

SQL Troubleshooting

Category	Troubleshooting Note
Sub-category	Integration
Camera Model	N/A
Firmware Version	N/A
Software Version	NVR 2.2.47 (SP2)
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Introduction

Although NVR Installation process is simple and problem-free in most cases, there may be some cases where a customer gets SQL-related error messages during installation of NVR. This document contains the needed information for SQL troubleshooting, using **Windows Vista** as an example.

SQL Errors during NVR Installation Process

There may be several kinds of SQL errors occurring during NVR installation process.

This document will provide a simple, safe, and all-purpose solution that works for all error types.



Problem Definition

ACTi NVR 2.x requires Microsoft SQL Server 2005 Express Edition Service Pack 3 be properly installed in the computer.

There may be possible reasons causing errors:

- Wrong Windows version
- Windows version not updated to latest SP
- Wrong SQL version
- SQL 2005 not updated to SP3
- SQL wrong settings or permissions
- SQL is missing from the computer or has been removed

With a single procedure, it is possible to cover all possible scenarios!

Solution Overview

The following procedure can be used for any error type:

- Check the Windows version and make sure it is correct
- Remove existing SQL from computer if exists
- Download the latest SQL from Microsoft website
- Install the latest SQL
- Make sure it is running properly
- Resume Installing NVR Server

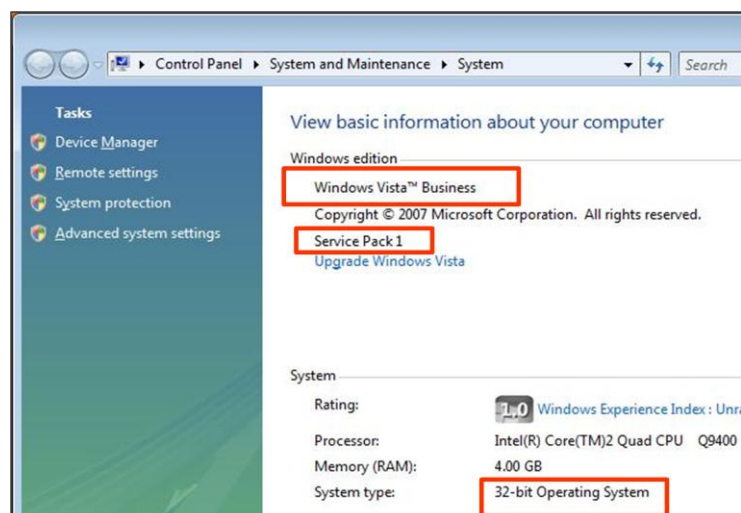
Check Windows Version

Make sure that the Windows is one of the following 32-bit operating systems:

- Windows Server 2003
- Windows Server 2008
- Windows Vista Business, Enterprise, Ultimate – SP1
- Windows XP Professional – SP3

To check your Windows' version, right-click on "Computer" and choose "Properties". In this example, windows version check was successful – Windows Vista Business is a correct version, and it a 32-bit system as required.

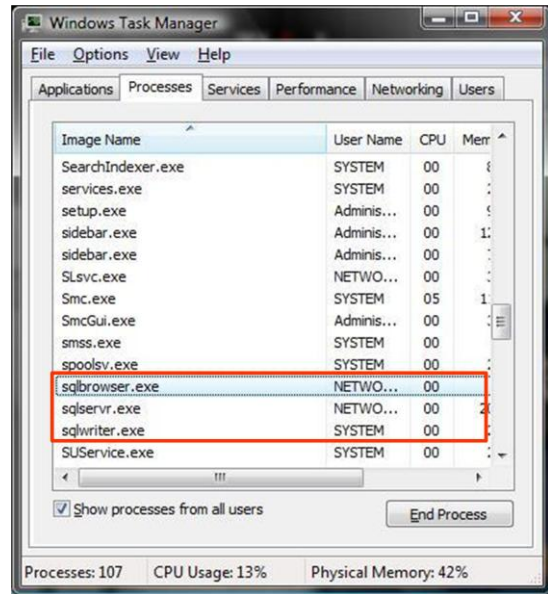
Finally, check the Service Pack number, it is correct too. It is also highly recommended to make sure that this computer has the latest windows updates installed.



