SERVICE SUPPORT AND BUSINESS APPLICATIONS SERVICE LINE
LOGISTICS APPLICATION SERVICES

LOGFAS 6.3.1 databases not installed

KB-2018-02

Applies to: LOGFAS 6.3.1
Last Updated: 05 MAR 2018

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Document change log			
Version	Comments	Date	Author
1.0	Initial version	23-FEB-2018	Simon MAUNOURY
1.1	Update on Forewords	05-MAR-2018	Simon MAUNOURY

Forewords

Depending on the Security Policy in your environment, it may occur that the database engine cannot be installed properly during LOGFAS 6.3.1 installation.

This document describes the workaround that has to be manually run by an administrator to set the permissions on the installation folder for your LOGFAS databases.

It may be applied on Workstations, or on Servers **only** if you have backed up all login roles by following the related section in the Knowledge Base article called '20180201 KB 2018-01.docx'.

Workaround for LOGFAS 6.3.1 database installation's failure

Please proceed to the following steps immediately after LOGFAS 6.3.1 has failed to install the database.

1. Check first that you have a backup for each of your databases.
2. Go into Programs & Features and uninstall "LOGFAS 6.3.1".
   When you are prompted for the options for keeping the databases or not, please select "Remove the LOGFAS database entirely".
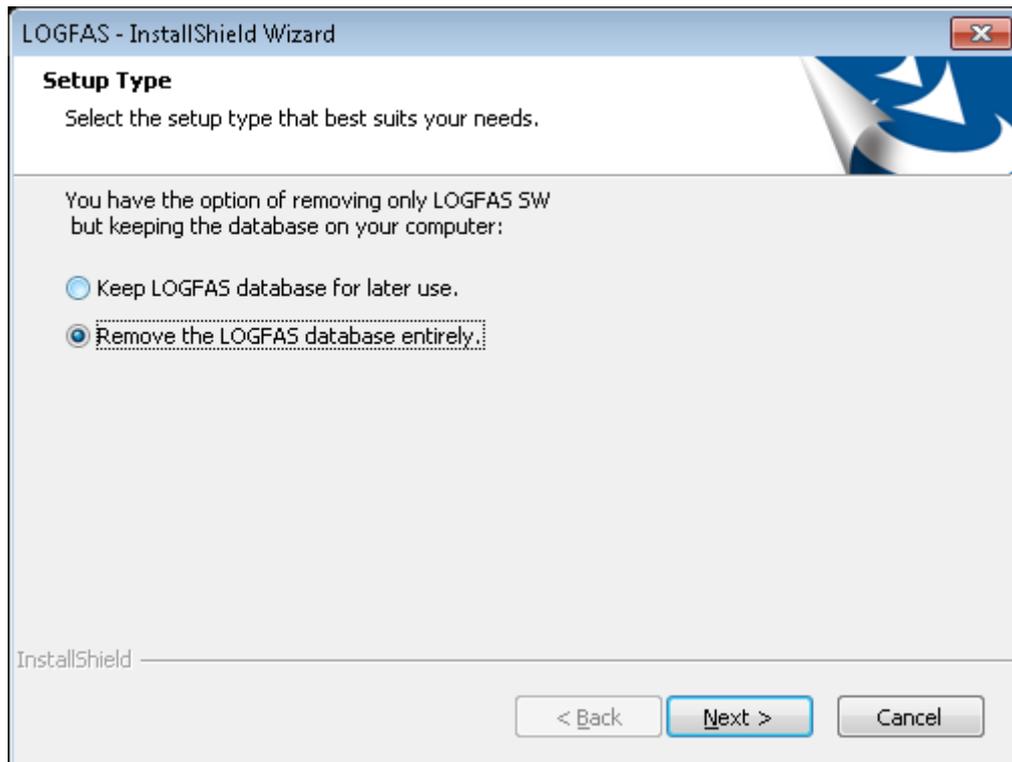
3. After the end of uninstall, browse to the LOGFAS 6.3.1 installation folder, which is not deleted by the uninstallation, and get into the properties of LOGFAS folder (by default: C:\Program Files (x86)\NATO\LOGFAS6).
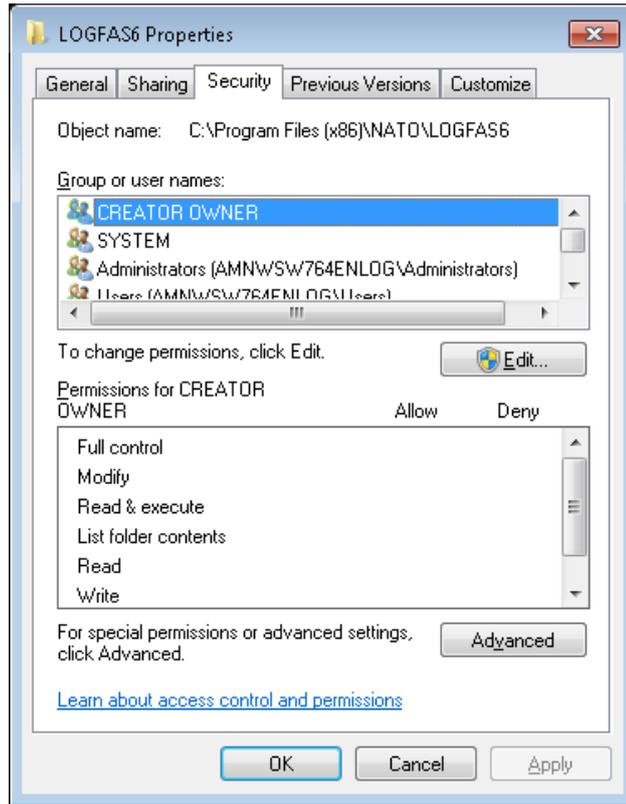
