

Unable to Connect To Database

Who Needs These Instructions?

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

***NOTE:** If you have multiple check in stations, you should only perform these steps on the computer that is hosting the shared database.



Watch a video on YouTube of these instructions:

<https://youtu.be/igiGj6j99Mc>

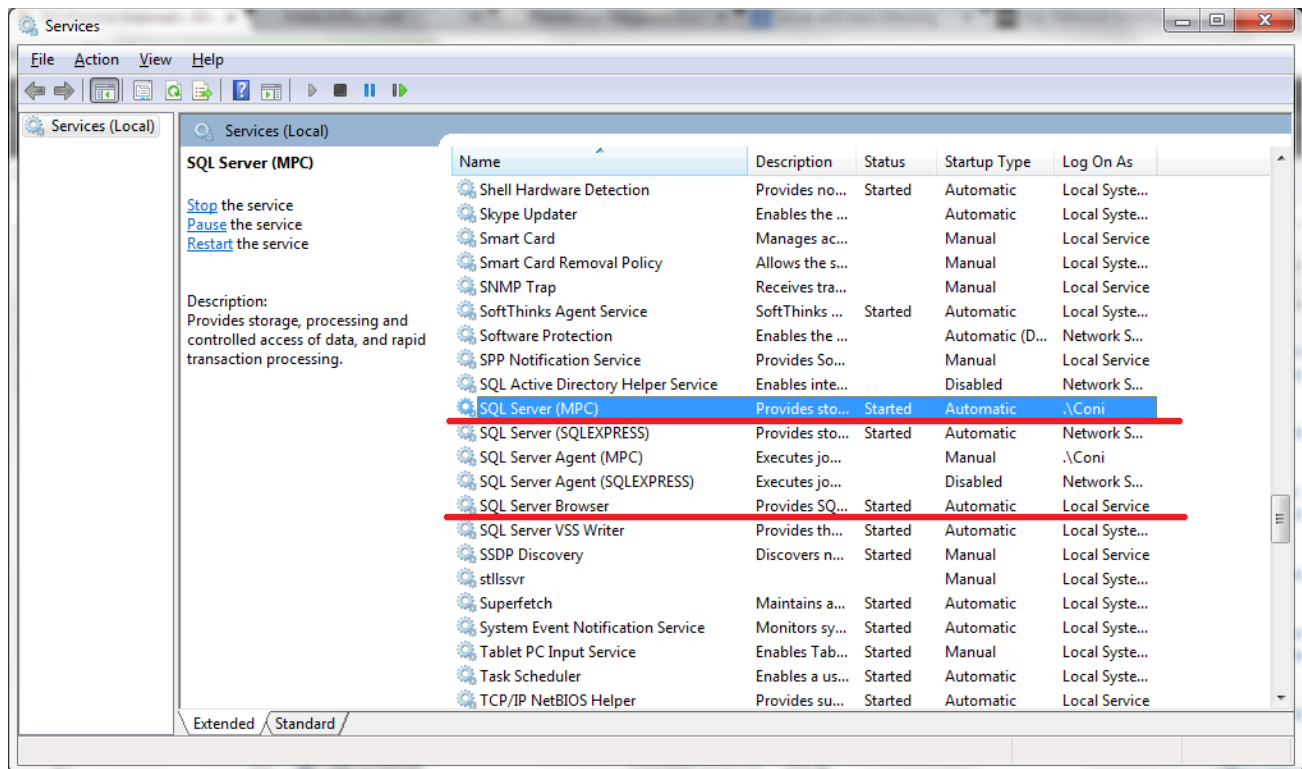
First Thing to Check: **Are the SQL Services running?**

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:
 - a. SQL Server (MPC)
 - b. SQL Server Browser



- 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.
- 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)'
- If either of these services were not previously started and you are able to successfully start it please try running the Child Check In app again. --- **If you have just installed Child Check In, please run the Child Check In 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 Child Check In\setup.exe

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

C:\Program Files\Set Up Child Check In\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.



