



# Troubleshooting Database Connection Issues

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## 1. What Type of Environment are you running Rentalpoint in?

**Client/Server:** Client computer has a copy of RentalPoint software running “locally” with connection to the database via a network.

**Terminal Server:** Client computer does not have a copy of RentalPoint installed “locally”. Client uses Remote Desktop Connection to log onto server computer and runs RentalPoint.

**Stand Alone:** Computer has both SQL Server and RentalPoint installed. RentalPoint is only run from this computer. If you have multiple licenses or wish to run RentalPoint from more than one computer, Stand Alone is not possible.



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### 2. What type of Network are you using?

**Domain:** SQL Server uses Integrated Window Authentication by default. All users are usually granted access to the SQL Server via a computer management group that all users are a member of (eg. 'Rentalpoint')

**Workgroup:** In a workgroup environment you must set up SQL authentication with an SQL username and an SQL password to communicate with the database on the server.

See section 4 for more information.

### 3. What version of Windows are you running?

**Windows Version and Editions:** Multiple versions of Microsoft Windows are available to connect to SQL Server. Windows XP (Pro or higher)(service pack 3 with the latest dotnetfx installed), Windows Vista (Pro or higher), Windows 7 (Pro or higher). Windows 7, Windows8, Windows 10; regardless of edition, must use SQL Authentication to connect to SQL Server in a Workgroup Environment.

### 4. SQL Server Setup and Configuration

SQL 2005, SQL 2008 and SQL 2012 versions with service packs are all supported by Rentalpoint.

Ensure that the SQL Server Browser is running. Be sure to set the startup type of this service to 'Automatic'. If your server has an unexpected reboot, the SQL Server Browser will not restart if the startup type is set to 'Manual'.

You must configure SQL Express in order to use it in a network environment. There is a separate article for this ; please copy paste this link to your browser for access

<http://rentp.com/KnowledgebasePDFs/Setting%20up%20User%20Access%20to%20the%20RentalPoint%20Database.pdf>

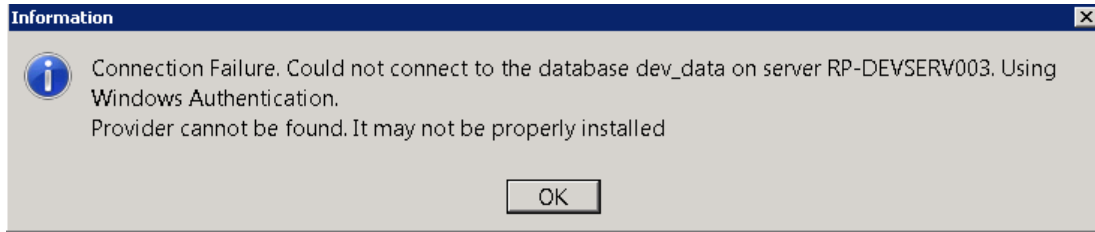
If using Rentalpoint in a Client/Server environment (see section 1 to determine), you must follow the steps in this article for each PC where Rentalpoint is installed.

<http://rentp.com/KnowledgebasePDFs/RentalPointClientConfiguration.pdf>

Error connecting due to SQL Provider: Double check your SQL Provider via Rentalpoint Database Wizard Others→Utilities→Database Wizard in Rentalpoint



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### 5. Windows Firewall and Anti-virus settings

If you would like to use a firewall, you must ensure that the firewall has specific rules assigned that will allow SQL traffic through. This usually means setting up both a TCP Inbound and an Outbound rule to allow traffic on port 1433 via Windows Firewall. Refer to the Microsoft article for more information;<http://msdn.microsoft.com/en-us/library/ms175043.aspx> .

If your firewall is disabled and you are running third party virus scanning software, please ensure the software allows traffic in and out on port 1433.

It may also speed up Rentalpoint if you add the Rentalpoint executables and database to your list of exclusions. Note: AVAST users MUST add Rentalpoint executables to the list of file exclusions in order for Rentalpoint to run.

### 6. Testing the Network Connection

An ODBC connection is a great way to easily test a connection to the SQL Server. Ensure you are using the System DSN tab and SQL Client. See step by step instructions for setup of this connection in the SQL help document at this link <http://rentp.com/KnowledgebasePDFs/RentalPointClientConfiguration.pdf>

### 7. RPINI.ini Configuration File

This is the configuration file location in the Rentalpoint system directory. The values in this file are written to the windows registry and used as a reference for running Rentalpoint on that PC. Ensure the correct server, database are listed in RPINI.ini. This is especially useful when one computer will not connect but others on the network will. You can edit this file with notepad.