

# Common SQL Server Errors and Solutions

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## Summary

This article will take you through the common SQL Server errors that you might encounter while working with the MyoVision software.

## Before You Begin

- Make sure that you're running the newest version of our software by heading over to our [Download Page](#), and selecting the Download Now. The newest versions include **built-in fixes for many of the SQL Errors** that customers experienced in previous versions.
- Check to make sure you have logged in as an administrator on your computer. If you are unsure, follow the instructions on this site to find out. [Are you an Administrator?](#)
- Close all programs and windows before beginning, including error messages and other dialogue boxes. Your computer should be in a neutral state.
- If you are unsure which error to address, start at the beginning as it will walk you through them all.

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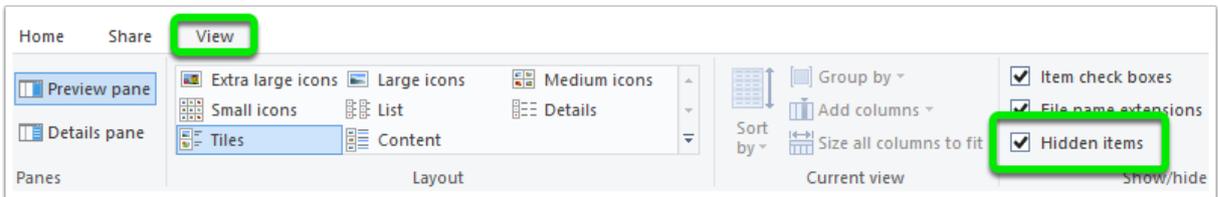
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## SQL Server Error 800040E104

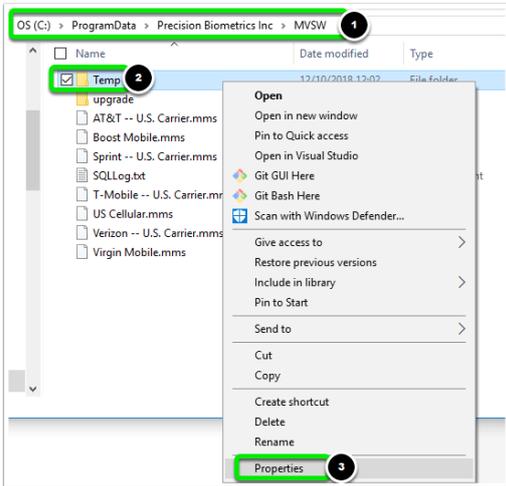
If you are receiving the "SQL Server Error 800040E104" the software is attempting to create a "Daily Backup" file, but being blocked. Typically this is because a folder necessary to create the backup is not set up to give access to the folder.

The instructions below will show you how to fix the permissions issue.

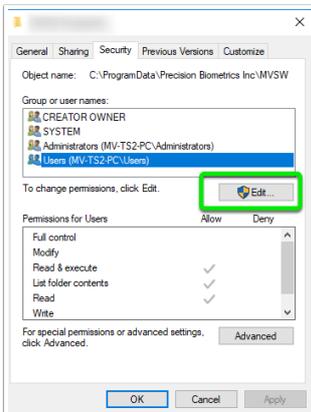
1. Open "**File Explorer**". Make sure that the "**Hidden Items**" checkbox under the "**View**" tab is checked.



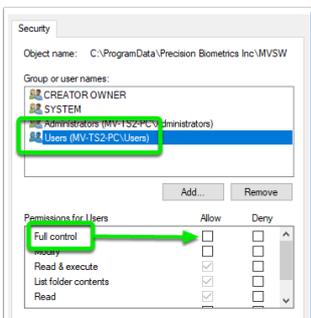
2. Navigate to the "OS(C:)" folder. Open the "ProgramData" folder, open the "Precision Biometrics Inc" folder, and the "MVSU" folder. Right-click the "Temp" folder and select "Properties".



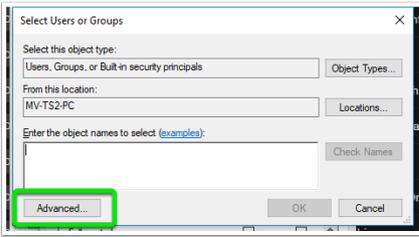
3. When the Properties window opens click on the "Security" tab, then click on the "Edit" button.



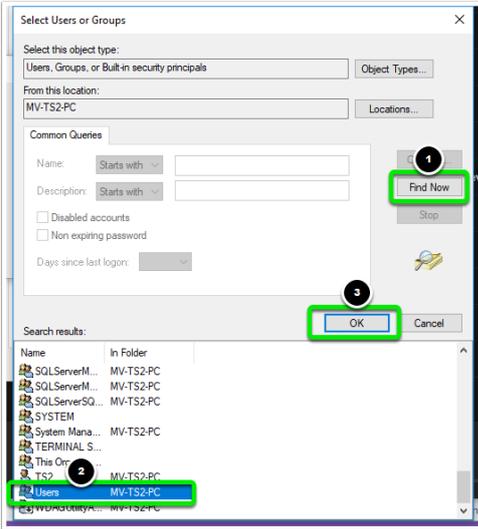
4. If "Users" is listed click the "Allow" for "Full control," then click "OK".  
If "Users" is not listed Click Here to continue troubleshooting.



