

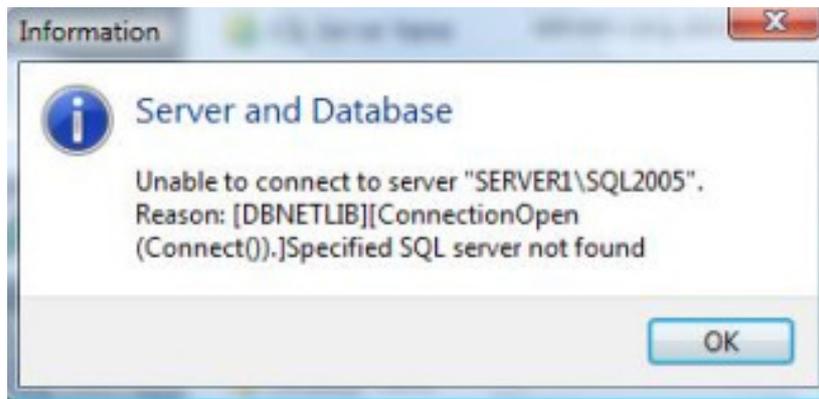
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## VARIOUS TROUBLESHOOTING SOLUTIONS FOR THE DBNETLIB RELATED CONNECTION ERROR

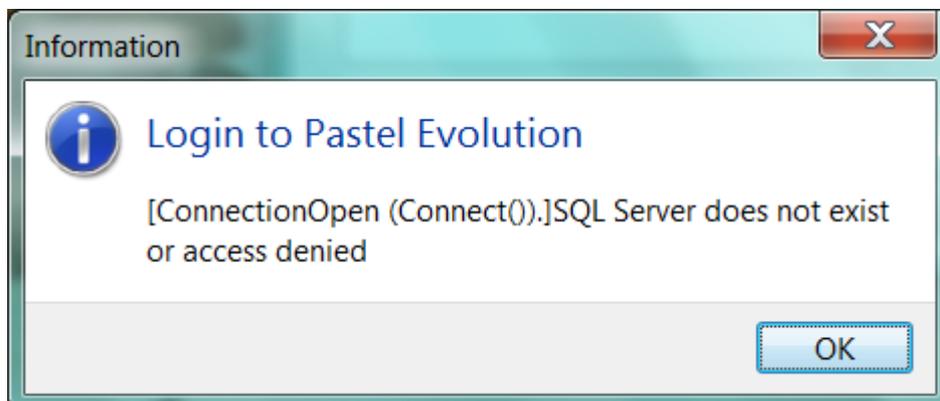
The following critical error message may be received when attempting to open or locate an Evolution company



Or this one:



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

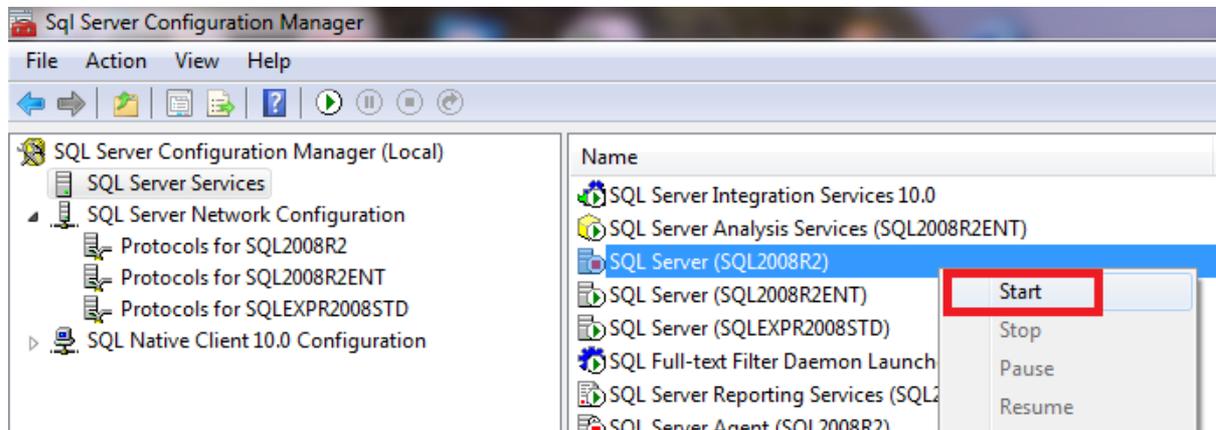
### **SOLUTION 1: ENSURE THE SQL SERVER PC IS ACTUALLY TURNED ON**

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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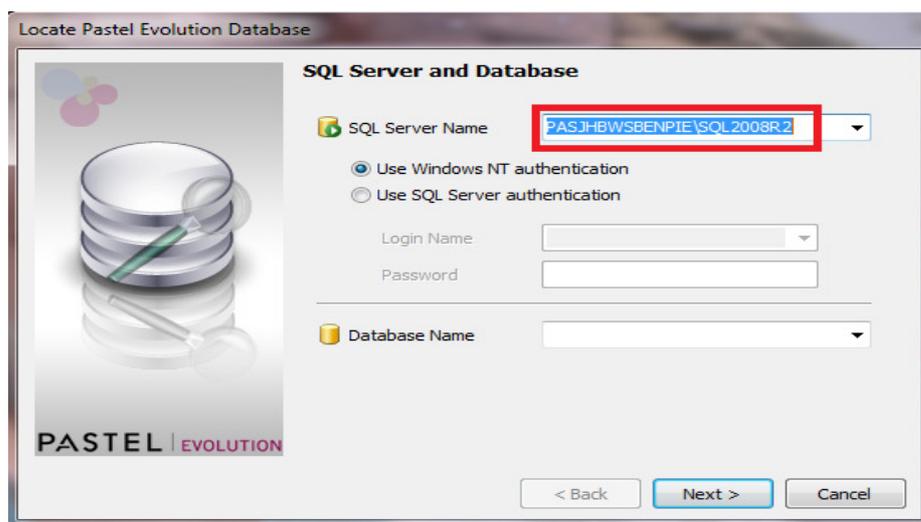


### **SOLUTION 3: CURRENTLY LOGGED IN WINDOWS ACCOUNT ON SQL SERVER PC**

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.



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.

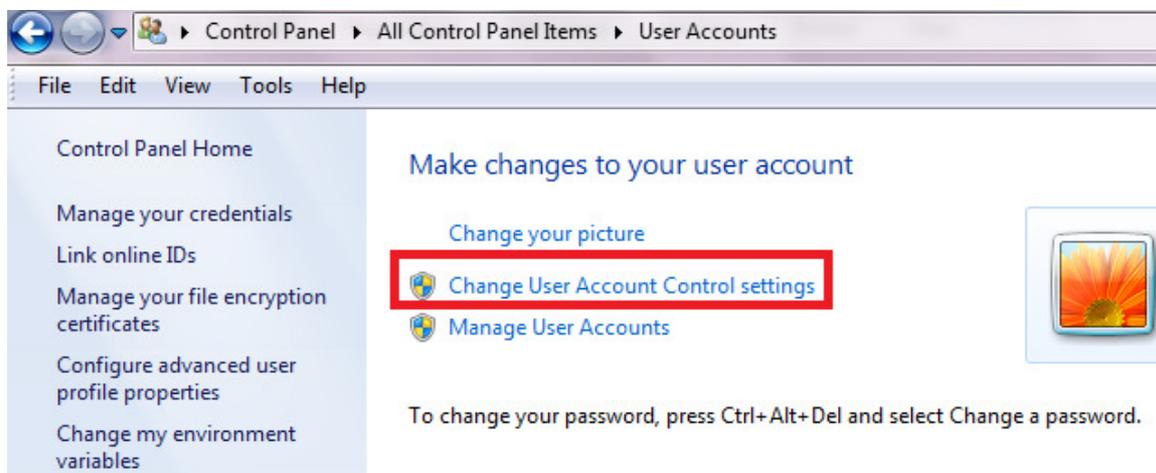


## SOLUTION 5: USER ACCOUNT CONTROL SETTING

Ensure the following configurations are always in place:

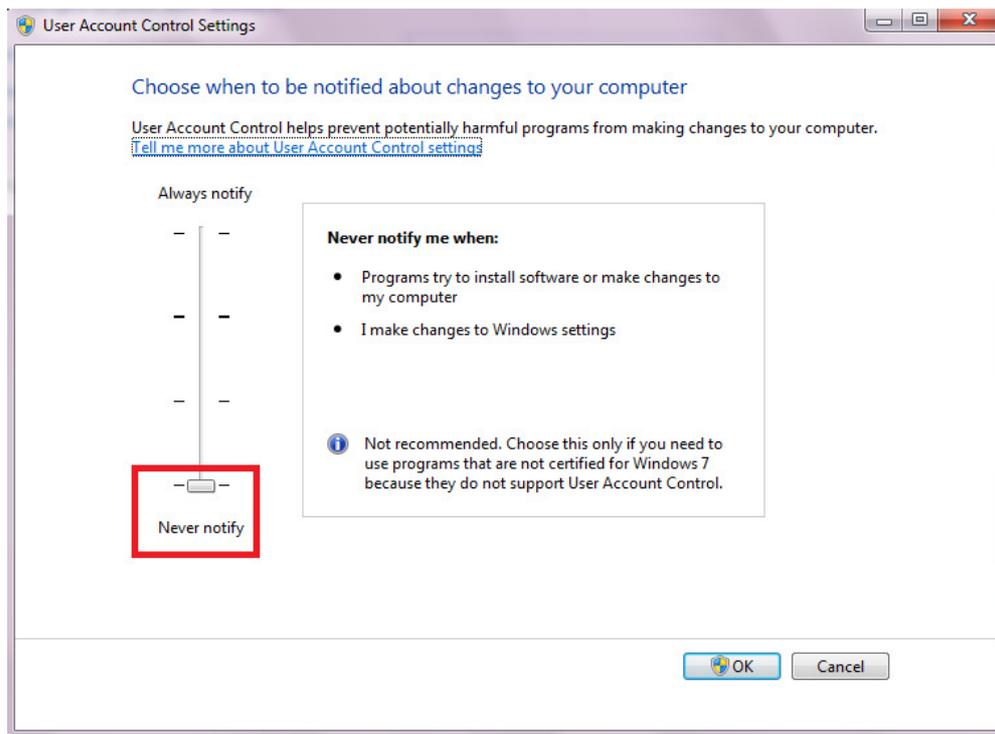
1. On the local PC where the error is encountered as well on the Evolution server PC (for Windows Vista and higher operating systems)

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 be 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 have 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**

