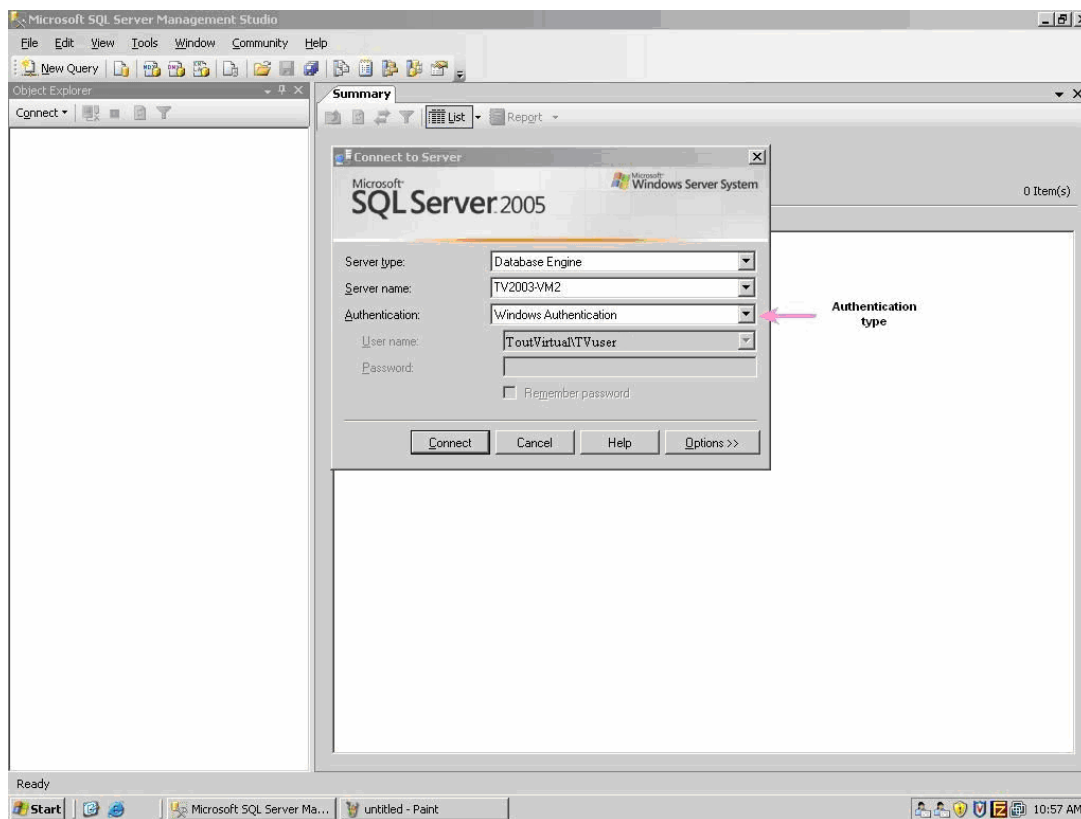


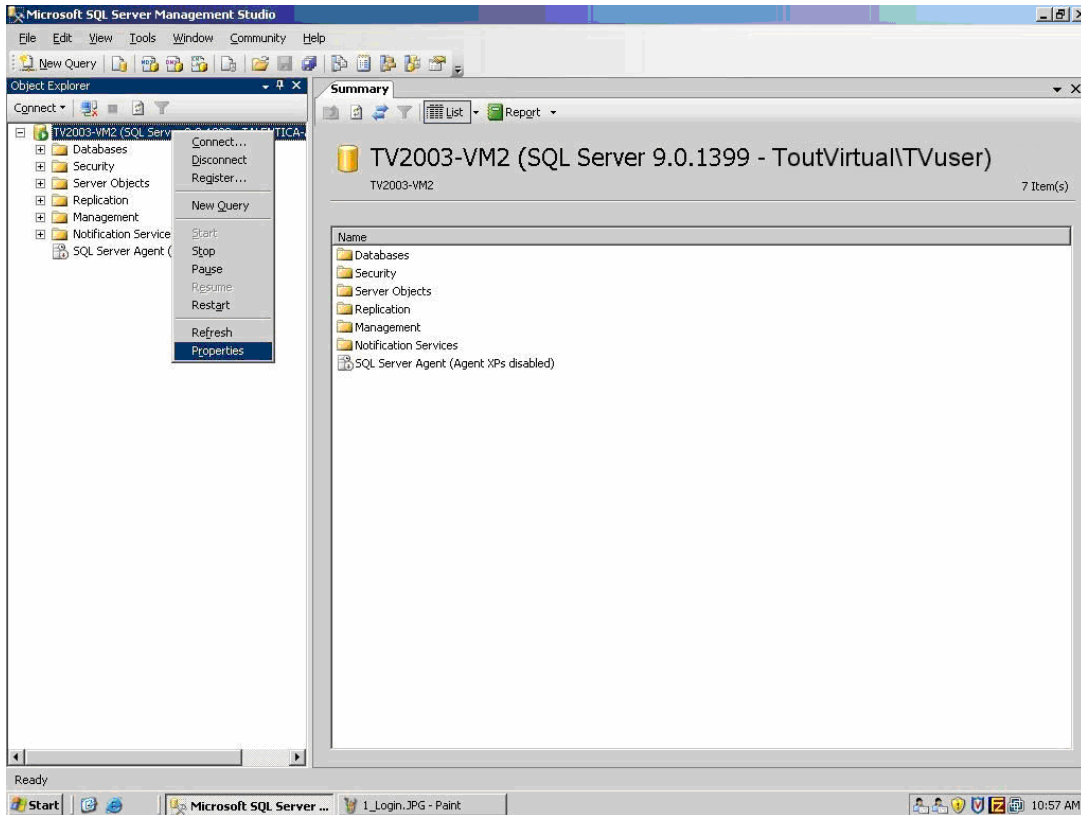
Trouble-shooting steps for VirtualIQ with MSSQL Server:

