How to Download & Install Trail Blazer on a PC, and how to Uninstall/Reinstall the Application if it Doesn't Launch Correctly after a Recent Deployment

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Overview

We get the question a lot on support regarding the installation of **Trail Blazer**, especially for new customers or for customers who are setting up new database users. You can have the application installed on as many computers as you need, this article walks through the steps to **download and install** it on a **PC**.

The program is native to PC which means you can download it for free off of our website. We put out releases of the software roughly 2x/Month so it's important to close the program after you're finished working so that you always get the most up-to-date version.

💡 **Tip: Mac** users can access their database via a free **remote desktop application** (*you'll need to contact us for your credentials*). This article shows how to login via Mac: http://trailblz.com/kb/?action=view&kb=255&cat=1

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Outline

#1 Download and Install Trail Blazer on a PC
#2 Uninstall/Reinstall the Application if it doesn't Launch after a Recent Deployment
#3 Related Resources

#1 – Download and Install Trail Blazer on a PC

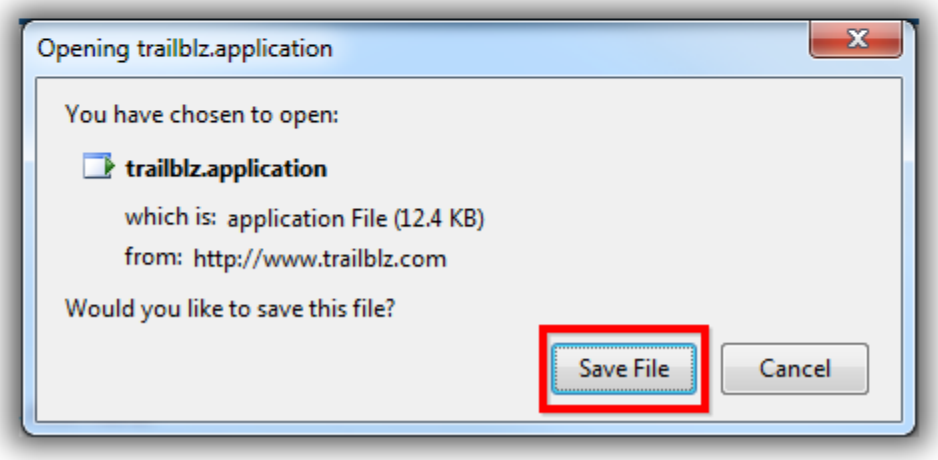
Open a **web browser** (*Internet Explorer is usually the best choice for this process, but Chrome, Firefox, etc. should work just fine*).

Navigate to https://www.trailblz.com/desktop/

You'll get a notification to either 'run' and/or 'save' the file depending on what browser you are using, click **[Run]** if prompted, or click **[Save]** if run isn't an option. *In my example I used IE and it provided a [Save] button.*

Different browsers will promt you in different ways on how to proceed with the download. Either click 'run' or 'save' to proceed.

(If nothing happens you'll likely need to navigate to your 'Downloads' area to launch the install from there).



This will *either* initiate the download process **automatically**, OR (*as was the case in my example*) it will put the download into the '**Downloads**' location on your browser. **If* the file is put into your download location you'll need to navigate there, and double-click it to launch the process as shown below.

