

▷ SONICWALL TECH NOTE:

## ViewPoint Installation Error: “Database Server could not be accessed”

### Problem:

Installation of ViewPoint fails on phase 2 of the install – Error: “Database Server could not be accessed”

This is an issue seen on some Windows 2000 servers. Java doesn't recognize the MSDE database using the URL "127.0.0.1/SNWL".

### Solution:

- 1) Exit Phase 2 Install by clicking 'Cancel'.
- 2) Open a DOS window and run **SVRNETCN.EXE**. The SQL Server Network Utility Menu will appear. It is located at **C:\Program Files\Microsoft SQL Server\80\Tools\Bin** folder.
- 3) If there are multiple SQL Server instances running on the system, you may see multiple entries in the list. Select the item **(ServerName)\SNWL**
- 4) Select TCP/IP from Protocols list and click on Properties.
- 5) Write down the port number and exit from the menu
- 6) Modify the **C:\sgmsconfig.xml** and **<viewpoint\_directory>\Tomcat\webapps\sgms\WEB-INF\web.xml** files as follows:
  - Change the **dbURL** value from "127.0.0.1/SNWL" to "localhost:portnumber"
  - Change the **dbhost** value "127.0.0.1/SNWL" to "127.0.0.1"
- 7) Modify the **<viewpoint\_directory>\SQL\bldMSDB.bat** file as follows:
  - Change the value for User to sa
  - Change the value for Password to (yourdatabasepasswordselectedatphase1)
- 8) Open a DOS window and from the **<viewpoint\_directory>\SQL** folder, run the **bldMSDB.bat** program to install the MSDE database
- 9) Change folder to **<viewpoint\_directory>\Temp** and run the following programs to install the SNWL ViewPoint Summarizer and Syslog Services:
  - **schedInstall.bat**
  - **vpInstall.bat**