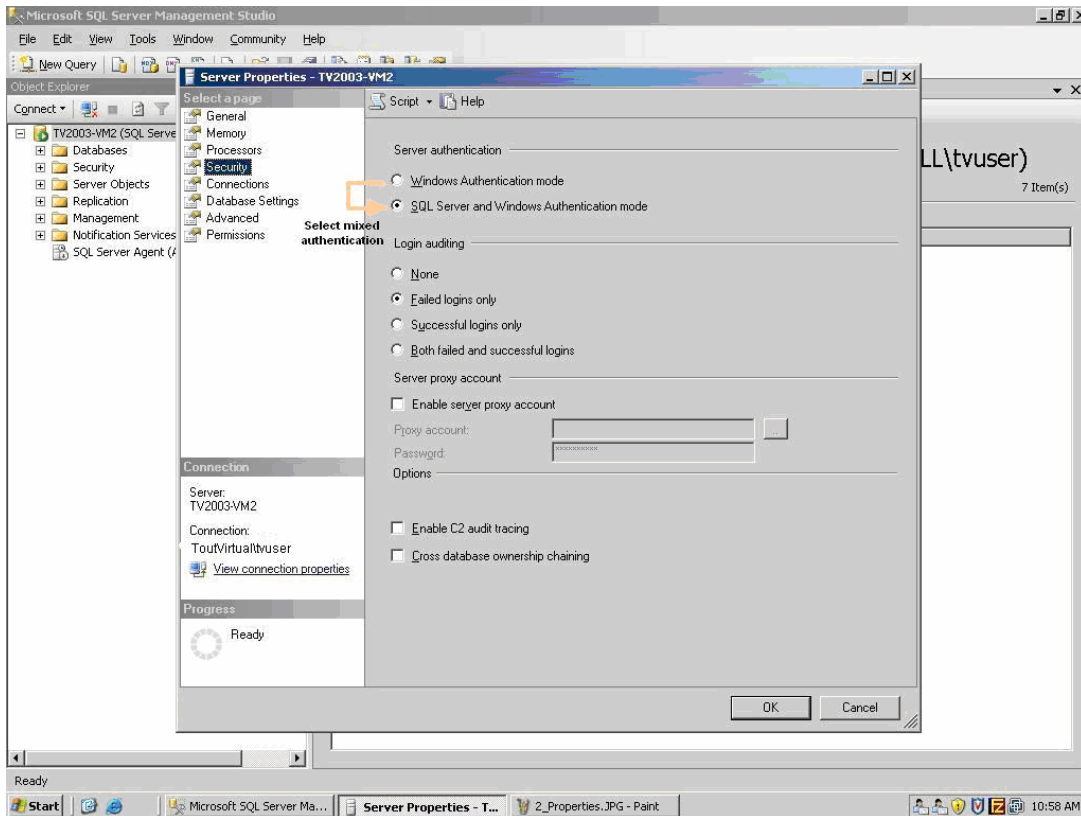
1. **Server Authentication Type:** If it is the Windows Authentication mode, we need to change it to the SQL Server and Windows Authentication mode. The steps are as follows:
 - a) On the **Start** menu, point to **All Programs**, point to **Microsoft SQL Server 2005**, and then click **SQL Server Management Studio**.
 - b) **To Check Authentication Type** - In the **Connect to Server** dialog box, verify the default settings, select the **Server name**\<instance_name> or only **Server Name \ IP**, and check if the **Authentication** type for this server is Windows Authentication. If it is so, then follow the instructions below; else if the Authentication type is SQL Server Authentication, skip to Point 2.



