# SQL Error During Backup and SQL Error 80040e14

Last Modified on 10/30/2025 2:01 pm PDT

## Summary

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

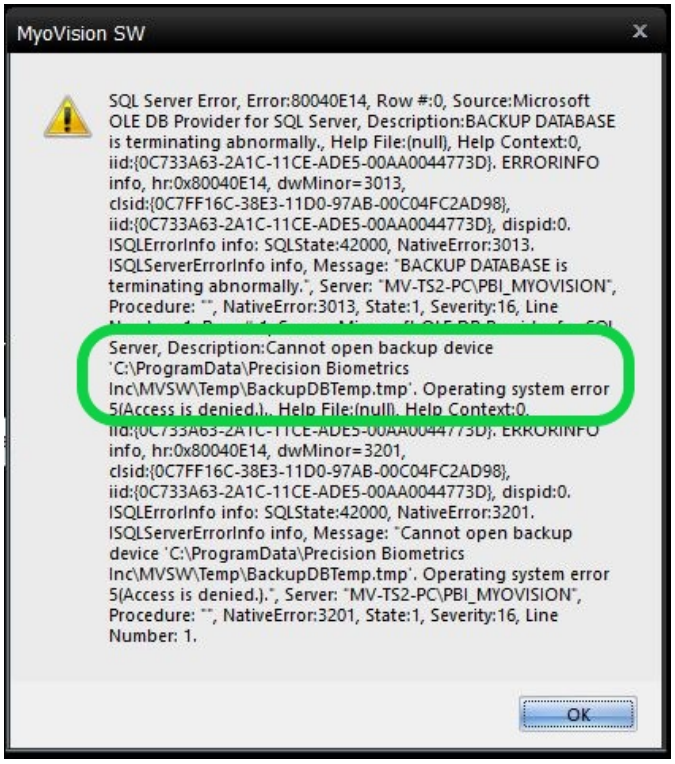
## Before you Begin

1. Make sure the Windows account you are logged into has Administrator privileges
    - Check Administrator Privileges if you are unsure.
2. **IMPORTANT:** Make sure Windows OS is fully updated before continuing.
    - To check if you are fully updated, go to the Microsoft support article here: https://support.microsoft.com/en-us/windows/install-windows-updates-3c5ae7fc-9fb6-9af1-1984-b5e0412c556a

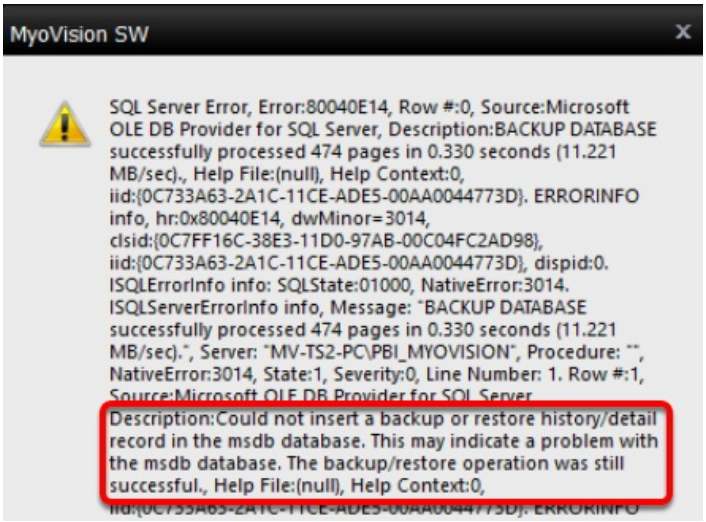
# How to fix SQL Error when creating a database backup

## 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

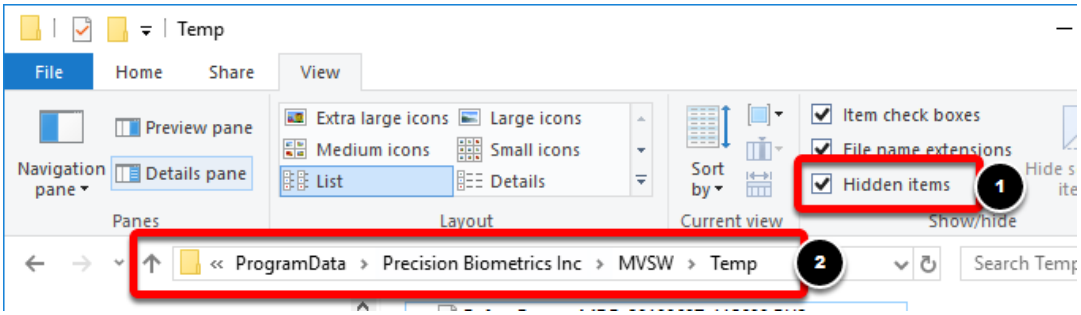



- SQL Errors during due to corrupted database file.
  - Middle of the text block states "Could not insert a backup or restore history/detail record in the msdb database."
  - This may mean that the SQL Server has corrupted files, contact Technical Support at 1-800-969-6961, option 2 (8:30am - 4:00pm,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

