



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

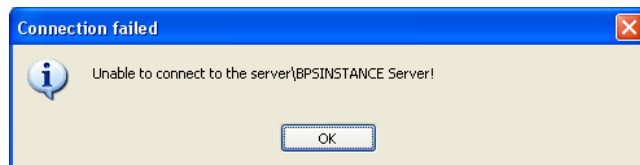
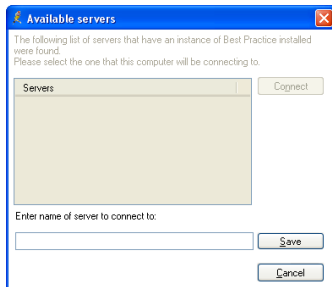
This FAQ is intended to answer common questions about resolving issues with a Best Practice client not connecting to the Best Practice server instance.



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.

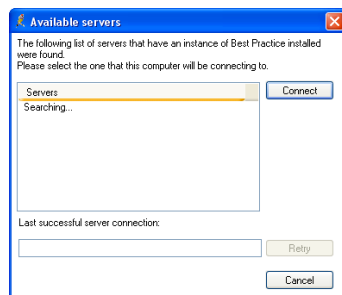
Issue 1

When first connecting a Client to Best Practice the system gives the error 'Unable to connect to the server' or the list of 'Available servers' is blank.



Issue 2

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



Issue 1 – Firewall blocking connection

1) 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.



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

2) 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.



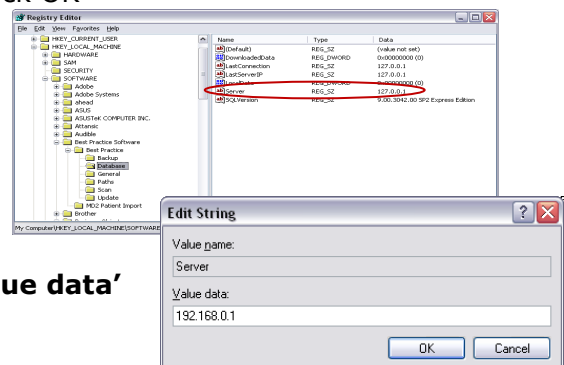
Note: WARNING: Using Registry Editor incorrectly can cause serious problems that may require you to reinstall your operating system. Best Practice cannot guarantee that problems resulting from the incorrect use of Registry Editor can be solved. Use Registry Editor at your own risk.

- Identify the IP address for the Server (if you are not sure how to do this you should contact your IT consultant)
- Log into the workstation that is unable to connect to Best Practice
- Click on the Start button in the bottom left of the screen
- Select '**Run**'. Type in the words '**regedit**' and click OK
- Scroll down to the following folder:-

- HKEY_LOCAL_MACHINE
- Software
- Best Practice Software
- Best Practice
- Database

- You will see an entry for '**Server**'. Double click on this and a dialog box should appear.
- Type in the IP address for your server in the '**Value data**' field

- Click Ok
- Minimize the screen
- Double click on the Best Practice Icon on your desktop
- 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.

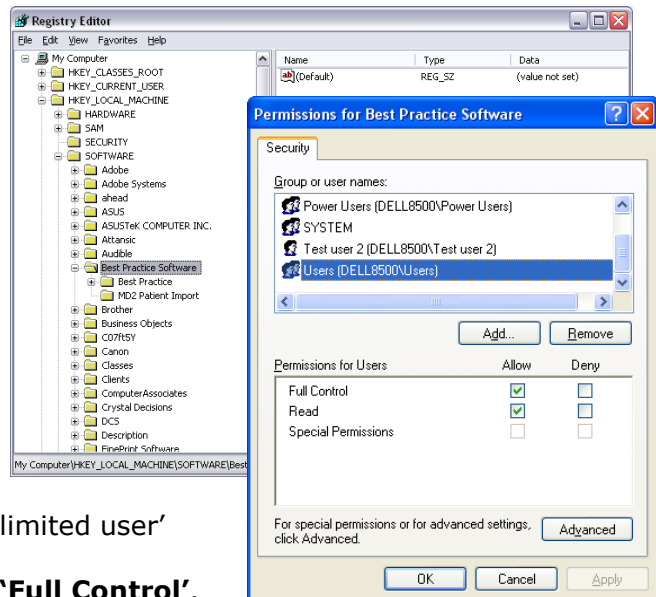




Issue 2 – Client continually prompts for Server details

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
- 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')
- 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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