

SUMMARY

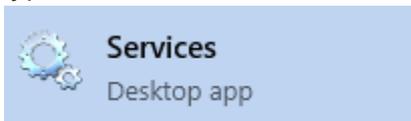
On occasion, there can be issues when logging into Constructor, even though it has worked properly previously with no changes from us. These issues can vary between Windows updates having turned off the database, to network connectivity issues preventing validation of licences.

(Your IT 'guru' may be able to provide some help here).

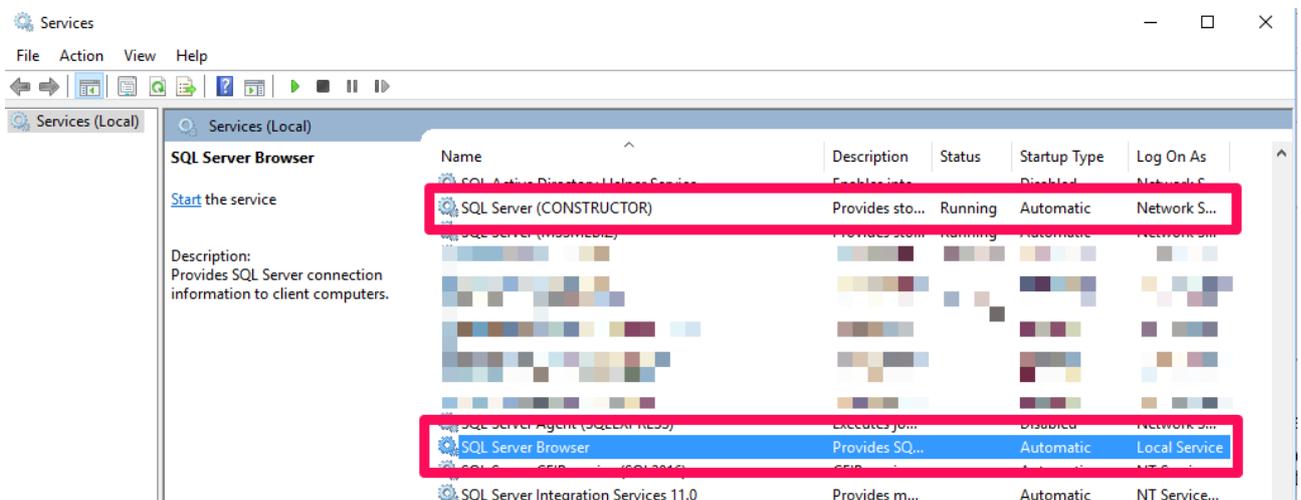
DATABASE SERVICE NOT RUNNING (SQL)

On occasion, Windows updates and other programs have been known to interfere with the running of the database program provided by Microsoft – SQL Server. There are two services (aka programs) that should be running.

1. There are many ways to view the services screen, depending on your version of Windows. The easiest way is to press the 'Windows' key on your keyboard (or click the 'Start' button).
2. Type in 'Services.msc' – it should show the following (click it to run it).



3. The 'Services' screen should now appear. Scroll down the list of 'services' until you locate 'SQL Server (Constructor)' and 'SQL Server Browser'



4. The status of both of these 'services' must be 'Running' to ensure that Constructor can connect properly to the database. To start each one, click on it and choose 'Start' from either the left hand side menu, or via a 'Right-click' option on via your mouse.

FIREWALL SETTINGS

In computing, a firewall is software or firmware that enforces a set of rules about what data packets will be allowed to enter or leave a network. Firewalls are incorporated into a wide variety of networked devices to filter traffic and lower the risk that malicious packets traveling over the public internet can impact the security of a private network.

As such, most computers these days come with a built in firewall ('Windows Firewall'). There are two programs that must be allowed through the firewall for Constructor to operate correctly on workstations connecting to the server.

Firewall settings for Constructor) are as follows (these should be automatically created when the server is installed / upgraded).

- Inbound Rule for program 'C:\Program Files (x86)\Microsoft SQL Server\90\Shared\sqlbrowser.exe' - Only one of these is required regardless of how many instances of SQL server is installed on the computer.
- Inbound Rule for program 'C:\Program Files\Microsoft SQL Server\xxxx\MSSQL\Binn\sqlservr.exe' - where 'xxxx' is the directory that relates to the Constructor Instance of SQL server (eg 'MSSQL11.CONSTRUCTOR'). There could be many of these settings as it is instance specific.

For instructions on how to add an inbound firewall rule, please see

<https://www.howtogeek.com/112564/how-to-create-advanced-firewall-rules-in-the-windows-firewall/>

NETWORK CONNECTIVITY

It is important to make sure that Constructor can connect from server to workstation effectively. To check connectivity status you should be able to navigate to the server computer from your workstation computer and access files. To check if your connection is open:

- Start-up File Explorer and navigate to the server computer on the left explorer bar. Your server computer should always be listed under the "**Network**" heading.
- Select the computer in the list and it will open. You should be able to see a Constructor related folder in here.
- If the any message comes up asking for login credentials or a message saying you cannot access the computer then your network will need configuring to allow you to view this drive.

Another common issue that stops users from being able to connect over their network is their sharing settings are not set to allow sharing. To check if you are allowing sharing:

- Right click on your network icon and select "*Open Network and Sharing Center*"
- On the left column of the window that opens, select '*Change advanced sharing settings*'
- Look for the title that says '*File and printer sharing*' and change it to "*turn **on** file and printer sharing.*"

