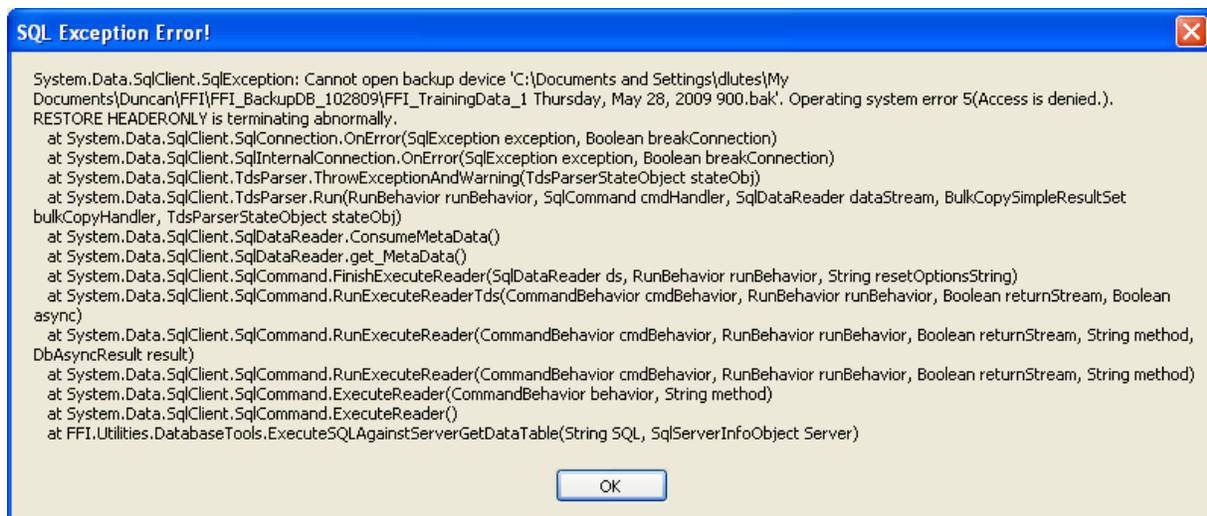


## Resolving errors when restoring databases

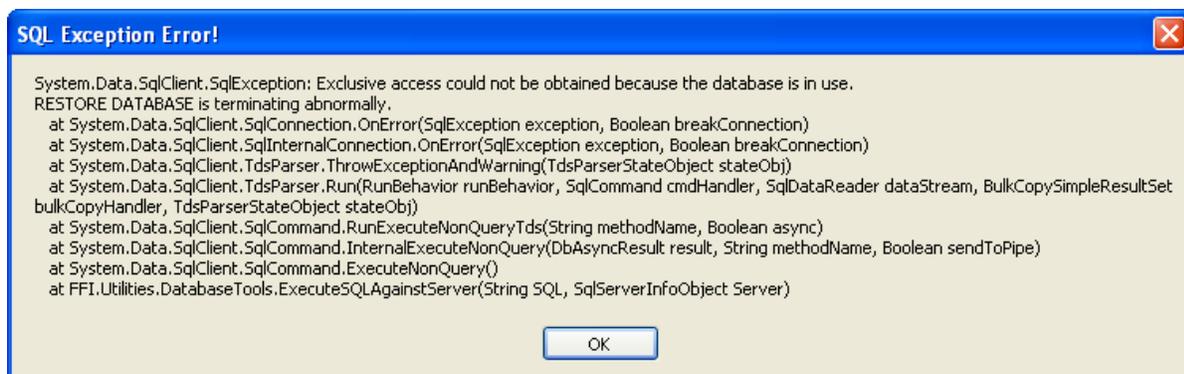
**Problem:** User receives an Unhandled Exception Error when attempting to restore a database. This error is usually caused by one of three issues.

If the Exception Error states: “*Cannot open backup device...*” it is typically because either: 1) the user has insufficient folder permissions or 2) there is a conflict when running SQL Server as a network service. To fix this error follow the instructions for [Setting user permissions to access Microsoft SQL Server folders](#) and [Setting SQL Server to run as a Local Service](#).