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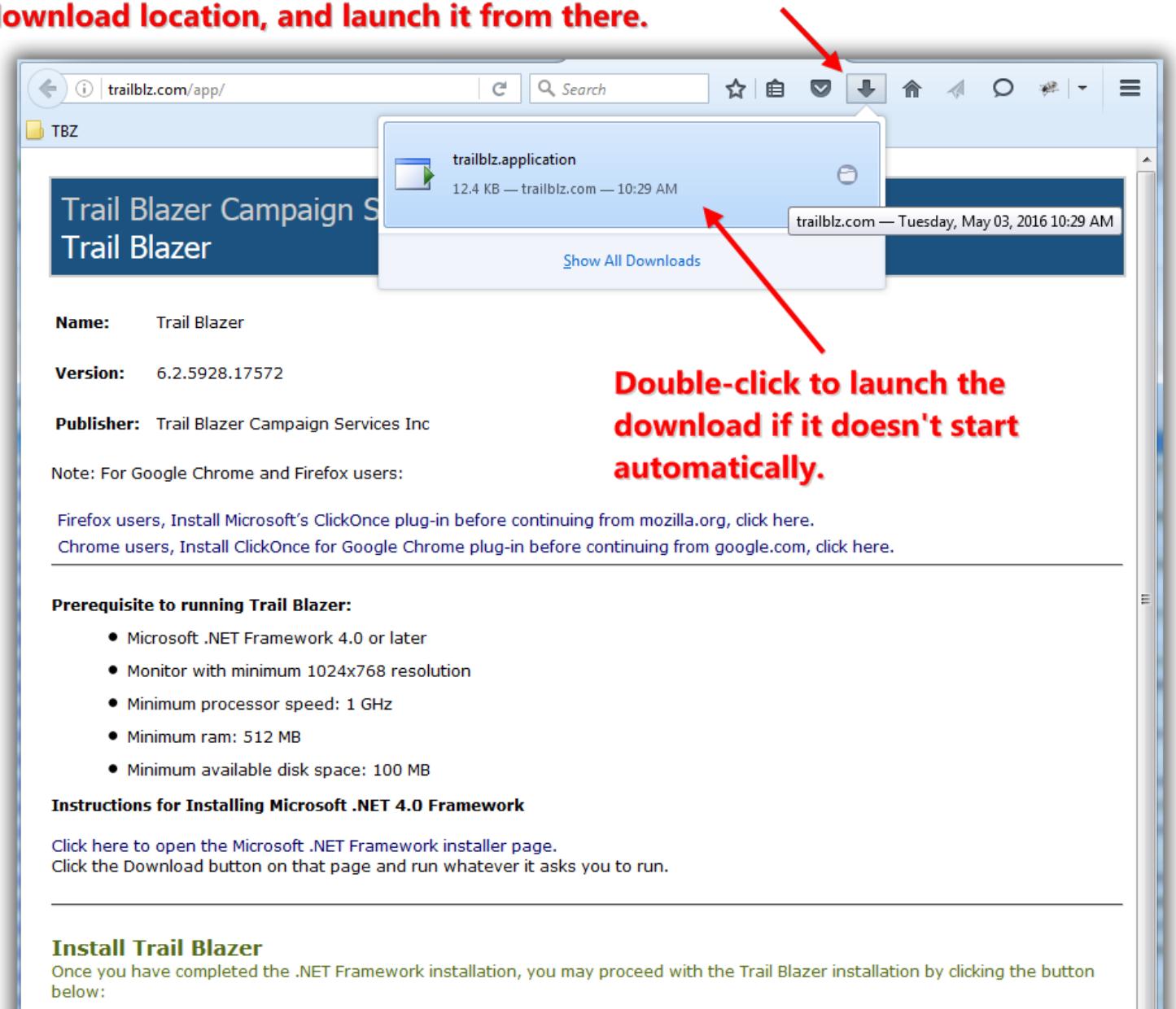
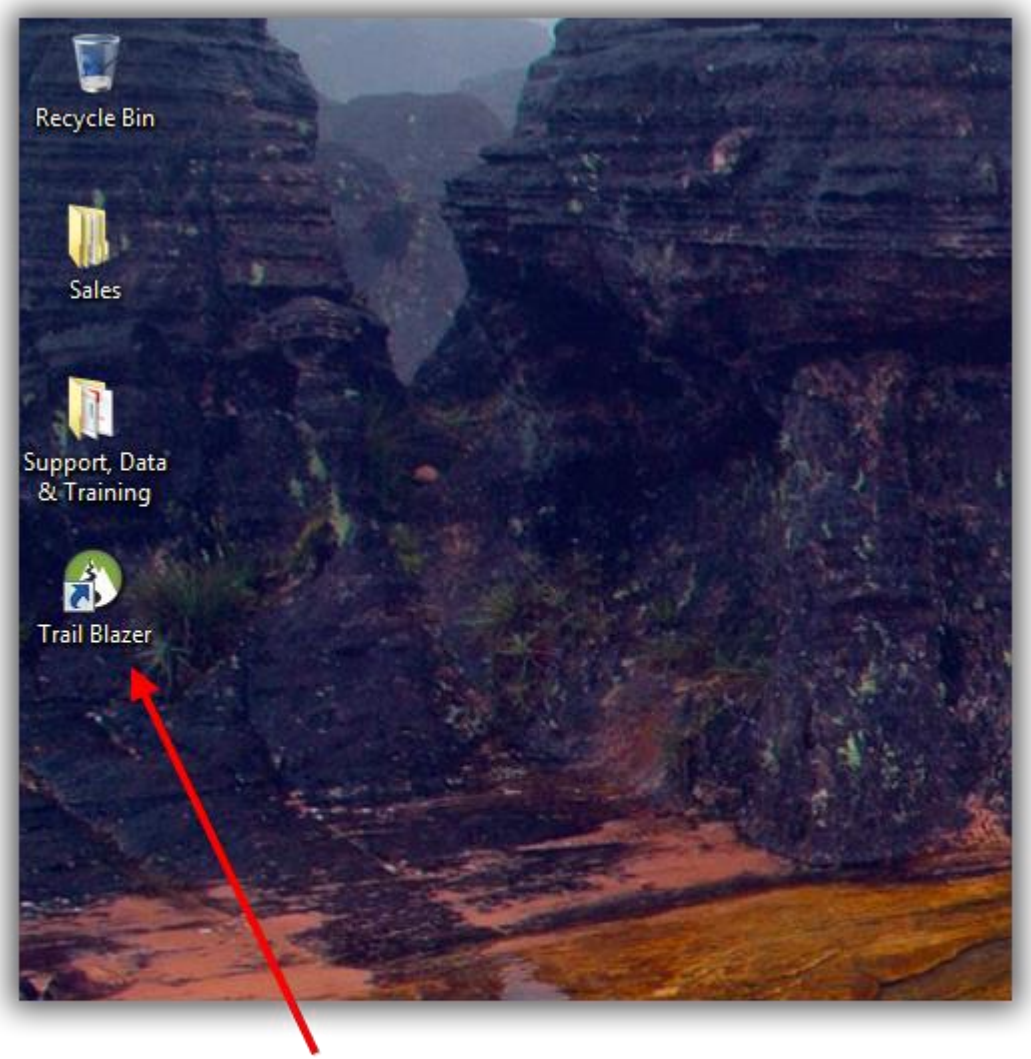
If the download doesn't automatically start you'll need to navigate to the browser's download location, and launch it from there.



Double-click to launch the download if it doesn't start automatically.

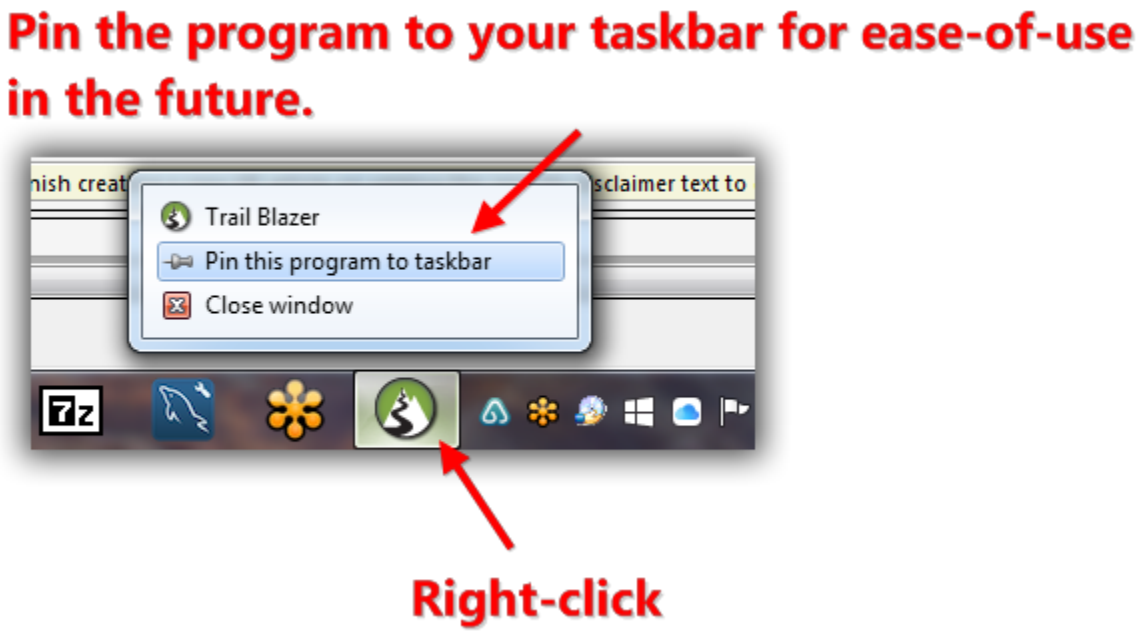
You'll get a load animation regarding the status of the install. Once complete the application will launch and bring you to the login screen, it will also install an application icon on your desktop. *My example is shown in three images below.*

