

## **PROBLEM: Error 'Failed to open the connection' occurs with [Database Vendor Code: 17] when attempting**

Written by QMS

Wednesday, 10 June 2009 18:19 - Last revised Thursday, 21 January 2010

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### **SYMPTOMS**

Error 'Failed to open the connection' occurs with [Database Vendor Code: 17] when attempting to print and/or preview a report.

The error may occur when the SQL Browser Service is not running, or when the TCP/IP protocol has not been enabled.

### **STATUS**

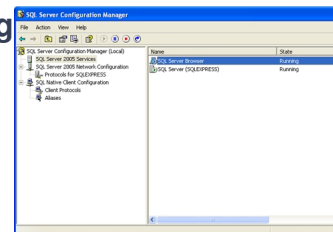
n/a

### **RESOLUTION**

#### **Step 1 - Set the SQL Server Browser service to 'Running'**

1. Open [SQL Server Configuration Manager]
2. Select the 'SQL Server 2005 Services' node
3. Right-click the 'SQL Server Browser' name and select Properties
4. Select the Service tab
5. Set the Start Mode to 'Automatic'
6. Select the Log On tab
7. Click the Start button to start the SQL Server Browser service

#### **SQL Server Configuration Manager - Showing SQL Server Browser Running**



#### **Step 2 - Enable TCP/IP for your SQL Server**

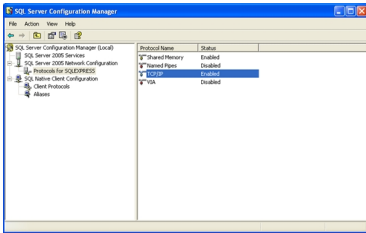
1. Open [SQL Server Configuration Manager]
2. Expand the 'SQL Server 2005 Network Configuration' node
3. Select the 'Protocols for SQLEXPRESS' node
4. Right-click the TCP/IP Protocol Name and select 'Enable'

#### **SQL Server Configuration Manager - Showing TCP/IP Enabled**

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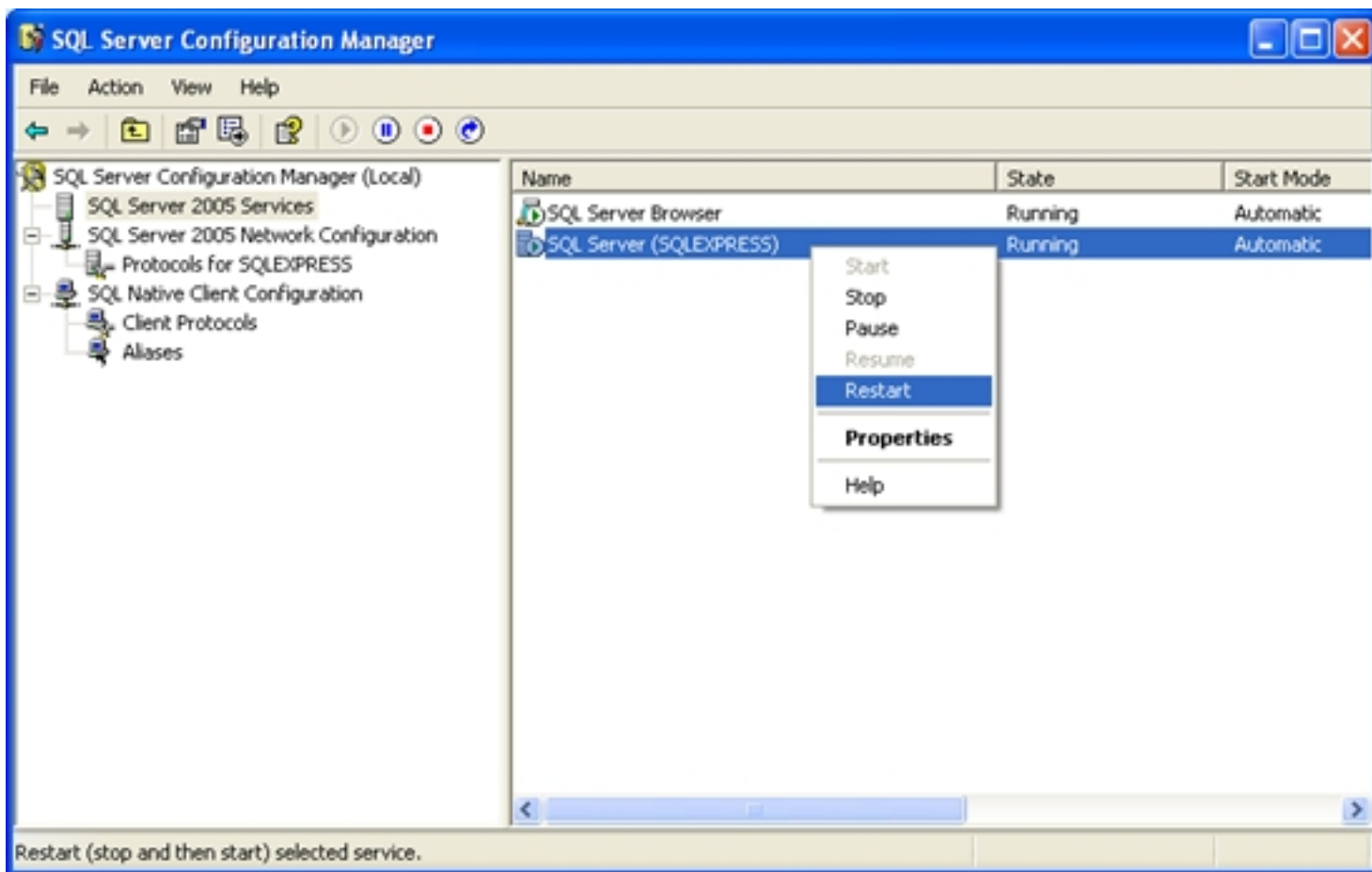
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### Step 3 - Restart your SQL Server (SQLEXPRESS) Service

1. Open [SQL Server Configuration Manager]
2. Select the 'SQL Server 2005 Services' node
3. Right-click the 'SQL Server (SQLEXPRESS)' name and select 'Restart'

### SQL Server Configuration Manager - Showing Restart of SQL Server (SQLEXPRESS) Instance



### MORE INFORMATION

By default, SQL Server Express is installed with only the Shared Memory Protocol Enabled. If you are hosting Quality Link on a single workstation then the default option is fine. However, if you will be using Quality Link on a shared network with multiple users then you will want to have your SQL Server database centrally located (preferably on its own dedicated server) and with the TCP/IP Protocol Enabled.

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You will have to restart your SQL Server instance for any protocol modifications to take effect.