*NOTE: Often the easiest resolution for this error is to move the backup file to a thumb drive/flash drive and restore the database from the drive. If you want to delve deeper into resolving the issue you can continue working through the sections listed above.*



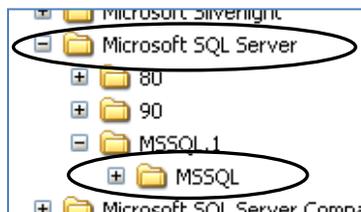
If the Exception Error states the: “*...database is in use*” it is because a database of the same name already exists. To fix the error follow the instructions for [Deleting a Database](#).



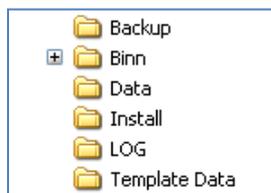
## Setting user permissions to access Microsoft SQL Server folders

As the agencies have stepped up computer security they have limited the access you have to the *C:\Program Files* folder when not logged in as an administrator. The *Program Files* folder is where your databases and backups are stored so for you to be able to access them when logged in using your Windows login account (not the administrator account you have when granted Administrative Privileges) you need to set the permissions for your user name to access the subfolders in the *C:\Program Files\Microsoft SQL Server* folder. Open Windows Explorer or My Computer and navigate to the SQL Server programs location. The location will be generally found at *C:\Program Files\Microsoft SQL Server\*

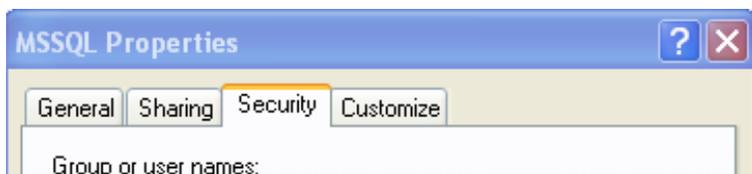
1. Login to Windows as an administrator (i.e. with administrative privileges).
2. In Windows Explorer or My Computer, navigate to the folder *C:\Program Files\Microsoft SQL Server\MSSQL.1\MSSQL*



3. You need to set permissions for the MSSQL folder for your username so you can access the subfolders.

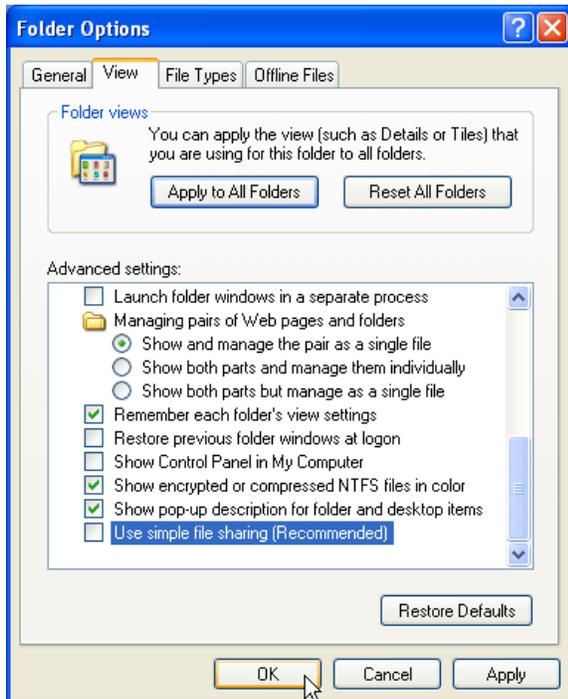


4. Right-click the *MSSQL* folder and select *Properties*. Look for the *Security* tab. If you see the *Security* tab, select it and proceed to step 5.



- a. If you do not see the *Security* tab, you will need to turn off "Simple Sharing". In Windows Explorer, highlight the FFI folder and select *Tools > Folder Options*.

b. In the *Folder Options* dialog, switch to the *View* tab.

