

Troubleshooting PCLaw SQL Login Errors

(For LexisNexis® PCLaw™ version 8)

Contents

[About Troubleshooting PCLaw SQL Login Errors](#)

[Defining Login Error Messages](#)

[Troubleshooting Procedures](#)

About Troubleshooting PCLaw SQL Login Errors

This document assists with troubleshooting PCLaw SQL login errors. These instructions are provided as PCLaw requires specific configuration for the PCLaw data to function efficiently on the SQL Server. Many of the following procedures are facilitated by the use of either Enterprise Manager or Management Studio/Management Studio Express.

Enterprise Manager is a utility to administer MSDE and SQL Server 2000. Enterprise Manager is only available with full versions of SQL Server 2000.

Management Studio/Management Studio Express are utilities to administer MSDE, SQL Server 2000, SQL Server 2005 and SQL Server 2005 Express. Management Studio is only available with full versions of SQL Server 2005.

Management Studio Express is available without cost on the Microsoft web site. Installing Management Studio Express on the SQL server is acceptable to assist with the following procedures if using MSDE or SQL Server 2005 Express.

® Microsoft, Microsoft SQL Server 2000 (MSDE), SQL Server 2005, SQL Server, Enterprise Manager, and Management Studio are registered trademarks of Microsoft Corporation in the United States and other countries.

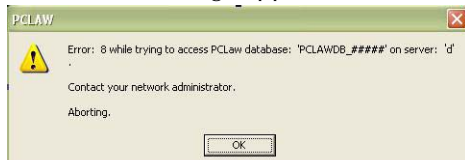
Defining Login Error Messages

There are two possible two error messages that may occur when logging into a PCLaw SQL set of books.

- Error: 8 while trying to access PCLaw Database
- PCLaw database PCLawDB_##### does not exist on server.

Error: 8 while trying to access PCLaw Database

The error 8 message appears as follows:



Possible causes for this error includes the following:

- The error occurs on the SQL Server computer itself, after the software is installed, if the SQL Server is not actually running; OR if PCLaw is not configured with the correct SQL Server name.

Note: If PCLaw is not configured with the correct SQL Server name, call LexisNexis PCLaw Technical Support 1-800-387-9785 for assistance to reset the server name.

- The workstation receives this error if the SQL Server is not running; OR if the Server is not set for SQL Authentication; OR if TCP/IP is not enabled in SQL Server Client Protocols, OR there is a network issue preventing access to the Server. Also when pclawuser_##### does not exist in the SQL Server logins; OR the password for pclawuser_##### does not match the password for the PCLaw ADMIN user.

PCLaw database PCLawDB_##### does not exist on server

The PCLaw Database does not exist message appears as follows:



This error can occur on the SQL server or a workstation. Possible causes for this error includes the following:

- The PCLaw SQL database is not attached.
- The PCLaw SQL database is attached but pclawuser_##### is not given db_owner access.

Troubleshooting Procedures

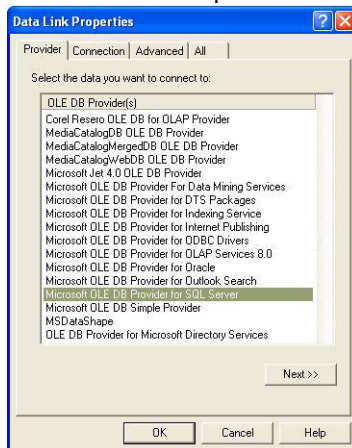
Following are nine procedures to use to determine the cause of the error. The procedures should be tried in sequence. If a procedure provides a satisfactory result, move to the next procedure.

1. Testing SQL Connectivity

Verify that the SQL Server is running and the workstation can successfully establish connection to the SQL Server. If this can be confirmed, proceed to “2. Confirming the Server Name” on page 3.

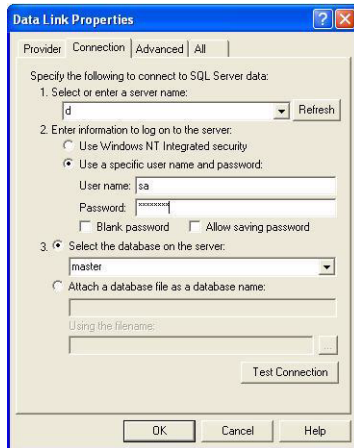
In addition to ensuring all workstations are connected to the shared PCLaw folder, PCLaw provides a procedure to test that connectivity to the SQL server is working according to PCLaw requirements. Perform this test first on the server and then on the workstation.

1. Create a text document, “test.udl”, on the desktop.
2. Double click **Test.udl** to open the file.
The Data Link Properties > Provider tab appears.



3. Highlight **Microsoft OLE DB Provider for SQL Server**.
4. Click **Next**.

The Data Link Properties > Connection tab appears.



5. In the **1. Select or enter a server name** box, type or select the server's name.
6. In the **2. Enter information to log on to the server** area, select **Use a specific user name and password**.

In the **User Name** box, type sa.

sa is the default SQL server administrator user.

In the **Password** box, type the administrator password.

7. In the **3.** area, select **Select the database on the server**.

In the below box, type **master**.

