

Clarity - Cannot see or access a company database or cannot add a company database

If you can't see your company in the company selection screen, try the following steps:

- Make sure that the SQL server is running and you are connected to the right SQL server
- Ensure that you are logged in as supervisor. If you can't login as supervisor, try running FirstTimeRun on the server to reset the supervisor password to blank.
- Test connecting to the Demo company database.
- If you have a backup of your company database, try adding a new company and restoring your backup to the new company database
- If you can't even add a company, try these:
 - Check if the database files under C:\Program Files\Microsoft SQL Server are accessible (i.e not encrypted and file access is not limited)
 - Check if the database files under C:\Program Files\Microsoft SQL Server are not compressed
 - Verify the MDF and LDF database files on your server under C:\Program Files\Microsoft SQL Server