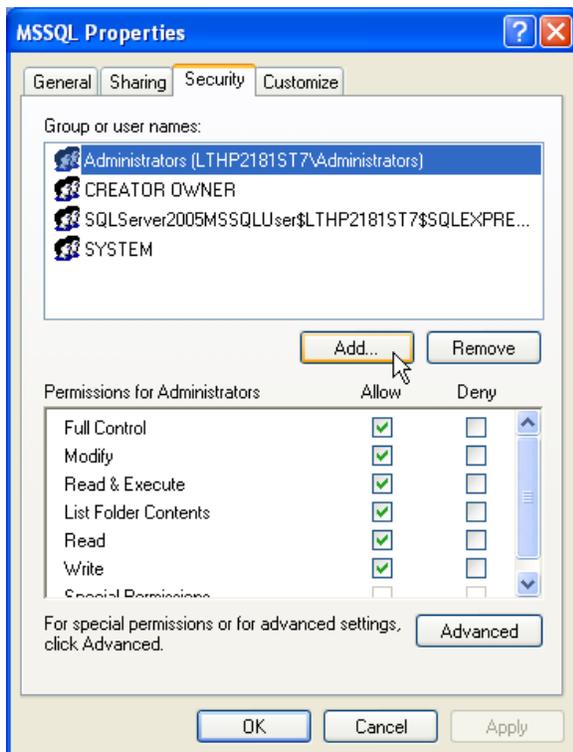


c. Scroll down the list of *Advanced Settings* and uncheck “Use simple file sharing”

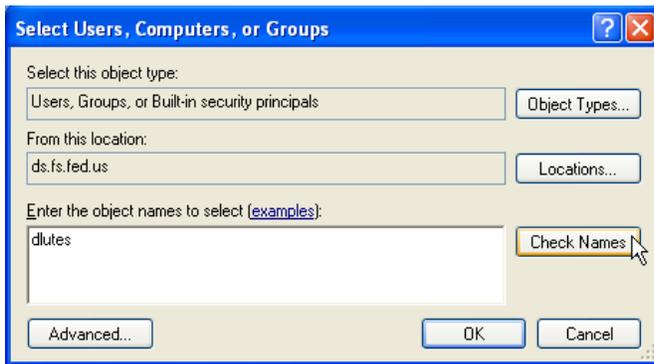
d. Click *OK*.

e. Return to the Properties dialog for the folder as described above.

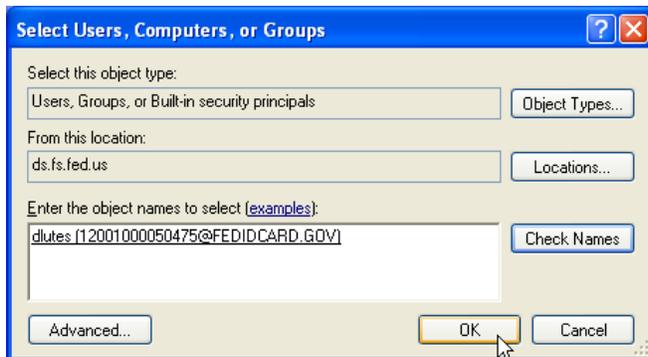
5. Click *Add...* on the *Security* tab.



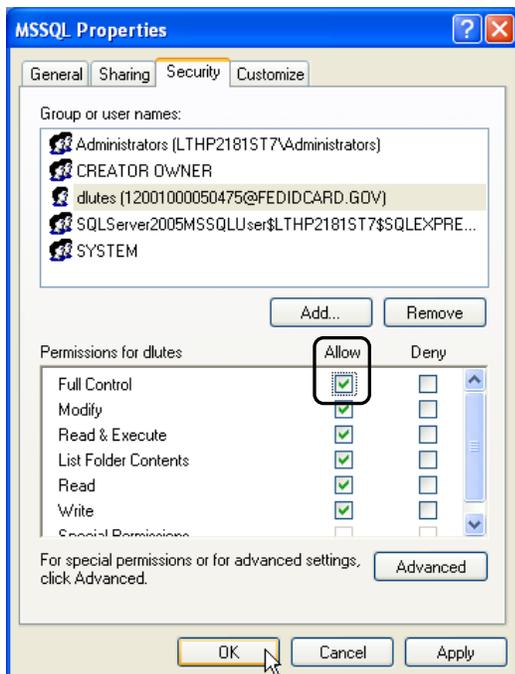
6. In the *Select Users, Computers or Groups* window, type your Windows username in the window entitled "Enter the object names to select" and click *Check Names*.



