

Author: Joel Kristenson

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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>

Outline

#1 Download and Install Trail Blazer on a PC

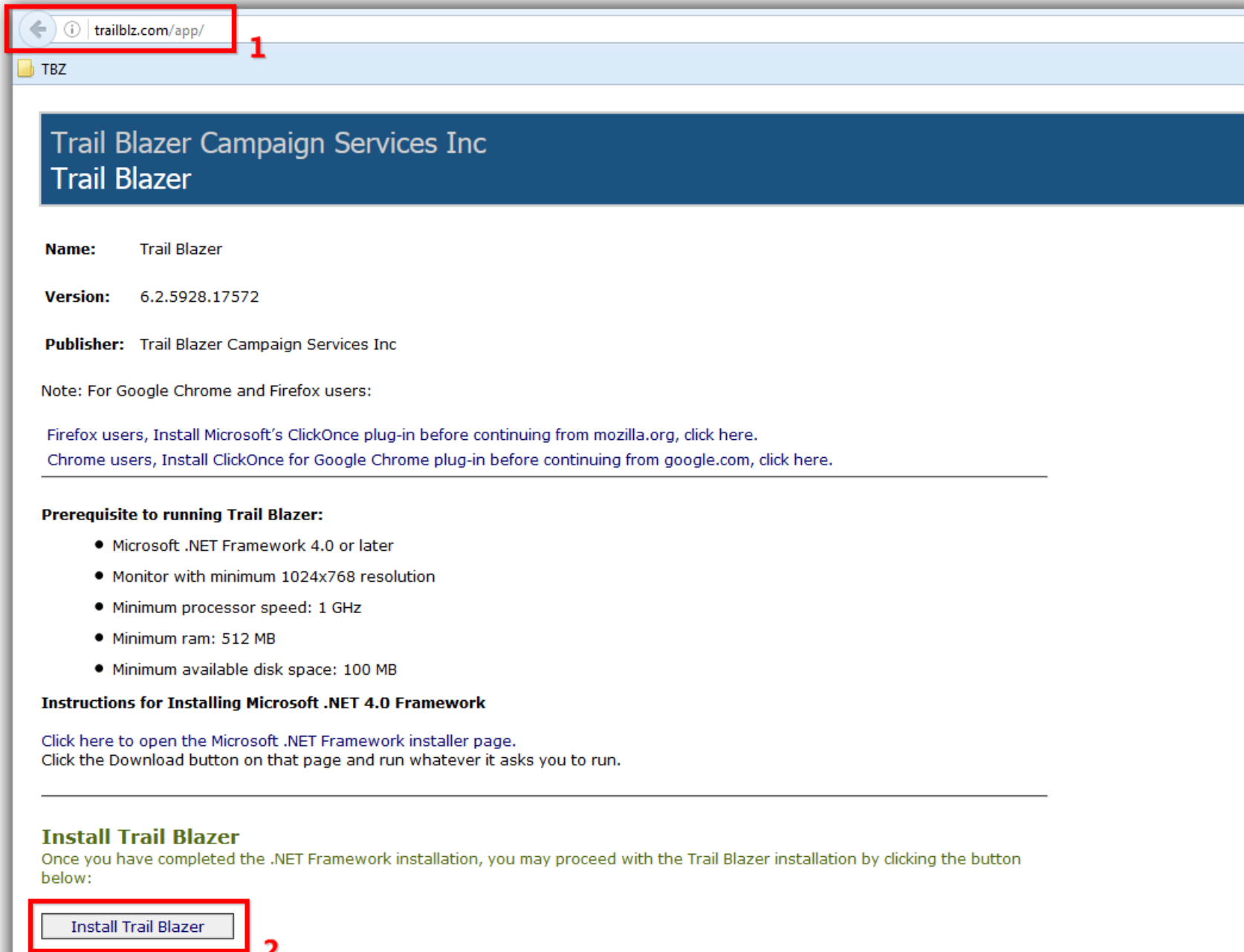
#2 Uninstall/Reinstall the Application if it doesn't Launch after a Recent Deployment

#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 www.trailblz.com/app



1

Trail Blazer Campaign Services Inc
Trail Blazer

Name: Trail Blazer

Version: 6.2.5928.17572

Publisher: Trail Blazer Campaign Services Inc

Note: For Google Chrome and Firefox users:

Firefox users, Install Microsoft's ClickOnce plug-in before continuing from mozilla.org, click here.
Chrome users, Install ClickOnce for Google Chrome plug-in before continuing from google.com, click here.

Prerequisite to running Trail Blazer:

- Microsoft .NET Framework 4.0 or later
- Monitor with minimum 1024x768 resolution
- Minimum processor speed: 1 GHz
- Minimum ram: 512 MB
- Minimum available disk space: 100 MB

Instructions for Installing Microsoft .NET 4.0 Framework

Click here to open the Microsoft .NET Framework installer page.
Click the Download button on that page and run whatever it asks you to run.

