by Sage Pastel

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VARIOUS TROUBLESHOOTING SOLUTIONS FOR THE DBNETLIB RELATED CONNECTION ERROR

The following critical error message may be received when attempting to open or locate an Evolution company

Server and Database 🛛 🔀
Unable to connect to server "PVB-SERVER1\SQLEXPRESS". Reason: [DBNETLIB][ConnectionOpen (Connect()).]Specified SQL server not found
ОК

Or this one:

- Contraction	Concerned Database
	Server and Database
	Unable to connect to server "SERVER1\SQL2005".
	Reason: [DBNETLIB][ConnectionOpen
	(Connect()).jspecified SQL server not round
	ОК
_	

Or this one:



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There are a potential wide variety of reasons that could cause these kinds of errors and it became therefore necessary to compile an extensive and complete guide on how to extensively troubleshoot and resolve them.

Each of the **33** potential solutions discussed below should be followed one at a time until the DBNETLIB problem is resolved, but immediately after applying each solution, test to see if the problem has been resolved by trying to open, or locate an Evolution company again. If it's working then obviously no further troubleshooting is required.

The various solutions have been divided into two groups:

• Minor impacting the Evolution network (Easy Troubleshooting steps)

These solutions have steps that are very easy to trouble shoot although some of them might require the client's local IT consultant to assist in resolving the specific problem/setup.

• Major impacting the Evolution network (More complex and multiple steps involved)

These solutions require a lot of the client's local IT consultant assistance in order to troubleshoot and configure certain settings.

It's advisable to first read through the whole document and then systematically work your way through all the solutions as you practically apply them until you're successful in completely resolving the DBNETLIB error.

We've tried to order all the solutions from least to most complex.

A) MINOR IMPACT ON EVOLUTION NETWORK - EASY TROUBLESHOOTING

SOLUTION 1: ENSURE THE SQL SERVER PC IS ACTUALLY TURNED ON

For obvious reasons 😳

SOLUTION 2: ENSURE THE SQL SERVER IS RUNNING

First test if the actual SQL server instance that host the relevant Evolution company database (that you try to open or locate), is actually running. If not then start it up via MS SQL Configuration Manager.

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🚡 Sql Server Configuration Manager					
File Action View Help					
🗢 🔿 🙇 📓 🔒 🛛 🕑 💷 📀					
SQL Server Configuration Manager (Local)	Name				
SQL Server Services	SQL Server Integration Services 10.0				
SOL Server Analysis Services (SOL2008R2ENT)					
Protocols for SQL2008R2	SQL Server (SQL2008R2)				
	SQL Server (SQL2008R2ENT)	Start			
SOL Native Client 10.0 Configuration	SQL Server (SQLEXPR2008STD)	Stop			
·	🚯 SQL Full-text Filter Daemon Launch	Pause			
	SQL Server Reporting Services (SQL	Resume			
	B SOL Server ∆gent (SOL2008R2)	i courre			

SOLUTION 3: CURRENTLY LOGGED IN WINDOWS ACCOUNT ON SQL SERVER PC

Ensure that the currently logged on Windows account on the SQL server is the one that is supposed to have been logged on to it, as opposed to someone else without sufficient Windows rights on the server.

SOLUTION 4: VALIDATE THE CORRECT SQL SERVER INSTANCE NAME IS USED

A very common mistake made is to incorrectly have entered the SQL server instance name on the company locate screen.

Locate Pastel Evolution Databa	se	-
26	SQL Server and Database	
	SQL Server Name PASJHBWSBENPIE\SQL	2008R2 -
	Output See Windows NT authentication	
	\bigcirc Use SQL Server authentication	
	Login Name	-
	Password	
	间 Database Name	-
	< Back Next	> Cancel

The spelling of the SQL server name needs to be absolutely typed in correctly and just one spelling mistake is sufficient to result in the DBNETLIB error.

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To confirm the correct SQL server instance name, do the following:

Open MS SQL Management Studio and copy the relevant SQL Server instance name from the **Connect** screen, paste that (or correctly retype) on the Evolution company Locate screen, and continue with the rest of the company location wizard.

Connect to Server	×
SQL	Server ¹ 2008 R2
Server type:	Database Engine 💌
Server name:	PASJHBWSBENPIE\SQL2008R2
Authentication:	Windows Authentication 🔹
User name:	SAGESL\bennie.pienaar 👻
Password:	
	Remember password
Connec	t Cancel Help Options >>

SOLUTION 5: USER ACCOUNT CONTROL SETTING

Ensure the following configurations are always in place:

1. On the local PC where the error is encountered as well on the Evolution server PC (for Windows Vista and higher operating systems)

Control Panel | User Accounts | Change User Account Control settings



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Ensure the setting below is on Never Notify, select OK and then restart the PC



SOLUTION 6: LOCATE COMPANY ON THE EVOLUTION SERVER USING SQL AUTHENTICATION

Try to locate the company on the Evolution server but this time use **SQL Authentication** (and not Windows Authentication) with the **SA** user and correct password. If it fails here as well, it indicates that it's not necessarily a network issue at all and you might then need to reset the SA password or perhaps correct the access rights on the SA account to its original state if it has been changed by the client.

SOLUTION 7: USING THE SAME WINDOWS ACCOUNT ON DIFFERENT PC'S

Always refrain from using the same Windows account to log onto more than one Pastel Evolution related workstation.

For instance Windows account TONY is used on more than one Evolution workstation. It might still be successful for Windows user TONY to open an Evolution company on the first workstation, but the might receive the above displayed DBNETLIB error when trying to open an Evolution company from another workstation where the same Windows account TONY is also logged onto the other workstation.

