

RESOLVING CONNECTION ISSUES

for Relate Accounts Production



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DATABASE CONNECTIVITY ISSUES

Relate Accounts Production (RAP) uses a Microsoft SQL database to store your information. When RAP is launched the system automatically connects to this database, whether this is on a local laptop or a network server. If RAP cannot access that database the following screen will appear. (Figure 1)



Figure 1

A number of different issues can cause this to happen. This guide will show you step by step, how to resolve those issues so as to get you back working as quickly as possible.

ACCESS TO THE SERVER

If the database is hosted on a server it is vital that any PC using Relate Accounts Production has access to the server at all times. If network connection is lost at any time RAP will be unable to access the database. To check if you have access to the server, go to the start menu, on Windows 10 when you start to type a search bar will appear, Windows 8 or 7 will have a search option at the bottom of the start menu. Type \\ followed by your server name, as shown above in figure 1, without the \relate extension.

For example in this instance we would type \\support and select return on the keyboard. (Figure 2)

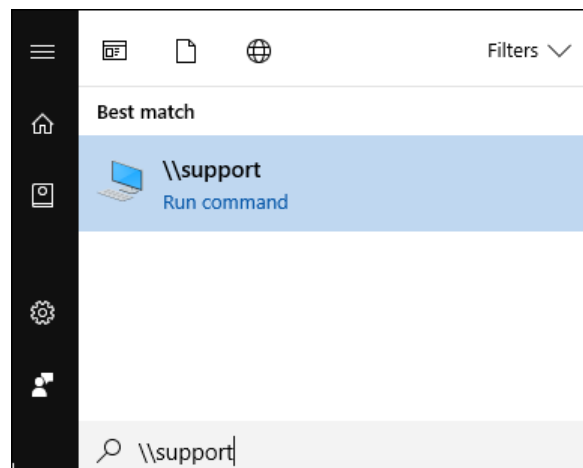



Figure 2



You should now see a screen with a number of files and icons similar to this, . This indicates that you have full access to the server.

If you do not have access one of the following two screens will be displayed.

The first is a Windows security screen. (Figure 3)

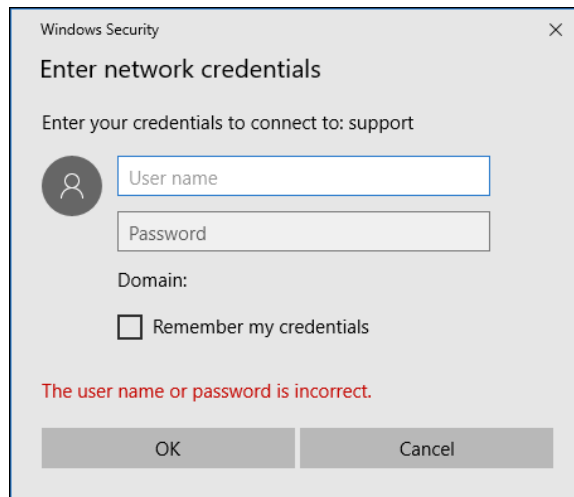


Figure 3

This screen indicates that you have not signed into the network. When the correct user name and password are entered, you will be able to access the network. If you do not know these you will need to contact your IT.

The second screen you may see is as below. (Figure 4)

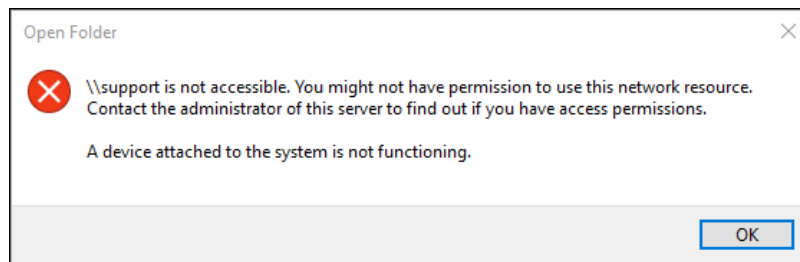


Figure 4

This indicates that the server is not accessible, either the wrong server name has been used, the security credentials entered above are incorrect or the server is not available on the network. An IT person will need to be contacted to resolve this.

SQL INSTANCE STOPPED

The number one cause of database connectivity issues is when the instance in SQL is stopped. This can automatically happen when any Windows Updates are run on a PC. To resolve this issue follow the below steps.