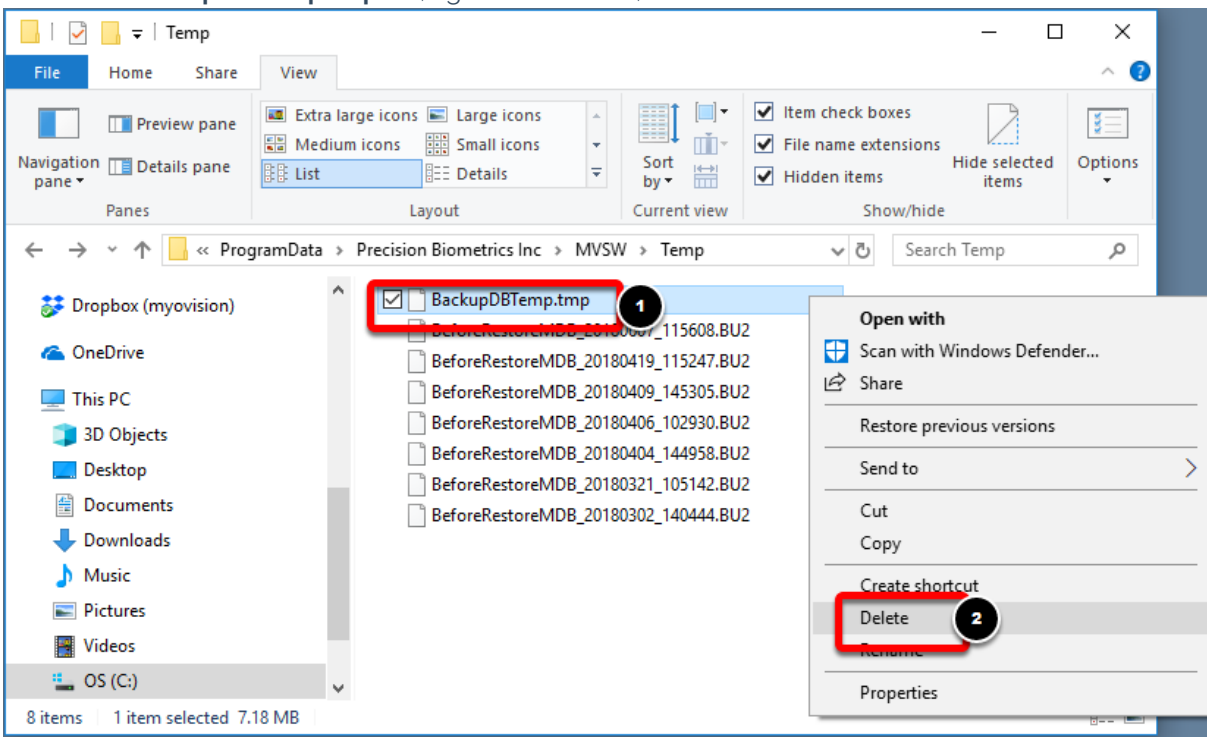



## 2. Fix corrupted temporary backup file

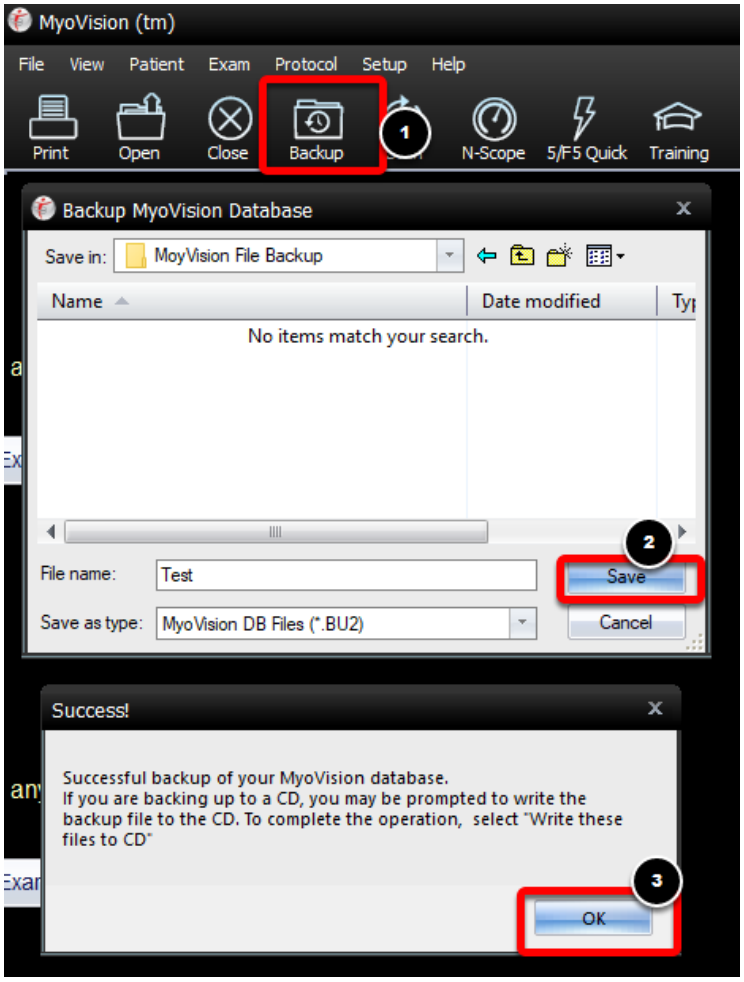
- Open Windows File Explorer and click on the View tab of the top menu. Check the Hidden Items box, then navigate to **C:\ProgramData\Precision Biometrics Inc\MVSW\Temp**.




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

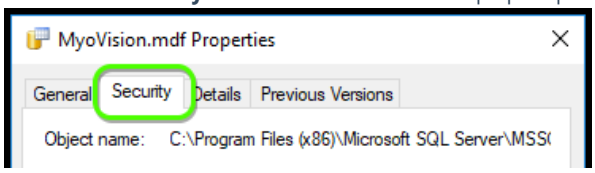



- Open the MyoVision software and click the Backup button in the top toolbar. Select a location for