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SOLUTION 8: TURNING FIREWALL OFF

It might be worth **turning off the Firewalls** on the Evolution server and workstations when you are still getting the DBNETLIB error with all of the above solutions in place, even when your Firewall ports are correctly setup.

If this proves to resolve the DBNETLIB problem, then the client's local IT consultant need to troubleshoot further as it could be an internal IT/network related issue that might still be blocking proper access between the Evolution server and the workstations, when trying to locate the company.

Such reasons could be due to hardware related issues (network cables, routers, switches, network cards) or even certain restrictive Domain policies (where relevant).

SOLUTION 9: ANTI-VIRUS SETTINGS

In some cases SQL network communications (as used by Evolution) can also be blocked by certain anti-virus programs on the server and workstations. As a start, turn off all anti-virus programs and test it from here. It might for instance be that you need to unblock the TCP/IP and UDP ports on them, or allow for other communication settings.

However, it is known that specifically Trend Antivirus anti-virus should uninstalled if in use, and a different anti-virus installed in its place. Trend slows Evolution down quite a lot and could cause the DBNETLIB error.

SOLUTION 10: EXPIRED ANTI-VIRUS ON SERVER

In an actual incident the following was found: Kaspersky, the well-known anti-virus, has been installed and was working fine on the server PC.

However, one day its license expired and since then only the one Evolution workstation could connect to the server with one of the above DBNETLIB errors appearing on the other workstation. It didn't even resolve the problem by simply turning off the Windows Firewall on the server PC, or to format the problematic workstation.

Only when the following was done, the above problem was resolved:

1. Properly uninstalled Kaspersky from the server PC

2. On the server's Windows Firewall the client's IT expert ensured the factory default settings were restored. This is because there might have been a deeper security layer being affected by Kaspersky that was required to be cleared also.

An immediate question that comes to mind here is: so why then did the other workstation not had any connection problems as the problem was clearly caused by the server's anti-virus package?

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We think that this is because of the other workstation (where no connection problems were experienced on) was still connected to the server at the time when the anti-virus license expired (while the problematic workstation wasn't), and that all new connections were effectively blocked by the expired Kaspersky somehow.

This speculation could be proven wrong but it's so far the best theory the client's IT expert and myself could thought of.

SOLUTION 11: WINDOWS USER ACCOUNT WITHOUT PASSWORD

Under certain conditions it might be that blank Windows account passwords on the server and workstations could result in no proper authentication with the server to be established, even if using SQL Authentication to locate companies. Therefore, always ensure the Windows account has a password and try again to locate.

SOLUTION 12: GENERAL NETWORK CONNECTIVITY

The workstation experiencing the DBNETLIB error must be able to browse the local network, and be able to especially view the Evolution server PC through Windows Network Neighborhood. When this is not possible, the client's local IT consultant should first address this and ensure normal network communication has been established for the workstation.

A) PINGING

However, it might be worth doing a quick PING test between the workstation and server, and vice versa

This is done by going to the Command Prompt on the local PC and pinging the other PC using its IP address

For example: ping 10.16.36.71



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From the above the **Sent = 4**, **Received = 4** and **Lost = 0** section above is important to notice and indicates a proper network access to the mentioned IP address. No data packet must be lost at all. However, you should also run a **Continues PING** to test the network accessibility and stability even further as a 0 packets lost on the PING test above won't necessarily guarantee all is Ok on the network.

B) NETSTAT COMMAND

It may also help to test if the required TCP/IP port = 1433 and the UDP port = 1434 is actually 'listening' and activated

One very useful way of accomplishing this would be to run a Netstat command as follow:

1. Anywhere within the local workstation's and server PC's Command Prompt, type in **NETSTAT -AN**

C:\Users	C:\Users>netstat -an					
Active (Connections					
Proto TCP TCP TCP TCP TCP	Local Address 0.0.0.0:21 0.0.0.0:80 0.0.0.0:135 0.0.0.0:443	Foreign Address 0.0.0.0:0 0.0.0:0 0.0.0:0 0.0.0:0 0.0.0:0 0.0.0.0:0	State LISTENING LISTENING LISTENING LISTENING			
TCP	0.0.0.0:1433	0.0.0.0:0	LISTENING			
ŤČP TCP TCP	0.0.0.0:2382 0.0.0.0:2869 0.0.0.0:3351	0.0.0.0.0 0.0.0.0 0.0.0.0	LISTENING LISTENING LISTENING			
	0.0.0.0:5800 0.0.0.0:5900 0.0.0.0:5938 0.0.0.0:5938	0.0.0.0 0.0.0.0 0.0.0.0 0.0.0	LISTENING LISTENING LISTENING LISTENING			
TCP	0.0.0.0.49152 0.0.0.0:49153 0 0 0 0:49154	0.0.0.0 0 0 0 0:0	LISTENING			

2. Notice the 1433 port below that has a status of LISTENING if it's working fine.

SOLUTION 13: INSUFFICIENT NETWORK ACCESS PERMISSIONS

Even if using a local Administrator account type on the workstation, go to Start | Run (or simply the search field above Start) and type in: <u>\\servername</u> (e.g. <u>\\EVOSERVER</u>)

If you get a typical Windows Log On screen to enter your Windows account name and password, it could indicate some network permissions issue. Therefore get the client's local IT consultant involved to resolve this.

