

# SQL Server service starts and immediately stops

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## Symptom

When attempting to open OnGuard applications on the server and workstations, users will receive "Cannot establish communication with the login driver" and when opening SQL Server Management Studio users will see "Package 'Microsoft SQL Management Studio Package' failed to load."

In Event Viewer, the following errors will be recorded regarding SQLSERVER:

"SQL Server cannot accept new connections, because it is shutting down. The connection has been closed. [CLIENT: ]

A Database Error [Shared Memory Provider: No process is on the other end of the pipe. Communication link failure] occurred."

## Resolution

1. Stop all OnGuard and SQL services.
2. Turn UAC off.
3. Run the SQL installer that was originally used to install SQL. Make sure to run the installer as an administrator.
4. Select **Repair** and make sure all components are selected during the installation.
5. Restart the server, and then verify all OnGuard and SQL services are started.
6. Open OnGuard and SQL Server Management Studio. The users should now be able to open the applications.

## Applies To

OnGuard (All versions)

## Additional Information

None

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