



# INSTALLING AVALANCHE MC ON WINDOWS 2003 SERVER TROUBLE SHOOTING GUIDE

This document provides resolutions for errors that may occur when installing Avalanche MC on Windows 2003 with Service Pack 1.

## OVERVIEW

This document contains the following sections:

- Before You Install
- Error: 1718 Rejected By Digital Signature Policy
- Error: 0XC0000142 Remote Desktop Error
- Error: Failed to Run initdb: 128!
- Error 1603: Can Not Overwrite Older Dll Files
- Error: Invalid User Specified: Logon Failure
- Error: Failed To Create Process For INITDB
- Error: Failed To Create Process FOR INITDB Service Cannot Be Started
- Error 1920: Service PostgreSQL Failed to Start
- Document History

This document provides information about specific errors that may occur when installing Avalanche MC on Windows 2003 Server with Service Pack 1. These errors may also occur when you install Avalanche MC on Windows 2000 with Service Pack 4.

Each section of this document describes one of the following errors and provides steps to resolve the issue:

- [Error: 1718 Rejected By Digital Signature Policy](#)
- [Error: 0XC0000142 Remote Desktop Error](#)
- [Error: Failed to Run initdb: 128!](#)
- [Error 1603: Can Not Overwrite Older Dll Files](#)
- [Error: Invalid User Specified: Logon Failure](#)
- [Error: Failed To Create Process For INITDB](#)
- [Error: Failed To Create Process FOR INITDB Service Cannot Be Started](#)
- [Error 1920: Service PostgreSQL Failed to Start](#)

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**NOTE:** When you receive any of these errors, it is recommended that you uninstall Avalanche MC, follow the steps to resolve the error and then reinstall Avalanche MC.

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## BEFORE YOU INSTALL

To prevent errors that may occur during installation, review the resolution steps for the following errors:

- [Error: 1718 Rejected By Digital Signature Policy](#)
- [Error: 0XC0000142 Remote Desktop Error](#)
- [Error: Failed to Run initdb: 128!](#)
- [Error 1603: Can Not Overwrite Older Dll Files](#)

If you perform the resolution steps before you installing Avalanche MC, you can avoid these errors.

## ERROR: 1718 REJECTED BY DIGITAL SIGNATURE POLICY

If you have not configured the digital signature policy prior to installing Avalanche MC, you will receive Error 1718 Rejected by Digital Signature Policy.



## RESOLUTION

Use the following steps to configure the digital signature policy prior to installing Avalanche MC.

### To set the digital signature policy

1. Open **Control Panel** and navigate to **Administrative Tools > Local Security Policy**.
2. Select **Software Restriction Policies**.
3. From the menu bar, select **Action > Create new policy**.
4. Double-click **Enforcement** to view the policy *Enforcement Properties* dialog box.
5. Apply software restrictions to all software files and all users except local administrators by enabling the corresponding options.
6. Click **OK**.
7. Double-click the **Security Levels** folder and ensure that the security levels are set to unrestricted.
8. Close the Local Security Settings window.

The digital signature policy is now configured for the Avalanche MC installation.

## ERROR: 0XC000142 REMOTE DESKTOP ERROR

It is best to install Avalanche MC from the console of the server. If you must install Avalanche MC remotely, Remote Desktop alone does not grant the right to the console and you will receive the 0XC000142 error when you attempt to install.

## RESOLUTION

Run the following command that allows you to grant rights to the server using Remote Desktop.

### To connect to the server console remotely:

1. Opening a DOS window.
2. Enter the following command:

```
mstsc /v:<ipaddress> /console
```

This launches Remote Desktop and connects to the console.

## ERROR: FAILED TO RUN INITDB: 128!

The Failed to run initdb: 128! error occurs when attempting to install Avalanche MC remotely.

## RESOLUTION

The resolution for this error is the same as the 0XC000142 error. Run the following command that allows you to grant rights to the server using Remote Desktop.

### To connect to the server console remotely:

1. Opening a DOS window.
2. Enter the following command:

```
mstsc /v:<ipaddress> /console
```

This launches Remote Desktop and connects to the console.

## ERROR 1603: CAN NOT OVERWRITE OLDER DLL FILES

If programs such as Crystal Reports or Filezilla are installed on the server, the `libeay32.dll` and `sslibeay.dll` files appear in the `Window\System 32` directory. The PostgreSQL installer also contains a version of these `.dll` files but does not contain version information in the file properties. The installer does not overwrite the old `.dll` files on the system that does have version information in the properties file.