your test backup and click Save. If the error has been resolved the software should let you know that the backup was successful
    - If not successful, continue to step 3

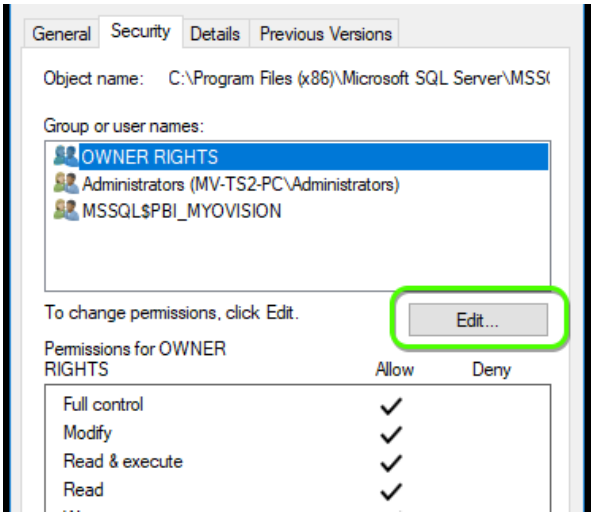



# 3. Fix folder permissions

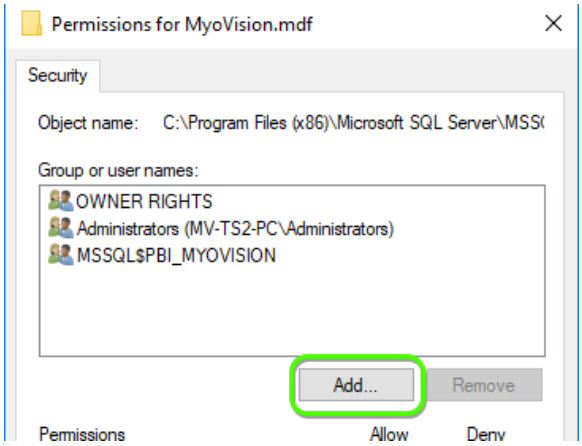
- Open Windows File Navigator and navigate to **C:\ProgramData\Precision Biometrics Inc\MVSW**
- Right-click on the **Temp** folder, select **Properties**
  - Click the **Security** tab in the window that pops up.



