I am having trouble installing or upgrading to My Movies 5

Issue:

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Troubleshooting:

Before proceeding with the troubleshooting steps in this article, it is important that you have created a database backup on My Movies 4, if you are upgrading from My Movies 4 to My Movies 5. If you have not created a backup, you should only proceed if you do not need to keep your database.

The majority of problems with upgrading to My Movies 5 is related to the Microsoft SQL Server 2008 R2 that My Movies uses as a database back-end. My Movies 4 uses uses Microsoft SQL Server 2005, and since My Movies 5 uses new file storage technologies in Microsoft SQL Server 2008 R2, an upgrade of the database server is unfortunately required.

Initially, please go to our download page, and make sure that you have the latest release and build of My Movies 5. As we continue to get help troubleshooting systems, we improve the installer to handle more failure scenarios, or give better messages based on SQL Server 2008 R2 installation errors.

Please go through the below described issue to see which applied to you. In some situations, on machines with deeper problems, resolving one issue may cause another issue to show itself - in this case, go through the issue descriptions again to see if your current issue is covered.

We are sorry for the grief caused by the installation problems you are having.

Issue 1: The installer gives the message "Microsoft SQL Server could not be installed. The installation returned errorcode...".

Solution - Issue 1: This message unfortunately can contain many different error codes, which often are very generic, and covers common problems installing the SQL Server. Having received this message, you should receive the question "Installing SQL Server with an installation interface may resolve the installation problem" - answer yes to this dialog, and proceed with the installation with an interface - on some devices the installation completes when having the interface, and in other situations it gives a more meaningful error message, that can be used by our support. If the installation also fails to complete with the interface, before contacting support, open "Control Panel", and "Uninstall a program". Check to see if "Microsoft SQL Server 2008 R2" listed in the installed applications, and choose to uninstall it if it is. If you get the option of uninstalling different instances, uninstall

only the instance "MYMOVIES". There can be many more items in the program list labelled SQL Server - only uninstall "Microsoft SQL Server 2008 R2". Having uninstalled the database server, or, if the database server did not exist in the list of installed programs, reboot your machine, and start the My Movies 5 installer again. If the same error scenario continues, contact our support at support@mymovies.dk with a screenshot of the error message received when installing with the interface.

Issue 2: The installer gives the message "The installer failed to enable FileStream on your database server".

Solution - Issue 2: The cause of this problem is not known, but is expected to be caused by incorrect management configurations of the currently installed Microsoft SQL Server. If you have this problem, the best solution is to start with a fresh installation, by uninstalling My Movies, use our clean tool (can be found here) to fully uninstall the database server, and once having done so, reboot your machine and run the My Movies 5 installer again, which will install everything fresh, allowing you to restore your prior database.

Issue 3: The installer gives the message "The installer detected a prior database instance, but could not read the version of the database server"

Solution - Issue 3: The currently installed database server contains invalid registrations in registry. If you have this problem, the best solution is to get the database server uninstalled manually. Open "Control Panel", and "Uninstall a program". Locate "Microsoft SQL Server 2005" or "Microsoft SQL Server 2008 R2" in the list of installed applications, you typically will only have one of the two. Notice! When uninstalling, the uninstaller will ask which instance to remove, uninstall only the instance "MYMOVIES", and do not uninstall if this instance is not listed. There can be many more items in the program list labelled SQL Server - only uninstall "Microsoft SQL Server 2005" or "Microsoft SQL Server 2008 R2", depending on which entry you have, and which of them contains the "MYMOVIES" instance. Having uninstalled the database server manually, restart your machine, and run the My Movies 5 installer again.

Issue 4: The installer gives me the message "The SQL Server could not be uninstalled...", when uninstalling SQL Server 2005.

Solution - Issue 4: Open "Control Panel", and "Uninstall a program". Locate "Microsoft SQL Server 2005" in the list of installed applications, and choose to uninstall it. If you get the option of uninstalling different instances, uninstall only the instance "MYMOVIES". There can be many more items in the program list labelled SQL Server - only uninstall "Microsoft SQL Server 2005".