Master is the SQL server's default admin database.

8. Click **Test Connection**.

If the test is successful, a Test Connection is successful prompt appears.

If the connection fails, ensure the specified information is correct. If it continues to fail, contact your SQL Administrator.

Possible issues may include:

- SQL Authentication Configuration not set for mixed mode
- TCP/IP not enabled in SQL Server and Client Protocols Configuration
- Client Connectivity software
- Firewall settings.

Once your Administrator has rectified the problem and the test connection succeeds, you can proceed to install or convert your PCLaw data to the SQL server.

2. Confirming the Server Name

In the above example, PCLaw is looking for its database on the SQL Server named "d". If the Server name has changed to something else verify that the PCLaw database named PCLawdb_#### is installed on the SQL Server and call PCLaw Technical Support 1-800-387-9785 to change the name of the SQL Server configured for PCLaw.

3. Confirming the PCLaw Database

If the SQL Server name is corrected and the PCLaw Error 8 message still occurs, verify that the PCLaw database exists on your SQL Sever and proceed to "6. Confirming the PCLaw SQL User Security Settings" on page 5. If the PCLaw database does not exist on your SQL server then proceed to "4. Attaching PCLaw SQL Data to the SQL Server " on page 4.

4. Attaching PCLaw SQL Data to the SQL Server

The PCLaw SQL Data files are entitled: pclawdb_####.mdf and PCLawdb_####_log.ldf. Search for and copy these files to the computer running the SQL Server. Both of these files should reside in the same directory on the SQL Server.

Using Enterprise Manager

Use this procedure if Enterprise Manager is installed on the SQL server.

1. Open Enterprise Manager (from the computer where the server is installed).
2. Double click **Microsoft SQL Servers**.
3. Double click **SQL Server Group**.
4. Double click on the server name where the MDF and LDF files are saved.
5. Right click **Databases**.
6. Select **All Tasks > Attach Database....**
7. Click the **...** button to browse for the location of the MDF file.
8. Once you have found the correct file, highlight it and click **OK**.
9. Click **OK**.

Using Management Studio/Management Studio Express

Use this procedure if Management Studio/Management Studio Express is installed on the SQL server.

1. On the computer where the server is installed, open **Management Studio**.
2. Double click the server name where the MDF and LDF files are saved.
3. Right click **Databases**.
4. Select **Attach Database**.
5. Click the **Add** button.
6. Browse to the location of the MDF file.
7. Highlight the MDF file.
8. Click **OK**.
9. Click **OK**.

5. Creating PCLaw SQL Login Name and Password

To assist with creating the SQL user that will access the PCLaw database, follow the procedure below. Once the user is created, confirm the security settings for the user, as listed below.

Using Enterprise Manager

Use this procedure if Enterprise Manager is installed on the SQL server.

1. Open Enterprise Manager (from the computer where the server is installed).
2. Double click **Microsoft SQL Servers**.
3. Double click **SQL Server Group**.
4. Double click the server name where the MDF and LDF files are saved.
5. Double click the **Security** folder.
6. Right click the **Logins** sub-group.
7. Select **New Login....**
8. In the **Name** box, type the login name (e.g. pclawuser_####).
9. In the **Authentication** area, choose **SQL Server Authentication**.
10. In the **Password** box, type the client's ADMIN password for PCLaw.

11. In the **Defaults** area, in the **Database** box, select the PCLaw database from the list.
12. Click the **Database Access** tab.
13. Select the **Permit** check boxes for Master and PCLAWDB_#####.
14. Select the **db_owner** check box for PCLAWDB_#####.
15. Leave the **public** check boxes selected in both Master and PCLAWDB_#####.
16. To save your settings, click **OK**.

Using Management Studio/Management Studio Express

Use this procedure if Management Studio/Management Studio Express is installed on the SQL server.

1. From the computer where the server is installed, open **Management Studio**.
2. Double click the server name where the MDF and LDF files are saved.
3. Double click the **Security** folder.
4. Right click the **Logins** sub-group.
5. Select **New Login...**
6. In the **Login** name box, type the login name (i.e. pclawuser_#####)
7. Select **SQL Server Authentication**.
8. In the **Password** box, type the client's ADMIN password for PCLaw.
9. In the **Default Database** box, select the PCLaw database from the list.
10. Click **User Mapping Page**.
11. In the database list, select **Master**.
12. Confirm the **Public** box is checked.
13. In the database list, select **PCLawdb_#####**.
Select **Public**.
Select **db_owner**.
14. To save your settings click **OK**.

6. Confirming the PCLaw SQL User Security Settings

Using Enterprise Manager

Use this procedure if Enterprise Manager is installed on the SQL server.

1. Double click the **Databases** folder.
2. Double click the PCLAWDB_##### database.
3. Click the **Users** subgroup.
4. Confirm the user **pclawuser_#####** exists.
5. Right click the user name.
6. From the cascade menu, select **Properties**.
7. Confirm **public** and **db_owner** check boxes are selected.
8. Double click the Security folder at the Server level.
9. Double click Logins
10. Double click PCLawuser_#####
11. Select the Database Access tab
12. Confirm Public is chosen for both master and public

13. Confirm dbowner is chosen for PCLawdb_####.

Note: The password for the SQL Login pclawuser_#### must be exactly the same as the PCLaw program ADMIN user.