Install Trail Blazer

Once you have completed the .NET Framework installation, you may proceed with the Trail Blazer installation by clicking the button below:

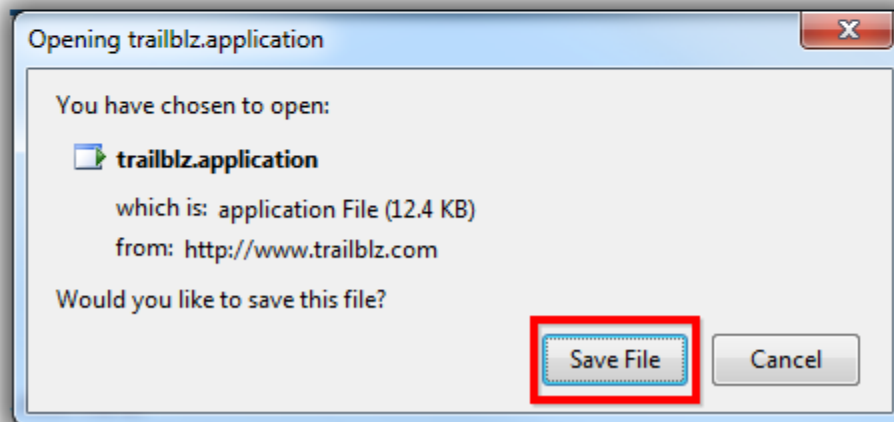
2

Install Trail Blazer

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 prompt you in different ways on how to proceed with the download. Either click 'run' or 'save' to proceed.

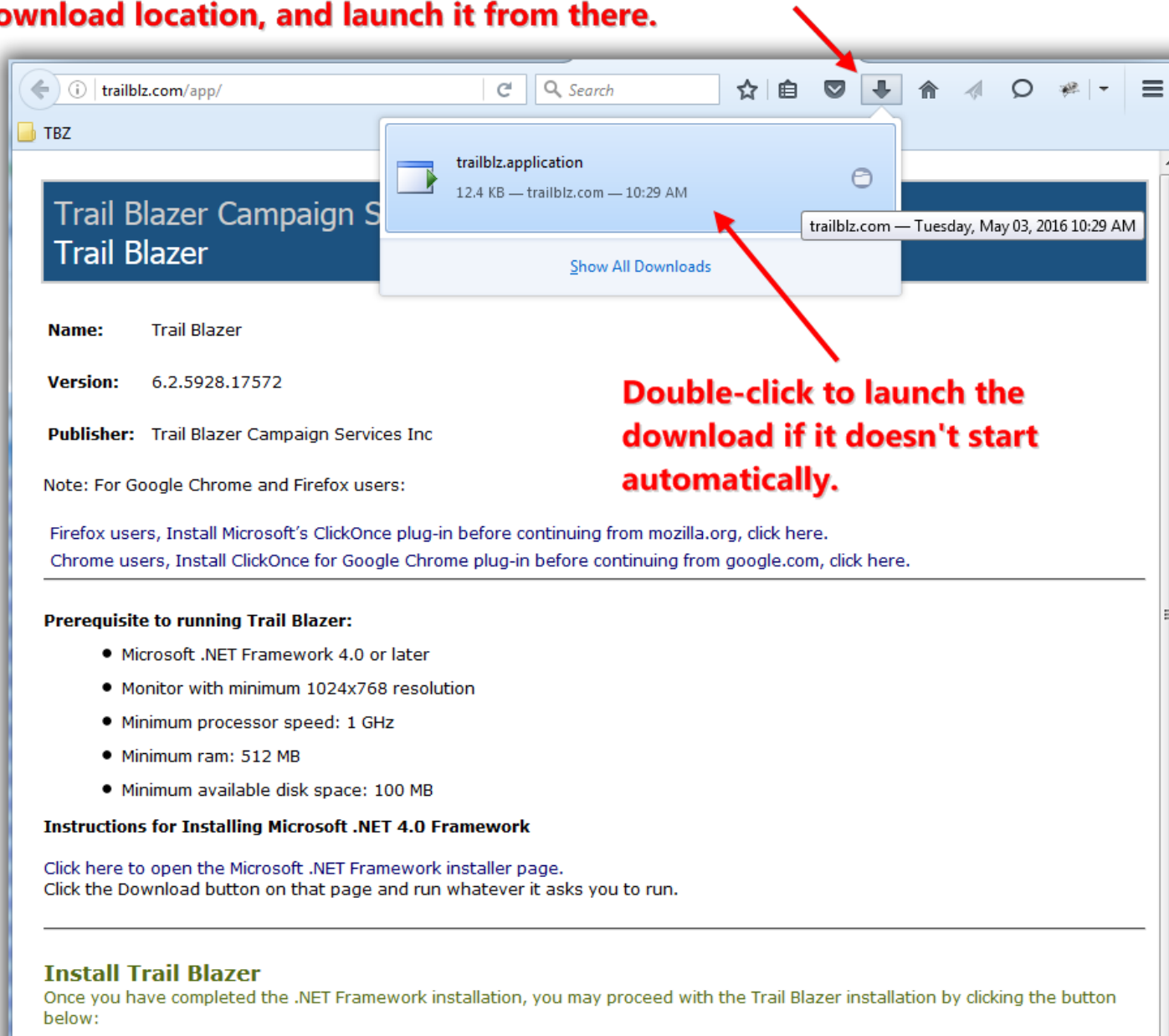
(If nothing happens you'll likely need to navigate to your 'Downloads' area to launch the install from there).



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

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.