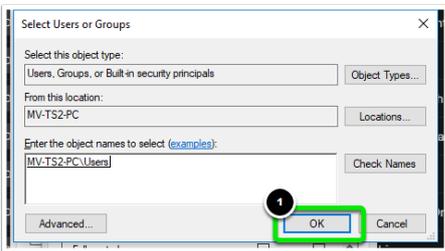
5. In the "Select Users or Groups" window, click the "Advanced" button.



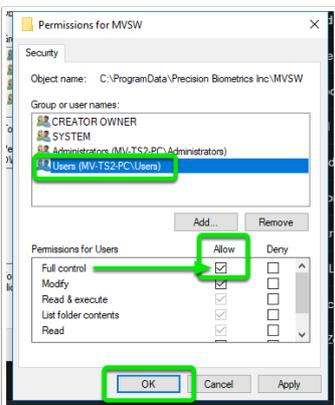
6. Click the "Find Now" button, locate "Users" in the "Search results:", and click the "OK" button.



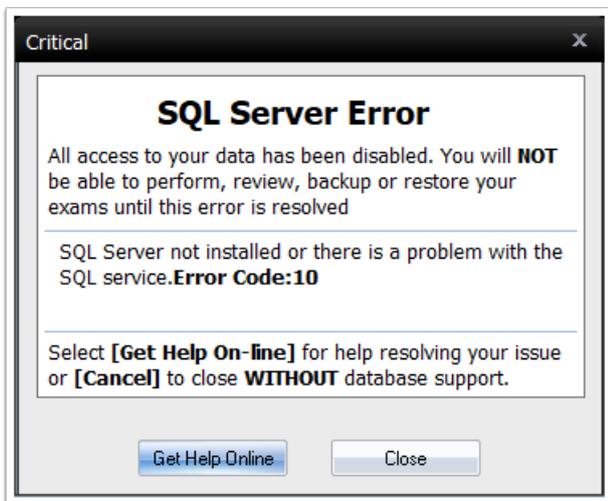
7. You should see "Users" now listed in the "Select Users or Groups" window. Click the "OK" button.



8. Select "Users" from the list, left-click the "Allow" box for "Full Control" to put a check mark in the box. Then, click the "OK" button.

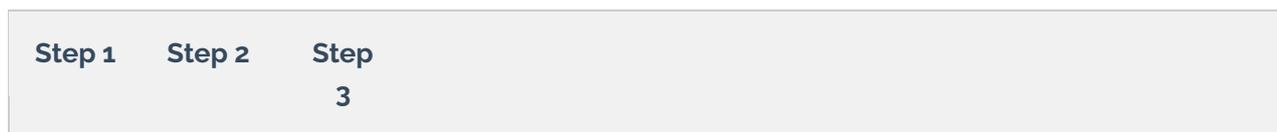


If you are receiving the SQL Error Code 10, you will want to check that your SQL Service is installed and that it's running.



Follow the steps in the tabbed guide below to troubleshoot an SQL Server Error Code 10.

**\*\*Make sure to restart your computer after you've finished made any changes to the SQL Server, \*\***



## **SQL Server Error Code 20**

This error code is an indication that MyoVision software cannot communicate with the database. You may have to change **User** permissions or **SQL Server** permissions.

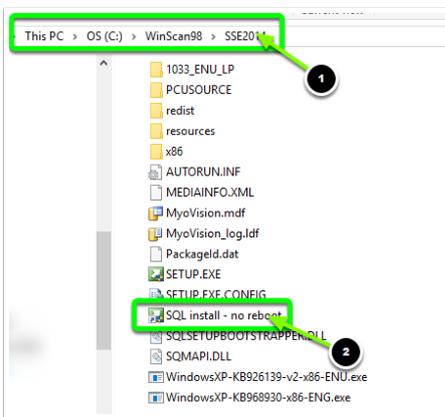


Click through the steps in the guide below for more information on resolving the SQL Server Error Code 20.

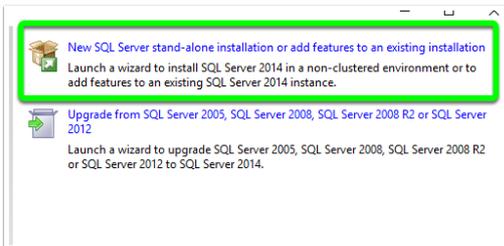
**\*\*Make sure to restart your computer after you've finished made any changes to the SQL Server, \*\***

## Install SQL Server Without Internet

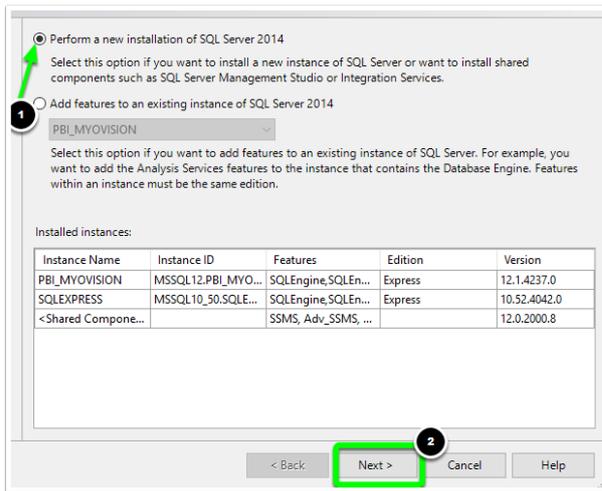
1. Open File Explorer and click on "**My Computer**" and the "**C:\**" drive.
2. Open the "**WinScang8**" folder.
3. Open the "**SSE2014**" folder. If the SSE2014 folder is missing open the "**SSE**" folder.
4. Double-click the "**SQL install - no reboot.exe**" file.



