

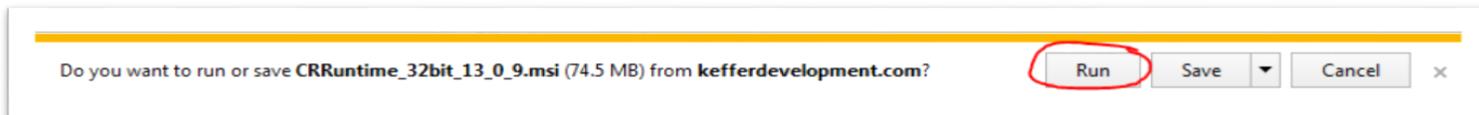
## Installing the ATS Core has 2 parts:

**Part 1: Install Crystal Reports** (use any browser) Login as an administrator and Install the crystal reports:

*Note: You may need to right click on your browsers icon and select "Run as Administrator" EVEN if you are an administrator!*

Link to the install file: [Click Here](http://www.athletictrainersystem.com/crystal)  
(<http://www.athletictrainersystem.com/crystal>)

Choose "Run" from the command bar; follow the prompts to install.



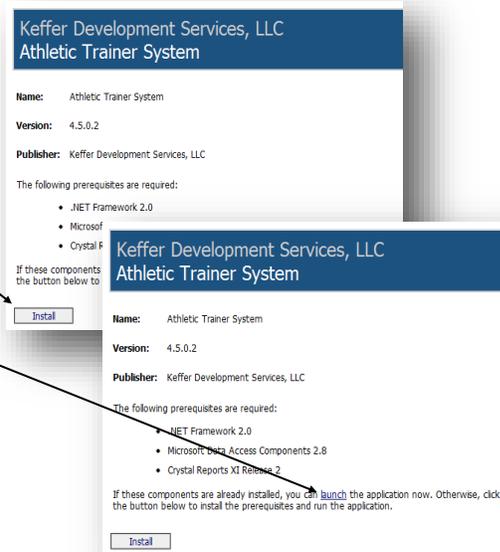
Be sure to finish the install of crystal reports (after you download it)

**Part 2: Install the ATS Core Program** (\*use *Windows Internet Explorer ONLY*)

Link to install page for the ATS Core: [Click Here](http://www.athletictrainersystem.com/install)  
(<http://www.athletictrainersystem.com/install>)

After the page loads; click the "Install" button

If you needed an administrator to log in for the installation you may need to log in in as yourself and run "launch" to get the icon in place FOR YOUR USER! (2nd install)



### Information you will need:

Database name: *Provided in the email you should have received...*

Server: *Pittsburgh*

Activation Key: *Leave Blank*

*\*Clicking on the "advanced" button will allow you to change these areas.*

Note the "h" at the end of Pittsburgh

**Note: We do not support Active Directory or roaming profiles. It is up to your IT staff to try and configure either/both to work. We will help as we are able, but do not have in depth knowledge in this area.**

## What to do if you see an error message:

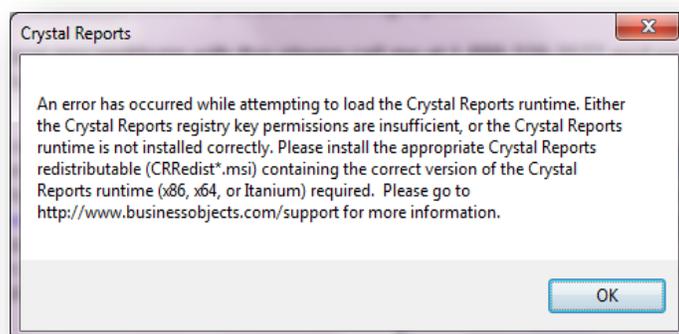
### If you see the message shown to the right...

1. Open Internet Explorer as an administrator and re-download crystal reports.
2. In the address bar enter [www.athletictrainersystem.com/crystal](http://www.athletictrainersystem.com/crystal)
3. Choose “run” and follow the prompts
4. Run ATS. If you are prompted to update the application say “Yes” or “Ok”.