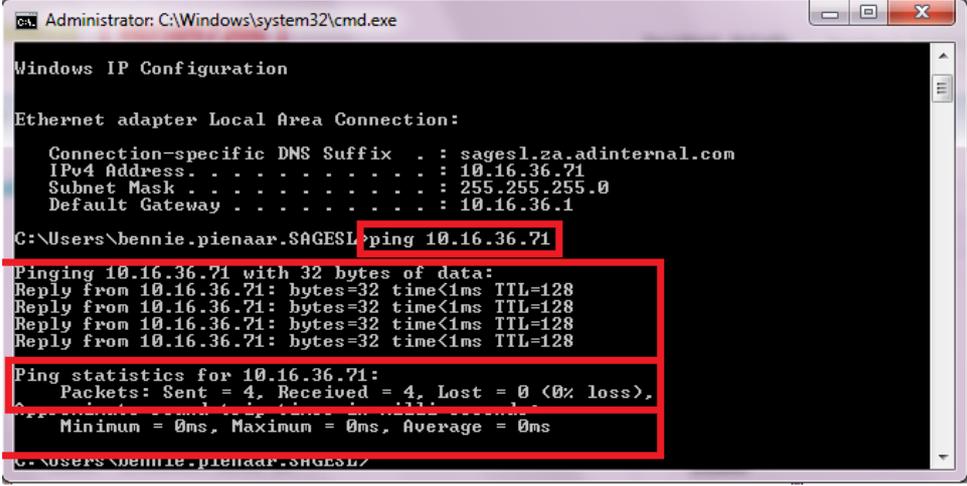
The workstation experiencing the DBNETLIB error must be able to browse the local network, and be able to especially view the Evolution server PC through Windows Network Neighborhood. When this is not possible, the client's local IT consultant should first address this and ensure normal network communication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



```
Administrator: C:\Windows\system32\cmd.exe

Windows IP Configuration

Ethernet adapter Local Area Connection:

    Connection-specific DNS Suffix  . : sages1.za.adinternal.com
    IPv4 Address. . . . . : 10.16.36.71
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : 10.16.36.1

C:\Users\bennie.pienaar.SAGES1>ping 10.16.36.71

Pinging 10.16.36.71 with 32 bytes of data:
Reply from 10.16.36.71: bytes=32 time<1ms TTL=128

Ping statistics for 10.16.36.71:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Minimum = 0ms, Maximum = 0ms, Average = 0ms

C:\Users\bennie.pienaar.SAGES1>
```

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

```
C:\Users>netstat -an
Active Connections
Proto Local Address           Foreign Address         State
TCP   0.0.0.0:21              0.0.0.0:*               LISTENING
TCP   0.0.0.0:80              0.0.0.0:*               LISTENING
TCP   0.0.0.0:135             0.0.0.0:*               LISTENING
TCP   0.0.0.0:443             0.0.0.0:*               LISTENING
TCP   0.0.0.0:445             0.0.0.0:*               LISTENING
TCP   0.0.0.0:1433           0.0.0.0:*               LISTENING
TCP   0.0.0.0:1500           0.0.0.0:*               LISTENING
TCP   0.0.0.0:2382           0.0.0.0:*               LISTENING
TCP   0.0.0.0:2869           0.0.0.0:*               LISTENING
TCP   0.0.0.0:3351           0.0.0.0:*               LISTENING
TCP   0.0.0.0:5800           0.0.0.0:*               LISTENING
TCP   0.0.0.0:5900           0.0.0.0:*               LISTENING
TCP   0.0.0.0:5938           0.0.0.0:*               LISTENING
TCP   0.0.0.0:49152          0.0.0.0:*               LISTENING
TCP   0.0.0.0:49153          0.0.0.0:*               LISTENING
TCP   0.0.0.0:49154          0.0.0.0:*               LISTENING
```

## 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: `\\servername` (e.g. `\\EVOSERVER`)

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.

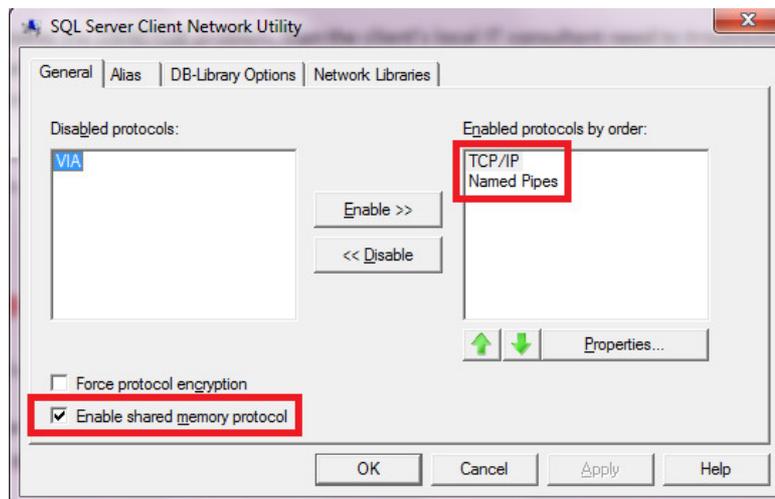
## SOLUTION 14: SQL SERVER CLIENT NETWORK UTILITY

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



**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.

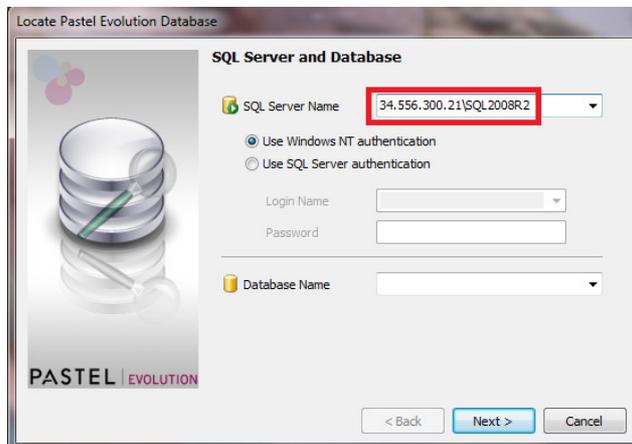
## **SOLUTION 15: REFRESH THE SA PASSWORD**

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 ADDRESS \ INSTANCE NAME  
For example:

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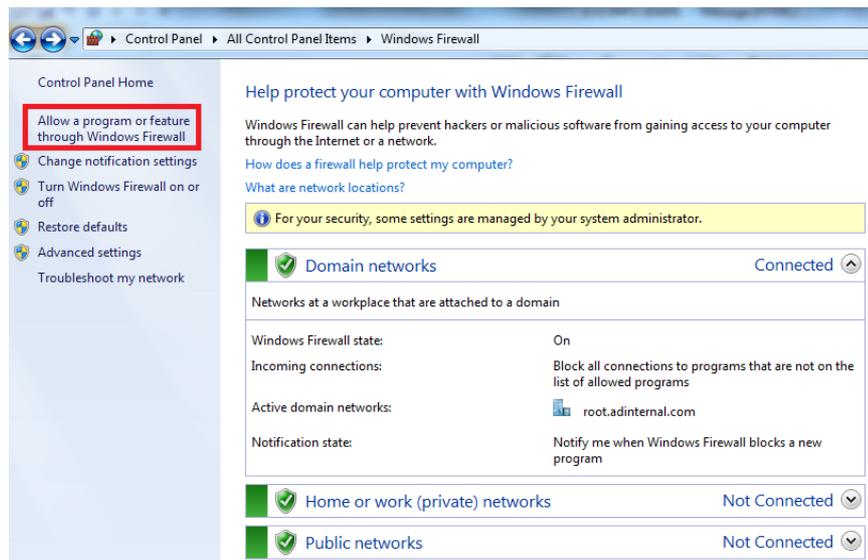
and TCP/IP respectively. We have a separate and very detailed guide on how to set it up available for those who need it.

## **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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## 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?](#)

[Change settings](#)

**For your security, some settings are managed by your system administrator.**

Allowed programs and features:

Name	Domain	Home/Work (Pri...	Public	Group Policy
<input checked="" type="checkbox"/> Amethyst-exe	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Yes
<input type="checkbox"/> BranchCache - Content Retrieval (Uses ...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No
<input type="checkbox"/> BranchCache - Hosted Cache Client (U...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No
<input type="checkbox"/> BranchCache - Hosted Cache Server (U...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No
<input type="checkbox"/> BranchCache - Peer Discovery (Uses W...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No
<input checked="" type="checkbox"/> Cashcode SQL Browser UDP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No
<input checked="" type="checkbox"/> Cashcode SQL Named Pipes TCP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No
<input checked="" type="checkbox"/> Cashcode SQL Named Pipes UDP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No
<input checked="" type="checkbox"/> Cashcode SQL TCP	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No
<input type="checkbox"/> Connect to a Network Projector	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	No
<input checked="" type="checkbox"/> Core Networking	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	No
<input checked="" type="checkbox"/> Database Service Manager	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	No

[Details...](#) [Remove](#)

**Allow another program...**

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

**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:

- 7-Zip File Manager
- AzSQL Script Decryptor
- Backup4all 3
- BDE Administrator
- Brilliant Accounting
- Brilliant Point of Sale
- Brilliant v11 (Paradox) Conversion
- Brilliant v11 (Paradox) Conversion
- Create a System Repair Disc
- Data Import Expert
- Data Profile Viewer

Path: C:\Program Files\7-Zip\7zFM.exe [Browse...](#)

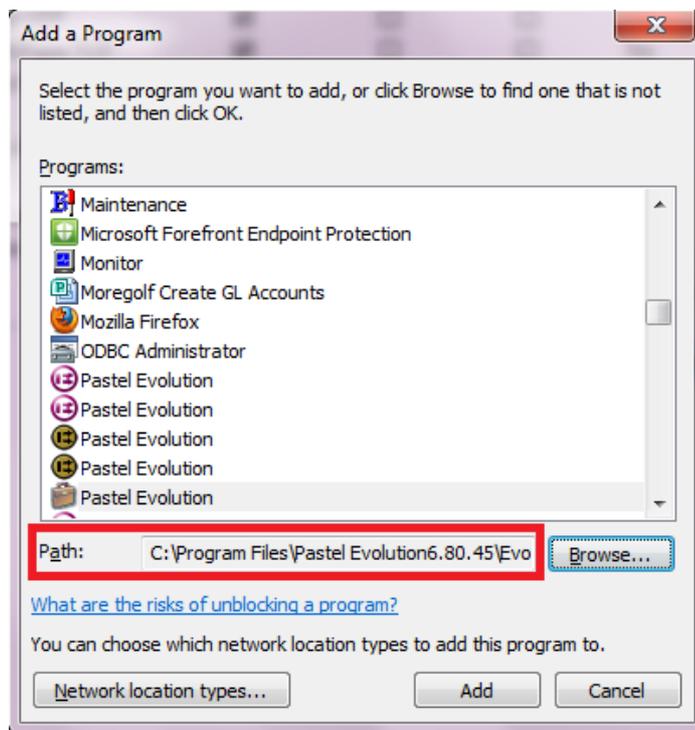
[What are the risks of unblocking a program?](#)

You can choose which network location types to add this program to.