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.

trailblz.com/app/

TBZ

Trail Blazer Campaign S
Trail Blazer

Name: Trail Blazer

Version: 6.2.5928.17572

Publisher: Trail Blazer Campaign Services Inc

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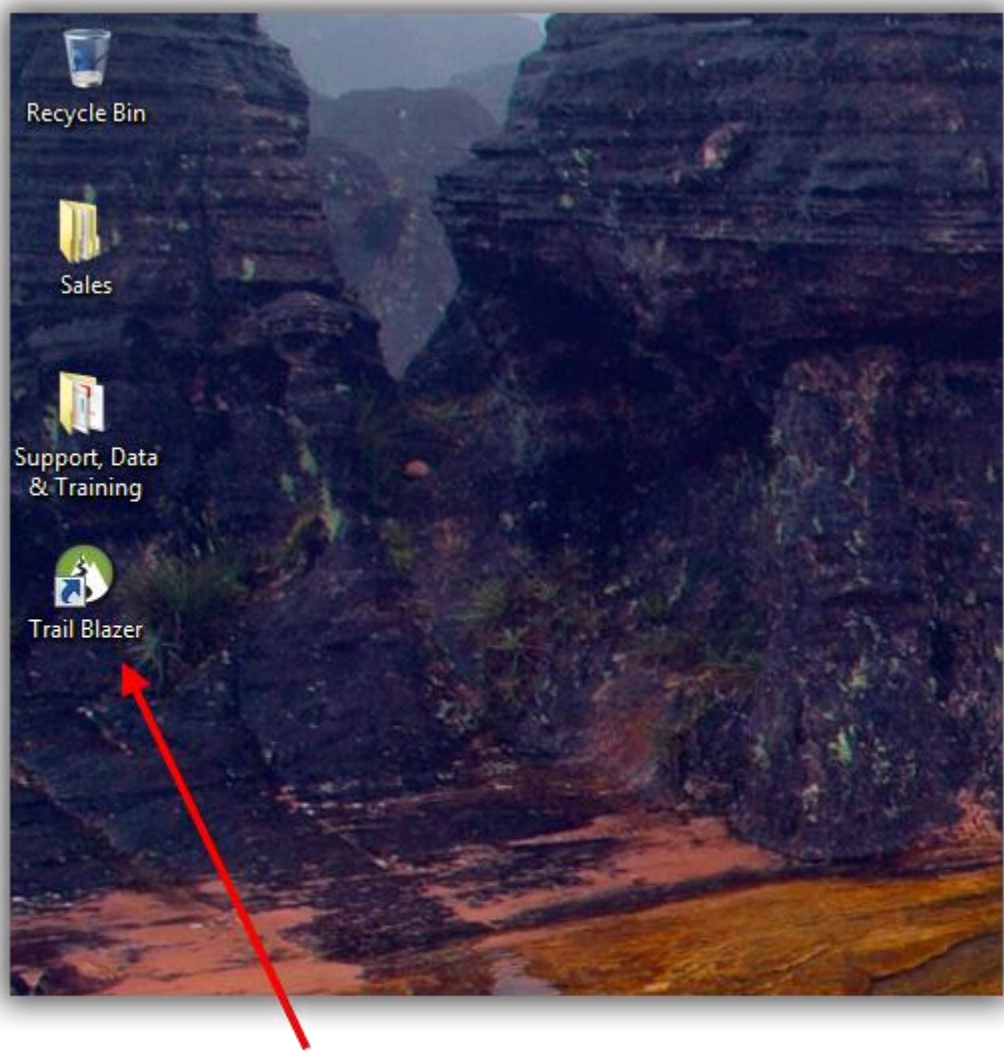
Install Trail Blazer

Once you have completed the .NET Framework installation, you may proceed with the Trail Blazer installation by clicking the button below:

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

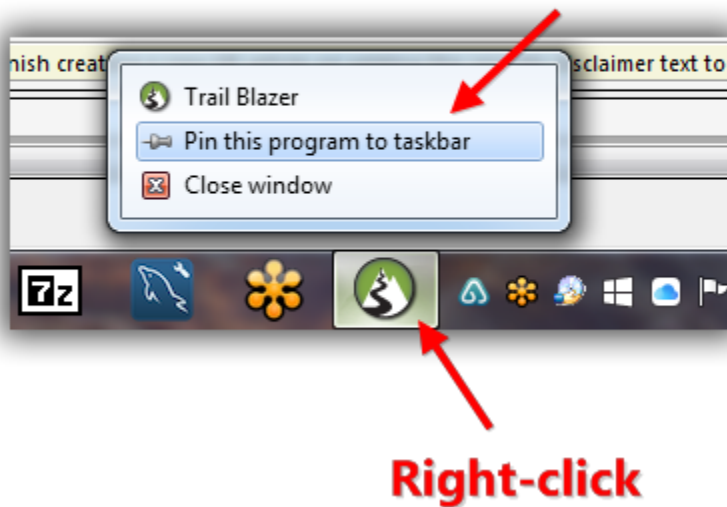
How to Download & Install Trail Blazer on a PC, and how to Uninstall/Reinstall the Application if it Doesn't Launch Correctly after a Recent Deployment



