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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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.

Home Share	View	
Preview pane	Extra large icons Large icons Medium icons Small icons List EE Details V Tiles Content V	Group by * Item check boxes Mdd columns * Sort by * Size all columns to fit ✓ Hidden items
Panes	Layout	Current view Snow/hide

2. Navigate to the "**OS(C:)**" folder. Open the "**ProgramData**" folder, open the "**Precision Biometrics Inc**" folder, and the "**MVSW**" 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.



 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.

Select Users or Groups		×
Select this object type:		
Users, Groups, or Built-in security principals		Object Types
From this location:		
MV-TS2-PC		Locations
Enter the object names to select (examples):		
1		Check Names
Advanced	ОК	Cancel
		A 11

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.

	~
Select this object type:	
Users, Groups, or Built-in security principals	Object Types
From this location:	
MV-TS2-PC	Locations
Enter the object names to select (<u>examples</u>):	
MV-TS2-PC\Users	Check Names
Advanced	OK Cancel

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.

	Permissions for MVSW		×					
8	Security							
8	Object name: C:\ProgramData	Precision Biometric	s Inc\MVSW					
5	Group or user names:							
	SECREATOR OWNER							
	SYSTEM	Administratom)						
	Users (MV-TS2-PC\Users)	(init listrators)						
		_						
		Add	Remove					
	Permissions for Users	Allow	Deny					
	Permissions for Users Full control	Allow	Deny					
	Permissions for Users Full control Modify	Allow	Deny					
	Permissions for Users Full control Modify Read & execute	Allow	Deny					
	Permissions for Users Full control Modify Read & execute List folder contents		Deny					
	Permissions for Users Full control Modify Read & execute List folder contents Read	Allow	Deny					
c	Permissions for Users Full control Modify Read & execute List folder contents Read	Allow	Deny					
	Permissions for Usens Full control Modify Read & execute List folder contents Read	Allow	Deny					

SQL Server Error Code 10

If you are receiving the SQL Error Code 10, you will want to check that your SQL Service is installed an 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, **

Step 1	Step 2	Step		
		3		

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**".

A	witting instance of SO	L Server 2014										
) Add features to an i	existing instance of SQ	L Server 2014										
PBI_MYOVISION		~										
select this option if want to add the Ar	you want to add featu alvsis Services features	ures to an existing inst s to the instance that (ance of SQL Server. Fo contains the Database	or example, yo Engine, Featu								
within an instance	must be the same edition	on.										
istaned instances:												
Instance Name	Instance ID	Features	Edition	Version								
PBI_MYOVISION	MSSQL12.PBI_MYO	SQLEngine, SQLEn	Express	12.1.4237.0								
SQLEXPRESS	MSSQL10_50.SQLE	SQLEngine, SQLEn	Express	10.52.4042.0								
<shared compone<="" td=""><td></td><td>SSMS, Adv_SSMS,</td><td></td><td>12.0.2000.8</td></shared>		SSMS, Adv_SSMS,		12.0.2000.8								

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.

Named instances	DRI MAYOVISIONI			
vaneu instance.				
. 🙂				
istancenut	PBI_MYOVISION			
OL Constanting the state of	CAR and a Silve (v06	WMission & COL Course		MUONISION
QL Server directory:	C:\Program Files (x86)\Microsoft SQL Serve	r/MISSQL12.PBI_	MYOVISION
istaneo instances:				
Instance Name	Instance ID	Features	Edition	Version
BL MYOVISION	MSSQL12.PBI_MYO	SQLEngine, SQLEn	Express	12.1.4237.0
	MSSOL10_50 SOLE	SQLEngine, SQLEn	Express	10.52.4042.0
QLEXPRESS	unpade lo aoradeen			
QLEXPRESS Shared Compone	Mosqero_solsqeell	SSMS, Adv_SSMS,		12.0.2000.8
QLEXPRESS Shared Compone		SSMS, Adv_SSMS,		12.0.2000.8
QLEXPRESS		SSMS, Adv_SSMS,		12.0.2000.8
QLEXPRESS Shared Compone	mode to posterent	SSMS, Adv_SSMS,		12.0.2000.8
QLEXPRESS Shared Compone	<u></u>	SSMS, Adv_SSMS,		12.0.2000.8
QLEXPRESS (Shared Compone		SSMS, Adv_SSMS,		12.0.2000.8
QLEXPRESS Shared Compone	2	SSMS, Adv_SSMS,		12.0.2000.8
QLEXPRESS Shared Compone	2	SSMS, Adv_SSMS,		12.0.2000.8

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

Service	Account Name	Password	Startup Type
SQL Server Database Engine	NT Service\MSSQL\$PBI		Automatic
SQL Server Browser	NT AUTHORITY\LOCAL		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, <u>even if it differs from the image below</u>. Click the "Connect" button in the lower left-hand corner of the "Connect to Server" screen.

Microsoft SOL Server 2014						
Microsoft SQL Server 2014						
Server type:	Database Engine 🗸 🗸	/				
Server name:	MV-TS2-PC\PBI_MYOVISION	-				
Authentication:	Windows Authentication	/				
User name:	MV-TS2-PC\TS2					
Password:						
	Remember password					
Connect	Cancel Help Options >>					

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.

myovision myovision	New Database New Query Script Database as	•		
	Tasks	•	Detach	
	Policies	•	Take Offline	$\mathbf{\Psi}$
🗉 🧰 See	Facets		Bring Online	
Security	Start PowerShell		Shrink +	
Repl 2	Reports	•	Back Up	
🗎 Managem	Rename 3		Restore +	Database
	Delete		Generate Scripts	Files and Filegroups
	Refresh		Extract Data-tier Application	Transaction Log

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.