### RESOLUTION

To resolve this issue, you must remove or rename the older `libeay32.dll` and `sslibeay.dll` files. PostgreSQL installs new `libeay32.dll` and `sslibeay.dll` files that will not affect the performance of any programs that use these files.

#### To remove or rename the dll files:

1. Navigate to the location of the older `.dll` files.
2. Copy the older `.dll` files and save them to a new location.

Or

Rename the older `.dll` files.

PostgreSQL installer will now be allowed to install the new `.dll` files.

## ERROR: INVALID USER SPECIFIED: LOGON FAILURE

If you receive the following error message *Invalid User Specified: Logon Failure: the user has not been granted the requested logon type at this computer*, you need to allow access from the network to the PostgreSQL account.

### RESOLUTION

Use the following steps to resolve this issue.

#### To grant PostgreSQL access from the network:

1. Open the Control Panel and navigate to **Administrative Tools > Local Security Policy**.
2. Select **Local Policies** and double-click **User Rights Assignments**.
3. Double-click **Access this computer from the network**.
4. Ensure that the PostgreSQL user appears in the list box and click **OK**.
5. Close the Local Security Settings window.

## ERROR: FAILED TO CREATE PROCESS FOR INITDB

If you receive an error message stating, *Failed to create process of initdb* while Avalanche MC is installing, you need to grant PostgreSQL the right to allow local logon. You must make the `postgresWL` user account a non-administrator with logon rights.

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**NOTE:** PostgreSQL will not install if you make the `postgresWL` user account a local administrator on the system.

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### RESOLUTION

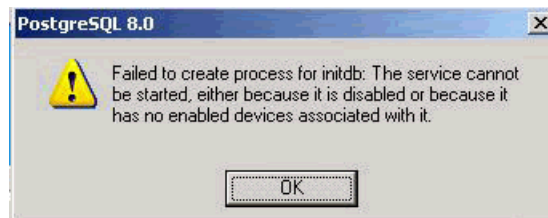
Use the following steps to resolve this issue.

#### To grant PostgreSQL to allow local logon:

1. Open the Control Panel and navigate to **Administrative Tools > Local Security Policy**.
2. Select **Local Policies** and double-click **User Rights Assignments**.
3. Double-click **Allow Logon Locally**.
4. Ensure that the PostgreSQL user appears in the list box and click **OK**.
5. Close the Local Security Settings window.

## ERROR: FAILED TO CREATE PROCESS FOR INITDB SERVICE CANNOT BE STARTED

If you receive the following error message you will need to verify that the Secondary Logon service is running.



*PostgreSQL INITDB Error*

### RESOLUTION

Use the following steps to resolve this issue.

#### To verify the Secondary Logon service is running:

1. Open the Control Panel and navigate to **Administrative Tools > Services**.
2. Scroll to **Secondary Logon**.
3. If the service is not running, click **Start**.
4. Close the Services window.

## ERROR 1920: SERVICE POSTGRESQL FAILED TO START

The following error occurs during the installation of PostgreSQL:

```
Error 1920. Service 'PostgreSQL Database Server 8.0' (pgsql-8.0) failed to start.
Verify that you have sufficient privileges to start system services.
```

PostgreSQL appears to install, but when the service attempts to start, it fails.

### RESOLUTION

This error occurs when either of the following are true:

- A file or folder exists named Program or Program.exe at the root of the drive where PostgreSQL is being installed.
- The postgresWL user does not have privileges to log on as a service.

#### To allow PostgreSQL to start:

1. Check for the existence of a file called Program or Program.exe (not Program Files) at the root of the drive where PostgreSQL is being installed.
2. Delete the file.
3. To grant logon privileges, open the Control Panel and navigate to **Administrative Tools > Local Security Policy**.
4. Select **Local Policies** and double-click **User Rights Assignments**.
5. Double-click **Allow log on as a service**.
6. Ensure that the PostgreSQL user appears in the list box and click **OK**.
7. Close the Local Security Settings window.
8. Perform the installation again.

### DOCUMENT HISTORY

- 01/12/2007. Document created.
- 02/15/2007. Updated information about allowing local logon for PostgreSQL.
- 02/01/2007. Updated to add additional information.