Occasionally, when installing FitTrack Gold on Windows 10, you may receive
"Database Error has occurred. Current request has been cancelled."

Make sure you have the newest version of FitTrack Gold. You can check our Downloads Page
(https://ohdusa.com/software-downloads) to see if you have the newest version.

This message indicates that the SQL Express database was not correctly installed. There are a number of issues that this could indicate, including strict security on the PC, the software was not installed under an Administrator password, an error could have occurred during installation, and a host of other reasons.

1. Pending Windows updates
Click on the Windows Start button or search box, and type "check for updates."
Under Check for updates/System Settings, on this screen if there are updates pending, allow them to run. If there are no updates, click on "check for updates." You may have to restart the computer and do this several times if there are updates that install.
Windows recently let out a huge update, and if the computer is anywhere in the middle of the updates (which requires several restarts), the software will not install correctly.

2. SQL Express was not installed
Click on Windows Start button or search box, and type in "services"
You will see a Services App choice appear, with an icon of two gears. Click on this option.
You will see a list of services that are on your PC. Scroll down to find SQL Server(FITTRACKGOLD)
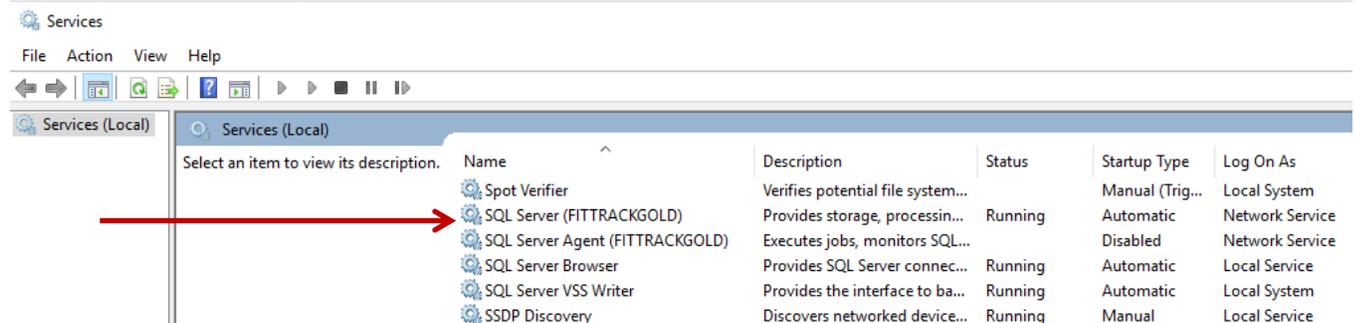

SQL Server Agent (FITTRACKGOLD) – is supposed to be Disabled

If there is no SQL Server listed, the database was not installed. You must first uninstall FitTrack Gold (see instructions below) and run the installer again. Be sure that the software is installed under an Administrator password.

If you see SQL Server, but not "SQL Server (FITTRACKGOLD)" this would mean that the database was installed, but FitTrack Gold was unable to write the appropriate files to the database. Uninstall FitTrack Gold and run the installation file again. (See below to uninstall the software. If you see SQL Server (FITTRACKGOLD), then the database was properly installed. Under status, it should be listed as RUNNING. If not, right-click on the Status column, and select START. Proceed to open FitTrack Gold.

SQL Server Agent (FITTRACKGOLD) – is supposed to be Disabled
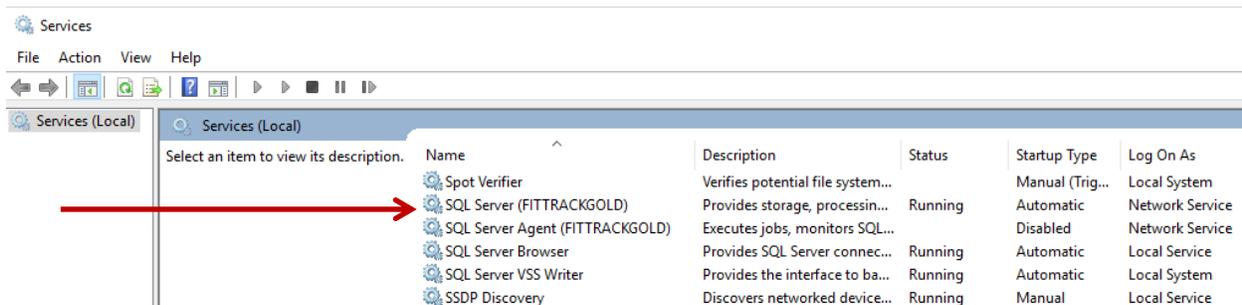
3. Uninstall and reinstall FitTrack Gold
If SQL Server (FITTRACKGOLD) is listed on the Services list, then you will only need to install the "Upgrade Only" version. Otherwise, install the full version to include the database.
A. Click on your Start button or search box in Windows, and type in UNINSTALL SOFTWARE.
B. Find FitTrack Gold and select Uninstall.
C. Run the FitTrack Gold software, and follow the prompts for Custom install

OHD Fit Track Gold Windows 10 Install

During the custom install, when you get to the Database Configuration Screen, make sure the Server menu has your computer name (Local) listed and the Username and Password field is complete. If not, you can click "Restore Defaults" button then it will populate these fields. Then click "Test Connection" to ensure your database is connected.