



# HerdMASTER 4

## Support Tip Sheet

### HERDMASTER INSTALL FAILS AND I HAVE BULLGUARD ANTIVIRUS

#### WHEN DOES THIS HAPPEN?

On setup, you may get a message telling you that SQL failed to install. You have Bullguard installed.

#### WHY DOES THIS HAPPEN?

Bullguard is quite aggressive and stops the SQL Install from modifying Windows registry entries it needs in order to correctly install and start the service.

#### SOLUTION

This solution will temporarily disable Bullguard to stop it interfering with the SQL install.

1. Uninstall HerdMASTER and any instance of SQL Express 2008 (*it may be showing as sql server 2008*)
2. Double-click on the bullguard icon in the system tray, you may have to click the 'up' caret on the system tray to see it.
3. Click on the **Settings** option on the upper part of the Bullguard window.
4. On the left panel of the new window, choose **General (Advanced Mode) > Advanced > Main** and then disable the **Allow Bullguard to protect its components against termination**.
5. Restart the computer
6. Once the computer has restarted, go back into Bullguard as you did in step 2, again, click on the **Settings** option on the upper part of the window.
7. Navigate to the **Antivirus** section on the left panel, then turn off the module by clicking on the button next to **Antivirus Protection**.
8. Close the Bullguard windows, the right click on the system tray icon and select **Exit**.
9. Install HerdMASTER.
10. Make sure HerdMASTER works by going into demo data or a database you create/restore.
11. If it is working, go back into Bullguard and turn **Antivirus Protection & Allow Bullguard to protect its components against termination** back on.
12. Restart the computer.

