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Troubleshooting

This document is a collection of the frequented asked questions (FAQ) for solving the general, but non-trivial problems which have already appeared more than once. The document is valid for TestElite © software product as it is a part of the documentation.

Revision History

Version	Date	Revision Description
0.1	08/21/2014	Template creation, initial draft
1.0	11/28/2014	First release

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1. Remote Settings

How to enable remoting on Windows machines?

Possible error messages during remote access:

- Access is denied.

- Logon failure: unknown user name or bad password.

For remote access you have to do the following settings on the remote machines:

The impersonated user who is running TestElite.RemotingServer.exe needs to have admin rights on the remote computer and the user must be the member of Administrators group.

Further settings on Vista and Windows 7:

1. First of all you need to have *File and Printer Sharing* enabled: Control Panel\Network and Internet*Network and Sharing Center**Change advanced sharing settings*

There are two profiles. You probably don't want this on when you're on a public network so open *Home or Work*. Under the header *File and Printer sharing*, select the **Turn on...** option.

2. And you also need to change the registry: Start\Run\regedit and navigate all the way to

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Policies\Sys tem. Right-click in the pane on the right side and add a new **DWORD** (32-bit). Give the new setting the name **LocalAccountTokenFilterPolicy**. Double click on that setting and give it a value of **1**.

3. It's probably wise to reboot after doing this, although it might not be needed. (http://www.intelliadmin.com/index.php/2009/08/windows-7-the-admin-share/)

Further settings on Windows XP:

1. **Turn off "simple file sharing"**: MyComputer\Tools\Folder options\View\Advanced settings (<u>http://support.microsoft.com/kb/307874</u>)

Remarks: This will turn on "classical file sharing"

Explanation: By default, simple file sharing is enabled on a Microsoft Windows XP-based computer if the computer is not a member of a domain. With simple file sharing, you can share folders with everyone on your workgroup or network and make folders in your user profile private. However, if simple file sharing is enabled, you cannot prevent specific users and groups from accessing your shared folders. If you turn off simple file sharing, you can permit specific users and groups to access a shared folder. Those users must be logged on with the credentials of user accounts that you have granted access to your shared folder.

2. Turn off "network users identify as guests":

Control Panel\Administrative Tools\Local Security Settings\Local Policies\Security Options\"Network Access: Sharing and security model for local accounts". (<u>http://davidchuprogramming.blogspot.com/2009/12/psexecexe-access-denied.html</u>)

Remarks: This will turn on "network users identify as themselves"

Explanation: WinXP machines, contrary to Win2K machines, will map any incoming network user to the Guest account. I.e. even if you logon saying "I am Administrator", by default WinXP will reduce you to Guest status. Guests do not have enough privileges to use the ADMIN\$ and/or execute any commands. For WinXP Home this behaviour cannot be changed. (At least I found no way to do so.) For WinXP Prof this behaviour is the default, unless your machine is member of an Active Directory Domain.

2. Remote Database Access

How to connect to remote SQL database?

When you try to connect to an instance of Microsoft SQL Server 2005/2008 from a remote computer, you may receive the following error messages. This problem may occur when you use any program to connect to SQL Server:

Error: An error has occurred while establishing a connection to the server. When connecting to SQL Server, this failure may be caused by the fact that under the default settings SQL Server does not allow remote connections. (provider: SQL Network Interfaces, error: 28 – Server doesn't support requested protocol) (Microsoft SQL Server)

Error: An error has occurred while establishing a connection to the server. When connecting to SQL Server, this failure may be caused by the fact that under the default settings SQL Server does not allow remote connections. (provider: SQL Network Interfaces, error: 26 – Error Locating Server/Instance Specified) (Microsoft SQL Server)

Error: Login failed for user 'username'. (Microsoft SQL Server, Error: 18456)

This problem may occur when SQL Server 2005/2008 is not configured to accept remote connections. By default, SQL Server 2005/2008 Express Edition and SQL Server 2005/2008 Developer Edition do not allow remote connections. To configure SQL Server to allow remote connections, complete all the following steps:

Note: Changes to Connection Settings will not take effect until you restart the Database Engine service.

1. **Enable remote connections** on the instance of SQL Server that you want to connect to from a remote computer.

SQL Server 2005:

- Click Start, point to Programs, point to Microsoft SQL Server 2005, point to Configuration Tools, and then click SQL Server Surface Area Configuration.
- On the SQL Server 2005 Surface Area Configuration page, click Surface Area Configuration for Services and Connections, then expand Database Engine, click Remote Connections, click Local and remote connections, click the appropriate protocol to enable for your environment, and then click Apply.

