

## Troubleshooting the Image Browser

### Abstract

The Image Browser is a thumbnail image database first released with the Discovery-1 software version 6.1. This tech note contains a list of configuration settings to verify if there is a problem with the Image Browser.

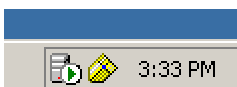
### Instructions

The Discovery-1 software, starting with version 6.1, offer a new feature called the Image Browser. The Image Browser maintains and displays a collection of thumbnails, which are small representations of the images in your system. The thumbnails are displayed in a toolbar along with an "explorer-like" tree-view of the file system. The Image Browser can work on images on your hard drive and also on removable media such as CDs. The CDs are catalogued and their thumbnails can be browsed even if the CD is not present in a drive.

The thumbnails and the related image information are stored in a SQL database called MSDE. MSDE is the free version of Microsoft SQL Server, and is small enough that it can be installed on each personal computer on which it needs to be used.

The Discovery-1 software installer (version 6.1 and later) automatically installs MSDE for you, but only if there is no other SQL database installed on your system. If you already have some form of SQL database (perhaps from another program such as Sales Logix), then the installer will not install MSDE. This is to prevent any conflicts with the SQL server.

When MSDE is successfully installed, it appears in the system tray as a green icon, like this:



If you experience problems with the Image Browser, use the following suggested steps for troubleshooting:

1. From the Edit menu, click *Configure Default Paths*. The Configure Default Paths dialog box opens. Locate the Path information for *Image Load*, and confirm that the Path name specifies a path located on your local system, and not on a network location.  
Note: Currently, the Image Browser does not support naming network locations as the *Image Load* path. To designate a network location as your *Image Load* path, map the network drive name and directory path that you want to use as a drive on your local system, then specify the mapped drive name as your *Image Load* path.
2. If you choose *Show the Image Browser* and it is not displayed, but it also does not indicate an

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## Discovery-1 Online Support

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error message, check the Hard Drive activity light to verify that the Image Browser is refreshing the thumbnails in the **Image Load** directory. When the Image Browser is displayed for the first time for each session, it automatically refreshes the files in the **Image Load** default directory. You might observe a delay while the Image Browser reconciles the images in the directory with the Thumbnail Image database.

3. Check the **SQL Server Service Manager** to make sure that the SQL Server service is running. Usually there is an icon in the taskbar on the right side where the Volume icon and Clock are located. A small green arrow indicates that the service is running; a red square indicates that it is stopped. Right click on the icon in the taskbar to Start, Stop, or Display the SQL Server Service Manager dialog.
4. If a SQL Server Service Manager icon is not displayed in the taskbar tray, check *System Services* for the presence of **MSSQLSERVER**. To do this, right-click *My Computer* and choose *Manage*. Then, expand *Services and Applications* and choose *Services*.
5. Check the list for MSSQLSERVER. The Status for MSSQLSERVER should indicate "**Started**." If it does not, right-click MSSQLSERVER, then click Start on the menu.

Note: The *Startup Type* for this is usually set to *Automatic*. Set this option in the *Service Properties*.

6. Open the Control Panel and choose *Add/Remove Programs*. Scroll down through the list of programs and verify that the **Microsoft SQL Server Desktop Engine** is installed. Click *Support Information* and confirm that the version is 8.00.194.

Note: If you already have an earlier version of the MSDE, then you will need to upgrade it to use the Image Browser. This requires creating a settings file for the MSDE Setup because the MIS6.0 Installer will not do an MSDE Install if a previous version already exists. Contact your IT department, because existing applications using SQL Server and the different variations of SQL Server available to consumers may create conflicts.

7. Run **Regedit.exe** and check the following key:  
HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\MSSQLServer\MSSQLServer\LoginMode.  
The value should be **two**.
8. If it appears as though everything is installed correctly, but there is still a problem, from *Add/Remove Programs* on the Control Panel, uninstall the **Microsoft SQL Server Desktop Engine** and reinstall it again. To do this, run **Setup.exe** from the MSDE directory on the Discovery-1 software 6.1 CD.

Note: The Image Browser uses the two files, *ImageCatalog.MDF* and *ImageCatalog\_log.LDF* to hold the database. These files are located in the **c:\mm\** directory.