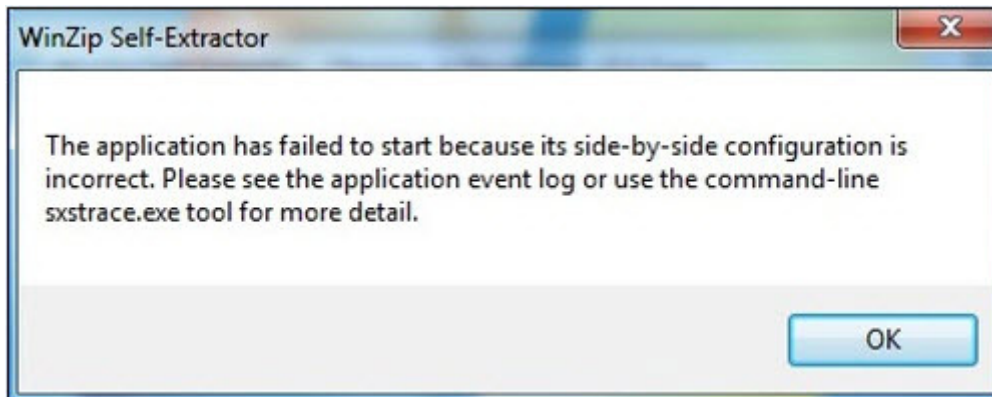


## Troubleshoot Installation Problem (Side-By-Side Configuration Error)

During the eStockCard Installation, sometimes the following message will appear:-



Therefore:-

1. Please download the VC++ file from the Microsoft website at this link here:  
<http://www.microsoft.com/downloads/en/details.aspx?FamilyID=200B2FD9-AE1A-4A14-984D-389C36F85647&displaylang=en>
2. Install it on the PC.
3. Then run the eStockCard Installation file again.

## Chronos eStockCard Installation Troubleshooting

If you failed to install Chronos eStockCard, please perform this Pre-Installation Procedures:

1. Go to Add/Remove Program in Windows Control Panel.
2. Remove everything related to Microsoft SQL Server 2005:
  - *Microsoft SQL Server 2005*
  - *Microsoft SQL Server Setup Support Files*
  - *Microsoft SQL Server VSS Writer*
  - *Microsoft SQL Server Native Client*
3. Remove everything related to Chronos eStockCard.
4. Perform Chronos Installation Procedures again.
5. If you still failed to install, run the "UnInstall\_eStockCard.exe" inside "Chronos\_e-StockCard\_vX.X.X" folder.