

When MSDE does not Install

If MSDE does not install on a PC during the SagePay installation process, the installation progress bar will roll backwards.

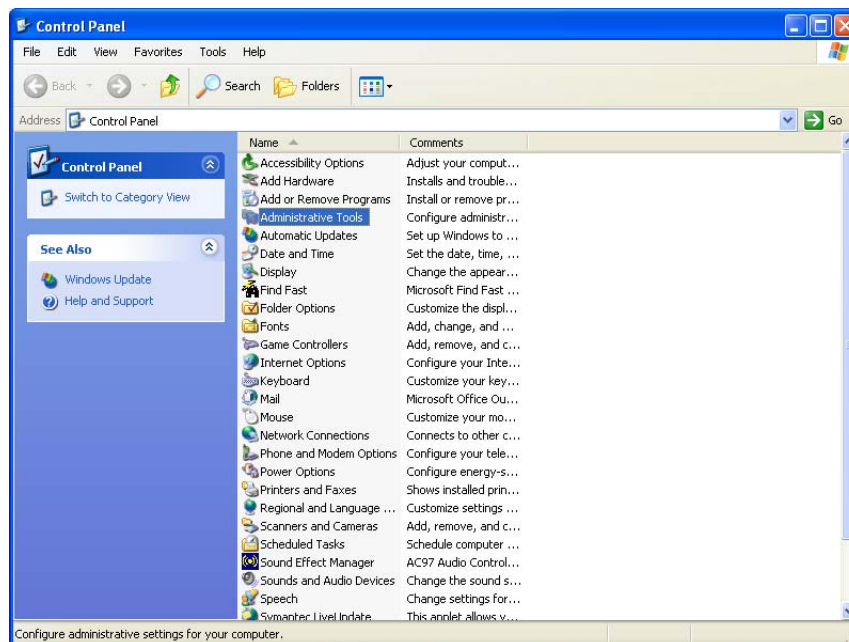
This usually occurs when the network administrator has turned the Server service off to protect the machine.

The problem can be resolved by either:

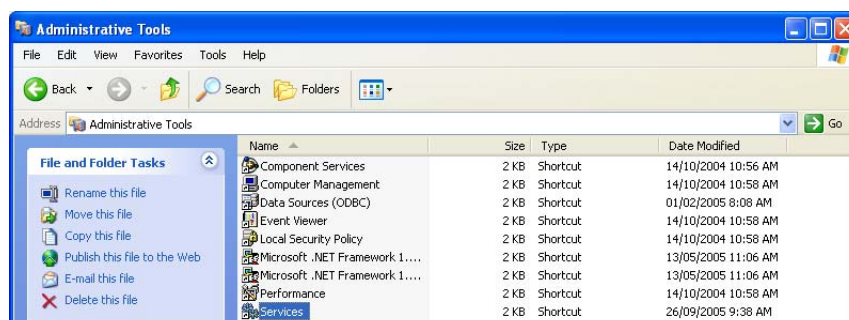
- obtaining the latest service pack for Microsoft® SQL Server, or
- turning the Server service on for the installation process.

