The Definitive Guide to SQL Server Troubleshooting

These instructions will help you fix any problems you are having with getting SQL Server 2005 to start, or if your software is unable to connect to SQL Server to open to your database.

SQL Server 2005 is a program by Microsoft that your software uses to manage its database. All of your clients, tickets, services, etc., are stored in a SQL Server database. SQL Server must be running on your computer before the software can connect to its database. To begin, if you have not already done so, it is recommended that you try restarting your computer. If SQL Server is still not working after restarting, then the following will typically solve the problem.

Manually Start SQL Server

Usually the SQL Server starts automatically when the computer is turned on. If for some reason SQL did not start, you can manually start SQL Server through the following steps:

1. Go to Start Menu > All Programs > Microsoft SQL Server 2005 > Configuration Tools > SQL Server 2005 Configuration Manager.

2. In the screen that pops up, click on SQL Server 2005 Services on the left side.

3. On the right it should now list at least two different lines; SQL Server Browser, and SQL Server with the instance name in parenthesis. Under normal conditions the instance name is either CMJ or SQLEXPRESS.

4. If SQL Server says it is stopped under the State, you can attempt to restart it by right-clicking on it and selecting Start. If SQL Server starts and is running properly, then you should be able to open your software without any problem. If you get a message saying SQL Server failed to start in a timely fashion, then continue below to further resolve whatever is blocking SQL Server from starting.

Disable TCP/IP for SQL Server

Certain ports on your computer occasionally get blocked for various reasons. If one of the ports that SQL Server uses gets blocked, this may prevent SQL Server from starting. You can prevent this by disabling TCP/IP within SQL Server. Perform the following steps to disable TCP/IP:

1. Go to Windows Start > All Programs > Microsoft SQL Server 2005 > Configuration Tools > SQL Server Configuration Manager.


1: You cannot disable TCP/IP if you are running a networked version of the software. The client computers connect to the database using the TCP/IP ports; this option only works if you are running the software on one computer.
3. Click on either Protocols for CMJ or Protocols for SQLEXPRESS. This depends on which instance is not working.

4. Right-click on TCP/IP and select Disable.

5. Go back to SQL Server 2005 Services on the left, and try starting the instance of SQL Server that is not running by right-clicking on it and selecting Start. If the SQL Server starts and is running properly, then you should be able to open your software without any problem.

### Change the Log on Account for SQL Server

The software installs SQL Server using the Local System account. This can cause problems on some computers. Sometimes changing this to a different account will allow SQL Server to start.

1. Go to Windows Start > All Programs > Microsoft SQL Server 2005 > Configuration Tools > SQL Server Configuration Manager.

2. Go to SQL Server 2005 Services on the left.

3. Right-click on the instance of SQL Server that is having problems, and then select Properties.

4. Make sure the Log on as option is set to Built-in account on the Log On tab, and then change the account type to Network Service.

5. Click the Apply button.

6. Click the OK button.

7. While on the SQL Server Configuration Manager window try restarting the instance of SQL Server that is not running. Right-click the SQL Server instance and select Start. If the SQL Server starts and is running properly, then you should be able to open your software without any problem.

### Reinstall SQL Server 2005

Sometimes a problem occurs during the installation of SQL Server and it needs to be completely reinstalled. For instructions on how to safely reinstall SQL Server this without data loss, please request the document titled Reinstalling SQL Server from technical support, or view it at the following web address: