



HerdMASTER 4

Support Tip Sheet

ERROR: THE FILE IS COMPRESSED

ERROR: "Error Message: The file "C:\HerdMASTERSQL\HerdMasterDemoData.mdf" is compressed but does not reside in a read-only database or filegroup. The file must be decompressed."

YOU MAY ALSO GET THE BELOW MESSAGES WHEN INSTALLING HERDMASTER:

"SQL Server Setup cannot install files to the compressed or encrypted folder: C:\Program Files\Microsoft SQL Server\..."

"Attributes do not match. Present attributes (Hidden, System, Directory, Archive), included attributes (0), excluded attributes (Archive, Compressed, Encrypted)."

WHEN DOES THIS HAPPEN?

On setup, attempted restore of HerdMASTER, opening HerdMASTER, starting the SQL service, or on installing SQL Express.

WHY DOES THIS HAPPEN?

This happens because Windows is compressing either the folder that the HerdMASTER SQL files are in or the install folders of SQL.

Typically, this occurs because windows asked if you want to save hard disk space, if the response was yes, it turns on compression for all folders. This can cause a lot of problems particularly when program files are compressed.

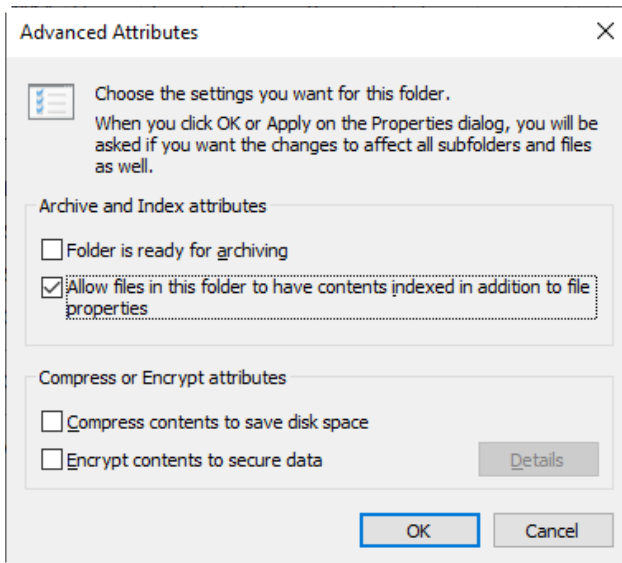
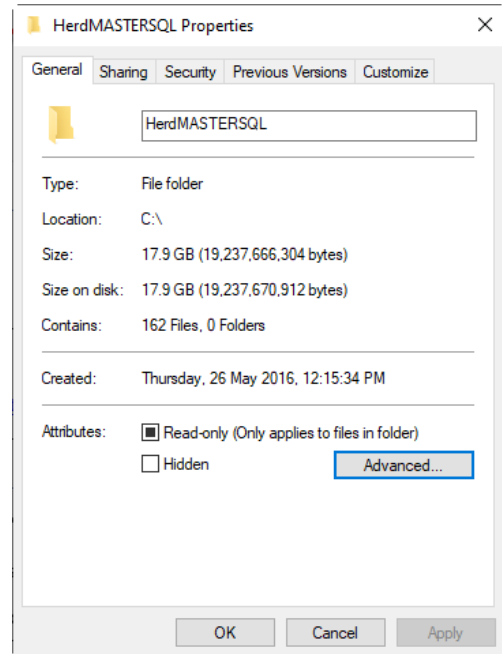




SOLUTION

Solution: This occurs when you have drive compression turned on, please note that windows often just asks if you would like to save space on your hard drive and if you click yes, turns this feature on. You should **never** compress either c:\program files or c:\program files (x86) or c:\HerdMASTERSQL.

1. Right click these folders and select **Properties**.
2. On the window as shown on the right, select **Advanced**.
3. On the next window make sure the following are unchecked like the image below:
 - a. Folder is ready for archiving
 - b. Compress contents to save disk space
 - c. Encrypt contents to secure data
4. Hit OK then do this to the other folders



You should now be able to start or install HerdMASTER.