

## Connect Workstations

Once you have confirmed RFMS is installed properly and working at the server, it's time to connect workstations to your new server. (If you tried it at the server and it doesn't work, you missed a step - please review the document and make sure you've done everything.)

For this section, please share the folder at the server, map the drive at the workstation, (You may also use UNC if you prefer), and create a shortcut to the rfmsnav.exe on the desktop of that workstation.

If you have followed this guide correctly, this workstation should open up RFMS just fine - it will not run as fast as on the server because it can only run as fast as the server PLUS the time it takes to transfer across the network, so the workstations will always be slightly slower than the server.

Repeat the Connect Workstations step for each workstation until every workstation you want to add to the RFMS network is connected.

If you are using a Domain Controller, be sure to open ports 1433 for TCP and 1433 and 1434 for UDP as you did at the SQL server.

You may need to create an alias for the server if you are unable to connect at this workstation by going to Start-> and typing in Cliconfg in the search bar, then enabling the pipe options Named Pipes and TCP/IP, then going to Alias, and adding the alias in this format: IP address or servername\instance name

## Troubleshooting:

-If you have followed all the instructions correctly up to this point and have disabled the private level firewall at the server, dc, and workstation and the workstations still do not connect (It may say "PROBLEM CONNECTING TO (Server name) \ (Instance name)), make sure there is not an old alias at the workstation still trying to connect to an old server\instance (go to cliconfg at the workstation and delete the old alias if there is one).

You can also check the SQL configuration manager at the server -

-Make sure that the SQL Server Browser service is started, not just the SQL Server service. If it is disabled, try to re-enable it and set it to automatic from the configuration manager.

If you cannot restart it from the configuration manager, go to

Control Panel->Administrative Tools-> Services,

OR,

Task Manager -> More Details -> Services tab -> Services (bottom of the window)

And find the SQL Server Browser Service for your instance and set it to automatic from there, then restart the service.

-If you still cannot get the workstations to connect, try going to management studio at the server, then logging in and going to the top of the object explorer, right click your server name\instance and go to facets->Surface Area Configuration and enable AdHocRemoteQueries, CrlIntegration, OleAutomation and XPCmdShell.

-If after this it still does not work, turn off the private and domain firewall at the server, restart both the SQL Server and SQL in the configuration manager, and then try the workstation again (with its private and domain firewall also turned off). It should connect - turn the private and domain firewall back on at the server. Sometimes firewall settings on a new server just do not want to "stick".

If you still cannot connect, make sure you can ping the server by name - you may have DNS issues, which should be investigated first before trying any other troubleshooting.

Try an ODBC test to make sure there are not any SQL issues you have missed. You can do this by going to Control Panel -> Administrative Tools -> Data Sources -> Make a New Connection -> SQL Server. From there, type in any name and any description, go to the dropdown at the very bottom and select your SQL server. Hit next, and leave the screen there on its default settings.

Hit next again - if it opens up the next screen, expand the databases, select your database. If it does not, add that windows user in SQL for that database - they should not need anything beyond the default db rights once created.

If you cannot get into your database with the fields as they are, try SQL authentication with the username "sa" and your sa password for that server.

If you cannot see either the server OR the databases, you need to re-share your RFMS folder with that windows user.

This is not our complete troubleshooting document. If after all of these steps you still cannot connect, contact RFMS ([help@rfms.com](mailto:help@rfms.com)) for a more detailed troubleshooting document.