Img 1 of 3 – Desktop Icon

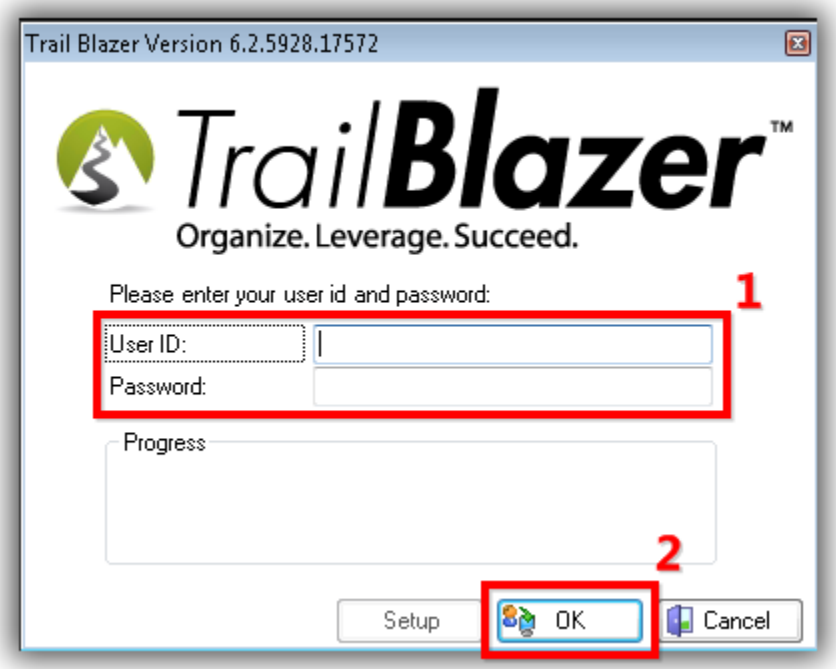


Double-click the desktop icon to launch the application if it doesn't automatically launch.

Img 2 of 3 – **(Tip)** Pin Application to your Taskbar



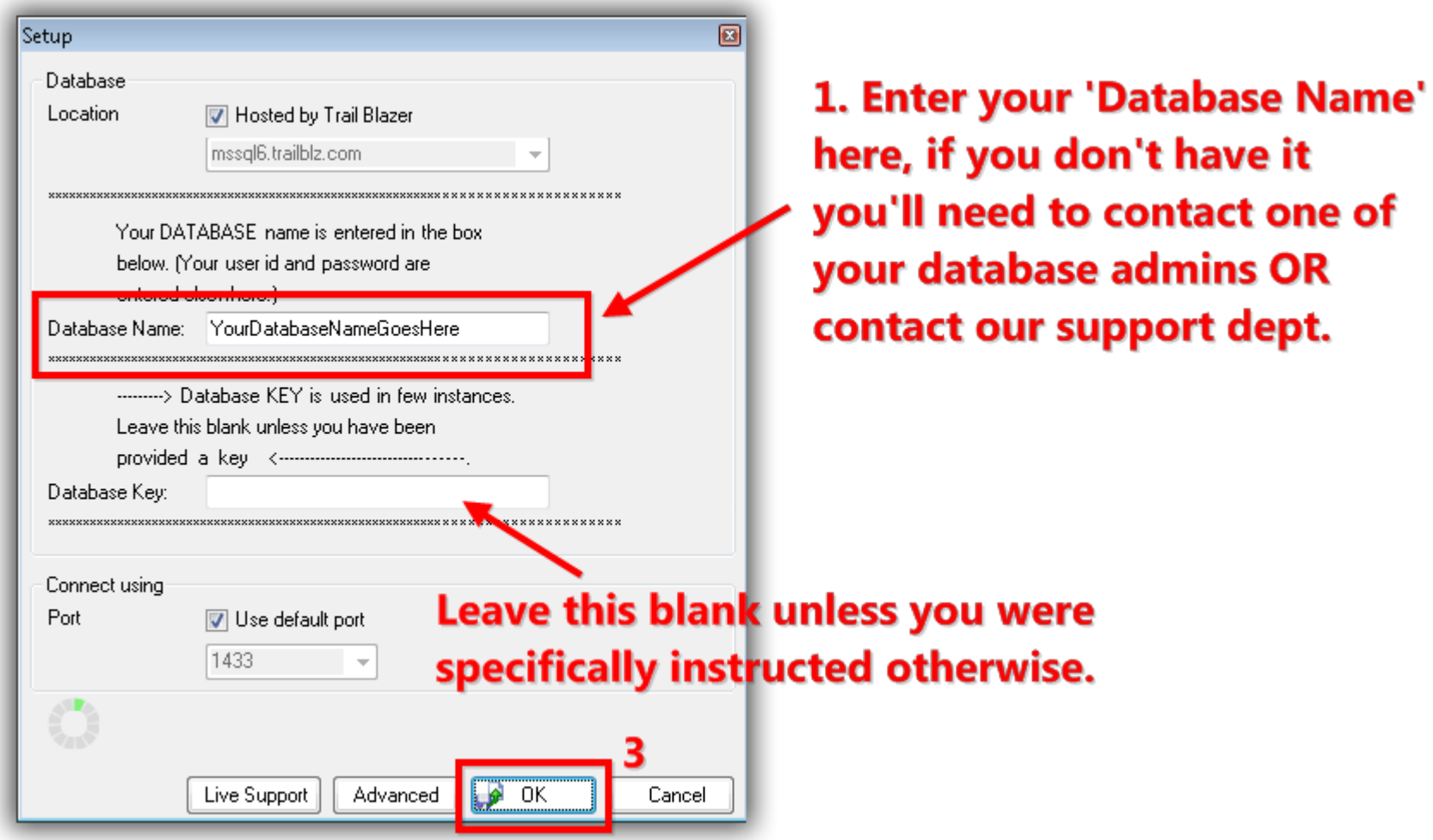
Img 3 of 3 – Login Screen the First Time you Login on a New PC or with a Right after a Fresh Install



