# 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.
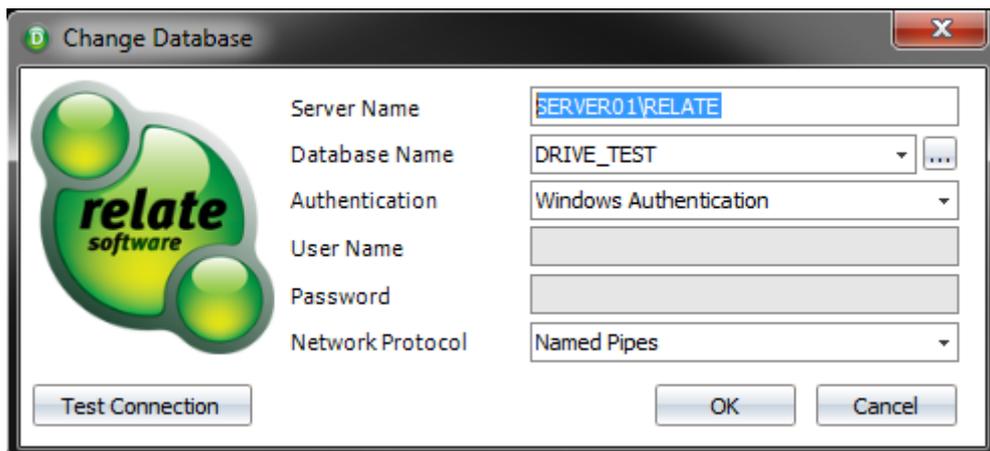


**Figure 27**

**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 ![&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.
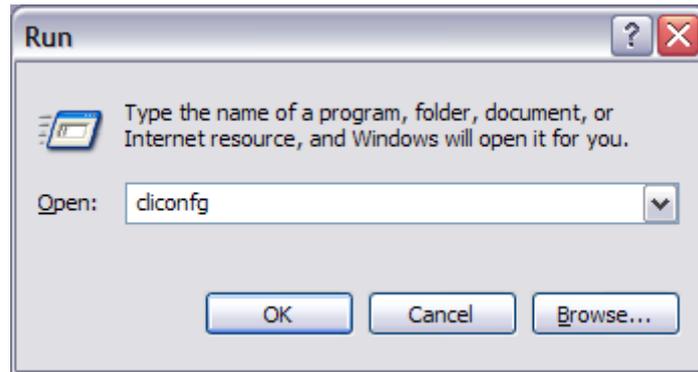


**Figure 28**

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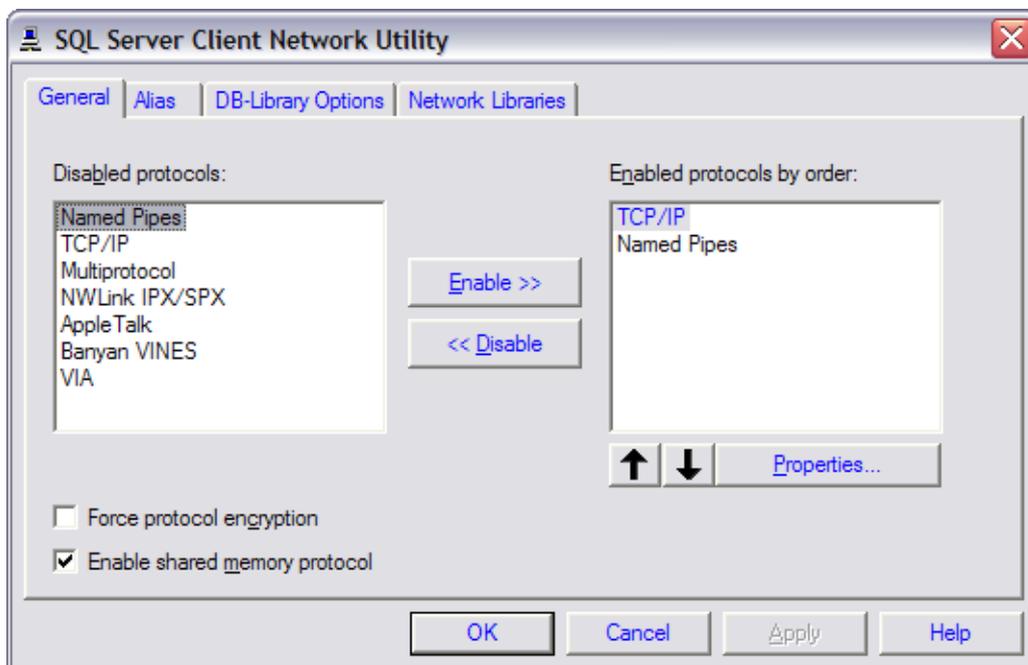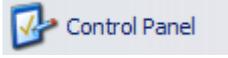