Launch SQL Server Configuration Manager by going to the Start Menu, All Programs, Microsoft SQL Server 2008 R2 (or similar, depending on the version installed) and select SQL Server Configuration Manager.

Alternatively, on Windows 10, browse to your Start Menu, when you start to type a search bar will appear. Type one of the following two, these will vary depending on the version of SQL installed. (Figure 5)

SQLServerManager10.msc

SQLServerManager11.msc

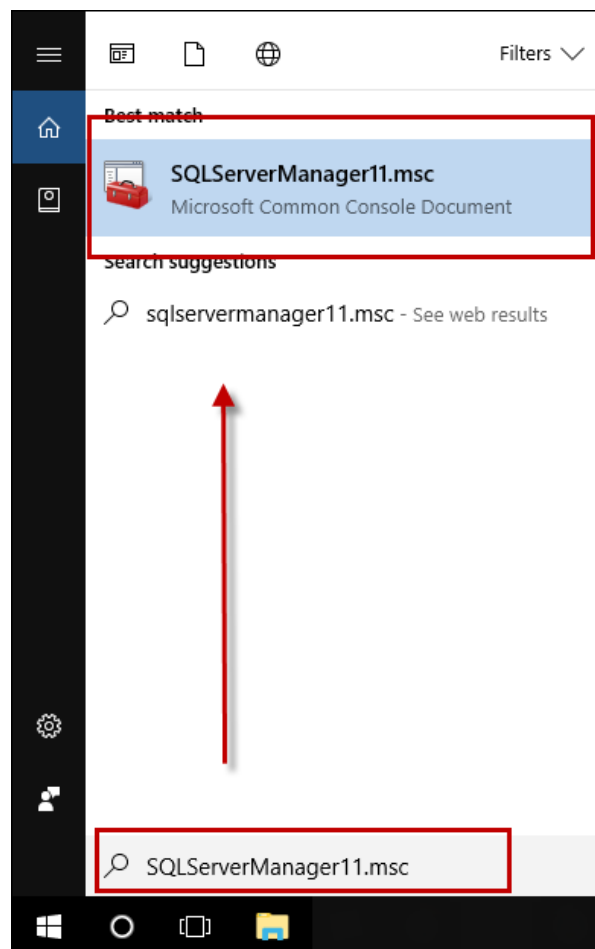


Figure 5

At the top of the screen you will see the application, select return on your keyboard or select the option from the screen using the mouse. The following screen will appear.

Here you can see 3 items. Note (RELATE) may show as (RAPLOCAL) depending on your setup.

1. SQL Server (RELATE) - Should always be Running
2. SQL Server Agent (RELATE) - Should always be Stopped
3. SQL Server Browser - Should always be Running

In this case, SQL Server (RELATE) is stopped, this needs to be running. (Figure 6)

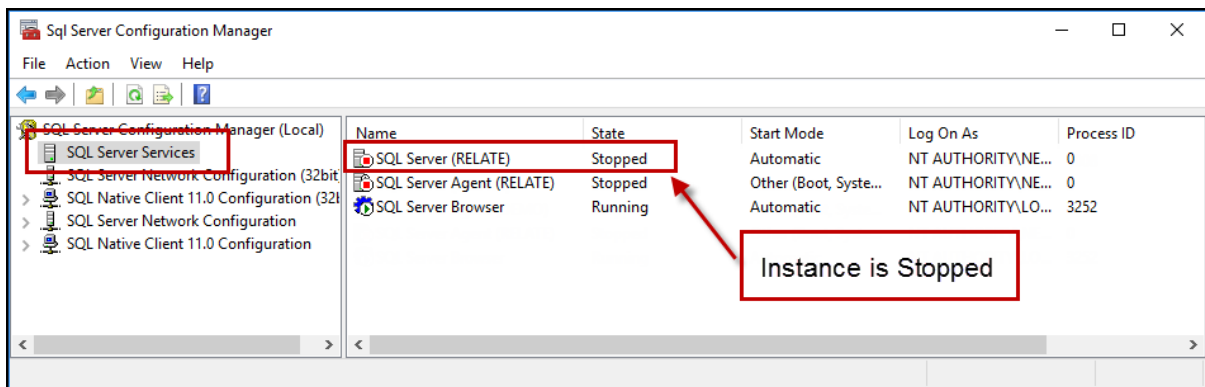


Figure 6

To resolve this, right click on the instance and select start from the menu provided. (Figure 7)