The first time you login you'll be asked for your **'Database Name'**, enter it if you have it, if you don't you'll need to contact one of your database administrators or contact our live support (**1-866-909-8700**).

Leave the 'Database Key' field **blank** (*unless you were instructed otherwise, which is very rare*).

Click **[OK]** to finish the login process. *My example is below; make sure you enter your organization's own **unique Database Name**.*



If your login is a success you'll see the **Start Page** of **Trail Blazer**.

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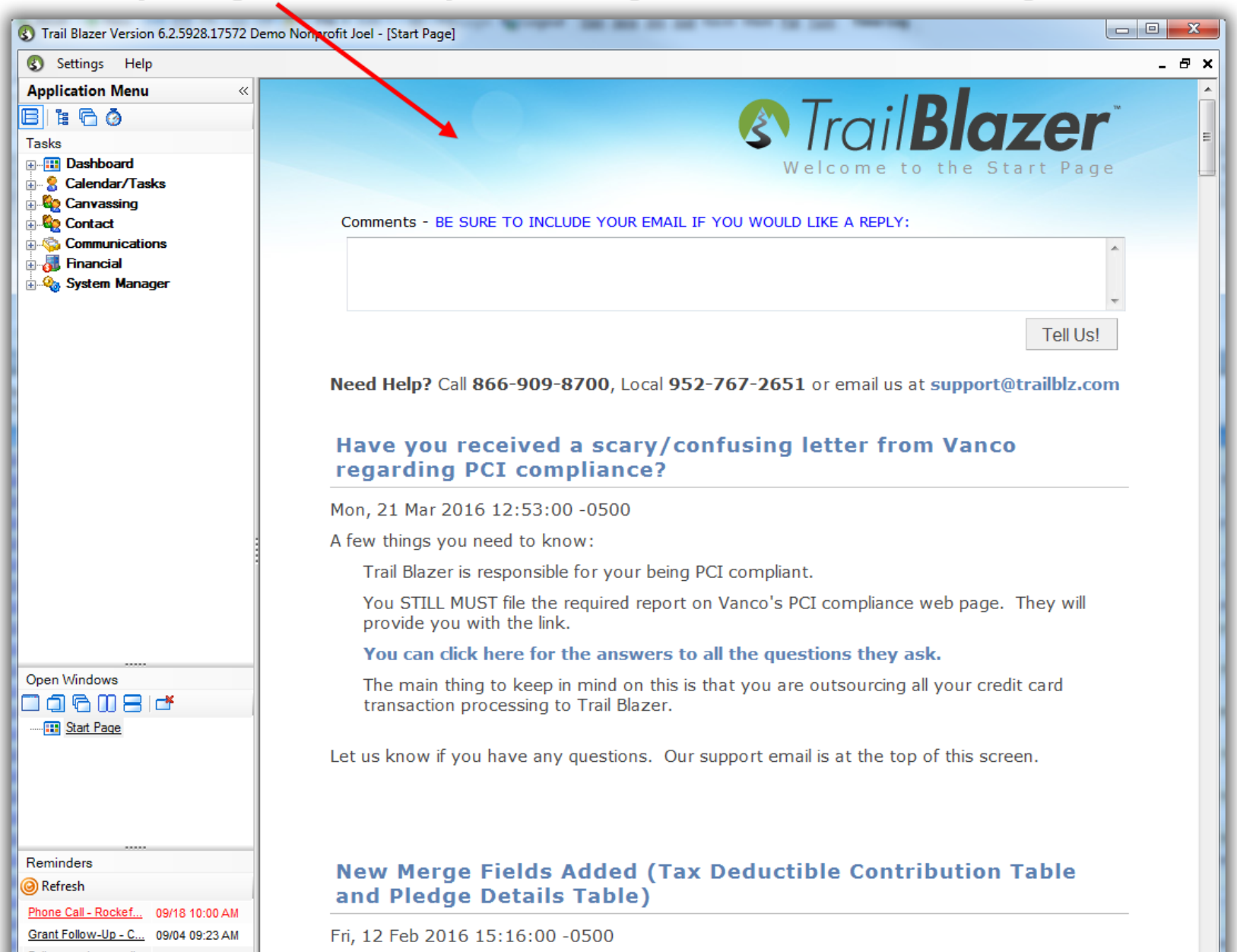
If your login is successful you'll be brought to the Trail Blazer Start Page.