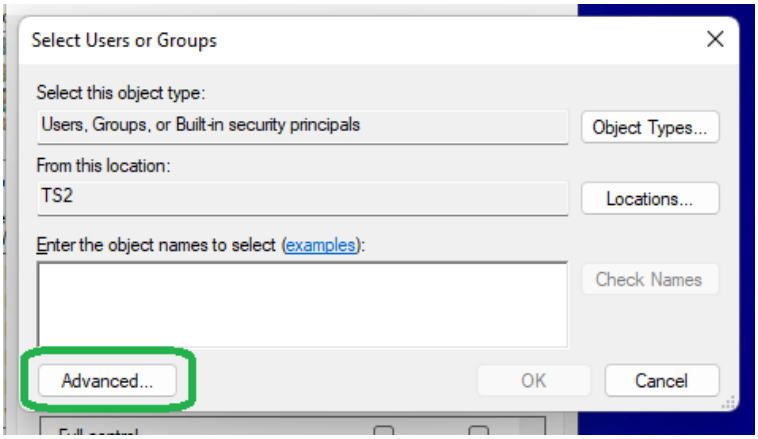

  - Check under "Group or user names" to see if Users is listed.
    - If so, skip ahead to Step 4: Edit Permissions
    - If Users is not listed, click **Edit**



