

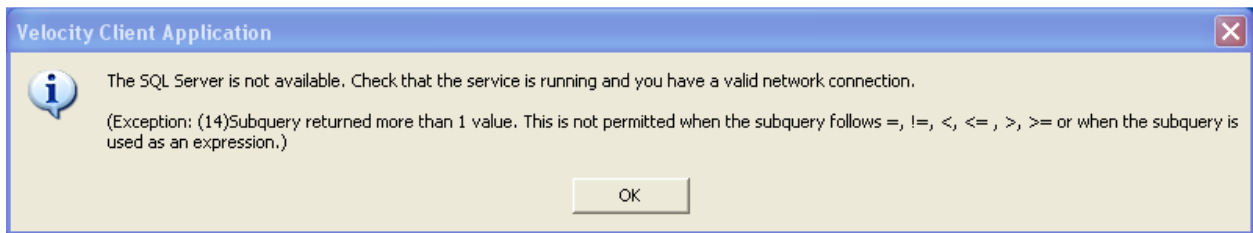
# Tech Tips

**Topic:** The SQL Server is not available. Check that the service is running and you have a valid network connection.

**Product:** Velocity

**Explanation:**

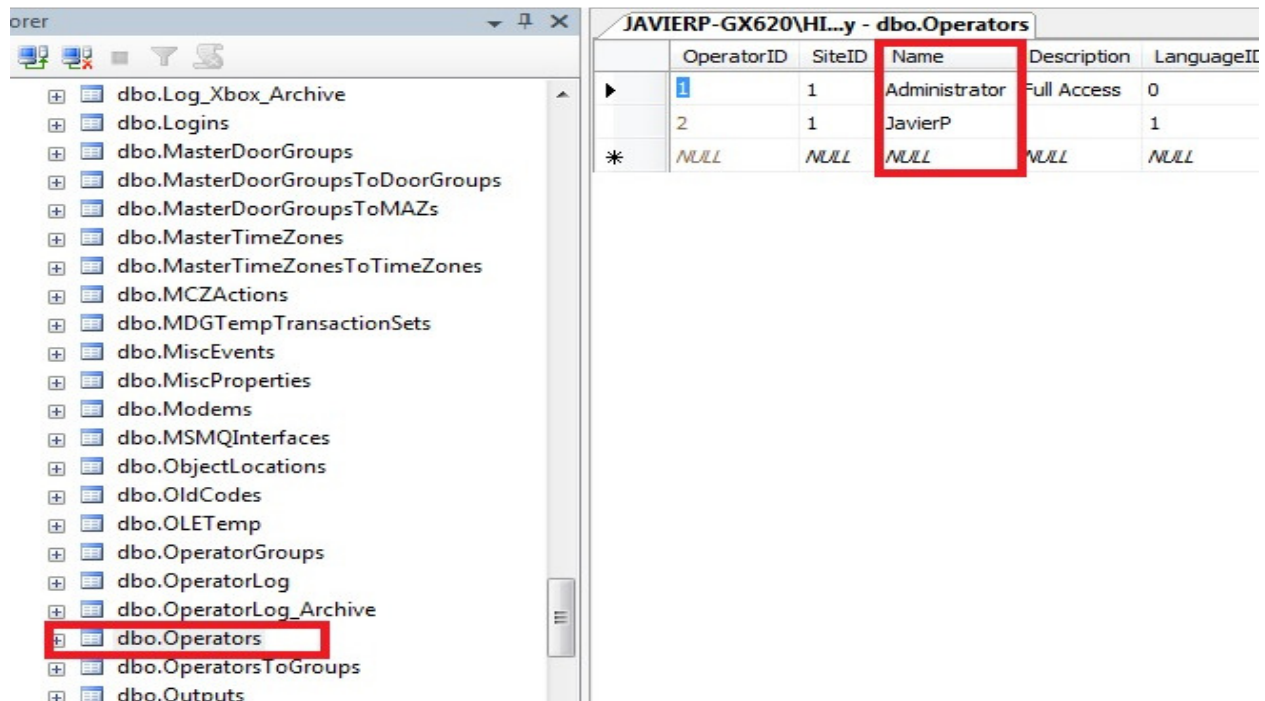
This error comes up when launching Velocity and the Operators and/or Workstations table have more than one entry with the same value.



**Troubleshooting steps:**

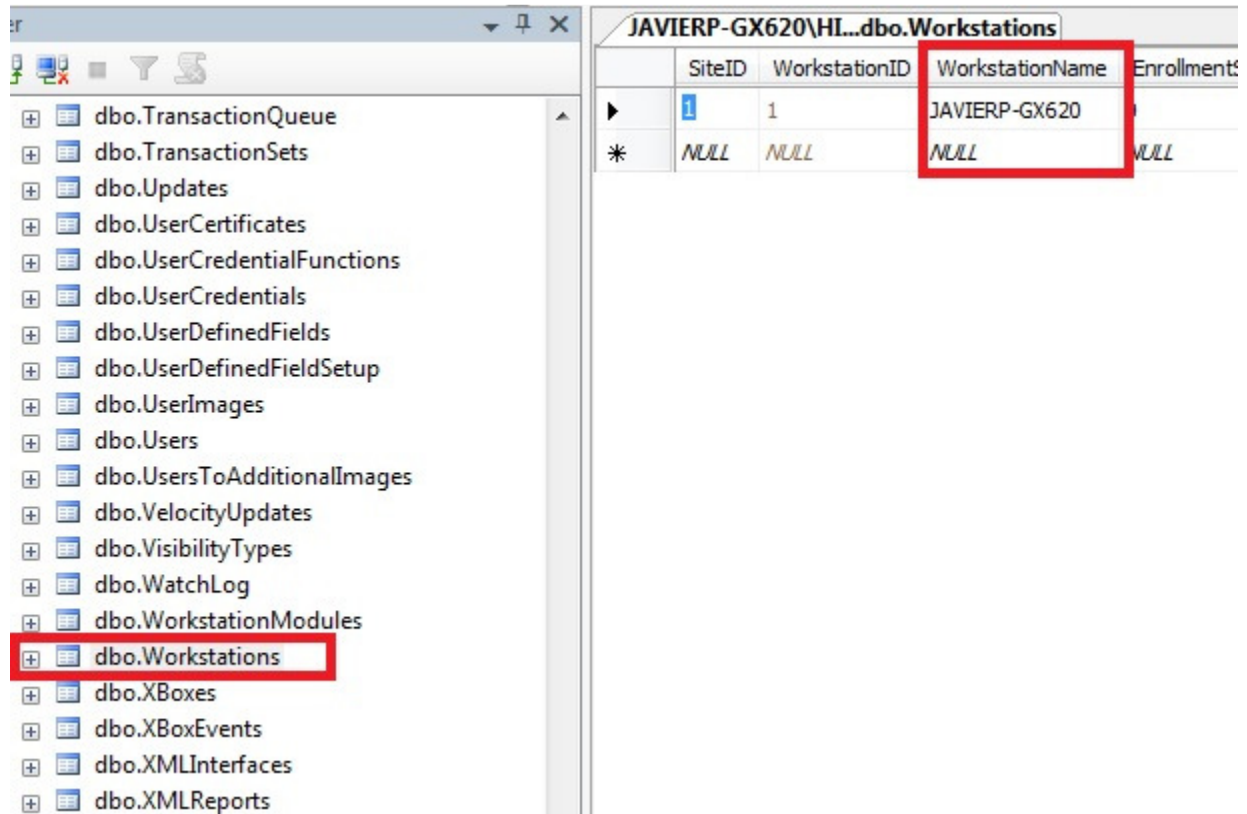
To resolve the issue connect to SQL Management Studio. Start >All programs >Microsoft SQL Server 2008 R2 >SQL Server Management Studio. Once in the connect screen, connect to the SQL instance hosting the Velocity database. Once connected expand Databases>Velocity>Tables.

1. Locate dbo.Operators table. Right click and Select Edit Top 200 rows to open table. Once table is open check Name column for duplicate operator names.



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2. Locate dbo.Workstations table. Right click and Select Edit Top 200 rows to open table. Once table is open check WorkstationName column for duplicate workstation names.



The screenshot shows the SQL Server Enterprise Manager interface. On the left, the 'Server Enterprise' tree view displays various database tables under the 'dbo' schema. The 'dbo.Workstations' table is highlighted with a red box. On the right, the 'JAVIERP-GX620\HL...dbo.Workstations' data grid is visible. The 'WorkstationName' column is highlighted with a red box. The data grid contains the following rows:

	SiteID	WorkstationID	WorkstationName	Enrollment
▶	1	1	JAVIERP-GX620	
*	NULL	NULL	NULL	NULL

3. If duplicate values are found in any of these tables you will need to get with your Administrator or DBA and correct duplicate values.