Problems, Causes and Solution

- **Problem**: When the computer reboots this error message "RISG-Database has stopped working" appears.
- **Problem:** The Odyssey Software takes 30 to 60 seconds to open
- **Problem:** Registry Access Denied

Problem: When the computer reboots this error message "RISG-Database has stopped working" appears.



Cause: This message is cause by the **Database.exe** in the receptors folder not having administrator rights to run (execute) and failing to start.

Solution: Manually Start Database.exe, From the Windows Desktop, right click on the **RISG Menu icon** and select run as administrator from the pull-down menu and that should start **Database.exe** and finish the software installation.

OR

Go to Program Files\Receptors or Program Files (x86)\Receptors folder find and right click on **Database.exe** and then run as administrator that will start **Database.exe** and finish the software installation.

Problem: The Odyssey Software takes 30 to 60 seconds to open

Cause: The SQL Browser and the SQL Configuration TCP/IP settings are not enabled

Solution: Enable the SQL Browser and the SQL Configuration TCP/IP settings. To enable "Named Pipes and TCP/IP" connections in the configuration manager follow the above steps for **Configuring SQL Server 2019 Configuration Manager for TCP/IP access,** to enable or verify "SQL Browser" see below,



Scroll down to SQL Server Browser and right-click on it, in the pull down menu click on "Properties" set "Startup type" to Automatic and start the service once the SQL Server Browser is running click OK and exit.

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next under Administrator Tools click on SQL Server Configuration Manager to open



or go to Start\Menu\ Microsoft SQL Server 2014 and open SQL Server 2014 Configuration Manager



Click on the > sign for SQL Server Network Configuration click on Protocols for MSSQLSERVER



In the right side of the page right click on Named Pipes click on Enable, do the same for TCP/IP.

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> 💂 SQL Native Client 11.0 Configuration			Properties			
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Enable selected protocol.						

After TCP/IP and Named Pipes are enabled, Open SQL Native Client 11.0 Configuration (32bit) / Client protocol and SQL Native Client 11.0 Configuration / Client protocol Verify TCP/IP and Named Pipes are enabled

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Verifying TCP/IP and Named Pipes are enabled

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When finish close out the box and restart the computer so the new settings take effect. After the Server has rebooted, start services 2 and 3 verify they are running and then go to the workstation and install the software.

Problem: Registry Access Denied

Cause: Permissions for ris_group or individual users needs to be check the

Solution: Permissions for ris_group or individual users needs to be check, added and verified in the following places in the Windows Software, 1 place in SQL Management Studio, Registry 4 places

- a. HKEY_LOCAL_MACHINE\SOFTWARE\ReceptorsInc
- b. HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\ReceptorsInc

c. HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\RidbioService

d. HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\RiGP4Service Windows file 2 places

- e. The hosts file @ C:\Windows\System32\drivers\etc
- f. The services file @ C:\Windows\System32\drivers\etc

Receptors Folder 1 place

- g. The Receptors folder @ C:\Program Files\Receptors (for 32-bit systems)
- h. The Receptors folder @ C:\Program Files (x86) \Receptors (for 64-bit systems)

First Registry settings (4 places),

	Task Manager	
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	File Explorer	
	Search	
RISG AI		
15	Shut down or sign out	>
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-	c) 🤮 🌍 💁 🖣	

Type **regedit** in the open box.

Ø	Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.
Open:	regedit

Go to

a. HKEY_LOCAL_MACHINE\SOFTWARE\ReceptorsInc and right click on ReceptorsInc and click on Permissions.