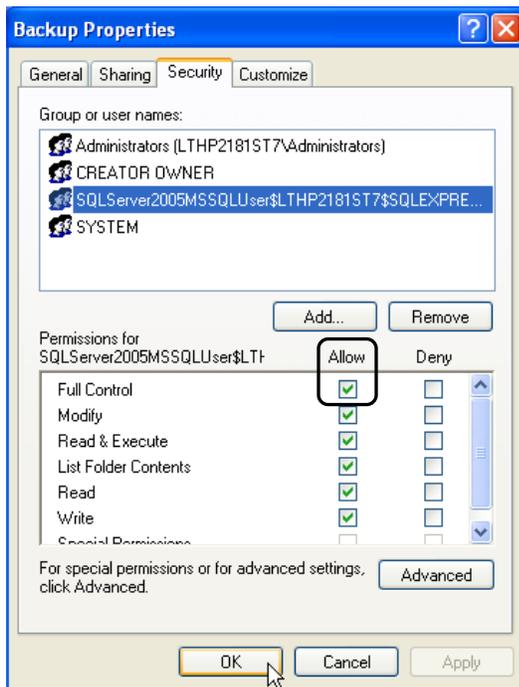
7. If you entered a valid username the format will change. Click *OK*.



8. On the *Security* tab, highlight your user name in the list, check to *Allow, Full Control*. Click *OK*.



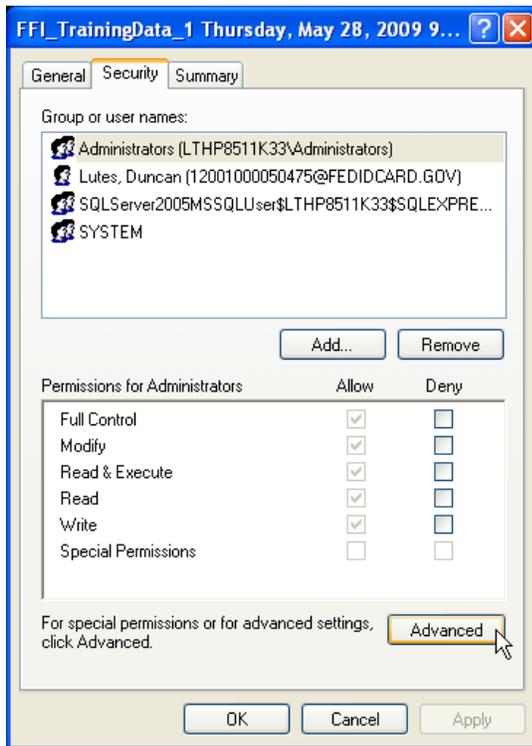
9. In most cases this permission setting will automatically cascade down to the subfolders but you should check to make sure your user name has Full Control to the *Backup*, *Data* and *Log* folders. For each of those three folders right-click the folder name, select *Properties*, click the *Security* tab and, if not checked, check the *Full Control* box.
10. Now, check to be sure SQL Server has *Full Control* of the *Backup*, *Data* and *Log* folders:
- Right click the folder
  - Click *Properties*
  - Select the *Security* tab
  - Click the *SQLServer2005MSSQLUser* instance group
  - Click the allow *Full Control* checkbox
  - Click *OK*.



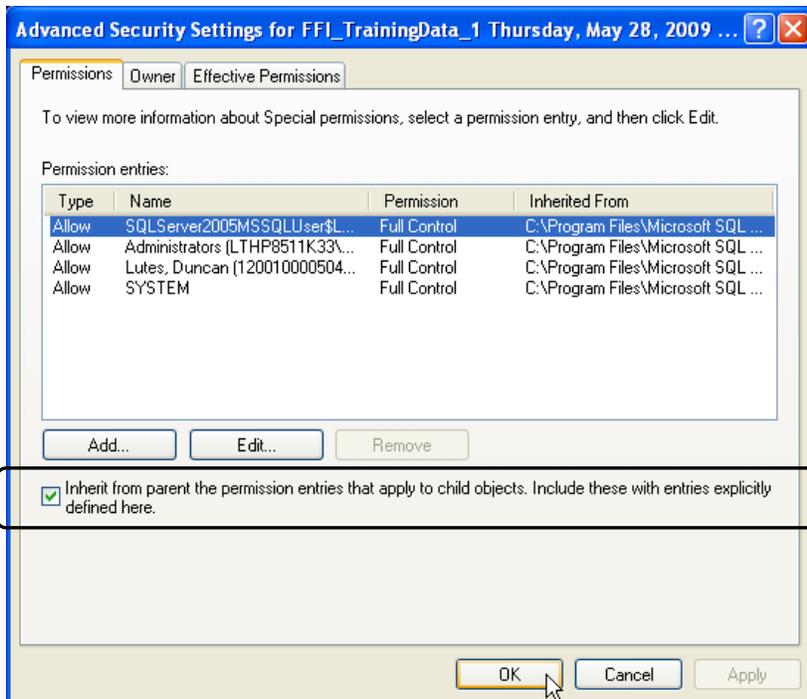
NOTE: When trouble shooting SQL Server, you may want to refer to the online articles published by Microsoft including *Setting Up Windows Service Accounts* found at: <http://msdn.microsoft.com/en-us/library/ms143504.aspx>. If this link doesn't work search msdn.microsoft.com for "SQL Setting Up Windows Service Accounts".

