

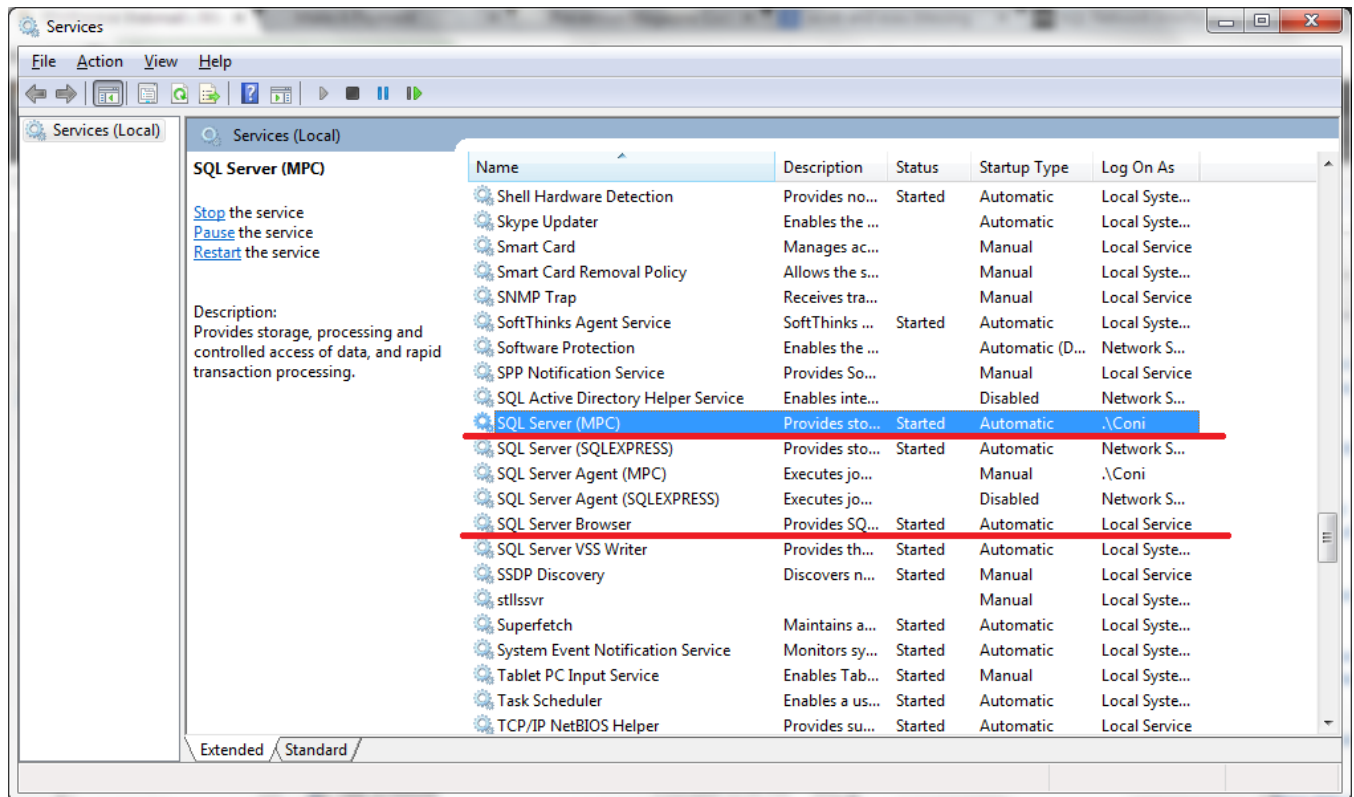
# Unable to Connect To Database

## Who Needs These Instructions?

If you have received a message while installing 'Church BookKeeper' that says '**Failed to install SQL Express**' or if you see an '**Unable to Connect to Database**' message when you launch the 'Church BookKeeper' app, these instructions are for you.

