

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)"







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]

Remote Registry	Name /	Description	Status	Startup Type	Log On As
	Server	Supports	Started	Automatic	Local System
<u>Stop</u> the service <u>Restart</u> the service	Shell Hardware Detection	Provides	Started	Automatic	Local System
	SKF @ptitude Microlog	Enables M	Started	Automatic	Local System
	SKF @ptitude Transaction Server	Provides	Started	Automatic	Local System
Description: Enables remote users to modify registry settings on this computer. If this service is stopped, the registry can be modified only by users on this computer. If this service is disabled, any services that explicitly depend on it will fail to start.	Skype Updater	Enables t		Automatic	Local System
	Smart Card	Manages	Started	Automatic	Local Service
	SMS Agent Host	Provides	Started	Automatic	Local System
	SMS Task Sequence Agent	SMS client	200701000	Manual	Local System
	SQL Active Directory Helper Service	Enables in		Disabled	Network S
	SQL Server (SQLEXPRESS)	Provides	Started	Automatic	Network S
	SQL Server Agent (SQLEXPRESS)	Executes		Disabled	Network S
	SQL Server Browser	Provides		Disabled	Local Service
	SQL Server VSS Writer	Provides t	Started	Automatic	Local System
	SSDP Discovery Service	Enables di	Started	Manual	Local Service
	System Event Notification	Tracks sy	Started	Automatic	Local System
	System Restore Service	Performs		Automatic	Local System
	Task Scheduler	Enables a	Started	Automatic	Local System
					Local Service

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.



- 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 <u>TSG-CMC@skf.com</u>.

