Troubleshooting Connections to SQL (2005 – 2014)

## Can't see the EBis users in the drop-down, or gives SQL related error when logging in

If you previously had a connection and it has **suddenly stopped working**, please first read the sections:

- Make sure the SQL Service is still on – Step 1
- Firewalls – Step 6
- Third Party Antivirus/Firewalls – Step 7
- Ping server from client – Step 4
- Did your SQL information change? Please verify – Step 8

If this does not solve it, please go through this whole document.

1. Make sure the **SQL service** is **ON**

    a. On the server, go to the **Start Menu** and type **Computer Management** and press enter.

    b. On the left side, go to **Services** and **Applications and then Services**.

    c. On the right side, find the appropriate **SQL Server** name (probably either SQL Server (EBis) or SQL Server (MSSQL). Double-click on it.

        i. Make sure the service is **Started** and it is set to start up **Automatic**.
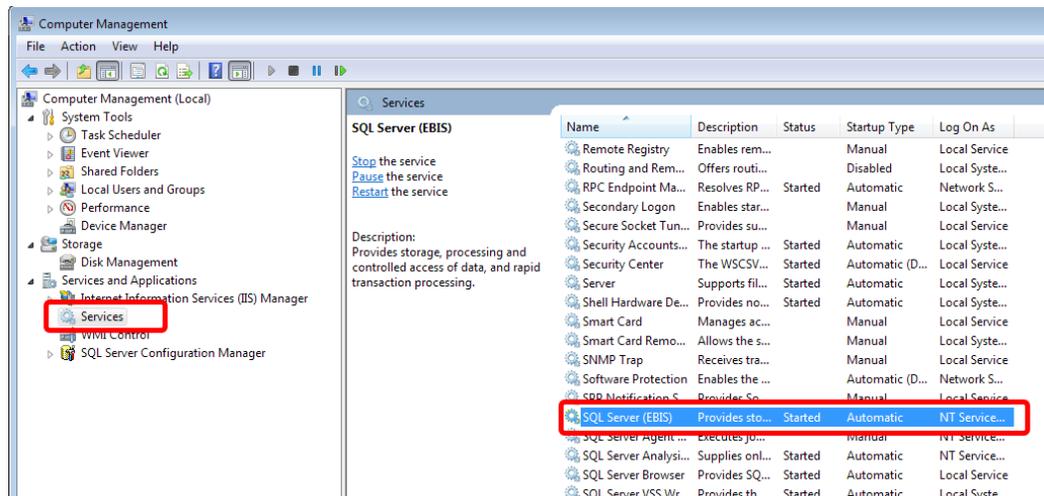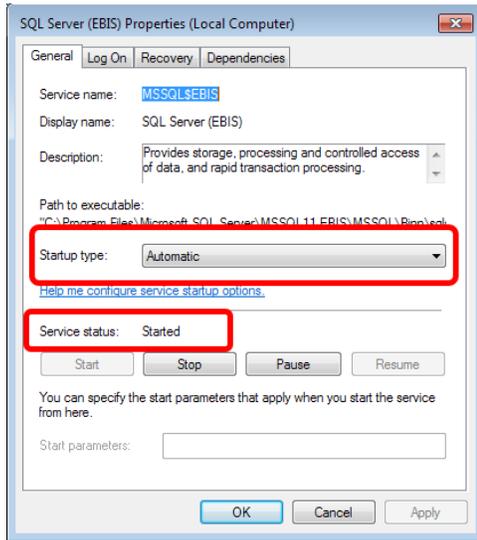
2. Checking the protocols:

   a. On the server, go to **SQL Server Configuration Manager** from the Start menu.

   b. In SQL Server Network Configuration (**NOT** the "Native Client" one), find the appropriate "**Protocols**" group on the right-hand side.

   c. Double-click on "**TCP/IP**" and make sure it is enabled.

      Then go to the IP addresses tab and scroll down to "**IPAll**".