[Network location types...](#) [Add](#) [Cancel](#)

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



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.

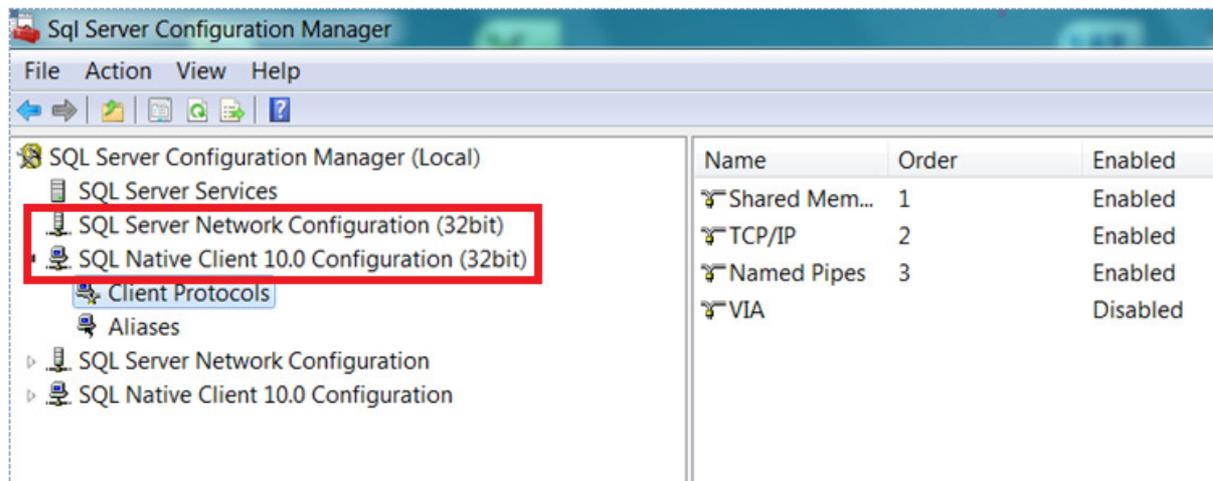
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Therefore, rather upgrade Evolution / MS SQL when you have these kinds of current setups when applicable.

## **SOLUTION 22: SQL SERVER BIT VERSION INCOMPATIBILITY 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



## **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

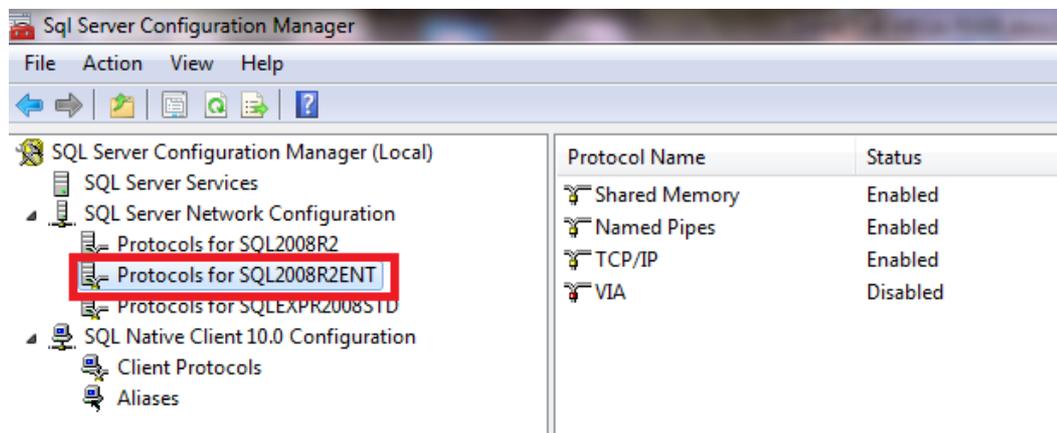
In order to accomplish this, go to:

**Start | Programs | SQL Server | Configuration Tools | SQL Server Configuration Manager.**

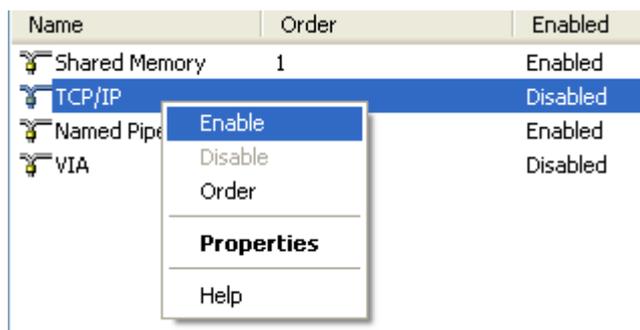
There are 2 separate places on the screen below to configure both ports mentioned above, namely in **SQL Server Network Configuration | Protocols for MSSQLSERVER** (the actual relevant instance name) and **SQL Native Client Configuration | Client Protocols**

### 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**.

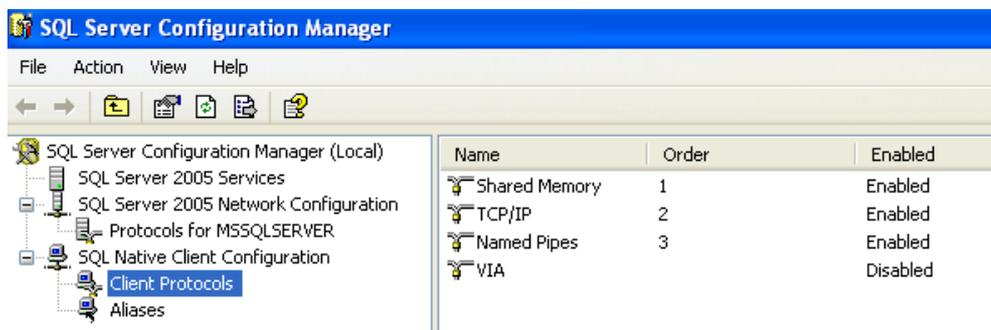


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- Repeat this for the **Named Pipes** protocol also.

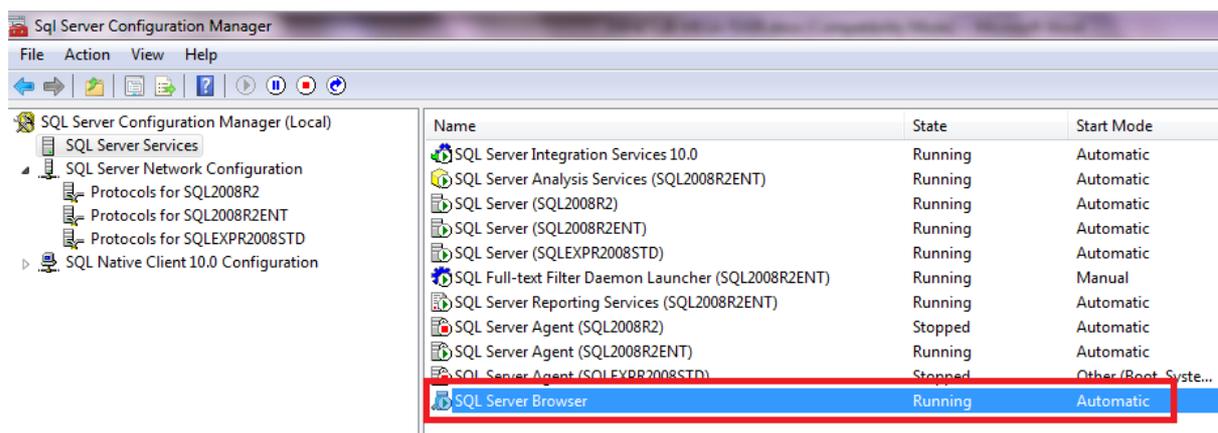
## B) Now repeat the same for the SQL Native Client Configuration

- Expand it and select **Client Protocols**



- 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**



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.

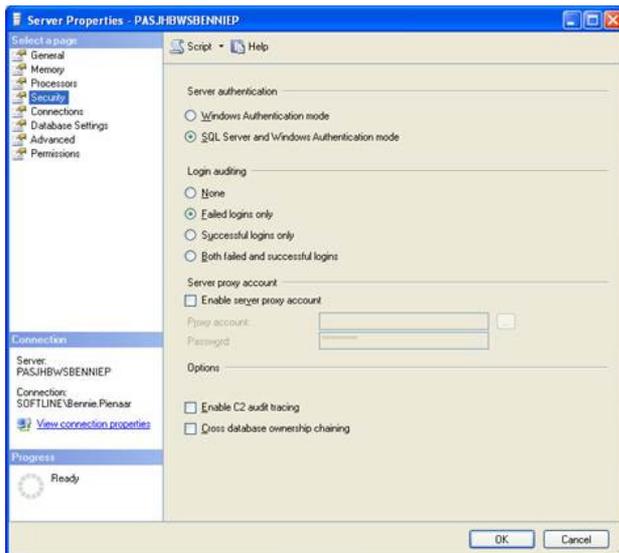
#### To enable Mixed Mode authentication:

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**.