Datab	on ase:	f	myov	ision				~
Restor	e to:		The la	ist backup taken (Wednesday, №	November 2	1, 2018 8:5	Timeline	
Restore p	lan —	ectore						
Restore	Name	Component	Туре	Server	Database	Position	First LSN	L
		Database	Full	MV-TS2-PC\PBI_MYOVISI	myovis	1	75800000043200074	
2								
<								>
							Verify Backup Med	ia
					ок	c	ancel Help	

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

Microsoft SQL Server Management Studio				
Database 'myovision' restored successfully.				
ОК				

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".



 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.

Microsoft SQL Server Proncties	×
General Sharing Security Tevrious Versions Customize	
Object name: C:\Program Files (x86)\Microsoft SQL Server	
Group or user names:	
E ALL APPLICATION PACKAGES	^
E ALL RESTRICTED APPLICATION PACKAGES	
Secreator owner	
	2
To change permissions, click Edit.	Y
Permissions for ALL	
APPLICATION PACKAGES Allow Deny	
Full control	^
NA12.	

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.

OS (C:) → Program Files (x86) → Microsoft SQL Server					
Name	Date modified	Туре			
80	10/25/2017 10:56	File folder			
90	10/24/2017 4:40 PM	File folder			
100	7/5/2018 11:27 AM	File folder			
110	10/24/2017 4:40 PM	File folder			
120	10/24/2017 4:40 PM	File folder			
130	10/25/2017 10:56	File folder			
140	10/25/2017 10:11	File folder			
- Archive	6/20/2018 10:29 AM	File folder			
Clean April 25, 2018	4/25/2018 10:48 AM	File folder			
Client SDK	10/24/2017 4:40 PM	File folder			
MSSQL12.PBI_MYOVISION	7/5/2018 10:14 AM	File folder			
MSSQL12.PBI_SQLEXPRESS	6/5/2018 12:18 PM	File folder			
MSSQL12.SQLEXPRESS	5/30/2018 2:58 PM	File folder			
Working Data files April 25,2018	5/2/2018 1:15 PM	File folder			

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".

🍘 MyoVisi	on (tm)			
File View	Patient	Exam	Protocol	Setup Help
_ ھ	رشعم	\bigotimes	কি	Doctor Information
Print	Open	Close	Backup	Database uick Training
	· ·			Calibrate +
				Settings
				Reports +

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

Database Setup		
Mode 1 Mode 2 Service:	User Name:	ОК
Name: (local)\PBI_MY0VISION	Password:	Cancel
Status: Running Stop	Time Out	15 Test DB
Local Services		Set Default
Local Administrator : No	ļ	<< Advanced

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 <u>Click Here</u>.

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.

- 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.

Ir	nstalled Filters V	Download	
ŵ	Best match	Choose the download you want	
	SQL Server Management Studio Desktop app	File Name	Size
	Folders	ExpressAndTools 32BIT\SQLEXPRWT_x86_ENU.exe	840.8 MB
		ExpressAndTools 64BIT\SQLEXPRWT_x64_ENU.exe	833.2 MB
		LocalDB 32BIT\SqlLocalD8.msi	36.6 MB
ŝ		LocalDB 64BIT\SqlLocalDB.msi	43.1 MB
		MgmtStudio 32BIT\SQLManagementStudio_x86_ENU.exe	673.0 MB
	management stu	MgmtStudio 64BIT\SQLManagementStudio_x64_ENU.exe	683.9 MB

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**."



3. 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".

🔋 Login Properties - BUILTIN	Users	-		×
Sector a pope User Monopole Scourables Status	Server role is used to grant server-wide security privileges to a user. Server role is bulkadm bulkadm bulkadm pocessadmin puble serveradmin Servera			
Connection				
Server: MV-TS2-PC\PBI_MYOVISION Connection: MV-TS2-PC\TS2				
Progress Ready		3)	
		ок 🗸	Cance	.

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.

🖅 Run	×
	Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.
<u>O</u> pen:	regedit ~
	OK Cancel <u>B</u> rowse

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

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\MSSQL1\Setup]



Locate the "**Resume REG_DWOR**D" 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.

	ab Edition	REG_SZ	Express Edition
	ab Edition Type	REG_SZ	Express Edition
	ab FeatureList	REG_SZ	SQL_Engine=3 SQL_Data_Files=3 SQL_Replication=
	55 FirstStart	REG_DWORD	0x00000000 (0)
	FTSGroup	REG_SZ	
-	114 Language	REG_DWORD	0x00000409 (1033)
	ab PatchLevel	REG_SZ	9.3.4053
-	ab ProductCode	REC SZ	(2AFFFDD7 ED95-4A90-8C52-5DA9EBDC9B8F)
	🐻 Resume	REG_DWORD	0x00000000 (0)
	(Be) SP	REG_DWORD	0x0000003 (3)
05 Redist	ab SQLBinRoot	REG_SZ	c:\Program Files\Microsoft SQL Server\MSSQL1\
ompact Edition	5 SqlCluster	REG_DWORD	0x00000000 (0)
	ab SQLDataRoot	REG_SZ	c:\Program Files\Microsoft SQL Server\MSSQL1\
	SQLGroup	REG_SZ	S-1-5-21-1293106280-1517245313-1501673404-1003
	ab SQLPath	REG_SZ	c:\Program Files\Microsoft SQL Server\MSSQL1\
	ab SqlProgramDir	REG_SZ	c:\Program Files\Microsoft SQL Server\
	ablurian	050 67	0.3 4035 00

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

Edit DWORD (32-bit) Value	x
Value name:	
Value data:	Base
	Hexadecimal
	Decimal
	OK Cancel

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.