

Knowledge Base Article

Product Group: Software

Product: CMSW7400 - @ptitude Analyst

Version: 4.0 and higher

Abstract

Occasionally when a user logs in to SKF @ptitude Analyst, the error message "Unable to connect to database PC_Name" is displayed. There are several reasons why this error message would be encountered. This article documents a fix to one of the causes of this error.

Overview

One common cause of the error mentioned above is if the skfuser database is in (SUSPECT) mode.

Verify whether the skfuser database is in (SUSPECT) mode by following the steps below:

- Log in to SQL Server Management Studio as SA user.
- Expand the **Databases** hierarchy and find the **skfuser** database.
- If the word (SUSPECT) and a yellow triangle with an exclamation mark are displayed next to skfuser, the **ideal action would be to restore a current backup of the database**. If there is no current backup available, the procedure below should be followed.

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

A database may go into (SUSPECT) mode for such reasons as improper shutdown of the database server, corruption of the database files, etc. The exact cause of a database going into (SUSPECT) mode can be found using the following query:

```
DBCC CHECKDB ('skfuser') WITH NO_INFOMSGS,  
ALL_ERRORMSG
```

The output resulting from the query will provide any errors in the database.

To fix the issue, follow the procedure below:

1. **Stop all SQL services.** Create a copy of the skfuser.mdf and skfuser.ldf database files (from the Microsoft SQL Server "DATA" folder) and paste into the Microsoft SQL Server "Backup" folder. **Then, restart the SQL services again.**
2. Log in to SQL Server Management Studio as SA user.
3. The database must be cleared of (SUSPECT) mode. Open a New Query window and execute the following statement:

```
EXEC sp_resetstatus skfuser
```

This statement will clear the suspect flag and make the database accessible and online.

3. The next command changes the database status to 'Emergency'. Emergency mode allows access to the database but with no consistency guarantee. This option allows us to export the table data to minimize the data loss.

```
ALTER DATABASE skfuser SET EMERGENCY
```

4. Check the database by running the following statement:

```
DBCC checkdb(skfuser)
```

5. The database must now be restricted and changed to single-user mode. To do this, execute the following statement:

```
ALTER DATABASE skfuser SET SINGLE_USER WITH  
ROLLBACK IMMEDIATE
```

6. Because the database was in suspect mode, there is an expectation that some data may have been lost. Unfortunately, the following statement will need to be executed in order to get the database back into working condition:

```
DBCC CHECKDB ('skfuser',  
REPAIR_ALLOW_DATA_LOSS)
```

7. Now, set the database back to multi-user mode by executing the following statement:

```
ALTER DATABASE skfuser SET MULTI_USER
```

8. Run the **Rebuild_loginname_username_links.sql** script usually found in C:\Program Files\SKF-RS\SKF @ptitude Analyst\DBAssist\SQL Server (on a Windows XP machine).
9. Log in to SKF @ptitude Analyst as normal.

Remember! To minimize data loss, is important to have a database backup process in place. Discuss this with IT or a SKF Technical Support Representative.

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.