User tries to launch Q Local and gets stuck at the initializing screen

Error document:

Show user that something in their machine is causing SQL Server a problem.

1) Verify standard OS, hard drive space & memory requirements are met

2) Verify screen resolution is at least 800 x 600

3) Edit the C:\Program Files\Pearson\Q Local System\Files\b.cfg file to use 127.0.0.1

4) Next time we have a W98SE initialization problem with 1.3.14, try the Server Network Utility and add the Named Pipes protocol. Restart the server and see if the initialization problem goes away. That`s a lot less risky than uninstalling and reinstalling.

5) Verify TCP/IP entries in the network properties

6) For XP users, check the Windows Event Viewer

7) Use MSCONFIG as a diagnostic tool

8) View the HOSTS files for corruption

9) Check connectivity to internet (some machines require connectivity)

10) Check video card settings

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