Watch a video on YouTube of these instructions:

<https://youtu.be/ESnlk7kEUzA>

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 Child Check In\tools' folder in your Windows Program Files directory.

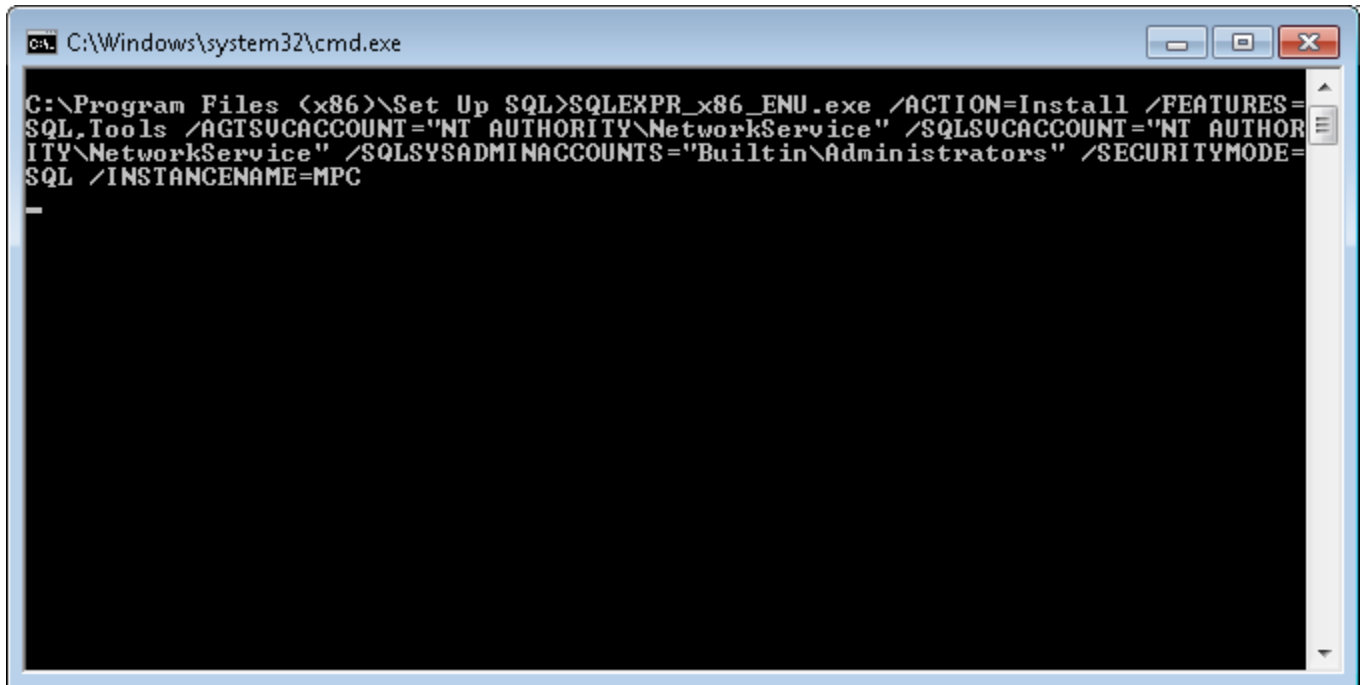
On a 64 bit version of Windows the folder will be at:

