



# Knowledge Base Article

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**Article ID:** 4262  
**Subject:** Pro Gold SQL Connection Errors  
**Last Modified:** October 20, 2009

**Applies to:** Pro Gold i2 3.xx

**Purpose:** Provide a list of common connection errors and their solutions.

**Procedure:** Listed below are some common connection errors and their associated solution:

- **1) ERROR:** ERROR -2147467259: [DBNETLIB] [ConnectionOpen (Connect)]. SQL Server does not exist or access denied.
    - **Cause:** Pro Gold cannot find a connection to the SQL Server
    - **Possible Solution(s):**
      - Verify through your task manager that MSACCESS.exe is not running (Close any connections and try again)
      - Verify Server name
      - Verify SQL name instance
      - Verify SQL Port

Server Name/IP Syntax format: AAAA\BBBB,1234

AAAA = server computer name or IP  
BBBB = sql instance name (typically Progold)  
1234 = sql port assigned
  - Open port \_\_\_\_\_ to allow access on your firewall.
    - a. Windows Firewall and other firewalls: Add the exception TCP port for Pro Gold
      - Your port can be located by opening your system registry on the computer hosting your sql database
      - HKEY\_LOCAL\_MACHINE > SOFTWARE >Microsoft>Microsoft SQL> PROGOLD> MSSQLServer>SuperSocketNetLib>Tcp> the port is a 4 digit data value number listed under TcpPort. (e.g., 1567)
  - PC has lost network connection; re-boot PC to refresh network connection
  - SQL service has stopped; re-boot PC to restart service
  - Disable antivirus program and retry to connect
- **2) ERROR:** Access is unable to connect to 'ProGoldSQL\_XXXXXX' database on the (Server). Make sure that the database still exists and that the server is running.
  - **Cause:** The database on the specified server does not exist
  - **Possible Solution(s):**
    - Verify through your task manager that MSACCESS.exe is not running (Close any connections and try again)

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- Verify your connection information is correct
- Try stopping the SQL service and restarting it. (Use Services through the Windows Computer Management feature)
- **3) ERROR:** ERROR -2147467259: Cannot open database requested in doing 'database name'. Login fails
  - **Cause:** Incorrect database name and name not found
  - **Possible Solution:**
    - Verify database name information is correct
- **4) ERROR -2147217843:** Login failed for user 'username'
  - **Cause:** Invalid User Name
  - **Cause:** Invalid Password
  - **Possible Solution:**
    - Make sure the user name is ProGoldEnt (password is restricted and should not be changed)
- **5) ERROR -2147467259:** Method 'OpenConnection of object \_CurrentProject' failed
  - **Cause:** Pro Gold is already open on your PC and will not allow another connection
  - **Possible Solution:** Look on taskbar and close the application or re-boot PC

**References:** Below is a link you can use to access Enhancement HelpNet Center resources, which includes the Knowledge Base Article (KBA) Library, Pro Gold i2 Documentation, and Training Webcasts:

<http://secured.progoldi2.com/webcast.aspx>

- The Enhancement HelpNet links are located on the right side of the web page.

**Related articles:** N/A

**Keywords:** Connection, Database, Error, Install, Link, Relink, Solution, 4262