

Troubleshooting Microsoft® MSDE or Microsoft SQL Server Connections for Discovery-1 Version 6.1

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Abstract

This document contains troubleshooting information on connecting to the Discovery-1 SQL database server. Follow these procedures in order if you cannot connect to the server. The following topics are covered in this document:

- ◆ Obtaining the required database login information
- ◆ Confirming that Microsoft Data Access Components (MDAC) are installed on the client machine
- ◆ Confirming that the local server is running
- ◆ Confirming that you can connect to the desired server
- ◆ Confirming that your server allows login using SQL security
- ◆ Confirm that you can access the screening database
- ◆ Logging in to the database from the Discovery-1 software

Note: This document assumes that a Microsoft MSDE or Microsoft SQL Server database has been installed on your network. For more information on installing the database software, refer to the Technical Note D50016 - *Using Database Scripts to Install or Update the Microsoft® MSDE or Microsoft SQL Server™ Screening Database SR2 in Discovery-1 v6.1.*

Note: Database names cannot contain spaces or special characters. The names screening 1 and screening 2 are not valid database names. The names `screening_1` and `screening_2` are valid database names. Limit the characters used for the database names to alphanumeric (0-9, a-z) and underscores (_).

Instructions

Obtaining the required database login information

When the Discovery-1 database installation scripts were run, values for database name, username, and password were selected. You will need to know these values because they are used in subsequent steps. If you know this information, proceed to next section of this document, *Confirming Microsoft Data Access Components are Installed*. If the database is installed on another server, you will also need to know the name of that server.

If the database was recently installed using the scripts provided by Universal Imaging Corporation, and the files used for the database installation have not been deleted, you can identify the database name and user ID using the following procedure:

1. Using Windows Explorer, navigate to the directory that contains the database installation scripts (for example, `C:\sr2`).
2. Open the file `create-sr2-schema.sql` using a text editor such as Microsoft WordPad or

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Microsoft Notepad.

3. Locate the lines shown below:

```
-- does it already exist
IF EXISTS (SELECT name FROM master.dbo.sysdatabases WHERE name =
'screening')
RAISERROR( 'Database cannot be created because it already exists',
16, 127 )
```

The database name is shown where name = 'database name'. In the above example screening is the database name.

4. Close `create-sr2-schema.sql`.
5. Open the file `create-sr2-user.sql` using a text editor such as Microsoft WordPad or Microsoft Notepad.
6. Locate the lines shown below:

```
exec sp_addlogin 'bob', 'knH0uP1'
```

The user name and password are the last two items on the line, respectively. In the above example bob is the user name and knH0uP1 is the password.

7. Close `create-sr2-user.sql`.
8. Continue to the next procedure.

Confirming Microsoft Data Access Components are Installed

We recommend that all client machines accessing a screening database installed on a MSDE or Microsoft SQL server have Microsoft Data Access Components (MDAC) version 2.6sp2 or greater installed. As of this writing, the current recommended version is 2.7sp1 and is available at www.microsoft.com/data. For information on checking the MDAC version installed on the machine, refer to the [Microsoft Knowledge Base Article - 301202](#).

Confirming the Server is Running

If you installed the MSDE or SQL Server software on your local machine, use the following procedure to confirm that the local server is running. If the MSDE or SQL software is installed on a different machine, go to that machine and use this procedure:


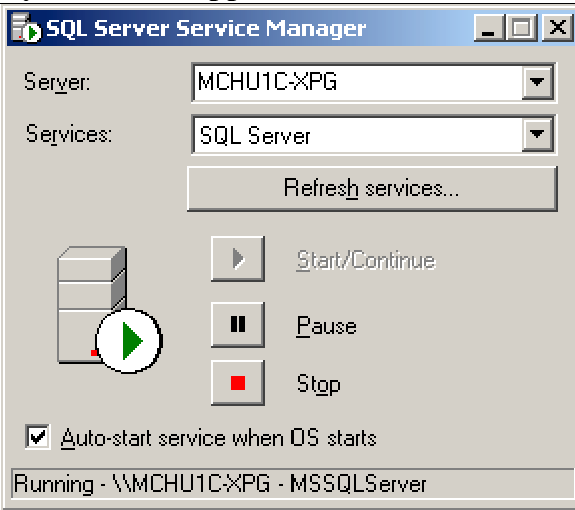
1. Double-click the SQL Server Service Manager icon  on your desktop taskbar. The SQL Server Service Manager window opens.
2. Ensure that the local machine name is selected in the Server drop-down list and that SQL Server is selected in the Services drop-down list, as shown in figure 1:

Figure 1
SQL Server Service Manager



Note: If you do not know the local machine name of your system, contact your System Administrator.