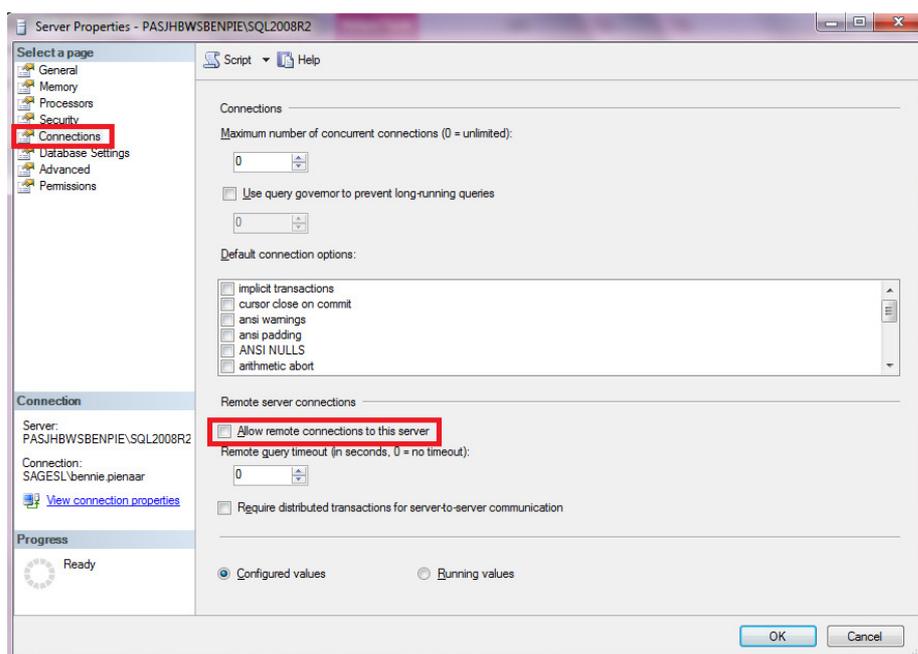
**DISCLAIMER:** These articles refer to possible solutions and a platform to share information. Each article describes a method that solved a problem (knowledge gathered from previous sites) and how Sage Evolution should operate. Please note; the information contained in these articles should be treated as guidelines and adapted; due to the differences in business processes and IT environments. Articles may not be applicable to all environments. If unsuccessful please post comments below or contact Evolution Support directly – Office: 011-304-3000 / Email: [evolutionsupport@sage.com](mailto:evolutionsupport@sage.com).

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.



## 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!



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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:

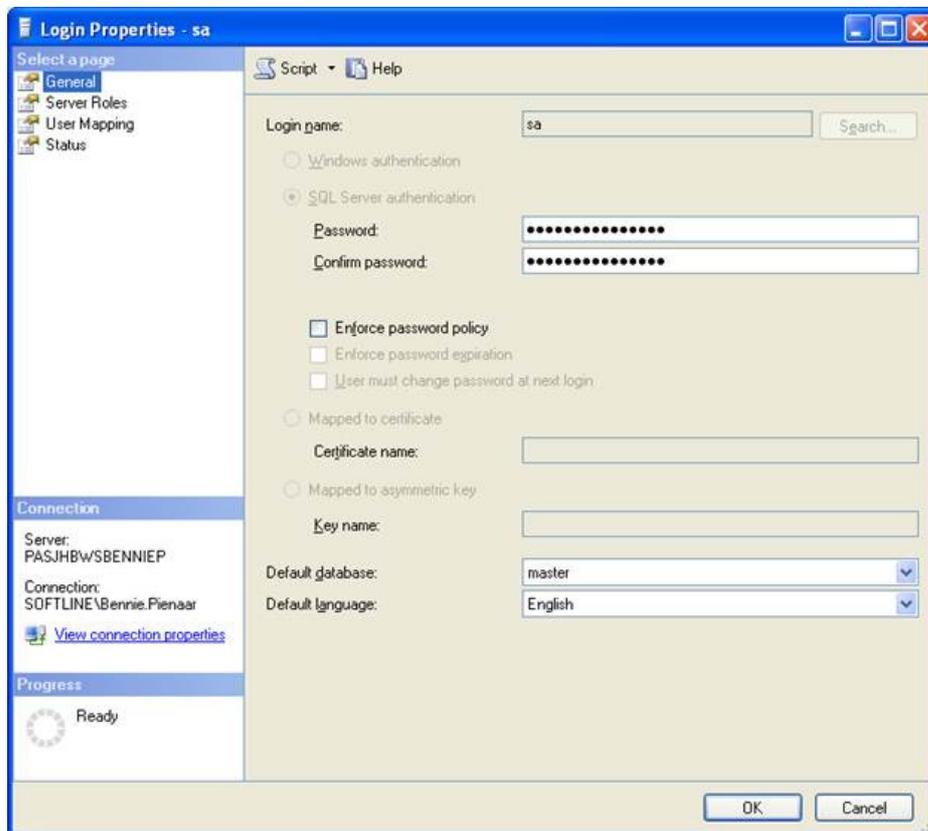
- double click on the **Security** folder,
- double click on the **Logins** folder
- double click on the **sa** user

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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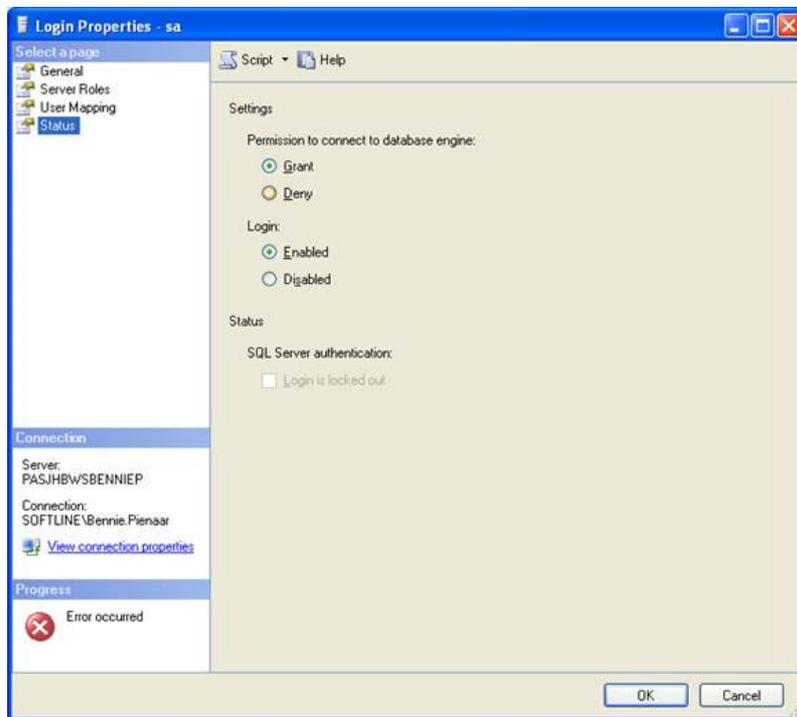
#### 4. SA Logon security

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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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:

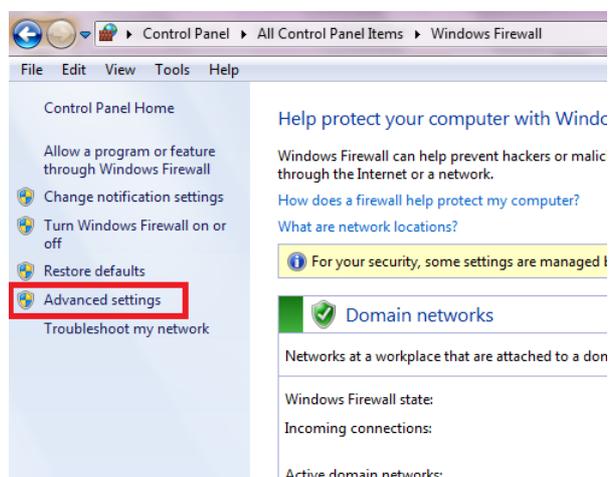
- TCP (port number 1433) and
- UDP (port number 1434)

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)

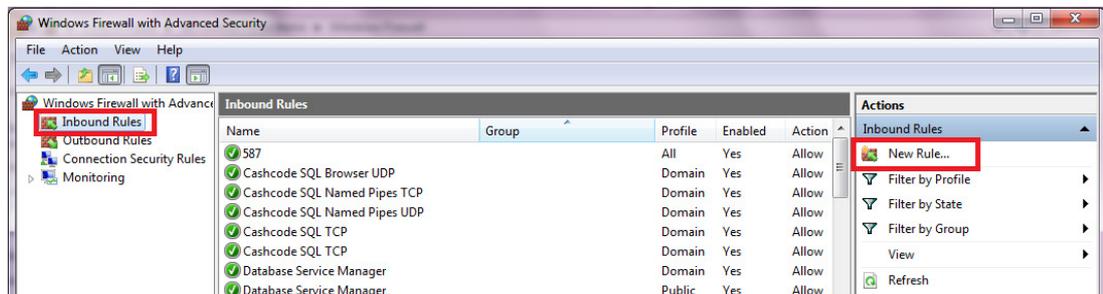
### **Then also follow these instructions if the above still proves insufficient:**

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

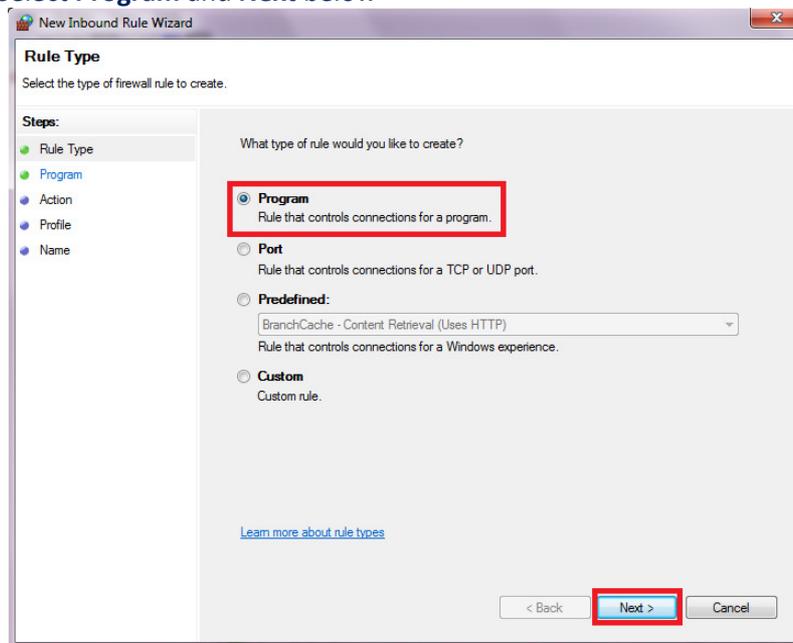


2. Select **Inbound Rules** on the top left and **New Rule** on the top right

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### 3. Select **Program** and **Next** below