Issue 5: I have been unsuccessfull on uninstalling "Microsoft SQL Server 2005" manually, as instructed in issue 1. The uninstall also fails in Control Panel.

Solution - Issue 5: Broken SQL Server 2005 installations in some situations cannot be uninstalled. Notice! The solution mentioned here will remove the SQL Server from operating, and allow My Movies to install, but will not remove the SQL Server files. In "Control Panel", "Administrative Tools", open "Services" and locate "SQL Server (MyMOVIES)", if it is started, right click it, and stop it. Open a command prompt in administrative mode, by right clicking "Command Prompt" in your start menu, and select "Run as administrator". In the command prompt, type "SC DELETE MSSQL$MYMOVIES". Reboot your machine, and continue with the installation of My Movies 5.

Issue 6: The installation of My Movies 5 appeared to be successfull, but I have lost all covers.

Solution - Issue 6: This problem occurs if the installer was unable to create the file storage area successfully. If you have this problem, the best solution is to start with a fresh installation, by uninstalling My Movies, use our clean tool (can be found here) to fully uninstall the database server, and once having done so, reboot your machine and run the My Movies 5 installer again, which will install everything fresh, allowing you to restore your prior database.

Issue 7: I cannot connect a client to my server after upgrading both.

Solution - Issue 7: This issue is often caused by the database not being installed or upgraded correct on the server. Please confirm this by opening the Collection Management program on the server, which in My Movies 5 is installed on all installations, including server installations. If the Collection Management program on the server directly also cannot connect, there is a problem with the database. If you have this problem, the best solution is to start with a fresh installation, by uninstalling My Movies, use our clean tool (can be found here) to fully uninstall the database server, and once having done so, reboot your machine and run the My Movies 5 installer again, which will install everything fresh, allowing you to restore your prior database. You should after this be able to connect your client PC.

Issue 8: I receive the message "The back-end service is connecting to the database server to perform configuration..." when opening the Collection Management application on the same machine that operates as server.

Solution - Issue 8: The message instructs to wait a few minutes - make sure that you have waited at least five minutes before proceeding. If the message still comes after five minutes, perform a reboot of hte machine, and ensure again that it does

not resolve if. If not resolves automatically with a reboot, this indicates an incorrect installation of the database server. If you have this problem, the best solution is to start with a fresh installation, by uninstalling My Movies, use our clean tool (can be found here) to fully uninstall the database server, and once having done so, reboot your machine and run the My Movies 5 installer again, which will install everything fresh, allowing you to restore your prior database.

Issue 9: The installation of My Movies 5 was successfully, but it fails to restore my database backup.

Solution - Issue 9: During the restore of a database, you will receive an administrative task prompt from UAC - if you fail to confirm this, typically because you are not monitoring the restore process, the restore will fail - be sure to monitor the restore process until this confirmation have been requested. In other situations, the restore may fail, which can be caused by temporary connection issues with the database server. Please retry the restore three times before contacting our support, to ensure this is not the problem you are having.

Issue 10: The installer gives me the message "The prior SQL Server 2005 database instance have been removed", and asks me to restart and run the installer again, but then comes up with the same message.

Solution - Issue 10: Open "Control Panel", and "Uninstall a program". Locate "Microsoft SQL Server 2005" in the list of installed applications, and choose to uninstall it. If you get the option of uninstalling different instances, uninstall only the instance "MYMOVIES". There can be many more items in the program list labelled SQL Server - only uninstall "Microsoft SQL Server 2005".

Other Issues: If you have an issue that is not covered in this topic, please create a topic on our forums. It is not recommended that you manually try other solutions than the ones mentioned here, and, when posting on the forums, please create your own topic, to avoid moving focus from other users problems - even when you believe you have the same problem.