11. Finally, check to make sure the file you are trying to restore has inherited the permissions. If it is not already there, move the backup file (.bak) file you are trying to restore into the C:\Program Files\Microsoft SQL Server\MSSQL.1\MSSQL\Backup folder.

12. Right-click on the backup file name and select *Properties*, click the *Security* tab, click *Advanced*



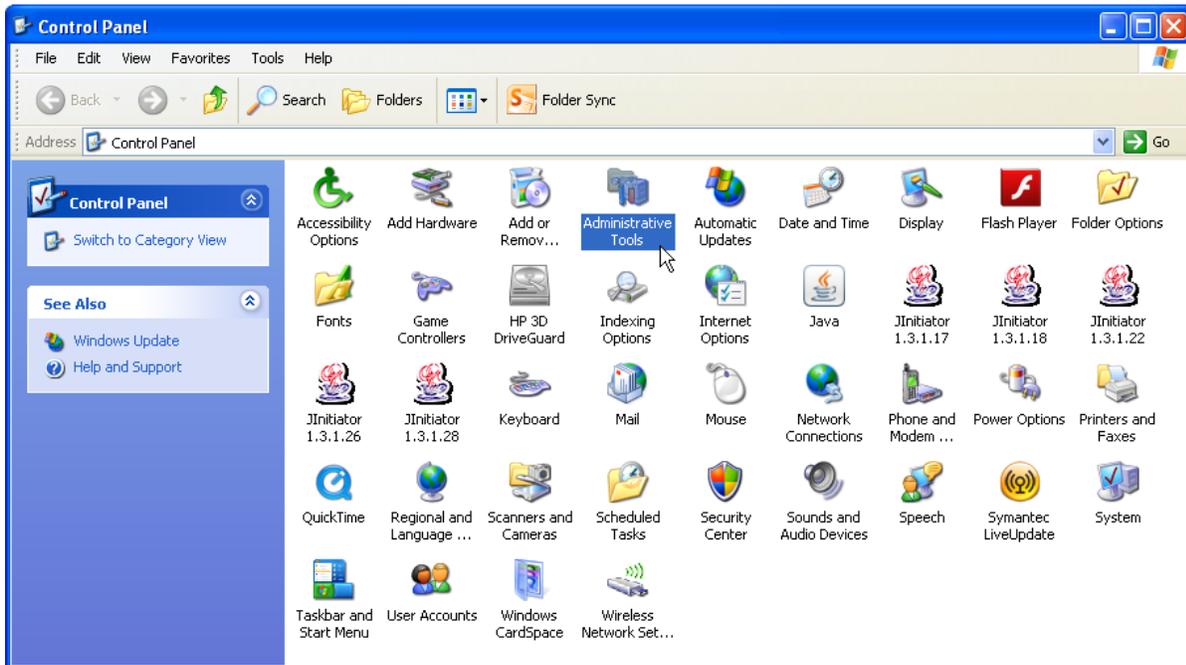
13. Check the box that says *Inherit from parent the permissions entries...* Click *OK*.