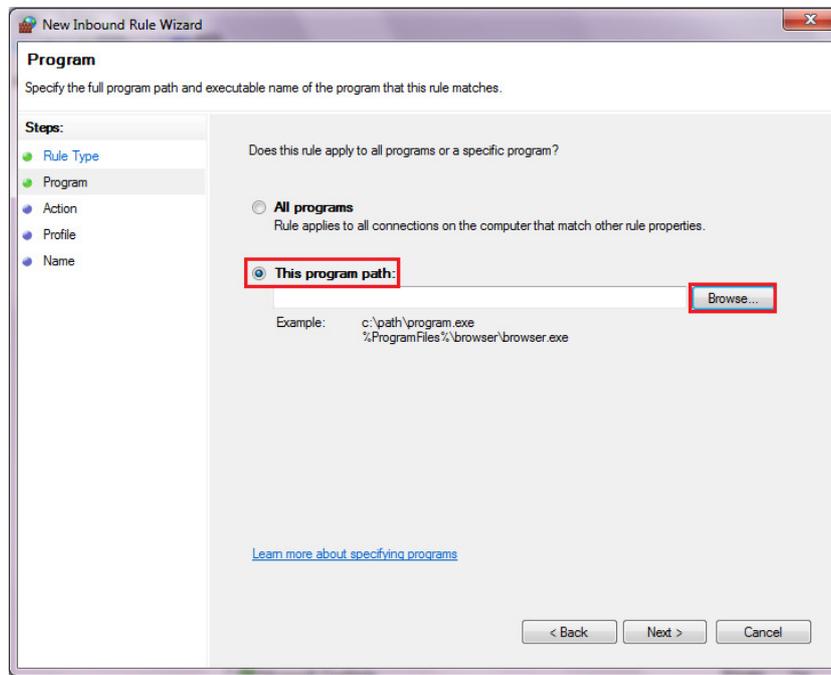


### 4. Select **This Program** path and the **Browse** button

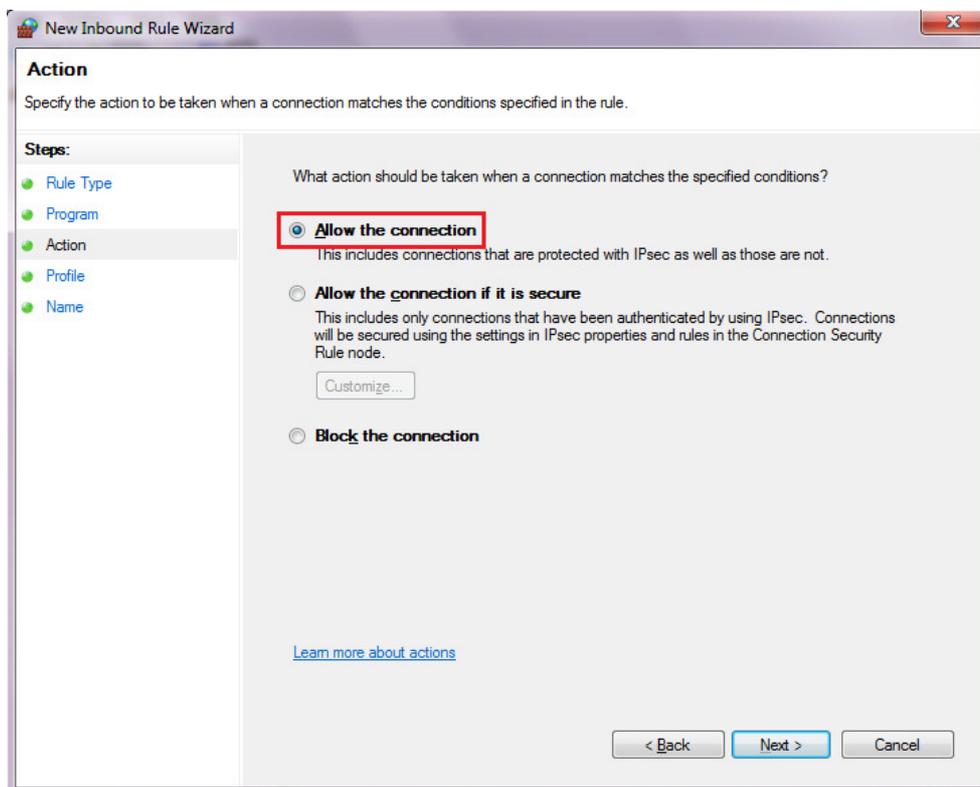
Then browse to C:\Program Files\Microsoft SQL Server\MSSQL10\_50.SQL2008R2\MSSQL\Binn\sqlservr.exe and then the **Next** button below

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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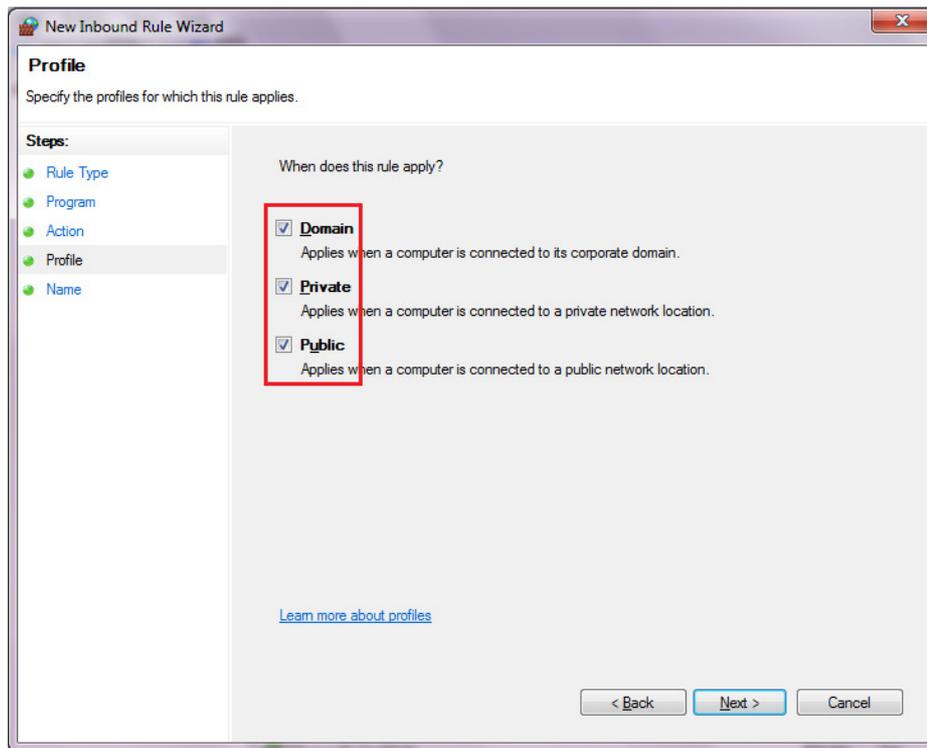


## 5. Select Allow the connection

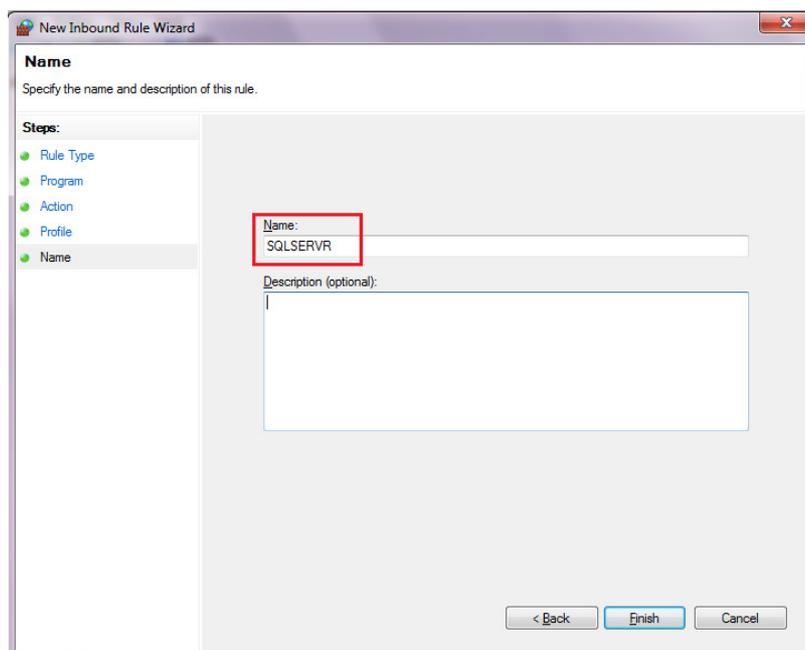


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6. Ensure all options below are selected and the Next button

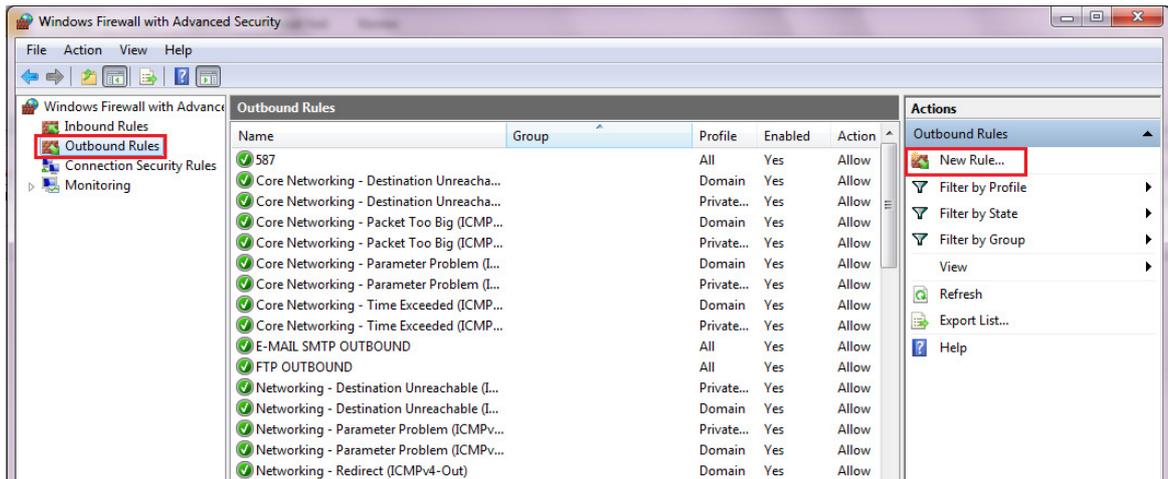


7. Enter an appropriate name and **Finish** below



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8. Repeat Step 1
9. Select **Outbound Rules** and **New Rule**