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SQL Server 2005 Surfa	ce Area Configuration er
Enable only the services and connection protect your server by reducing the surfac Select a component and then configure its	types used by your applications. Disabling unused services and connections helps e area. For default settings, see <u>Help</u> . services and connections:
 □ □ SQLEXPRESS □ □ Database Engine Service 1 → Remote Connections 	By default, SQL Server 2005 Express, Evaluation, and Developer editions allow local client connections only. Enterprise, Standard, and Workgroup editions also listen for remote client connections over TCP/IP. Use the options below to change the protocols on which SQL Server listens for incoming client connections. TCP/IP is preferred over named pipes because it requires fewer ports to be opened across the firewall.
	 Local connections only Local and remote connections Using TCP/IP only Using named pipes only
View by Instance View by Component	4 OK Cancel Apply Help

SQL Server 2008:

- 1. Click **Start**, point to **Programs**, point to **Microsoft SQL Server 2008** and then click **SQL Server Management Studio**.
- 2. In the **SQL Server Management Studio** right click on the SQLEXPRESS instance and select **Properties**, and on the upcoming dialog click **Connections** and after at **Remote server connections** check **Allow remote connections to this server**.

Server Properties - FLASHMA	NN2\SQLEXPRESS
Select a page	Script 👻 📑 Help
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Connection	Remote server connections
Server: FLASHMAN2\SQLEXPRESS Connection: sa 환 <u>View connection properties</u>	Allow remote connections to this server Remote guery timeout (in seconds, 0 = no timeout): 600 Require distributed transactions for server-to-server communication
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	OK Cancel

2. Turn on the SQL Server Browser service

SQL Server 2005:

 On the SQL Server 2005 Surface Area Configuration page, click Surface Area Configuration for Services and Connections and after click SQL Server Browser, click Automatic for Startup type, and then click Apply.

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SQL Server 2005 Surfac	e Area Configuration r
Enable only the services and connection ty protect your server by reducing the surface Select a component and then configure its se	ypes used by your applications. Disabling unused services and connections helps e area. For default settings, see <u>Help</u> . services and connections:
 ■ SQLEXPRESS ■ Database Engine Service Remote Connections ■ SQL Server Browser → Service 1 	This service returns named pipe and TCP port information to client applications. Enabling this service is recommended for Analysis Services. Service name: SQLBrowser Display name: SQL Server Browser Description: Provides SQL Server connection information to client computers. Startup type: Automatic Service status: Running Start Stop Pause Resume 4
View by Instance View by Component	5 3 OK Cancel Apply Help

SQL Server 2008:

 Click Start -> Programs -> Microsoft SQL Server 2008 -> Configuration Tools -> SQL Server Configuration Manager. On SQL Server Configuration Manager, select SQL Server Services on the left window. Double-click on SQL Server Browser, the Properties window will show up. Set the account for start SQL Server Browser Service to Local Service account. And after move to Service tab and change Start Mode to Automatic. Therefore, the service will be start automatically when the computer starts. Click OK to apply changes.



 Back to SQL Server Configuration Manager, right-click on SQL Server Bowser on the right window and select Start to start the service. On the left window, expand SQL Server Network Configuration -> Protocols for SQLEXPRESS. You see that TCP/IP protocol status is disabled. Right-click on TCP/IP and select Enable to enable the protocol.



3. Restart the SQL Server 2005/2008 instance and services

1. On the left window, select **SQL Server Services**. Select SQL Server (SQLEXPRESS) on the right window -> click **Restart**. The SQL Server service will be restarted.

🚡 Sql Server Configuration Manager		
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2. Open Microsoft SQL Server Management Studio and right-click on the SQL Server Instance and select Restart.

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	Activity Monitor
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4. Configure the **firewall to allow network traffic** that is related to SQL Server and to the SQL Server Browser service.

- 1. To open Windows Firewall, click Start, click Run, type **firewall.cpl**, and then click OK.
- 2. To create an exception for **SQL Server 2005/2008** in Windows Firewall, follow these steps: in Windows Firewall, click the **Exceptions** tab, and then click Add Program. Browse the following programs, click Ok:
 - C:\Program Files\Microsoft SQL Server\MSSQL.1\MSSQL\Binn\sqlservr.exe or C:\Program Files\Microsoft SQL Server\MSSQL10_50.SQLEXPRESS\MSSQL\Binn\sqlservr.exe
 - C:\Program Files\Microsoft SQL Server\90\Shared\sqlbrowser.exe

More information:

<u>http://support.microsoft.com/kb/914277</u> <u>http://www.linglom.com/2007/08/31/enable-remote-connection-to-sql-server-2005-express/</u> <u>http://www.linglom.com/2009/03/28/enable-remote-connection-on-sql-server-2008-express</u>

3. Auto Login

How to enable automatic logon in Windows?

Using RegEdit, navigate to the registry key:

HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\Winlogon

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Create or Open and fill the String Type value of "DefaultUsername" with the desired username.

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Create or Open and fill the String Type value of "DefaultPassword" with the desired password.

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Create or Open and fill the String Type value of "AutoAdminLogon" with the data "1".

To set up the the desired DomainName, modify the data from value "DefaultDomainName"

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Source: http://www.wikihow.com/Enable-Automatic-Logon-in-Windows-XP