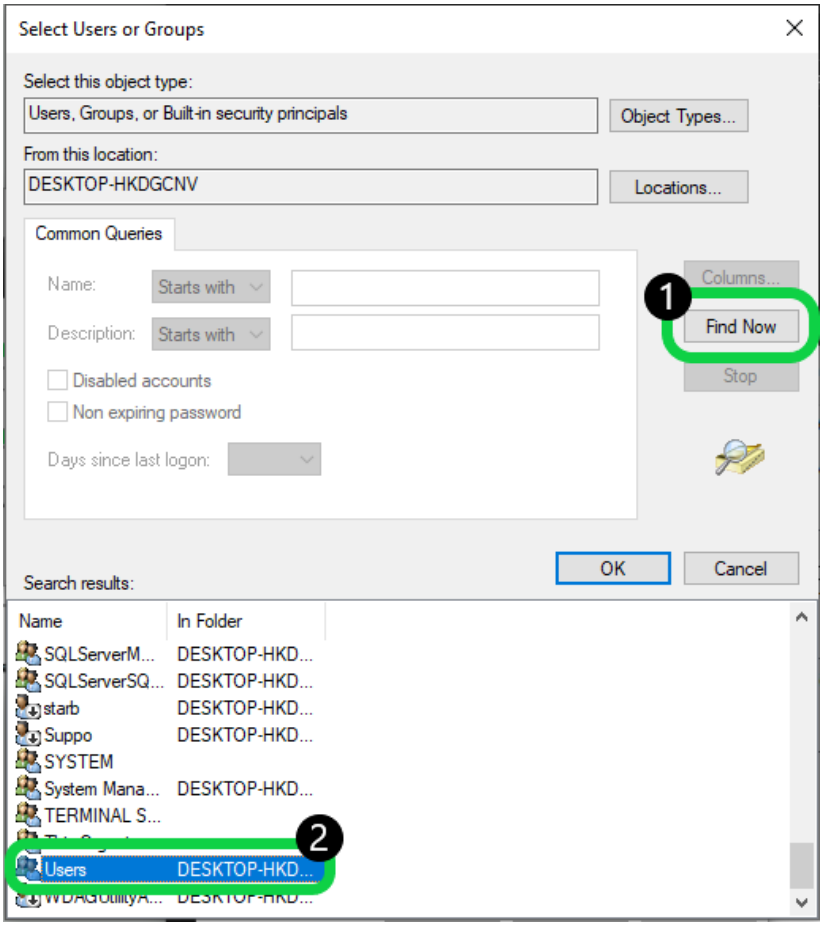

- In the Permissions window that opens, click **Add**

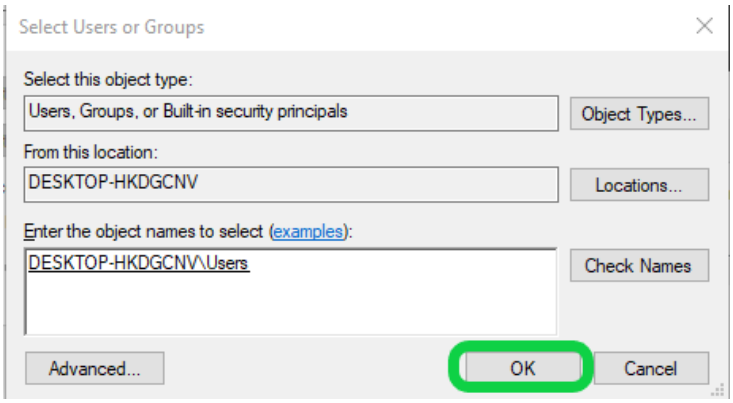



  - In the Select Users or Groups window, click **Advanced**



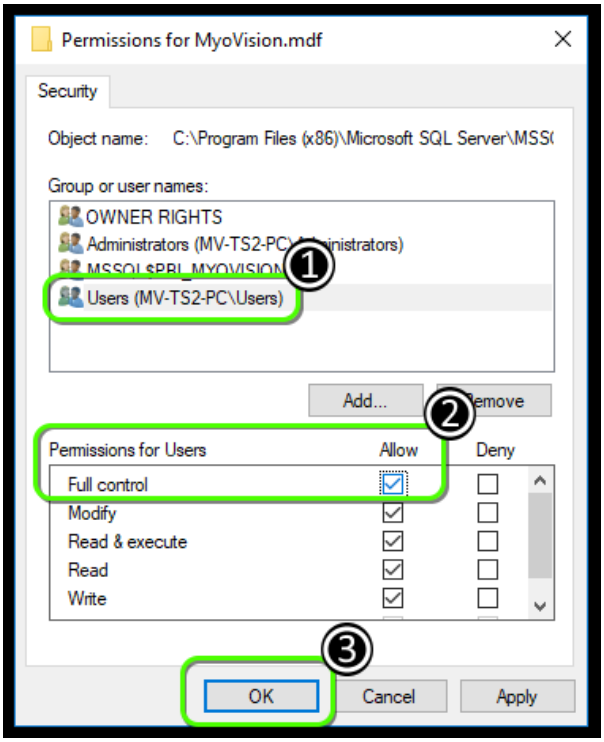

  - Click **Find Now**, find and selected the "User" account in the list at the bottom of the window
    - If there is no User account, look for Domain User or other group that ends in "User"
  - Click Ok, then click OK in Select Users or Groups window



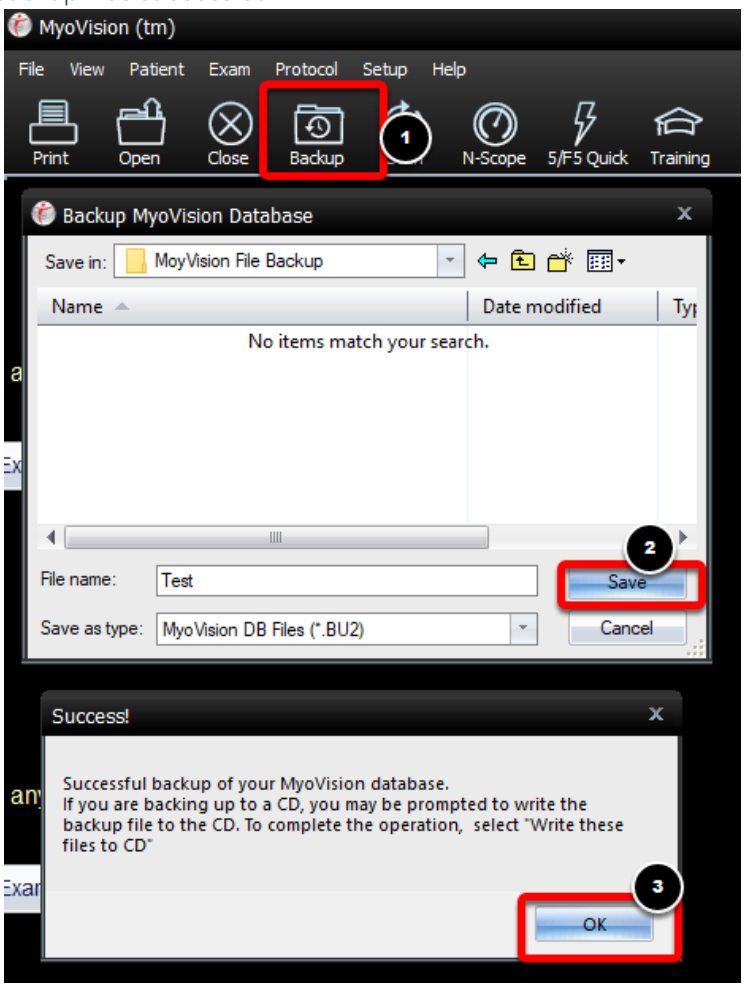




# 4. Edit permissions and confirm fix

- 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




- 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)