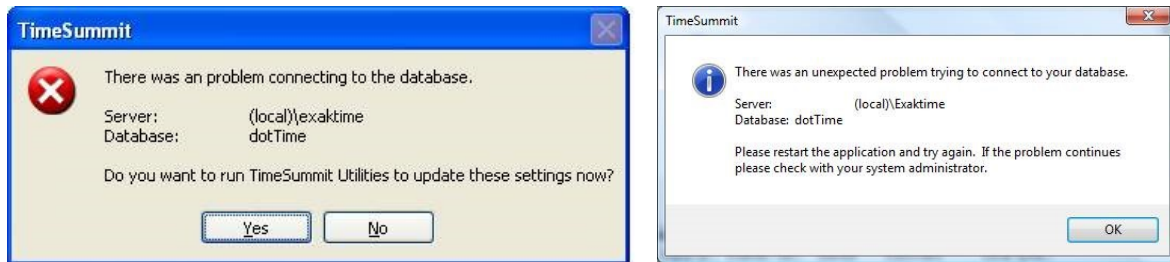


The error “**There was a problem connecting to the database**” affects TimeSummit, AccountLinx, and TimeSummit Reporter. This means that the software cannot communicate with the MS SQL database, which may be caused by a few different situations.



ExakTime stores its data in a Microsoft SQL Server Express database. Many programs use this for their databases and in most cases, each program that does so creates it's own database “instance”. An “ExakTime” instance is installed for you when you install our TimeSummit software.

Therefore, this technically occurs when the software cannot communicate with the ExakTime database instance because of one of the following:

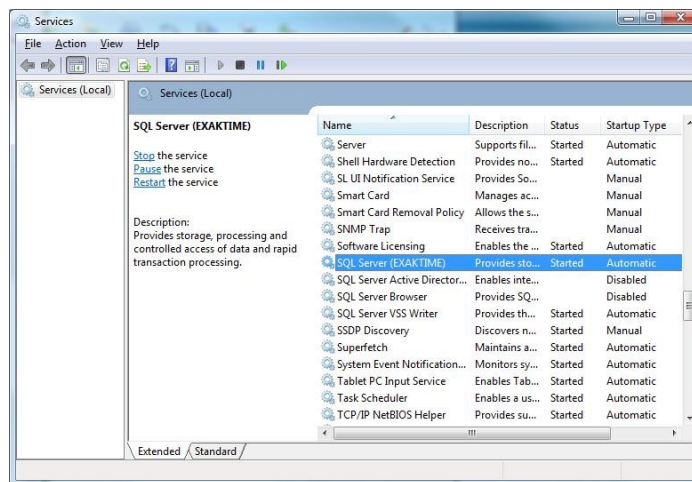
1. The SQL service has been stopped
2. The SQL folder or its data has been compressed
3. A new firewall or security program is blocking access
4. The server or computer that hosts the database is not available

Reason 1: The SQL Service has been stopped

Some updates and computer maintenance will automatically shut off services that are not critical while they run. Normally these services are restarted automatically when the update or maintenance is complete, but sometimes they are not.

If the error is caused by the SQL service not starting then the easiest way to fix it is to restart the PC. The SQL service should automatically start on system startup.

Another cause for the SQL service not starting is if it has been disabled by a technician or maintenance program in an attempt to cut back on nonessential services. You can check by going to your Control Panel, double-clicking on **Administrative Tools**, and then on **Services**. In the window that appears, check for SQL Server (ExakTime) and make sure that status shows *Started* and the Startup Type shows *Automatic*. If not, double-click on the item to update these settings.



Reason 2: The SQL Folder or its data has been compressed.

In an effort to save hard drive space it is not unusual for a technician or program designed to boost hard drive availability to compress files. A compressed SQL file cannot be written, and will cause the error. To see if a file folder is compressed you can right-click on the folder or file and choose “Properties”. On the General tab, click **Advanced**. A check mark in the box that reads “Compress contents to save disk space” means that the folder has been compressed and will not work for our purposes. Uncheck the box to uncompress the files.

Typically, our instance of SQL is installed in

Windows XP or any version of Windows using 32 bit

C:\Program Files\Microsoft SQL Server\MSSQL.1

Windows 7/8/8.1, most if not all versions of these sold today will be 64 bit, so you will have to check to see if that is the case. The easiest way to verify what version of Windows you have is, with 32 bit versions of Windows there will only be one “Program Files” folder but if it is 64 bit there will be two: one like above “Program Files” and one like below “Program Files” (x86).

C:\Program Files (x86)\Microsoft SQL Server\MSSQL.1

If you have multiple programs that use SQL, you may see an MSSQL.2, MSSQL.3, etc.

Each of these folders, as well as the MSSQL\Data folders within them, must be set so that files are NOT compressed.

Reason 3: Firewall And Security Programs

Another cause of this error is a security or firewall program blocking software from accessing the database. This normally occurs when someone has updated or installed new security procedures.

To check if this is the problem, temporarily disable/turn off your firewall software, and try to start our software. If it starts up, the firewall is the problem, and it will have to be configured to allow access by the Microsoft SQL Server program.

Since there are many different security programs on the market, please refer to the support for the security software to find out how yours can be configured make an exception for programs so they will not be blocked.

Reason 4: Firewall And Security Programs

If your database is on a PC other than the one that TimeSummit is on, then you have a network install. If the computer that is hosting the database is not on-line, or the network connection allowing the computers to communicate is down, then you will receive the discussed “There was a problem connecting to the database” error. To fix this, make sure that the host machine is available to the workstation.

Note: Since the SQL Server 2005 will be on the host machine in the case of the network install, keep in mind that all the possible causes listed above can occur on that host machine. This is especially true for the security and firewall issues, as it is not unusual for network administrators and contracting technicians to restrict user rights on workstations and enable high firewall protection in an attempt to protect the company’s computers. Please have your network administrator call us for more information if you suspect this to be the issue.