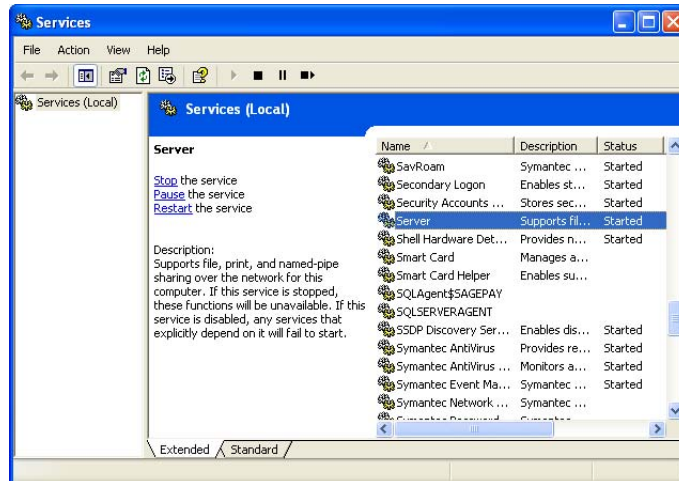
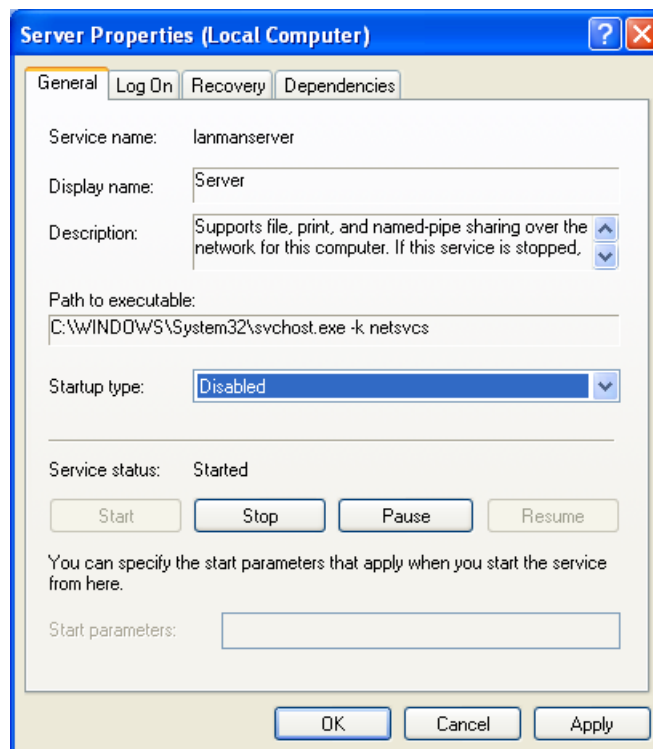
Starting the Server service

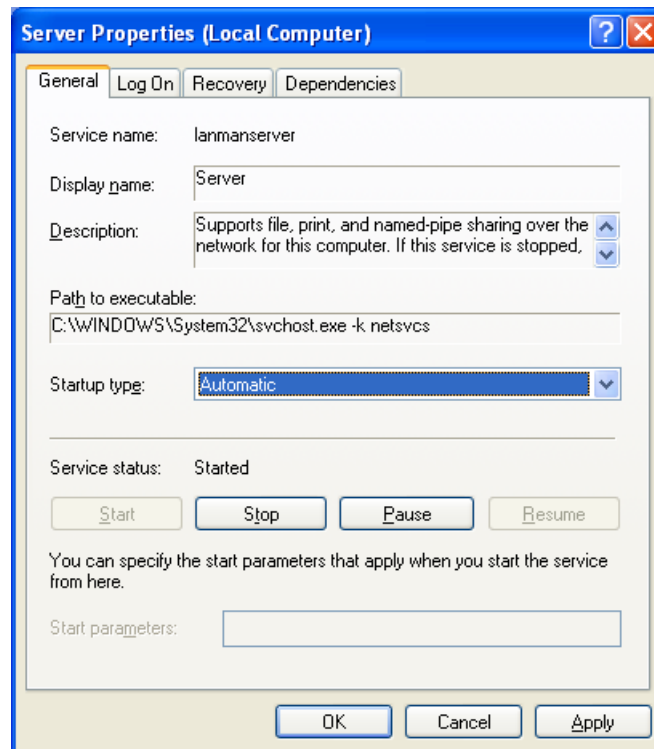
- 1 To start the Server service go to the Control Panel, which is located at **Start > Control Panel** on the desktop.



- 2 Double click on Administrative Tools.



3 Double click on Services. Scroll until you come to Server.**4** Double click on Server.

5 Change the Startup type to Automatic.**6** Click on the Apply button.**7** Click on the OK button.

You can now begin the Installation process. If required, disable the Server service again once the installation is complete.

NOTE: If you are unable to access the Administrative tools on your PC, contact your Network Administrator.