Resolving SQL Errors On a Network Database

Last Modified on 08/03/2018 1:21 pm PDT

Table of Contents

Summary

This article will take you through the steps to troubleshoot an SQL error on a network database.

Make sure you are logged in as an administrator on all the computers running MyoVision before continuing.

In a network database, one computer stores the data for the network database (the **Master** computer), while the other computers send data to and receive data from the **Master** computer (**Client** computers).

Antivirus Conflicts

In the past, some antiviruses have caused customers to experience SQL errors. If you are running Norton, McAfee, Kaspersky, or Webroot, try uninstalling your antivirus and restarting the computer.

Antivirus software usually has an additional firewall or layer of protection that can keep your Network Database from communicating properly.

Once you have uninstalled your antivirus and restarted the computer, try re-opening the MyoVision software and starting a new exam to see if the error has been resolved.

If you are using a third-party firewall, you will need to speak with your IT personnel

to see if the firewall is preventing the network database from communicating properly.

Set Client to Use Remote Data

Before troubleshooting any connection issues. make sure the Client computer is setup to use remote data inside the MyoVision software.
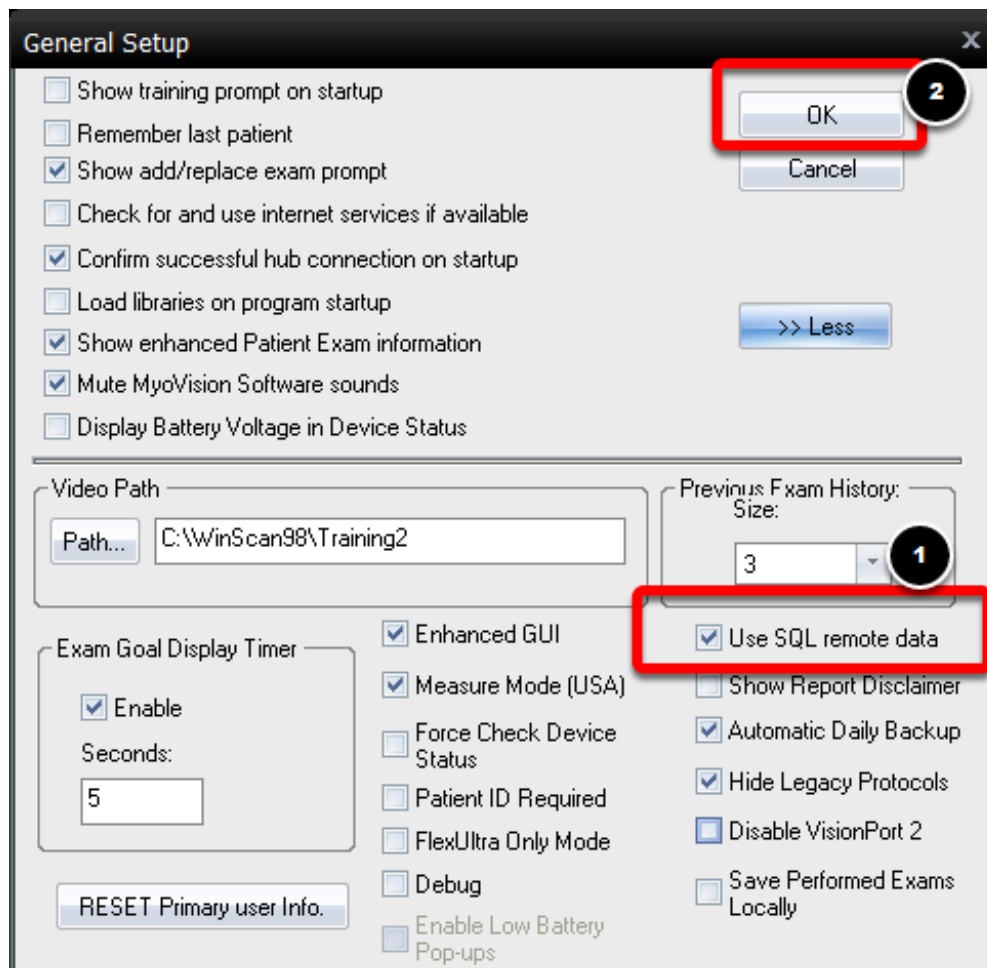
1. Open the Setup menu on the top menu bar, go down to Settings, and select General.
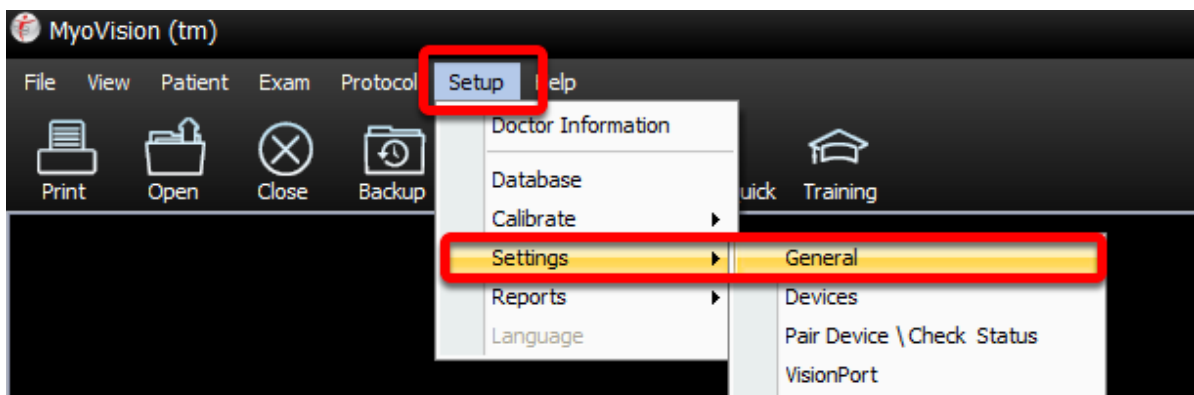
2. Click the Advanced button.

3. Make sure the checkbox labeled, "**Use SQL remote data**" is checked. Then, click OK.

Can the Devices Communicate With Each Other?

The first step is to verify the computers running the network database are able to communicate with each other. **In order for the two computers to communicate they MUST be on the same internet network.**

To test the communication, MyoVision recommends using a "**ping**" test. In order to run a ping test you will need the IP address of the **Master** computer and one of the **Client** computers.

A ping test is where one computer sends a ping to the designated address. If the ping is successful and the computers can communicate, the "pinged" computer will send back a reply.

Step 1: Find IP Addresses	Step 2: Run Ping Test	Tutorial Videos

Check Permissions and Settings on Master Computer

After you have verified that the computers on the network can see each other, the next step is to make sure that the **permissions** on the SQL server and the **firewall** on the **Master** computer are setup to allow the **Client** computers access to the network database.

Step 1: Firewall Permissions

Step 2: Enable Network Protocols

Step 3: Test SQL Server Connection

Tutorial Videos