

RE: SBS 2003 Unable to connect to database STS_Config

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2006-08/msg02408.html>

- *From:* v-chacez@xxxxxxxxxxxxxx (chace zhang)
 - *Date:* Fri, 11 Aug 2006 06:29:22 GMT
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Hi,

Thank you for posting here.

According to your description, I understand you encountered following error in application log:

#50070: Unable to connect to the database STS_Config on USM\SharePoint. Check the database connection information and make sure that the database server is running.

Also you could not use sharepoint (<http://companyweb>)

I do understand you are in a production environment, but based on my research, you need do the following action to resolve this issue:

1. Uninstall SQL Server;
2. Reinstall Monitoring and Sharepoint and make sure they work;
3. Install SQL and upgrade the Sharepoint and Monitoring MSDE instances to SQL Server instances.

To do so

Step One: Uninstall the SQL server

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Uninstall the SQL server from the SBS 2k3 server from add/remove programs

Step two: reinstall sharepoint

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I. Uninstall Intranet

1. Click Start, click Control Panel, and then click Add or Remove Programs.
2. Select Windows Small Business Server 2003 and then click Change/Remove. The Setup Wizard appears.

3. Click Next to start the wizard.
4. On the Windows Configuration page, click Next.
5. On the Component Selection page, in the Action column, change Server Tools to Maintenance, change Intranet component to Remove, and then click Next.
6. On the Component Summary page, click Next.
7. Click Finish.

II. Uninstall Microsoft SQL Server Desktop Engine (SHAREPOINT)

In Add or Remove Programs, select Microsoft SQL Server Desktop Engine (SHAREPOINT) and then click Remove. A dialog box appears. To confirm that you want to remove, click Yes.

III. Delete Registry Keys

1. Delete

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\SmallBusinessServer\Intranet

2. Delete HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Microsoft SQL Server\SHAREPOINT

3. Delete HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Shared Tools\Web Server Extensions\Ports\Port /LM/W3SVC/4: (Do not delete "Port /LM/W3SVC/1:" because it is FronPage Server Extension 2002 which is installed on the Default WebSite. If you see additional "Port /LM/W3SVC/X:", backup and then remove them)

IV. Delete IIS Virtual Directory

1. Delete SharePoint Central Administration (Do Not Delete Microsoft SharePoint Administration. It belongs to FronPage Server Extension)
2. Delete Companyweb

Note: If AV software install any extra IIS virtual directory, also remove them if possible. They sometimes use port 8081 which will conflict with our SharePoint Central Administration virtual directory.

V. Delete Application Pool

There should be only 4 application pools (DefaultAppPool, ExchangeApplicationPool, ExchangeMobileBrowseApplicationPool, and MSSharePointAppPool). Besides those 4, delete all the extra.

VI. Rename Folders

1. Rename C:\Program Files\Microsoft SQL Server\MSSQL\$SHAREPOINT
2. Rename C:\Inetpub\companyweb

VII. Install the intranet component

1. In Add or Remove Programs, select Windows Small Business Server 2003 and then click Change/Remove. The Setup Wizard appears.
2. Click Next.
3. On the Windows Configuration page, click Next.
4. On the Component Selection page, in the Action column, change Server Tools to Maintenance, change Intranet and Monitoring components to Install, and then click Next.
5. On the Logon Information page, click Next.
6. On the Component Summary page, click Next.
7. Click Finish.

VIII. The Installation should still fail, then apply the patch located at:

<http://www.microsoft.com/downloads/details.aspx?FamilyId=CB7E90A1-DE9D-4A83-85F8-951E9F055BF0&displaylang=en>

Setup Three: Upgrade the MSDE instance to SQL

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The steps upgrading the SharePoint named instance to full SQL are listed in the premiuminstallsteps.htm on the root of the Premium CD. After SQL installation, you should only have the following 2 items in "Add/Remove Programs":

- ? Microsoft SQL Server 2000 (SHAREPOINT)
- ? Microsoft SQL Server Desktop Engine (SBSMONITORING)

In addition, you can also find the steps on how to upgrade to SQL server in the following KB article

How to turn on full-text search in Windows SharePoint Services on a Windows Small Business Server 2003-based computer

<http://support.microsoft.com/default.aspx?scid=kb:en-us:837367>

After performing the steps in above article, your WSS content database management is upgraded from MSDE to SQL and you will also have full-text search function.