SOLUTION 14: SQL SERVER CLIENT NETWORK UTILITY

On the server and all workstations do the following:

• Go to Start | Run (or just Start and place your cursor in the search field on top of Start)

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- Capture cliconfg and Enter
- Ensure TCP/IP and Named Pipes are displayed under Enabled protocols by order and the Enable shared memory protocol option selected

General Alias DB-Library Option:	s Network Libraries		
Disabled protocols:	-	Enabled protocols by order:	
	Factless	Named Pipes	
	Enable >>		
	<< <u>D</u> isable		
		Properties	s
Force protocol encryption			
Finable shared memory protocol			

Force protocol encryption option must be unselected

• Select **OK** when done

After this, if you still encountering the DBNETLIB error on the workstation, then shutdown (not restart) the entire Evolution network. Shutdown server and all workstations, turn them on after 30-60 seconds and retest the Evolution company connection.

SOLUTION 15: REFRESH THE SA PASSWORD

Change the SQL SA password within Management Studio, restart the SQL engine instance and try again to open or locate the company

SOLUTION 16: USING THE SQL SERVER'S IP ADDRESS TO LOCATE THE COMPANY

Instead of using the actual SQL server instance's name, try locating the server with its IP address. If the relevant server is installed as a specific Named instance, then capture the **SQL Server Name** field on the company Locate screen as IP ADRESS \ INSTANCE NAME For example:

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Locate Pastel Evolution Datab	ase		-
0	SQL Server and Dat	abase	
	🐻 SQL Server Name	34.556.300.21\SQL2008R2	•
	Ouse Windows NT	authentication	
	O Use SQL Server a	uthentication	
A SA	Login Name		-
	Password		
	间 Database Name		•
		<back next=""></back>	Cancel

B) MAJOR IMPACT ON EVOLUTION NETWORK (MORE COMPLEX TROUBLESHOOTING)

SOLUTION 17: BIC INSTALLATIONS

It might be that a corrupt or multiple BIC installations could be found on the workstation that encounters the problem.

Therefore, simply uninstall all instances of BIC, restart the workstation and try again to locate.

SOLUTION 18: WINDOWS USER ACCOUNT TYPE

The **Standard** Windows account user type should be sufficient to work on Evolution. However, try upgrading the user to the **Administrator** account type and test if that is not perhaps working. If it's working but the client insists that the Windows Account type must be Standard, then it becomes a client IT related matter to resolve as Evolution has no limitations on Standard type users in general, as long as the local PC's Registry is accessed by all actions performed in Evolution. It must therefore be possible for the Registry to be automatically updated by the Windows account when working in Pastel Evolution, as Registry keys needs to be updated with certain actions performed in Evolution, such as opening a screen, set screen customizations etc.

SOLUTION 19: FIREWALL PORTS

MS SQL network communication requires 2 critical ports to be opened / unblocked on the Evolution **server PC as well as on all Evolution workstations**.

They are

- UDP using port number 1434
- TCP/IP using port number 1433

Please remember that from Windows 7 and higher operating systems you need to configure 4 different ports: 2 **Outbound** ports for UDP and TCP/IP respectively and 2 **Inbound** ports for UDP

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and TCP/IP respectively. We have a separate and very detailed guide on how to set it up available for those who need it.

SOLUTION 20: ADDING PASTEL EVOLUTION AS AN APPLICATION ON THE FIREWALLS

Especially since Windows 7 it might be required to also add Pastel Evolution, using the evolution.exe, as an application on the Firewalls of the Evolution workstations and server PC. The following procedure describes how to do this for Windows 7, Windows Server 2008 PC's and higher:

Add a program exception to the firewall using the Windows Firewall item in Control Panel.

1. On the Windows Firewall item in Control Panel of the server, select **Allow a program or feature through Windows Firewall**.



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🛞 Change settings

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2. Select the Allow another program button below

Allow programs to communicate through Windows Firewall To add, change, or remove allowed programs and ports, click Change settings.

What are the risks of allowing a program to communicate?

 For your security, some settings are managed by your system administrator. 					
Allowed programs and features:					
Name	Domain	Home/Work (Pri	Public	Group Policy	
Amethyst-exe	~			Yes	Ξ
BranchCache - Content Retrieval (Uses				No	
BranchCache - Hosted Cache Client (U				No	
BranchCache - Hosted Cache Server (U				No	
BranchCache - Peer Discovery (Uses W				No	
Cashcode SQL Browser UDP	✓			No	
Cashcode SQL Named Pipes TCP	✓			No	
Cashcode SQL Named Pipes UDP	✓			No	
Cashcode SQL TCP	✓			No	
Connect to a Network Projector				No	
Core Networking	✓	✓		No	
Database Service Manager			✓	No	Ŧ
			Details	. Remov	e
			Allow a	nother prograr	n

3. On the Add a Program screen, select the Browse button and browse to the location of the Evolution application: evolution.exe

Add a Progr	am	0			x
Select the p listed, and t	rogram you want to then click OK.	add, or click	Browse to find	one that is no	ot
Programs:					
ZZ 7-Zip F	ile Manager				*
AzSQL	Script Decryptor				
Backup	o4all 3				
BDE A	dministrator				
🛛 🦉 Brillian	t Accounting				
🖉 🖉 Brillian	t Point of Sale				
🛛 💕 Brillian	t v 11 (Paradox) Con	version			
Brillian	t v11 (Paradox) Con	version			
📗 🛓 Create	a System Repair Dis	SC .			
🔰 💆 Data I	mport Expert				
Data P	rofile Viewer				Ŧ
P <u>a</u> th:	C:\Program Files\7	-Zip\7zFM.ex	e	Browse	
What are the	e risks of unblocking a	a program?			
You can choo	ose which network lo	cation types	to add this pro	gram to.	
<u>N</u> etwork	ocation types		Add	Cancel	

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For example: C:\Program Files\Pastel Evolution6.80.45

C	
(
(
	_
	_
	Ŧ

- 4. Alternatively select the application from the displayed list and the **Add** on the button below
- 5. It might also be preferable to browse to the SQL executable and add that also on the Firewall

E.g.