3. Confirm that the *Start/Continue* option is dimmed and that the server icon shows a green triangle inside the white circle. This indicates that the server is running.
4. Ensure that the Auto-start service when OS starts checkbox is checked if you want to start the server each time Windows boots.
5. If the server is not running, click the Start/Continue icon with the green triangle to start the server. If the server starts and you can connect to the desired database, you are finished with this procedure.
6. Close the dialog box.
7. Retest your system. If you cannot connect to the database, confirm that the server name is correct and the server software was installed correctly.

Confirming That You Can Connect to the Desired Local or Networked Server

You should confirm that the Discovery-1 computer can connect to the SQL server using the `osql` tool. Use the following procedure to confirm that you can connect to the server:

1. Select *Run* from the Start Menu on the Windows desktop.
2. Type: `cmd` and then click OK.
3. At the command prompt type: `osql -E <Enter>` if the server software is installed locally or: `osql -E -S servername <Enter>` if the server is a remote server.
4. If the server is available you will be presented with the following prompt: `1>`. If the server is not available an error message is displayed:

```
[Shared Memory]SQL Server does not exist or access denied.  
[Shared Memory]ConnectionOpen (Connect()).
```

If you receive this error, confirm that the servername entered in Step 3 is correct and that you are logged onto the Discovery-1 computer with Administrative privileges. If these conditions are met and you still receive the error, contact Universal Imaging Corporation Technical Support for assistance.

Note: It can take up to 30 seconds for connections to unavailable servers to timeout and the error message to be displayed.

5. Once the `1>` is displayed type: `exit <Enter>` to quit the `osql` application.

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Confirm That your Server Allows Login Using SQL Security

MSDE and Microsoft SQL Servers have two different login security models: Integrated Security and SQL Security. Integrated security uses the same security logins that are used to login to the operating system. SQL Security uses a database of usernames and passwords that is unique to the SQL server.

To login to the SQL server using the Discovery-1 software you will need to be able to access your server using the SQL Security login model. By default, newer versions of MSDE and SQL Server are installed with this login method disabled. Use the following procedure to determine if you can login using the SQL Security method:

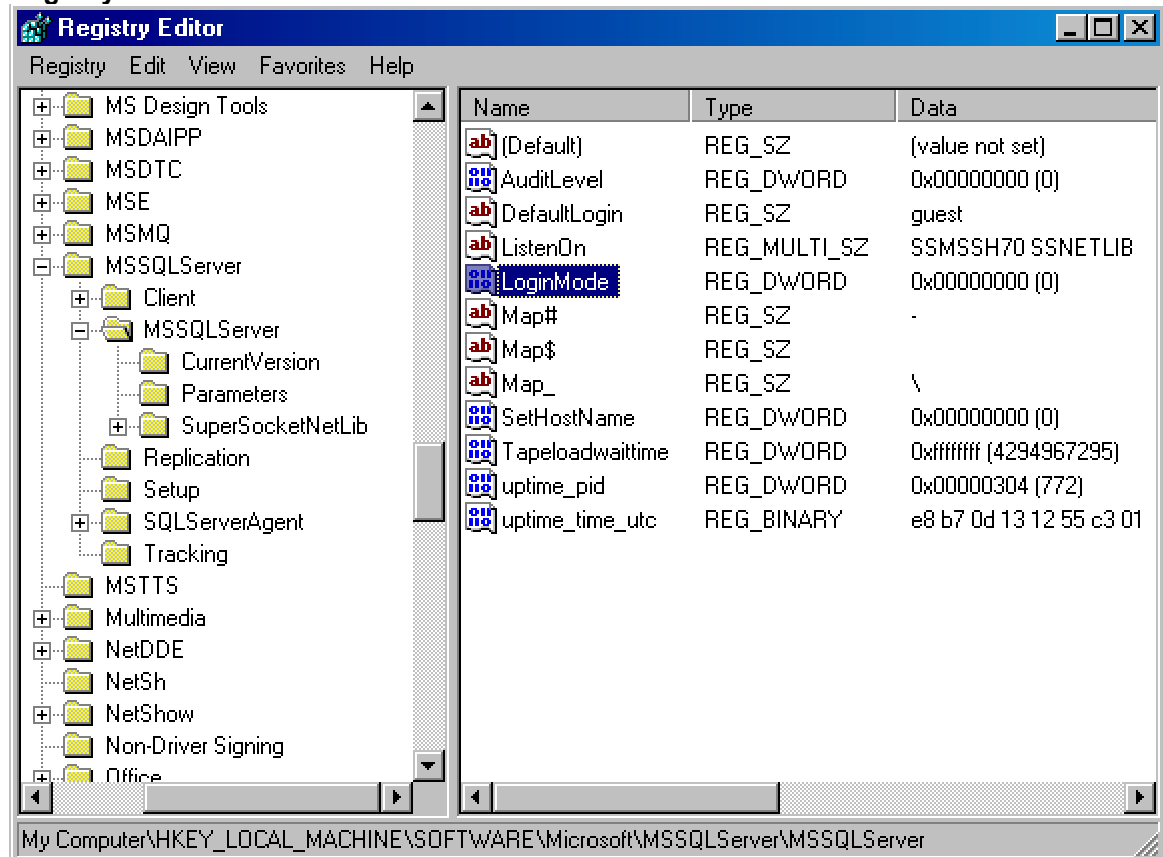
1. Select *Run* from the start menu.
2. Type `cmd` and press OK.
3. At the command prompt type: `osql -U username <Enter>` if the server software is installed locally or: `osql -U username -S servername <Enter>` if the server is a remote server.
4. Enter the password at the Password: prompt and press <Enter>.
5. If the server is available and you are able to login as the requested user, you will be presented with the following prompt: `1>`. If the server is not available an error message will be displayed. It may take up to 30 seconds for connections to unavailable servers to timeout and the error message to be displayed.
6. Once the `1>` is displayed type: `exit` and press Enter to quit the `osql` application.
7. If this procedure was successful, proceed to the next section, Confirm that you can access the screening database. If the procedure fails you will need to edit the Windows registry on the server computer to enable SQL Security logins. Use the following procedure to enable SQL Security logins:

Caution: An incorrect edit to the Windows registry can disable the operating system. Be sure to read the online Help file for the Registry Editor before proceeding.

1. Select *Run* from the Start menu. The Run dialog box opens.
2. Type `regedit` and click *OK*. The Registry Editor opens, as shown in Figure 2:

Figure 2

Registry Editor

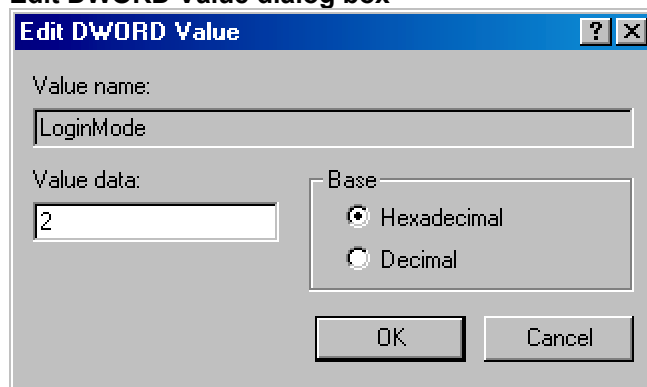


3. Use the Navigation pane to drill-down to the following registry key:

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\MSSQLServer\MSSQLServer

4. Double-click the `LoginMode` value. The Edit DWORD Value dialog box opens, as shown in Figure 3:

Figure 3
Edit DWORD Value dialog box



5. Clear the value in the Value Data field and replace it with a value of 2.
6. Click *OK* to store the new value and close the dialog box.
7. Close the Registry Editor.