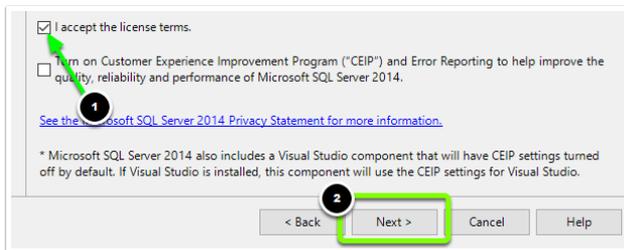
5. When the window opens select the option to "**New SQL Server standalone installation or add features to an existing installation**".



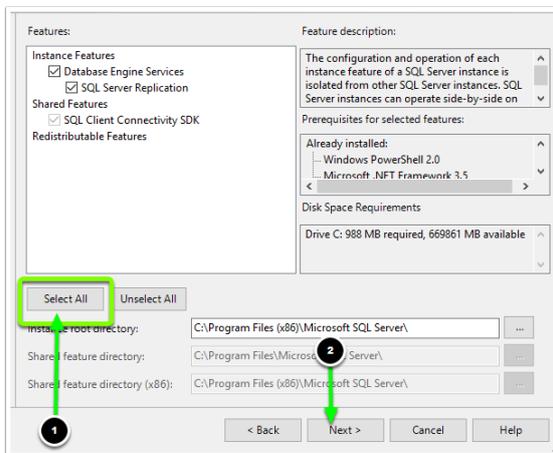
6. The software will begin processing your SQL installation. When the software asks whether you would like to "**Perform a new installation**" or to "**Add features**," select to "**Perform a new installation**". Then, click "**Next**".



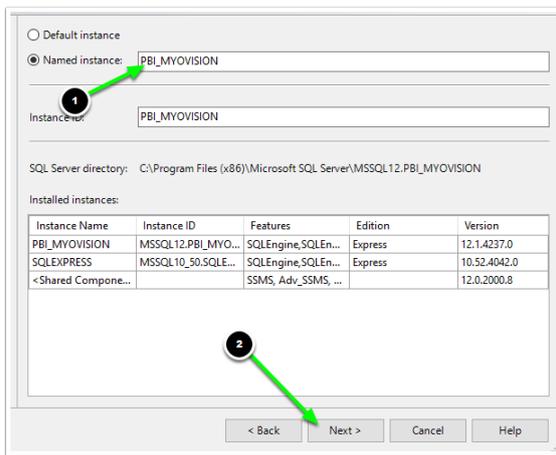
7. On the next screen click the "I accept the license terms" check box. Then, click "Next".



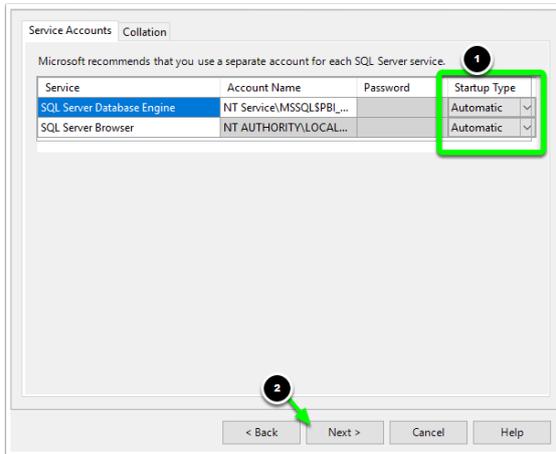
8. On the next screen, click the "Select All" button then the "Next" button.



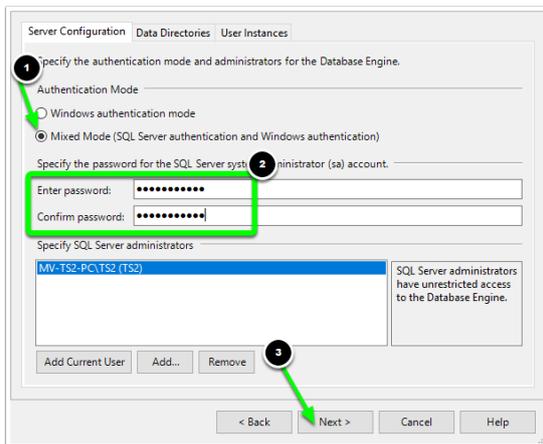
9. On the next screen click the "Named instance" bubble and type "PBI\_MYOVISION" into the "Named instance" text box.



10. On the next screen make sure that the **"Startup Type"** drop-down options are both set to **"Automatic"**.



11. On the next screen select **"Mixed Mode"** and set the password to **"MyoVision01"**. Then, click **"Next"**.



From here SQL Server will finish installing. When it's finished restart your computer.

