

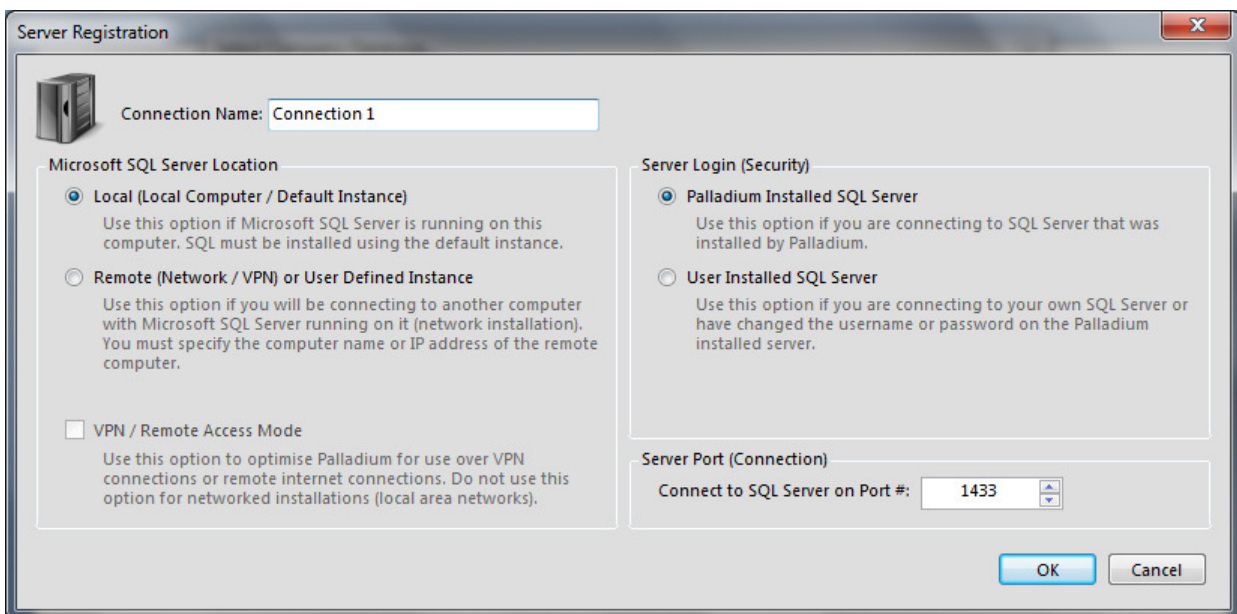


Server Connection Error

This document will assist in setting up a connection to your Palladium Database situated on your Local Computer. There are a few instances where a connection error may arise, so this document is designed to take you through a step by step elimination process.

SCENARIO

When the installation of your Palladium Program is complete, should the system be unable to connect to your local database, you will be presented with the following screen.



The first thing you need to do is to check which SQL Server Instances (versions) you currently have installed. To do this go to the Windows Icon and then “Start | All Programs | Microsoft SQL Server 2005, or (Microsoft SQL Server 2008) or (Microsoft SQL Server 2008 R2) | Configuration Tools | SQL Server Configuration Manager. Now select SQL Server Services and to the right of the screen which will be populated with the installed SQL Server Services.

If you **ONLY** have SQL Server (SQLEXPRESS) listed **OR** if you have SQL Server (SQLEXPRESS) **AND** SQL Server (MSSQLSERVER) listed please refer to Option 1 on the next page.

SQL Server (MSSQLSERVER)	Running	Automatic	LocalSystem	2708	SQL Server
SQL Server (SQLEXPRESS)	Running	Automatic	NT AUTHORITY\NE...	2504	SQL Server