## First Thing to Check: **Are the SQL Services running?**

1. Open the Windows Control Panel (type 'Control Panel' on the Windows 10 'Cortana' search bar)
2. Choose 'System and Security'
3. Choose 'Administrative Tools'
4. Double-click the 'Services'
5. A list of all the services running on the computer will be displayed. Please search through the alphabetical list for:
  - a. SQL Server (MPC)
  - b. SQL Server Browser



6. Do each of these have 'Started' for their 'Status'? If not, right-click on them and choose 'Start' from the menu that will be displayed.
7. Next, please look at the 'Startup Type'. Is it set to 'Automatic'? If not, right-click and choose Properties and select 'Automatic' for the Startup Type. (This will allow the service to start each time that Windows starts up.) --- If you continue to have an issue with the service not starting after Windows starts, change this setting to 'Automatic (Delayed Start)'
8. If either of these services were not previously started and you are able to successfully start it please try running the Church BookKeeper app again. --- If you have just installed Church BookKeeper, please run the Church BookKeeper install again to finish setting up the database.

## Next Thing to Check: **Is 'SQL Express 2014' Installed?**

If you were unable to find the 'SQL Server (MPC)' service in the list of services (above, in the 'first thing to check'), then the SQL database isn't installed or isn't installed properly. Let's manually install SQL...

### **Here are the steps:**

1. Navigate to the install file.

If you purchased the software on **CD**, navigate to the '**tools**' folder on the CD.

If you purchased the software as a **download**, there will be a 'Set Up BookKeeper\tools' folder in your Windows Program Files directory

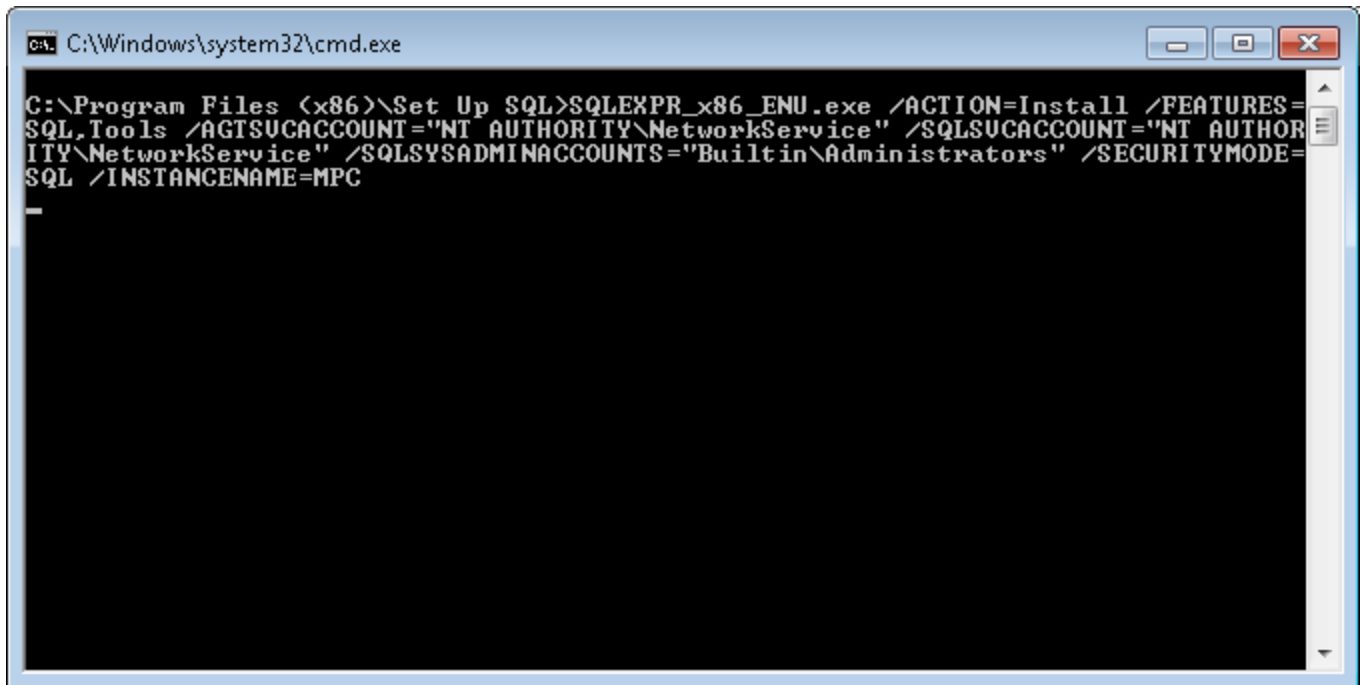
On a 64 bit version of Windows the folder will be at:

**C:\Program Files (x86)\Set Up BookKeeper\tools**

On a 32 bit version of Windows the folder will be at:

**C:\Program Files\Set Up BookKeeper\tools**

2. Double-click the file called '**InstallSql.bat**'.
3. A black command window will be displayed. **Do not close this window**, it will close automatically when the install finishes.



```
C:\Windows\system32\cmd.exe

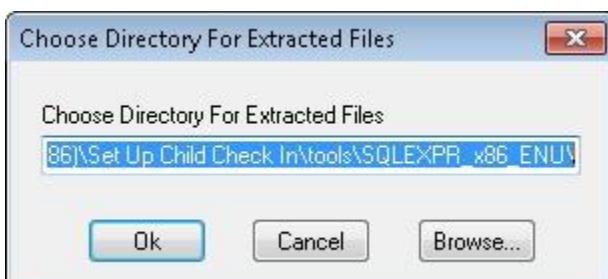
C:\Program Files (x86)\Set Up SQL>SQLEXP_x86_ENU.exe /ACTION=Install /FEATURES=
SQL,Tools /AGTSUCACCOUNT="NT AUTHORITY\NetworkService" /SQLSUCACCOUNT="NT AUTHO
RITY\NetworkService" /SQLSYSADMINACCOUNTS="BuiltIn\Administrators" /SECURITYMODE=
SQL /INSTANCENAME=MPC
```

4. The following prompt will display:



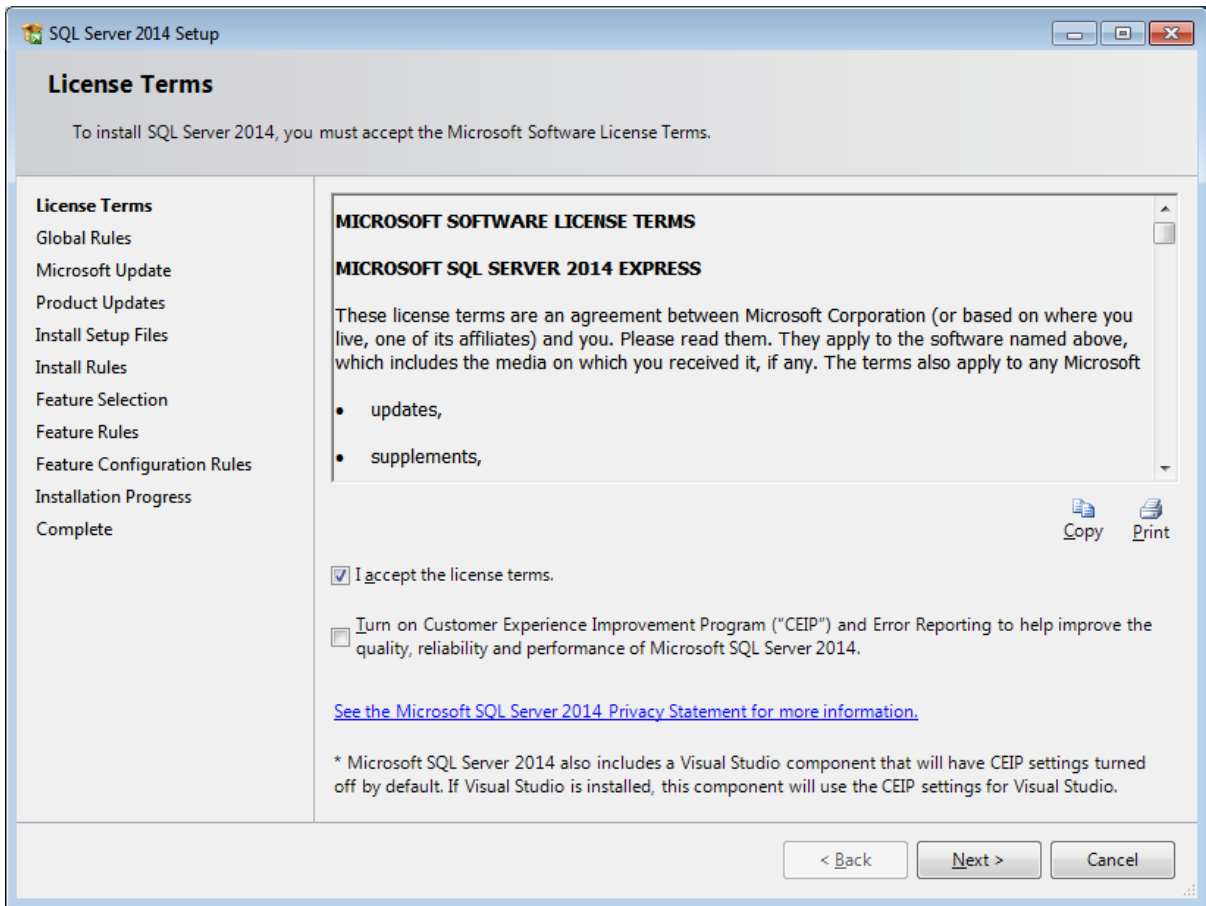
Press the 'Yes' button.