For more information, I would also like to give you the following article.

829113 How to restore a Windows SharePoint Services CompanyWeb database after the intranet component and SQL Server or MSDE 2000 have been removed on Windows Small Business Server

<http://support.microsoft.com/?id=829113>

829114 How to remove and how to install the Windows Small Business Server 2003 SharePoint Services Companyweb Web site

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<http://support.microsoft.com/?id=829114>

If you have any further questions or concerns, please feel free to let us know. Thanks for your time and we look forward to hearing from you.

Have a nice day!

Best Regards,

Chace Zhang (MSFT)

Microsoft CSS Online Newsgroup Support

Get Secure! – www.microsoft.com/security

This newsgroup only focuses on SBS technical issues. If you have issues regarding other Microsoft products, you'd better post in the corresponding newsgroups so that they can be resolved in an efficient and timely manner. You can locate the newsgroup here:

<http://www.microsoft.com/communities/newsgroups/en-us/default.aspx>

When opening a new thread via the web interface, we recommend you check the "Notify me of replies" box to receive e-mail notifications when there are any updates in your thread. When responding to posts via your newsreader, please "Reply to Group" so that others may learn and benefit from your issue.

Microsoft engineers can only focus on one issue per thread. Although we provide other information for your reference, we recommend you post different incidents in different threads to keep the thread clean. In doing so, it will ensure your issues are resolved in a timely manner.

For urgent issues, you may want to contact Microsoft CSS directly. Please check <http://support.microsoft.com> for regional support phone numbers.

Any input or comments in this thread are highly appreciated.

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| From: "CCRick" <technical.mgr@xxxxxxxx>
| Newsgroups: microsoft.public.windows.server.sbs
| Subject: SBS 2003 Unable to connect to database STS_Config
| Date: 10 Aug 2006 05:54:20 -0700
| Organization: <http://groups.google.com>
| Lines: 13
| Message-ID: <1155214460.484383.63200@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
| NNTP-Posting-Host: 70.251.234.130

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| Mime-Version: 1.0
| Content-Type: text/plain; charset="iso-8859-1"
| X-Trace: posting.google.com 1155214464 12627 127.0.0.1 (10 Aug 2006
12:54:24 GMT)
| X-Complaints-To: groups-abuse@xxxxxxxxxx
| NNTP-Posting-Date: Thu, 10 Aug 2006 12:54:24 +0000 (UTC)
| User-Agent: G2/0.2
| X-HTTP-UserAgent: Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1;
SV1),gzip(gfe),gzip(gfe)
| Complaints-To: groups-abuse@xxxxxxxxxx
| Injection-Info: h48g2000cwc.googlegroups.com; posting-host=70.251.234.130;
| posting-account=oDKCkA0AAADrNvlHRZnINHR2KkSoggAN
| Path:
TK2MSFTNGXA01.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTFEEDS02.phx.gbl!news-out.c
wix.com!newsfeed.cwix.com!newscon06.news.prodigy.com!prodigy.net!border1.nnt
p.dca.giganews.com!nntp.giganews.com!postnews.google.com!h48g2000cwc.googleg
roups.com!not-for-mail
| Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:288588
| X-Tomcat-NG: microsoft.public.windows.server.sbs
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| I have a Windows 2003 Server customer that I recently aquired. In the
| application log an entry is made every 20 seconds, #50070, Unabale to
| connect to the database STS_Configon servername\SharePoint. Check the
| database conneaction information and make sure that the database server
| is running. When I try to access companyweb, I get "HTTP Error 401.2 –
| Unauthorized: Access is denied due to server configuration.
| Internet Information Services (IIS)". I am told historically that MSDE
| was removed from the server then re-installed and upgraded to SQL.
| This is a production server and therefore, a format and reinstall is
| out of the question.

| Any assistance is appreciated.
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