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

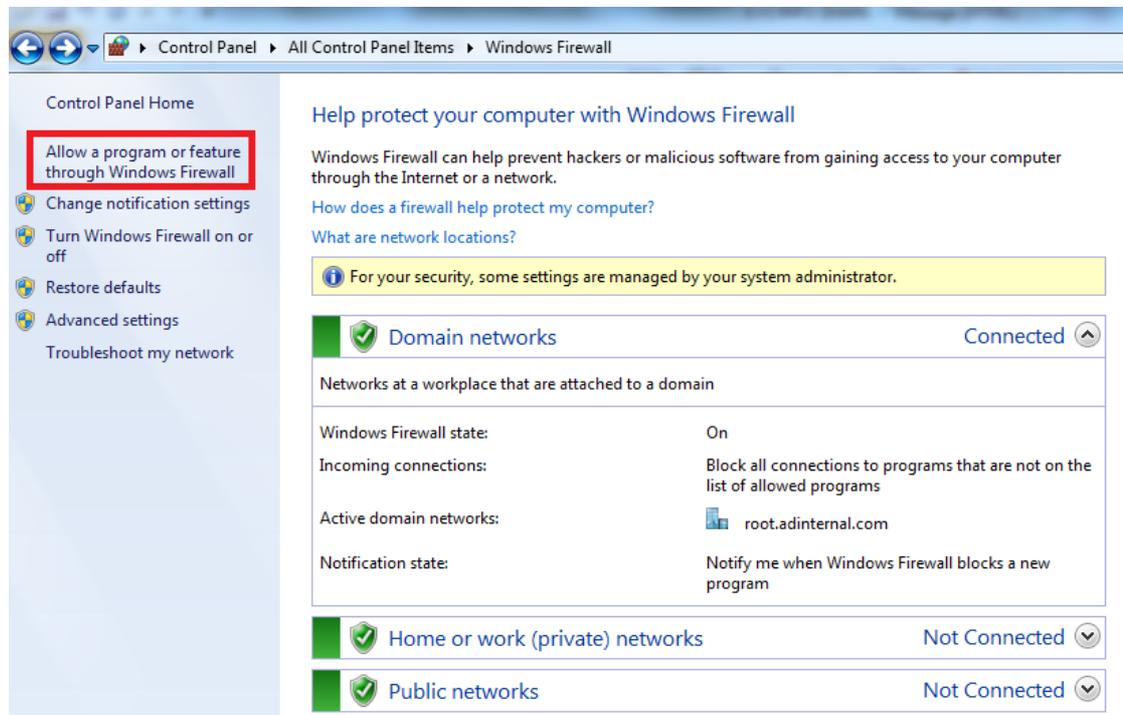
## **SOLUTION 29: ADDING SQL SERVER ON THE WINDOWS FIREWALL**

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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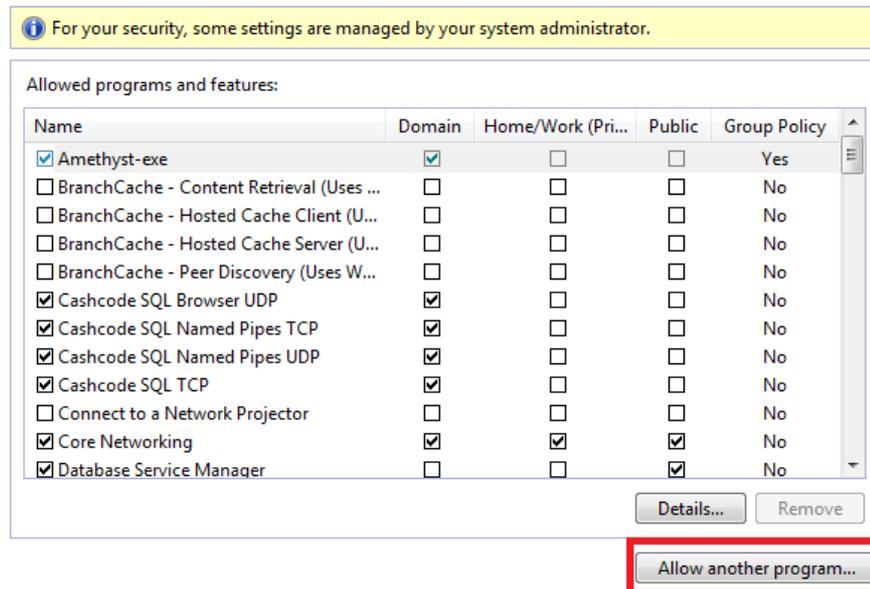
## 2. Select the **Allow another program** button below

### Allow programs to communicate through Windows Firewall

To add, change, or remove allowed programs and ports, click Change settings.

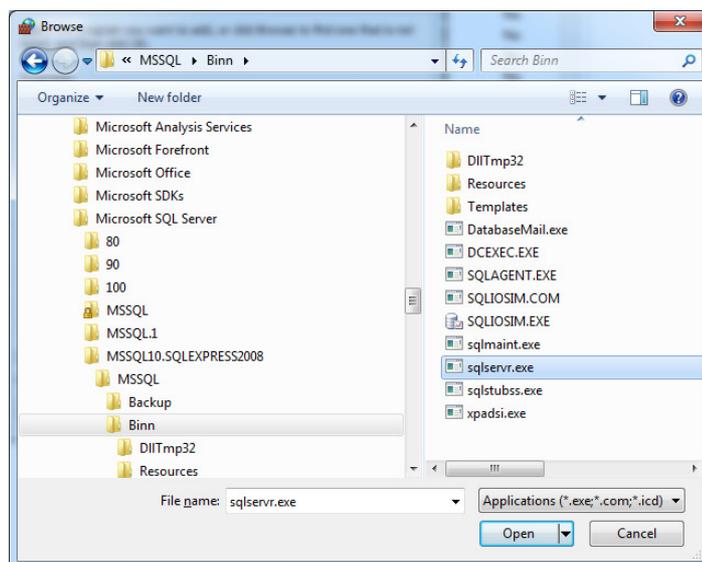
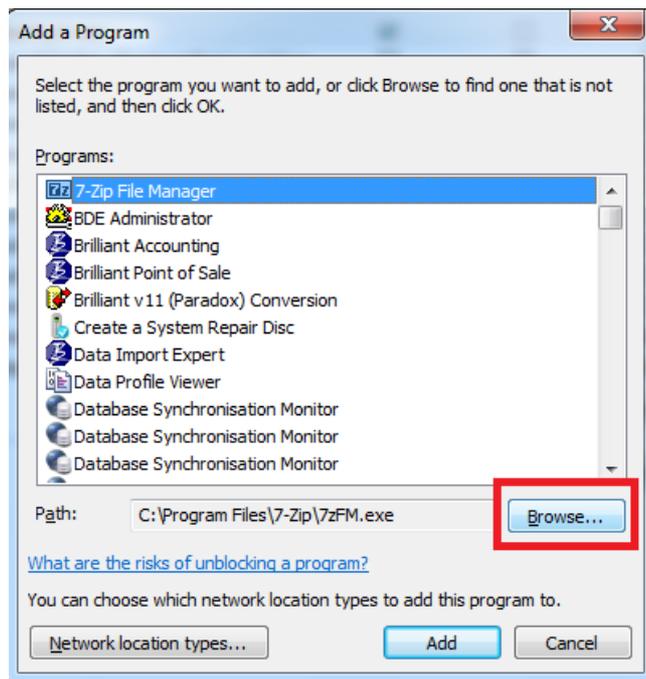
[What are the risks of allowing a program to communicate?](#)

[Change settings](#)



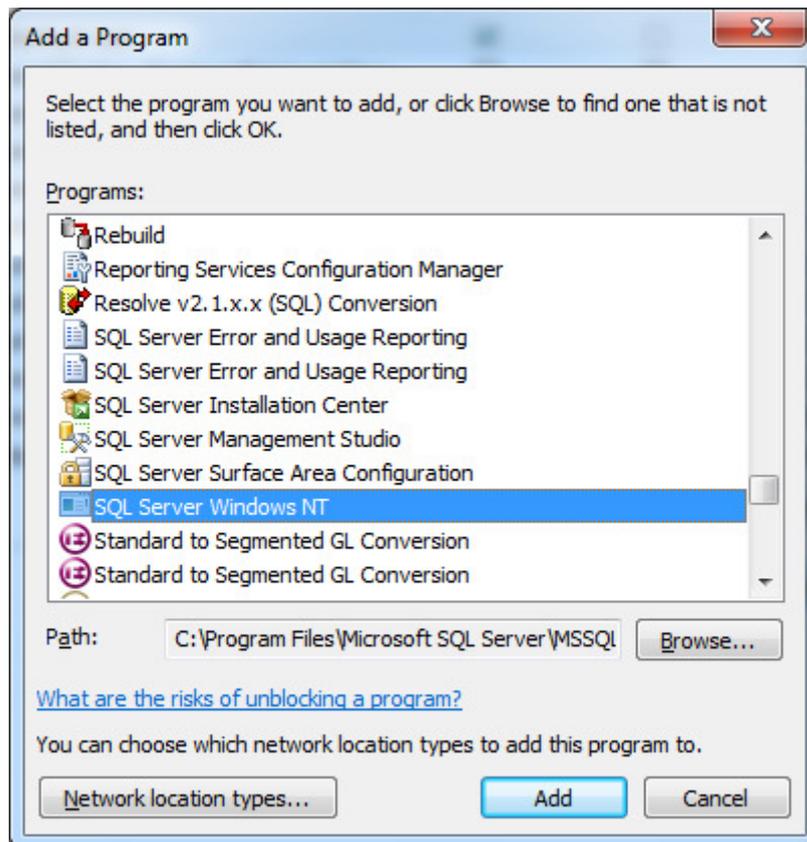
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3. On the Add a Program screen, select the Browse button and browse to the location of the instance of SQL Server that you want to allow through the firewall, for example **C:\Program Files\Microsoft SQL Server\MSSQL10\_50.<instance\_name>\MSSQL\Binn**, select **sqlservr.exe**, and then click Open.