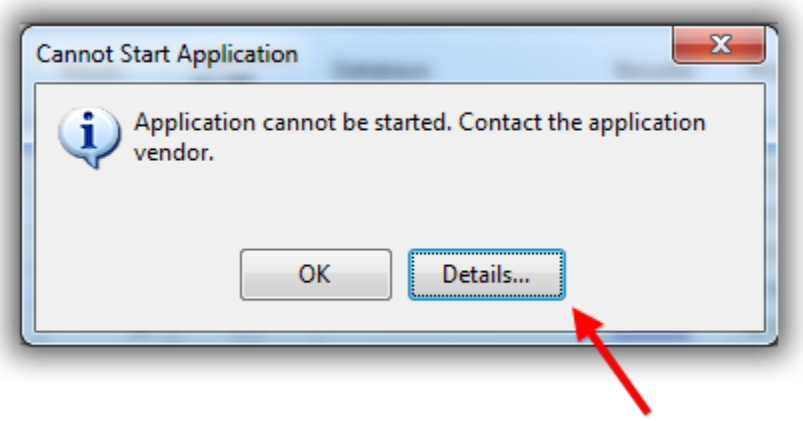


If it **fails** you'll get a notification message, common reasons for a failed login would be: **incorrect UN/PW**, wrong **Database Name**, or your **network security settings** are blocking our default port. *Contact us if your login continues to fail so we can help troubleshoot the issue, if it is a network issue you'll need to have access to your IT department. The next section shows how to uninstall/reinstall the application if you get an error message after a recent release is put out.*

#2 – Uninstall/Reinstall the Application if it doesn't Launch after a Recent Deployment

If you get an error message similar to the one below when trying to launch the application you'll likely need to **uninstall** and **reinstall** it.

Img 1 of 2 – Example Error Message



Img 2 of 2 – Application Error Code: Trail Blazer Can't Launch

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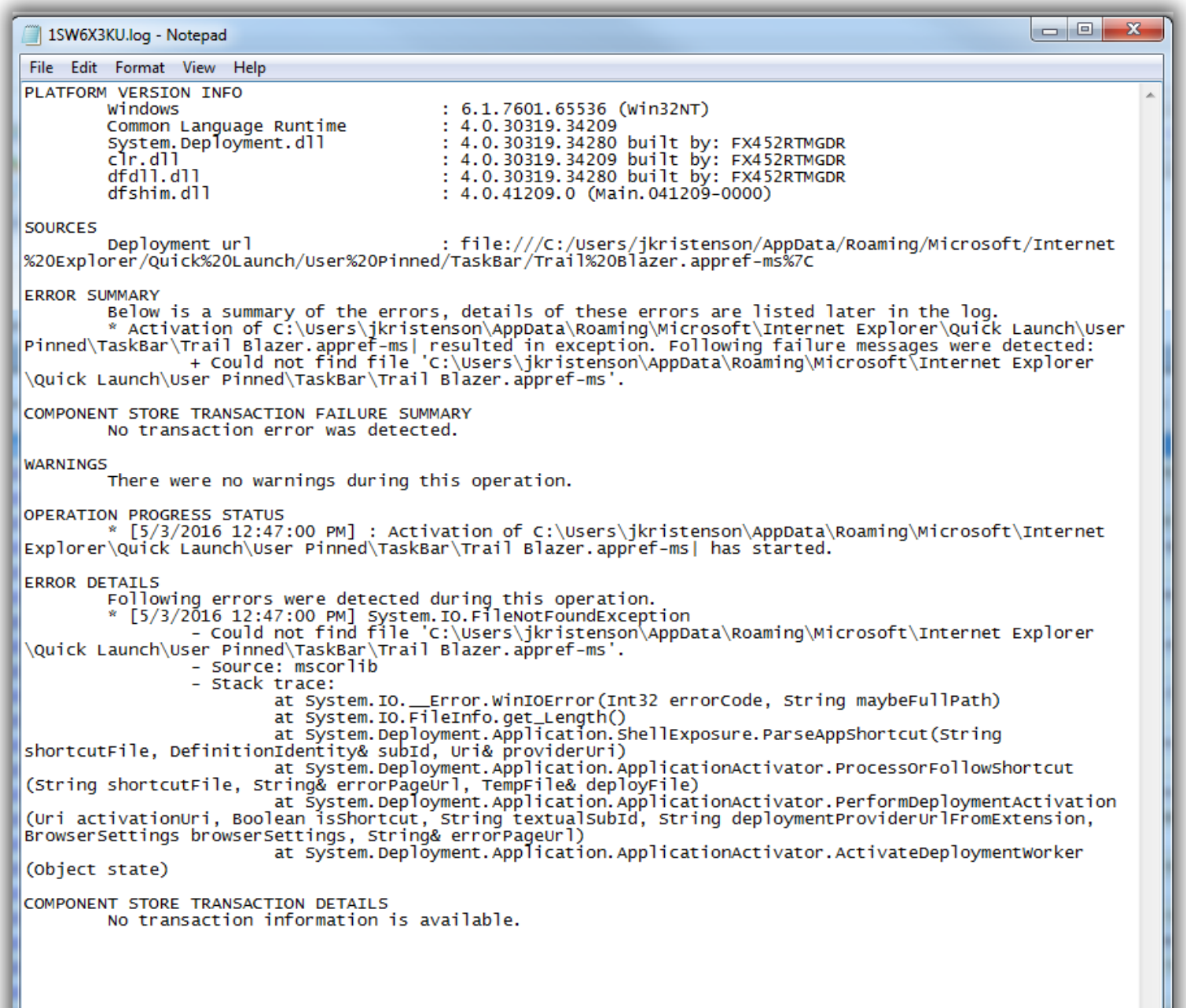

