

Windows XP Troubleshooting

Administrative Rights

The most common issues within Windows XP are a result of administrative rights. If you cannot get the BioStar server to start, you can try running the program as an administrator as seen in Figure 1.



Figure 1 Run as administrator

BioStar Server Service Stalled

1. If the BioStar Service is stuck at “Starting...”, you will have to kill the process. To do this:
 - a. Open Task Manager (Cntrl, ALT, Delete)
 - b. Click “Processes” and click **End Process** for “BSServer.exe”
2. Next, you will want to open Windows Services. To open this:
 - a. In Task Manager, click the Services tab
 - b. Click “Open Services”
3. Once Services is open, right click on BioStar Server and click “Properties”
4. Click the “Login” tab and change the option to “local system”. Then click Apply/OK
5. Next, right click on the service “SQL Server (BSSERVER)” and click “Properties”
6. Click the “Login” tab and change the option to “local system”. Then click Apply/OK
7. Start the BioStar Service by right clicking on it and choose “Start”