C:\Program Files (x86)\Set Up Child Check In\tools

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

C:\Program Files\Set Up Child Check In\tools

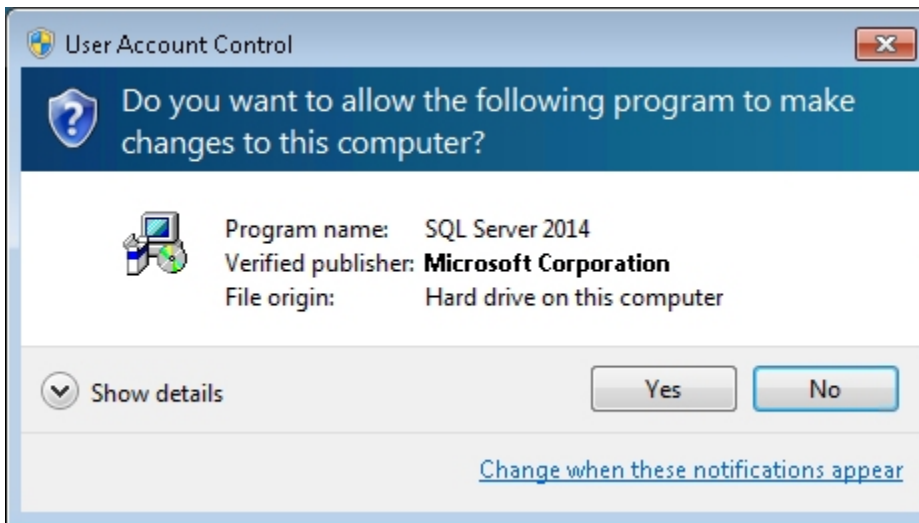
2. Double-click the file called '**InstallSql.bat**'.
3. A black command window will be displayed. **Do not close this window**, it will close automatically when the install finishes.



