

Wasp

BARCODE TECHNOLOGIES

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Error 3417: Unable to start SQL Server (WASPDATABASE) service

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This internal article applies to the SQL Server (WASPDATABASE) service for InventoryControl, MobileAsset and WaspTime. Try each step, then test. If the error still occurs, try the next step in turn. If none of the steps fix the problem, SQL may just be corrupt, and will need to be removed and reinstalled. Be sure to move or copy any relevant data files to a safe location before attempting fixes.

1. Go to the following location:

32-bit Windows: C:\Program Files\Microsoft SQL Server\MSSQL.1\MSSQL\Data

64-bit Windows: C:\Program Files(x86)\Microsoft SQL Server\MSSQL.1\MSSQL\Data:

Confirm the .mdf and .ldf files are not compressed. If compressed, uncheck "Compress

contents to save disk space" from the Advanced Attributes of the files Properties.

2. Grant the Windows user and the the "NETWORK SERVICE" account full permission to the before-mentioned Data folder.

3. It is also possible that the master.mdf file is corrupt. If steps 1 and 2 do not resolve, backup the current master.mdf and master.ldf (or mastlog.ldf) files, then replace them with known good files. Note that any attached database(s) have their file paths saved in the Master database, so if the paths to the database files are different on the two PCs (for example, 32-bit vs 64-bit Windows), there will still be an error when starting the SQL service.