# DRIVE Trouble Shooting: ODBC and Named Pipes



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# **Trouble Shooting**

### **Could Not Connect to DRIVE Database**

One of the most common issues after installation is not being able to connect to the Drive database.

**Issue:** After clicking on Drive icon to login, you will be told, "Could not connect to DRIVE Database" as shown in Figure 27 below. This is because the Server name or/and Database name is incorrect.

Change Database		<b></b>
relate	Server Name Database Name Authentication User Name Password Network Protocol	SERVER01\RELATE         DRIVE_TEST         Windows Authentication         Image: series of the series o
Test Connection		OK Cancel

Figure 27

**Solution:** Go to a machine that can login to Drive. When logged into Drive, you need to Select Tools > Change Database. This will display the Change Database window. The correct Server name and Database name will be shown here. Take note of the Server Name and Database name and input on the machine displaying the "Could not connect to DRIVE Database" message.

If the issue is still not resolved, see Advanced Trouble Shooting.

# Advanced Trouble Shooting

### Enabling Named Pipes and TCP/IP:

Go to the Start start button on your computer.

Click on the Run 2010 & Run... button in the Start Menu. The Run window will be displayed. In the text field type "*cliconfg*", as shown in Figure 28 below. Then click the OK button.



### Figure 28

The SQL Server Client Network Utility window will be displayed (See Figure 29). Make sure Named Pipes and TCP/IP are enabled protocols.

🚊 SQL Server Client Network Utility 🛛 🛛 🔀		
General Alias DB-Library Options Disabled protocols: Named Pipes TCP/IP Multiprotocol NWLink IPX/SPX AppleTalk Banyan VINES VIA	Network Libraries	E <u>n</u> abled protocols by order: TCP/IP Named Pipes
<ul> <li>Force protocol encryption</li> <li>✓ Enable shared memory protocol</li> </ul>		↑ ↓ <u>Properties</u>
	ОК	Cancel Apply Help

Figure 29

Enabling Protocols:

<u>E</u>nable >>

Highlight Named Pipes and click the Enable button. Named Pipes will now be displayed in the "*Enabled protocols by order:"* list. Do the same for TCP/IP.

Tick the "Enabled shared memory protocol" and Click OK.

### **Creating an ODBC connection**

Go to the Start 🛃 start



button on your computer.

Click on Control Panel Scontrol Panel button in the Start Menu. The Control Panel window will be displayed (See Figure 30).



Figure 30



Administrative

Tools Select Administrative the Tools from the Control Panel. The Administrative Tools window will be displayed, as shown below in Figure 31.



Figure 31



button in the Administrative

Click on Data Sources (ODBC) Tools window. The ODBC Data Source Administrator window will be displayed, as shown below in Figure 32.

🗊 ODBC Data Source Administrator 🛛 🔹 👔 😨		
User DSN System DSN User Data Sources:	File DSN Drivers Tracing Connection	Pooling About
Name AdestTest CoSec dBASE Files Demo Excel Files MS Access Database	Driver Microsoft Access Driver (*.mdb) Microsoft Access Driver (*.mdb) Microsoft dBase Driver (*.dbf) SQL Server Microsoft Excel Driver (*.xls) Microsoft Access Driver (*.mdb)	A <u>d</u> d <u>R</u> emove <u>C</u> onfigure
An ODBC User data source stores information about how to connect to the indicated data provider. A User data source is only visible to you, and can only be used on the current machine.		
[	OK Cancel Apply	Help

Figure 32

A<u>d</u>d... Click on the Add button. The Create New Data Source window is displayed (See Figure 33).

Scroll to the bottom of the Name column and select SQL Server, as shown in Figure below.



Figure 33

Click the finish button. The "Create a New Data Source to SQL Server" window will be displayed (See Figure 34). There are 4 Steps to creating an ODBC connection.

Create a New Data Source to SQL Server		
Select a diriver two me off dB ase I soft Excel C b growt ForPri Soft Para Soft Para Soft Para Soft Para Soft Para	This wizard will help you create an ODBC data connect to SQL Server. What name do you want to use to refer to the Name: Drive How do you want to describe the data source Description: Drive Which SQL Server do you want to connect to Server: SERVER\BKUPEXEC SERVER\BKUPEXEC SERVER\DFICESER	a source that you can use to data source? ?? VERS
	Finish <u>N</u> ext > (	Cancel Help

Figure 34

#### Step 1:

In the Name field enter Drive. In the Description field enter Drive. The Server field is a drop down list. Select the correct Server name from the list. Click the Next  $\boxed{\text{Next}}$  button. The next group of settings will be displayed (See Figure 35).

#### Step 2:

a Source to SQL Server 🛛 🔀
a Source to SQL Server       Image: Source to SQL Server verify the authenticity of the login ID?         How should SQL Server verify the authenticity of the login ID?       Image: Source to SQL Server verify the authentication using the network login ID.         Image: Server authentication using the network login ID.       Image: Source to SQL Server authentication using a login ID and password entered by the user.         Image: Server authentication using a login ID and password entered by the user.       Image: Source to communicate with SQL Server, click Client Configuration.         Image: Server to SQL Server to obtain default settings for the additional configuration options.       Image: Source to SQL Server to obtain default settings for the additional configuration options.
Password:     < Back     Figure 35   outton (Figure 36 will be displayed).   ata Source to SOL Server
Create temporary stored procedures for prepared SQL statements Create temporary stored procedures for prepared SQL statements Create temporary stored procedures: Cireate temporary stored procedures: Use ANSI quoted identifiers. V Use ANSI nulls, paddings and wamings. Use the failover SQL Server if the primary SQL Server is not available. Cancel Help

#### Step 3:

Tick the "Change the default database to:" and select the Drive database from the drop down list, as shown in Figure 37.





Click the Next button to continue to the last page of the ODBC setup (See Figure 38).

Create a New Data Source to SQL Server		
Select a driver ru- me ont Abcess I of dBase I of dBase I hanson Forbu Solt Para Accord Tew SIL Server	<ul> <li>Change the language of SQL Server system messages to</li> <li>English</li> <li>Use strong encryption for data</li> <li>Perform translation for character data</li> <li>Use regional settings when outputting currency, numbers, dates and times.</li> <li>Save long running queries to the log file:</li> <li>C:\DOCUME~1\DWAYNE~1.REL\LOCALS~1\Te Browse</li> <li>Log QDBC driver statistics to the log file:</li> <li>C:\DOCUME~1\DWAYNE~1.REL\LOCALS~1\Te Browse</li> </ul>	
	< <u>B</u> ack Finish Cancel Help	

Figure 38

Step 4:

Click the Finish

button to complete the ODBC setup.

## 64-bit Machines

Finish

You must edit the 64-bit ODBC on some 64-bit machines. This is found in **C:\Windows\sysWOW64\odbcad32**