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

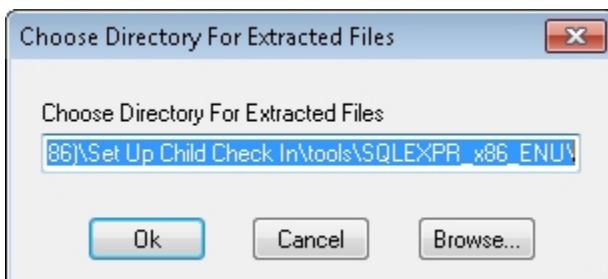
C:\Program Files (x86)\Set Up SQL>SQLEXP_x86_ENU.exe /ACTION=Install /FEATURES=
SQL,Tools /AGTSUCACCOUNT="NT AUTHORITY\NetworkService" /SQLSUCACCOUNT="NT AUTHOR
ITY\NetworkService" /SQLSYSADMINACCOUNTS="BuiltIn\Administrators" /SECURITYMODE=
SQL /INSTANCENAME=MPC
```

4. The following prompt will display:



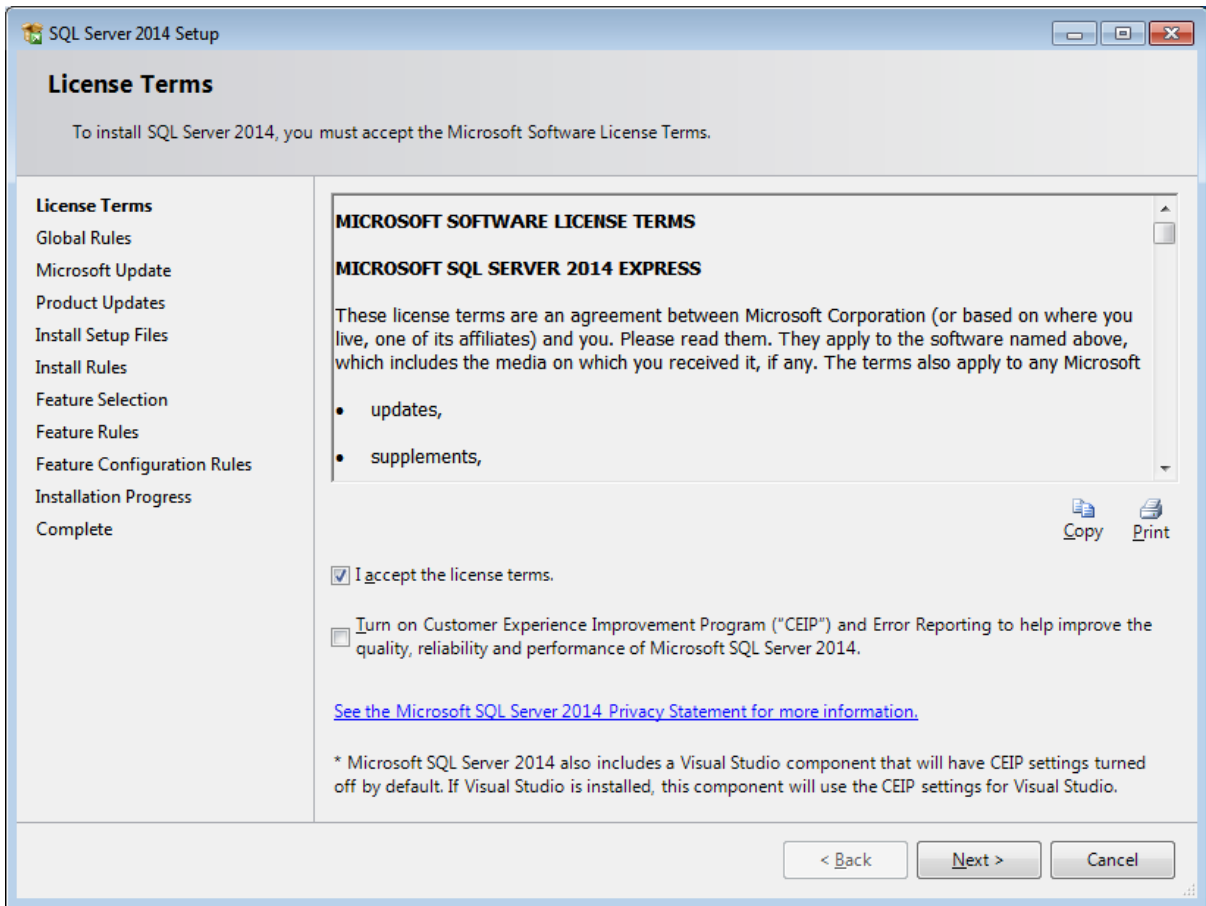
Press the 'Yes' button.

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 Child Check In install** to complete the installation.