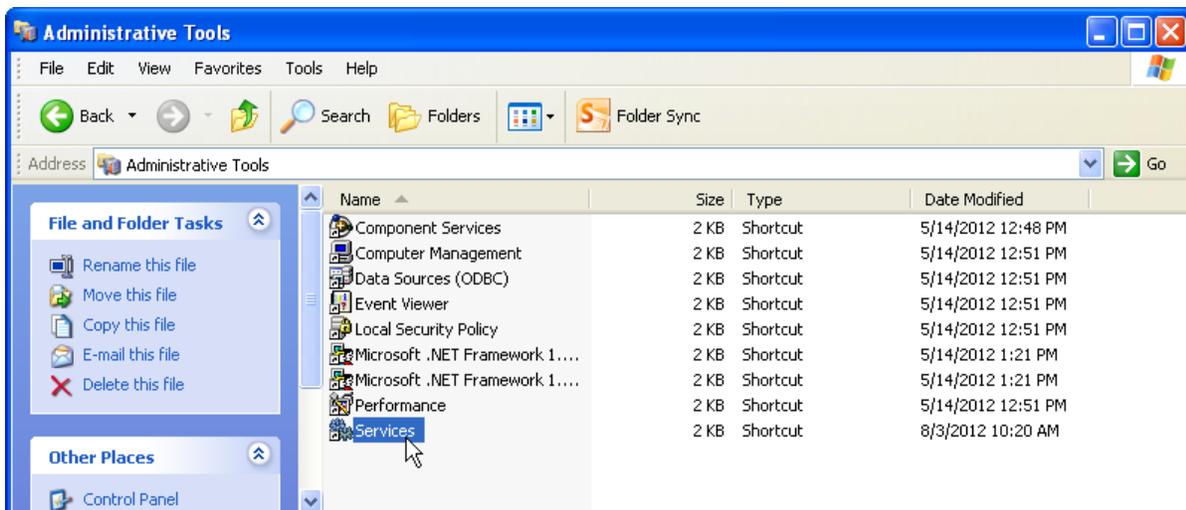
14. Close the Properties windows and attempt the restore procedure again in **FFI Database Administration**.

## Setting SQL Server to run as a Local Service

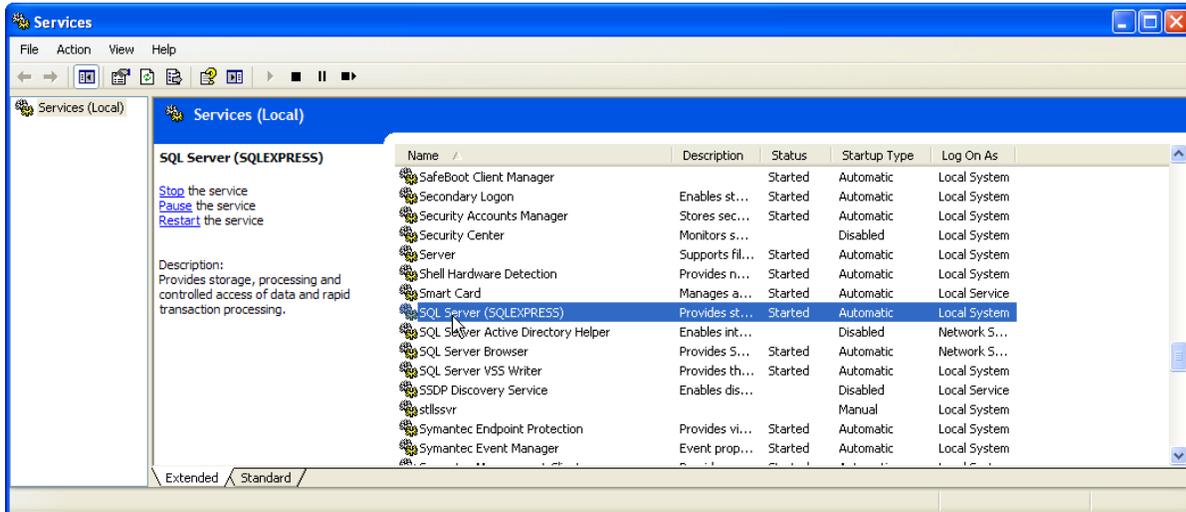
1. Open *Administrative Tools* from Windows *Control Panel*.



