

SQLServer connection error – detached database.

Occasionally, if ILook stops suddenly and unexpectedly, the database connection with SQLServer can be lost. This does not affect the integrity of the data and the connection can be corrected easily.

The first indication of the problem is within PI itself, when opening a case, the log windows would normally reveal this error in RED as follows :

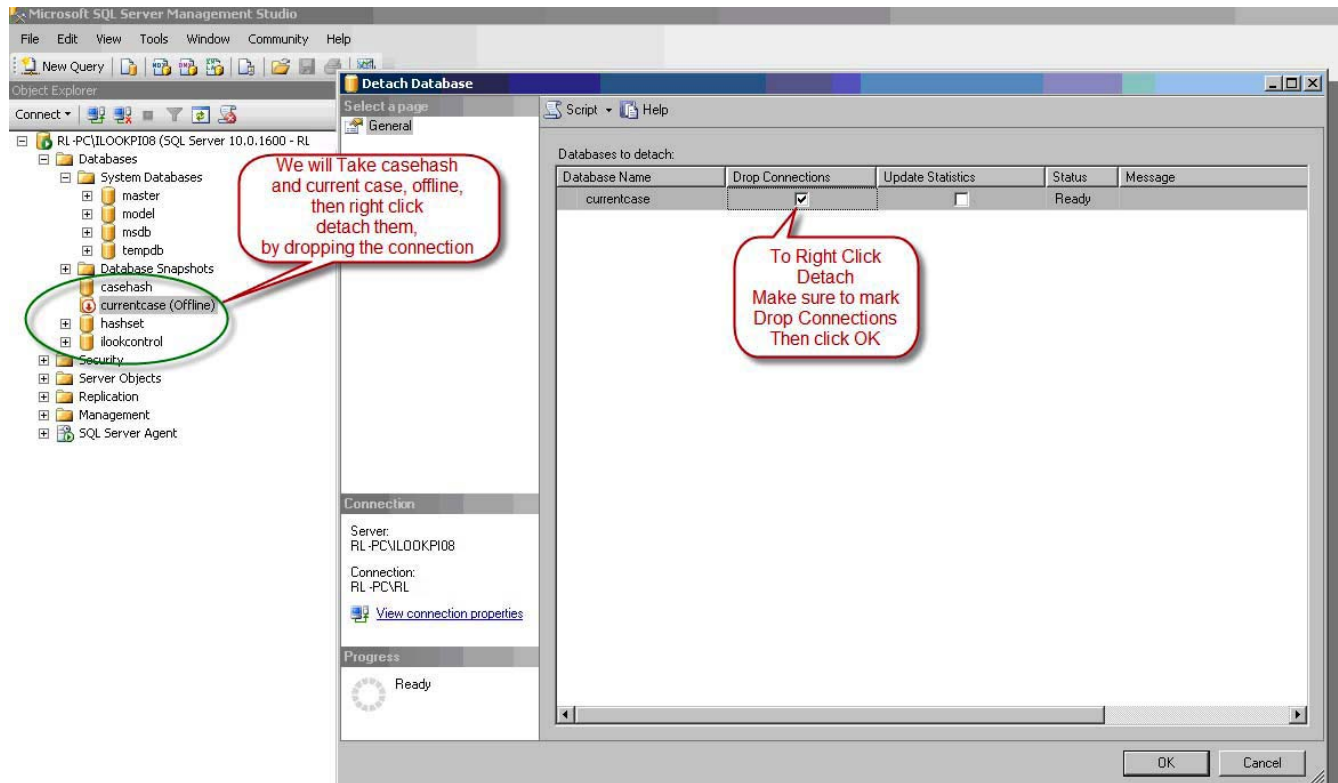
```
20-Sept-2008 18:53:06 Welcome to ILook PI © v1.0.0. New session started
20-Sept-2008 18:53:06 MachineID 'RL-PC'. Logged on User 'RL-PC\RL'.
20-Sept-2008 18:53:07 Successfully opened 'SQL Server' connection to control Db
'C:\Users\RL\Documents\ILookPI\Application\ILookControl.mdf'.
20-Sept-2008 18:53:07 Successfully opened 'SQL Server' connection to hash set Db
'C:\Users\RL\Documents\ILookPI\HashDb\HashSetStore.mdf'.
20-Sept-2008 18:53:07 Object permanent deletion after elimination is set to 'False'.
20-Sept-2008 18:54:08 Successfully deleted case 'Ch1'.
20-Sept-2008 18:54:12 Working in case Set-up Wizard.
20-Sept-2008 18:54:32 Adding new case 'One'.
20-Sept-2008 18:54:32 Failed to open SQL Server connection to case Db 'c:\cpts\1\ILookCase.mdf', please shutdown ILook and
check your Rdbms installation.
20-Sept-2008 18:54:32 Failed to open 'SQL Server' connection to object hash Db 'c:\cpts\1\ILookHash.mdf', please shutdown ILook
and check your Rdbms installation.
20-Sept-2008 18:54:32 Successfully opened case 'One'.
20-Sept-2008 18:54:32 Failed to load case category definitions from case Db.
20-Sept-2008 18:54:32 Failed to open case 'One'.
20-Sept-2008 18:54:32 Successfully added new case 'One'.
20-Sept-2008 18:54:32 Finished working in Case Set-up Wizard.
20-Sept-2008 18:55:42 Working in media Set-up Wizard.
20-Sept-2008 18:55:42 Failed to read ProcessingGroup table in Control.
```

If this error occurs, complete the following steps:

1. Start management studio.
2. Connect to the Local IlookPI database in use (you may have multiple instances but if you followed the install guide from Perlustro it will be named ILookPI08).
3. Start ILookPI and refresh Management Studio. Take the databases (casehash and currentcase) offline, and then detach them. When you detach them, be sure to click on Drop

Connections (see below)

(maybe change the print screen below to point to the two databases – casehash and currentcase)



4. Shut down the Management Studio and ILookPI, then restart IlookPI. The Database engine will rebuild the system tables automatically.

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