

Hot Tips Report

ID	0072	Description	Small Office instance name specified is not v
Date	2/19/2007 1:25:03 PM		
Manager	ADMIN	Status	Active

Text **IDMS Small Office - "The instance name specified is not valid" error**

CPAR 695

Problem

Customers that attempt to install IDMS Small Office Edition on a server that already has a SQL database will receive the following error: "The instance name specified is not valid".

Solution

Per Report 412 - QRS validated the use of Small Office on SQL Server 2000 and 2003 and all functions worked properly. If the server already has SQL Server running DO NOT install MSDE 2000. Only perform the remaining steps in the Small Office User's Manual:

- 1) Create the user's group.
- 2) Create a networked Office Medic database.
- 3) Install at least one client.

Contact Technical Support with questions.
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