**Figure 29**

Enabling Protocols:

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  button on your computer.

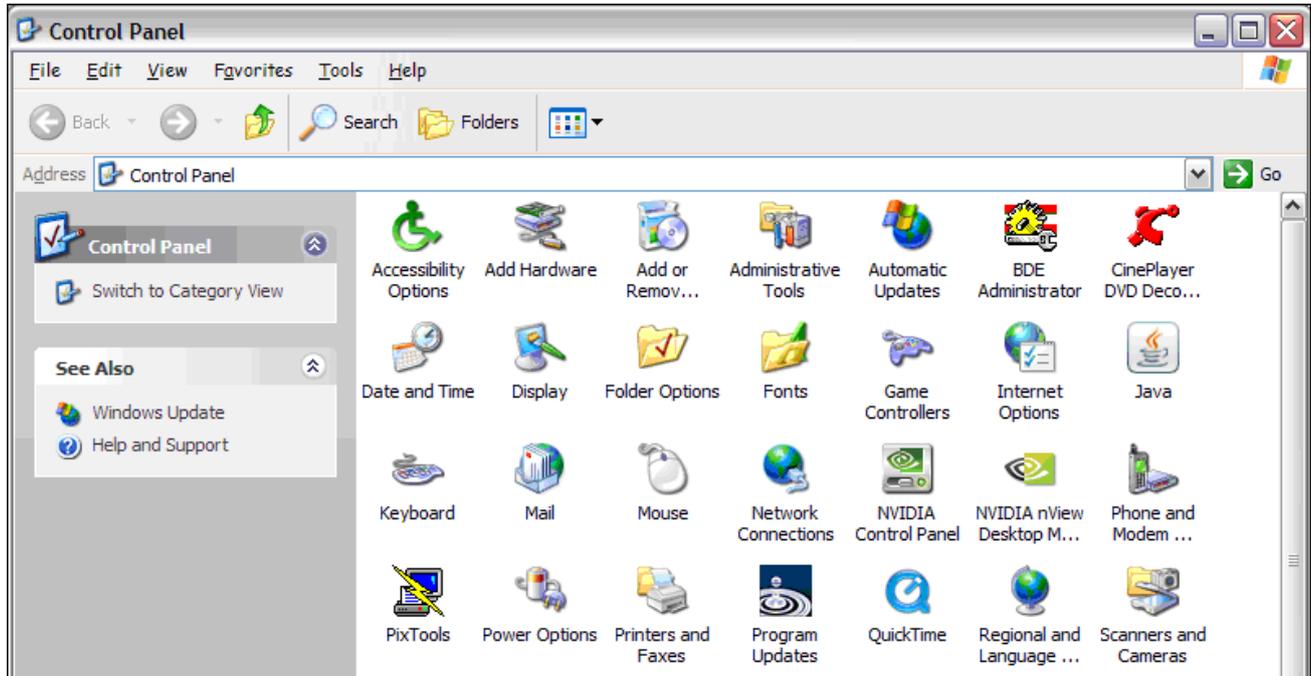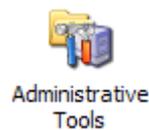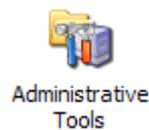Click on Control Panel  button in the Start Menu. The Control Panel window will be displayed (See Figure 30).