5. A prompt for selecting a directory may appear:



Press the 'Ok' button.

6. The SQL install screen will display:



Check the 'I accept the license terms' box and press the 'Next' button.

Press the 'Next' button through the install wizard **without making any changes to the values that are already filled in for you**. At the final screen press the 'Install' button

7. After the install finishes, **re-run the Church BookKeeper install** to complete the installation:

If you purchased the software on **CD**, double-click on the **setup.exe** install file on the CD.

If you purchased the software as a **download**, double-click on the setup.exe file in the 'Set Up' folder in the Windows Program Files directory.

64 bit version of Windows:

**C:\Program Files (x86)\Set Up BookKeeper\setup.exe**

32 bit version of Windows:

**C:\Program Files\Set Up BookKeeper\setup.exe**

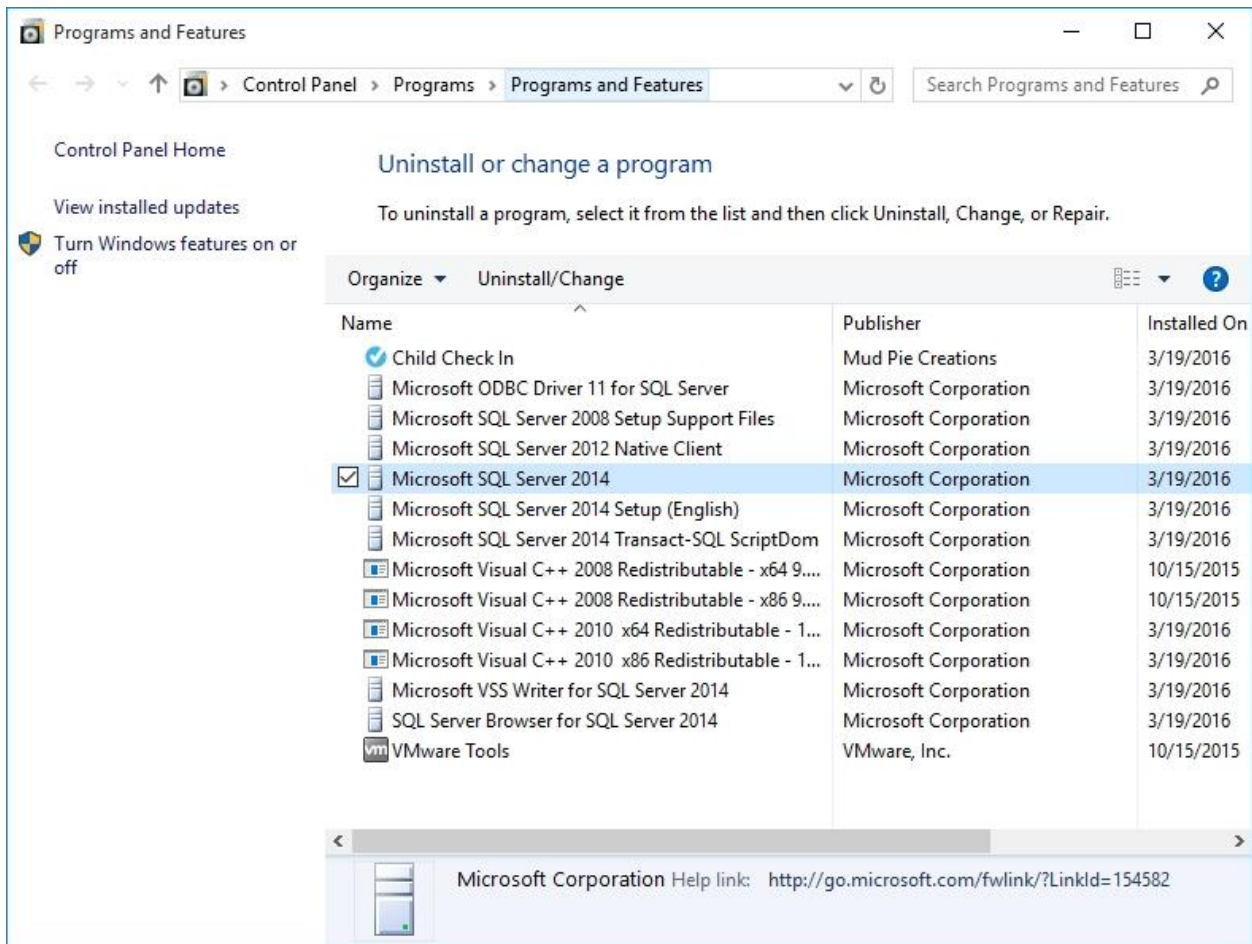
## Next Thing to Check: **Are the SQL Services running and 'SQL Express 2014' Installed?**

If you were able to find the 'SQL Server (MPC)' service in the list of services (above, in the 'first thing to check'), and the service was already running, please try one more time to launch the Church BookKeeper app. It can sometimes take a few minutes for the service to initialize after Windows starts and you may have launched Church BookKeeper before it was up and running.

If the connection issue persists and you've just installed Church BookKeeper, then one or more changes were probably made during the SQL database install. If you selected anything other than checking the license agreement for Microsoft SQL (for example the instance name or password was modified rather than keeping the selections that were already filled out on each screen) you must uninstall SQL and run the Church BookKeeper install again to configure the database properly.

