

## Restarting the SQL Server Service

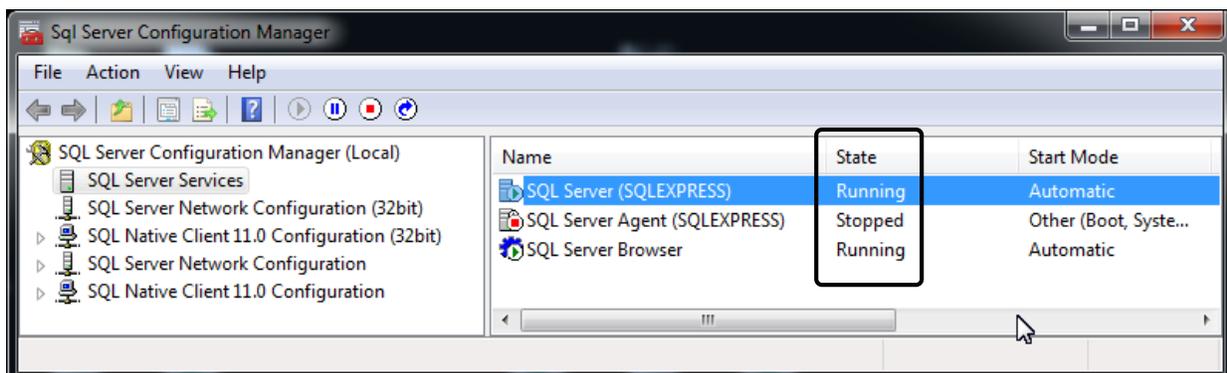
These instructions are written for SQL 2012 but should work with SQL 2005 and 2008 as well.

In some instances a software push from IT or Microsoft 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.

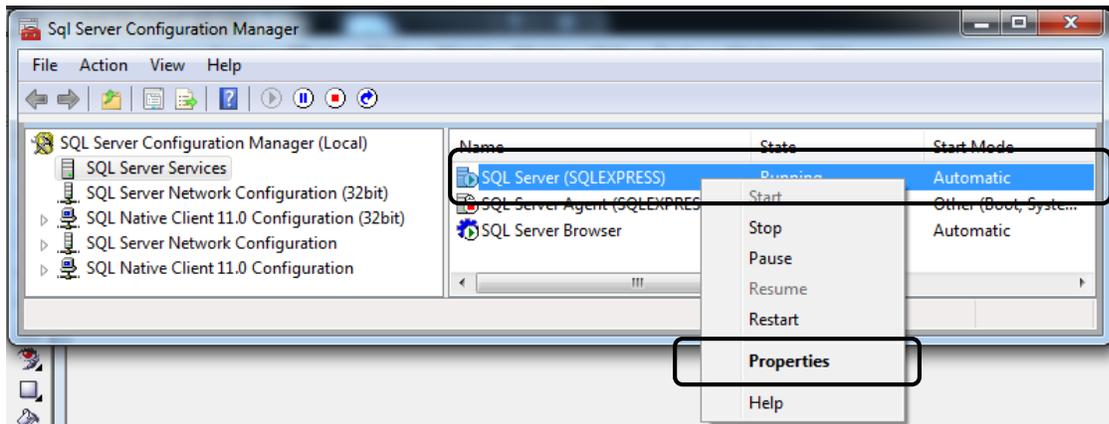
1) If you are sure you are using the correct User Name and Password but cannot connect to SQL Server in FFI, check to see if the SQL Server is running. Click *Start>All Programs>Microsoft SQL Server 2012>Configuration Tools>SQL Server Configuration Manager*



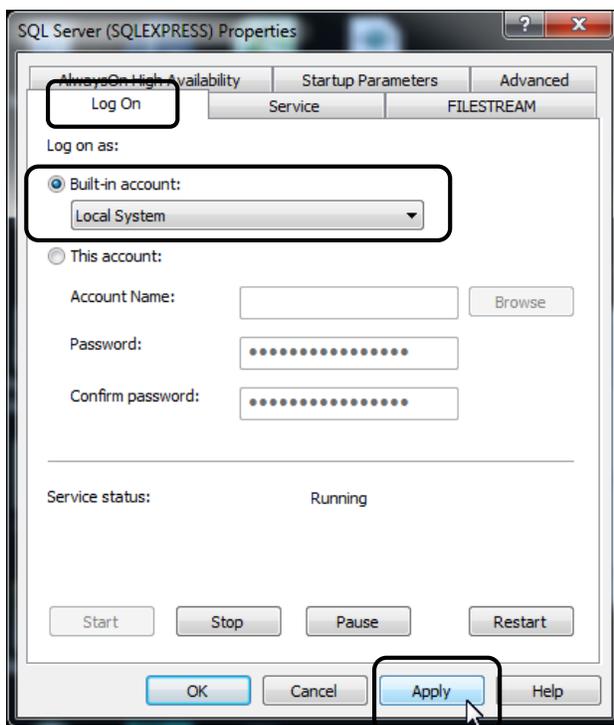
2) In the window that opens, click SQL Server Services on the left and check the State for the SQL Server service. (You don't need to be concerned with the State for SQL Server Agent or the SQL Server Browser.) If the service is *Running* then the issue you are having logging in to FFI/SQL Server is not due to SQL Server service. In that case, close the SQL Server Configuration Manager and try to log into FFI again by carefully entering the User Name and Password (both are case sensitive).



3) If the SQL Server service is *Stopped* right-click on the service entry on the right 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 will appear as the SQL attempts to start the service. Typically, 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.

7) In most cases these changes permanently solve the issue with SQL Server service stopping after a software push but, occasionally, you may need to start the SQL Server service again using these instructions. Close the SQL Server Configuration window and log in to FFI.