**Figure 30**

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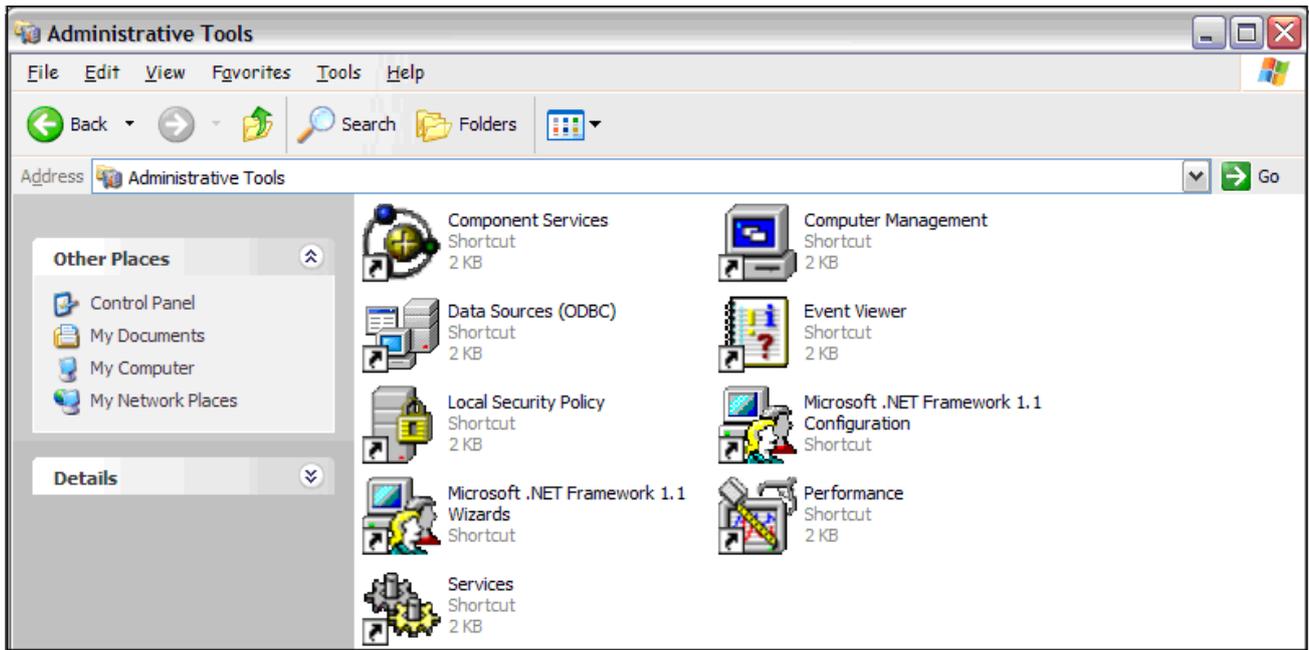
**Figure 31**

