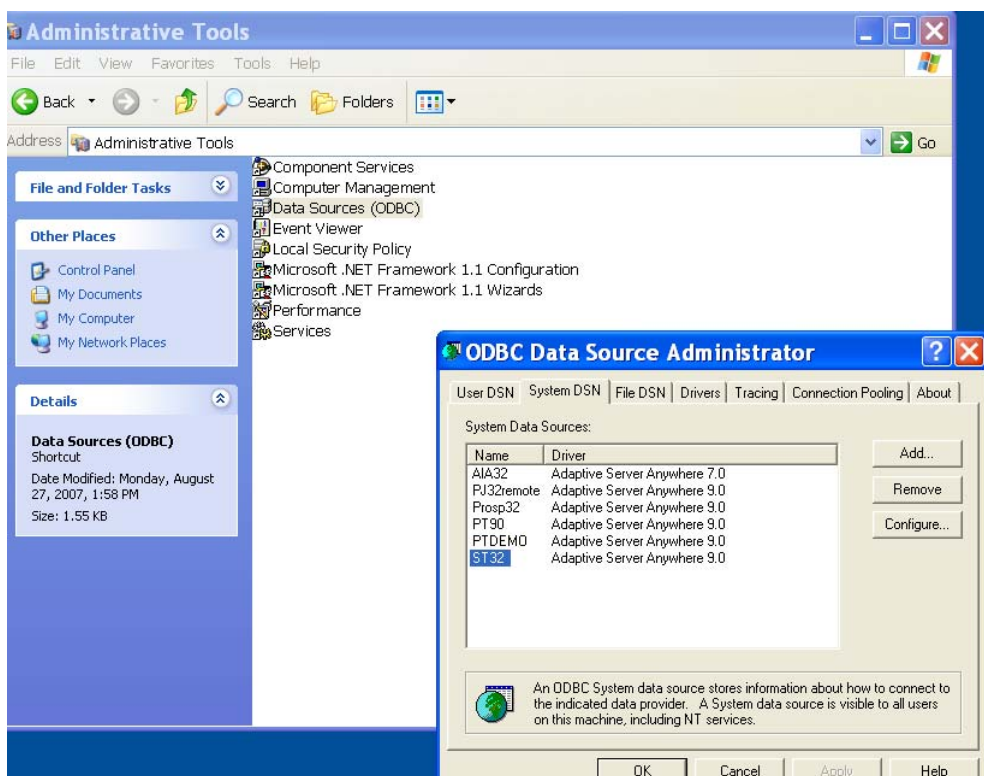


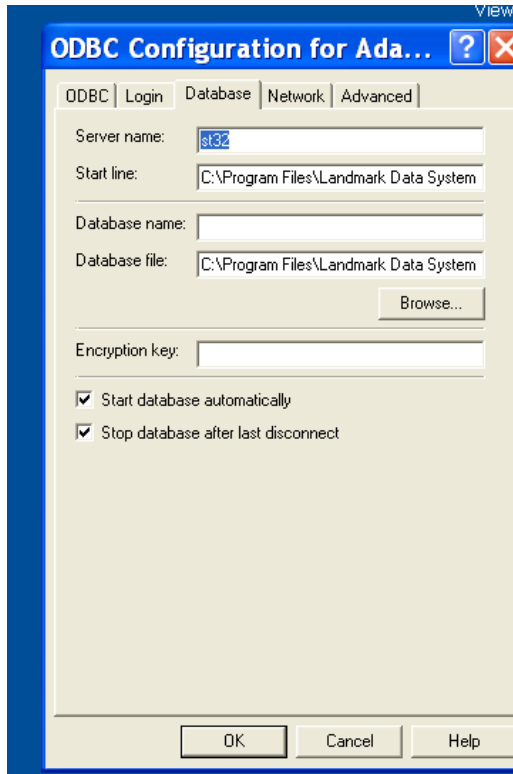
Small Tool Tracking

ODBC & Database Opening Failed Troubleshooting

1. Did you install the software on a machine running Vista?
 - a. If yes, go to 'Appendix C: Installing on Windows Vista' and follow instructions to reinstall the software.
 - b. If no, go to question 2.
2. Did you select the correct installation type (Single/Network/PeerToPeer)?
 - a. If no, uninstall the program & reinstall following the instructions in your ST Manual...
 - b. If yes, go to question 3.
3. If your firewall blocking the Small Tool Tracking program?
 - a. If yes, go to your firewall settings and allow Small Tool Tracking 'STMAIN.exe' to run.
 - b. If no, go to question 4.
4. Does your company require that you are logged in as an Administrator to install new programs?
 - a. If yes, uninstall the program. Log off your computer & re-login as an administrator & reinstall the program.
 - b. If no, go to question 5.
5. If remedies 1 through 4 do not work do the following:
 - a. Click on Start at the bottom of your screen. Then click on and open your Control Panel and open up Administrative Tools. Inside Administrative Tools open up Data Sources (ODBC). Click on the System DSN tab and click on to select ST32 and click Configure.



- b. Click on the Database Tab & type ST32 into the 1st line which is the Server Name field.



- c. Click on the ODBC tab & click Test Connection. The test should work; if it does not please call Landmark Data Systems' Technical Support at 1-800-424-8178 x2.