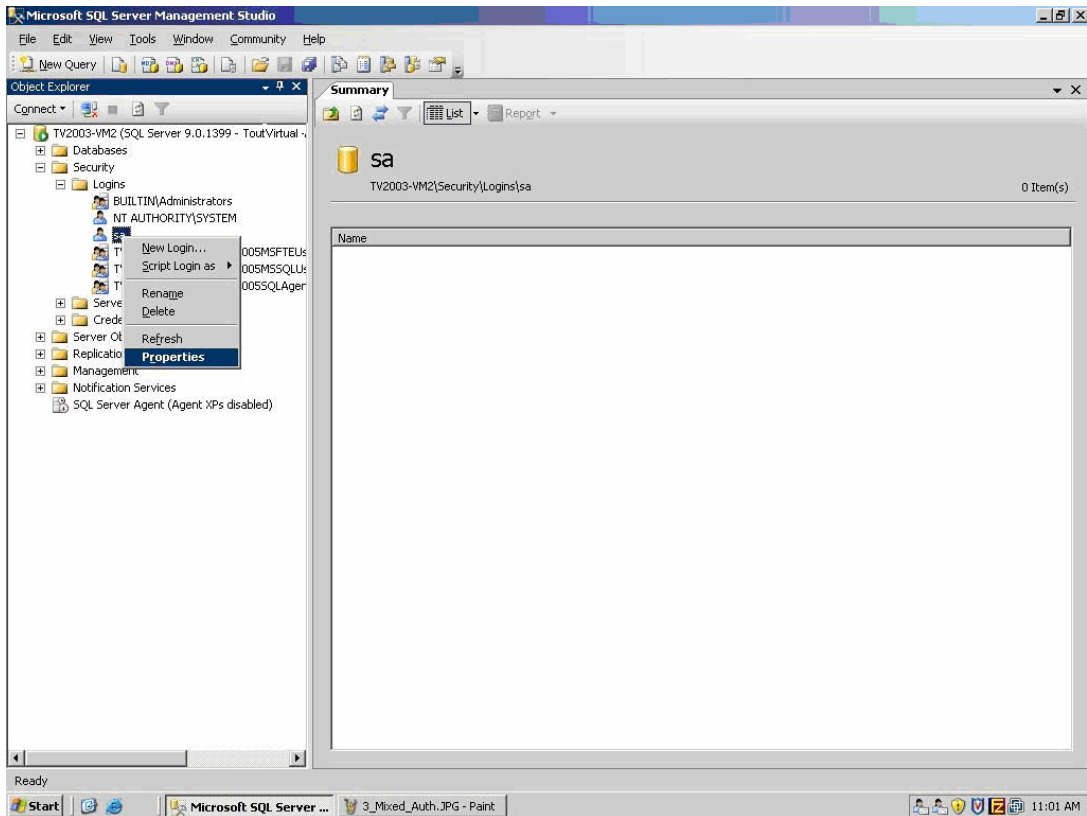
- c) To connect, the **Server name** box must contain the name of the computer where SQL Server is installed. If the Database Engine is a named instance, the Server name box should also contain the instance name in the format <computer_name>\<instance_name>, now click on **Connect**, So let it connect the SQL Server through Windows Authentication. The instructions to change the setting of the SQL Server from 'Windows Authentication' to mixed mode authentication are as follows.

- d) In the Object Explorer, right click on **Server Name** and then click on Properties. Server Properties dialog box will get open. Select **Security** and check the '**SQL Server and Windows Authentication mode**' radio button.

