

# SQL server connection problem

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## Problem description

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- I have 4 clients and 1 server (SQL server)
- 3 clients are Monitoring console 1 client is operation console
- Monitoring console collects some data from the control unit and store them into the Sql server
- The operation console then retrieve this data from the sql for reporting and statistics purposes
- I am using ODBC connection
- The problem is that the operation console is not able to connect to Sql server
- I receive Error message: A connection could not be established to fileserver-(SQL server). Unable to connect. The max number of 15 configured user connections are already connected. System administrator can configure to a higher value with SP\_Configure
- I receive the same error message in many conditions while I am using the EM (Enterprise Manager) GUI

## Environment

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Windows NT 4.0  
SQL 6.5

## Troubleshooting (we have done & Analysis)

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- Seems that sql server has reached the max allowable number of connections
- It might be some opened connection those never being closed by some application.
- This problem also appears when 7.5 installed while 6.5 is also installed, however I don t have 7.5 installed
- We tried to perform:  
Exec sp\_configure user connections , 25  
Go  
RECONFIGURE  
Go

## SQL server connection problem

And then try to restart the sql server

- I was unable to execute the above steps as I was receiving time out
- Unable to stop/restart Sql server, I had to reboot to start sql server (I was being interrupted with the error message again)
- Check sql configuration parameters from EM, I checked:
  1. conn time out : reasonable values for Min, Max and running
  2. worker threads : reasonable values for Min, Max and running
  3. user connections : reasonable values for Min, Max and running
- Seems no problem with configuration parameters (the major ones related to the symptoms we have at least)
- Also we performed restart for sql server service through the rebooting with no impact on the problem
- We tried to truncate the log file of the database as I suspected it causes a problem, we performed the following procedure:  
Backup LOG <your database name> with truncate\_only
- Try to restart your sql server, no avail
- We checked scheduled tasks, as you mentioned that this problem started to appear three weeks ago and I noted that when I restart the sql server or stop the clients the problem disappears but reoccurs each Sunday, we found one scheduled task which configured to run in the exact same time (on Sunday) however you added that restarting your server is no more effective to temporary solve the problem as before (and this is obvious through our trials above to restart the server)
- We tried to remove that schedule task and then restart as it might be the cause of the problem
- I was unable to remove the scheduled task, and I received another error message related to Sql server!!
- While we were performing the above steps, I have been interrupted with the same error message while I am using the query analyzer
- The server looks to be in very unstable state, so I need some recommendations to fix the problem as mentioned above.

Waiting for any feedback recommended to fix the server problem.

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