

Understanding SQL Installer Errors During Installation

<https://campus.barracuda.com/doc/53675032/>

This article applies to Barracuda ArchiveOne version 7.0 and higher.

ArchiveOne requires the use of a Microsoft SQL Server instance as per the [prerequisites](#). A number of databases are created in this SQL instance for the ArchiveOne configuration data and to provide the auditing, search optimization, advanced discovery, and browse archive features. When installing ArchiveOne, specify whether to use an existing SQL Server instance, or to install a SQL Express 2008 R2 instance on the ArchiveOne server. If you choose to install a SQL Express instance using the ArchiveOne installer and an issue is encountered during installation, you may be presented with one of the following messages:

- *The Barracuda instance of SQL Express installation failed*
- *Failed to start SQL installer exe*

If you encounter one or more of these errors, use the following steps to resolve the issue:

1. Ensure that the ArchiveOne server meets the [ArchiveOne for Exchange - Prerequisites](#) and the Microsoft [Hardware and Software Requirements for Installing SQL Server 2008 R2](#).
2. If the SQL Express automated installation fails, manually download and install a version of SQL Express following Microsoft TechNet, for example, [Installing SQL Server 2008 R2](#).

The SQL Server Database Engine Services component is required. It is also recommended that you install the Management Tools component for ease of administration.

It is recommended that you add the ArchiveOne service account (any other user accounts required to administrate the SQL instance) as a SQL administrator during installation. This can be done on the **Database Engine Configuration** step from the **Account Provisioning** tab.

3. Once the SQL Express instance is installed, confirm you can access the instance from SQL Management Studio as the ArchiveOne service account.
4. Re-run the ArchiveOne installation specifying the manually installed SQL instance.
5. If you are unable to proceed with the installation, click **Save Log** on the installer to collect the installation logs, or manually collect the log files from **C:\ArchiveOneInstallLogs**, and [contact Support](#) for assistance.

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