C:\Program Files\Microsoft SQL Server\MSSQL10_50.SQL2008R2\MSSQL\Binn\sqlservr.exe

6. Close the Windows Firewall

SOLUTION 21: MS SQL SERVER VS EVOLUTION VERSION COMPATIBILITY

Some older versions of Pastel Evolution, such as Version 5.01 and before are not supported with MS SQL 2008 and the DBNETLIB error could therefore be expected when this is the case. Also, Evolution version 6.50 and higher is no longer supported on MS SQL 2000.

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Therefore, rather upgrade Evolution / MS SQL when you have these kinds of current setups when applicable.

SOLUTION 22: SQL SERVER BIT VERSION INCOMPATIBLITY WITH OPERATING SYSTEM

Always ensure that the same BIT version (32 vs 64) exist on the installed SQL server as on the server's operating system. If not so, then correct this first by uninstalling and re-installing the correct SQL version.

The BIT version can be viewed on the SQL Configuration Manager

a Sql Server Configuration Manager			_
File Action View Help			
🗢 🔿 🖾 🗟 📑 🛛			
1 SQL Server Configuration Manager (Local)	Name	Order	Enabled
SQL Server Services	Shared Mem	1	Enabled
. 見. SQL Server Network Configuration (32bit) ● 曼. SQL Native Client 10.0 Configuration (32bit)	TCP/IP	2	Enabled
	TNamed Pipes	3	Enabled
Client Protocols	VIA		Disabled
Realizes			
I. J. SQL Server Network Configuration			
SQL Native Client 10.0 Configuration			
 J. SQL Server Network Configuration J. SQL Native Client 10.0 Configuration 			

SOLUTION 23: SPECIAL CHARACTERS ON SQL INSTANCE NAME

In some cases it's been found that any special characters such as asterisks (*), single apostrophes etc. and even dashes could perhaps cause DBNETLIB errors on the network. Therefore correct this by installing a new SQL instance without any of these characters, transfer the companies over to the new instance and then try to locate.

SOLUTION 24: OTHER SERVICES CLASHING WITH THE DOMAIN NAMING SERVICE (DNS) OR THE DNS SIMPLY NOT WORKING PROPERLY

The client's local IT consultants should assist with this one.

It might be that a specific application's service or something else on it, could be clashing with the **DNS** as access by the workstation / server and this could also cause DBNETLIB errors

A possible culprit here could perhaps be TEAM VIEWER which seems to let the workstation losing its IP address connections with the server.

Another example could be VPN related applications such as OPEN-VPN (and perhaps also Norton Ghost). It's been proven when such services have been turned off, the DBNETLIB error was resolved.

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Also check if plugged in internet access cards that are connected could perhaps cause a clash on the network access to the SQL server instance.

Finally, it might also be that the local workstation' or SQL server PC's DNS is not working properly and should be properly troubleshooted by a local IT technician.

SOLUTION 25: MS SQL CONFIGURATION MANAGER SETTINGS

Two critical network protocols for SQL Server 2005/8 needs to be configured, namely

- TCP\IP
- Named Pipes

In order to accomplish this, go to:

Start | Programs | SQL Server | Configuration Tools | SQL Server Configuration Manager. There are 2 separate places on the screen below to configure both ports mentioned above, namely in SQL Server Network Configuration | Protocols for MSSQLSERVER (the actual relevant instance name) and SQL Native Client Configuration | Client Protocols

A) Therefore, let's first start with the SQL Server Network Configuration

• Expand it to reveal the relevant MS SQL Server instance



• On the right side of the screen, right click on the first protocol, TCP/IP, and select **Enable**.

Name	Order	Enabled
🍹 Shared Mem	iory 1	Enabled
TCP/IP		Disabled
🏹 Named Pipe	Enable	Enabled
VIA 👔	Disable	Disabled
	Order	
	Properties	
	Help	

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• Repeat this for the **Named Pipes** protocol also.

B) Now repeat the same for the SQL Native Client Configuration

• Expand it and select Client Protocols

🛐 SQL Server Configuration Manager			
File Action View Help			
🕵 SQL Server Configuration Manager (Local)	Name	Order	Enabled
SQL Server 2005 Services	🕉 Shared Memory	1	Enabled
SQL Server 2005 Network Configuration	🍯 TCP/IP	2	Enabled
Protocols for MSSQLSERVER	🍹 Named Pipes	3	Enabled
Client Protocols	AIV E		Disabled

• Repeat the steps as with the SQL Server Network Configuration to enable the **TCP** and **Named Pipes** network protocols

While still in the Configuration Manager, also ensure the **SQL Browser** is **Running** and its **Start Mode** is set to **Automatic**

🚡 Sql Server Configuration Manager	the second second second second second	and the state	and the second se
File Action View Help			
🗢 🔿 🖄 🖫 🔒 🚺 🕑 🔍 💌			
SQL Server Configuration Manager (Local)	Name	State	Start Mode
SQL Server Services	SQL Server Integration Services 10.0	Running	Automatic
▲ <u>U</u> SQL Server Network Configuration	SQL Server Analysis Services (SQL2008R2ENT)	Running	Automatic
Protocols for SQL2008R2 Destaurals for SQL2008R2	SQL Server (SQL2008R2)	Running	Automatic
Protocols for SQL2008K2ENT	SQL Server (SQL2008R2ENT)	Running	Automatic
SOL Native Client 10.0 Configuration	SQL Server (SQLEXPR2008STD)	Running	Automatic
	5 SQL Full-text Filter Daemon Launcher (SQL2008R2ENT)	Running	Manual
	SQL Server Reporting Services (SQL2008R2ENT)	Running	Automatic
	SQL Server Agent (SQL2008R2)	Stopped	Automatic
	SQL Server Agent (SQL2008R2ENT)	Running	Automatic
	SOL Server Agent (SOLEXPR2008STD)	Stopped	Other (Boot Syste
	🔂 SQL Server Browser	Running	Automatic

