MRC Holland Support

How do I troubleshoot SQL Server errors during installation of Coffalyser.Net?

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Coffalyser.Net uses Microsoft SQL Server to store data. You may see an error while the Coffalyser.Net configuration wizard is installing or updating SQL Server, which may prevent you from finishing the Coffalyser.Net configuration.

Microsoft SQL Server installation issues can be difficult to troubleshoot. This article provides an overview of the most important places to find information about the problem. If you cannot solve the issue with this information, this article also explains what information is useful to help our support department respond efficiently to a support request.

Note

The instructions in this article are intended for an SQL Server instance [preconfigured](#) for use with Coffalyser.Net. If you have a custom installation of SQL Server, especially if this installation is also used for other applications, we strongly recommend contacting your IT department for support instead. [Find out if you have a preconfigured or custom SQL Server](#).

Examine the exception message and setup log

A failed installation or update of SQL Server usually results in an exception message from Coffalyser.Net that contains an error code. This message may contain something like this:

> Microsoft's 'Setup.exe' program returned an unexpected exit code (expected = '0' / '0', detected = '-2068119551' / '84BB0001')

In this example, the error code is -2068119551.

There is also often a setup log that opens in a text editor such as Notepad. This log may contain further references to phrases such as *exception*, *error* or *failure*.

If you are an advanced computer user or system administrator, you may be able to find this information to identify a solution. You can also [contact us](#) for assistance. In this case, it helps if you supply at least:

- The error code.
- A copy of the setup log file.
- A screenshot of the [server selection dialog](#) of your Coffalyser.Net installation.

Find the setup log manually

If you got an exception with an error code but did not see a setup log, or if you accidentally closed the dialog, then you may be able to find the log file using [these instructions from Microsoft](#). For a preconfigured SQL Server, the installation log files usually end up in the following folder:

C:\Program Files\Microsoft SQL Server\160\Setup Bootstrap\Log\YYYYMMDD_hhmmss

The name of the *C:\Program Files* folder may differ depending on your installation and system language. The *160* folder contains the version number of SQL Server, which may vary depending on the version of SQL Server that you are installing (160 is for SQL Server 2022). The final folder name represents the date and time of the installation or update attempt.

In this folder should be a file called *Detail.txt*. Include this file in your support request to avoid delays.

Silent failures (without error message)

Sometimes you may see no error, but the configuration wizard still reports that it cannot connect to SQL Server. This may mean that SQL Server is not running, that it crashed, that it is inaccessible, or that the setup failed to execute the final steps. This may have a wide variety of causes. Many of these causes can be solved using the troubleshooting steps for an invalid or unknown database server status. Follow these steps before contacting us if necessary.

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Disclaimer

The information provided in this material is correct for the majority of our products. For certain applications, the instructions for use may differ. In the event of conflicting information, the relevant instructions for use take precedence.