

How to reinstall the ShareScan Database tables

000023209 | Troubleshooting | Last updated 2026-09-03 | ShareScan

Information:

In some cases, creating a new, clean database may be necessary. A ShareScan database may need to be built from scratch, which can help avoid the more time-consuming process of uninstalling and reinstalling the entire solution as a last resort when all other troubleshooting options have been exhausted.

Please note that before making any modifications to the ShareScan database, it is strongly recommended to back up the database and the server, and to export profiles and licenses.

Preparation (best practice):

- Back up the database (it is very important if the eCopy ShareScan database is not on the same server as the ShareScan installation).
- Back up the server (this is a snapshot of the server). If the eCopy ShareScan database is on the same server as the ShareScan Administration console, this is sufficient to roll back the modification.
- Restore the backups to ensure that they contain good data
- Export the Profile (*Use the Profiling tool to export-import configuration. This does not include the connector assignment to devices or device configuration.*)
- Export the Licenses (*In ShareScan Administration Console -->Licensing --> License report --> export to DMP file*)

NOTES

Once the eCopy ShareScan database is created, the license key can be re-added through the Manager. However, when reloading the license keys, you may encounter an error indicating that the license has already been used. In such cases, a license reset is required, and you will need to open a case with support to request it.

The **files can be downloaded** from the upper-right corner by clicking "**Download Attachments**".

Version 2026.3

We are providing two SQL files that create the ShareScan database. We recommend using SQL Server Management Studio to create databases on the ShareScan server or the dedicated SQL server.

- Creating the database ([1_Install_Frame_26.3.sql](#))
- Filling up the database ([2_Instal_Content_26.3.sql](#))

The eCopyShareScan2 database will be created with SQL Authentication.

User:eCopy ; Pwd:e+C0py2007_@x

Version 2025.3

We are providing two SQL files that create the ShareScan database. We recommend using SQL Server Management Studio to create databases on the ShareScan server or the dedicated SQL server.

- Creating the database ([1_Install_Frame_25.3.sql](#))
- Filling up the database ([2_Instal_Content_25.3.sql](#))

The eCopyShareScan2 database will be created with SQL Authentication.

User:eCopy ; Pwd:e+C0py2007_@x

VERSION 6.7

The previous command-line approach used in earlier versions has been discontinued; starting with v6.5, a SQL script-based method is now used. The drawback of this approach is that it requires SQL Management Studio to be installed. However, it no longer needs to be run exclusively from the ShareScan server. Download the two files from the knowledge article:

- 1Install_Frame_6.7.sql - will create the database
- 2Install_Content_6.7.sql - will create the tables and procedures..

The files create the eCopyShareScan2 database with eCopy user password: e+C0py2007_@x.

VERSION 6.6

The previous command-line approach used in earlier versions has been discontinued; starting with v6.5, a SQL script-based method is used. The drawback of this approach is that it requires SQL Management Studio to be installed. However, it no longer needs to be run exclusively from the ShareScan server.

Two files need to be edited before execution

- Install.master 6.6 - Frame.sql
- Install 6.6 - Content.sql

Technical Support made the modification in advance with default values, where

- DB name: eCopyShareScan2
- eCopy pwd : the default you can find below :-)

Following SQL scripts can be downloaded from the Knowledge Portal [bottom of the page]

- 1 Install.master 6.6 - Frame.sql
- 2 Install 6.6 - Content.sql

This is the execution order as well.

See below the download links.

VERSION 6.5

In this version, the method for creating a new database has changed. The previous command-line approach used in earlier versions has been discontinued; starting with v6.5, a SQL script-based method is used. The drawback of this approach is that it requires SQL Management Studio to be installed. However, it no longer needs to be run exclusively from the ShareScan server.

Two files need to be edited before execution

- Install.master.sql
- Install.sql

Technical Support made the modification in advance with default values, where

- DB name: eCopyShareScan2
- eCopy pwd : the default you can find below :-)

Following SQL scripts can be downloaded from the KB [bottom of the page]

- 1 Install.master - Frame.sql
- 2 Install - Content.sql

This is the execution order as well.

See below the download links.