Restart the relevant SQL Server instance database engine within Management Studio

SOLUTION 26: MS SQL MANAGEMENT STUDIO SETTINGS

1. Authentication Types

There are two different server Authentication logon modes, also referred to as **Authentication Types**, for SQL Server 2005/8:

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- Windows Authentication Mode Only allows for Windows Logon mode, or
- Mixed Mode Allows for both Windows and SQL logon modes

Note that the relevant Authentication Type can already be selected during the MS SQL server installation process but it can also be changed afterwards.

Windows Authentication Type means that the Windows user of the network workstation PC attempting to connect to the SQL Server instance needs to have the applicable Administrative rights on the server PC. On a normal network this will not always be practical from a security point of view.

For this reason MS SQL is allowing the **Mixed Mode** Authentication Type which is enabling both Windows and SQL logon modes on the SQL server instance.

On a typical Evolution network, an Evolution workstation would therefore specifically use the **SQL Authentication Type** when connecting to the SQL server instance. This is done by using the 'SA' (the SQL instances' System Administrator) logon user name and its password when setting up the connection.

To enable Mixed Mode authentication:

1. On the MS SQL server PC, open the SQL Management Studio utility.

2. Within the main Management Studio screen, right click on the server name and select **Properties**.



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3. On the **Server Properties** screen, select the **Security** page link on the top left, and under **Server authentication** on the right, select the **SQL Server and Windows Authentication Mode** option. Click **OK** at the bottom.

Server Properties - PAS.	HBWSBENNIEP
Select a page General Processors Security Database Settings Advanced	Script - D Help Server authentication O Windows Authentication mode O SQL Server and Windows Authentication mode
²⁴ Permissions	Login audiing None Ealed logins only Successful logins only Both failed and successful logins Serve proxy account Enable serve proxy account Dress account
Connection	Panyord
Server. PASJHBWSBENNIEP	Options
Connection: SOFTLINE\Benvie, Pienaar	Enable C2 audit tracing Disos database ownership chaining
Progress	
O Ready	
	OK Cancel

2. Remote Connections

It might be that the Allow remote connections to this server option on the **SQL server Properties** | **Connections** page is unselected. Make sure that this option is always selected!

Server Properties - PASJHBW	ISBENPIE\SQL2008R2
Select a page	🖾 Script 🔻 🚺 Help
Memory Processors Security Connections Database Settings Advanced Pemissions	Connections Maximum number of concurrent connections (0 = unlimited):
Connection	Remote server connections
Server: PASJHBWSBENPIE\SQL2008R2 Connection: SAGESL\bennie pienaar	Allow remote connections to this server Remote guery timeout (in seconds, 0 = no timeout): 0 e Regulare distributed transactions for server to-server communication
Progress Ready	Configured values Definition of the second
	OK Cancel

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3. Confirming SA password and configure its logon security

When using SQL Authentication to locate the company you need to ensure the correct SA password is used.

By default, when SQL Server 2005/8 is installed a main SA login, with user name **SA**, gets created for which you specify a password when going through the installation setup wizard.

However, when specifying this password during installation, the length of the password value must be of a certain length and should comply with Microsoft's strict complex password rules.

This password may fortunately still be changed within Management Studio afterwards.

To change the **SA** password and to configure logon security, do the following within Management Studio:

- double click on the Security folder,
- double click on the **Logins** folder
- double click on the **sa** user

On the top left of the **Login Properties – sa** screen, select the **General** page option and confirm the case sensitive password on the right side of the screen.

Note that MS SQL applies very stringent password rules (e.g. requiring at least a capital letter and minimum password length).

To overcome this, enter any password (and retype in the '**Confirm password'** field) and unselect the **Enforce password policy** option (when the entered password is not meeting MS SQL's password rules).

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Select a page	🖾 Script 🝷 🚺 Help		
Server Roles	Login pame: Windows authentication SQL Server authentication Password: Confirm password Enforce password egp User must change pas Mapped to certificate	sa ••••••• ••••••• cy ration sword at next login	Sgarch
operting	Certificate name:		
Server:	Key name:]
PASJHBWSBENNIEP	Default database:	master	×
Connection: SOFTLINE\Bennie.Pienaar	Default language:	English	~
View connection properties Progress Ready			

4. SA Logon security

By still remaining on the Login Properties – sa screen, on the left of the screen, select the Status page option

On the right of the screen ensure the **Grant** option is selected under **Permissions to connect to database engine**

Also on the right, select the Enabled option under Login

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🖥 Login Properties - sa		
Select a page 🚰 General	🖾 Script 🝷 🚺 Help	
Server Roles	Settings Permission to connect to database engine:	
Connection Server: PASJHBW/SBENNIEP Connection: SOFTLINE/Bennie Pienaar J View connection properties Progress Error occurred		
		OK Cancel

When done click on **OK** above

5. Restart the SQL Engine

Back on the main Management Studio screen, right click on the SQL server instance, and select the **Restart** option.

A confirmation screen will appear. Click **yes**

Wait until done and then Management Studio can be closed.



