Email – support@axxya.com
Help - Center -- www.nutritionistpro.com/help-center/
For faster service please either update your current ticket or
submit a new one. You can do that 2 ways -- through the
webpage above or by emailing us.

Error -- Database Unknown error C:\AXXYAS~1\NUTRIT~1\NUTRIT~1

1. This error, seen on Network Nutritionist Pro, is an issue with the service.
2. Close the database server monitor if it's open.
3. On the server, go to control panel→Administrative tools→ services. Find the service for nutritionist pro, switch the service to manual, and stop the service.
4. Reboot the server. This unknown error means the server is trying to run 2 of the same services.
   a. Once the server reboots you can switch the service back to automatic via the control panel and then the error should be gone. You DO NOT need to touch the database server monitor at all if you started the service via control panel. If you try to start both the nutritionist pro server monitor and the service in the control panel, you will re-create this error again.

Understanding the behind the scenes of how the service works for Nutritionist Pro network install

- The network product uses services to run. Here are some steps on how to customize your setup for different situations.

New install the control panel services does not exist

- In the beginning, you have to start the database server monitor to start the service. Once that happens, you will see the service under control panel/administrative tools/services.
- If you need a command that stops and starts the service for backups, use the following command.
  - You can also utilize your own backup utility, just make sure that you set Pre/Post commands on the backup job before you run it.
    - Pre command would be – net stop nutritionistpro
    - Post command would be – net start nutritionistpro

For upgrades if the service is already running the user has 2 options

1. Turn the service off via control panel.
2. Use the database server monitor to turn the service off. In some cases if this is done, you will get a database unknown error and you will have to reboot the server.
   a. The unknown error comes because the service is already on. By launching the database server monitor, the service tries to open a 2nd time so it conflicts and gives an unknown error.

b. The resolution for this unknown error is to close the database server monitor, use the control panel services option, switch to manual and stop the service, and then reboot the server so only one service is seen when the server starts back up. After the server comes back up, go to services via the control panel and switch it to automatic and then hit start. After you hit start, DO NOT launch the database server monitor again otherwise you will re-create the problem.

c. You can use the control panel services to turn on or off the service. That is perfectly fine. You don't need to use the database server monitor to start the server or stop the server. If you prefer the control panel option, that's fine as long as you know how the control panel option works.