Remove Existing SQL

Now that the Windows version has been checked, it is time to proceed with removing the problematic SQL from the system.

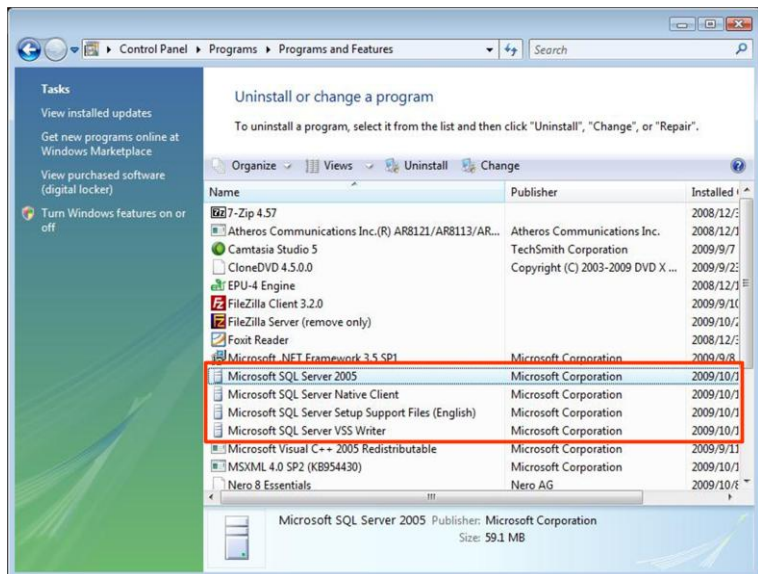
Open Task Manager, and stop all the running SQL Processes. If you cannot find any running SQL processes there then skip this step.



Now, it is possible to remove existing SQL.

Open Control Panel, Programs and Features, and remove Microsoft SQL components there.

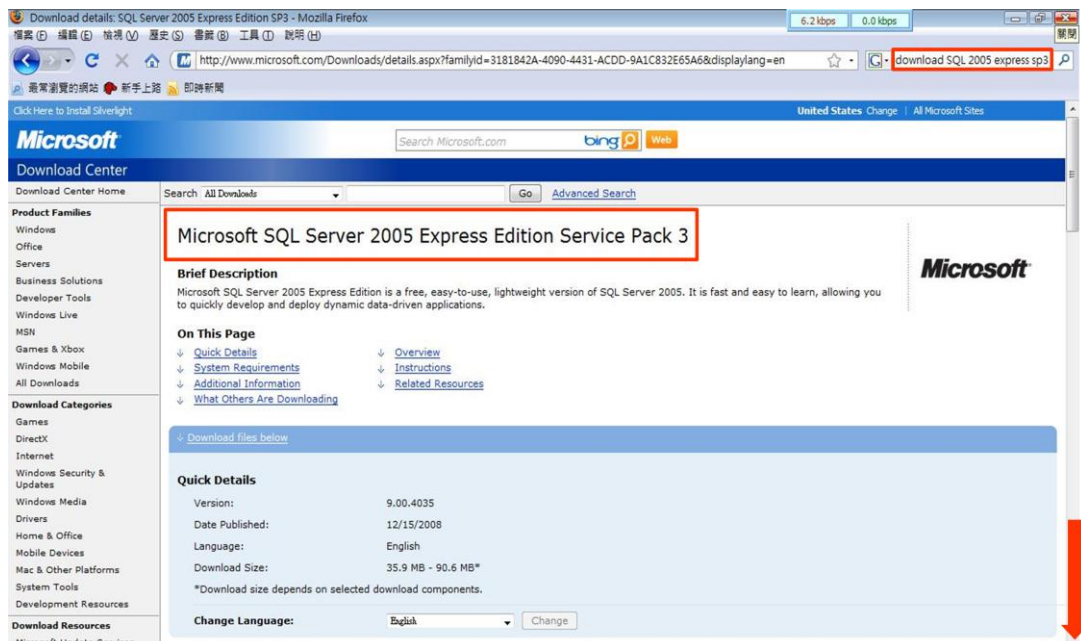
If you cannot find any SQL components there then skip this step.