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SOLUTION 27: WINDOWS HOME OPERATING SYSTEM VERSION

It might be that the workstation/s receiving the DBNETLIB problem is on a Windows Home edition (e.g. Windows 7 Home). Especially when the main SQL server PC is on Server 2012, this might become an issue. Please note that Sage Pastel don't recommend Windows Home edition for a network environment and the client should therefore rather upgrade to a more network compatible edition of Windows for such workstations.

SOLUTION 28: STRICTER WINDOWS SECURITY REQUIREMENTS

Another possible reason could be due to a recent Windows Update that actually increased the sensitivity to potential security threats or concerns on the server PC.

As a result this lead to the DBNETLIB error and the user is now required to add certain Windows Firewall setups on the server.

In order to add these setups, do the following:

Ensure you have 2 Inbound ports on the server and all workstation PC's, one each for:

- TCP (port number 1433) and
- UDP (port number 1434)

Ensure you have 2 Outbound ports on the server and all workstation PC's, one each for:

- TCP (port number 1433) and
- UDP (port number 1434)

Then also follow these instructions if the above still proves insufficient:

1. Close all applications on the SQL server PC, open the Windows Firewall and select the Advanced Settings button



2. Select Inbound Rules on the top left and New Rule on the top right

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🔐 Windows Firewall with Advanced Security							
File Action View Help							
🔐 Windows Firewall with Advance	Inbound Rules					Actions	
Inbound Rules	Name	Group	Profile	Enabled	Action 🔺	Inbound Rules	•
Connection Security Rules	587		All	Yes	Allow	🗱 New Rule	
Monitoring	Cashcode SQL Browser UDP		Domain	Yes	Allow	Y Filter by Profile	
	🕑 Cashcode SQL Named Pipes TCP		Domain	Yes	Allow	V Eilter by State	
	🕜 Cashcode SQL Named Pipes UDP		Domain	Yes	Allow	The by state	1
	🕑 Cashcode SQL TCP		Domain	Yes	Allow	Filter by Group	
	🕑 Cashcode SQL TCP		Domain	Yes	Allow	View	
	🕜 Database Service Manager		Domain	Yes	Allow	Defeat	-
	🕑 Database Service Manager		Public	Yes	Allow	Lu renesi	- 1

3. Select Program and Next below

Rule Type Select the type of firewall rul	e to create.
Steps: Rule Type Program	What type of rule would you like to create?
 Action Profile 	Program Rule that controls connections for a program.
	Rule that controls connections for a TCP or UDP port. Prodefined: EranchCache - Content Retrieval (Uses HTTP) Rule that controls connections for a Windows experience. Custom Custom rule.
	Cancel

4. Select This Program path and the Browse button

Then browse to C:\Program Files\Microsoft SQL Server\MSSQL10_50.SQL2008R2\MSSQL\Binn**sqlservr.exe** and then the **Next** button below

Please note that MSSQL10_50.SQL2008R2 in this case points to the relevant SQL instance folder, therefore ensure the correct instance folder is used on your side when browsing.

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🔗 New Inbound Rule W	izard
Program Specify the full program pat	h and executable name of the program that this rule matches.
Steps: Rule Type	Does this rule apply to all programs or a specific program?
 Action Profile 	 All programs Rule applies to all connections on the computer that match other rule properties.
 Name 	This program path: Browse Example: c.\path\program.exe %Program.Files%\browser.exe
	Leam more about specifying programs < Back

5. Select Allow the connection

Action	
Specify the action to be take	en when a connection matches the conditions specified in the rule.
Steps:	
Rule Type	What action should be taken when a connection matches the specified conditions?
Program	
Action	<u>Allow the connection</u> Ibis includes connections that are protected with IPsec as well as those are not
Profile	
Name	This includes only connections that have been authenticated by using IPsec. Connections will be secured using the settings in IPsec properties and rules in the Connection Security Rule node. Customize Block the connection
	Leam more about actions

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6. Ensure all options below are selected and the Next button

Prew Inbound Rule Wizard	and the second s	x
Profile Specify the profiles for which this r	ule applies.	
Steps: Program Action Profile Name	When does this rule apply?	
	< Back Next > Canc	el

7. Enter an appropriate name and Finish below

New Inbound Rule Wi	ard	
Name	ition of this nile	
iteps:		
Rule Type		
Program		
Action	News	
Profile	Name: SOLSERVR	
Name	JACOLININ	
	Description (optional):	
	[>	Back Finish Cancel

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8. Repeat Step 1

9. Select Outbound Rules and New Rule

Windows Firewall with Advanced	I Security						- • • ×
File Action View Help							
🗢 🔿 🖄 🖬 🗟 🖬							
🔗 Windows Firewall with Advance	Outbound Rules					Actions	
Cuthound Rules	Name	Group	Profile	Enabled	Action _	Outbound Rules	
Connection Security Rules	587		All	Yes	Allow	📉 New Rule	
Monitoring	Ocore Networking - Destination Unreacha		Domain	Yes	Allow	Filter by Profile	•
	Ore Networking - Destination Unreacha		Private	Yes	Allow =	Filter by State	
	Ocore Networking - Packet Too Big (ICMP		Domain	Yes	Allow	The by state	
	🔮 Core Networking - Packet Too Big (ICMP		Private	Yes	Allow	Filter by Group	•
	🔮 Core Networking - Parameter Problem (I		Domain	Yes	Allow	View	•
	Ore Networking - Parameter Problem (I		Private	Yes	Allow	C Refresh	
	Ore Networking - Time Exceeded (ICMP		Domain	Yes	Allow		
	Ore Networking - Time Exceeded (ICMP		Private	Yes	Allow	Export List	
	S E-MAIL SMTP OUTBOUND		All	Yes	Allow	🛛 👔 Help	
	S FTP OUTBOUND		All	Yes	Allow		
	🕢 Networking - Destination Unreachable (I		Private	Yes	Allow		
	🕢 Networking - Destination Unreachable (I		Domain	Yes	Allow		
	🕑 Networking - Parameter Problem (ICMPv		Private	Yes	Allow		
	🕑 Networking - Parameter Problem (ICMPv		Domain	Yes	Allow		
	Networking - Redirect (ICMPv4-Out)		Domain	Yes	Allow		

