

Hot Tips Report

ID	0002	Description	TN 02.05 - Database Cannot Be Found Error
Date	2/9/2005 11:42:32 AM		
Manager	ADMIN	Status	Active

Text

Database Cannot Be Found Error - TN 02.05

The information in this Tech Note applies to Office Medic 4.0 and higher.

Problem

After normal installation of the Office Medic software versions 4.0 or higher, and after rebooting the PC, the customer will attempt to launch the Office Medic software. On occasion the following error message will be displayed after a prolonged wait:

"Error connecting to database
Error Description: [Microsoft] [ODBC SQL Server Driver] [Shared Memory] Specified SQL server not found. Error Number -2147467523."

This error occurs on Windows 98 or Me machines.

Solution

Complete the steps outlined below to resolve this error.

1. Click Ok to exit the error and then close out of the Office Medic program.
2. Look at the lower right corner of your screen and locate the SQL Server Service Manager icon on the taskbar and double left-click on it. Double left clicking on the SQL Server Service Manager icon launches the service manager.
3. Select **Refresh services...**
4. Select **Start/Continue**.
5. Select the **Auto-start service when OS starts** option so that a check mark is placed in the box.
6. Finally, close the window.

Once this is completed there usually is no further issue with this problem. If the problem persists contact Technical Support.