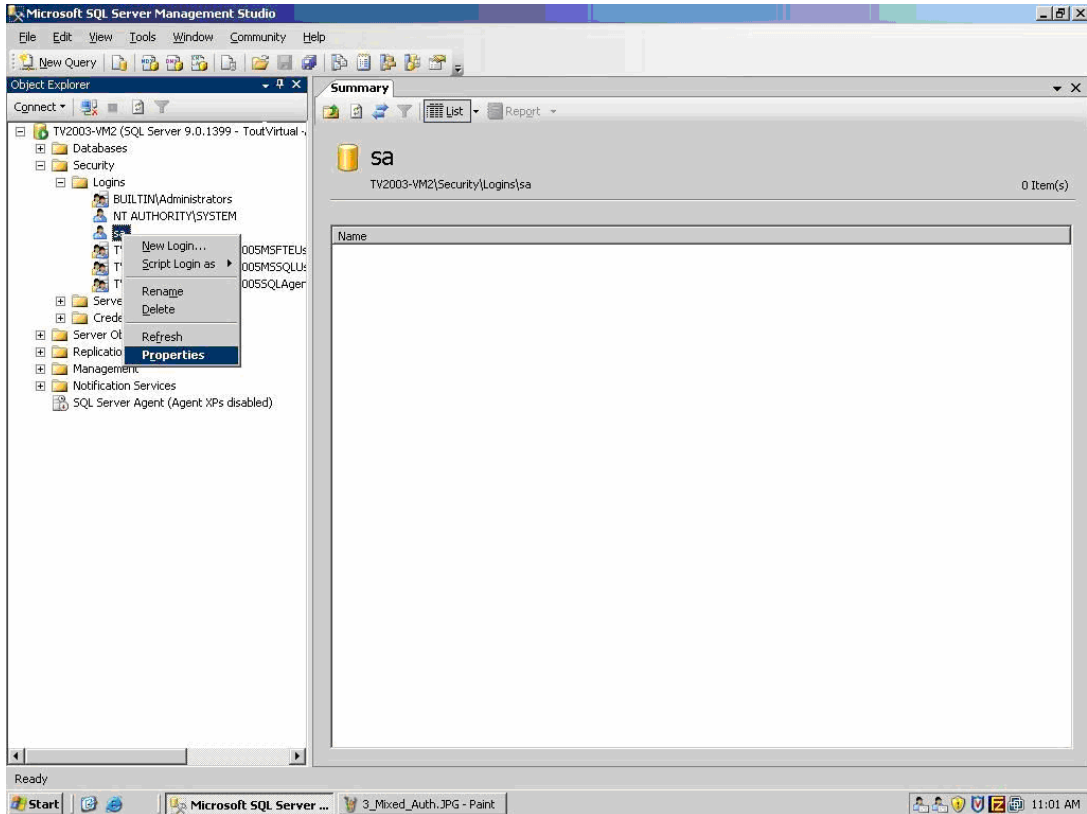




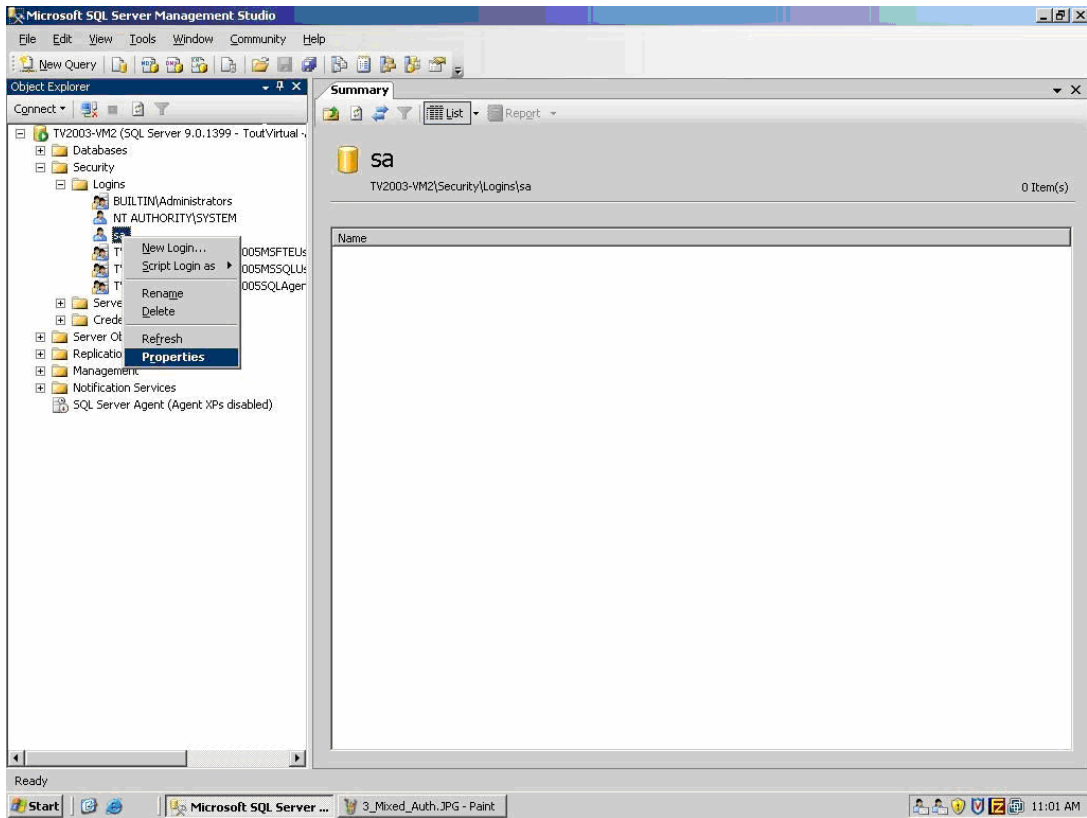
- e) In the Object Explorer, click on Security. Now click on Login, expand the tree beneath, right click on 'sa' user. Now the following steps