Using Management Studio/Management Studio Express

Use this procedure if Management Studio/Management Studio Express is installed on the SQL Server.

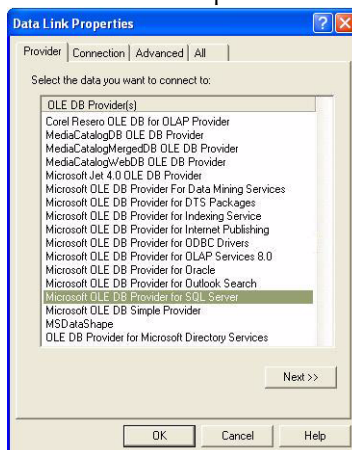
1. Double click the **Databases** folder.
2. Double click the PCLAWDB_#### database.
3. Double click the **Security** folder.
4. Double click the **Users** folder.
5. Confirm the user **pclawuser_####** exists.
6. Right click the user name
7. Select **Properties**.
8. Confirm the **db_owner** check box is selected.
9. Double click the Security folder at the Server level.
10. Double click Logins
11. Double click PCLawuser_####
12. On the user mapping page, confirm public is selected for both master and pclawdb_####.
13. Confirm dbowner is selected for pclawdb_####.

Note: The password for the SQL Login pclawuser_#### must be exactly the same as the PCLaw program ADMIN user.

7. Confirming Connectivity with the UDL Utility

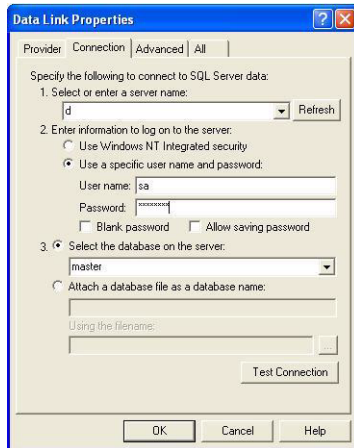
If the PCLaw Error 8 message persists, use the UDL utility to determine if there is a connection problem to the SQL server.

1. Create a text document, "test.udl", on the desktop.
2. Double click **Test.udl** to open the file.
The Data Link Properties > Provider tab appears.



3. Highlight **Microsoft OLE DB Provider for SQL Server**.
4. Click **Next**.

The Data Link Properties > Connection tab appears.



5. On the Connection Tab enter combinations of user sa and pclawuser_#####, as well as database master and pclawdb_#####, to determine where the problem exists.

Perform the above steps on each workstation individually, then, in turn on the server if necessary, to determine where the problem exists.

8. SQL Server User Mapping

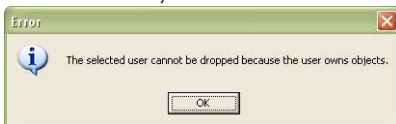
If the PCLaw Error 8 Message persists, there may be an inconsistency in the SQL Server user mapping for pclawuser_#####. Perform the following procedure:

- Delete pclawuser_##### from pclawdb_#####
- Delete pclawuser_##### from Server > Security > Logins
- Follow the instructions from “5. Creating PCLaw SQL Login Name and Password ” on page 4 to re-create the PCLaw SQL login.

Errors that may arise during the above procedure are listed below with possible resolutions.

SQL Server 2000

This error may occur when deleting pclawuser_##### from pclawdb_#####.



Run a command to change the owner of all tables/views owned by pclawuser_##### to dbo then delete pclawuser_#####.

1. On the Tools pull-down menu, select SQL Query Analyzer

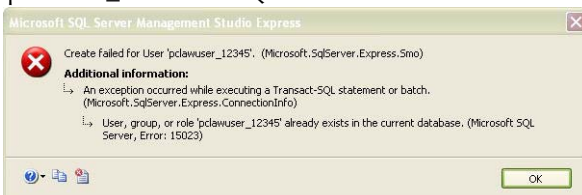
For example:

```
SP_CHANGEOBJECTOWNER 'PCLAWUSER_#####.mattinf', 'DBO';
```

2. Press [F5] on the keyboard to execute.
3. Repeat the above command for each table/view as necessary.

SQL Server 2005

This error may occur when creating pclawuser_##### in server logins immediately after attaching pclawdb_##### in SQL Server 2005.



1. Delete pclawuser_#### from Databases > pclawdb_#### > Schemas
2. Delete pclawuser_#### from Databases > pclawdb_#### > Roles
3. Delete pclawuser_#### from Databases > pclawdb_#### > Security > Users
4. Delete pclawuser_#### from Databases > System Databases > master > Security > Users

SQL Server 2000 and 2005

Attempting to delete pclawuser_#### from Server > Security > Logins

An error may occur due to a bind between pclawuser_#### to pclawdb_#### while the relationship is not clear. The following workaround is useful for deleting the user.

Detach the pclawdb_#### from the Server and then delete pclawuser_#### from Server > Security > Logins. If successful, reattach pclawdb_#### and continue with the remaining steps.