## Database Listed as "In Recovery"

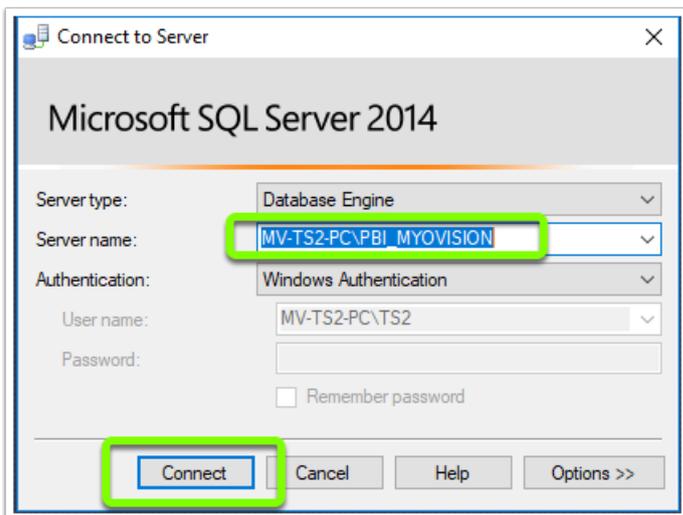
If your database is listed as **"In Recovery"** it may be corrupted and requires a database restoration

**\*\*If you do not already have [Microsoft SQL Server Management Studio Express](#) installed, you will need**

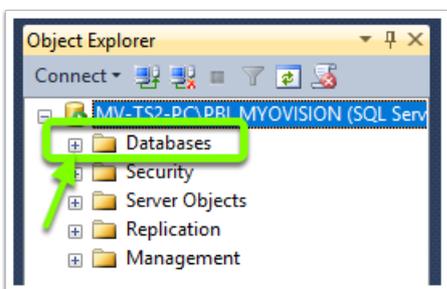
to download and install it before continuing. You will want to make sure that you download either the 32-bit or 64-bit version depending on which version of Windows your computer is running.\*\*

1. Open Microsoft SQL Server Management Express. You should be given the option to open the program once the install has completed. If not, open the start menu and search for the program and run it.

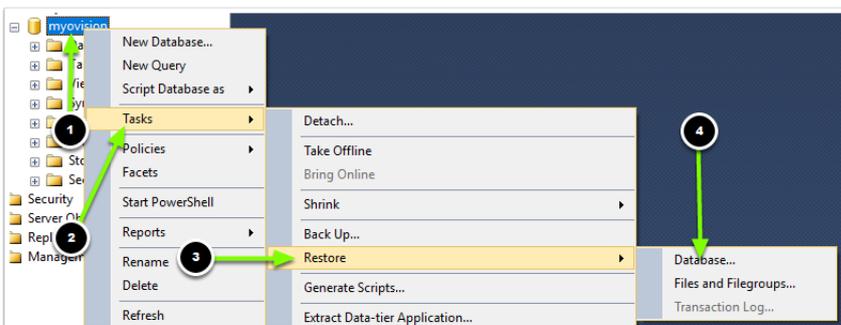
"Server Name" will automatically fill-in based on information from your computer. There is NO need to change anything on this screen, even if it differs from the image below. Click the "Connect" button in the lower left-hand corner of the "Connect to Server" screen.



2. On the left-hand side of the window double-click on the folder labeled "Databases" .

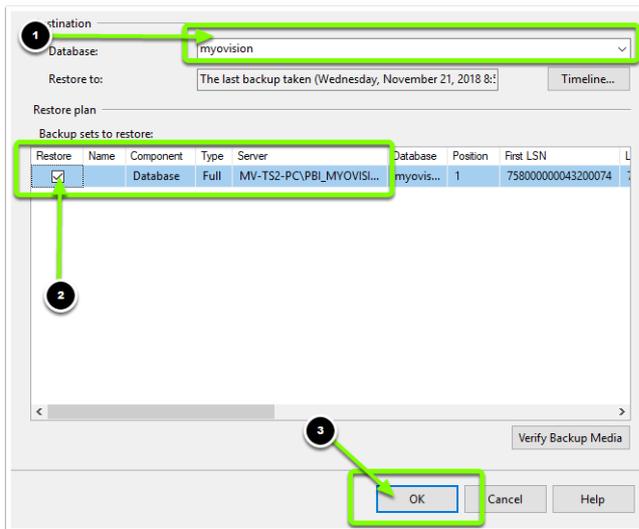


3. Right-click on the MyoVision folder. It will say "(in recovery)" next to it. On the menu, select "Tasks." Then choose the "Restore" submenu and then the "Database" option.

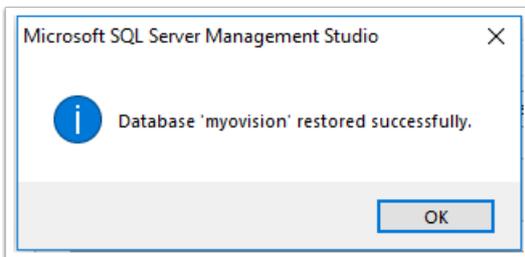


4. Clicking on "Database" will open a new window. In the center of this screen, there will be a field marked "From database." Select "myovision" and make sure the checkbox in the bottom screen is checked as seen below.

Click "OK" at the bottom of the screen.



You will see a notification box when your database has been restored. Click "OK."



5. Close all windows and programs, and restart your computer. Open your MyoVision software. The problem should be resolved.

