MOVES2014 Installation Troubleshooting

This troubleshooting guide is intended to aid the user if they get stuck or confused by any of the MOVES installation screens. The headings in this document correspond to titles of MOVES installation wizard pages and popup messages. If you are experiencing trouble while installing Java or MySQL, please see those help files accessible from the corresponding MOVES wizard pages. The topics covered in this document are:

1. Could Not Find Java
2. Could Not Find MySQL
3. Could Not Detect MySQL Service
4. Could Not Start MySQL Service
5. MySQL Configuration
6. Could Not Load the Default Database
7. Could Not Confirm Successful MOVES Installation

1. Could Not Find Java

- The most common reason that the Could Not Find Java page is displayed is because users click through the Java installation section before the external Java installer completes. Sometimes the Java installation window can be obscured by the MOVES installation window, which can lead to confusion. If you reached this page while Java was installing, please wait for Java to finish installing and then click the Check Again button in the MOVES installation window. If this action populates the path to JRE folder, Java was found and installation can continue.
- If the Java installation completed and Check Again doesn't work, or if Java was previously installed on this computer, it is possible that your Java installation got corrupted. Uninstall and reinstall the latest version of Java before continuing.
- If the above steps do not resolve this issue and you are certain that a supported version of Java is installed on your computer, enter the path to the JRE folder. The default paths depend on what version of Java is installed, but the following paths are common:
    - C:\Program Files\Java\jre1.8.X_XX (where the Xs are replaced by the specific JRE build)
    - C:\Program Files (x86)\Java\jre1.8.X_XX
    - C:\Program Files\Java\jre7
    - C:\Program Files (x86)\Java\jre7
- The installer will check your specified folder for java.exe in the bin subdirectory. If it can verify that this file exists, then the installation can proceed.

2. Could Not Find MySQL

- The most common reason that the Could Not Find MySQL page is displayed is because users click through the MySQL installation section before the external MySQL installer completes. Sometimes the MySQL installation window can be obscured by the MOVES installation window,

which can lead to confusion. If you reached this page while MySQL was installing, please wait for MySQL to finish installing and configuring and then click the Check Again button in the MOVES installation window. If this action populates the path to mysql.exe, MySQL was found and installation can continue.

- If the MySQL installation completed and Check Again doesn't work, or if MySQL was previously installed on this computer, it is possible that your MySQL installation got corrupted. Uninstall and reinstall the latest version of MySQL before continuing.
- If the above steps do not resolve this issue and you are certain that a supported version of MySQL is installed on your computer, enter the path to mysql.exe. Please note that this path must correspond to the installation path of a MySQL Server that is currently running as a Windows Service on your computer. The default path depends on what version of MySQL is installed, but the following paths are common:
    - C:\Program Files\MySQL\MySQL Server 5.6\bin\mysql.exe
    - C:\Program Files (x86)\MySQL\MySQL Server 5.6\bin\mysql.exe
    - C:\Program Files\MySQL\MySQL Server 5.5\bin\mysql.exe
    - C:\Program Files (x86)\MySQL\MySQL Server 5.5\bin\mysql.exe
- The installer will check your specified path and verify that mysql.exe exists before the installation can proceed.

3. Could Not Detect MySQL Service

- This page is displayed when the MOVES installer cannot find a MySQL service associated with the detected MySQL installation.
- This could happen because of two reasons:
    - MySQL was not installed as a Windows Service. Before continuing, you will need reconfigure your MySQL Server following the instructions in the MySQL Help document.
    - There is a mismatch between the detected version of MySQL and the service that the MOVES installer is looking for, which could happen if there are multiple versions of MySQL installed on your computer. The particular version of MySQL that the MOVES installer is trying to use is listed on this wizard page. Either configure this particular version of MySQL to run as a Windows Service or uninstall it to allow MOVES to use a different installed version of MySQL. If you choose to uninstall it, you may wish to use a registry cleaning tool such as CCleaner to ensure no remnants of the old version are left on your computer.

4. Could Not Start MySQL Service

- This page is displayed when the MOVES installer cannot start the MySQL service associated with the detected MySQL installation.
    - If you configured the MySQL service to start with Windows, restarting your computer may fix this problem.
    - If you didn't configure MySQL service to start with Windows, there are two ways to try to manually start the MySQL service:

a) Use MySQL Notifier. Click on the MySQL Notifier icon in your taskbar, select the MySQL service name listed on the MOVES installer page, and then select Start or Restart.
b) Or open a command prompt as administrator (on Windows 7 or 8, search for cmd.exe and right-click select "Run as administrator"), and type the following command: `net start mysql56`, replacing mysql56 with the service name listed on the MOVES installer page.

- If these techniques do not work, you may need to uninstall and reinstall MySQL Server. Be sure to install it as a Windows service, run as Standard System Account. For convenience, keep the option to start the server at system start up.
- If you do uninstall and reinstall MySQL, you may wish to use a registry cleaning tool such as CCleaner to ensure no remnants of the old version are left on your computer before proceeding to reinstalling MySQL.

5. MySQL Configuration

- This page requires a successful connection to MySQL before continuing.
- Please ensure that you have entered the correct MySQL port number and root password.
- If you do not know or remember this information, please contact your system administrator. You may need to uninstall and reinstall MySQL Server to continue.
- If you are certain of the port number and password, and clicking Test Connection still results in "Could not connect to MySQL," it is likely that the MySQL service is not running. See the above sections related to the MySQL service for more troubleshooting help.

6. Could Not Load the Default Database

- If you get a popup message during the installation of MOVES notifying you that setup could not load the default database, you may attempt to manually install it after setup completes following these steps:
    1. Restart your computer.
    2. Open MySQL Workbench and connect to localhost (you may be prompted to enter the root username and password here).
    3. If you have Workbench 6.2 or newer:
        - File > Run SQL Script…
        - Navigate to the directory where you installed MOVES and select the .sql file that begins with "movesdb."
        - Click "Run". Please note that this action may take several minutes to complete.
    4. If you have an older version of Workbench or QueryBrowser:
        - File > Open SQL Script…
        - Navigate to the directory where you installed MOVES and select the .sql file that begins with "movesdb." Please note that this action may take a very long time to complete since this is a large file.
        - Click the lightning bolt to execute the script. Please note that this action may several minutes to complete.
- If the file executes with no errors, then your installation is complete.

- If there are errors, ensure that a database with the same name as the MOVES default database doesn't already exist on your computer. If it does, remove it and try the above steps again.
- If there are still errors, it is possible that the database file was corrupted when it was extracted. Run the MOVES installer again to see if that solves the issue.
- If that does not help, then try uninstalling and reinstalling MySQL and ensure that you are using a supported version of MySQL.

7. Could Not Confirm Successful MOVES Installation

- If you get a popup message stating setup couldn't confirm if MOVES was installed correctly, it means that a test run of MOVES performed by the installer resulted in errors. If you get this error, restart your computer and then try running a very simple runspec. The installation log located in the installer folder in the MOVES directory may have more information about what failed. If you continue to receive error messages when running MOVES, please contact mobile@epa.gov with your installation log and a description of the error messages that you are receiving.