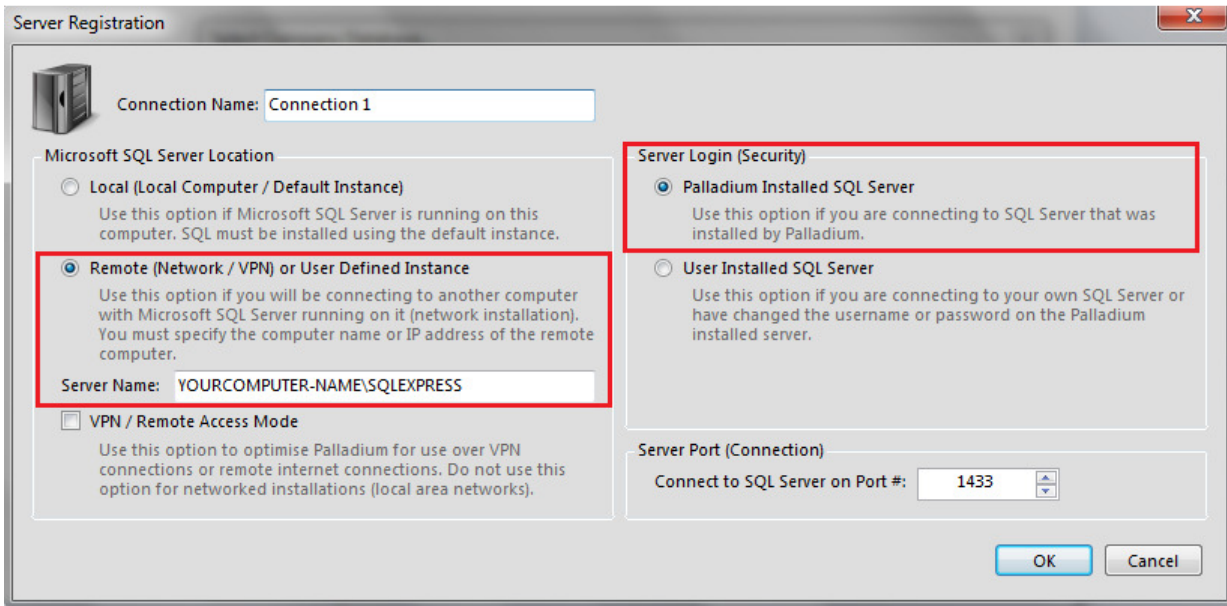
If you **ONLY** have SQL Server (MSSQLSERVER) listed OR if you **ONLY** have a differently named SQL Server instance listed please refer to Option 2 further in this document.

SQL Server (MSSQLSERVER)	Running	Automatic	LocalSystem	2708	SQL Server
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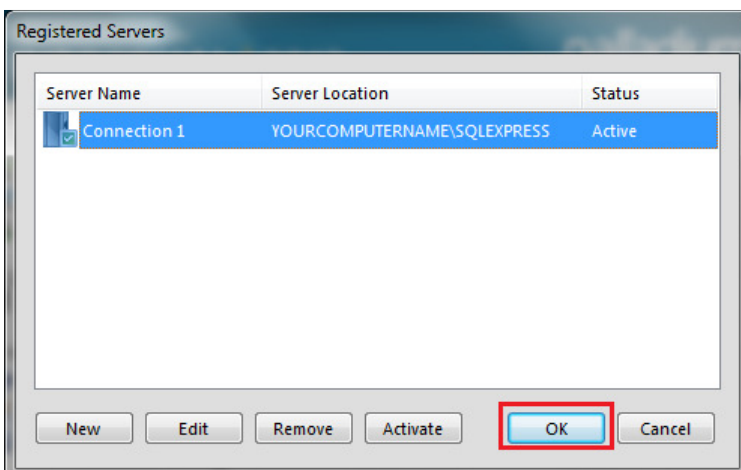
Option 1 - SQL Server (SQLEXPRESS) OR SQL Server (SQLEXPRESS) AND SQL Server (MSSQLSERVER)

In the Server Registration settings under the Microsoft SQL Server Location section, select the “Remote” option and enter: “YOURCOMPUTER-NAME\SQLEXPRESS”.

Now on the Server Login (Security) section, select “Palladium Installed SQL Server”. Once complete click on OK.



The following screen will be displayed. Click on OK.



Option 2 - SQL Server (MSSQLSERVER) OR Differently Named SQL Server Instance

If you have SQL Server (MSSQLSERVER) or a differently named SQL Server instance you will need to know your instance user name and password. Should you know your instance user name and password proceed to setup the server connection as displayed below. If you do not know your SQL instance user name and password, please ask your network administrator.