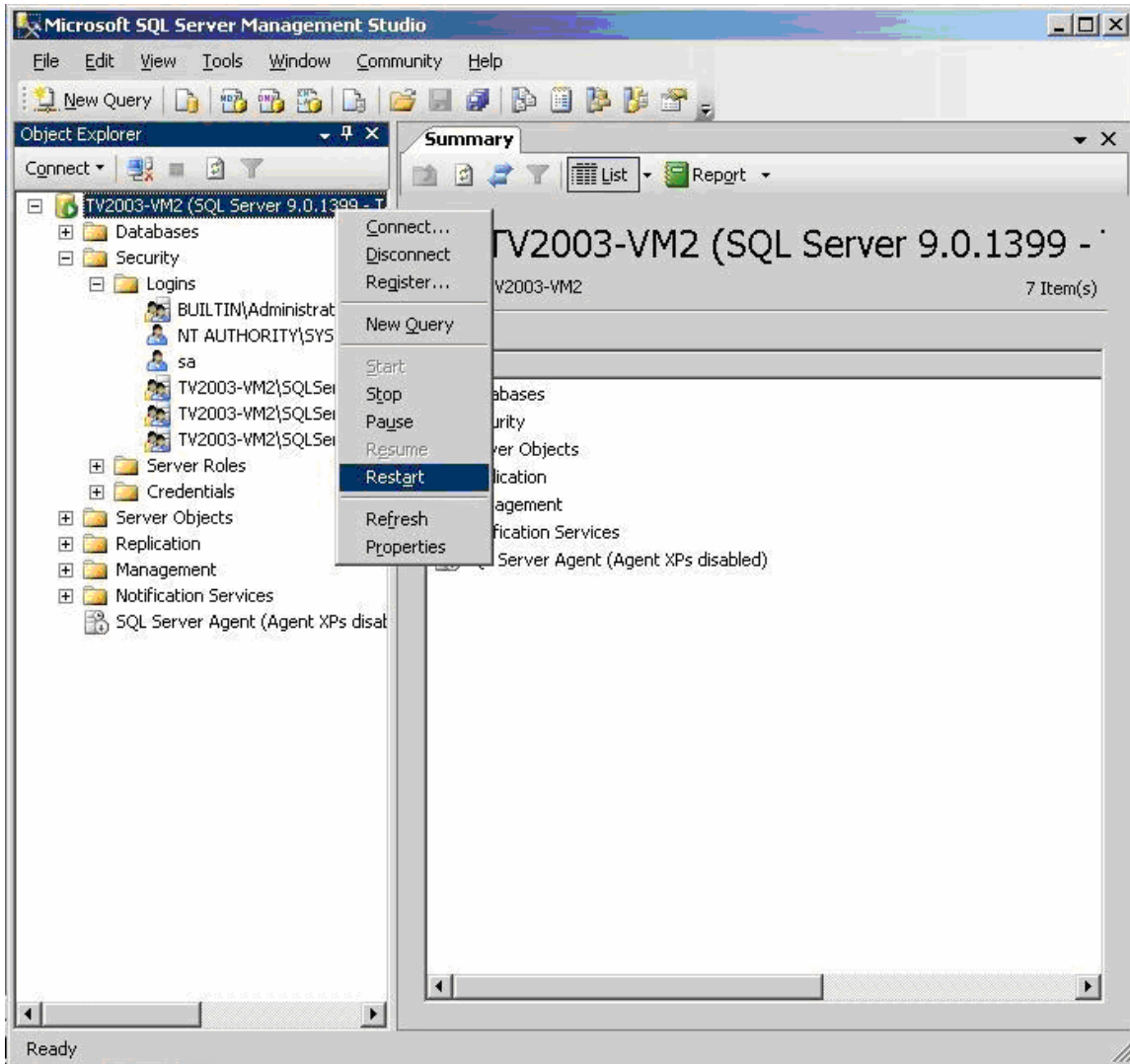
- f) On General tab, assign password to 'sa', and **Uncheck** 'Enforce Password expiration' and 'User must change password at new Login'