      Make sure TCP Dynamic Ports is **BLANK** and TCP Port is either **1433 or 5050**.
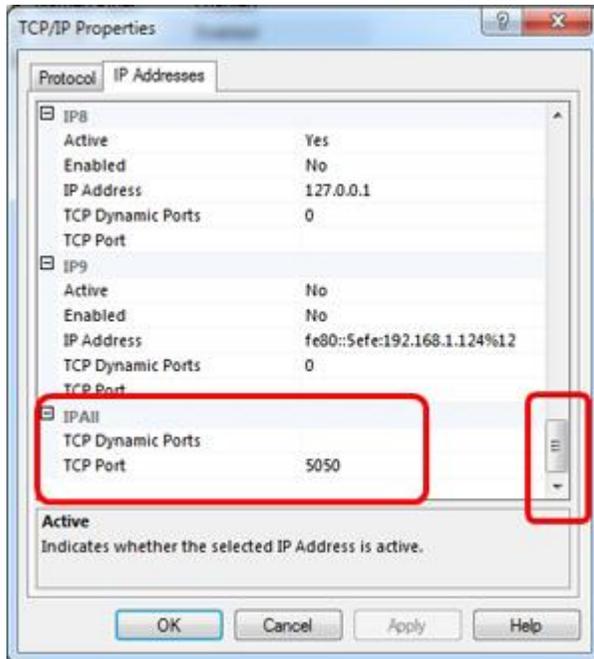
      Make note of this port for future use.   Press Apply & OK if changes are made.

   d. Double-click on "**Named Pipes**" and make sure this is **Enabled** also.

e. If changes are made, you will need to **restart** the SQL Server instance. This can be done by, from the SQL Server Configuration Manager, go to the "SQL Server Services" section, right-click on the appropriate server, and select "Restart".

3. Confirm the server name\instance is correct
    a. On the server, go to **SQL Server Configuration Manager** from the Start menu.
        i. If you cannot find the SQL Server Configuration Manager, and are you on the server, see "Cannot Find SQL Server Configuration Manager" later in this document.
    b. Click on the **SQL Server Services** section. On the right, you will have several items listed. You will want to find the SQL Server item, with a name after it. Most likely it will say "SQL Server (EBis)" or "SQL Server (SQLExpress)".

c. **Double-click on the item** you found on the right list, and go to the **Service** tab.
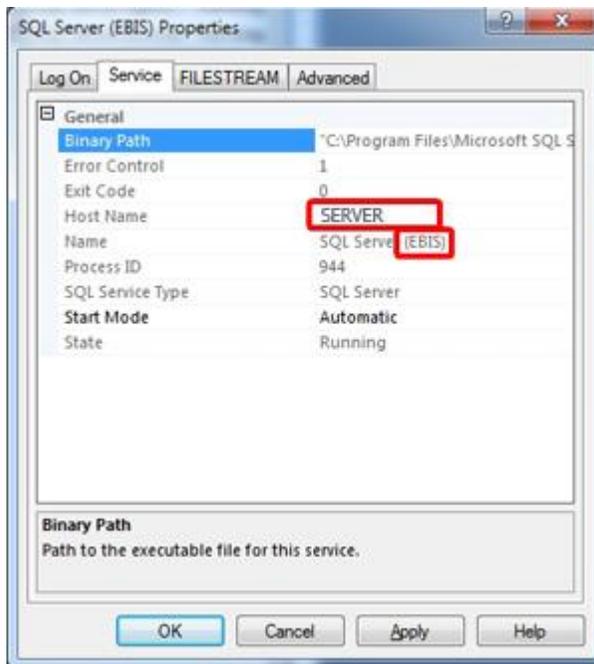
d. In this example, the server name in EBis would be:

    SERVER\EBIS,5050

    SERVER is from the **Host Name** section

EBis is the instance – from the Name section above: SQL Server **(EBIS)**

5050 is from the port specified in #1c above

    e. Press OK to close the screen.

4. **PING the server from the client** machine that is having the problem and **make sure your IP address** looks right.

    a. If your server name is SERVER, ping SERVER from the client machine. Make sure it is pinging the **internal IP address** of the server machine. IPv6 can cause issues from time to time.

5. Checking SQL Studio Management Studio:

    a. On the server, go to **SQL Server Management Studio** from the Start menu.

    b. Make sure you log in with the Authentication as "**SQL Server Authentication**".

    The username should be "**sa**" and enter the appropriate password (try: password!23).

    If you cannot log in with the sa password, please see the section "**Enabling SQL Authentication in SQL**" in this document.

    c. **Make note** of the SERVER NAME and instance name in the Object Explorer section (top-left).

    d. **Right-click** on the servername/instance name and select "**Properties**".

    e. In the "**Connections**" page, make sure "**Allow remote connections to this server**" is checked.

    If it previously was not checked, you will need to restart the SQL Server service. **Right-click** on the server name from the Object Explorer (top-left, above "Databases"), and select "**Restart**".

6. Firewalls:

    Firewalls are the issue the majority of the time. *For determining the issue,* **please turn OFF** *all internal/software firewalls. They can be turned on once the issue is discovered – just make sure to enable the appropriate SQL Server TCP/IP port number as an exception.*

    a. **Server** machine:

        i. Is the **Windows Firewall** on?

