Uptime Infrastructure Monitor Windows Installation Fails on MySQL

This topic addresses the main reason the Uptime Infrastructure Monitor Monitoring Station for Windows installer fails during the MySQL portion of the installation.

Aside from an error during the installation, another symptom that MySQL did not install properly is that the *up.time Data Store* service will fail to start, producing an error. The installation of MySQL occurs before the *up.time Controller*, so when the installer fails on MySQL, the Controller does not get installed either.

The common reason the Uptime Infrastructure Monitor installer fails during the MySQL portion is that the Windows 8dot3 short names are not enabled. By default 8dot3 short names are not enabled for drives other than C:. The MySQL (*up.time Data Store*) service uses an 8dot3 short name during the installation, so it needs to be enabled for the install to complete successfully. To enable 8dot3 names for all drives, follow these steps:

1. Check whether 8dot3 naming is enabled for the drive you are installing to (ex. D:).

   ```
   fsutil behavior query disable8dot3 D:
   ```

2. Enable 8dot3 naming for all drives.

   ```
   fsutil behavior set disable8dot3 0
   ```

3. Uninstall the incomplete installation of Uptime Infrastructure Monitor.
4. Run the Uptime Infrastructure Monitor installer again.

In rare situations, the above solution is not adequate and MySQL still fails to install properly. If you encounter that, remove the spaces from the path (ex. D:\ProgramFiles\uptimesoftware) during the install.