- 10. Repeat Steps 3 to 7
- 11. Repeat Steps 1 4. But on step 4, browse to the SQLAGENT.EXE file this time
- 12. Repeat Steps 5 7 (Enter SQLAGENT on Step 7)
- 13. Repeat Step 1
- 14. Repeat Step 9
- 15. Repeat Step 3
- 16. Repeat Step 4 but here also browse to the SQLAGENT.EXE file
- 17. Repeat Steps 5 7 (Enter SQLAGENT on Step 7)
- 18. Restart the PC
- 19. You should now be able to locate the company

SOLUTION 29: ADDING SQL SERVER ON THE WINDOWS FIREWALL

The following solution should especially be considered when the SQL server is hosted on a **Windows 7** or **Windows Server 2008 (or above)** PC: **Add a program exception to the firewall using the Windows Firewall item in Control Panel.**

1. On the Windows Firewall item in Control Panel of the server, select **Allow a program or feature through Windows Firewall**.

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Change settings

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2. Select the Allow another program button below

Allow programs to communicate through Windows Firewall To add, change, or remove allowed programs and ports, click Change settings. What are the risks of allowing a program to communicate?

Allowed programs and features:					
Name	Domain	Home/Work (Pri	Public	Group Policy	
Amethyst-exe				Yes	Ξ
BranchCache - Content Retrieval (Uses				No	
BranchCache - Hosted Cache Client (U				No	
BranchCache - Hosted Cache Server (U				No	
BranchCache - Peer Discovery (Uses W				No	
Cashcode SQL Browser UDP				No	
Cashcode SQL Named Pipes TCP				No	
Cashcode SQL Named Pipes UDP				No	
Cashcode SQL TCP				No	
Connect to a Network Projector				No	
Core Networking		✓		No	
Database Service Manager				No	Ŧ
			Details	Remov	e

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 On the Add a Program screen, select the Browse button and browse to the location of the instance of SQL Server that you want to allow through the firewall, for example C:\Program Files\Microsoft SQL Server\MSSQL10_50.<instance_name>\MSSQL\Binn, select sqlservr.exe, and then click Open.

Add a Program
Select the program you want to add, or click Browse to find one that is not listed, and then click OK.
Programs:
72 7-Zip File Manager
🖉 BDE Administrator
Brilliant Accounting
🕼 Brilliant Point of Sale
💕 Brilliant v11 (Paradox) Conversion
b Create a System Repair Disc
🦉 Data Import Expert
🖺 Data Profile Viewer
Supervision Monitor
Supervision Monitor
Catabase Synchronisation Monitor
Path: C:\Program Files\7-Zip\7zFM.exe Browse
What are the risks of unblocking a program?
You can choose which network location types to add this program to.
Network location types Add Cancel



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4. Select Add on the button below after the SQL application has been added

Select the program you want to add, or dick Browse to find one that is not listed, and then click OK. Programs: Rebuild Reporting Services Configuration Manager Resolve v2. 1.x.x (SQL) Conversion SQL Server Error and Usage Reporting SQL Server Error and Usage Reporting SQL Server Installation Center SQL Server Management Studio SQL Server Windows NT Standard to Segmented GL Conversion Standard to Segmented GL Conversion Theth: C:\Program Files\Microsoft SQL Server\MSSQL	Add a Program	x
Rebuild Reporting Services Configuration Manager Resolve v2. 1.x.x (SQL) Conversion SQL Server Error and Usage Reporting SQL Server Error and Usage Reporting SQL Server Installation Center SQL Server Management Studio SQL Server Surface Area Configuration SQL Server Windows NT Standard to Segmented GL Conversion Standard to Segmented GL Conversion Standard to Segmented GL Conversion	Select the program you want to add, or dick Browse to find one that is listed, and then dick OK.	not
Path: C:\Program Files\Microsoft SQL Server\MSSQL Browse	Rebuild Reporting Services Configuration Manager Resolve v2.1.x.x (SQL) Conversion SQL Server Error and Usage Reporting SQL Server Error and Usage Reporting SQL Server Installation Center SQL Server Management Studio SQL Server Surface Area Configuration SQL Server Windows NT Standard to Segmented GL Conversion Standard to Segmented GL Conversion	•
What are the risks of unblocking a program? You can choose which network location types to add this program to. Network location types	Path: C: \Program Files \Microsoft SQL Server \MSSQL <u>What are the risks of unblocking a program?</u> You can choose which network location types to add this program to.	

