

HRcalendar Installation Troubleshooting

I can't install the software on my Vista machine

1. HRcalendar is not compatible with Vista 64-bit

I installed the software but can't see my data

1. **Upgrading from the C++ version (2008 or 2009)**
Make sure the database is on the PC you working at. If not, you will have to run the install on the PC with the database and then do a backup and restore on the new PC.
2. **Client installation**
Check to see if you can open the program on any PC and see data. Make sure you have added users on the server and the user authentication matches the server setup. For detailed instructions, visit: http://updates.gradiencesupport.com/download.aspx?product_id=13 and select the HRcalendar Server/Client Installation Instructions file.
3. On Vista 32-bit machines, SQL must have permission to access the folder containing your HRcalendar data. See **Giving Permissions in Vista** help topic found in the HRcalendar help file. Visit http://updates.gradiencesupport.com/download.aspx?product_id=5 to download the HRcalendar Manual.

How do I install the HRcalendar on a server?

1. Before installing HRcalendar on the Server, you'll need to have Microsoft SQL or SQL Express installed.
2. You may not install the standalone version of the software on the server. To purchase the server/client version visit: <http://www.hrdirect.com/solutions/attendancetracking/attendancesoftware/default.aspx>
3. Installing an update or an upgrade from 2008 or 2009 version - Uninstall the HRcalendar application on the server then Run the HRcalendar Server install, add users using **HRcalendarAddUser**, then install the application on the client. For detailed instructions, visit: http://updates.gradiencesupport.com/download.aspx?product_id=13 and select the HRcalendar Server/Client Installation Instructions file.
4. If installing on a new Server, run the HRcalendar Server install, then restore the database from a backup.

How to Restore from a Backup?

1. Place backup file in the folder located in: C:\Program Files\HRcalendar Software\Data Backup.
2. Go to Start>All Programs>HRcalendar Backup and Restore.
3. The Back up and Restore feature is available on the standalone version or on the server. The client session does not include the Backup and Restore feature.