- Last reboot.
- Check in "Add/Remove Programs" that Microsoft SQL Server has been installed. If not, repeat the steps above again.
- Log in as administrator and go into Control panel -> Administrative tools -> Services. Right click the RTM service (Roxtec RTM 2.0) and select properties.
- Select the recovery tab -> Choose for each instance (First failure, second failure, subsequent failure) to "Restart the service".
- Make sure the service is started, if not attempt to start it.

If it fails;

- then the dependency was probably not installed correctly. Click the dependencies tab and there should be at least some dependencies.
- If there are no dependencies, you just have to reinstall or repair RTM and they should be installed.
- If there are dependencies but it still doesn't work, then it's either the database that is corrupt, or there is a bad .NET installation.