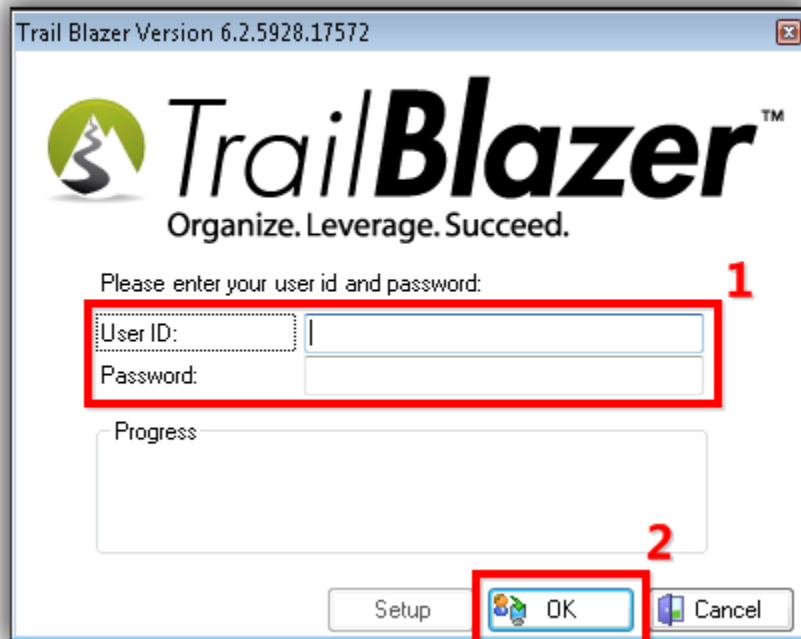
Double-click the desktop icon to launch the application if it doesn't automatically launch.

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

Pin the program to your taskbar for ease-of-use in the future.



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

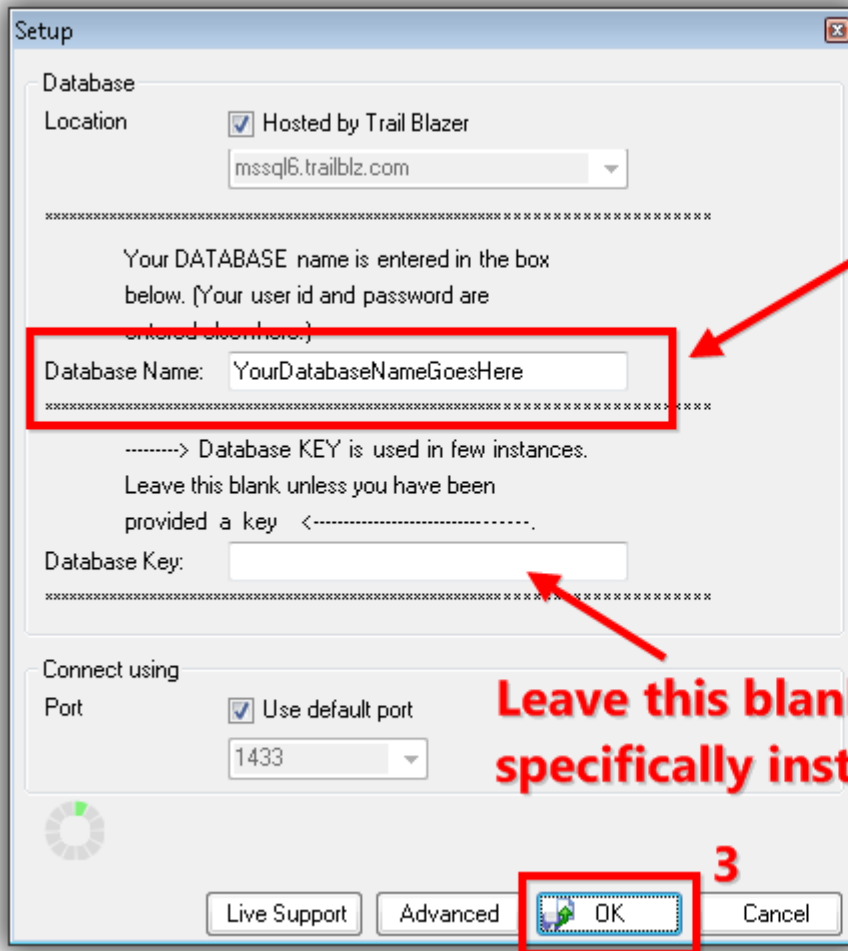


The first time you login you'll be asked for your '**Database Name**', enter it if you have it, if you don't you'll need to contact one of your database administrators or contact our live support (**1-866-909-8700**).

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**.*

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Setup

Database

Location Hosted by Trail Blazer
mssql6.trailblz.com

Your DATABASE name is entered in the box below. (Your user id and password are entered elsewhere.)

Database Name: YourDatabaseNameGoesHere

-----> Database KEY is used in few instances. Leave this blank unless you have been provided a key <-----.

