Error 3471 – Compressed SQL Files

Error Description:

User indicates starting Q Local 2, gives the following error:

"An unexpected error was encountered while preforming an operation. Contact Technical Support..."

Normally this error indicates that either the SQL server (QlocalInstance) service is stopped or that there are compressed files.

Resolution:

Check under admin tools, and then services to see if the SQL Server [qlocalinstance]) is running.
If the SQL Q Local instance service is stopped, next check to see if the files are compressed. They are located under:

c:\program files\Pearson\Q Local System 2\SSEE\mssql.1\mssql\data
c:\program files\pearson\Q Local System 2\DB

Physically verify that the files are or are not compressed by right clicking on the files, going to properties and then advanced. Then check under Compressed or Encrypted File values.
Note: If the service is running, and the files are compressed, the SQL service will have to be stopped, before the files are uncompressed, and then manually restarted.