1SW6X3KU.log - Notepad

File Edit Format View Help

```
PLATFORM VERSION INFO
        Windows                         : 6.1.7601.65536 (Win32NT)
        Common Language Runtime         : 4.0.30319.34209
        System.Deployment.dll           : 4.0.30319.34280 built by: FX452RTMGDR
        clr.dll                         : 4.0.30319.34209 built by: FX452RTMGDR
        dfdll.dll                       : 4.0.30319.34280 built by: FX452RTMGDR
        dfshim.dll                      : 4.0.41209.0 (Main.041209-0000)

SOURCES
        Deployment url                  : file:///C:/Users/jkristenson/AppData/Roaming/Microsoft/Internet
%20Explorer/Quick%20Launch/User%20Pinned/TaskBar/Trail%20Blazer.appref-ms%7C

ERROR SUMMARY
        Below is a summary of the errors, details of these errors are listed later in the log.
        * Activation of C:\Users\jkristenson\AppData\Roaming\Microsoft\Internet Explorer\Quick Launch\User
Pinned\TaskBar\Trail Blazer.appref-ms| resulted in exception. Following failure messages were detected:
                + Could not find file 'C:\Users\jkristenson\AppData\Roaming\Microsoft\Internet Explorer
\Quick Launch\User Pinned\TaskBar\Trail Blazer.appref-ms'.

COMPONENT STORE TRANSACTION FAILURE SUMMARY
        No transaction error was detected.

WARNINGS
        There were no warnings during this operation.

OPERATION PROGRESS STATUS
        * [5/3/2016 12:47:00 PM] : Activation of C:\Users\jkristenson\AppData\Roaming\Microsoft\Internet
Explorer\Quick Launch\User Pinned\TaskBar\Trail Blazer.appref-ms| has started.

ERROR DETAILS
        Following errors were detected during this operation.
        * [5/3/2016 12:47:00 PM] System.IO.FileNotFoundException
                - Could not find file 'C:\Users\jkristenson\AppData\Roaming\Microsoft\Internet Explorer
\Quick Launch\User Pinned\TaskBar\Trail Blazer.appref-ms'.
                - Source: mscorlib
                - Stack trace:
                        at System.IO.__Error.WinIOError(Int32 errorCode, String maybeFullPath)
                        at System.IO.FileInfo.get_Length()
                        at System.Deployment.Application.ShellExposure.ParseAppShortcut(String
shortcutFile, DefinitionIdentity& subId, Uri& providerUri)
                        at System.Deployment.Application.ApplicationActivator.ProcessOrFollowShortcut
(String shortcutFile, String& errorPageUrl, TempFile& deployFile)
                        at System.Deployment.Application.ApplicationActivator.PerformDeploymentActivation
(Uri activationUri, Boolean isShortcut, String textualSubId, String deploymentProviderUrlFromExtension,
BrowserSettings browserSettings, String& errorPageUrl)
                        at System.Deployment.Application.ApplicationActivator.ActivateDeploymentWorker
(Object state)

COMPONENT STORE TRANSACTION DETAILS
        No transaction information is available.
```

Click on the **Windows Start Button** and navigate to the **Control Panel**. *In my example I was using Windows 7 OS, if you use a different version the user interface will likely vary.*

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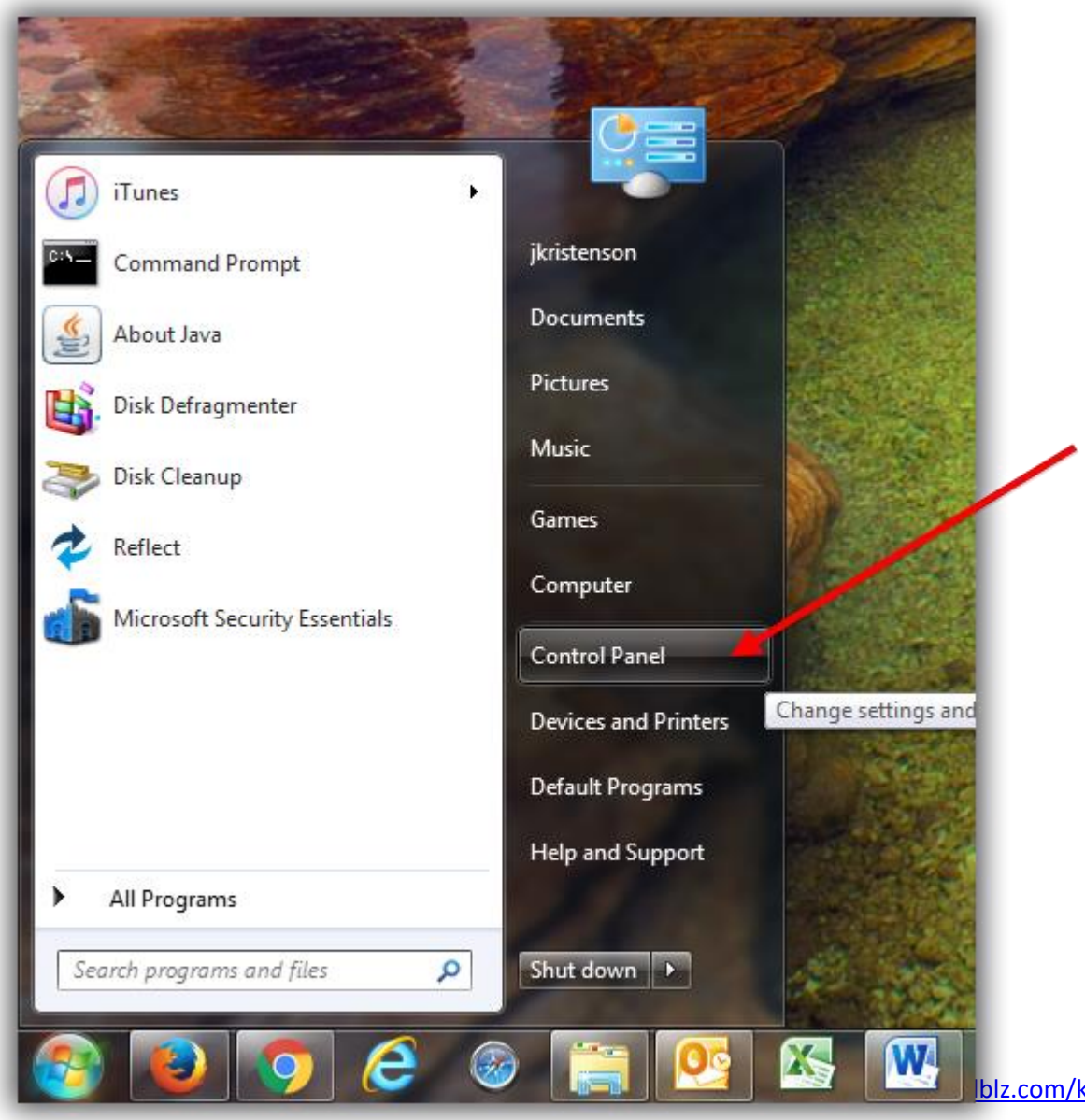

Click on the link called **'Uninstall a Program'.** *If you don't see that you'll want to look for* ***Programs and Features***.