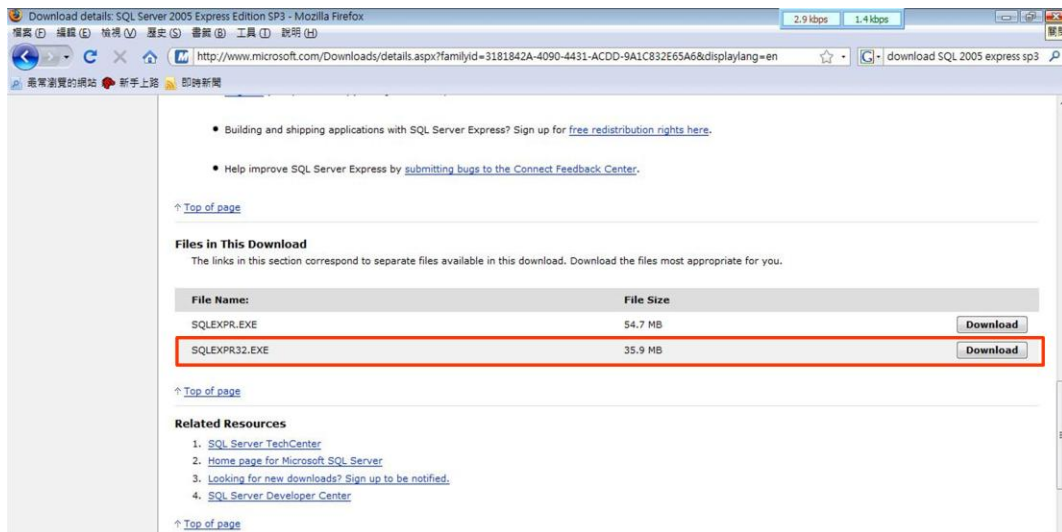
Download SQL 2005 Express SP3

After successfully removing SQL from the system, you can download the SQL server 2005 Express Edition Service Pack 3 from Microsoft website. In order to find it very fast, I recommend to *google* for “download SQL 2005 express sp3”, and then first search result you get is the correct place.

You have entered the Microsoft SQL Server 2005 Express Edition Service Pack 3 web page.



Scroll down to find the link for downloading SQL Express.



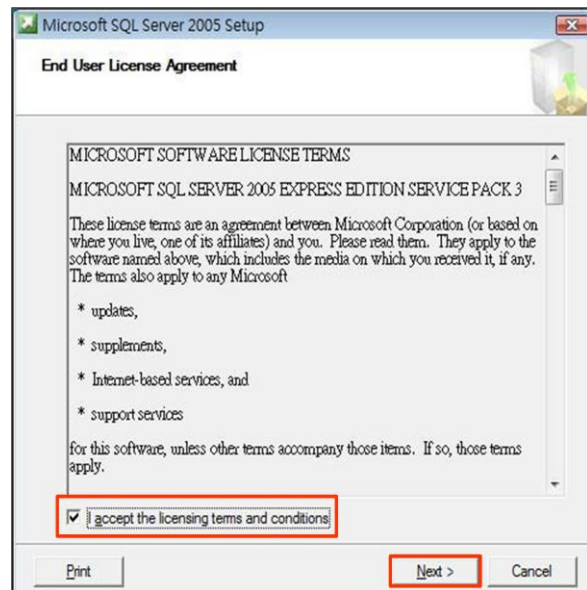
Choose the SQLEXPR32.EXE for downloading. You can save it to the desktop of your computer. It will look like this.



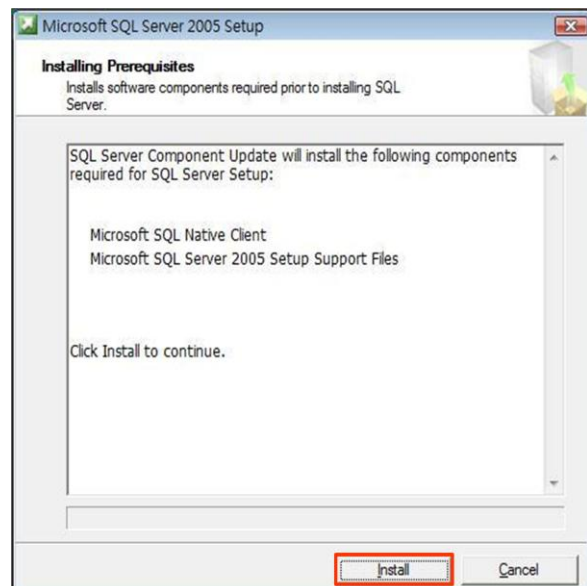
Install SQL 2005 Express SP3

You are ready to install the SQL now. Make sure you have administrative rights on the computer to install SQL Server Express.