5. Close the Windows Firewall

30: NEW ODBC DATA CONNECTION

Below is a detailed procedure as received from one of our clients who resolved the DBNETLIB error after ensuring at least the above troubleshooting steps have been implemented:

- 1) Go to the Control Panel,
- 2) Select Administrative Tools

Action Center	🔯 Administrative Tools	
Credential Manager	🖶 Date and Time	6
Devices and Printers	🖳 Display	
Folder Options	💦 Fonts	0

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3) Select Data Sources (ODBC) Tata Sources (ODBC)

14/07/2009 06:53 Shortcut

2 KB

4) Under the User DSN tab, select add



5) Select SQL Server

			Com
	SQL Native Client	2005.90.3042.00	Micro
011 0	SQL Server	6.01.7601.17514	Micro
	SQL Server Native Client 10.0	2009.100.1617.00	Micro
			Þ
	·		,

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6) Enter the Name, Description, and SQL Server

Create a New Data Sour	e to SQL Server	3
	This wizard will help you create an ODBC data source that you can use t connect to SQL Server.	.0
	What name do you want to use to refer to the data source?	
	Name: server name	
	How do you want to describe the data source?	
	Description: Evolution	
	Which SQL Server do you want to connect to?	
	Server: mjfnb\sqlr2version	-
	Finish Next > Cancel Help	

7) Select SQL Server and enter the **sa** user names and passwords at the bottom of the tab, and select the client configuration button

Create a New Data Source	te to SQL Server
3	How should SQL Server verify the authenticity of the login ID?
	Wth Windows NI authentication using the network login ID. Wth SQL Server authentication using a login ID and password entered by the user.
	To change the network library used to communicate with SQL Server, click Client Configuration.
	Client Configuration
	☑ Connect to SQL Server to obtain default settings for the additional configuration options.
	Login ID: mif
	Password:
	<back next=""> Cancel Help</back>

8) Select the named pipes in the configuration Button, and select **OK**

Server <u>a</u> lias:	mjfnb\sqlr2version	
Network libraries	Connection parameters	
Named Pipes	Server name:	mjfnb\sqlr2version
<u>ICP/IP</u> <u>Multiprotocol</u>	Pip <u>e</u> name:	\\mjfnb\pipe\MSSQL\$sqlr2version\
NWLink IPX/SPX		
🔿 AppleTal <u>k</u>		
🔿 Banyan <u>V</u> INES		
© V <u>I</u> A		
⊙ <u>O</u> ther		

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- 9) Select next as it returns you back to the previous screen
- 10) Select next as nothing needs to change on the tab below

Change the default database to:
master
Attach database filename:
$\ensuremath{}\xspace{\ensuremath{\mathbb{C}}\xs$
Only when you disconnect.
 When you disconnect and as appropriate while you are connected.
☑ Use ANSI quoted identifiers.
Use ANSI nulls, paddings and warnings.
Use the <u>failover</u> SQL Server if the primary SQL Server is not available.
< Back Next > Cancel Help

11) Select next again with the following screen

-	Change the language of SQL Server system messages to:
	English
	Use strong encryption for data
	Perform translation for character data
	Use regional settings when outputting currency, numbers, dates an times.
	Save long running queries to the log file:
	C:\Users\mjf\AppData\Local\Temp\QUERY.LOG
	Long query time (milliseconds): 30000
	Log ODBC driver statistics to the log file:
	C:\Users\mjf\AppData\Local\Temp\STATS.LOG Browse
	C:\Users\mjf\AppData\Local\Temp\STATS.LOG

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12) Select Finish above and on the following screen, select Test Data Source



13) If it works, the following screen will appear and then you should be able to connect

Microsoft SQL Server ODBC Driver Version 06.01.7601	
Running connectivity tests	
Attempting connection Connection established Verifying option settings Disconnecting from server	
TESTS COMPLETED SUCCESSFULLY!	
	-
	Ŧ

SOLUTION 31: CORRUPTED MS SQL INSTALLATION

In worst case scenarios it might be required that MS SQL Server and preferably all its components needs to be totally uninstalled from the Evolution server PC, a proper registry MS SQL component cleanup needs to be performed, the server restarted and MS SQL reinstalled.

SOLUTION 32: AUTHENTICATION CONFLICTS

It may be that for some strange reason Mixed Mode Authentication (enabling both SQL and Windows Authentication) could cause this problem. In an actual case study, the following occurred:

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SAGE PASTEL KNOWLEDGE BASE

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1) The client tried to connect from his desktop using Management Studio and Windows Authentication, with him having full administrator rights but a connection error message was immediate received. This already indicated something strange was preventing it.

2) Within Management Studio he then first changed the Authentication back to only Windows Authentication (as opposed to Mixed Mode)

3) Then he created a new Login user in Management Studio as follow (Using a predefined domain **group** as SQL Login)

Note the **Login name** value below is client specific – and this one is the Windows User Account Group mentioned above

Select a page	Course or Children					
🚰 General	2) Scily: • 10 Lish					
Server Roles User Mapping Securables	Login name:	AG\AFZAWW_Pastel_SQL_access	Search			
Totatus	Windows authentication SQL Server authentication					
	Password					
	Confirm password					
	Specify old password					
	Old password;					
	Enforce password policy					
	Enforce password expiration					
	User must change password at next login					
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	Mapped to asymmetric key		-			
Connection	Map to Credential		* Add			
Server: AFZAWWR0FBV01	Mapped Credentials	Credential Provider				
Connection: AG/JMD ppenaar						
View connection properties						
Progress			Remove			
Ready	Default database:	AGA	*			

by Sage Pastel

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General		60 ····				
Server Roles	Users mapped to this login:					
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T Status		AGA	AGVAFZAWW_Pastel			
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Finally he linked all the relevant Evolution Windows users' accounts to the group specified above and used Windows Authentication to locate companies on their PC's

SOLUTION 33: HARDWARE REASONS

Still failing after all of the above solutions have been tried, the client's local IT consultant needs to properly diagnose all network related hardware components such as switches, routers, PC network cards etc. to ensure that any network traffic, especially those used by Evolution, is not perhaps blocked by one or more hardware failures.