Technical Note



MSDE Database Recovery

Introduction

The system controller is running properly—Windows starts and you can log in—but the NV9000 database software is not.

You must replace the NV9000 software.

You must also replace the MSDE (Microsoft desktop engine).

Procedure

Follow these steps to recover the database software. Repeat for each system controller:

- Stop the NV9000 software on the system controller (on both system controllers in a redundant system). In NV9000-SE Utilities, choose 'System Management' in the navigation pane. In the 'System Management' page, check 'Controller 1' (and 'Controller 2' if it is present) and click the red 'Stop' button.
- 2 Stop other processes using the Windows Task Manager.
- 3 Uninstall the NV9000 control software using 'Add/Remove Software' under the Windows Control Panel.

dd or Ren	nove Programs			
5	Currently installed programs:	Show up <u>d</u> ates	Sort by: Name	-
hange or temove	🐻 Comtrol Utility Package		Size	0.51ME
ograms	🔂 CRConfig		Size	72.04ME
2	🔂 FreeZip			
ld <u>N</u> ew	🔂 Intel(R) PRO Network Adapters and Drivers			
ograms	🔀 Microsoft SQL Server Desktop Engine		Size	75.57MB
6	den NV9000 Control System		Size	27.55MB
Remove	Click here for support information.		Used	frequently
ndows nonents			Last Used On	1/17/2007
	To change this program or remove it from your compute	r, click Change or Remove.	Change	Remove
€∕	🔂 NV9000-SE Utilities		Size	108.00MB
Pr <u>o</u> gram ess and	🛃 NV9640V		Size	74.39ME
faults	🛃 OSA IPMI Driver		Size	0.80ME
	🔂 SnagIt v4.3			
	🛃 VNC Free Edition 4.1.2		Size	1.26ME

4 Similarly, uninstall the MSDE software.

👸 Add or Ren	nove Programs		_ 🗆 ×
F	Currently installed programs: 🛛 Show updates	Sort by: Name	•
C <u>h</u> ange or Remove	🔼 Adobe Reader 8.1.0	Size	128.00MB
Programs	🔂 ATI Display Driver		
2	🔀 Debugging Tools for Windows	Size	38.18MB
Add <u>N</u> ew	🔂 FreeZip		
Programs	Intel(R) PRO Network Connections Drivers		
1	🔂 IPMI Driver	Size	0.65MB
Add/Remove	碍 Microsoft SQL Server Desktop Engine	Size	<u>75.74MB</u>
<u>W</u> indows Components	Click here for support information.	Used	<u>rarely</u>
	To remove this program from your computer, click Remove		Remove
	NV_CompactRouter Config	Size	86.68MB
Access and	🛗 NV_UniConfig	Size	84.82MB
Defaults	🛃 NV9000 Control System	Size	56.27MB
	W NV9000-SE Utilities	Size	115.00MB

- 5 Delete the folder C:\nvision from the system controller.
- 6 Restart the controller.

7 Make a temporary copy the APPS folder on the C: drive.

Obtain the APPS folder and its contents from the Miranda FTP site. At present, the pathname is \\Nvision-web\outgoing\NV9000\XP MSDE\APPS. Copy the APPS folder to a USB device.

- 8 Navigate to, then double-click c:\apps\install\runscrpt.cmd to reinstall MSDE.
- 9 Review the event logs to verify that the installation succeeded.

Double-click compmgmt (on the desktop) to launch the Computer Manager.



📮 Computer Management							×
I File Action View Window H	elp					_ 8	\times
	?						
Somputer Management (Local)	Туре	Date	Time	Source	Category	Event	
🖻 🌇 System Tools	Information	1/7/2009	2:08:20 PM	Тсрір	None	4202	
Event Viewer	Information	1/7/2009	2:08:20 PM	Тсрір	None	4202	
Application	Information	1/7/2009	2:08:20 PM	Тсрір	None	4202	
Security	Information	1/7/2009	2:08:20 PM	Tcpip	None	4202	
Dystem	SError	1/7/2009	2:08:10 PM	NetBT	None	4307	
Hand Local Lisers and Groups	SError	1/7/2009	2:08:04 PM	Serial	None	18	
Event of the series and all outputs	Information	1/7/2009	2:08:04 PM	Rocket	None	18	
Device Manager	Information	1/7/2009	2:08:23 PM	SNMP	None	1001	
E Storage	🔥 Warning	1/7/2009	2:08:23 PM	SNMP	None	1101	
🗄 🤬 Removable Storage	Information	1/7/2009	10:35:18	SNMP	None	1001	
	🔥 Warning	1/7/2009	10:35:18	SNMP	None	1101	
🔡 Disk Management	Information	1/6/2009	2:01:38 PM	SNMP	None	1001	
🗄 🙀 Services and Applications	\Lambda Warning	1/6/2009	2:01:38 PM	SNMP	None	1101	
	Information	1/6/2009	1:26:59 PM	Tcpip	None	4202	
	Information	1/6/2009	1:26:59 PM	Тсрір	None	4202	
	Error	1/6/2009	1:26:49 PM	NetBT	None	4307	
	😵 Error	1/6/2009	1:26:43 PM	Serial	None	18	
	(Information	1/6/2009	1:26:43 PM	Rocket	None	18	
	Information	1/6/2000	1-27-01 DM	SNMD	None	1001	14
						<u> </u>	1

Choose 'Event Viewer' at the left to see the logs.

- 10 Reboot the controller.
- 11 Reinstall the NV9000 software.

At the end of the installation (after you click the last 'OK') the installer reboots the controller. You must now sett launch and activation permissions.

See technical note TN0016 DCOM Security for how to set launch and activation permissions.

12 Using the Windows Task Manager, verify that eight NV9000 processes are running:

Ap	plications Processes	Performance Netw	orking	Users	
1	Image Name	User Name	CPU	Mem Usage	
	alg.exe	LOCAL SERVICE	00	3,404 K	
	csrss.exe	SYSTEM	00	2,956 K	
explorer.exe		EnvyAdmin	00	1,404 K	
	inetinfo.exe	SYSTEM	00	7,004 K	
	lsass.exe	SYSTEM	00	2,036 K	
	mqsvc.exe	SYSTEM	00	5,948 K	
	mqtgsvc.exe	SYSTEM	00	3,804 K	
	msdtc.exe	NETWORK SERVICE	00	4,900 K	
	NvAgent.exe	SYSTEM	00	3,384 K	
	NvCPServer.exe	EnvyServices	00	7,300 K	
	NvDB.exe	EnvyServices	00	6,016 K	-
	NvDHCP.exe	SYSTEM	00	2,168 K	
	NvDistributorCO	EnvyServices	00	12,128 K	
	NvLogFileServerO	EnvyServices	00	2,708 K	
NvMasterCO.exe		EnvyServices	00	6,028 K	
	NvRtrServerCO.exe	EnvyServices	00	2,640 K	
	services.exe	SYSTEM	00	4,020 K	
smss.exe		SYSTEM	00	364 K	
J	snagit32.exe	EnvyAdmin	00	712 K	-
Show processes from all users			End Proce	ess	

At your configuration PC, start NV9000-SE Utilities and verify that you can create a configuration, save it, and write the configuration to the controller (or each of the controllers):