Database Key:

Connect using

Port Use default port
1433

Live Support Advanced **3** OK Cancel

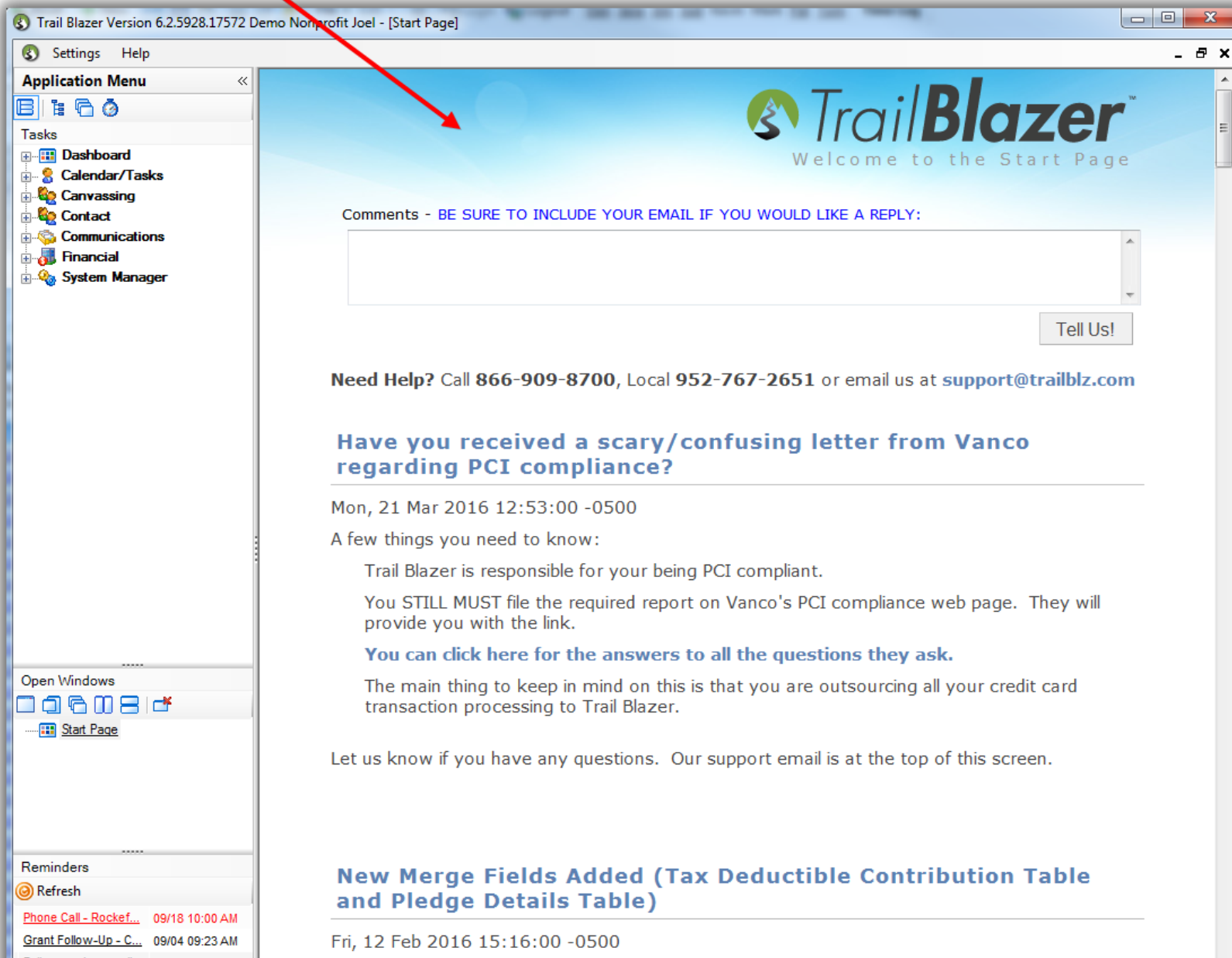
1. Enter your 'Database Name' here, if you don't have it you'll need to contact one of your database admins OR contact our support dept.

Leave this blank unless you were specifically instructed otherwise.

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.



The screenshot shows the Trail Blazer application window titled "Trail Blazer Version 6.2.5928.17572 Demo Nonprofit Joel - [Start Page]". The interface includes a left-hand navigation pane with an "Application Menu" and "Tasks" section. The "Application Menu" contains icons for Dashboard, Calendar/Tasks, Canvassing, Contact, Communications, Financial, and System Manager. The "Tasks" section lists: Dashboard, Calendar/Tasks, Canvassing, Contact, Communications, Financial, and System Manager. Below the navigation pane is an "Open Windows" section showing a single window titled "Start Page". At the bottom, there is a "Reminders" section with a "Refresh" button and two entries: "Phone Call - Rockef..." dated 09/18 10:00 AM and "Grant Follow-Up - C..." dated 09/04 09:23 AM.

The main content area of the application displays the TrailBlazer logo and the text "Welcome to the Start Page". Below this is a "Comments" section with the text "Comments - BE SURE TO INCLUDE YOUR EMAIL IF YOU WOULD LIKE A REPLY:" and a text input field. A "Tell Us!" button is located to the right of the input field. Below the comments section is a "Need Help?" section with the text "Need Help? Call 866-909-8700, Local 952-767-2651 or email us at support@trailblz.com".

The next section is titled "Have you received a scary/confusing letter from Vanco regarding PCI compliance?". It includes a timestamp "Mon, 21 Mar 2016 12:53:00 -0500" and the text "A few things you need to know: Trail Blazer is responsible for your being PCI compliant. You STILL MUST file the required report on Vanco's PCI compliance web page. They will provide you with the link. You can click here for the answers to all the questions they ask. The main thing to keep in mind on this is that you are outsourcing all your credit card transaction processing to Trail Blazer. Let us know if you have any questions. Our support email is at the top of this screen."

