



How do I resolve issues with a client not connecting to the Best Practice server instance?

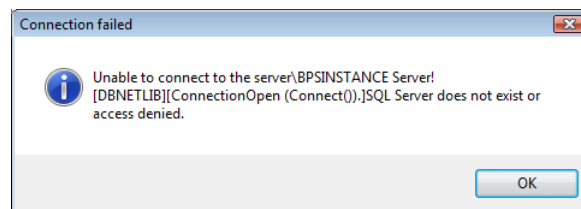
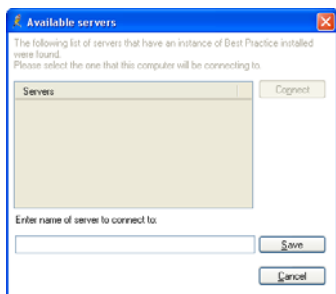
This FAQ is intended to answer common questions about resolving issues with a Best Practice client not connecting to the Best Practice server instance.



Note: It is assumed that a 'server' installation of Best Practice has been performed on the computer that will be working as the server (i.e. where the data will be stored); that you are able to log into this server version; and a 'client' installation of Best Practice software has been installed on the workstation concerned.

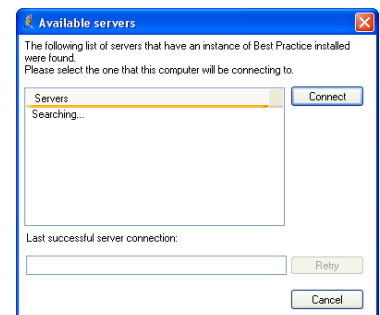
Issue 1 - Failed Connection

When connecting a Client to Best Practice the list of 'Available servers' is blank or it produces the error 'Unable to connect to the server\BPSInstance Server'.



Issue 2 - User is prompted for server name each login

The Client is prompting you to reconnect to the server each time you log in.



Issue 1 - Failed connection

These messages will come up when there is an issue getting a connection to the server or the Best Practice's SQL instance. The common causes are identified below with the procedures to fix them.

a) Network connection problems (check these for existing installations)

Physical problems to check include:

1. Are the other computers in the practice are able to connect to Best Practice?
2. The server is turned on
3. The network cable is plugged into the computer's network card
4. The cables from the clients are connected to the server or the network switch
5. The network card in the computer is connected and seated properly

- 1) **Can you browse the internet?** Open your internet browser and enter the web site www.microsoft.com.au. Does the browse display Microsoft's website? If not, contact your Network administrator for assistance.

The next two tests require that you access the command prompt on your PC.

- for Windows XP and Server 2003 – select **Start > Run > type "CMD" > OK**
- for Windows Vista, Windows 7 and Server 2008 – select **Start > type "CMD" > press the Enter key**



2) Ping the server (this will indicate if your machine can connect to your server)

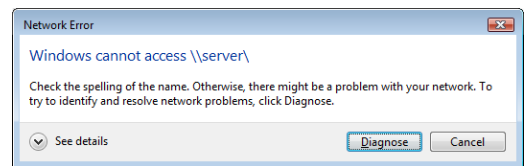
- In the black command prompt box, type "ping <your server's name>" and press <enter>
 - If it's successful, this will display your server's IP address – write this down as it will be required later
 - If it produces a message about "request timed out" or "Ping request could not find host" then you have a problem on your network that is stopping this machine from connecting to your server. Contact your Network administrator for assistance.

3) Check your computer's IP configuration (this will display your computers network connectivity)

- In the black command prompt box, type "ipconfig" and press <enter>
 - If it indicates in the section titled "Ethernet adapter Local Area Connection" the Media State is "Media Disconnected" then you have a problem with your network card or the cable plugged into it. Contact your Network administrator for assistance.

4) Browse to your server (using My Computer)

- In the address bar type "\\<your server's name>\\" and press <Enter>
 - If this computer is able to connect to the server it will produce a list of folders that have been shared from the server
 - If it produces a message such as "Windows cannot access \\<your server's name>\\" - Contact your Network administrator for assistance.
- If you don't know the server name then click on Network or Network Neighbourhood. Can you see any other computers on the network? Contact your Network administrator for assistance.



5) Check your network connections (using My Computer)

- Go into your Control Panel > Network and Sharing Centre > Manage Network Connections (in Windows Vista, 7 and 2008) or Control Panel > Network Connections (in Window XP and 2003)
 - Check that your current network connection is enabled, active and show that it's connected. If not, Contact your Network administrator for assistance.

6) Check the WINS settings for TCPIP.

- Go into your Control Panel > Network and Sharing Centre > Manage Network Connections (in Windows Vista, 7 and 2008) or Control Panel > Network Connections (in Window XP and 2003)
- Click on Local Area Network > Properties
- Double click on Internet Protocol TCP/IP
- Click Advanced > WINS
- Make sure that 'Enable LMHOSTS lookup and Enable NetBIOS over TCP/IP are selected



b) Open Firewall ports on Server to allow access to SQL database from Clients

For new installations of Best Practice, this is the most likely issue. If there is a Firewall active on your Server, you will need to open the appropriate ports to allow access by other workstations on your network.



Windows XP Server using the inbuilt Windows Firewall.