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

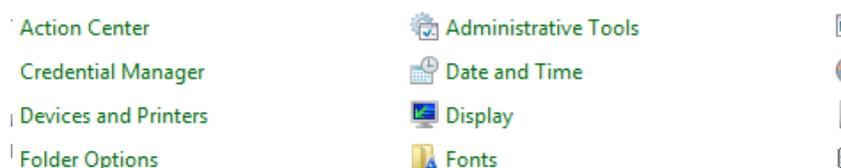


5. Close the Windows Firewall

## 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

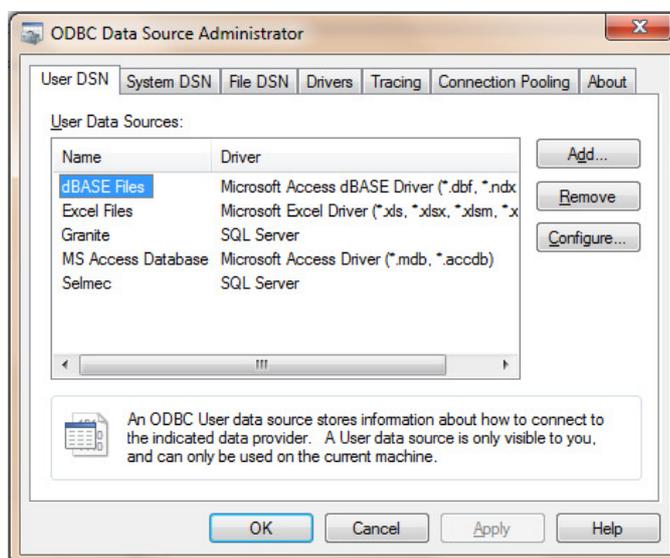


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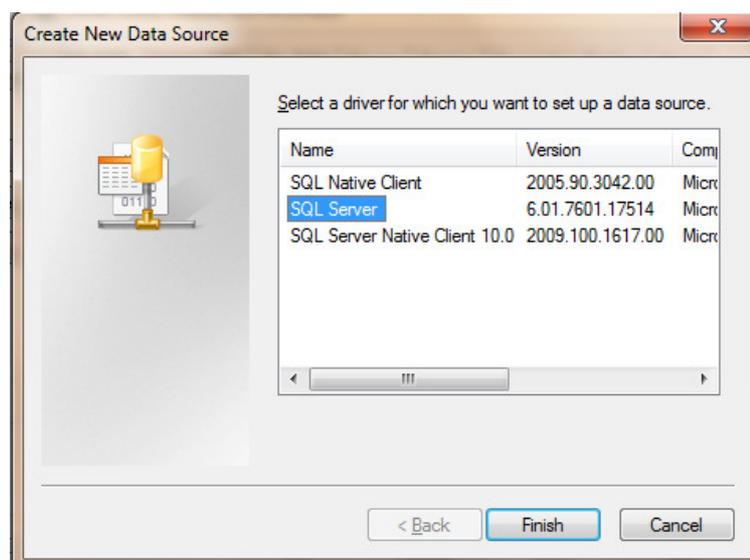
### 3) Select Data Sources (ODBC)

 **Data Sources (ODBC)** 14/07/2009 06:53 Shortcut 2 KB

### 4) Under the User DSN tab, select add

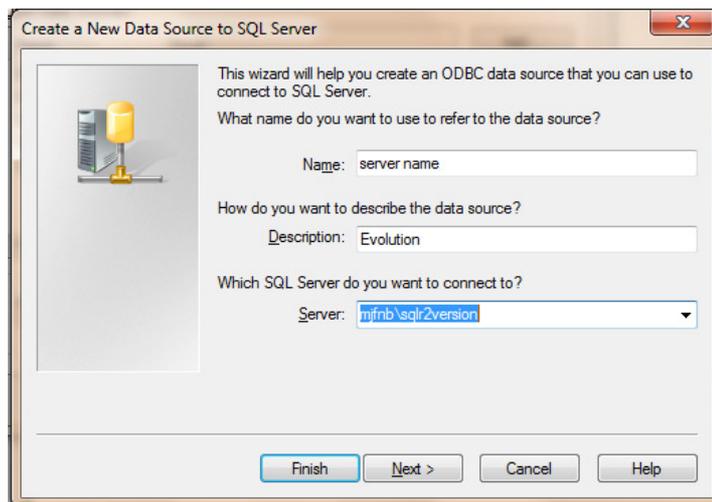


### 5) Select SQL Server

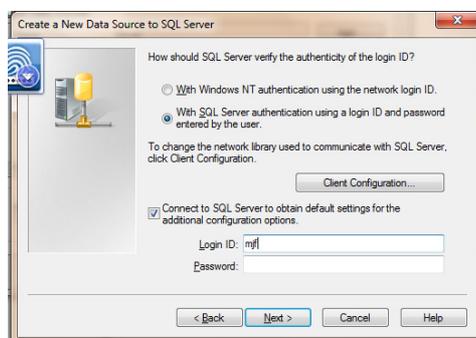


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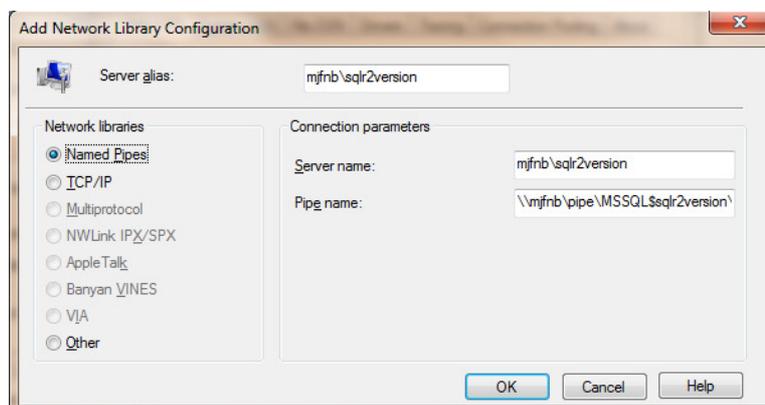
## 6) Enter the Name, Description, and SQL Server



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



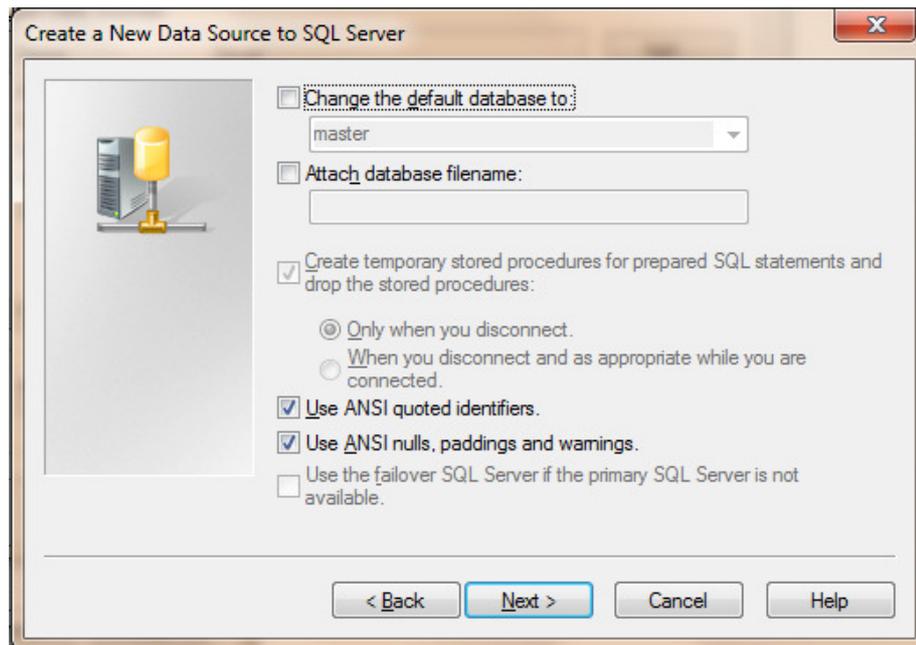
## 8) Select the named pipes in the configuration Button, and select OK



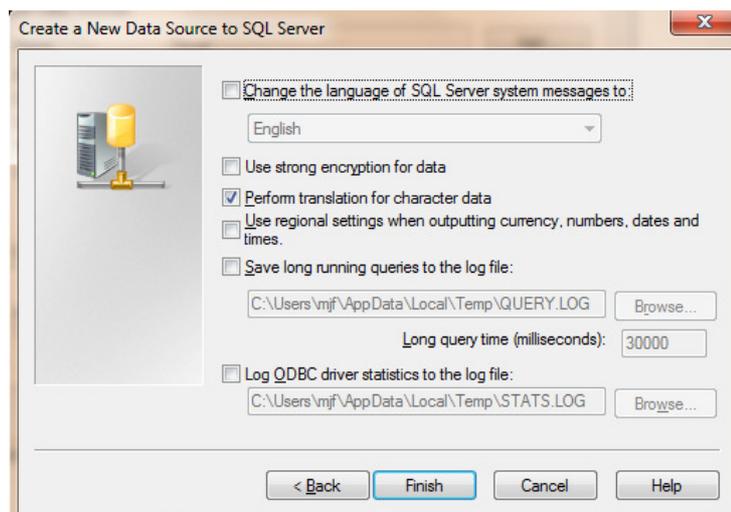
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9) Select next as it returns you back to the previous screen

10) Select next as nothing needs to change on the tab below

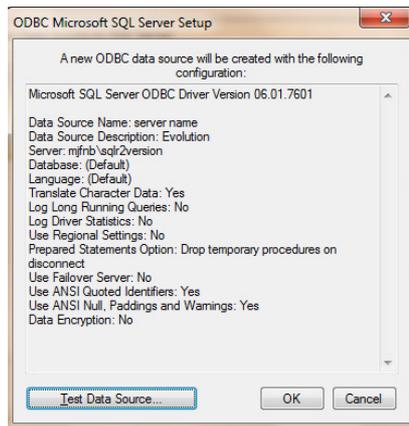


11) Select next again with the following screen

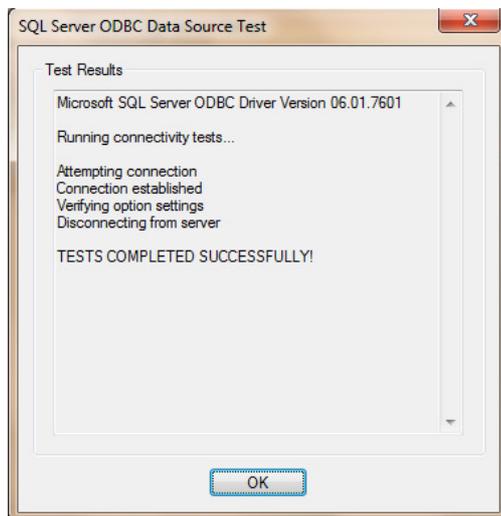


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12) Select **Finish** above and on the following screen, select **Test Data Source**