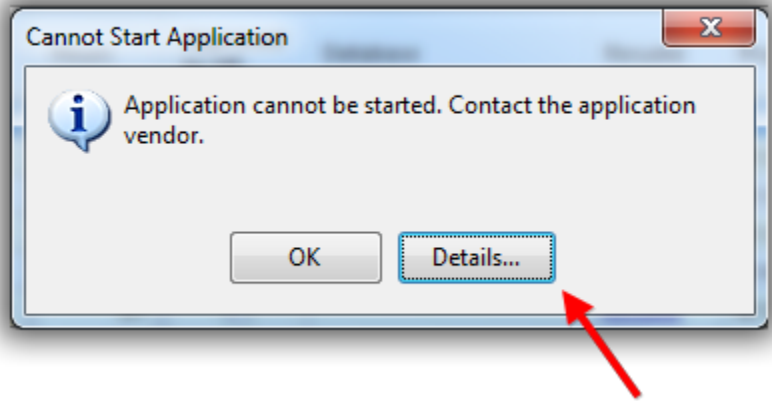
The final section is titled "New Merge Fields Added (Tax Deductible Contribution Table and Pledge Details Table)". It includes a timestamp "Fri, 12 Feb 2016 15:16:00 -0500".

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

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

```
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.

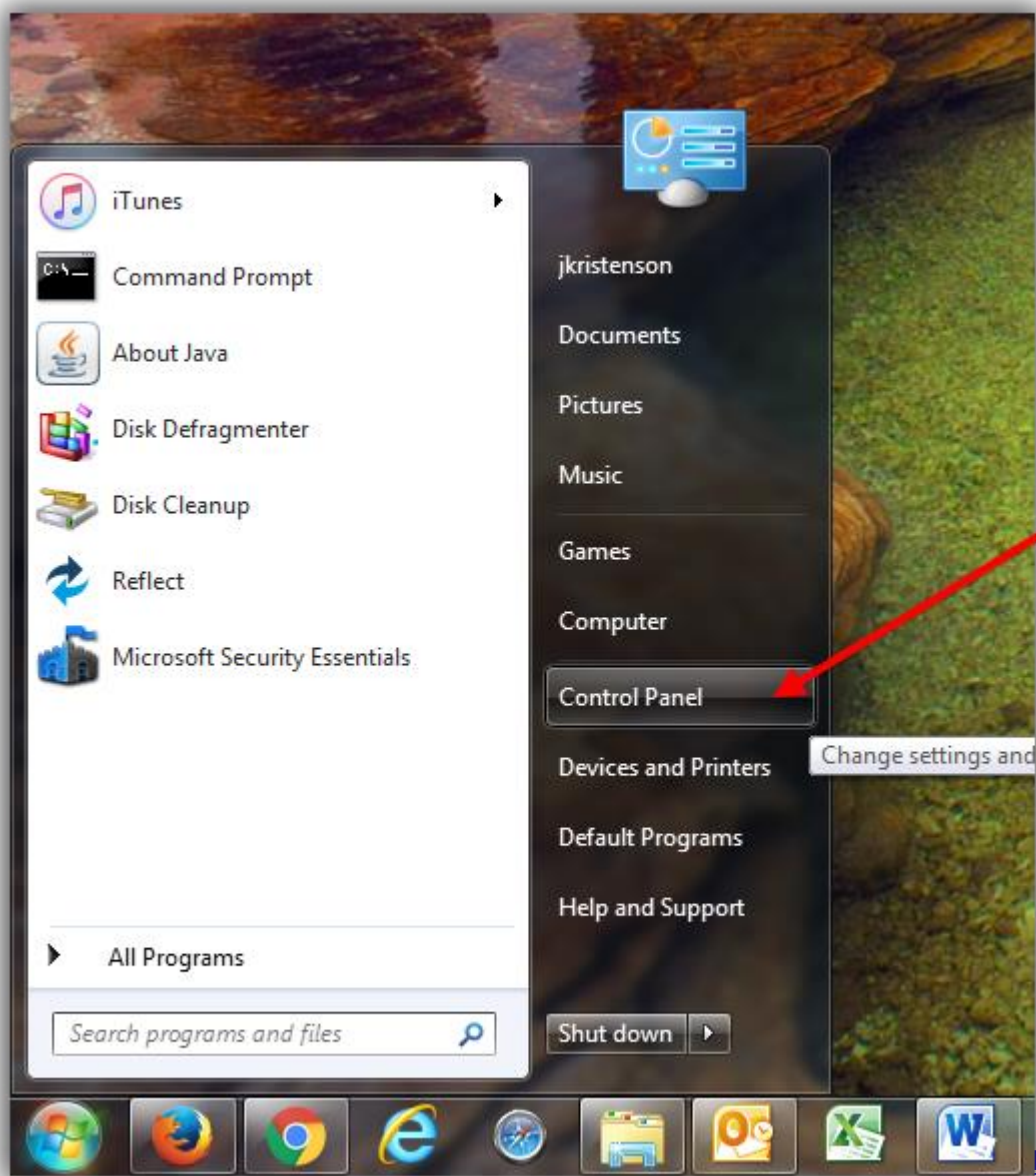
ERROR DETAILS
Following errors were detected during this operation.
* [5/3/2016 12:47:00 PM] System.IO.FileNotFoundException
- Could not find file 'C:\Users\jkristenson\AppData\Roaming\Microsoft\Internet Explorer
\Quick Launch\User Pinned\TaskBar\Trail Blazer.appref-ms'.
- Source: mscorlib
- Stack trace:
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.
```

