

Terminal Server Install Failure

A terminal server must be in install mode before you can install a program. When you use Add/Remove Programs in the Control Panel to install a program, this automatically puts a terminal server in install mode.

A Windows 2000-based server that is running Terminal Services must be placed in Install mode before you can install Winpower.

Method 1

1. Click **Start**, click **Run**, type cmd, and then click **OK**.

2. Type the following command, and then press ENTER:

```
change user /install
```

3. Insert **Winpower** , and then start Setup.exe. When the **Winpower** menu appears, click **Winpower Setup** to begin the installation.

4. When the installation is complete, type the following line and then press ENTER to take the server out of Install mode:

```
change user /execute
```

To determine whether the server is in Install mode or Execute mode, type the following line at a command prompt:

change user /query

Method 2

1. Click **Start**, point to **Settings**, click **Control Panel**, and then double-click **Add/Remove Programs**.
2. Click **Add New Programs**, and then click **CD or Floppy**.
3. Make sure that **Winpower** is in the drive. Click **Next**. If Windows does not find Setup.exe on the CD-ROM and the **Winpower** dialog box appears, browse to Setup.exe in the root folder of the CD-ROM.
4. Click **Next**. The **Winpower** menu appears. Click **Winpower Setup** to begin the BackOffice installation.

<http://support.microsoft.com/kb/248297>