        If so, turn it off.

        ii. Is the computer running Norton, McAffee, or **any other anti-virus program**?

        If so, turn it off.

        iii. Also check the **network card in Control Panel**. Make sure there are no firewalls on.

    b. **Client** machine that has connection issues:

      i. Is the **Windows Firewall** on? You can find the Windows Firewall from the Control Panel in Windows.

        If so, turn it off.

      ii. Is the computer running Norton, McAffee, or **any other anti-virus program**?

        If so, turn it off.

  c. Adjust the firewalls accordingly:

    i. Allow access to the c:\Program Files (x86)\EBis3.exe and AppLauncher.exe files

    ii. Allow access to the proper TCP/IP port, which is required for EBis to talk to the SQL database server. The proper port can be found in step 2c.

7. Third Party Antivirus/Firewall:

   Third party antivirus or firewall programs can cause EBis to not work or crash.

   For determining the issue, **please carefully temporarily turn OFF** *all third party programs. Once you have determined what program was blocking EBis, make the necessary adjustments by allowing access to the c:\Program Files (x86)\EBis 3 Client\EBis3.exe and AppLauncher.exe files, and also make sure the appropriate SQL Server TCP/IP port (determine the port in step 2c)*

8. EBis Database Connection Preferences:

   a. In step 2, you found the correct server name and instance.

   Make sure EBis has the **proper server information** (server\instance,port) in the EBis 3 Application > View > Database Connection Preferences. From the #2 example, the server information would be written as:

       SERVER\EBIS,5050

       i. Make sure it is a **backslash** (****) and **not** a forward-slash

       ii. Specifying the **proper TCP/IP** port that is set in #1 above will help find the server.

       iii. **Try using the IP Address** instead of the server name if problems persist.

   b. It should **NOT have "(local)"** in the server name. It should use the **actual server name**.

9. Updates:

   a. Make sure SQL Server is on the **latest service pack**.

   b. Make sure all important **Windows updates** have been installed.

Trouble with attaching the database

Make sure you are logging into the SQL Management Studio with the Authentication as "**SQL Server Authentication**" and using the sa username and appropriate password. If you cannot log in with the sa password, please see the section "**Enabling SQL Authentication in SQL**" in this document.

Do not know the 'sa' password

Please see "Enabling SQL Authentication in SQL" below, and go through all steps.

Enabling SQL Authentication in SQL

1. On the server, go to SQL **Server Management Studio** from the Start menu.
2. Make sure you log in with **WINDOWS AUTHENTICATION** and **not** SQL Sever Authentication.
3. Right-click on the **servername/instance name** (directly above "Databases" near the top-left) and select "**Properties**".
4. In the "**Security**" page, make sure "**SQL Server and Windows Authentication mode**" is checked.
   Make the change if necessary and press OK to close the screen.
   If you made the change, right-click on the server name from the Object Explorer (top-left, above "Databases"), and select "Restart".
5. Once the service has restarted, go to the "**Security**" folder underneath "Databases" (top-left of the screen).
6. Expand the "**Logins**" folder and **right-click** on the "**sa**" username and select "**Properties**".
   a. In the "**General**" page, you can **reset the password** if needed. You can also disable "Enforce password policy" if you desire.
   b. In the "**Status**" page, make sure the "**Permission to connect to database engine**" is **GRANT** and the "**Login**" is **ENABLED**.
   c. Press OK to close the setup for the "sa" username.
7. **Close** the SQL Server Management Studio.
8. **Re-open** the SQL Server Management Studio from the Start Menu **and test to make sure** you can login with the Authentication as "**SQL Server Authentication**" and the username "sa" and the appropriate password.
9. If it still fails to login, make sure you are entering the proper password – start over at step one and reset the password.

Cannot Find SQL Server Configuration Manager

If you cannot find SQL Manager, try typing the following from the Start Menu > Run:
- If SQL 2014: **SQLServerManager12.msc**
- If SQL 2012: **SQLServerManager11.msc**
- If SQL 2008: **SQLServerManager10.msc**

Attached Database and Retrieving Errors (For Non-USA Based)

- Make sure SQL was installed using the collation:
  SQL_Latin1_General_CP1_CI_AS
- Make sure the EBis3's database has a default language of **English**.

Installing SQL Server on a Domain Controller:

- Make sure the user account you are installing it under is valid – sometimes Windows will select an account that is not valid.
- You may also need to add a new user to Active Directory and install SQL with the service linked to this new user.