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

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.*

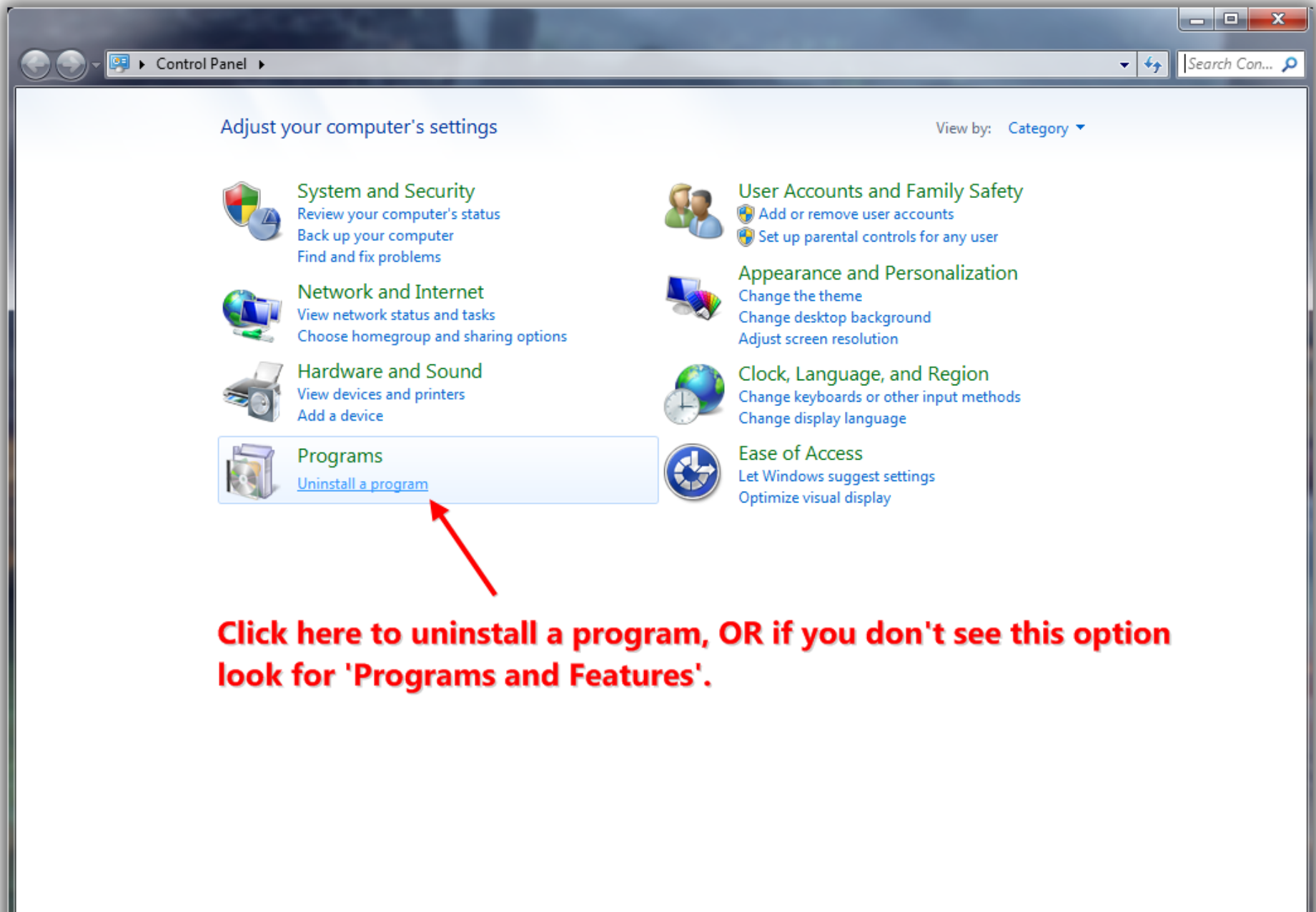
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How to Download & Install Trail Blazer on a PC, and how to Uninstall/Reinstall the Application if it Doesn't Launch Correctly after a Recent Deployment