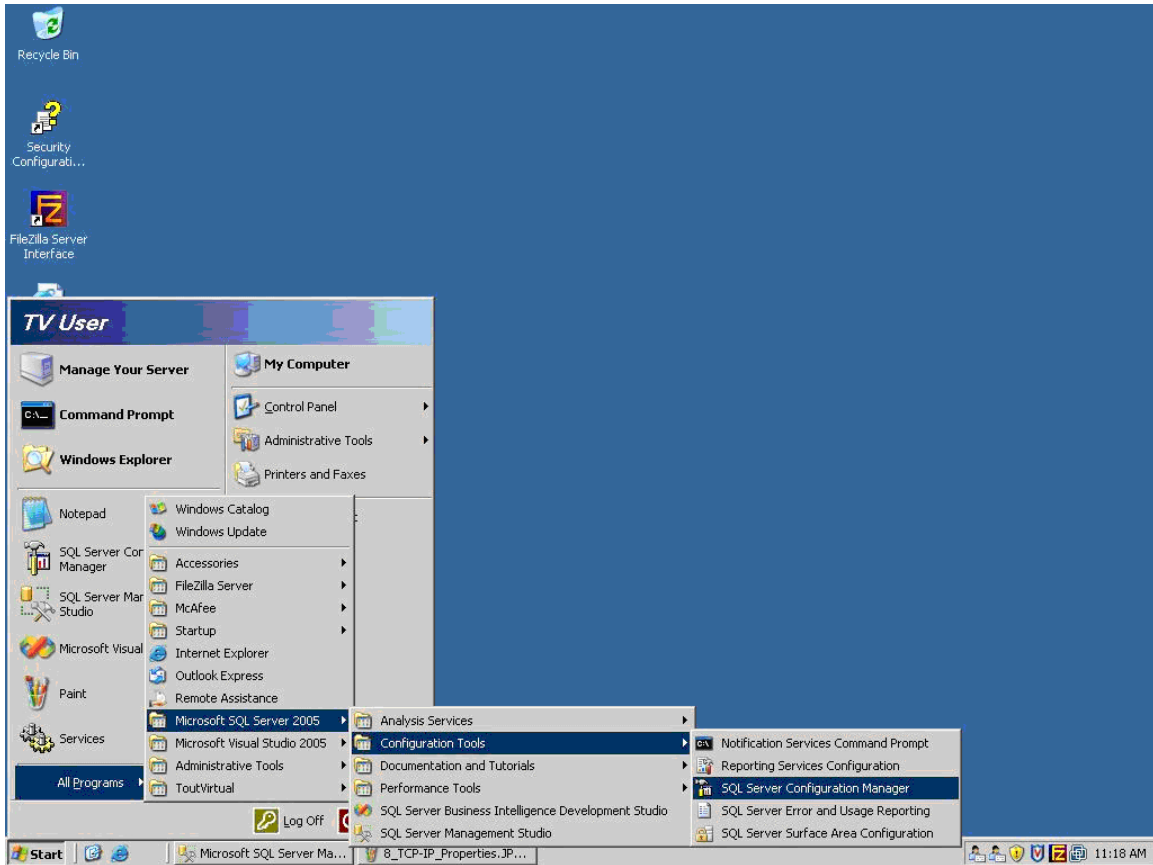
- g) On Server Roles tab, check on sysadmin, if it is not.
- h) On User Mapping tab, in the upper table view check the entire map. And in lower table view check db_owner and public, if it is not.
- i) On Status tab, check **Enabled** for Login.



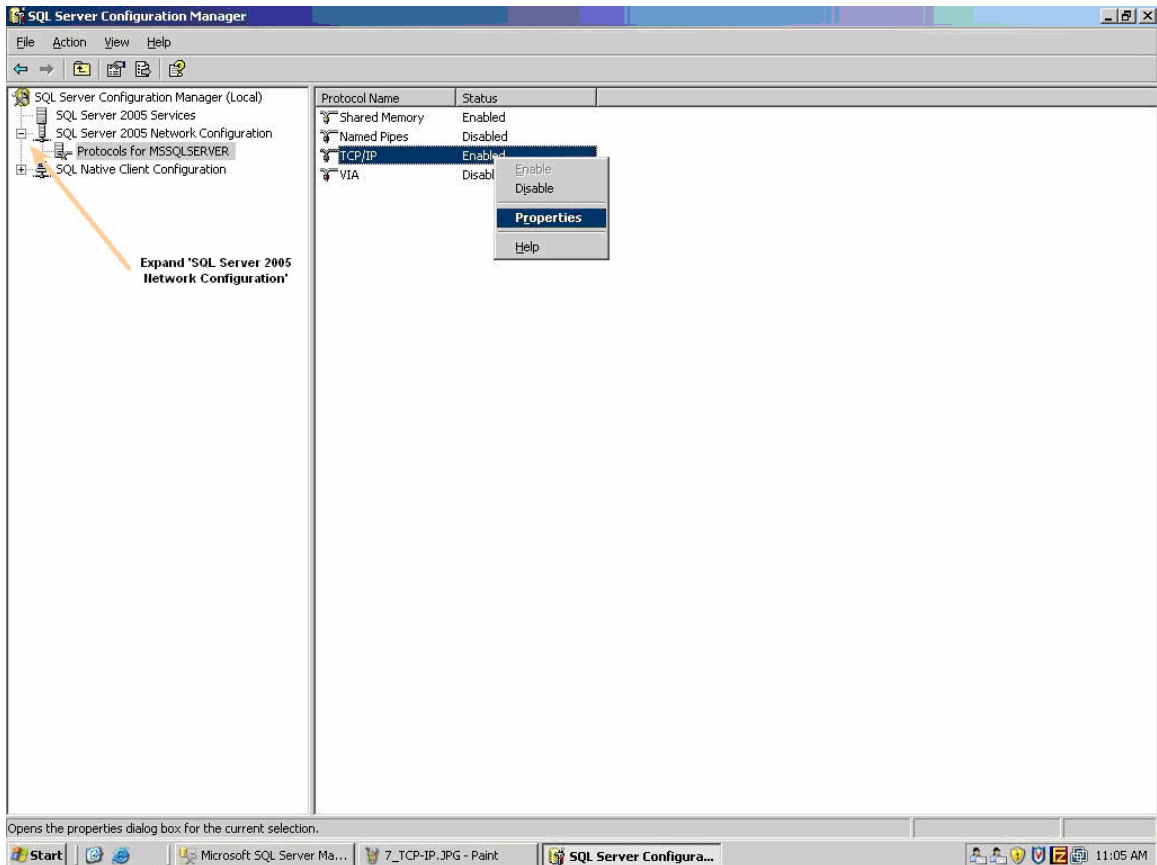
- j) Restart the services of Microsoft SQL Server – this can be done by right click on Server Name, click on Restart.



