Troubleshooting

The following table lists possible problems during installation and their possible solutions:

Possible problem:	Possible solution:
During installation: instead of "Add features to an existing instance of SQL Server 2016", the option "Perform a new installation of SQL Server 2016" was selected, thereby creating a second instance that causes problems	Uninstall all instances other than the SQLEXPRESS instance and restart the PC
Problems during further installation or setup	Check in the Windows services whether the services are started
"Webdesk Ta Connector" service does not start - Webdesk TA Connector logon credentials,	In the Windows services, on the Log On tab, enter a local domain account with the corresponding password and confirm with OK
SQL databases	The created user must be the owner of the databases in order to be allowed to read, write, and delete data; otherwise Webdesk cannot function properly.
SQL cannot be installed with the "Basic" setting	There is also the "Download Media" setting, which lets you download the entire installation program right away and install it later.
SQL cannot be installed because of the wrong language selection	In the Windows Control Panel, change the region from German (Austria) to German (Germany) and save.
SQL Server service does not start after the Windows password has been changed	In the Windows services, edit the "SQL Server Express" service and on the "Log On" tab change the logon to "Local System Account".
Webdesk server performance - long load times keep occurring	In this case, first check the sizing of the server. Pay particular attention to sufficient RAM, which must also be actively assigned to the Webdesk server (Tomcat). This can be done via the Tomcat Service Helper. At least 4 GB of RAM should be assigned here; depending on the number of users, a larger value (a multiple of 1024) may be necessary. Make sure that the host machine also has sufficient free RAM available. If the Webdesk Server service is assigned too little RAM, under high load the memory can be 100% utilized and the CPU is then busy only with "clearing out" memory, which likewise drives it up to 100% utilization. This situation must be avoided at all costs!