

# 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?**



Watch a video on YouTube of these instructions:

<https://youtu.be/1fVFPKVglwQ>

1. Open the Windows Services app

Type 'Services' on the Windows 10 'Cortana' search bar

OR on an older version of Windows, open the Windows 'Control Panel', choose 'System and Security-> 'Administrative Tools' and double-click the 'Services' icon

2. A list of all the services running on the computer will be displayed. Search through the alphabetical list for: 'SQL Server (MPC)'

Name	Description	Status	Startup Type
Shell Hardware Detection	Provides notifications for AutoPlay hardware eve...	Running	Automatic
Smart Card	Manages access to smart cards read by this com...		Disabled
Smart Card Device Enumera...	Creates software device nodes for all smart card r...		Manual (Trigger Start)
Smart Card Removal Policy	Allows the system to be configured to lock the us...		Manual
SNMP Trap	Receives trap messages generated by local or re...		Manual
Software Protection	Enables the download, installation and enforcem...		Automatic (Delayed Start, Trigger St...
Spatial Data Service	This service is used for Spatial Perception scenarios		Manual
Spot Verifier	Verifies potential file system corruptions.		Manual (Trigger Start)
SQL Full-text Filter Daemon ...	Service to launch full-text filter daemon process ...	Running	Manual
SQL Server (MPC)	Provides storage, processing and controlled acce...	Running	Automatic (Delayed Start)
SQL Server Agent (MPC)	Executes jobs, monitors SQL Server, fires alerts, a...		Manual
SQL Server Browser	Provides SQL Server connection information to cl...		Disabled
SQL Server VSS Writer	Provides the interface to backup/restore Microso...	Running	Automatic
SSDP Discovery	Discovers networked devices and services that us...	Running	Manual
State Repository Service	Provides required infrastructure support for the a...	Running	Manual
Still Image Acquisition Events	Launches applications associated with still image...		Manual
Storage Service	Provides enabling services for storage settings an...	Running	Manual (Trigger Start)
Storage Tiers Management	Optimizes the placement of data in storage tiers ...		Manual
Superfetch	Maintains and improves system performance ove...	Running	Automatic
System Event Notification S...	Monitors system events and notifies subscribers t...	Running	Automatic
System Events Broker	Coordinates execution of background work for W...	Running	Automatic (Trigger Start)

3. Does it have 'Running' or 'Started' for its 'Status'? If not, right-click and choose 'Start' from the menu that will be displayed.
4. Next, 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)'
5. If the service was 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.**

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: (this is not common)

