

SP2 won't install: "your account information could not be verified"

SP2 won't install: "your account information could not be verified"

Source:

<http://www.tech-archive.net/Archive/SQL-Server/microsoft.public.sqlserver.setup/2007-05/msg00147.html>

- *From:* Nick Gilbert <nickg@xxxxxxxxxxxxxxxxxxxx>
 - *Date:* Fri, 25 May 2007 13:00:40 +0100
-

Hi,

I'm trying to install SQL Server 2005 service pack 2 on a brand new Dell server. The installation is not working because the authentication screen it says "your account information could not be verified" if I click "Test" or Next.

It won't work with either SQL authentication or Windows Authentication.

I can connect fine via Management Studio both locally. I have since managed to install SP1 with no problems, so I don't know what's different about the way SP2 authenticates that's preventing it from working.

I've Google'ed extensively but it seems that although a few other people have had this problem, nobody has posted a fix that applies to me.

I'm not sure how to debug this since I'm not sure exactly what the SP2 tool is trying to do that's any different to if I connect remotely using SQL management studio.

I really need to fix this problem really soon as the server is supposed to go to the data center next week!

Any help would be greatly appreciated,

Thanks,

Nick Gilbert

.