## **Edit Permissions of the SQL Server Folder**

**\*\*DO NOT ATTEMPT THE FOLLOWING STEPS UNTIL YOU HAVE TRIED THE PREVIOUS SOLUTIONS POSTED\*\***

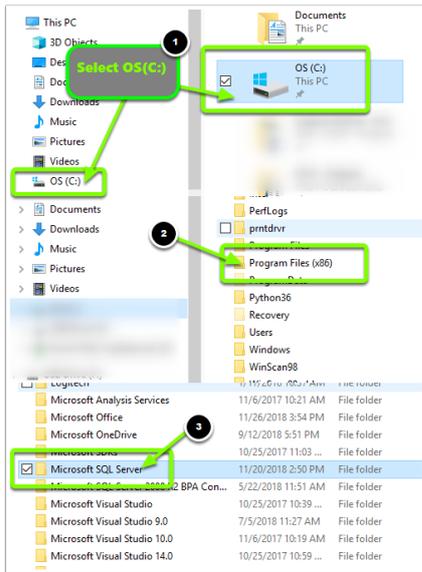
Make sure that you've checked that SQL Server Express is installed, setup, and is running before changing the permissions.

In this troubleshooting step we will be editing the permissions of the SQL Server file to allow Users full control over the database.

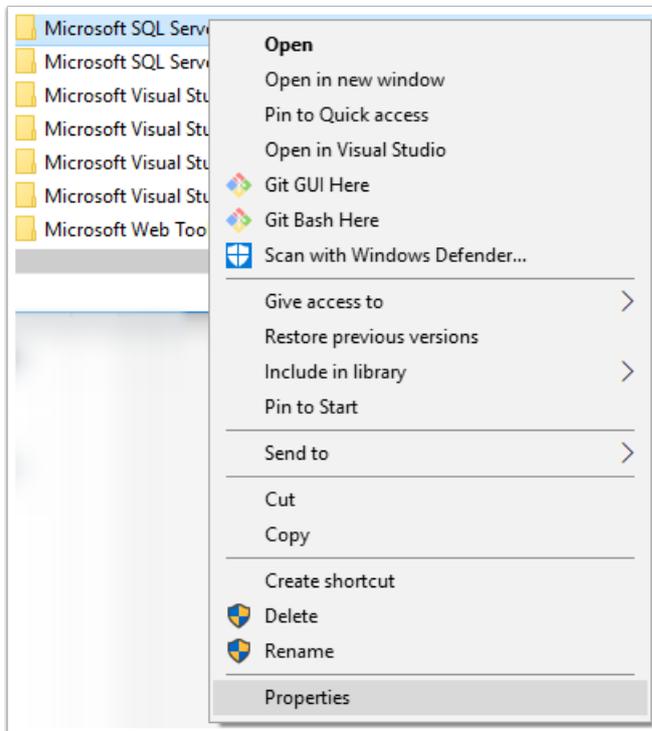
1. Open "Windows Explorer".



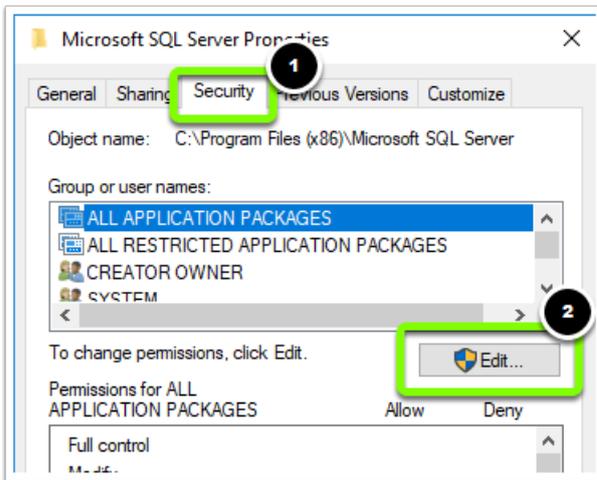
2. Click on "This PC", open the "OS(C:)" folder, open "ProgramFiles(x86)", then find the "Microsoft SQL Server" folder.



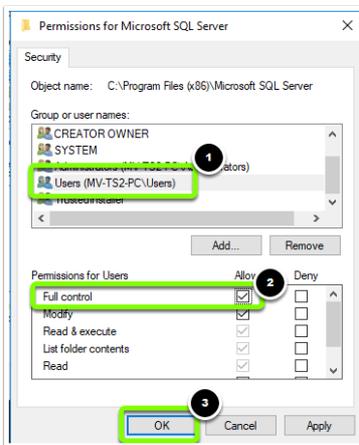
3. Right-click on the **Microsoft SQL Server** folder and select **Properties**.



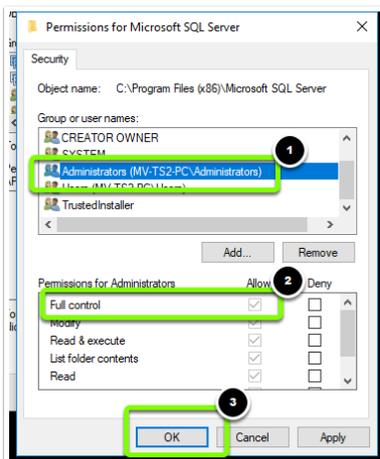
4. From the **Properties** window, navigate to the **Security** tab, and click on **Edit**.



5. Select the **Users** group and tick the **Full control** box under **Allow**. Click **Apply** then **OK**



6. Repeat the process for the **Administrator** group and any other User/Group that will need access to the SQL Server database.



Please attempt to access your database after completing the folder permission changes.