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64 bit version of Windows:

C:\Program Files (x86)\Set Up Child Check In\setup.exe

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

C:\Program Files\Set Up Child Check In\setup.exe

Next Thing to Check: **Are you able to access the computer that's hosting the shared database?**

If you are connecting to a **shared database**:

Please ensure that you are still able to access the computer hosting the shared database. You may need to get your network administrator involved. Also, take a look at the help for connecting to a shared database on the Setup Database Options screen.

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 Child Check In app. It can sometimes take a few minutes for the service to initialize after Windows starts and you may have launched Child Check In 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 Child Check In, 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 Child Check In install again to configure the database properly.



Watch a video on YouTube video of these instructions:

<https://youtu.be/ZntEVvCBQk0>

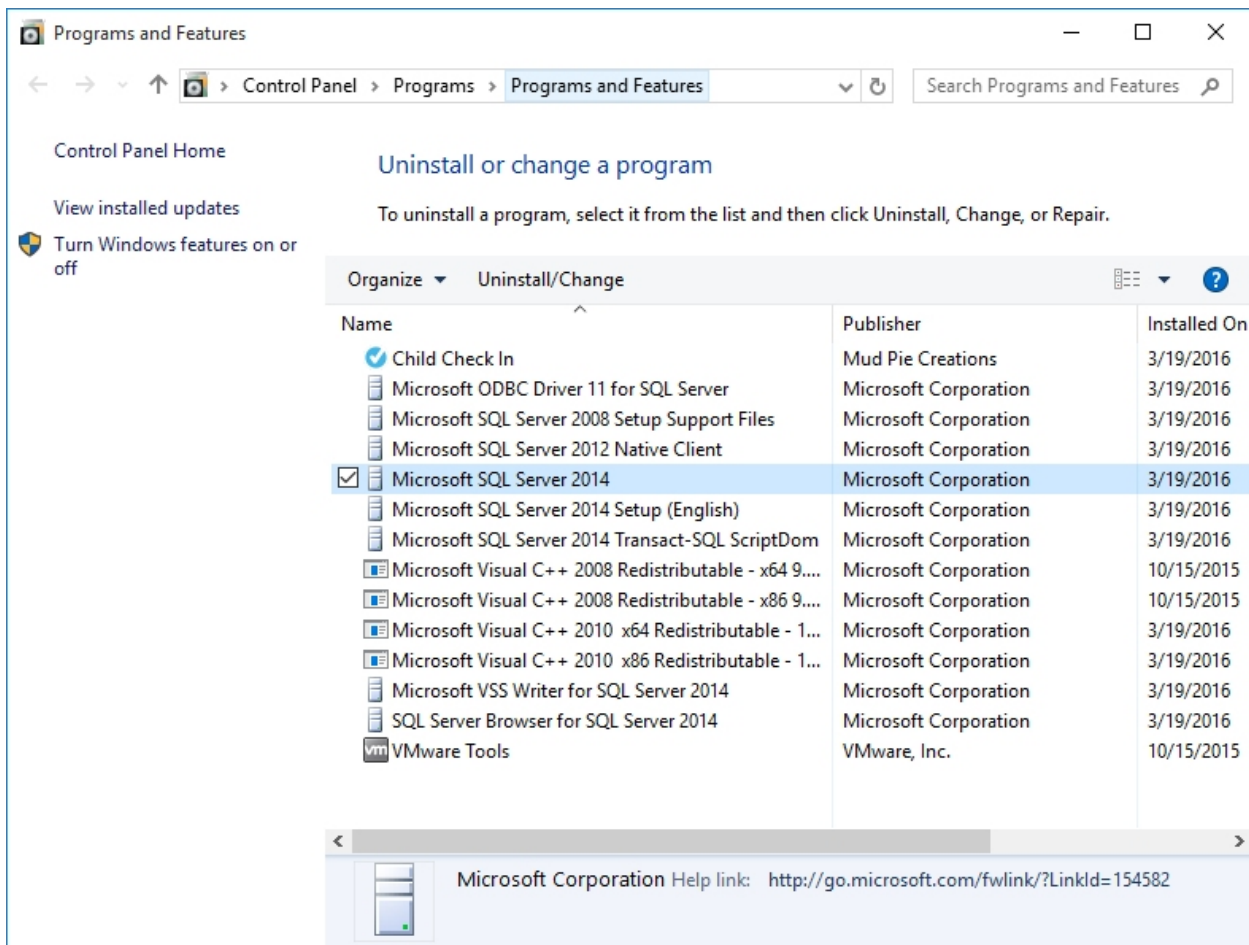
Here are the steps:

1. Open the list of installed programs

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

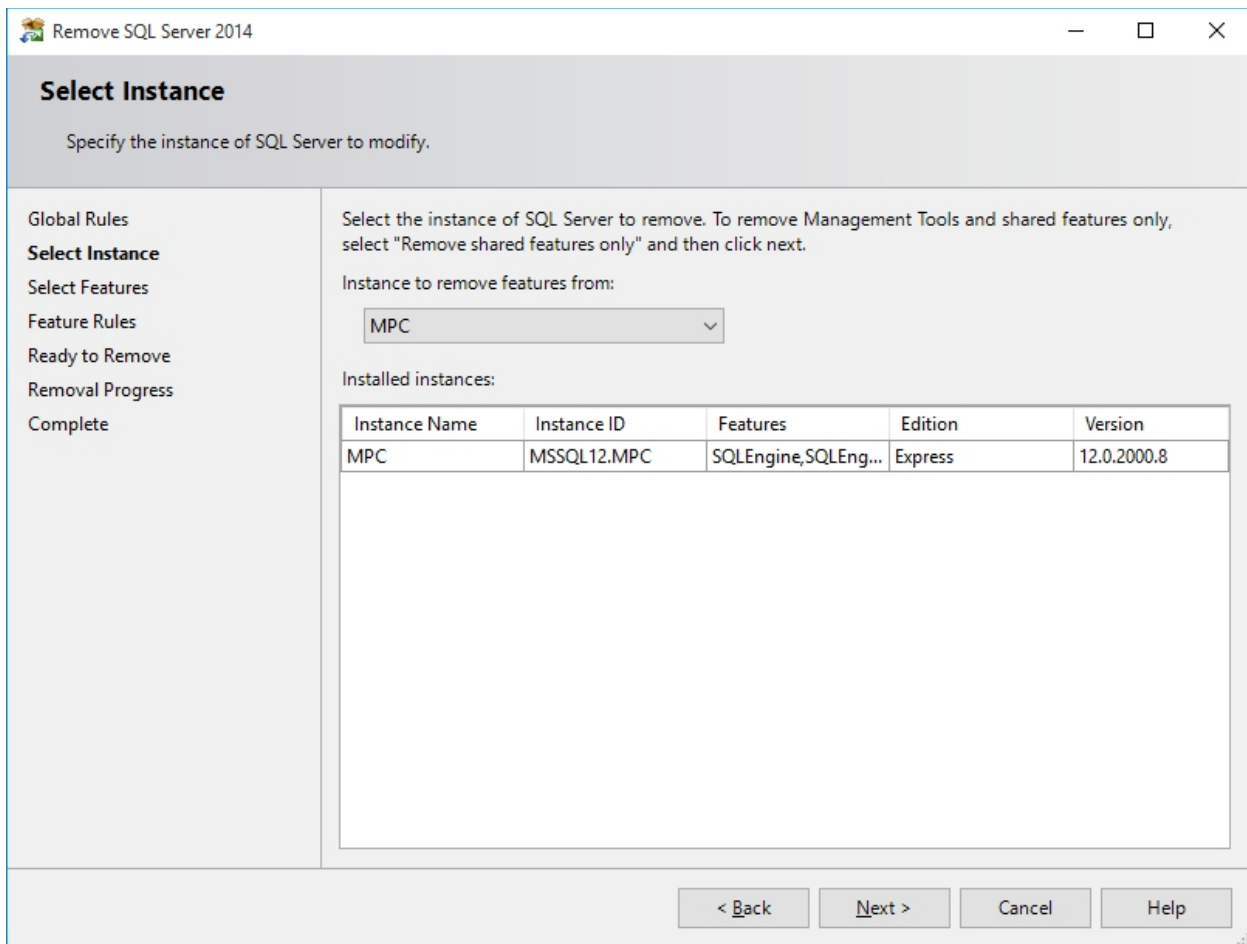
OR on an older version of Windows, open the Windows 'Control Panel', choose 'Uninstall a program'

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

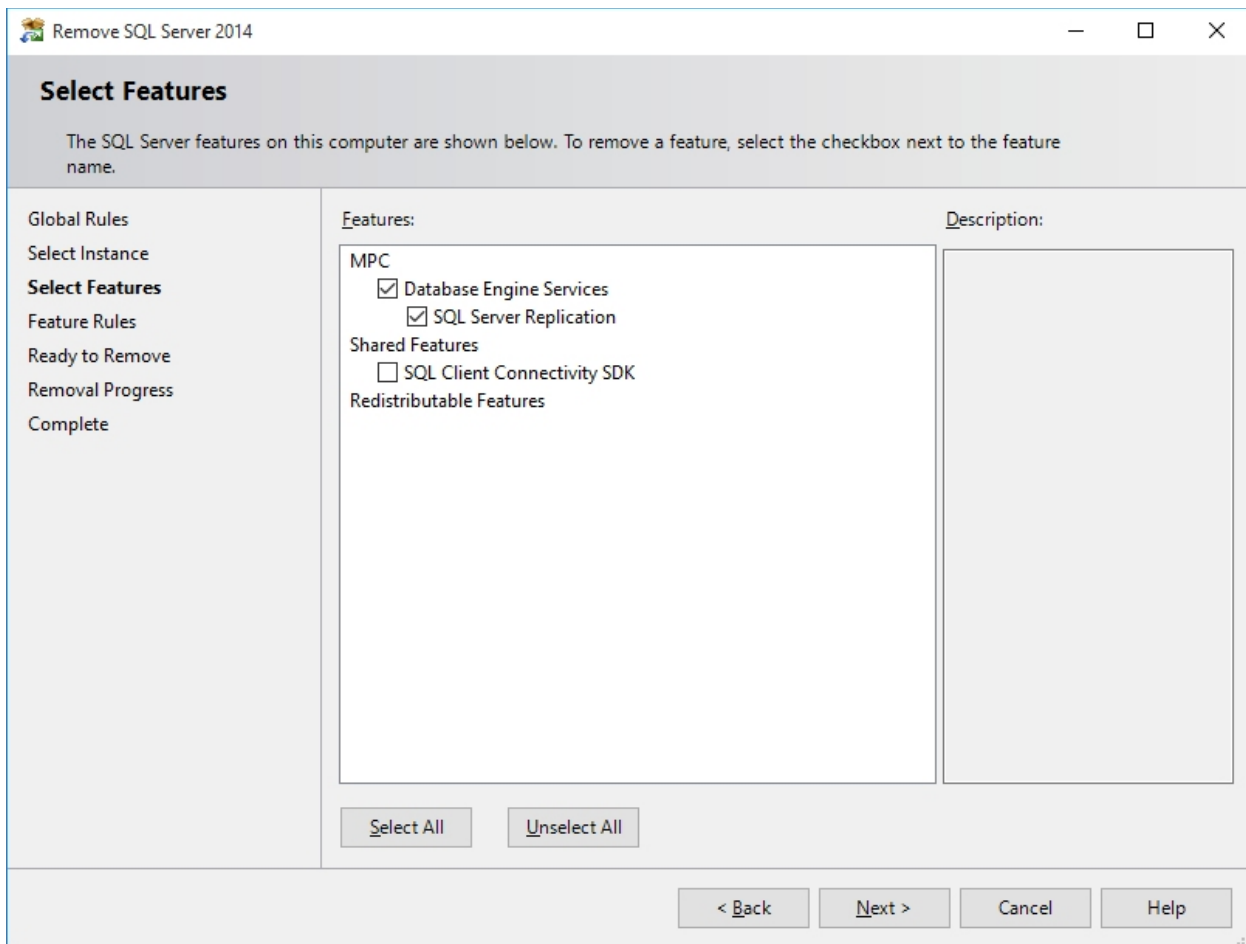


3. Choose 'Uninstall'

4. Select 'MPC' as the Instance to uninstall



