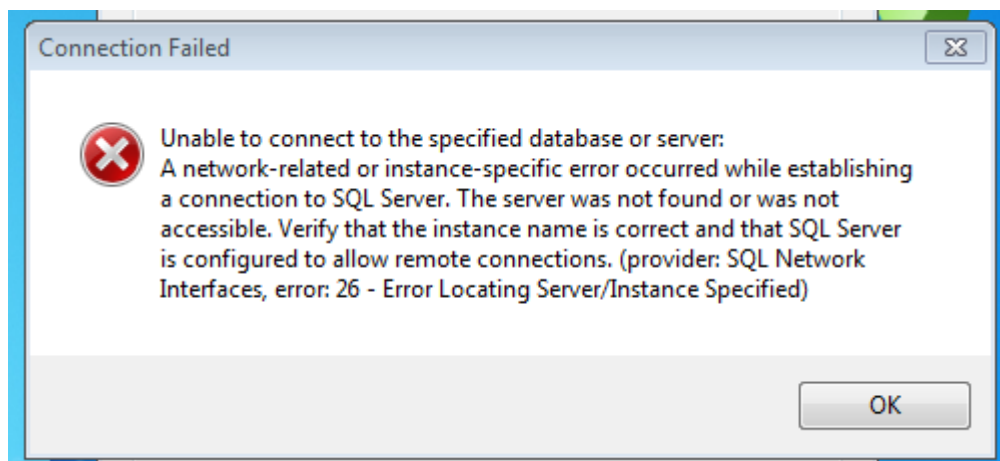


Frequent TIER.Net support calls:

Unable to attach HIV.mdf and HIV_log.ldf to SQL Server

Symptoms:

After installation of the TIER.Net application and SQL Server database, the following error occurs in the database connection wizard when trying to attach the HIV.mdf and HIV_log.ldf to SQL Server.



Description of the problem:

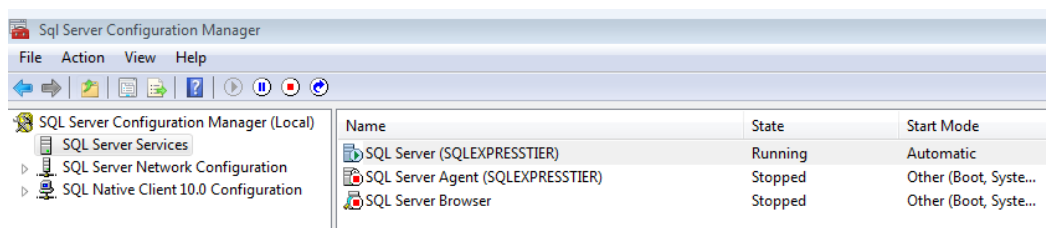
Database connection wizard is unable to connect to the SQL Server instance. This is usually caused by a corrupt or incomplete SQL Server installation.

TIER.Nets SQL Server installer is automated to assist the implementer in installing rapidly as a manual SQL Server installation can be quite time consuming. This automated installer works 99.9% of the time but can occasionally fail when something is not as it expects. For example:

- Insufficient disk space
- Insufficient administrator privileges
- A different version or instance of SQL Server was already installed on this machine

Solution:

Before proceeding, check if SQL Server Configuration Manager application is present in the start menu and if it is, ensure that the SQLEXPRESSTIER instance is running (highlighted below)



If Configuration Manager is installed but there is a SQL instance of a different name, then another custom SQL Server has been installed. It is possible to connect to this instance as long as the instance name, username and password is known. Custom SQL installations go beyond the scope of this document. For assistance contact tiernet_support@uct.ac.za.

If Configuration Manager is not installed or there are no SQL instances present, please follow these steps:

1. Uninstall any SQL Server items you see in Add/Remove programs
2. Delete any remaining files in C:\Program Files (x86)\Microsoft SQL Server
3. Follow the instructions in the Microsoft SQL Server manual install for TIER.Net PDF