## Are Your SQL Files Compressed?

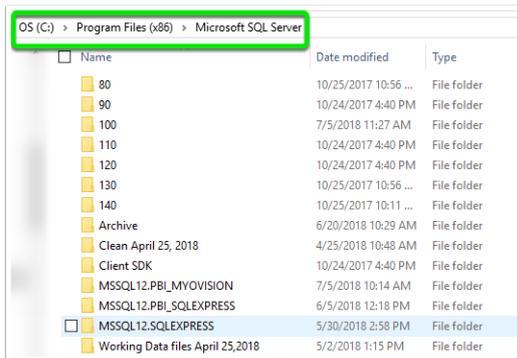
If the software is telling you that the SQL file is compressed or you are unable to attach your SQL file to the

SQL service, you will want to check and see if your SQL files are compressed. The steps below will show you how to check whether your SQL files are compressed.

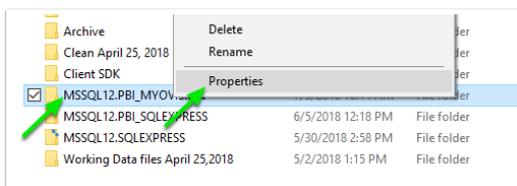
1. Open File Explorer.



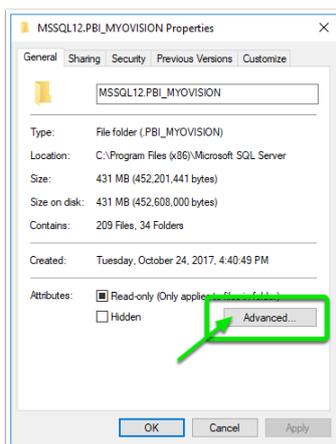
2. Navigate to "My Computer", "OS (C:)", "ProgramFiles(x86)", "Microsoft SQL Server", and locate the folder that contains your SQL files.



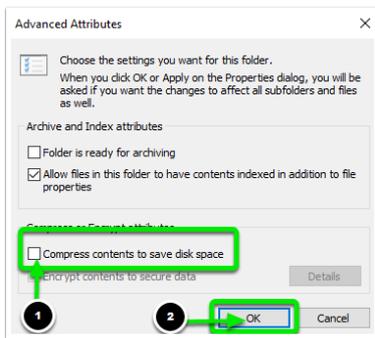
3. Right-click your SQL Server folder and select "Properties".



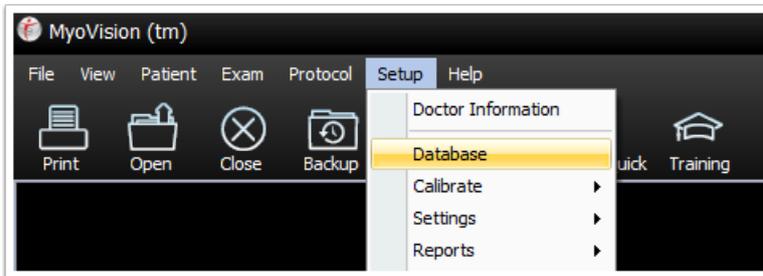
4. Click the "Advanced" button.



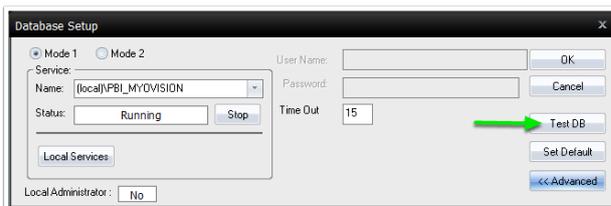
5. Verify that the check box next to "Compress contents to save disk space" is blank. If the box is checked, click on it to remove check mark. Click "OK" to save your settings.



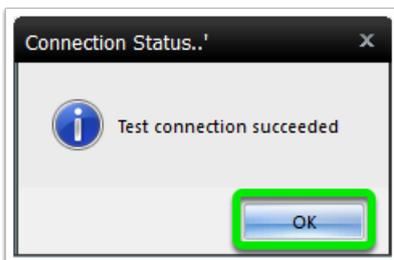
6. Back in the MyoVision software, open the Setup menu and select "Database".



7. Click the "TestDB" button to test your SQL server.



If the SQL Server is working properly the following message will display.



You may need to re-attach your database file after decompressing it. For more information on how to re-attach your database file [Click Here](#).

## **Additional Recommendations with SQL Server**

Here's a list of things that we've discovered that help your computer and your SQL server run better. If you follow these Dos and Don'ts, you will be less likely to have further problems with your software.

1. Windows will sometimes prompt you to compress your files when you are running out of room on your hard drive. **DON'T** compress. The compression of your files will damage your SQL database files and make it impossible to open your saved screenings.
2. **DO** update your computer regularly. Check regularly for updates and give your computer time to

download and install these updates at least once a week.

3. **DO** backup your database regularly (daily backups are suggested). You' ll be happy to have your scans backed up should disaster strike.