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

## 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...



**Watch a video on YouTube of these instructions:**

<https://youtu.be/zTBU62aJNAE>

**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

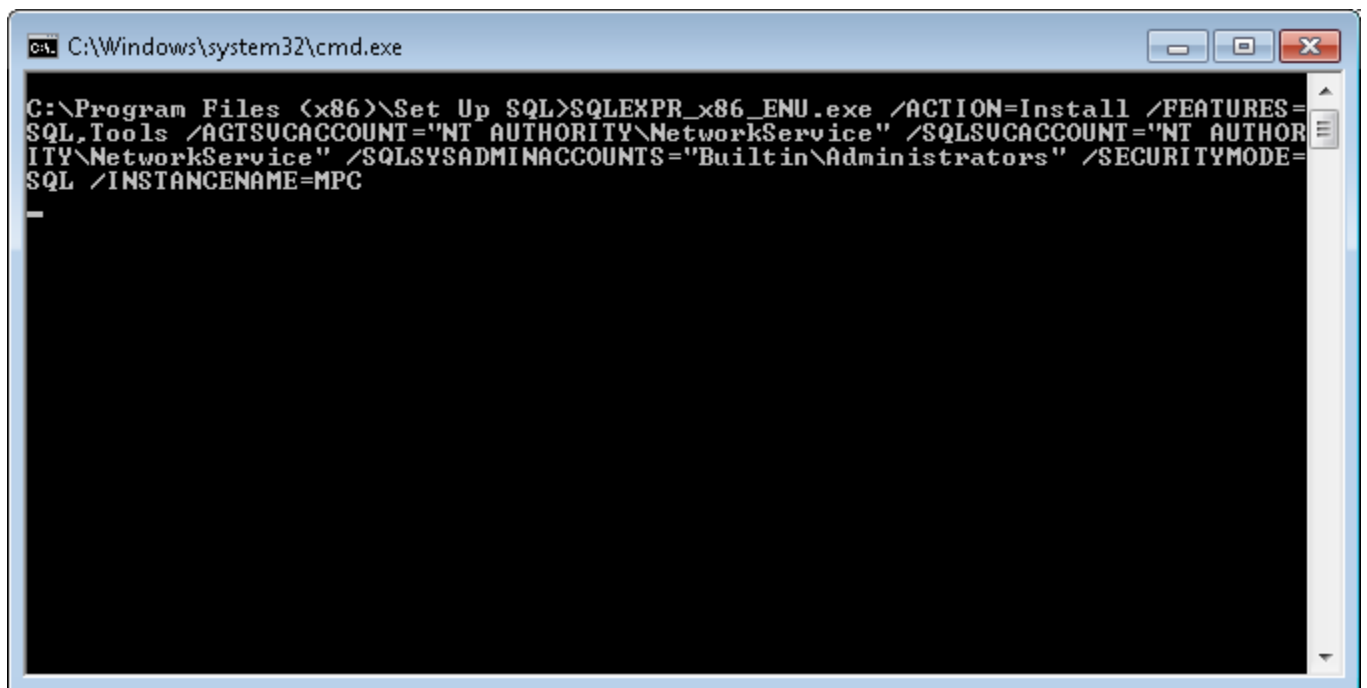
On a 64 bit version of Windows the folder will be at:

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

On a 32 bit version of Windows: (this is not common)

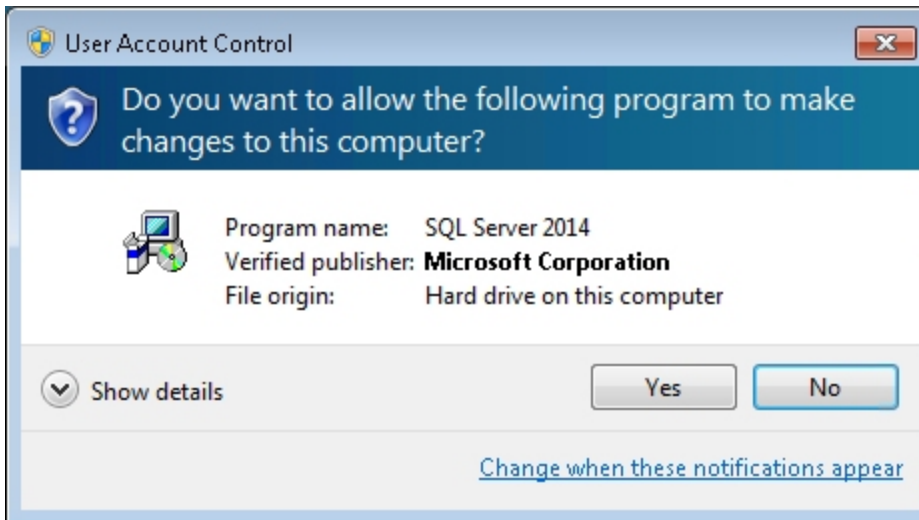
**C:\Program Files\Set Up BookKeeper\tools**

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.