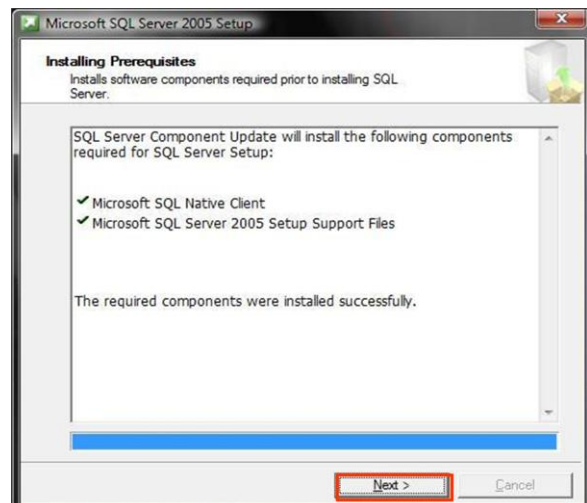
Run the exe file you just downloaded. Accept the licensing terms and press next.

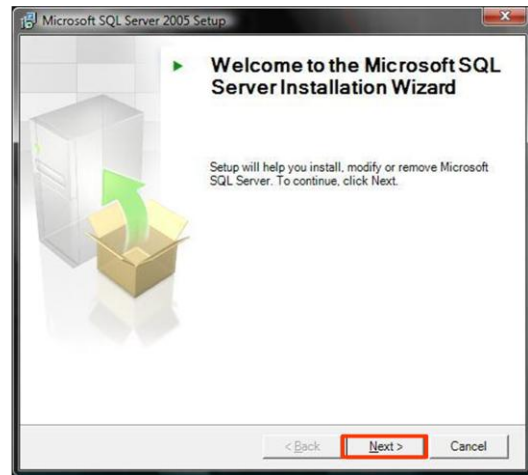


Press install.

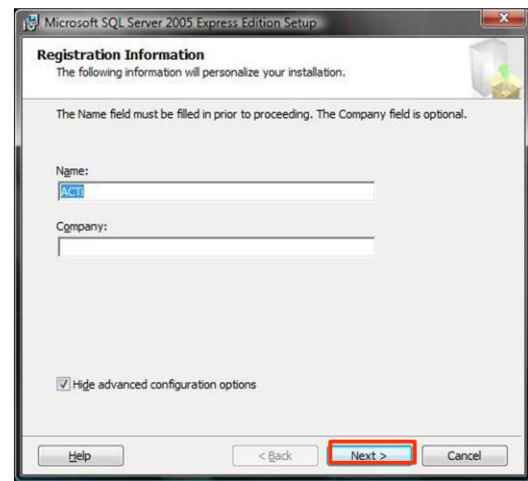
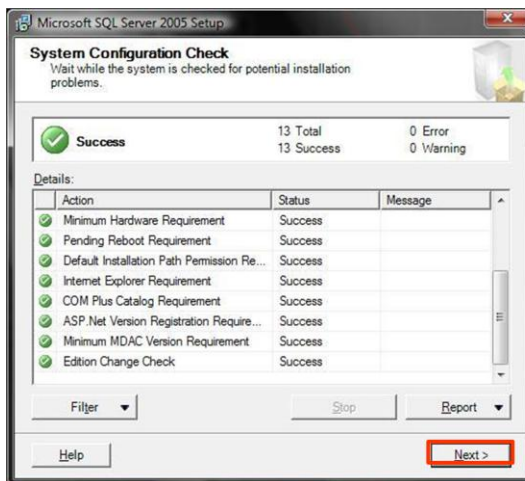


Then press next.