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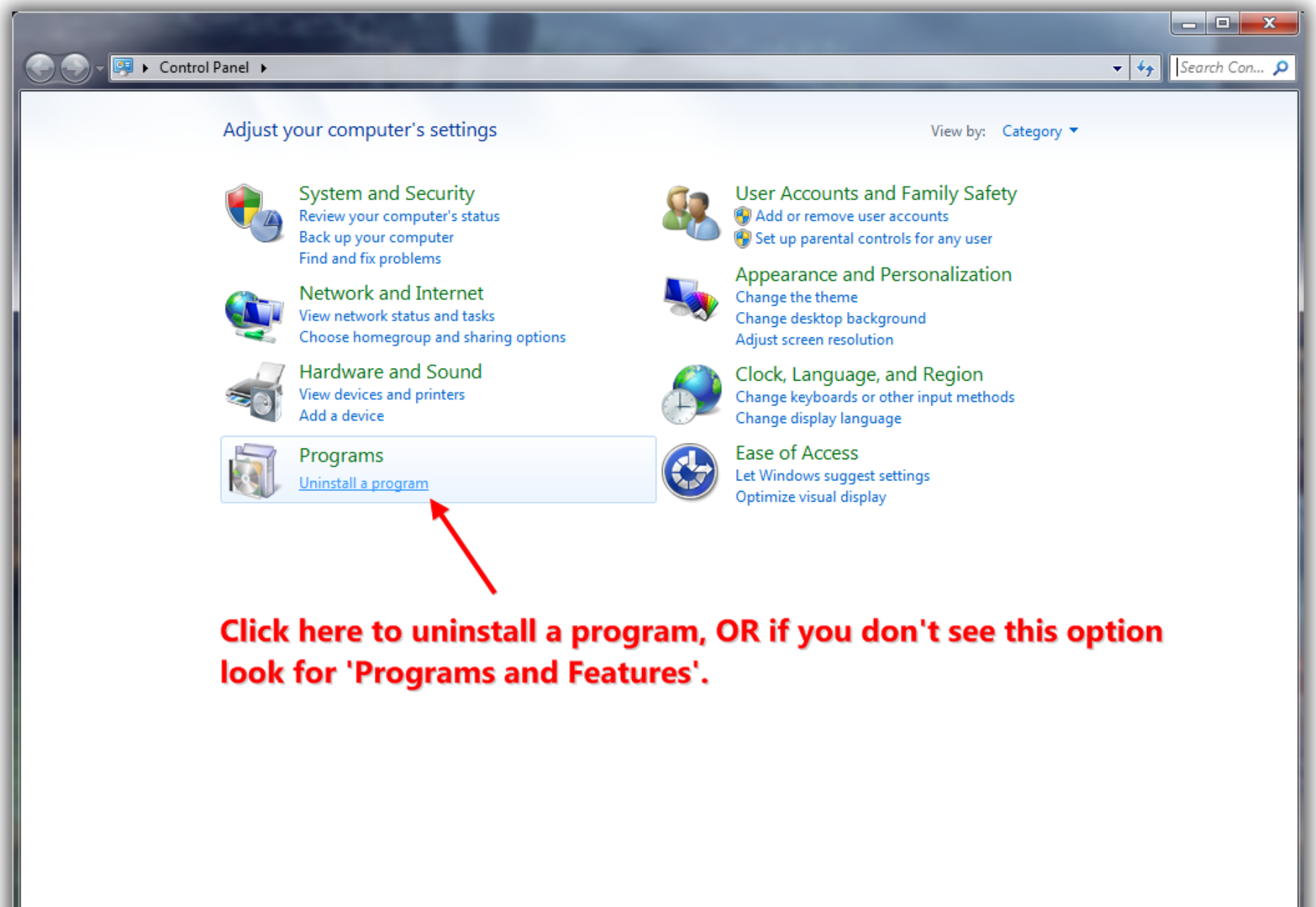

Once the list of programs populates, locate and click on **Trail Blazer**, then click the **[Uninstall/Change]** at the top.