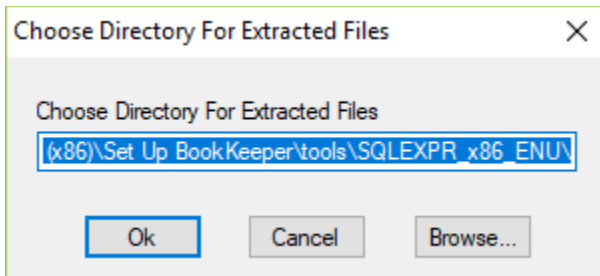
```
C:\Windows\system32\cmd.exe
C:\Program Files (x86)\Set Up SQL>SQLEXP_x86_ENU.exe /ACTION=Install /FEATURES=
SQL,Tools /AGTSUCACCOUNT="NT AUTHORITY\NetworkService" /SQLSUCACCOUNT="NT AUTHOR
ITY\NetworkService" /SQLSYSADMINACCOUNTS="Builtin\Administrators" /SECURITYMODE=
SQL /INSTANCENAME=MPC
```

4. The following prompt will display:



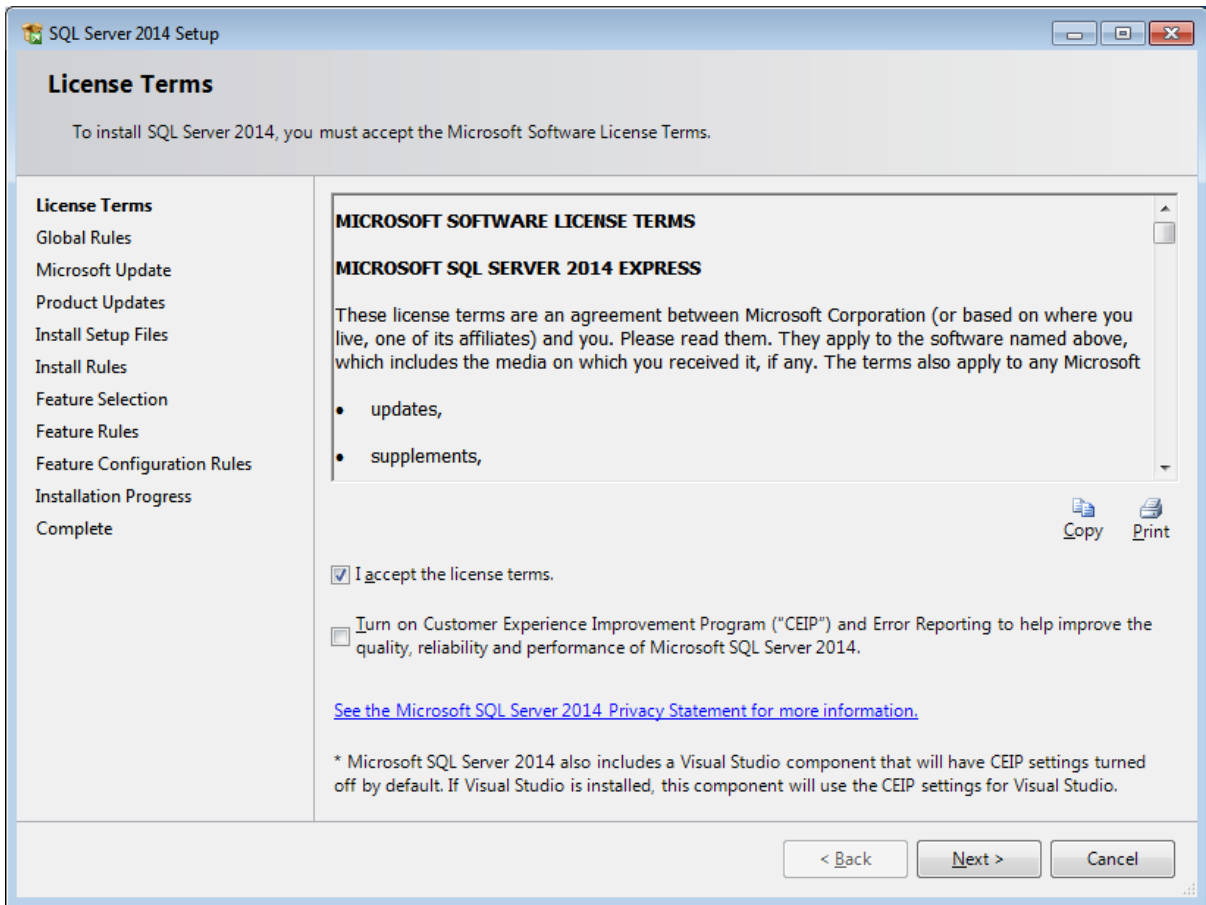
Press the 'Yes' button.