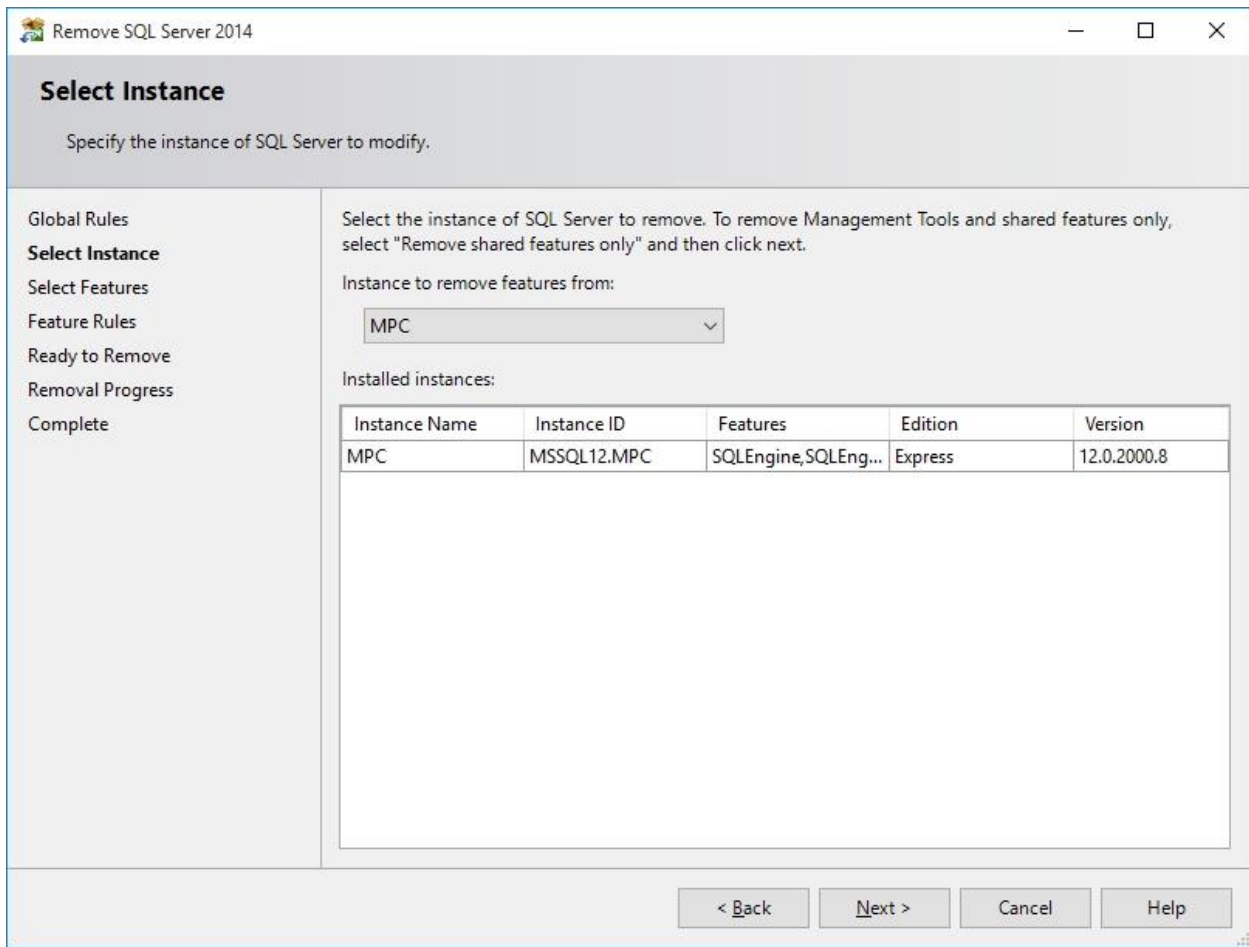
### **Here are the steps:**

1. From the Windows Control Panel choose 'Uninstall a program'
2. Select 'Microsoft SQL Server 2014' from the list of applications