You will find a utility on the Best Practice installation DVD which will set these for you: -

- Log into the server as administrator
- Insert the Best Practice Installation DVD and wait for the initial installation screen to display
- Click on the '**Utilities**' button
- Click on the option for '**XP SP2**'.
- This will run an installation utility and walk you through enabling the appropriate ports
- When complete close the utility
- Go to a workstation and try to log into Best Practice again.
- If this does not resolve the issue move to step 2 below.

Other operating systems or 3rd party Firewall software

The ports that are required to be opened for Best Practice are available by running the utility '*BPS_SQLports.exe*' which can be found on the Best Practice installation DVD.

- Insert the Best Practice Installation DVD and wait for the initial installation screen to display
- Click on the '**Utilities**' button
- Click on option for '**BP SQL Ports**'.
- Click '**Next**' to display the list of ports required by SQL.
- These ports will need to be opened in your firewall/s to enable workstations to connect to the SQL databases.

On some systems the Dynamic port will not be displayed. If this occurs then you will need to check in SQL to identify these ports.

- Select **Start > Programs > Microsoft SQL Server 2008 > Configuration Tools > SQL Server configuration Manager**
- Select **SQL Server Network Configuration**
- Select **Protocols for BPSINSTANCE**
- Double click on the Protocol - **TCP/IP**
- Click on **IP Addresses**
- Scroll to the bottom and identify the entry for **TCP Dynamic Ports**
- This is the dynamic port which needs to be opened within the firewall.



Note: If you are unfamiliar with the configuration of your system firewall, Best Practice recommends that you contact your IT consultant for assistance.

c) Force Client Workstation to link to the Best Practice Server

For existing installations where a previously working client workstation cannot connect to the server, or a new client workstation which cannot connect to the server, the following steps may help to resolve the issue.

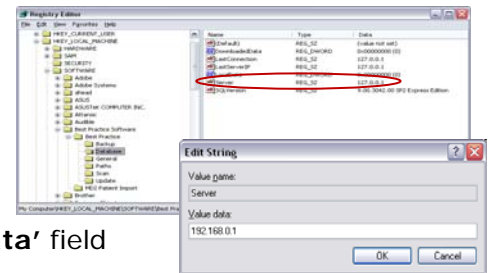


WARNING: Using Registry Editor incorrectly can cause serious problems that may require you to reinstall your operating system. Best Practice cannot guarantee that problems resulting from the incorrect use of Registry Editor can be solved. Use Registry Editor at your own risk.

- a) Identify the IP address for the Server – as mentioned above when performing the ipconfig step (if you are not sure how to do this you should contact your IT consultant)
- b) Log into the workstation that is unable to connect to Best Practice
- c) Click on the Start button in the bottom left of the screen
- d) Select '**Run**'. Type in the words '**regedit**' and click OK



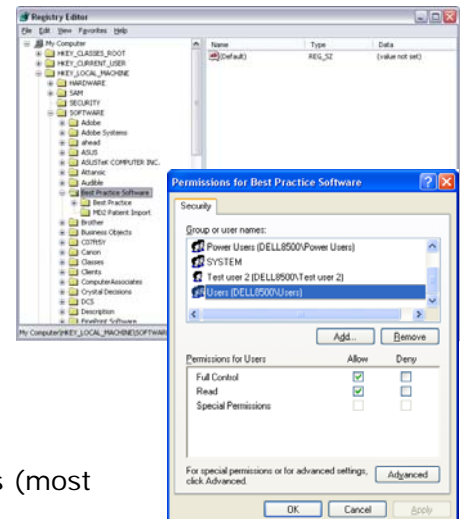
- e) Scroll down to the following folder:-
 - HKEY_LOCAL_MACHINE
 - Software
 - Best Practice Software
 - Best Practice
 - Database
- f) You will see an entry for '**Server**'. Double click on this and a dialog box should appear.
- g) Type in the IP address for your server into the '**Value data**' field
- h) Click Ok
- i) Minimize the screen
- j) Double click on the Best Practice Icon on your desktop
- k) Occasionally, this setting will not work the first time. If it hasn't allowed access to Best Practice, repeat steps (d) through to (i) again and try logging into Best Practice again.



Issue 2 Client continually prompts for Server details

Where a Client installation is prompting you to reconnect to the server each time you log in, the issue is most likely related to the Windows user having 'limited' permissions to update the registry.

- a) Log into the workstation as an administrator
- b) Log into Best Practice and connect to the server.
- c) Close Best Practice.
- d) Click on the Start button in the bottom left of the screen
- e) Select '**Run**'. Type in the words '**regedit**' and click OK
- f) Scroll down to the following folder:-
 - HKEY_LOCAL_MACHINE > Software > Best Practice Software (for 32 bit operating systems)
 - or
 - HKEY_LOCAL_MACHINE > Software > Wow6432Node > Best Practice Software (for 64 bit operating systems)
- g) Right click on the folder '**Best Practice Software**'.
- h) Select '**Permissions**'
- i) Highlight one user group to which the 'limited user' belongs (most likely 'Users' or 'Everyone')
- j) Tick the box in the '**Allow**' column for '**Full Control**'.
- k) Click '**Ok**'
- l) Close the Registry Editor.
- m) Log out as administrator and back in as the 'limited user'.
- n) Log into to Best Practice again.
- o) You should connect to the Best Practice server immediately.
- p) Log out as the 'limited user' and log back in again to test that the problem is resolved.



 **Note:** Please contact Best Practice support if these steps do not resolve the issue.

MORE INFORMATION

For more information consult the Best Practice Help Library or contact us via:



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<http://forum.bpssoftware.com.au>



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