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: (this is not common)

**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 or if you see a message that says "**Log In Failed for User 'sa'**" when you launch Church BookKeeper, then one or more changes were 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.



**Watch a video on YouTube video of these instructions:**

<https://youtu.be/IgRqYaltzHc>

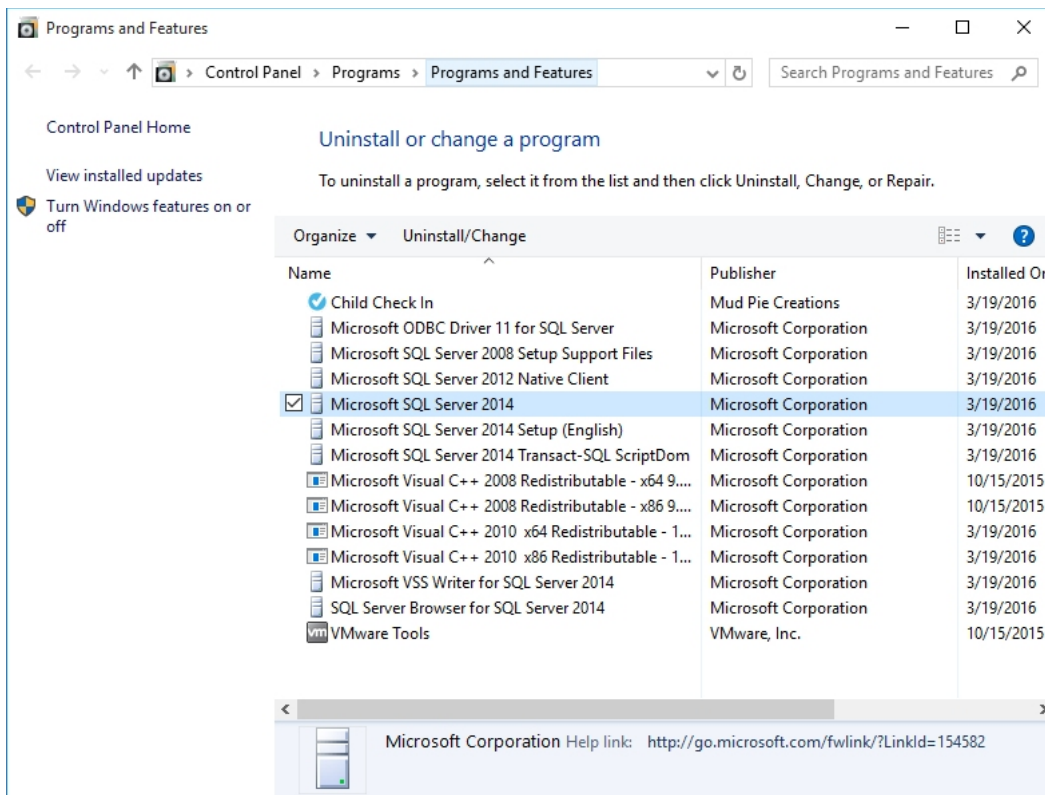
### **Here are the steps:**

1. Open the list of installed programs

Type 'Add or Remove Programs' on the Windows 10 'Cortana' search bar

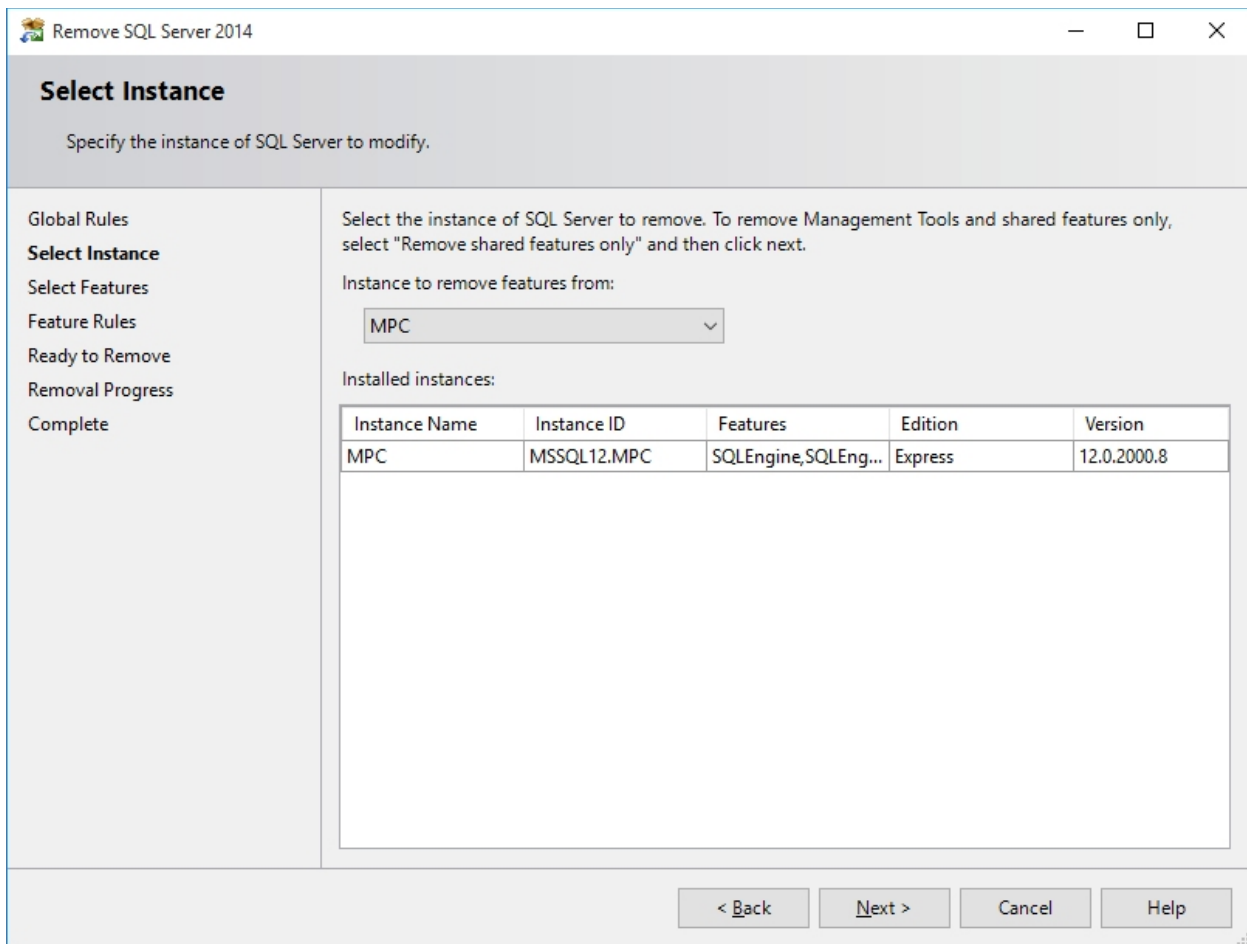
OR on an older version of Windows, open the Windows 'Control Panel', choose 'Uninstall a program'