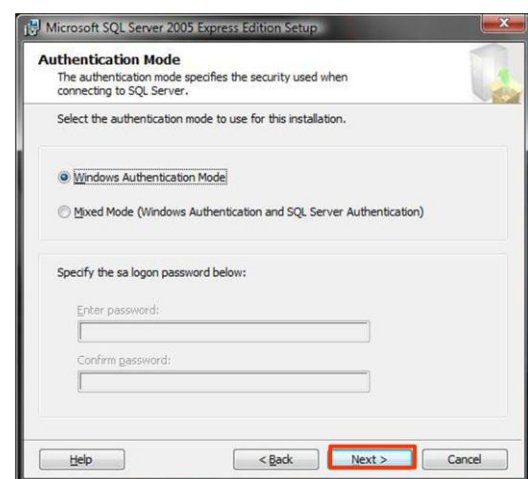
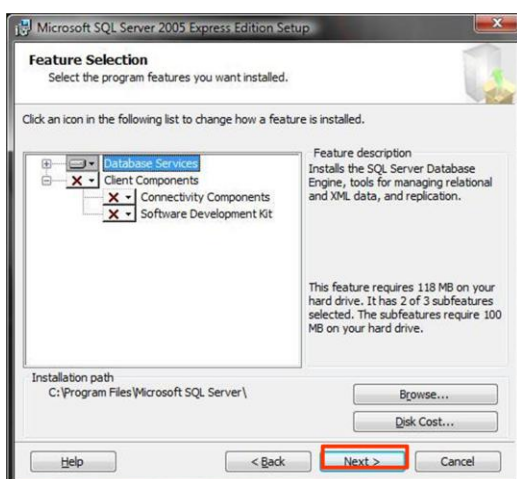


You will see the SQL Server Installation Wizard. Press next.

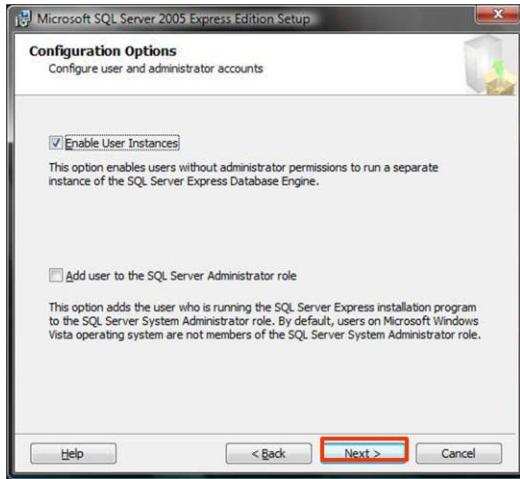


After successful system configuration check, press Next.

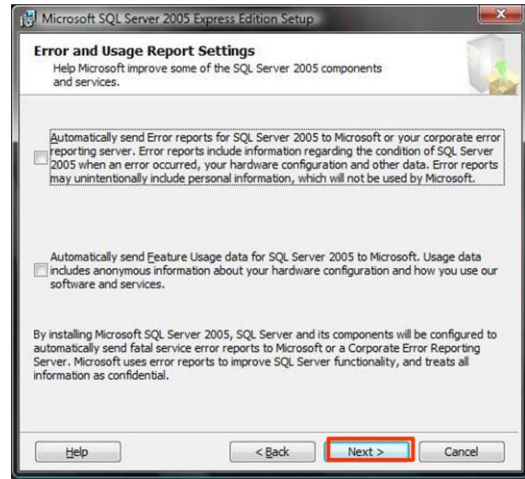
You can fill your name and company and press next.



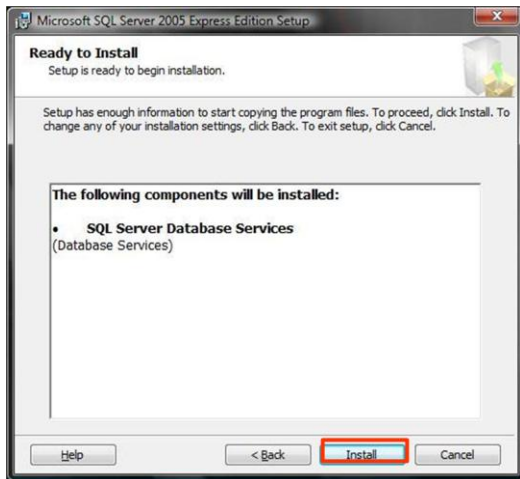
On the feature selection page, keep it as it is and press next. On the authentication mode selection page, just keep the windows authentication mode for simplicity and press next.