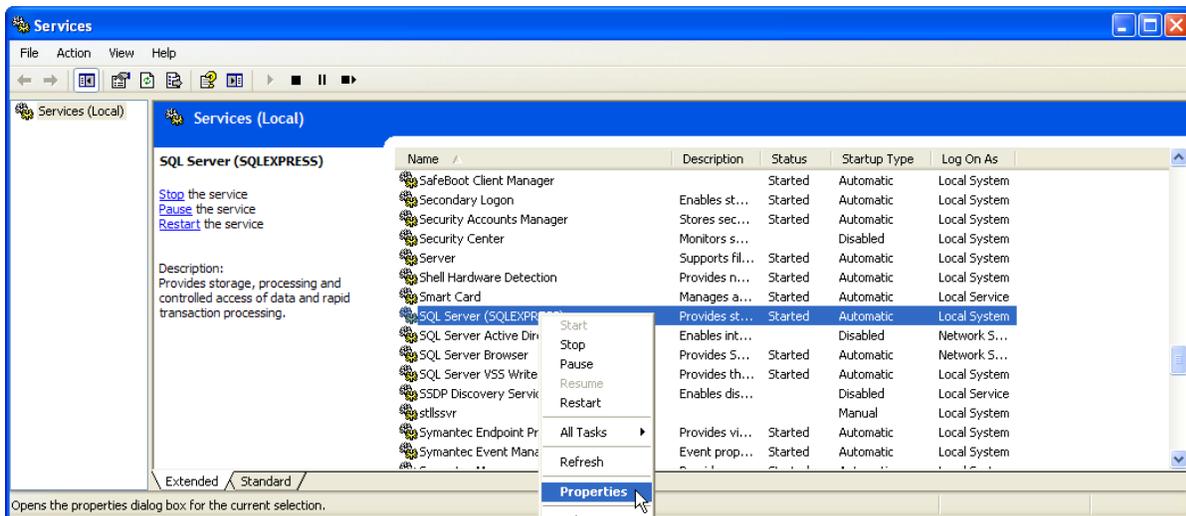
2. Double-click on *Services*.



3. Click on the SQL Server instance name once to highlight it.



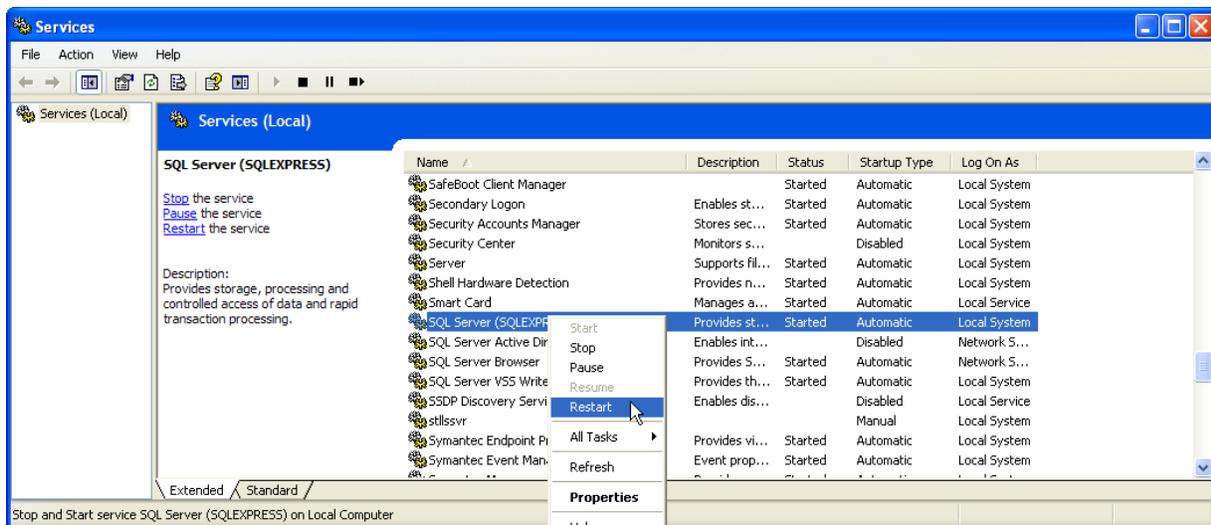
4. Right-click and select *Properties*.