[Install.master - Frame.sql](#)

[Install - Content.sql](#)

VERSION 5.4 - 6.4 (for earlier versions, see below)

Step 1 - Remove the ShareScan v5.4 - v6.4 tables from the SQL database:

- 1 Open a Command Console "admin mode" (start menu CMD.exe)
- 2 Navigate to the following folder:
- 3 · C:\Program Files\Nuance\ShareScan5.4\Server\Tools\Database (ShareScan 5.4 default on 32-bit OS).
· C:\Program Files (x86)\Nuance\ShareScan5.4\Server\Tools\Database (ShareScan 5.4 default on 64-bit OS).
- 4 Run "db_uninst.cmd" eg:
- 5 **db_uninst.cmd /sqlsrv=. /dbname=eCopyShareScan /saauth=sql /sausr=sa /sapw=e+C0py2007_@x**

If you work with Sql Express you can skip to step 2. If you have local DB read on the next steps:

For local database np:\\.pipe\LOCALDB#\%ValueLocalDBid%\tsql\query where the name of Local DB can be found in registry under the following hive:

32bit

HKEY_LOCAL_MACHINE\SOFTWARE\Nuance\ShareScan\ShareScanAdmin

64bit

HKEY_LOCAL_MACHINE\SOFTWAREWow6432Node\Nuance\ShareScan\ShareScanAdmin

/dbname = name of the database in the database server

/saauth = typ of credential (sql or windows

/sausr = sa user

/sapw = password for sa user - the default is: e+C0py2007_@x

Step 2 - Create new ShareScan v5.4 - v6.4 tables in an existing SQL database:

- 1 Navigate to the following folder:
- 2 · C:\Program Files\Nuance\ShareScan5.4\Server\Tools\Database (ShareScan 5.4 default on 32-bit OS).
 - C:\Program Files (x86)\Nuance\ShareScan5.4\Server\Tools\Database (ShareScan 5.4 default on 64-bit OS).
- 3 Run the "db_inst.cmd" command with the following parameters:

**db_inst.cmd /sqlsrv=. /dbname=eCopyShareScan2 /saauth=sql /sausr=sa
/sapw=e+C0py2007_@x /dbauth=sql /dbusr=eCopy /dbusrpw=e+C0py2007_@x**

Note: - If you have SQL express db installation the {/sqlsrv=.} is a right value.

- In case of locaDB2012(4) {/sqlsrv= **(localdb)\\.leCopyShareScan}** or
{np:\\.\\pipe\\LOCALDB#%ValueLocalDBid%\\tsql\\query --> AnswerID }

Once you created the new database you need to change at ShareScan Administration Console --> Advanced--> Database --> Configuration the db name to eCopyShareScan2

In case you were not able to open the Administration console you can user eCopyShareScan Troubleshooter application --> Database --> test/set connection --> read from configuration --> change the database name to eCopyShareScan2 --> test connection --> if it was succesfull --> set connection. After restart ShareScan Administration Console ShareScan will connect the newly created eCopyShareScan2 db.

VERSION 5.2 and earlier**Step 1 - Remove the ShareScan 5.x tables from the SQL database:**

- 1 Navigate to the following folder:
- 2 · C:\Program files\Nuance\ShareScan5\Server\Tools\Database (ShareScan 5.0 default on 32-bit OS).
 - C:\Program Files (x86)\Nuance\ShareScan5.2\Server\Tools\Database (ShareScan 5.2 default on 64-bit OS).

- 3 Open a Command Prompt then run "db_uninst.cmd" file specifying the appropriate database location and credentials.

Step 2 - Create new ShareScan 5.x tables in an existing SQL database:

- 1 Navigate to the following folder:
- 2
 - C:\Program files\Nuance\ShareScan5\Server\Tools\Database (ShareScan 5.0 default on 32-bit OS).
 - C:\Program Files (x86)\Nuance\ShareScan5.2\Server\Tools\Database (ShareScan 5.2 default on 64-bit OS).
- 3 Run the "db_inst.cmd" command with the following parameters:
- 4
 - db_inst.cmd [SQLSERVER\Instance] [eCopyUser] [eCopyPassword] [saUser] [saPassword]

Examples:

- db_inst.cmd \ecopy sa Yah@gs61 db_inst.cmd sa Yah@gs61 db_inst.cmd mn-dbserver01 sa Yah@gs61

If the SQL Database was installed by 5.0 defaultlocal installer, then this is the correct command:

- db_inst.cmd .\SQLEXPRESS sa e+C0py2007_@x

For ShareScan 5.2 with LocalDB 2012:

- db_inst (localdb)\.leCopyShareScan eCopy e+C0py2007_@x sa e+C0py2007_@x

<https://aio-eus-uat-cae-aif-app14-local.redglacier-35d7ee4f.eastus.azurecontainerapps.io/article/23209>