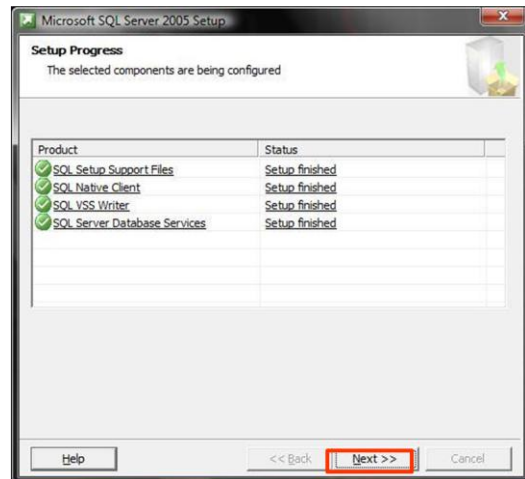
Here press next again,



and here next again.



The system is now ready to begin with installation. Press Install. It might take several minutes until all the components are installed. Press next when done.

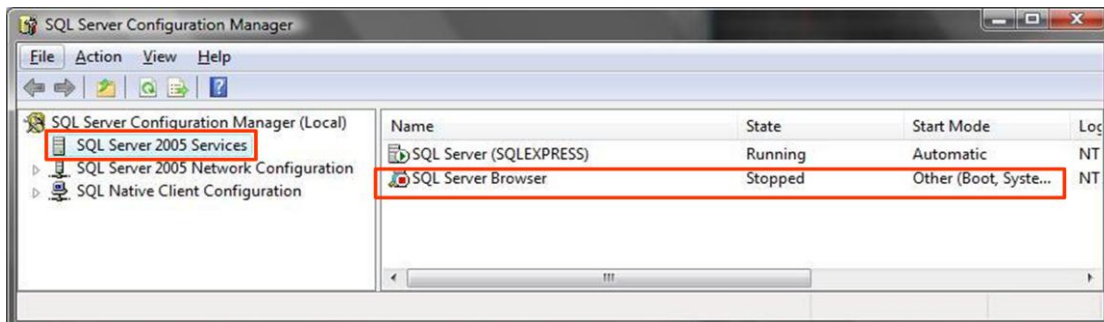
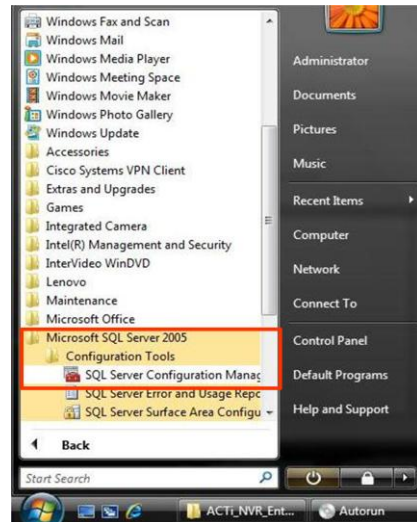


And close the wizard using Finish button.

Check SQL Services

Before starting with NVR server installation, it is recommended to check if SQL services are running properly.

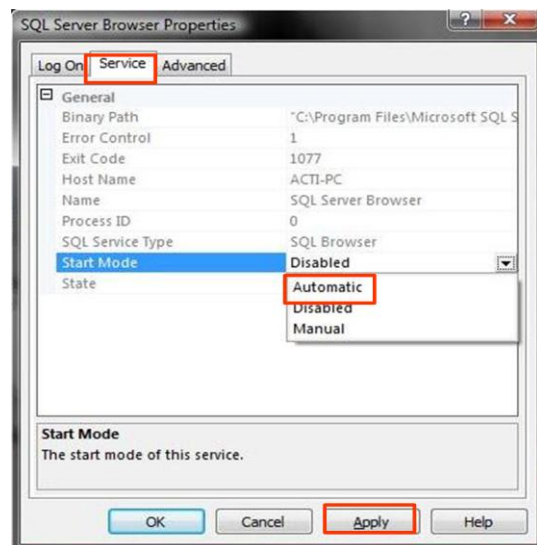
Press Start button, Programs and open SQL Server Configuration Manager.

