SQL Error During Backup and SQL Error 80040e14

Last Modified on 04/06/2023 2:06 pm PDT

Summary

This document shows you how to fix a SQL Error code 80040e14 when creating a backup of the MyoVision database.

Before you Begin

- Make sure the Windows account you are logged into has Administrator privileges

 Check Administrator Privileges if you are unsure.
- 2. **IMPORTANT:** Make sure Windows 10 is fully updated before continuing.
 - To check if you are up to date, view the Microsoft support article:
 - Windows 10
 - Windows 11

How to fix SQL Error when creating a database backup

1. Determine why the error is occurring

- There are two primary reasons for an error to occur during backup, the error window will show which error is the cause;
 - Corrupted temporary backup file or permissions issue
 - Middle of the text block points to the following
 - C:\ProgramData\Precision Biometrics Inc\MVSW\Temp\BackupDBTemp.tmp
 - Continue to step 2



- SQL Errors during due to corrupted database file.
 - Middle of the text block states "Could not insert a backup or restore history/detail record in the msdb database."
 - This may mean that the SQL Server has corrupted files, contact Technical Support at 1-800-969-6961, option 2 (8:30am - 4:00pm, Monday - Friday) (+1 206-448-3464 International)



2. Fix corrupted temporary backup file

• Open Windows File Explorer and click on the View tab of the top menu. Check the Hidden Items box, then navigate to C:\ProgramData\Precision Biometrics Inc\MVSW\Temp.

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• Locate the **BackupDBTemp.tmp** file, right-click the file, and select **Delete**.

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- Open the MyoVision software and click the Backup button in the top toolbar. Select a location for your test backup and click Save. If the error has been resolved the software should let you know that the backup was successful
 - If not successful, continue to step 3

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a	Successful backup of your MyoVision database. If you are backing up to a CD, you may be prompted to write the
	backup file to the CD. To complete the operation, select "Write these files to CD"
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3. Fix folder permissions

- Open Windows File Navigator and navigate to C:\ProgramData\Precision Biometrics Inc\MVSW
- Right-click on the Temp folder, select Properties
 - Click the **Security** tab in the window that pops up.

F MyoVision.mdf Properties ×					
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Object name: C:\Program Files (x86)\Microsoft SQL Server\MSS(

- Check under "Group or user names" to see if Users is listed.
 - If so, skip ahead to Step 4: Edit Permissions
 - If Users is not listed, click Edit

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• In the Permissions window that opens, click Add

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• In the Select Users or Groups window, click Advanced

elect Users or Groups	:
Select this object type:	
Users, Groups, or Built-in security principals	Object Types
-rom this location:	
TS2	Locations
Enter the object names to select (<u>examples</u>):	
	Check Names

- Click **Find Now**, find and selected the "User" account in the list at the bottom of the window
 - If there is no User account, look for Domain User or other group that ends in "User"
- Click Ok, then click OK in Select Users or Groups window

Select Users or Gro	oups		×
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4. Edit permissions and confirm fix

• Now that Users or Domain Users has been added, click on it under "Group or user names" and allow **Full Control**. Click OK to finish

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• Open the MyoVision software and click the Backup button in the top toolbar. Select a location for your test backup and click Save. If the error has been resolved the software should let you know that the backup was successful



Note: If you are still having trouble getting your MyoVision database to work properly, please feel free to contact our technical support at 1-800-969-6961, option 2 (8:30am - 4:00pm, Monday - Friday) (+1 206-448-3464 International)