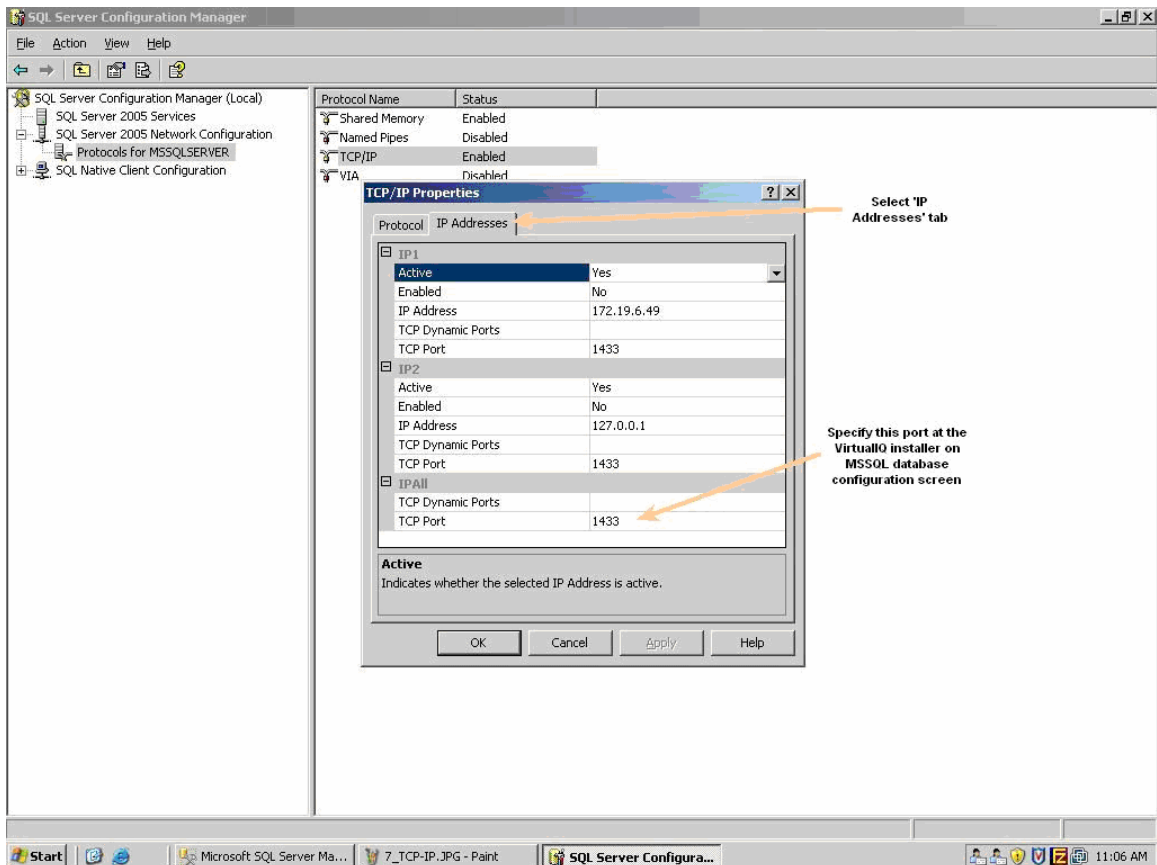
2. **Port Validation:** If the above step doesn't work, then we need to check the port on which the SQL Server instance is running. The steps to check the server running on port are:
 - a) On the **Start** menu, point to **All Programs**, point to **Microsoft SQL Server 2005**, point to Configuration Tools, and then click **SQL Server Configuration Manager**.



- b) Look under SQL Server 2005 Network Configuration, Click **Protocols for InstanceName**, and then double-click **TCP/IP** in the right panel.