5. Click the *Log On* tab, click the *Local System account* radio button and click *OK*.



6. If SQL Server does not automatically close and restart then right-click on the SQL Server instance, select *Restart*



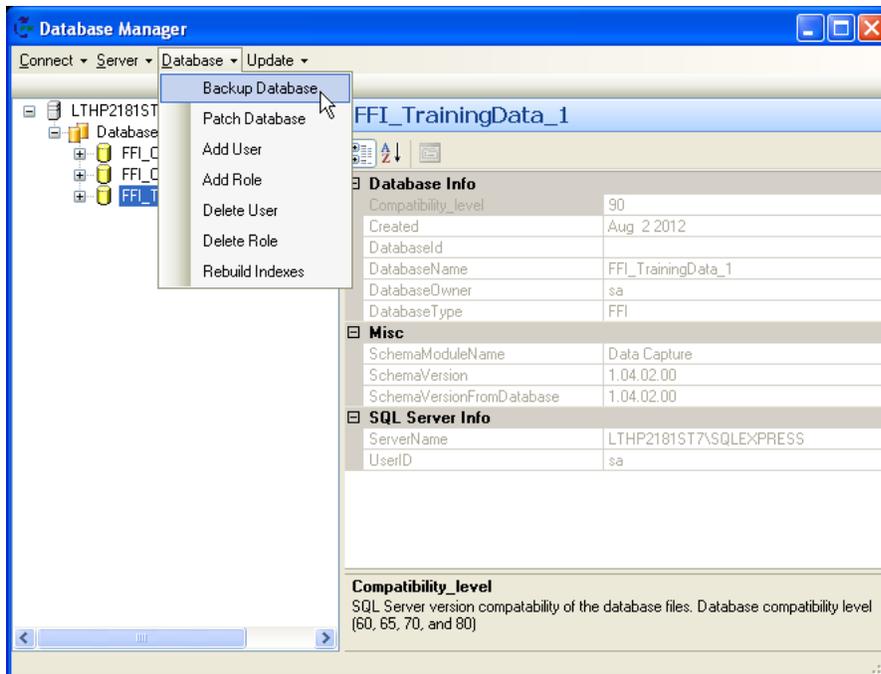
7. Close the Properties windows and attempt the restore procedure again in FFI Database Administration.

## Deleting a Database

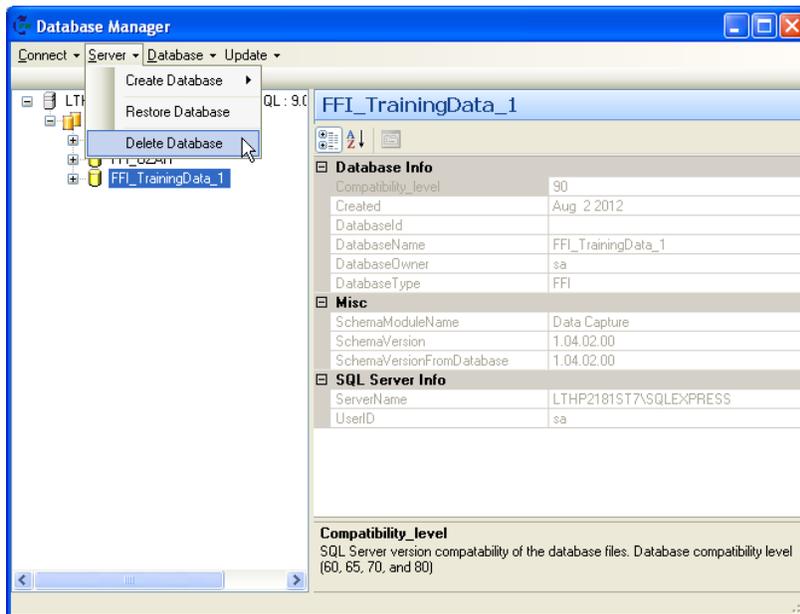
SQL Server will not allow you restore a database when another database of the same name already exists in the C:\Program Files\Microsoft SQL Server\MSSQL.1\MSSQL\Data folder

1. Make a backup of your database by logging into FFI Database Administration and selecting *Database>Backup Database*.

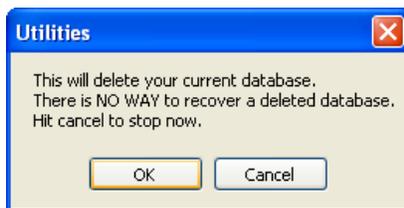
NOTE: Even if you don't think the "old" database is need it is recommended that you make a backup. Remember a deleted database cannot be restored (i.e., gone *forever*) but a backed up database can be restored. See the *Backing up a Database and Restoring a Database* section of the **FFI User Guide** for more information.



2. Delete the old database by highlighting it in the directory tree and selecting *Server > Delete Database*.



3. Carefully consider the consequences of deleting the database before clicking *OK*.



4. Attempt the restore procedure again in **FFI Database Administration**.