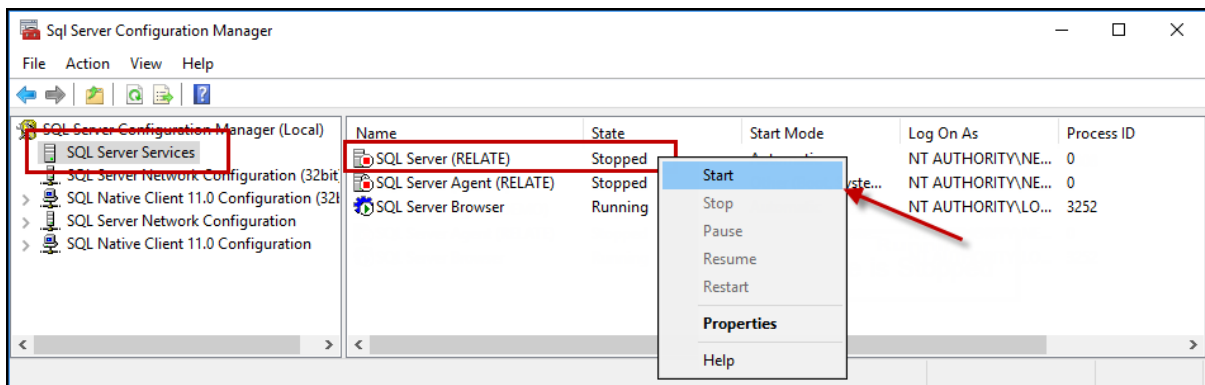


Figure 7

The following screen will appear, the instance is now starting. (Figure 8)

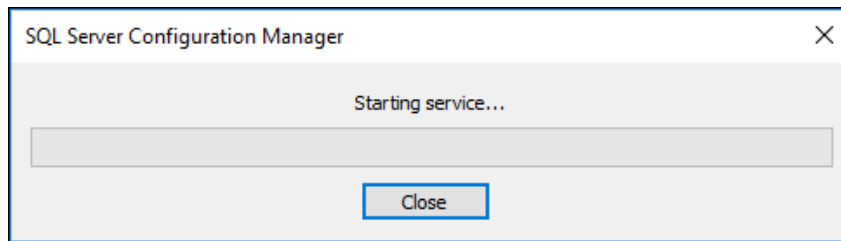


Figure 8

When the instance has started it will appear on the Configuration Manager with 'Running' beside it. (Figure 9)

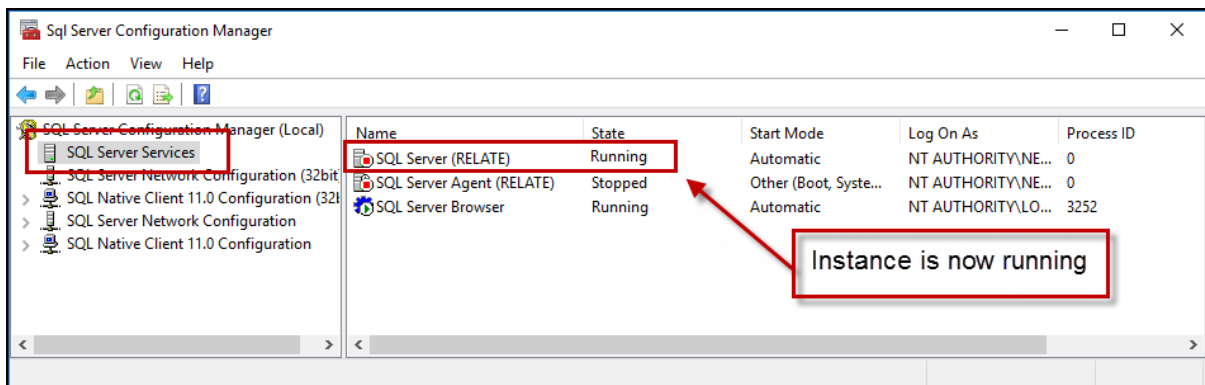


Figure 9

You can now close the Configuration Manager and launch RAP, the log in screen should now be available.