Select the “Remote” option in the Microsoft SQL Server Location Section and enter: YOURCOMPUTER-NAME\YOURINSTANCENAME. On the Server Login section select “User Installed SQL Server”, and enter the SQL Server, username and password. Once you have entered the required information, click on OK.

Server Registration

Connection Name: Connection 1

Microsoft SQL Server Location

- Local (Local Computer / Default Instance)
Use this option if Microsoft SQL Server is running on this computer. SQL must be installed using the default instance.
- Remote (Network / VPN) or User Defined Instance
Use this option if you will be connecting to another computer with Microsoft SQL Server running on it (network installation). You must specify the computer name or IP address of the remote computer.
Server Name: YOURCOMPUTER-NAME\YOURINSTANCENAME
- VPN / Remote Access Mode
Use this option to optimise Palladium for use over VPN connections or remote internet connections. Do not use this option for networked installations (local area networks).

Server Login (Security)

- Palladium Installed SQL Server
Use this option if you are connecting to SQL Server that was installed by Palladium.
- User Installed SQL Server
Use this option if you are connecting to your own SQL Server or have changed the username or password on the Palladium installed server.
User: username Password: password Show

Server Port (Connection)

Connect to SQL Server on Port #: 1433

OK Cancel

The following screen will be displayed. Click on OK.

Registered Servers

Server Name	Server Location	Status
Connection 1	YOURCOMPUTERNAME\MSSQLSERVER	Active

New Edit Remove Activate OK Cancel

Should you not know your instance user name and password, you will need to download SQLExpress from our website www.palladium.co.za creating a new SQL Database instance. On our website go to the Downloads tab and select Accounting Software. Scroll down until you can see Component Downloads and select MS SQL Server 32bit or 64bit depending on your operating system version. If you're not sure what your bit-type system version is, then check it as follows:

- Right click on My Computer and go to “Properties | System Type” and check whether your system is 64 bit or 32 bit [Note: 32 bit systems will be written as 86 bit]
- Download MS SQL Server 32 or 64 bit depending on your System Type and select to save the download preferably in the My Documents folder.
- Once downloaded, go to where you have saved the application and double-click on the file to install the application.

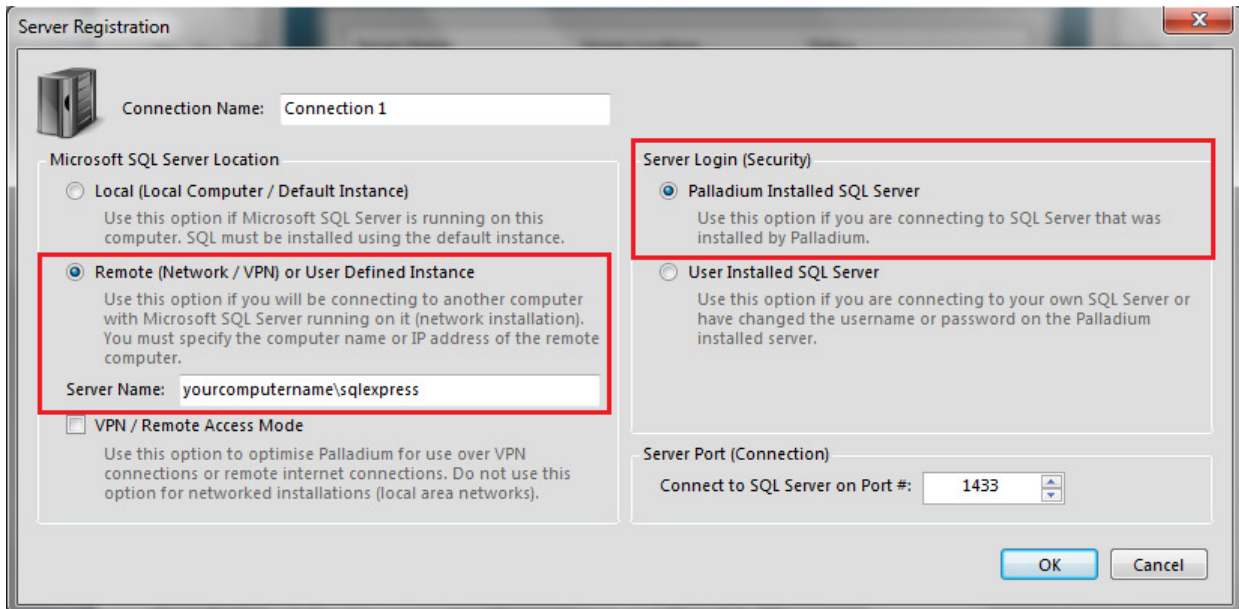
You can find out more information on this in our Support Article (SUP047-Microsoft SQL Express Database Download).