2. Select 'Microsoft SQL Server 2014' from the list of applications



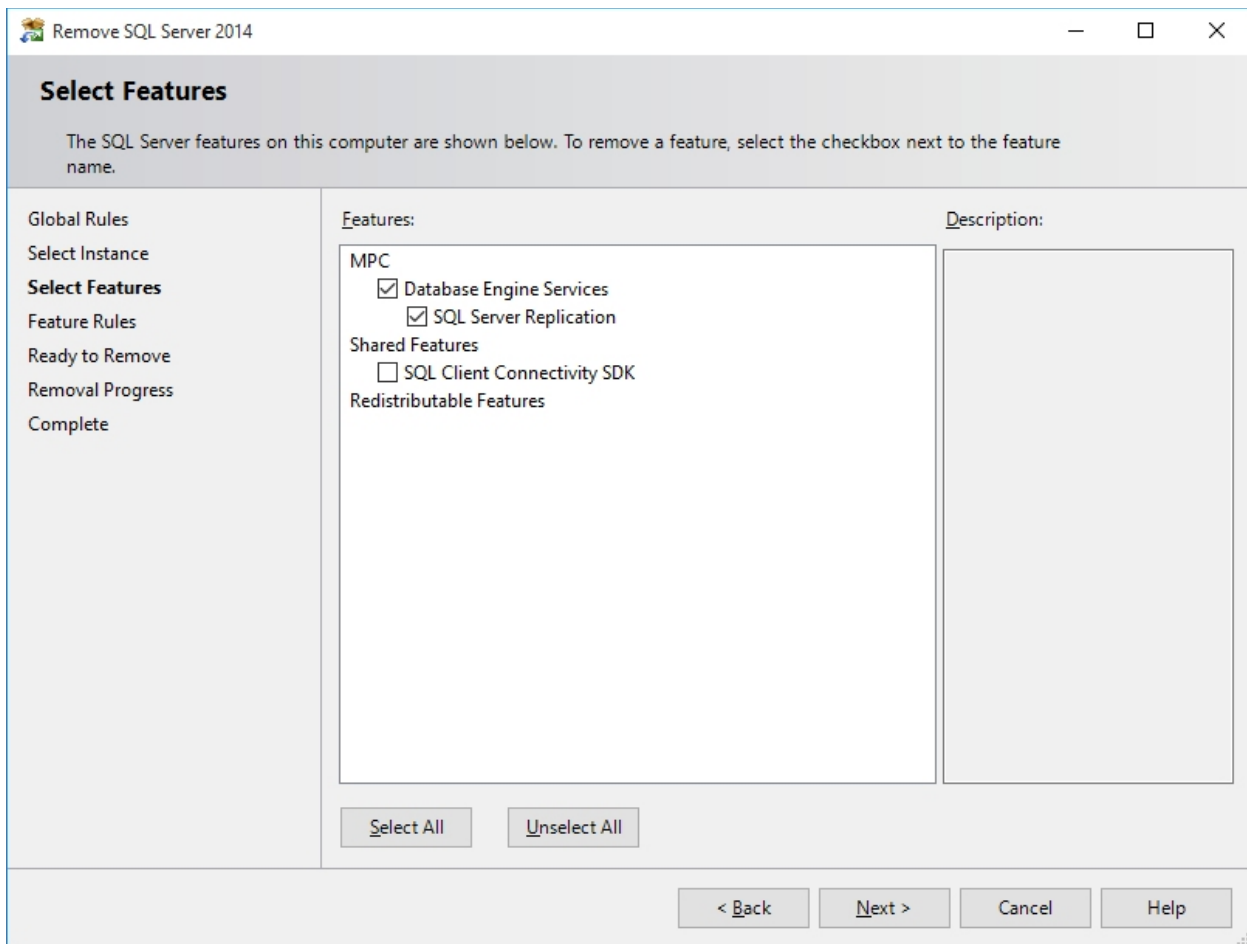
3. Choose 'Uninstall'

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.

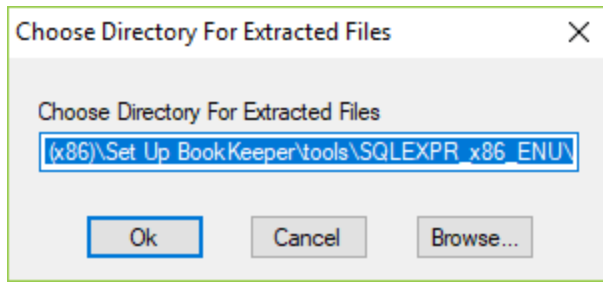
64 bit version of Windows:

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

32 bit version of Windows: (this is not common)

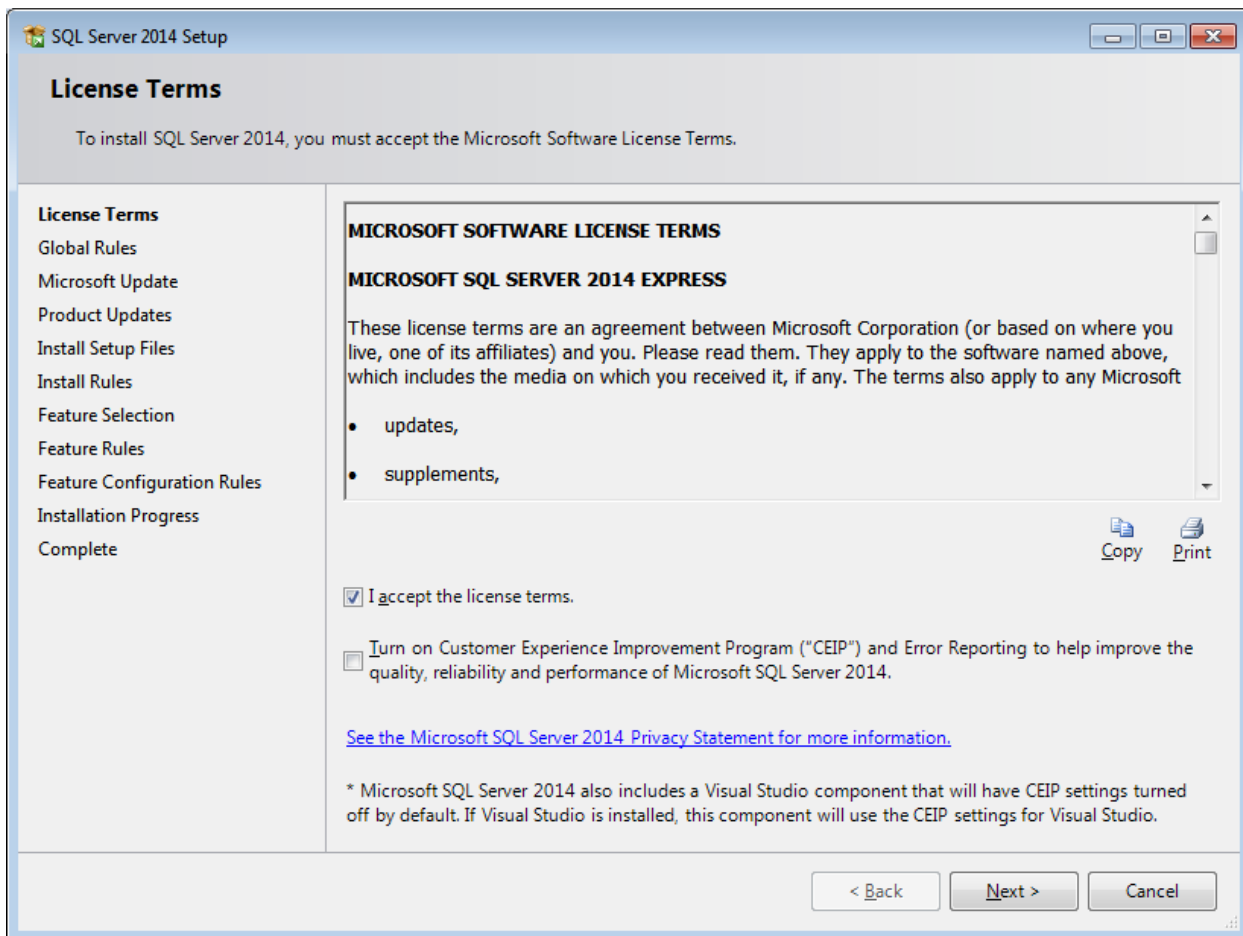
**C:\Program Files\Set Up BookKeeper\setup.exe**

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.**