Knowledge Base Article

Product Group: Software
Product: CMSW 7400 – @ptitude Analyst
Version: N/A

Abstract

Occasionally, Microsoft SQL Server Management Studio will not allow database files to be attached, possibly due to the corruption of data. The error shown below (also pictured in Figure 1) will be displayed. This article provides a way to "force" SQL Server Management Studio to attach the skfuser database for SKF @ptitude Analyst.

> *"Attach database failed for Server 'DB_CONNECT_NAME'.*
>
> *An exception occurred while executing a Transact-SQL statement or batch. (Microsoft.SqlServer.ConnectionInfo)*
>
> *The log scan number (xxx) passed to log scan in database 'skfuser' is not valid. This error may indicate data corruption or that the log file (.ldf) does not match the data file (.mdf). If this error occurred during replication, re-create the publication. Otherwise, restore from backup if the problem results in a failure during startup. Could not open new database 'skfuser'. CREATE DATABASE is aborted. (Microsoft SQL Server, Error: 9003)"*
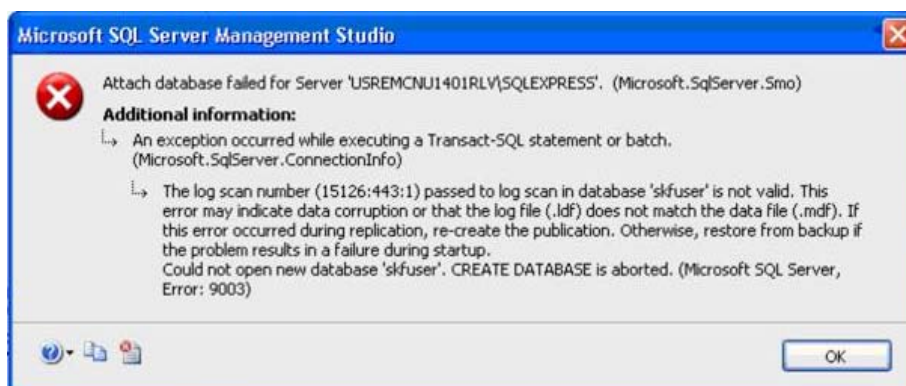

Figure 1. Attach database failed error

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3449 Rev A
Page 1 of 3

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Overview

Follow the steps below to manually force SQL Server Management Studio to attach the skfuser database for SKF @ptitude Analyst.

1. If SQL Server Management Studio is open, exit out of the application.

2. Stop all SQL services that are running. Go to **Start > Control Panel > Administrative Tools > Services** and look for services that begin with "SQL". Right-click on each of those services and select 'Stop'. [Figure 2]
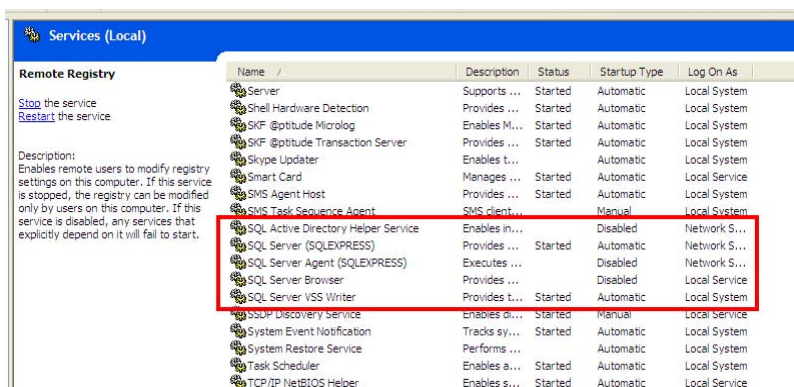

Figure 2. SQL Services

3. Create a backup copy of the existing skfuser.mdf and skfuser.ldf files that are located in the **MSSQL\DATA** folder and save those in the **MSSQL\Backup** folder.

4. With the SQL services stopped, copy the desired skfuser.mdf and skfuser.ldf files and paste them into the **MSSQL\DATA** folder. Select 'Yes' to replace the existing files. (A backup of the originals were created in the previous step just in case it becomes necessary to revert back to those originals.)

5. Next, go back into Services and 'Start' the SQL services again.

6. Log in to SQL Server Management Studio as SA user and verify the skfuser database is present in the **Databases** hierarchy window. The skfuser database should now be in (SUSPECT) mode.

   ➢ When a database is in (SUSPECT) mode, the database server will not allow any operations to be performed until the database is repaired.

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3449 Rev A
Page 2 of 3

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7. Follow the procedure in article 2950 (see the 'Related Articles' section) to take the database out of (SUSPECT) mode.

8. Finally, run the **Rebuild_loginname_username_links.sql** script located in the installation path 'SKF-RS\SKF @ptitude Analyst\DBAssist\SQL Server'.

9. Log in to SKF @ptitude Analyst.

For further assistance, please contact the Technical Support Group by phone at 1-800-523-7514 option 8, or by e-mail at TSG-CMC@skf.com.

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3449 Rev A
Page 3 of 3