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

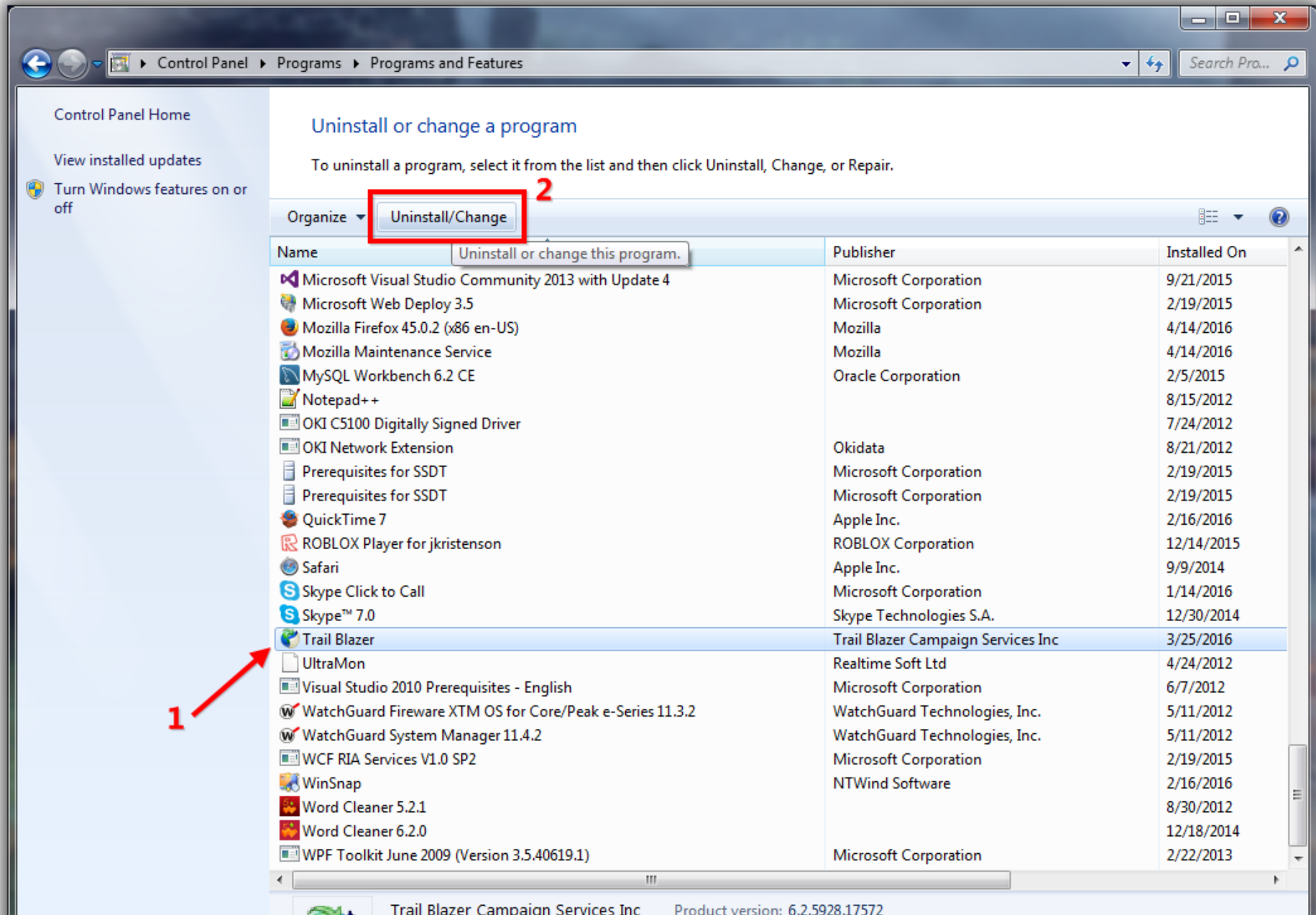
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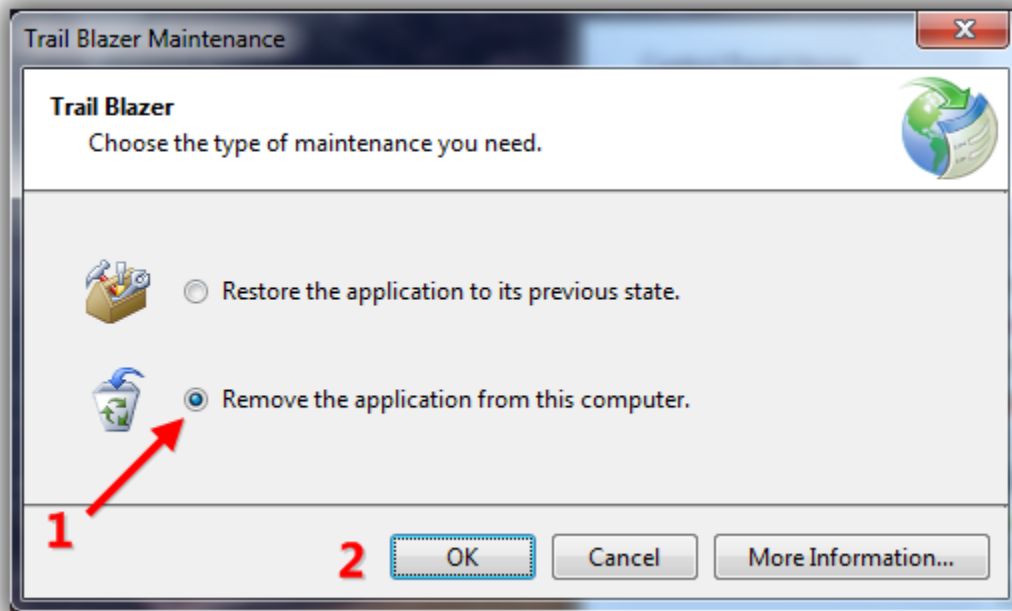
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Once the list of programs populates, locate and click on **Trail Blazer**, then click the **[Uninstall/Change]** at the top.

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



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.

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

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.



Trail Blazer™

- YouTube Channel
- Knowledge Base Articles
- 3rd Party Resources

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.*