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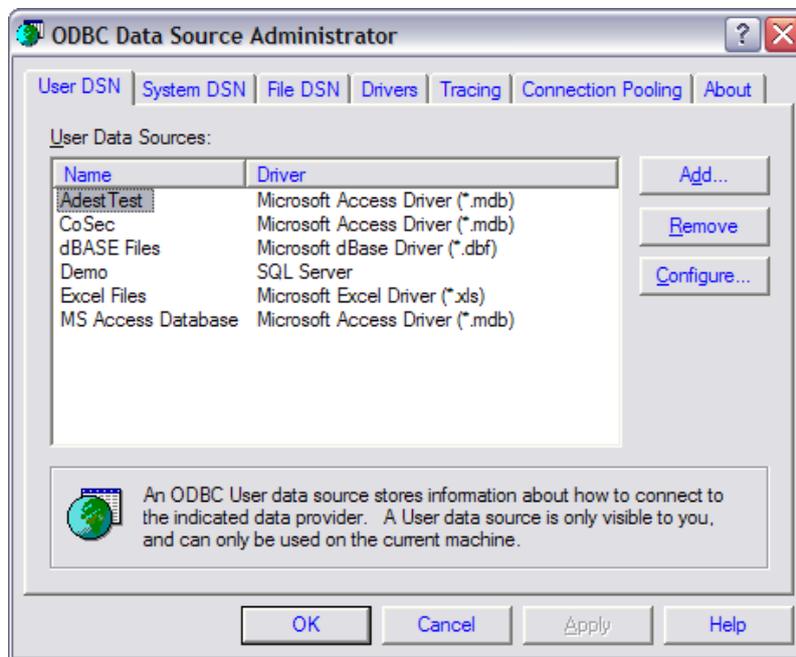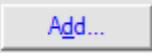


**Figure 32**

Click on the Add button. The Create New Data Source window is displayed (See Figure 33).
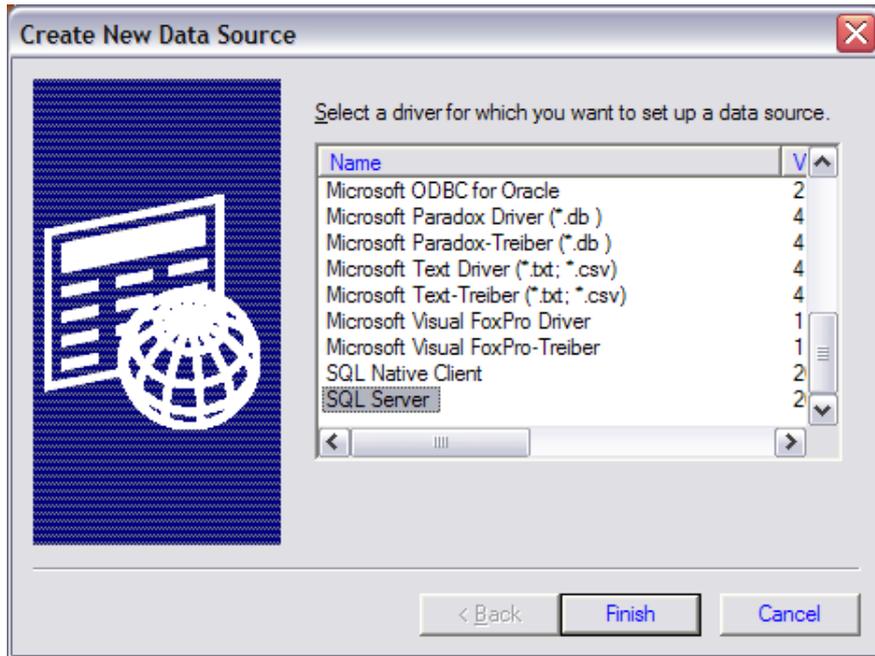Scroll to the bottom of the Name column and select SQL Server, as shown in Figure below.

**Figure 33**

Click the finish [ 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.
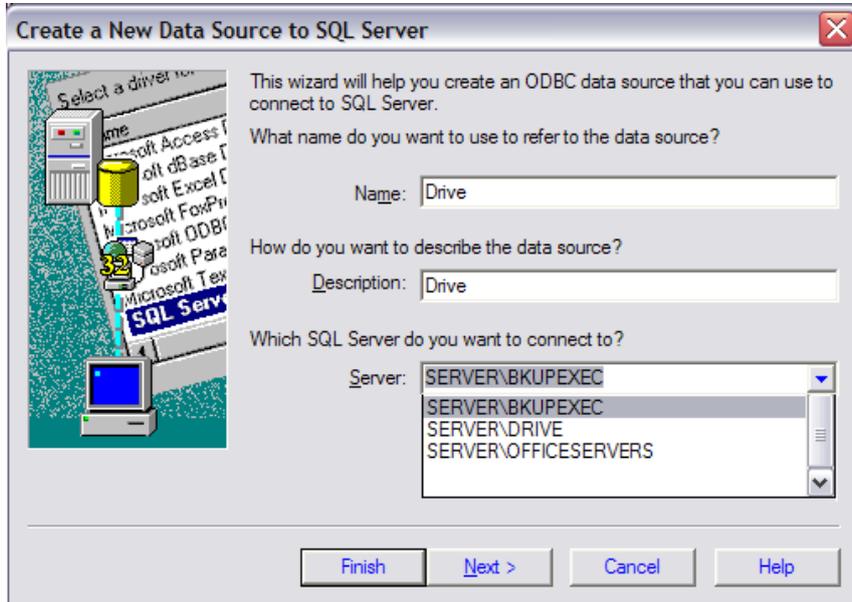


