

Problem – Workstations running the T.O.M. Student Conduct Maintenance application are not seeing the MSDE database. The application is working on the server itself.

Potential Causes:

Firewall - SQL Server uses port 1433, and this would need to be opened internally or at least for the transportation users in order to connect to the database.

Ports 1521, 3306, 4333 - If you know that you are connecting to remote database servers, try all of these ports, each port is for different types of SQL servers.

MSDE Server Configuration - TCP/IP protocol may be disabled on the MSDE instance. If this is the case, no network connections will be processed on the server for the Gecko MSDE instance (GECKOSQL). To fix it, go to the server with the MSDE instance and type `svrnetcn.exe` at the command prompt and find the TCP/IP protocol and bring it over to the enabled pool, then restart the service.

Configure the server:

Look to see if `enablenetworkprotocols` is on by running the SQL Server network utility. Open a command prompt and type:

```
C:\> svrnetcn.exe
```

The "Named Pipes" protocol and the "TCP/IP" protocol should be enabled. Click on "Properties" on the "TCP/IP" protocol. Here, you should see the default port MSDE will be listening on if you want network access. Default is 1433.

IF you make any changes, restart the MSSQL\$GECKOSQL service.

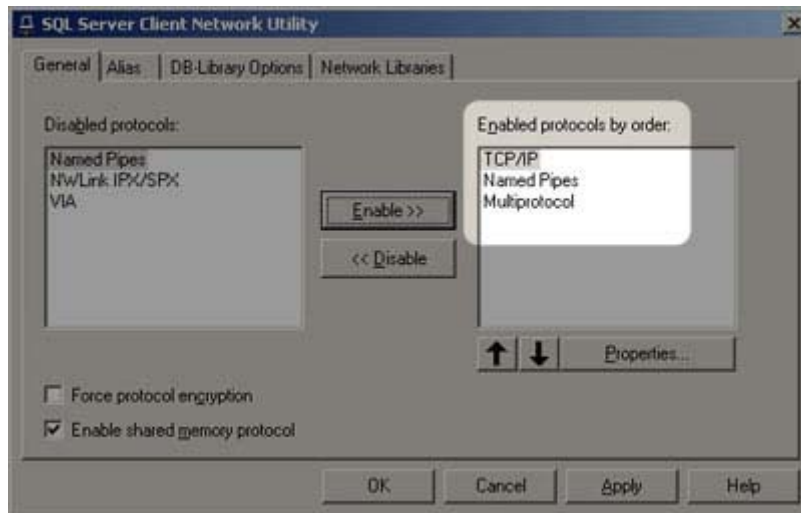
MSDE Client Configuration - If you are still having trouble connecting workstations after verifying the TCP/IP protocol on the server, check the client configuration with the Windows SQL Server Client Network Utility (`cliconfg.exe`) both on the server and the workstations...

Configure the client:

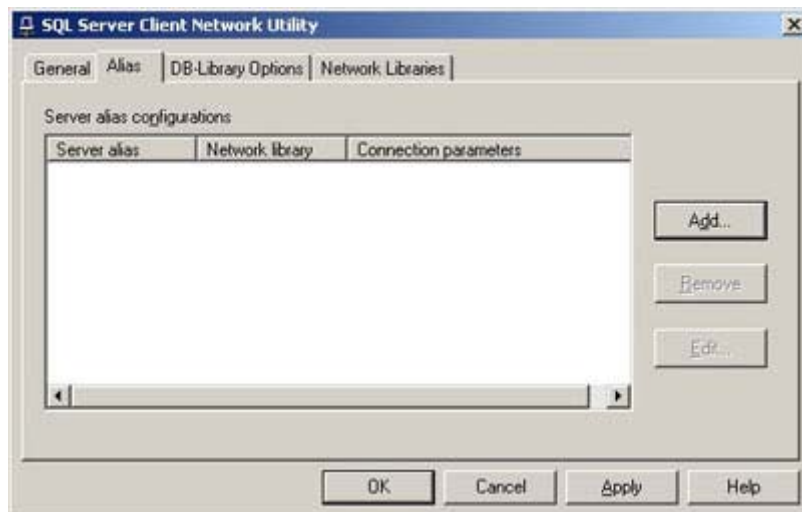
Run the SQL Server client network utility. Open a command prompt and type:

```
C:\> cliconfg.exe
```

Confirm the correct protocols are enabled in the correct order. The "Named Pipes" and the "TCP/IP" protocols should be enabled. Click on "Properties" on the "TCP/IP" protocol. Here, you should see the port number you found with the "svrnetcn.exe" utility. Default is 1433.



Click the "Alias" tab. Check for any SQL server aliases that might interfere with a GECKOSQL database SQL connection.



Click "OK" to save the settings.

Other resources - HERE is the Most Comprehensive KB article on these issues:
<http://support.microsoft.com/default.aspx/kb/328306>