# TroubleShooting Tips

## Finding out the Process blocking a File Operation.

Cause

While performing an operation on a file, an error appears similar to “Cannot perform this operation because the file is in use”.

Solution

1. Open Resource Monitor.
2. Go to the CPU tab.
3. Under Associated Handles type the file name being blocked.
4. Note the task using the file.
5. Kill the task in cmd(taskkill)/task manager

## SQL Server users Cannot connect to Database.

Cause

When attempting to use an SQL Authenticated account to connect to a database, an error is received saying they can’t connect.

Solution

1. Connect to the server using a Windows auth account.
2. Right click the server in object explorer and select Properties.
3. Under authentication mode, select “SQL Authentication and Windows Authentication”.
4. Save the settings.

## Unable to Change a user’s profile from DBO when adding them to a database

Cause

When attempting to update a user’s permissions, an error is received saying “renamed failed for DBO” for a user who has the dbo schema in their user map for the database.

Solution

1. Connect to the database and open a new query window.
2. Run the below query:

Use [Database Name to add user too]

Exec sp\_changedbowner ‘sa’

Go

1. This will change the owner of the database to the sa account allowing for the permissions on the other account to be updated and the dbo schema to be changed

Source : <https://blog.sqlauthority.com/2017/12/12/sql-server-fix-msg-15150-cannot-alter-user-dbo/>

## Can’t save user permissions due to “Can’t have Must change password checked and policy unchecked.”

Cause

While updating a user login in SSMS, an error message is received saying that “Must Change must not be off while policy is enforced.”

Solution

This occurs because the must change password is off, but enforcing the password policy box is checked.

1. Open the login having the issue.
2. Change the password (can be the same as current password) which will allow the boxes for enforcing the policy and must change password at next login to be adjusted.
3. Uncheck “Must Change” and save.
4. Re-open the login.
5. Turn off the enforce policy and save.

## Can’t Move Database Files (mdf, ldf) between folders

Cause

When attempting to update the location of database files via Alter Database, an error is returned saying the given location is not a valid directory. This occurs because the account used by the SQL Server service to move the file does not have permission on the destination folder.

Solution

1. Open SQL Server configuration manager.
2. Under the services tab, not the account being used by SQL Server to logon.
3. Open the directory containing the new location in File Explorer (one level above the directory where the files will be stored.
4. Right click the folder and select “Properties”
5. Under Security click Add User.
6. Add the user account from step 2 in the add screen.
7. Configure it for modify and full control.
8. Save.
9. Open SSMS.
10. Run the below script to update the database file location:   
    Alter Database [Database Name using files to be moved]

Modify File (Name = Database File to be moved,

FullName = ‘ Directory\Where\Files\Will\Be\Moved\FileName.extension’);

1. Restart SQL Server to verify it is pulling from the new files.

Sources: <https://www.sqlshack.com/move-sql-database-files-mdf-ldf-another-location/>,

## GIT is not able to open files

Cause

While committing a file, an error is returned saying that access is denied.

This is a permission’s issue due to the account running the commit not having sufficient permissions on the files.

Solution

1. Navigate to the folder where the file resides.
2. Right click the file and select properties.
3. Open the security tab.
4. Find the user account that is committing the files to GIT.
5. Grant the account read/write/Modify/Full Control permissions as needed.
6. Re-attempt the commit.