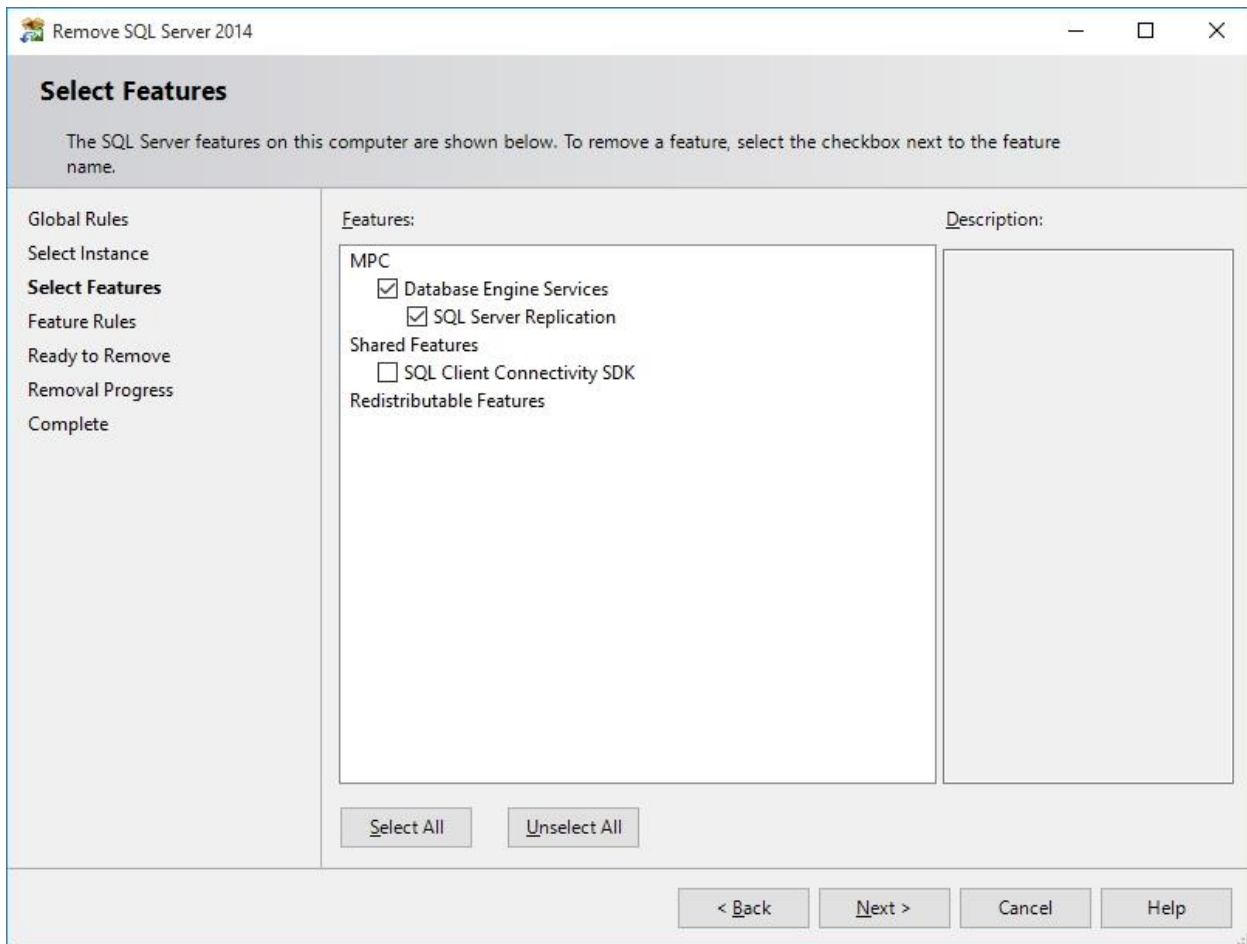
3. Choose 'Uninstall'

4. Select 'MPC' as the Instance to uninstall



5. Select all the features for the instance





6. After SQL is uninstalled, re-install the Church BookKeeper application from either the CD or downloaded file

If you purchased the software on **CD**, double-click on the **setup.exe** install file on the CD.

If you purchased the software as a **download**, double-click on the setup.exe file in the 'Set Up' folder in the Windows Program Files directory.

