

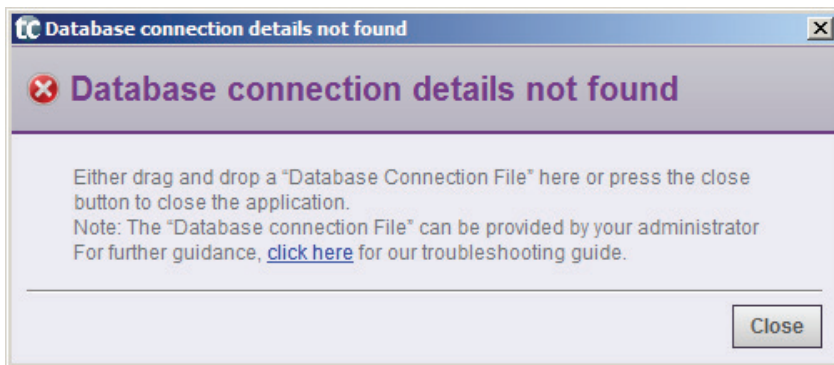
THE SimpleStep[®] GUIDE TO

TROUBLESHOOTING YOUR DATABASE CONNECTION

taxcalc[®]

This guide will assist you to fix an occasional TaxCalc error, where the TaxCalc program loses contact with its database.

If you have received this message...



... this SimpleStep Guide details the steps necessary to fix the problem.

The 'Database connection details not found' error indicates that TaxCalc cannot locate a database.

The error means that your additional machine cannot 'see' the server machine (the one on which the database is installed). This can be fixed by creating a connection file.

STEP 1

Creating a Connection File

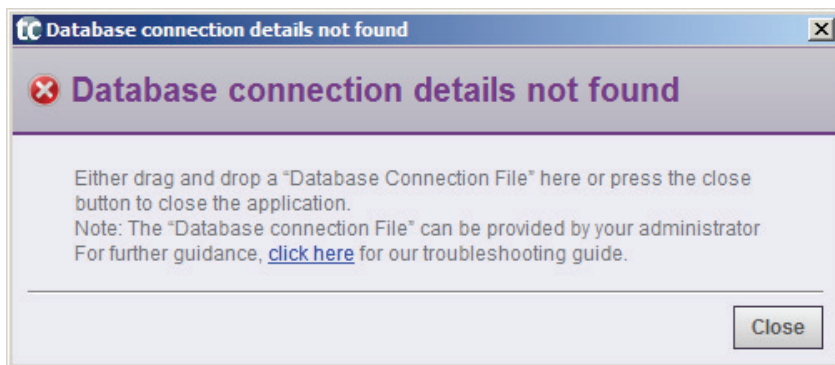
The connection file can be created as follows:

1. On the server machine (the one on which the database is installed), click on the Windows Start button
2. Select **All Programs** and then the **TaxCalc Hub** folder
3. Click on the **Discovery Response Editor** program
4. A window will open – click on the **Create Database Connection File** button
5. Save this **ASP_DB_Connection.txt** file somewhere that can be accessed from the other 'additional' machine

STEP 2

On the Additional Machine

1. Locate the **ASP_DB_Connection.txt** file and drag and drop it onto the error dialog box.

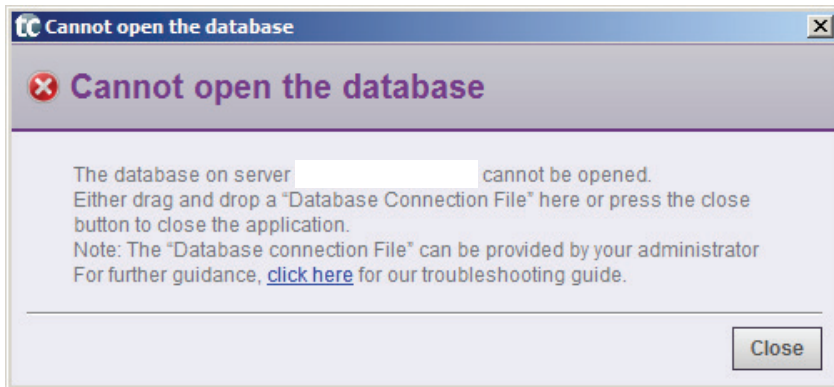


2. This should allow you to log in as usual.

STEP 3

Technical

If you still cannot log in, you may see a different error:



Note: The blank area in the error dialog above will have a machine's name listed. If this happens then it is likely an issue with the firewall settings on one (or both) machines.

Amending your Firewall

For TaxCalc to connect to the database, the following ports need to be open through your firewall:

- 5432
- 3838
- 6178

Note: Before getting to grips with firewall ports, you can try temporarily disabling the firewall entirely.

However, this test is entirely at your discretion – there is always the element of risk when disabling firewall, even temporarily.

If the database connection can be made while the firewall is down, it is definitely a firewall problem! Once the firewall is re-enabled, opening the ports listed above should solve your connection.

If it does then the ports just need to be correctly opened and guidance for your specific firewall should help you with this.

Help for all TaxCalc products can be found in our Knowledge Base at www.taxcalc.com/support

If you require further assistance please contact our Support Team:

Email: support@taxcalc.com **Phone:** 0845 5190 882

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