## **Advanced: Edit SQL Security Permissions**

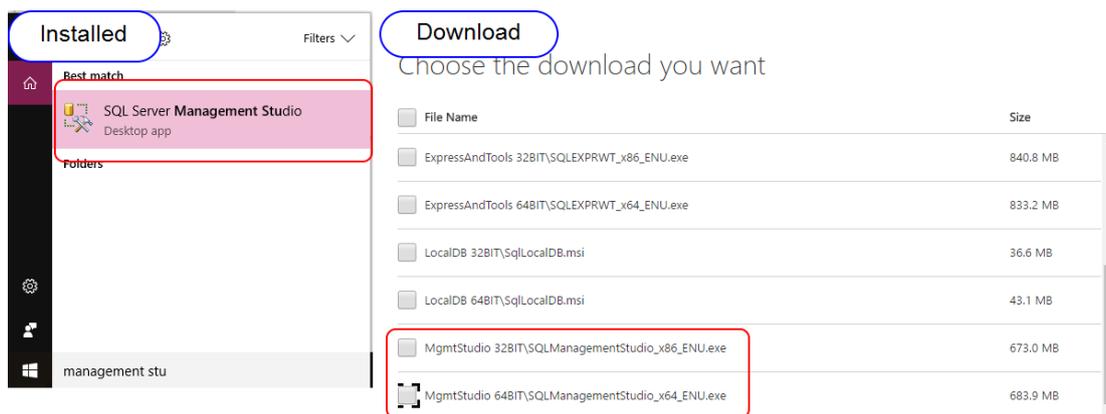
**\*\*Note: You must perform these actions from the User Account\Login that originally installed the MyoVision software.**

This step requires Microsoft SQL Server Management Studio. Do a search in your start menu to see if you have it installed already. If you do not see it, head to [Microsoft' s Download Page](#), click **Download**.

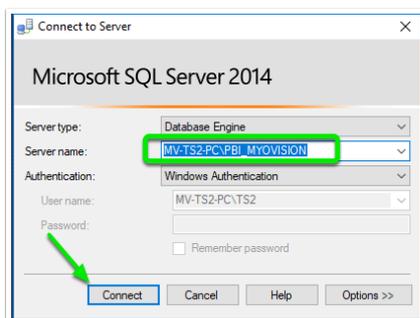
Scroll to the bottom of the options and download the appropriate version of SQL Management Studio x86 is for 32bit operating systems and x64 is for 64bit.

### **How to Check if Windows is 32 bits or 64 bits.**

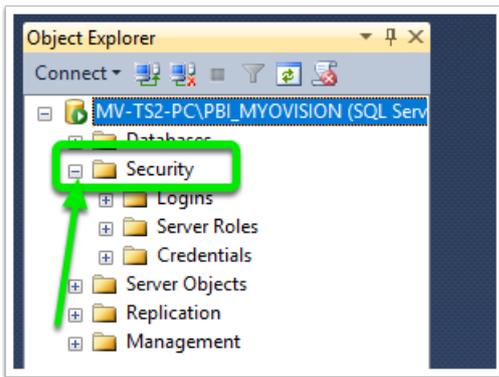
Once it finished downloading, run the installer. You will want to " add features" to an existing instance.



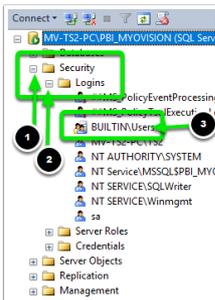
1. Open "**Microsoft SQL Server Management Studio Express**". The "**Server Name**" will automatically be filled in based on information from your computer.



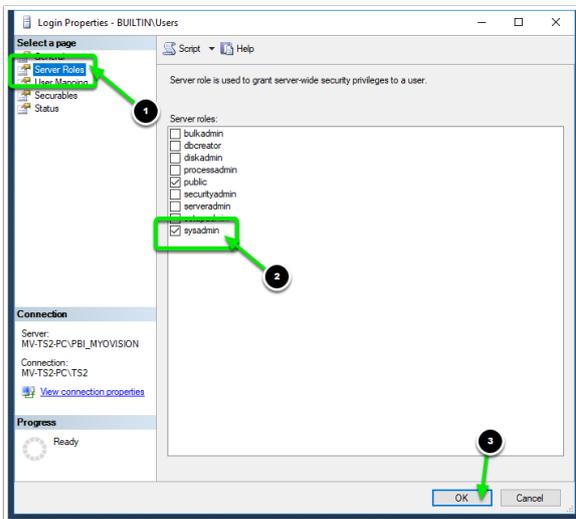
2. You will be at a window with a list of files running down the left-hand side. Locate the second folder from the top says "**Security**."



- Expand this list of folders by **double-clicking** on the folder and locate "**BUILTIN\Users**" nested under Logins.



- Double-click "**BUILTIN\Users**" and then select "**Server Roles**". Check the box next to "**sysadmin**" as seen below. Click "**OK**".



Close all windows and programs and restart your computer.

Your problem should be resolved when you open the MyoVision software.

## **SQL Error - Update Fails**

This section will address what to do if you are running a SQL Server 2005 Express and Service Pack 3 (SP3) update and it fails. It should be noted that if any SQL update is failing, regardless of the number, this section may apply to you. Windows will download several updates for SQL and other applications automatically. These updates are very important to the effectiveness and functionality of your machine and software.