64 bit version of Windows:

**C:\Program Files (x86)\Set Up BookKeeper\setup.exe**

32 bit version of Windows:

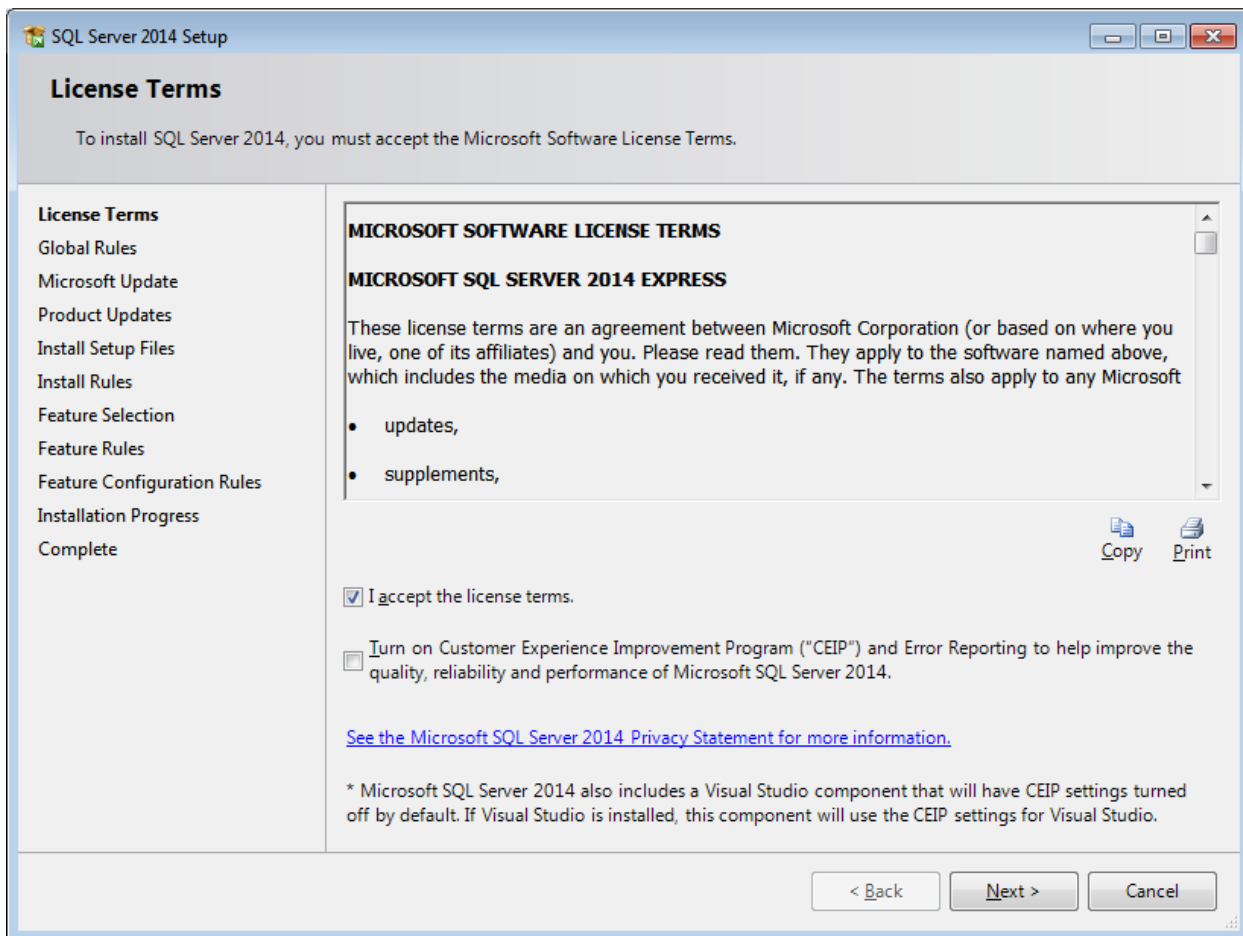
**C:\Program Files\Set Up BookKeeper\setup.exe**

During the SQL installation, a prompt for selecting a directory will appear:



Press the 'Ok' button.

The SQL install screen will display:



Check the 'I accept the license terms' box and press the 'Next' button.

Press the 'Next' button through each screen of the install wizard **without making any changes to the values that are already filled in for you.**