ODBC CONNECTION

If starting the SQL instance does not resolve the issue, or the instance was not stopped to begin with, running an ODBC is the next step.

To run an ODBC on a 32 bit machine go to Control Panel -> System and Security -> Administrative Tools ->ODBC.

To run an ODBC on a 64 bit machine go to the following file location; C:\Windows\SysWOW64 and select odbcad32.exe from the list. If extensions are hidden ensure the type is 'Application'. (Figure 10)

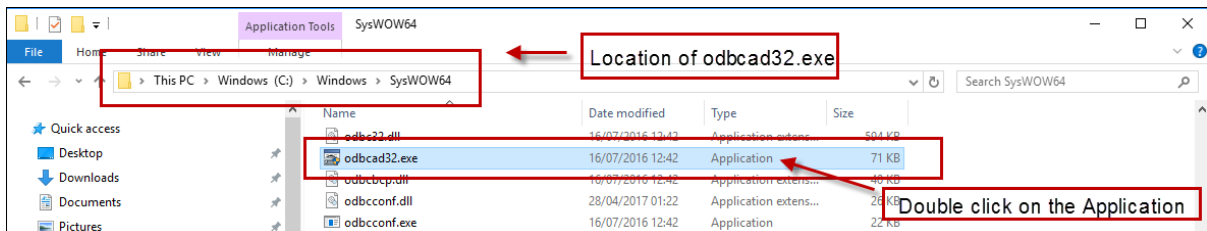


Figure 10

Double click on the Application, the following screen will be displayed. From here Select Add. (Figure 11)

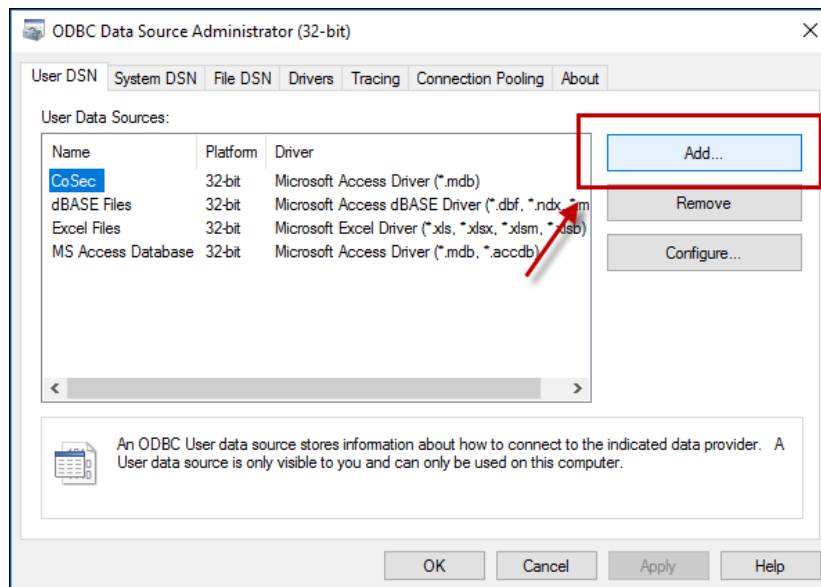


Figure 11

Browse to the bottom of the list and select 'SQL Server', select 'Finish'. (Figure 12)

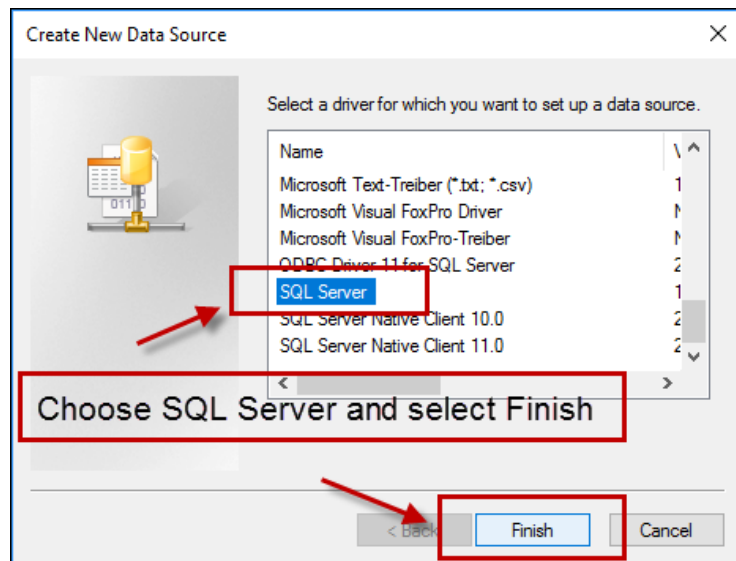


Figure 12

Type the following information; (Figure 14)