5. Select all the features for the instance



6. After SQL is uninstalled, re-install the Child Check In application from either the CD or downloaded file

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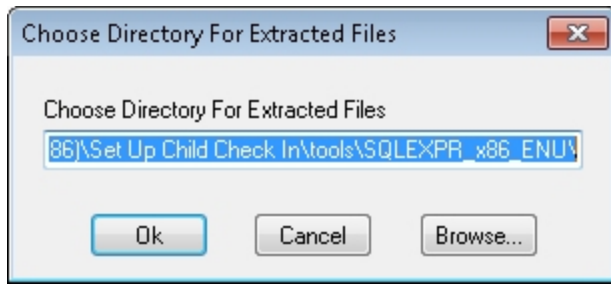
64 bit version of Windows:

C:\Program Files (x86)\Set Up Child Check In\setup.exe

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

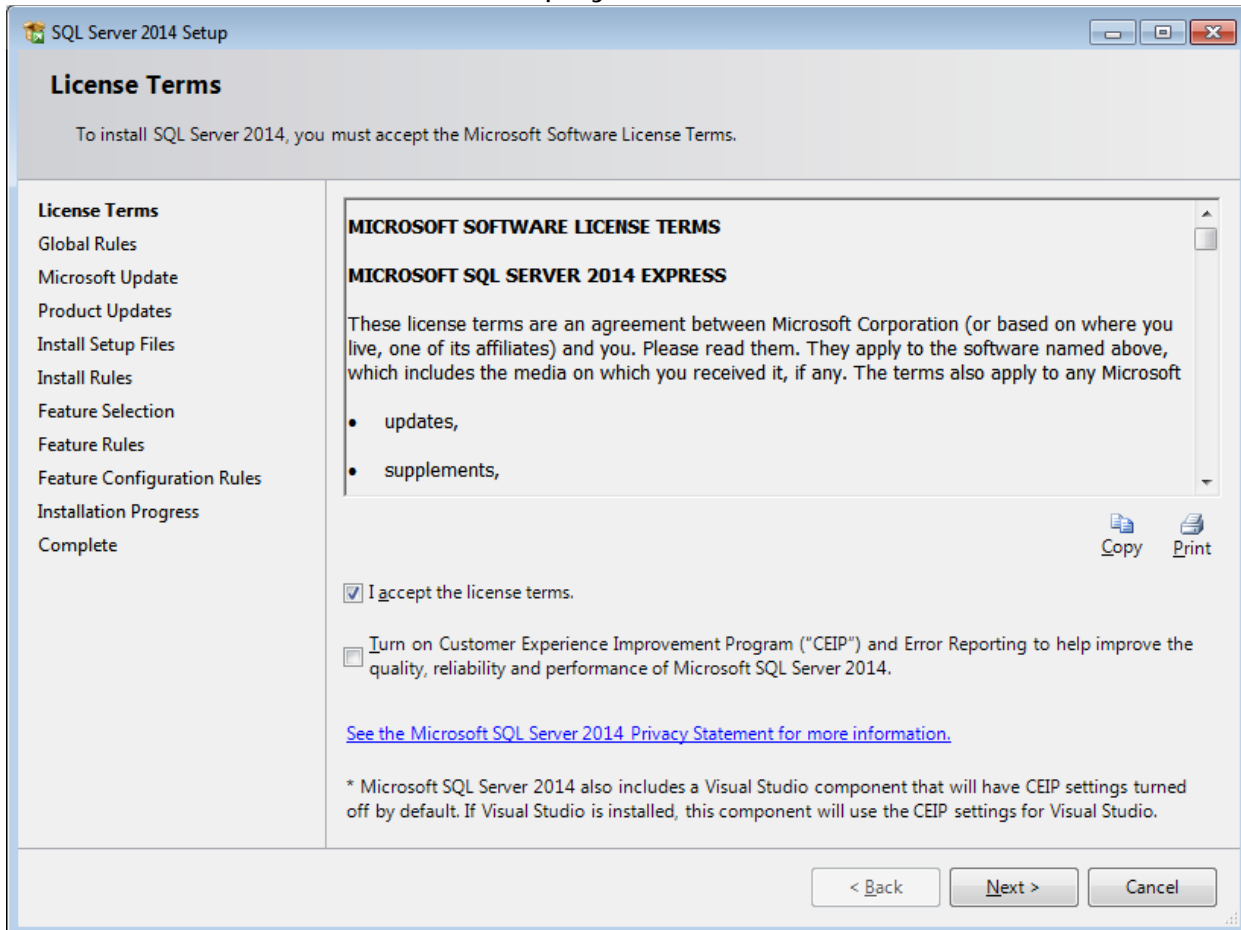
C:\Program Files\Set Up Child Check In\setup.exe

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.**