

Hot Tips Report

ID	0048	Description	SQL Error - cannot access database
Date	8/24/2005 1:54:27 PM		
Manager	ADMIN	Status	Active

Text **Cannot access database when launching Office Medic**

Problem

It is possible to receive an error message "cannot access database" when attempting to open Office Medic even when the SQL database installs and runs without incident.

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 in the taskbar and double left-click on it. Double left clicking on the SQL Server Service Manager icon launches the service manager.
3. Verify the server selected is "YOUR COMPUTER NAME\OFFICEMEDIC" and that the services are "SQL Server."
4. Select "Refresh services."
5. Select "Start/Continue."
6. Select the "Auto-start service when OS starts" option so that a check mark is placed in the box.
7. Finally, close the window.

After completing the steps above attempt to open Office Medic. If you continue to receive the error message then complete the steps below:

1. Uninstall Office Medic and the Microsoft SQL Server Desktop Engine (OFFICEMEDIC) from the Add/Remove Programs menu. You can access Add/Remove Programs by selecting Start> Settings>Control Panel>Add/Remove Programs.
2. Once the two programs are uninstalled, restart the computer and reinstall the software to its default location.

Note - uninstalling and reinstalling the applications mentioned above will not affect your data.

If none of the solutions provided solve the problem, contact Technical Support for further assistance.