- Name: DRIVE
- Description: DRIVE

From the Server option select the drop down arrow. This will list all available SQL Servers. Choose your server name. This is the same name that displays when RAP advises you of a failed connection. (Figure 13)



Figure 13

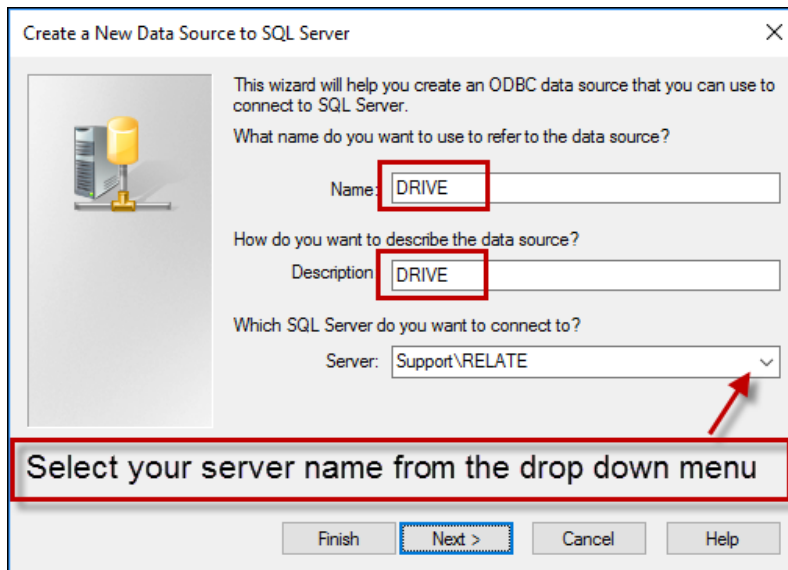


Figure 14

When you have entered all of the above information select 'Next'. If the connection fails at this point the most likely cause is that the server name is incorrect, or the server cannot be reached. See page 4 on how to check access to server.

On the next screen choose Client Configuration. (Figure 15)

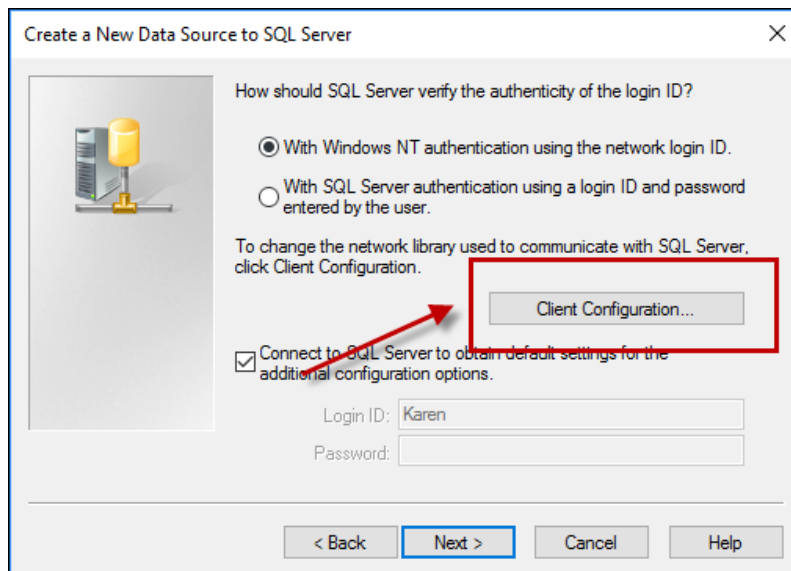


Figure 15

From the left choose Named Pipes, then select OK. (Figure 16)