**Figure 34**

### 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 [ Next > ] button.  The next group of settings will be displayed (See Figure 35).
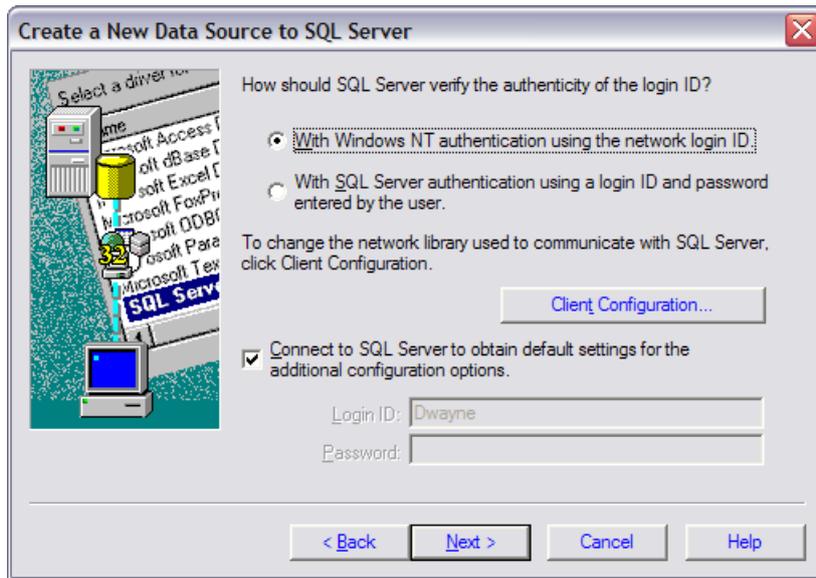
**Step 2:**



**Figure 35**

Click the Next [Next >] button (Figure 36 will be displayed).
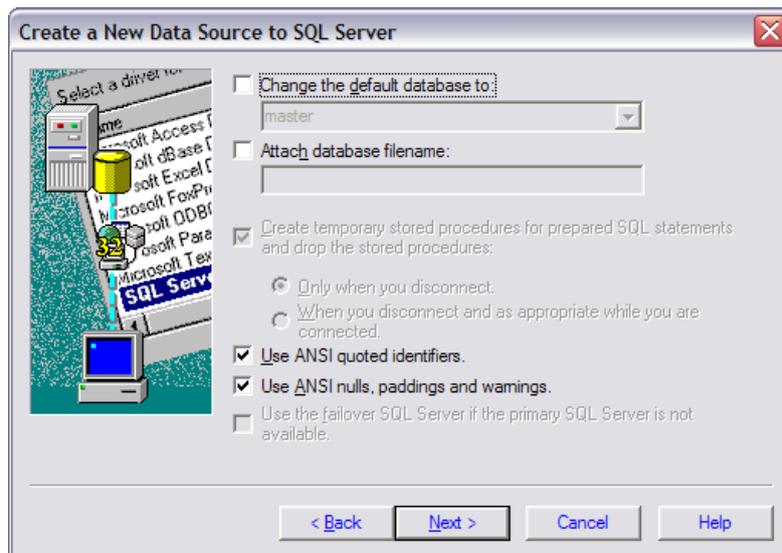


