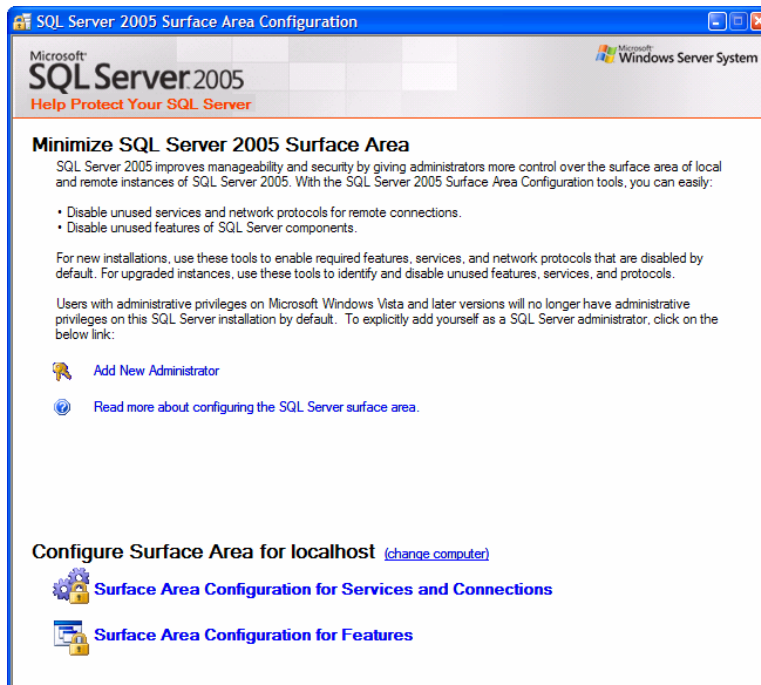


Known Issues with Installing and Running TRIM Practice Manager and Video Analysis

The following is a list of known issues that we are working on. Thank you to those clients who have downloaded the system, installed and reported back to us your experiences.

- 1) Administrative rights – You must be the administrator of the PC you are installing onto. TRIM has dll and ocx files that need to be registered into the operating system and this can only be done as the local administrator.
- 2) Permissions – If you are not the local administrator of your PC, there are some areas and files you must supply read / write access to for USERS for the system to operate successfully/. These are:
 - a. C:\windows\footbase.ini file (right click and change the security for Everyone to have Modify access to this file)
 - b. C:\Program files\TRIM Practice Manager and Video Analysis – This folder needs to have Modify access to all users.
 - c. msSQL 2005 Surface Area (accessed via the Start Menu in windows) – Need to add users as Administrators of the local SQL Server.



Use the Add New Administrator option to add Everyone (PCNAME\Everyone) as an administrator of the TRIM Database.

- 3) If you are operating on a domain the users to add will usually be Domain Users rather than Everyone to ensure your domain security remains consistent.
- 4) Appropriate service packs and MDAC on your system. – The install program will fail to install the msSQL 2005 database engine if you do not have the up to date security and operating system updates on your computer. These updates are all available from Microsoft. The MDAC is the Microsoft Data Access Components and the most up to date versions are required.
- 5) If you are using msSQL Workgroup of above on a server, ensure you allocate plenty of resources to your SQL Server. Talk to your system administrator for more details (eg if you are running 10 or more users TRIM Systems recommends a separate server for your database and associated files).

Last Updated 28th July 2007 – Tim Ninnes.