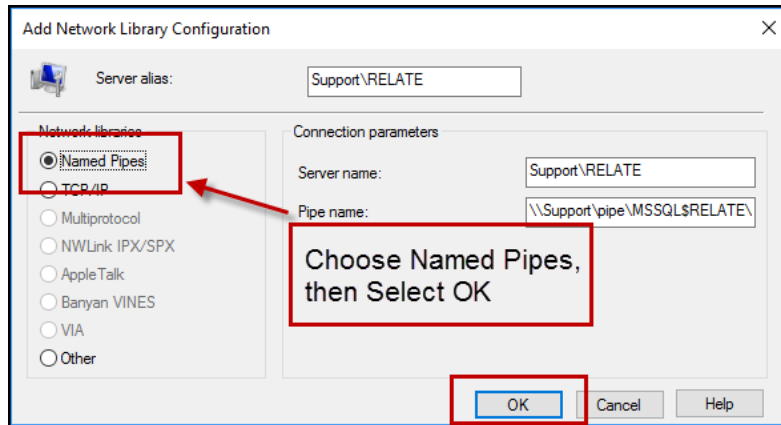


Figure 16

You will be brought back to the previous screen, select Next. (Figure 17)

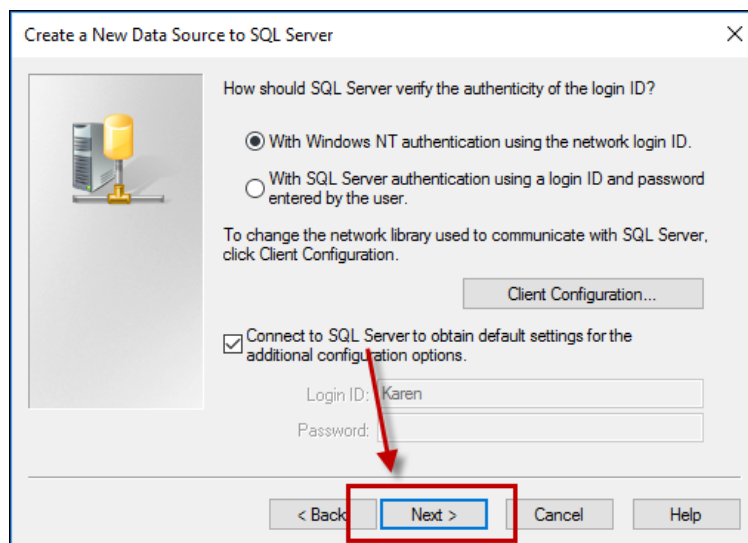


Figure 17

Choose the default database. (Figure 18)

1. Select 'Change the default database to:'
2. From the drop down menu choose your database
3. Select Next.

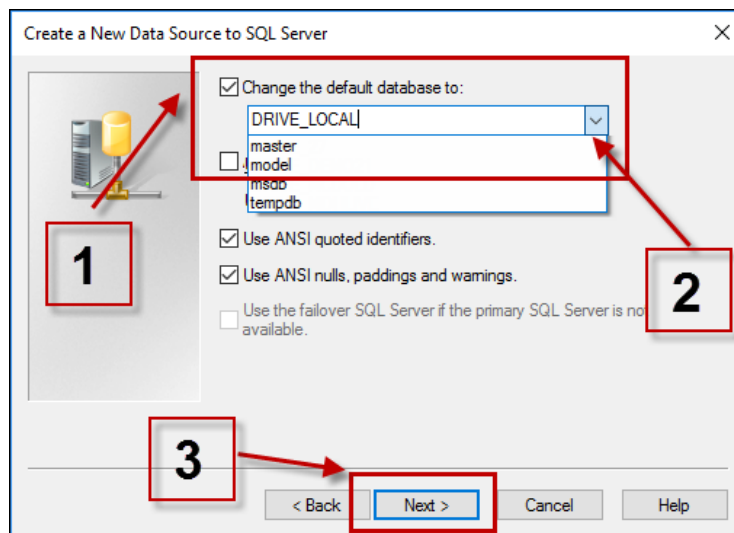


Figure 18

Select Finish. (Figure 19)

