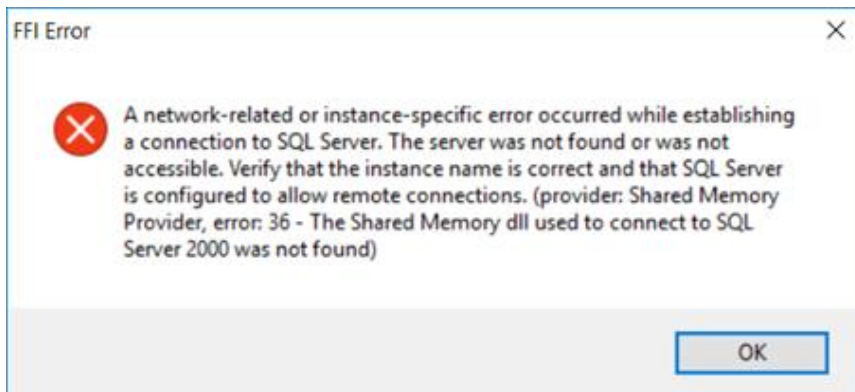


Restarting the SQL Server Service

In some instances a software push from IT or Microsoft update can cause the SQL Server Service to stop running. When this happens you will get an error when trying to log into your FFI database or into FFI Database Administration. Follow the steps below to restart SQL Server as a Local System, which should resolve the problem.

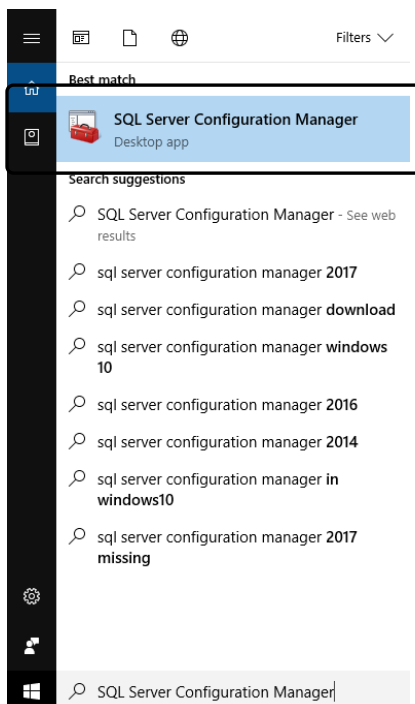


- 1) If you are sure you are using the correct User Name and Password but cannot connect to SQL Server in FFI, check to see if the SQL Server is running.

NOTE: The instructions are written for SQL Server Express 2012 but they should be similar for other versions.

2a) FOREST SERVICE USERS SEE 2b BELOW

Using the Windows search feature at the lower left of your computer screen search for *SQL Server Configuration Manager*.

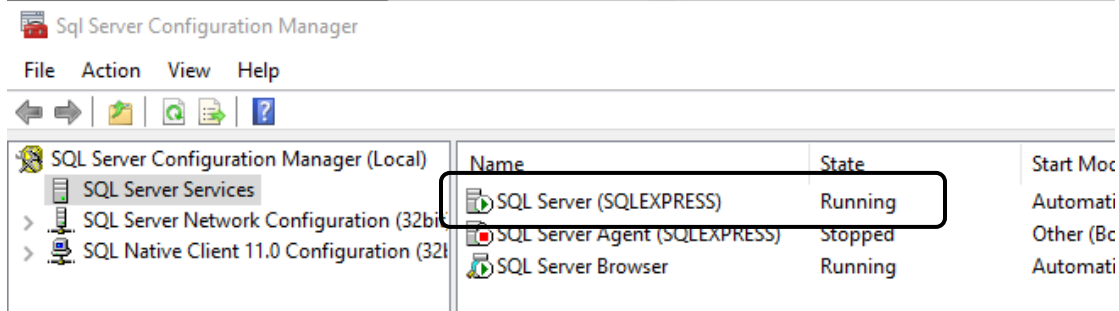


2b) Open *SQL Server Configuration Manager* following these steps:

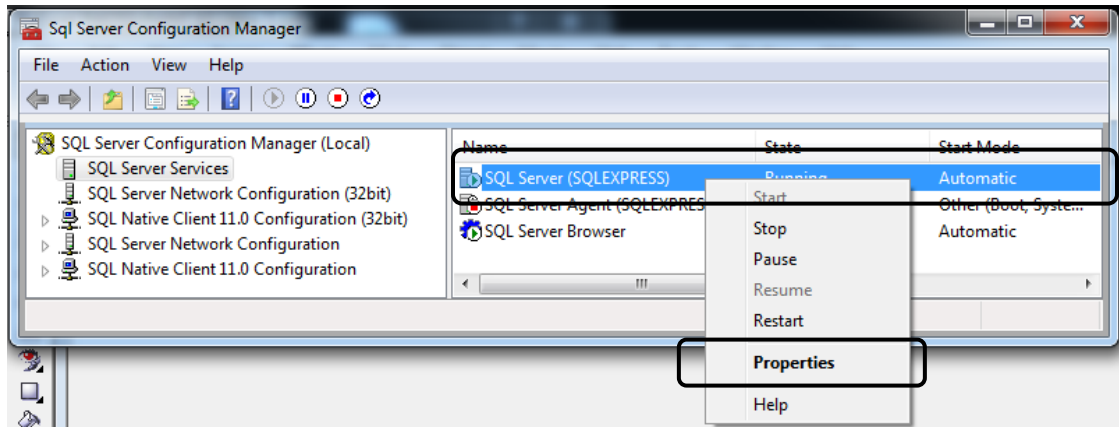
- In Windows Explorer or My Computer navigate to *C:\Windows\SysWOW64*
- In that folder look for a file named *SQLServerManagerxx.msc*, where *xx* is based on the *SQL Version* you are modifying:
 - *SQL 2012 = SQLServerManager11.msc*
 - *SQL 2014 = SQLServerManager12.msc*
 - *SQL 2016 = SQLServerManager13.msc*
 - *SQL 2017 = SQLServerManager14.msc*
- FS: Right-click on the *.msc* file, select *Run Elevated*, type a justification and click **OK**.
- Non-FS: Right-click on the *.msc* file, select *Run as Administrator* and click **OK**.

3) Check the SQL Server entry to see if it is *Running*. If it is then the error you got initially is not related to a problem with SQL Server. Double check the instance name and password you are using when logging into FFI.

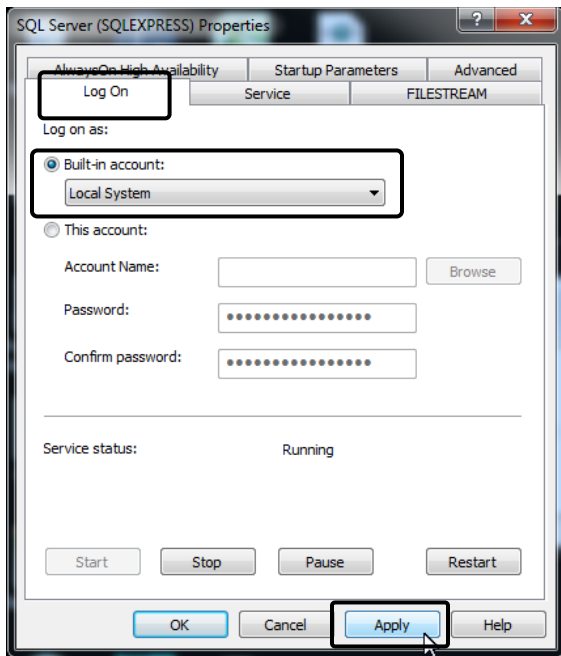
NOTE: The *SQL Server Agent* and *SQL Server Browser* may be *Stopped* and that it OK.



3) SQL Server is the only item in the right pane you need modify. Right-click on the SQL Server entry and select Properties.



4) The window should open to the *Log On* tab (if not, select it). Click the radio button for *Built-In Account* and select *Local System* from the dropdown list. Click *Apply* at the bottom. Wait a few seconds for change to take place.



5) Click the *Start* button. A scroll bar may appear as the SQL attempts to start the service. The SQL Server service will successfully start. If you receive a warning that the operation timed out then further consultation with your IT person, a Google search or other help is needed. In many cases SQL Server will need to be reinstalled.

6) Close the *SQL Server Configuration Manager* window and log into FFI