Note: You will need to stop and restart the SQL Server service using the SQL Server Service Manager before the new value will take effect. See the Confirming the Local Server is Running section of this document for information on opening the SQL Server Service Manager.

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- Repeat the first procedure in this section to confirm that you can now login using the proper username and password.

Confirm That You Can Access the Screening Database

Once you have confirmed that you can access the database server with the correct login you need to confirm that the login username and password you are using grants access to the screening database. Use the following procedure to confirm that you have access to the screening database:

- Select *Run* from the start menu.
- Type `cmd` and press *OK*.
- At the command prompt type: `osql -U username <Enter>` if the server software is installed locally or `osql -U username -S servername <Enter>` if the server is a remote server.
- Enter the password at the Password: prompt and press Enter.
- At the `1>` prompt type: `use database <Enter>` where *database* should be replaced with the name of the database you installed.
- At the `2>` prompt type: `go<Enter>` to activate the target database.
- If successful, the prompt should return to `1>`. If it failed you should get a message like:

```
Msg 911, Level 16, State 1, Server SERVERNAME, Line 1
Could not locate entry in sysdatabases for database 'database'.
No entry found with that name. Make sure that the name is entered
correctly.
1>
```

If you receive this error message you should retry the command, if it still returns an error you should check the output logs from the database install scripts to confirm that there were no errors installing the database.

- At the `1>` prompt type the following command:
`select count(*) from image<Enter>`
- At the `2>` prompt type: `go<Enter>` to run the query. The output from this command should appear as:

```
-----
              0
(1 row affected)
```

The '0' in the above results may be non-zero if you have any images stored in your database.

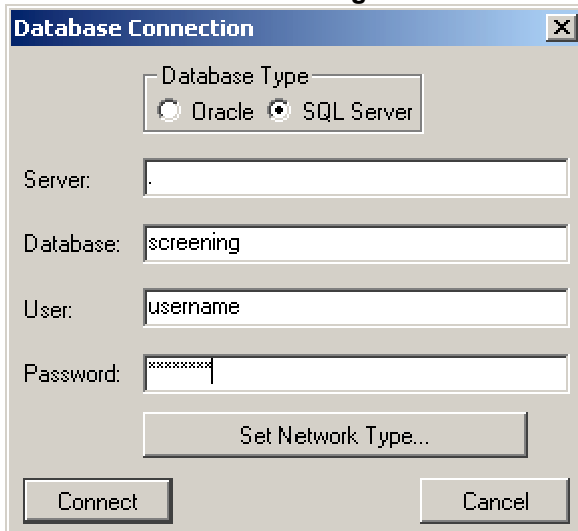
- Once the `1>` prompt is displayed type: `exit<Enter>` to quit the `osql` application.
- If this procedure was successful, proceed to the next section, Login to the Database Server from the Discovery-1 Software.

Login to the Database from the Discovery-1 Software

Once you have confirmed database communications using the steps above, you should be able to login to the database from Discovery-1. To complete the login do the following.

- Start the Discovery-1 application.
- When the Database Connection dialog box opens, select SQL Server as the Database Type.
- Enter the server name in the Server field. If you are using a locally installed copy of the MSDE or SQL Server software, you can use a "." (full stop or period) in place of the server name, as shown in Figure 4:

Figure 4
Database Connection Dialog Box



4. Enter the database name in the *Database* field.
5. Enter your username and password into the next two fields.
6. Click *Set Network Type* button, select Named Pipes for a locally installed server or *TCP/IP* for a remote server (unless instructed otherwise by your network administrator).
7. Click *OK* to close the Set Network Type dialog box.
8. Click *Connect* to connect to the database. If the connection succeeds, the Discovery-1 menus will display. If there is an error connecting to the database, a dialog box will open. Please note the exact text displayed in the dialog when contacting Universal Imaging Corporation Technical Support for assistance.