

Troubleshooting NVivo

How do I resolve one of these error messages – ‘Database component failure’ OR ‘Database component did not respond in the expected time. Unable to start service’ OR ‘Database component failed to initialize’?

Installing NVivo | 13 September 2013

Windows XP

You will need to have full administrative privileges on the computer to perform these steps. Please contact your system administrator if the computer is in a corporate environment.

1. Click **Start -> Control Panel**.
2. Double click **Administrative Tools**.
3. Double click **Services**
4. Double click **SQL Server (QSRNVIVO9 or QSRNVIVO10)**.
5. On the **General** tab, make sure the **Service status** is **Stopped**. If the **Service status** is listed as **Started**, press the **Stop** button and wait for the service to stop.
6. Ensure that you have the **Startup type** as **Automatic**.
7. Click on the **Log On** tab.
8. For the **Log on as:** option, select the **Local System Account** radio button. (This step may not be required for NVivo 10 users.)
9. Press **OK**.
10. You now need to rename the old system database files:
 - a. Click on **Start -> My Computer**.
 - b. Click on **Tools** from the menu bar.
 - c. Select **Folder Options**.
 - d. Click on the **View Tab**.
 - e. Locate the heading **Hidden files and folders** and ensure that **Show hidden files and folders** is selected.
 - f. Click on **Apply** and select **Yes** if a warning message is displayed.
 - g. Click on **OK**.
 - h. Go to **C:\Documents and Settings\[your username]\Local Settings\Application Data\Microsoft\Microsoft SQL Server Data** (if you are unable to locate this folder please move on to **Step 11**).
 - i. Rename the appropriate folder based on your version of NVivo:
 - i. For NVivo 10: Rename **QSRNVIVO10** folder to **QSRNVIVO10 - old**.
 - ii. For NVivo 9: Rename **QSRNVIVO9** folder to **QSRNVIVO9 - old**.

11. Restart your computer.

12. Launch NVivo and open a project (in this instance only, it will take longer than normal) to ensure the issue has been resolved.

Still experiencing problems?

If the above steps still have not resolved the issue, please submit a **support request** form with the following information attached:

1. NVivo error logs that have been generated by the software. NVivo error logs are usually located in your **Documents** folder and are named like err<date>T<time>.log'. Please locate any of these files and attach to your reply:
2. The **Log** folder. It is found at the following location:

C:\Program Files\Microsoft SQL Server\100\Setup Bootstrap

Zip up the **Log** folder (right mouse click on **Log**, select **Send To > Compressed (Zipped) folder**) and attach the folder **LOG.zip** to your email. There are restrictions with the file size that you can email us. If the zipped file is over 8 MB, please let us know and provide the actual size of the zipped files (right-click on the file and select 'Properties' to check its size). We can then set up a secure file sharing service provided by <https://www.dropbox.com> for you to upload your project.

3. Information about your computer:
 - a. Open the **Start** menu, click on Run. In the Run search box type **msinfo32** and press **Enter**. The **System information** page will be displayed.
 - b. In the **System information** screen, click on **File > Save** and save the file to your desktop as **info.info** and attach it to your email.
4. Screenshots of any error messages you may be receiving by pressing **Alt + Print Screen (PrtScn** on some keyboards), copy it into a Word or WordPad document and then attach the document to your email.
5. The name of the antivirus software you are using.
6. If you were unable to rename the old system database files as specified in step 10.