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



## **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:

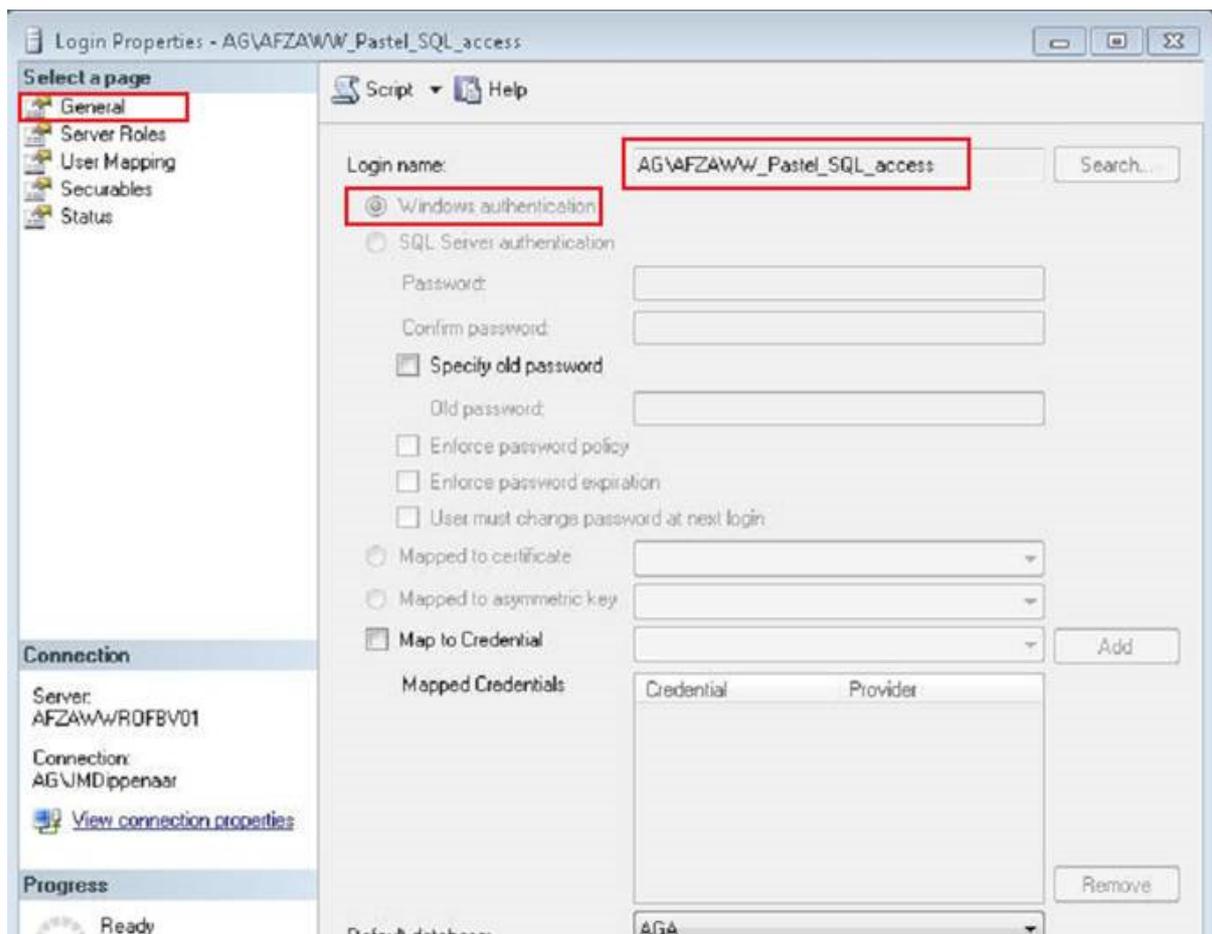
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1) The client tried to connect from his desktop using Management Studio and Windows Authentication, with him having full administrator rights but a connection error message was immediate received. This already indicated something strange was preventing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

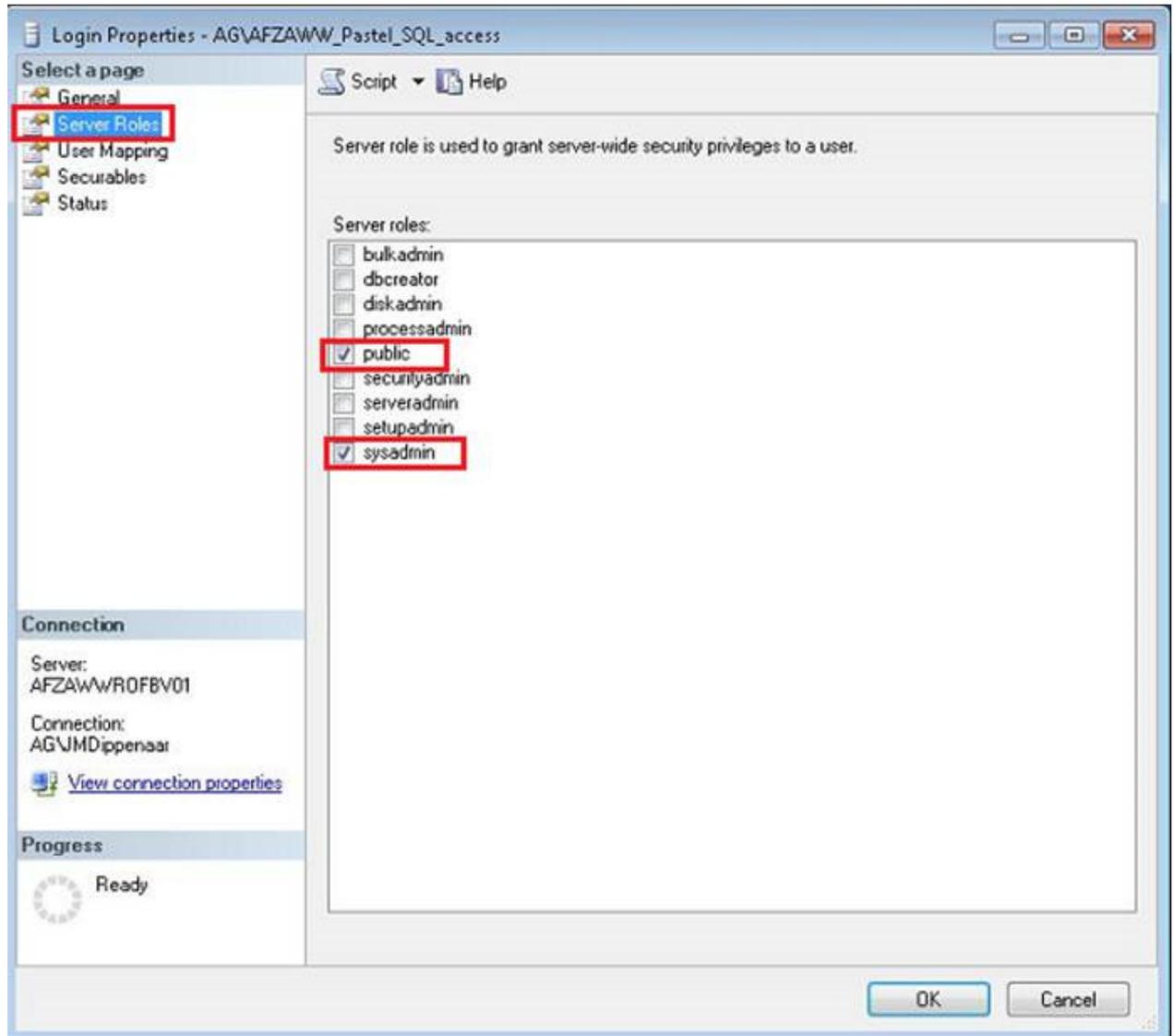
2) Within Management Studio he then first changed the Authentication back to only Windows Authentication (as opposed to Mixed Mode)

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

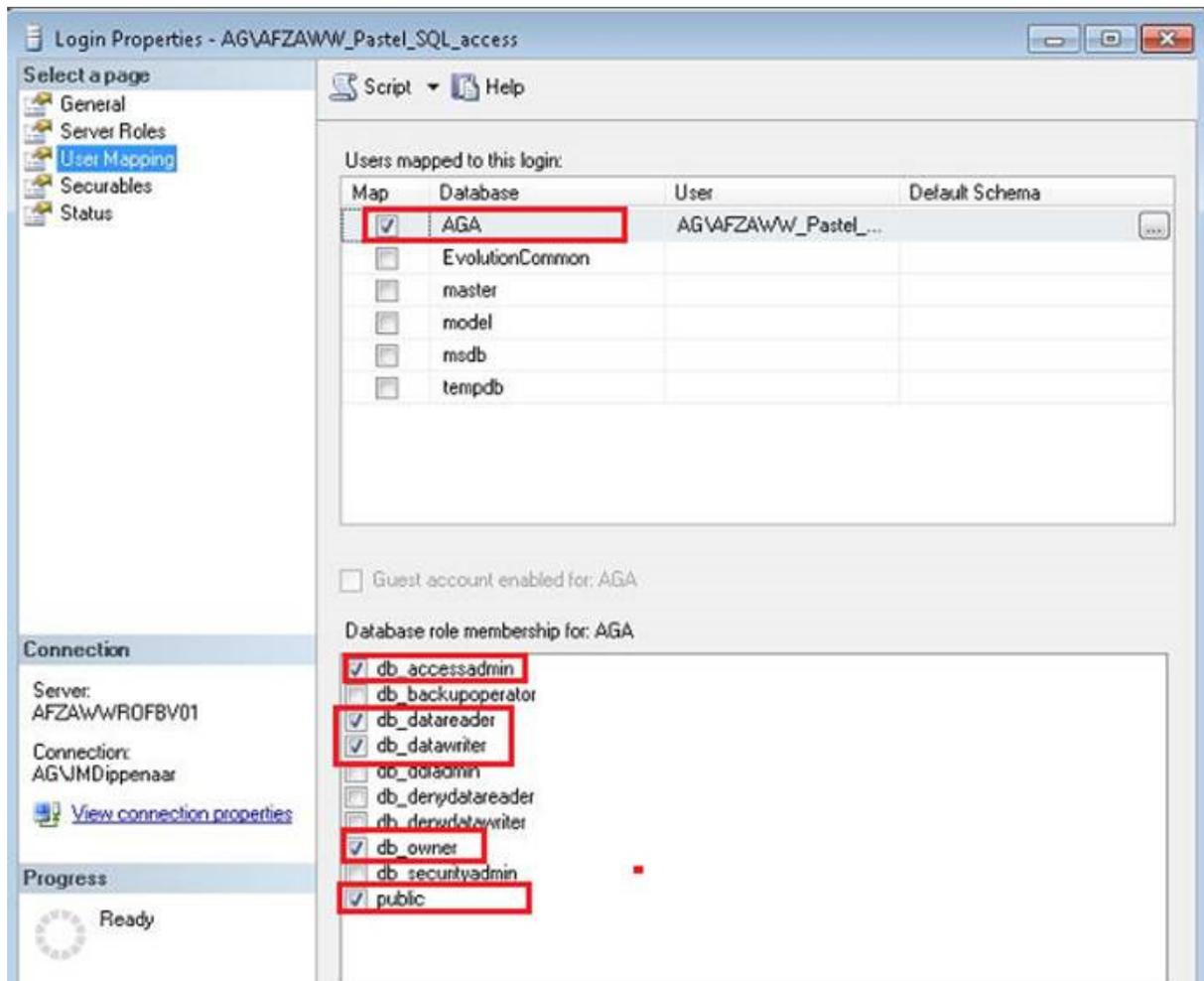
Note the **Login name** value below is client specific – and this one is the Windows User Account Group mentioned above



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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.