**Figure 36**

**Step 3:**
Tick the "Change the default database to:" and select the Drive database from the drop down list, as shown in Figure 37.
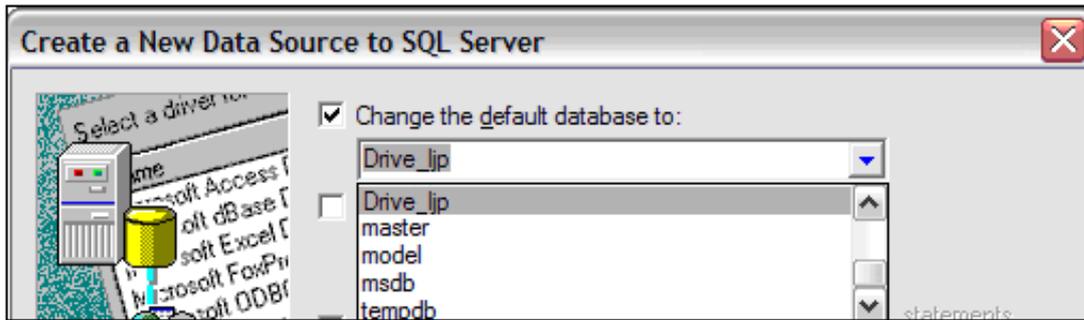
**Figure 37**

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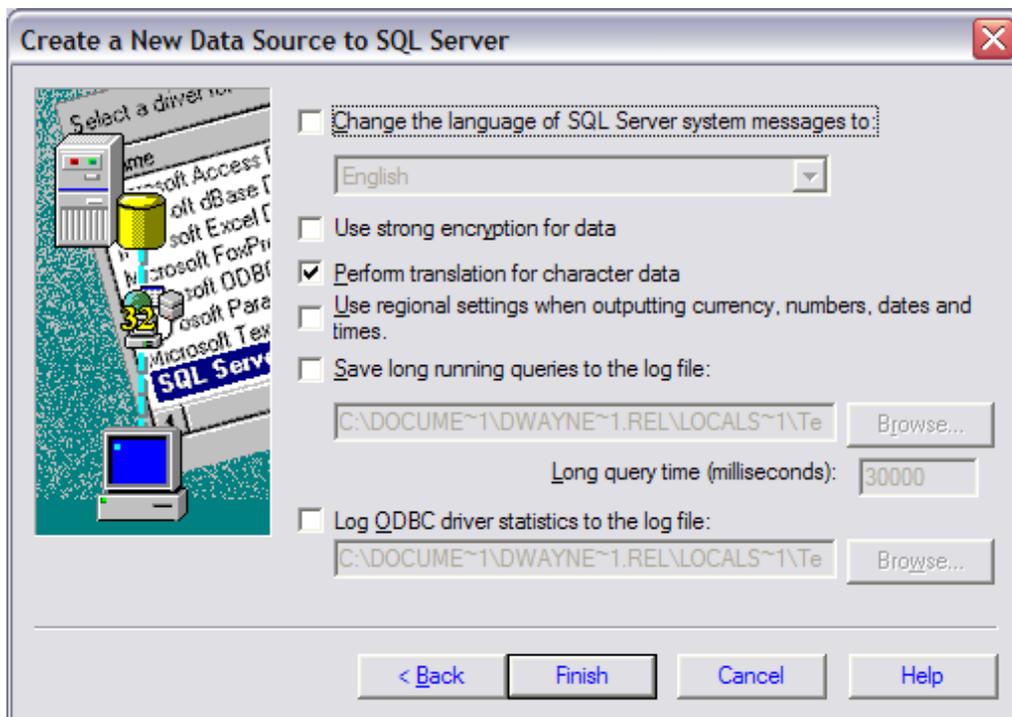


**Figure 38**

**Step 4:**

Click the Finish [Finish] button to complete the ODBC setup.

# 64-bit Machines

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