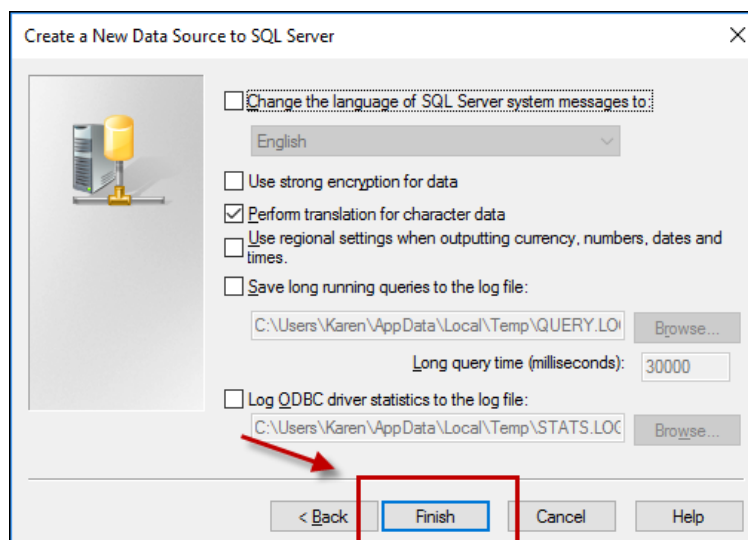


Figure 19

Select 'Test Data Source'. (Figure 20)

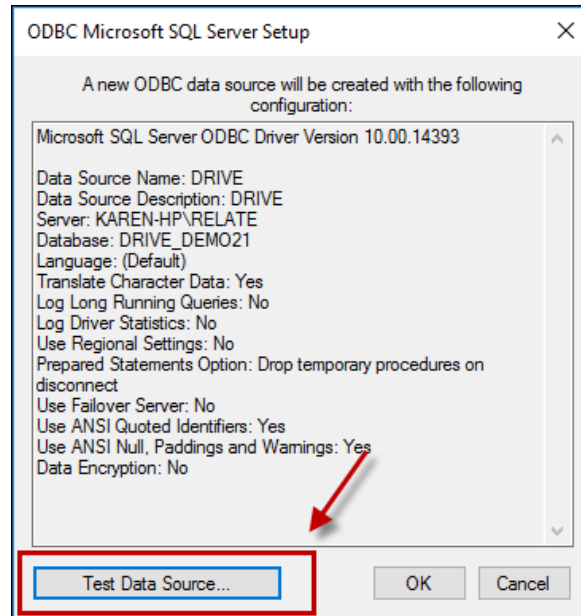


Figure 20

The test should complete successfully, select OK. (Figure 21)

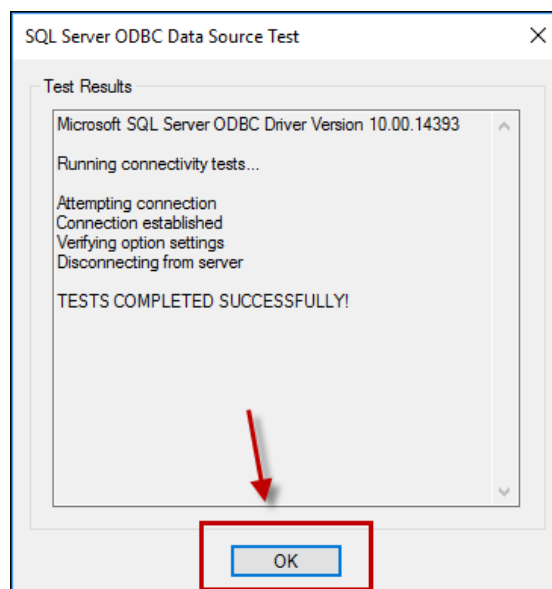


Figure 21

Press OK on all screens until the ODBC has closed. You should now be able to log into RAP.



If the connection fails at any point check the server name and database name. These will be displayed on the RAP screen when a connection fails.

Alternatively if you are working in an office and others have access to the same database you are trying to connect to you can find these details by going to RAP on another machine and selecting Tools -> Change Database.

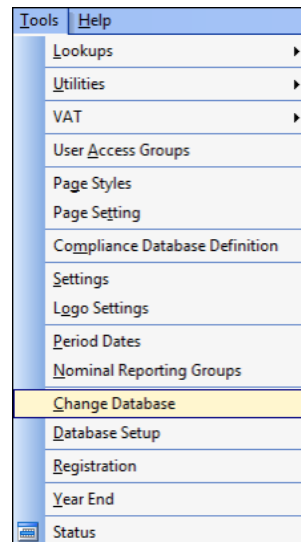


Figure 22

If after following the above steps you are still having difficulty logging into Relate Accounts Production please contact the Relate Software Support Team on (01) 459 7800 or email support@relate-software.com