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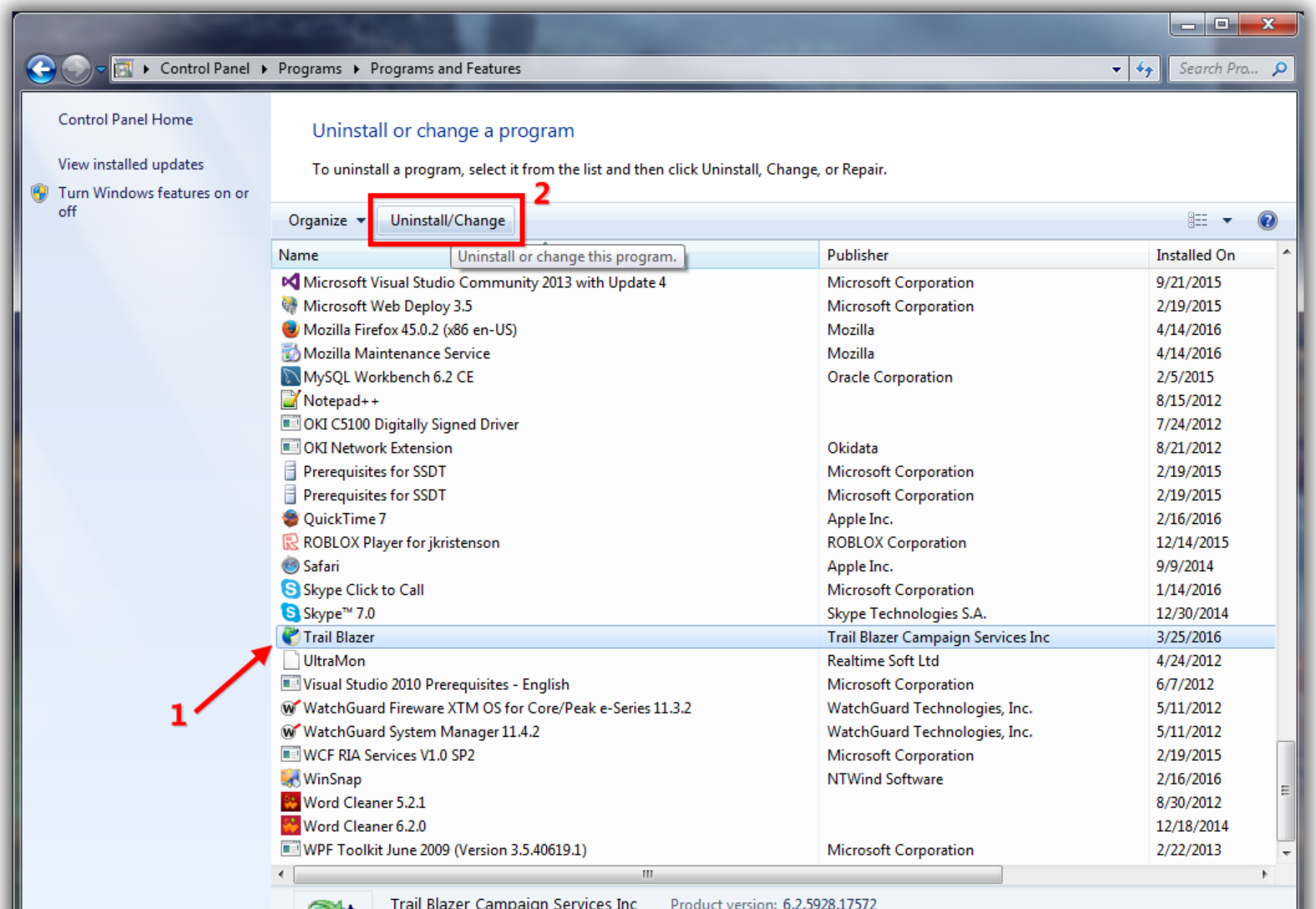
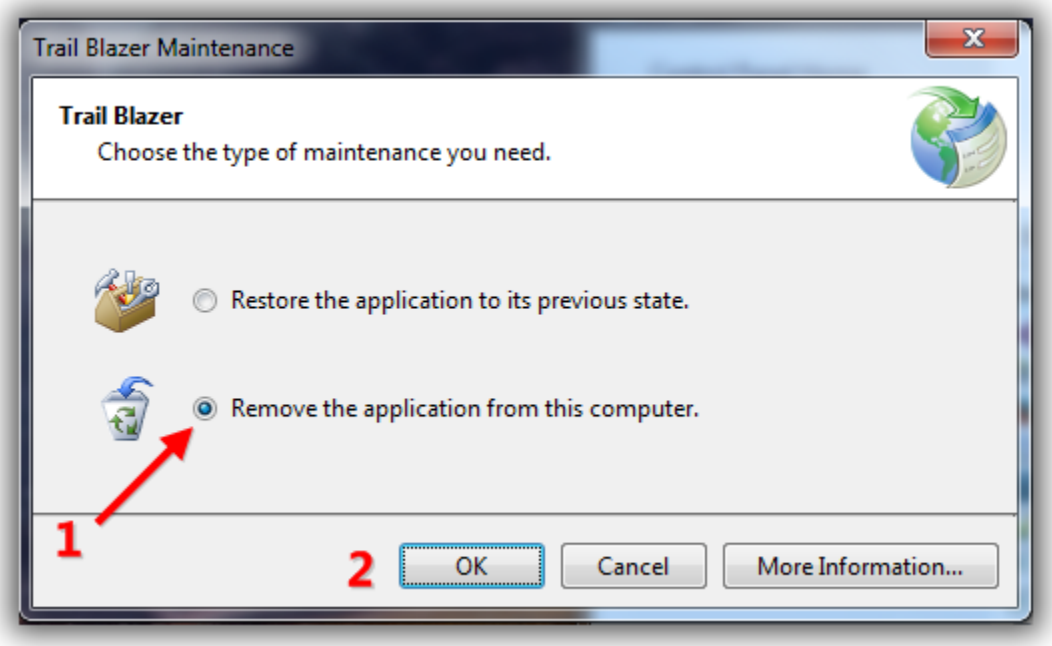


Select the radio button for **Remove the application from this computer.** Then click **[OK]**.



NOTE: In some rare circumstance you may get two instances of the program installed, if this is the case, remove them both.

Install the program again by following **Section #1** of this article.

The **related resources** below link to a variety of similar articles and videos such as accessing the program via your Mac or smartphone as well as how to setup new users.

Related Resources

Article: Configure Microsoft Remote Desktop – For Mac Users
Article: Adding a Database User and Setting Security Settings
Article: Install .Net 4.5.1
Article: Mobile Base Camp – Contact Search
Article: How to Access Trail Blazer Remotely on an iDevice (iPod touch, iPad, or iPhone) Using the Free Microsoft Remote Desktop App
Article: Configure 2X Client RDP Connection on your iPad (or any mobile device)
Article: Copying Files From Macintosh to Remote Desktop
Article: End of Day – Best Practices
Article: Multiple Remote Desktop Connections on a Macintosh
3rd Party Resource (Article): Installing the .NET Framework
Video: 2X iPad Install and Configure
Video: Multiple Database Logon

Trail Blazer Live Support

- **Phone:** 1-866-909-8700
- **Email:** support@trailblz.com
- **Facebook:** https://www.facebook.com/pages/Trail-Blazer-Software/64872951180
- **Twitter:** https://twitter.com/trailblazersoft

** As a policy we require that you have taken our intro training class before calling or emailing our live support team.*

Click here to view our calendar for upcoming classes and events. Feel free to sign up other members on your team for the same training.

** After registering you'll receive a confirmation email with the instructions for how to log into the GoToMeeting session where we host our live interactive trainings.*

** This service is included in your contract.*