

# PostgreSQL Installation FAQs

Below are the most frequently asked questions regarding installation of the PostgreSQL database. If your problem can not be corrected with the following instructions, see the PostgreSQL web site ([www.postgresql.org](http://www.postgresql.org)).

## **FAQ 1: Error: “Failed to run initdb:1”, “Failed to run initdb: Access Denied”**

**Description: PostgreSQL basic installation fails at the end when trying to initialize the cluster with initdb.**

### **Solution:**

1. Create a user as a member of the “Users” group on the computer (access through Control Panel>User Accounts>Users Tab>Add) and enter a password. Write both user name and password down for future reference.
2. Insert the Biosystems’ IQ System CD and install the PostgreSQL Database Server using the “Advanced” installation option.
3. At the “Run as Service” form, enter the User Name and Password you created.
4. Follow the “Advanced” installation instructions from the PostgreSQL Installation Guide for all the other options. \*\*\*
5. You may be prompted to adjust User or Group permissions - allow the installation to do it for you.

\*\*\* The latest version of the PostgreSQL Database Server Installation guide visit:  
[http://www.biodownloads.com/html/prog\\_iq\\_database\\_sql\\_server.htm](http://www.biodownloads.com/html/prog_iq_database_sql_server.htm)

## **FAQ 2: “SQL Error: could not connect to server: Connection refused (0x0000274D/10061) Is the server running on host "localhost" and accepting TCP/IP connections on port 5432?”**

**Description: The IQ software and PostgreSQL server was installed on same computer and was working fine. Following a reboot of the PC, the IQ software fails to connect with the database.**

**Solution:** The probable cause is the PostgreSQL server service is not running properly. Check the service status using Control Panel>Administrative Tools>Services. Find the PostgreSQL service in the list and check the “Status” column. It should be displaying “Started”. If not, try the following to start the service:

1. Right mouse click on the PostgreSQL server service entry and select “Start”.
2. If the service fails to start and the message “Login Failed” is shown, then the User Name the service is running under has lost the right to login as service. Check with your Domain (Network) Administrator to have the User Name given the right to login as service. \*\*\*
3. To temporarily grant the rights of login as service, you have to reenter the password. Right mouse click on the service and select “Properties”. Select the “Log On” tab and reenter the password.
4. If you don't know the password for the user that the service runs under then go into Control Panel/Administrative Tools/Computer Management and find the user name. Then right click on the name and select Set Password to enter a new password.
5. Try to start the service; the service should now start with no errors.

\*\*\* To find the User Name, follow Step 3.

**FAQ 3: “PostgreSQL Service Error: Service Started and Stopped. Maybe stop when not busy”**

**Description:** After creating a new user to run the service (after server has been installed) and changing the PostgreSQL service logon to the new user, the message above is displayed.

**Solution:** The user must be granted rights to the “bin” (service files) and “data” (database cluster location) folders. The user must be given “read and execute”, “list folder contents” and “read” rights to the “bin” folder, but “write” access must be denied. The user must be given all rights to the “data” folder except for “Full Control”.

**FAQ 4: Basic Installation Mode: “Service Failed to Start in Basic”**

**Description:** The PostgreSQL service fails to start and the installation fails

**Solution:** Remove the “NT Authority\Authenticated Users” from the created user’s profile.

**FAQ 5: Advanced Installation Mode: “Authenticated Users”**

**Description:** When trying to create a new user to run the service, the installation displays this message.

**Solution:** Remove the “NT Authority\Authenticated Users” from the created user’s profile.

**FAQ 6: “Could Not Connect to Server” message when starting IQ programs**

**Description:** When trying to start an IQ program the above message is displayed and the PostgreSQL service is not running.

**Solution1:** Check for “NT Authority\Authenticated Users” in any User group and remove it from the PostgreSQL created user’s profile.

**Solution2:** Verify that the user profile used to run the service has “login as services” rights. If not, re-enter the service password for PostgreSQL service user using Service Properties.

**FAQ 7: IQ Administrator, IQ Express or IQ6 Internal Error and Needs to Close**

**Description:** When starting any of the above programs an internal error occurs immediately and the main form is never shown

**Solution:** The MDAC installation is damaged and needs to be repaired. Use the following to repair it.

1. Open the folder C:\Windows\inf and locate the file mdac.inf.

Note: Your Windows folder could be named differently, e.g. C:\WinXP

2. Right-click the file mdac.inf and click Install.

3. When prompted for a location, point to :\Windows\servicepackfiles\i386 or :i386. If neither exist, use the the Windows Search function to find “adcjavas.inc” on the computer and point to the found location.

4. When prompted for the file handler.reg, either point to C:\Program files\Common files\System\msadc, or put the Windows Operating System CD in your CD-ROM drive. (you may receive file not found error(s), click cancel and the continue with the installation)