Registry Editor				- 0
Edit View Favorites Help	1			
Computer > HREY_CLASSES_ROOT > HREY_CLASSES_ROOT HREY_CLASSES_ROOT > HREY_CLASSES_ROOT > HREY_CLASSES_ROOT > HREY_CLASSES_ROOT > HREY_CLASSES_ROOT > HREY_CLASSES_ROOT > HREY_CLASSES > HREY_CLASSES_ROOT > HREY_CLASSES_ROOT > HREY_CLASSES_ROOT > HREY_CLASSES_ROOT > HREY_CLASSES_ROOT > HREY_CLASSES_ROOT > CLASSES > CLEAR > CLEAR	Name ≇}(Default)	Υρε REG_52	Data	
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Click on Add

SYSTEM Administrators (WIN10-PC\Administrators)	
Sers (WIN10-PC\Users)	
Add	Remove
Permissions for Administrators Allow	Deny
Full Control	
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Special permissions	

elect this object type:	12 H.V.
Users, Groups, or Built-in security principals	Object Types
rom this location:	
WIN10-PC	Locations
inter the object names to select (<u>examples</u>):	
	Check Name

Click on Advanced

Click on Find Now and select ris_group from the list click **OK**.

Allow Full Control and Read permissions click OK,

	oroups	×
Select this object	t type:	
Users, Groups, o	or Built-in security principals	Object Types
From this location	1:	
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Sers (IAN10-LT\Users)		
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	Add	Remove
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⁹ ermissions for ris <u>g</u> roup Full Control	Add Allow	Remove Deny
^P ermissions for ris <u>g</u> roup Full Control Read	Add Allow	Remove Deny
Permissions for ris <u>o</u> roup Full Control Read Special permissions	Add Allow	Remove Deny

Repeat steps for,

- a. HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\
- b. ReceptorsIncHKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\RidbioService
- c. HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\RiGP4Service

Windows file 2 places

- **d.** The hosts file @ C:\Windows\System32\drivers\etc
- e. The services file @ C:\Windows\System32\drivers\etc

Adding ris_group to etc\host and services file.

Go to C:\Windows\System32\drivers\etc right click on hosts\properties\Security and repeat steps from above, Repeat for services file.

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← → ← ↑	k (C:) > Windows > System32 >	drivers > etc	Туре	Size
schemas hosts schemas hosts.sz security networks ServiceProfile protocol servicing services Setup ShellNew SKB	Open with SkyDrive Pro Add to archive Add to "hosts.rar" Compress and email Compress to "hosts.rar" and en Restore previous versions	>	File SAM File File File File	1 Ki 4 Ki 2 Ki 18 Ki
SoftwareDistr Speech Speech_OneC System System32 drivers	Send to Cut Copy Create shortcut Delete Rename Properties	>		

Adding ris_group to the receptors folder @

- a. C:\Program Files\Receptors (for 32-bit systems)
- **b.** C:\Program Files (x86) \Receptors (for 64-bit systems)

Right click on **Receptors** go to **Properties\Security** click on add and repeat the steps from above.

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Verify the ris_group was added to SQL Server and mapped to the ris database

Checking SQL Management Studio for login accounts and permissions for local accounts. We are adding the **ris account** as a login in the example below.

On the Desktop click on "RISG Main Menu" Icon under Administrator Tools click on SQL Server Management Studio to open SQL.



Verify the server name and then click Connect

🖵 Connect to Serve	er	×								
SQL Server										
Server type:	Database Engine	\sim								
Server name: SERVER-PC										
Authentication:	Windows Authentication									
User name:	SERVER-PC\Administrator	\sim								
Password:										
	Remember password									
	Connect Cancel Help Option	is >>								

Once SQL Management Studio is open In the left-hand column open **Security** then right click on **Logins**. We are going to verify user mapping for ris_group, NT AUTHORITY\SYSTEM, any users and groups (local and domain) that need access to the ris database.

Verify,

- 1. ris_group
- 2. NT AUTHORITY\SYSTEM
- 3. All Users or Company groups

Right-Click on ris_group\Login Properties\User Mapping Verify the ris_group mapping to the ris database, Check the box next to ris, in the table below leave pubic checked and select,

db_datareader, db_datawriter and db_owner Click OK,

Verify user mapping for **NT AUTHORITY\SYSTEM** this login is needed for running the services automatically (in the background).

Click OK when finish repeat for any users and groups (local and domain) that need access to the ris database. for and exit from SQL Management Studio



REBOOT the COMPUTER so the new settings will take effect.