4. In the 'Security' Tab, click on 'Edit' then check if the account called 'NETWORK SERVICE' is in the list. If it's in the list then check that this account has 'Full Control' permissions on this folder.
   In case this account is not there, click on 'Add…'.
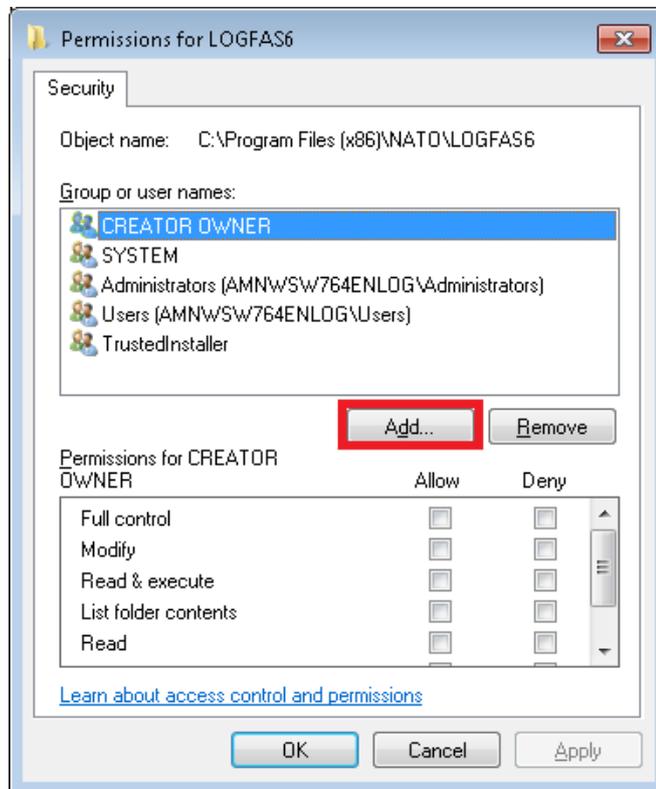
5. Then type 'NETWORK SERVICE' (1), click on 'Check Names' (2) and check that 'NETWORK SERVICE' becomes underlined and finally confirm by clicking on 'OK' (3).
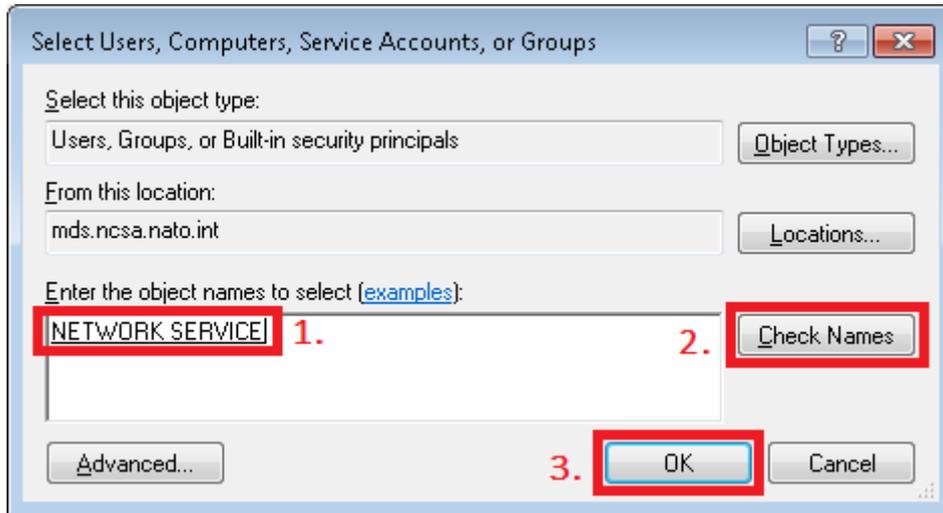
6. Back to 'Security' Tab, select 'NETWORK SERVICE' (1), then in Permissions for NETWORK SERVICE, select 'Full Control' and finally click 'OK'.
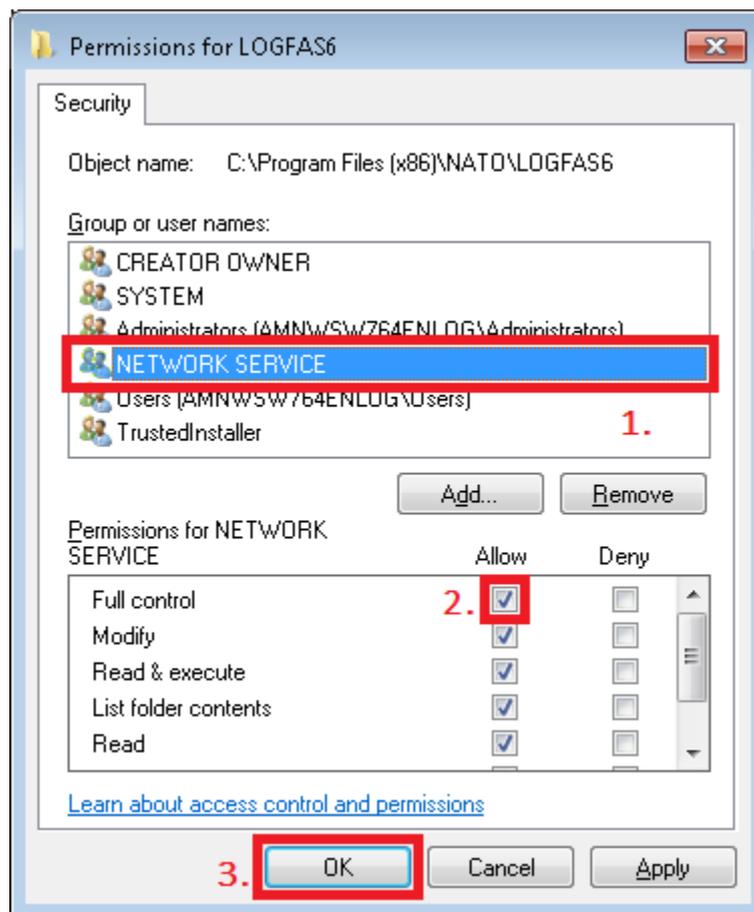
7. Now you can proceed to the installation of LOGFAS 6.3.1 following the Client or Server Installation Manual.