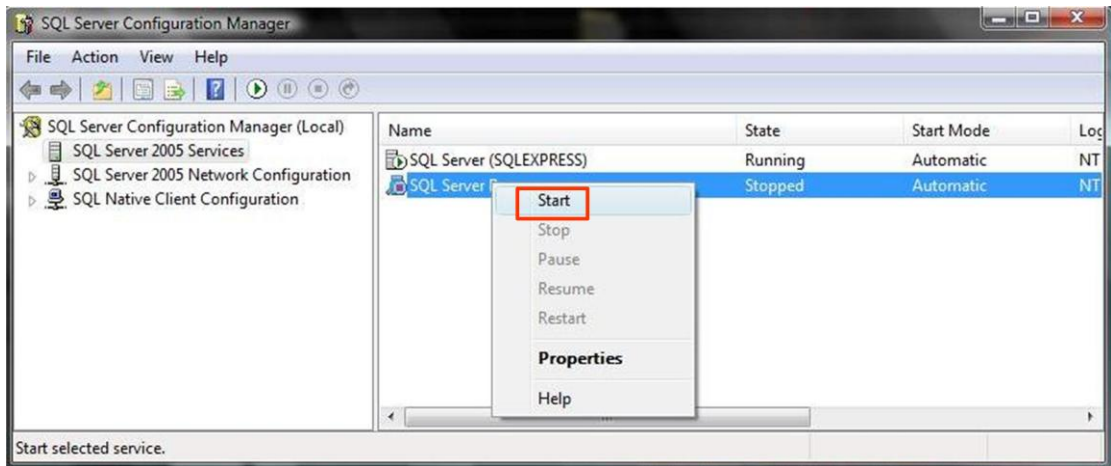


Open SQL Server 2005 Services. Make sure both SQL Server and SQL Server Browser are set as “Automatic” start mode and in “Running” state. If there is a stopped service, right click on it, and choose “Properties”. In this example, you can notice that SQL server browser is not automatic, and it is stopped, too. So, right click on SQL server browser and choose properties.

On Properties page, choose “Service”, then in Start Mode choose “Automatic”.

Press Apply.





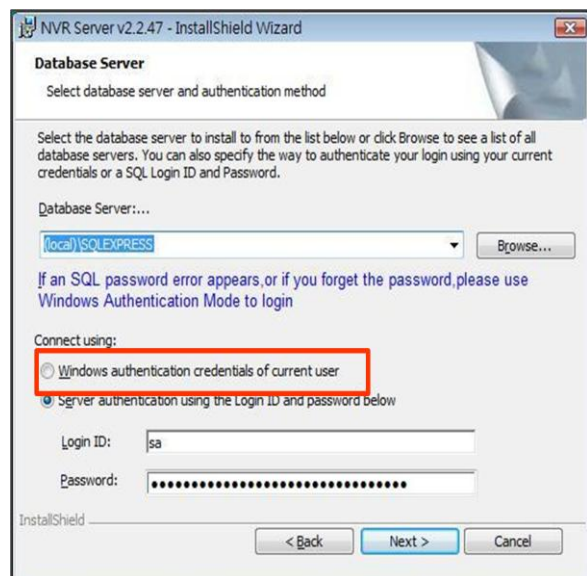
You can see that the service is now set as automatic, but it is still not running. Right click on it again, and press Start. After that, the state should show “running”. Now, all the SQL processes are running properly and it is time to proceed with NVR server installation.

Resume Installing NVR Server

Please refer to the document “NVR Server Installation” that guides you through the installation process of NVR Server.

If during NVR Server installation process you pass the following step, as shown on the image, without errors then you had successfully completed SQL troubleshooting and your NVR server installation will be successful, too.

Note: you might be asked to choose Windows authentication at that point instead of “sa” account.



It is good to know that NVR 3 will contain its own database system and does not use SQL – then there will be no need for SQL troubleshooting any more.