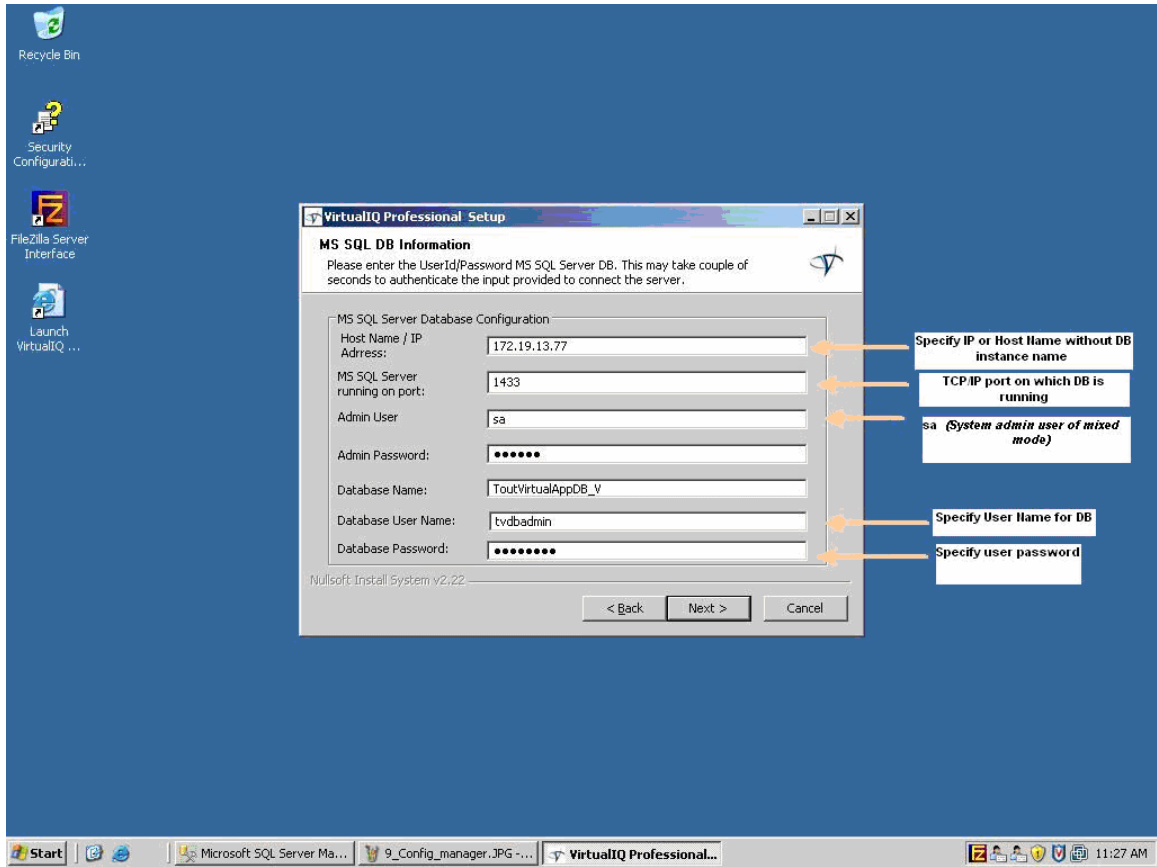


- c) On the **Protocol** tab, notice the value of the **Listen All** item.
- d) Click the **IP Addresses** tab:
- e) If the value of **Listen All** is **yes**, the TCP/IP port number for this instance of SQL Server 2005 is the value of the **TCP Dynamic Ports** item under **IPAll**.
- f) If the value of **Listen All** is **no**, the TCP/IP port number for this instance of SQL Server 2005 is the value of the **TCP Dynamic Ports** item for a specific IP address. Click **OK**.



g) This dynamic port now we have to use in the VirtualIQ Installer to connect to the SQL Server.

3. In virtualIQ installer at **MS SQL DB Information** Host Name/ IP Address – Either **IP Address** or **Host Name** should be provided. If we are providing Host Name then It should be without Server Instance name (should not be the full name of the DB i.e. if we have full DB Server Name is 'SUNIL\TVDBMSSQLSERVER' here TVDBMSSQLSERVER is the instance of the database server then we should only provide the Host Name and omit the instance name and so for Host Name will be 'SUNIL' and not 'SUNIL\TVDBMSSQLSERVER'. Even in the case of IP we should omit the instance name; So instead of putting '172.19.13.76\ TVDBMSSQLSERVER' we should provide '172.19.13.76)
4. In virtualIQ installer at **MS SQL DB Information** Admin User should be **sa** and the password should be the same, as we created in the above steps.



The screenshot shows the 'VirtualIQ Professional Setup' window with the 'MS SQL DB Information' section. The window title is 'VirtualIQ Professional Setup'. Below the title bar, the text reads: 'MS SQL DB Information' and 'Please enter the UserID/Password MS SQL Server DB. This may take couple of seconds to authenticate the input provided to connect the server.'

The configuration fields are as follows:

- Host Name / IP Address: 172.19.13.77
- MS SQL Server running on port: 1433
- Admin User: sa
- Admin Password: [Redacted]
- Database Name: ToutVirtualAppDB_V
- Database User Name: tvdbadmin
- Database Password: [Redacted]

Annotations on the right side of the window:

- Specify IP or Host Name without DB instance name (points to Host Name / IP Address)
- TCP/IP port on which DB is running (points to MS SQL Server running on port)
- sa (System admin user of mixed mode) (points to Admin User)
- Specify User Name for DB (points to Database User Name)
- Specify user password (points to Database Password)

At the bottom of the window, there are buttons for '< Back', 'Next >', and 'Cancel'. The taskbar at the bottom shows the Start button, several application icons, and the system tray with the time 11:27 AM.