Once your SQLExpress version has been installed, open your Palladium Accounting Program and perform the following steps to setup the Server Connection.

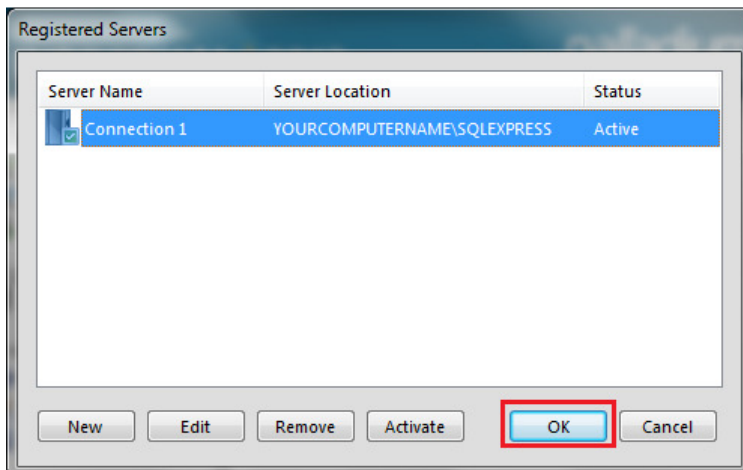
On the “Microsoft SQL Server Location” setting, select the Remote option and enter: YOURCOMPUTER-NAME\SQLEXPRESS.

On the “Server Login (Security)” section, select “Palladium Installed SQL Server”.

Once you have completed the required information click on OK.

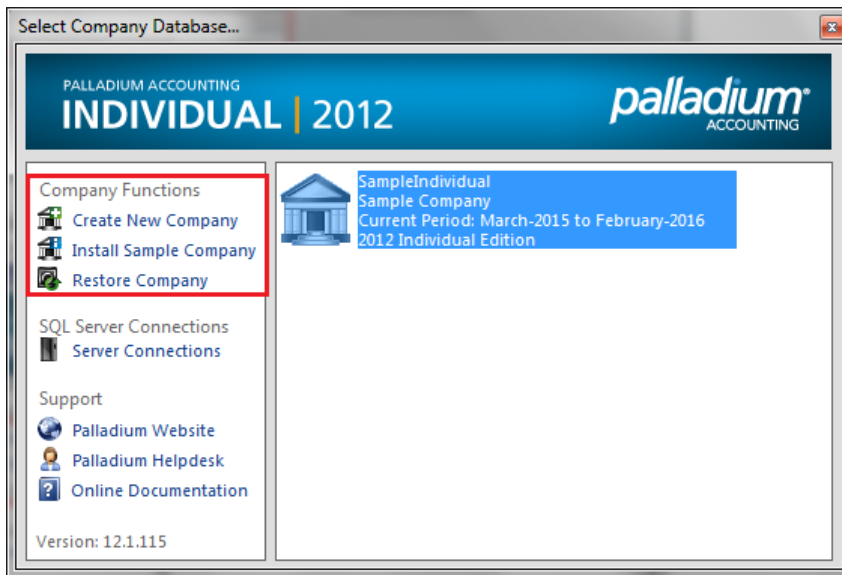


The following screen will be displayed. Click on OK.



Notes

After each instance above, the Sample Company will be automatically installed. If you refer to the Company Functions as indicated below you will also be able to CREATE NEW COMPANY or RESTORE COMPANY.



Additional Support

Should you be unable to install the application as directed in this document, it is recommended that you contact our HelpDesk for further assistance. As most of our assistance will be conducted remotely, it is recommended that you first download the TeamViewer remote application found at www.teamviewer.com in order for one of our skilled consultants to assist you.

To contact our HelpDesk you can send a mail to support@palladium.co.za or call our offices on + 27 11 367 0656.