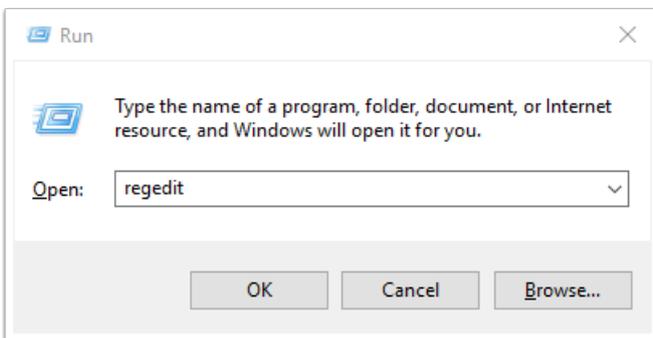
However, some updates can also cause an error message that prevents the SQL Server from running and, in turn, prevents your MyoVision software from functioning properly. This section will walk you through how to fix the update error so that you can continue to use your MyoVision.

**Note Before You Begin:** It is important to backup your Registry (Step 5.3) before altering/editing your registry as mistakes can horribly damage your computer' s functionality.

Go to the Start Menu and search for "Run" then select the "Run" program.



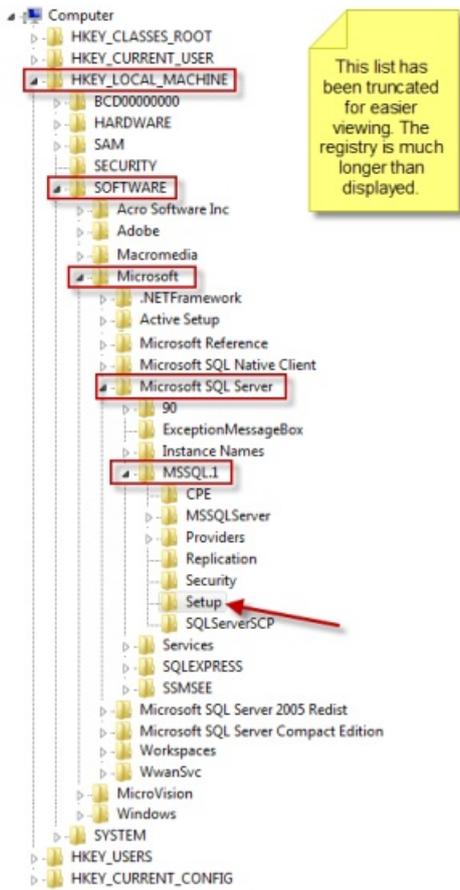
In the run program type "regedit" and click "OK". Click "Yes" if a window pops up.



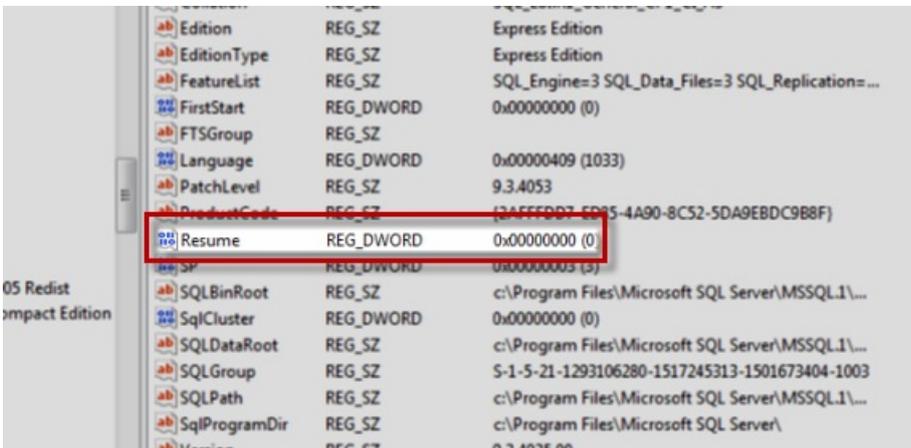
***\*\*Before you go any further: BACK UP YOUR REGISTRY!! If you do not know how to back-up your registry more information can be found here: <http://windowsxp.mvps.org/registry.htm>.\*\****

In the Registry Editor, double-click on the folder "HKEY\_LOCAL", then double-click "SOFTWARE", then double-click "Microsoft", then "Microsoft SQL Server", then "MSSQL.1", then "Setup." See the path map here:

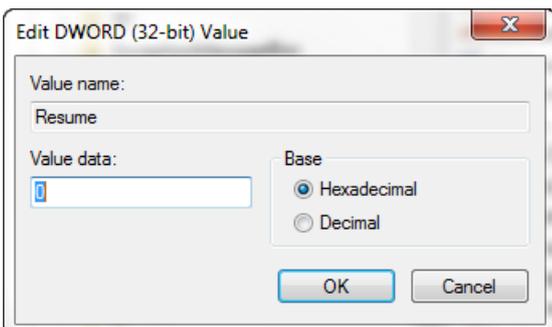
**[HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Microsoft SQL Server\MSSQL.1\Setup]**



Locate the "Resume REG\_DWORD" file, and double-click. This will bring up a window titled " Edit DWORD, " or something similar depending on which version of Windows you are running.



The decimal value will say " 1". Change the decimal value to " 0" and click " OK".



Repeat step these steps for files "**MSSQL.2**" and "**MSSQL.3**". These files will be in the same "**Microsoft SQL Server**" folder. You will need to make sure you go to their individual "**Setup**" folders, as you did in step 5.4. Their respective path maps look like this:

- [HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Microsoft SQL Server\MSSQL.2\Setup]
- [HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Microsoft SQL Server\MSSQL.3\Setup]

After you have set the decimal values to 0, run the program **Windows Update**.

Close all windows and programs then restart your computer.

When you open your MyoVision software your issue should be resolved.

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