### If you see this message shown to the right...

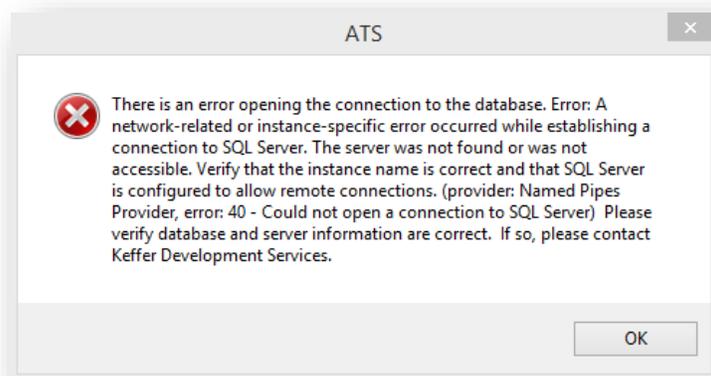
1. Open the control panel on your machine and remove any references to Crystal Reports and the Athletic Trainer System
2. Open Internet Explorer as an administrator
2. In the address bar enter [www.athletictrainersystem.com/crystal](http://www.athletictrainersystem.com/crystal)
3. Choose “run” and follow the prompts
4. Open Internet Explorer as an administrator
5. In the address bar enter [www.athletictrainersystem.com/install](http://www.athletictrainersystem.com/install)
6. Click the “Install” button to install ATS
7. Run ATS. If you are prompted to update the application say “Yes” or “Ok”.



### If you see this message...

Verify your database name and server info. If they are connect you may have a local anti-malware program blocking you or your network firewall may be blocking the ATS server.

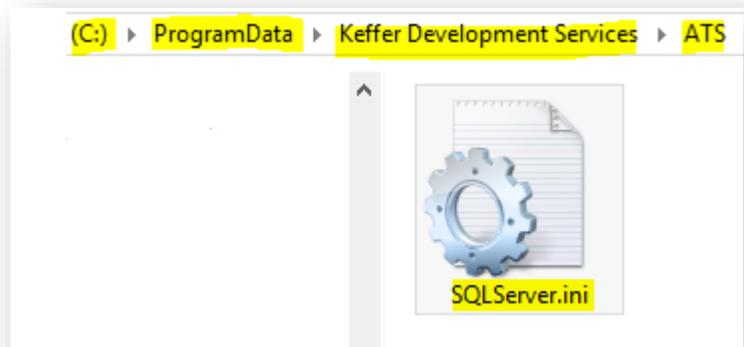
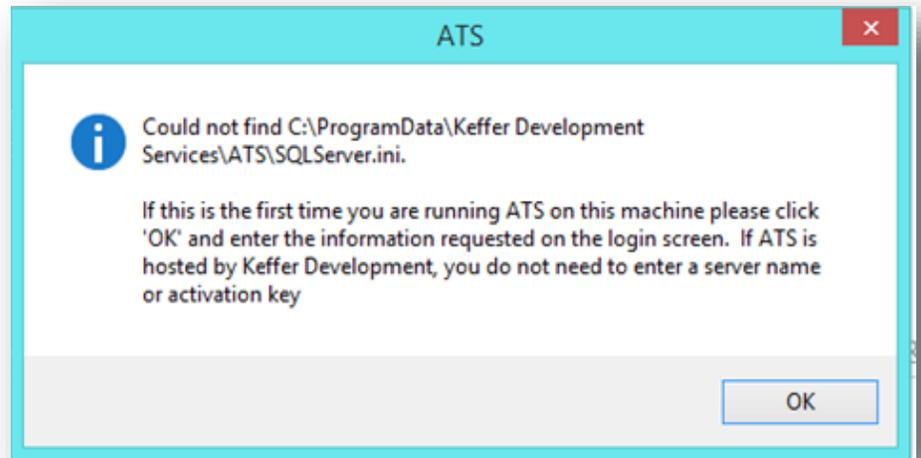
We may need to provide your IT department with server information.



**If you have ANY issue during the install you cannot resolve please call or email us and we will set up a GoTo/web meeting to help.**

## What to do if you see an error message:

If you see this error: Windows is having trouble generating a needed file called the **SQLServer.ini** file. Usually, if you select ok, close any ATS windows then **attempt to start ATS 3-4 more times** Windows will finally generate the INI file. This is a glitch of some windows/anti-malware combinations. You will not have to do this every time you log in. If you continue to experience this, your IT department may have access to this area (the path listed) blocked. As always, call contact ATS if more help is needed.



If you have **ANY** issue during the install you cannot resolve please call or email us and we will set up a GoTo/web meeting to help.