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TROUBLESHOOTING

VinNOW Support cannot assist you with Microsoft products having problems. This includes SQL Server, .NET Framework, Windows Operating Systems or Windows User issues. We also cannot assist with Network or VPN issues.

This document contains sections on:

- SQL Native Client and .NET Framework 4.5.1 downloads
- SQL Express general information and troubleshooting
- Windows 8, 8.1 and 10 specific information
- Changing the database pathway on a client machine or serial number change
- General error messages
- VPNs

Virtual Environments:

VinNOW does not provide any information, support, or network support for virtual environments. Virtual machines may be used however, provided the VinNOW software can communicate on the network in the very same manner as if the machines were connected in a traditional non-virtual environment. If virtual workstations are used, the method or program used to connect to the virtual workstations (e.g. Remote Desktop) must provide the user with the same functionality as if they were on a local networked Windows machine using the VinNOW program. For example the Windows taskbar for the virtual machine must be visible and accessible to the VinNOW user. If a virtual database server is used, a method to access the server from the main location needs to be provided for VinNOW software maintenance and support as necessary. The client assumes all responsibility for maintaining and the support of their network environment and hardware.

Downloads

Native Client downloads:

All VinNOW computers including the server must have the SQL Native Client installed. The for SQL Server 2012, **Native Client 2008 R2** must be installed. Handshaking errors will occur with improper pairing of SQL and Native Client. Here is a link to the native client you will need for that version:

<http://www.microsoft.com/en-us/download/details.aspx?id=16978> (as of 2/17/2016 subject to change without notice by Microsoft).

Once on the download page click the plus sign next to “install instructions” then scroll down the page until you find the links for the native client. Download the X64 version for 64 bit computers or the x86 version for 32 bit computers.

X86 Package (SQLUA.msi)
X64 Package (SQLUA.msi)
IA64 Package (SQLUA.msi)

Microsoft® SQL Server® 2008 R2 Native Client

Microsoft SQL Server 2008 R2 Native Client (SQL Server Native Client) is a single dynamic-link library (DLL) containing both the SQL OLE DB provider and SQL ODBC driver. It contains run-time support for applications using native-code APIs (ODBC, OLE DB and ADO) to connect to Microsoft SQL Server 2000, 2005, or 2008. SQL Server Native Client should be used to create new applications or enhance existing applications that need to take advantage of new SQL Server 2008 R2 features. This redistributable installer for SQL Server Native Client installs the client components needed during run time to take advantage of new SQL Server 2008 R2 features, and optionally installs the header files needed to develop an application that uses the SQL Server Native Client API.

Audience(s): **Customer, Partner, Developer**

X86 Package (sqlncli.msi)
X64 Package (sqlncli.msi)
IA64 Package (sqlncli.msi)

Microsoft .NET Framework 4.5.1

All machines with VinNOW installed must have .NET Framework 4.5.1 installed. The download is located at: <https://www.microsoft.com/en-us/download/details.aspx?id=40773> (as of 1/19/2018 subject to change without notice by Microsoft) Note: On Windows 10, it just needs to be enabled if it is not already.

Installing SQL Server Express 2012 with Management Tools

Please see our document on installing SQL Server Express 2012 for the link and installation information.

The free SQL Server 2012 Express version is sufficient for 1-10 workstations; if you are installing more than 10 VinNOW workstations you must install the full SQL Server. Although SQL can handle up to 10 workstations, your network and hardware will determine how many workstations can be used on the Express version. The full SQL Server version is more robust and will be able to process faster.

If you are using a SQL Server Express version 2008 or 2008 R2 you will need to upgrade to SQLServer Express 2012. Please see our document on upgrading SQL.

General SQL Server Information

VinNOW uses “Windows Authentication” for security with SQL Server. Windows logins should be “local” accounts, user names should not have spaces and all Windows users must have passwords.

SQL Instance names must be 16 characters or less. The Database folder name should never be changed from VinNOW_DB.

If you have a workgroup network configuration, the Windows user account and password on the client machine needs to be recreated on the VinNOW host machine and must match exactly. Windows user accounts on a workgroup computer must be setup as an administrator account. Domain user accounts must have local admin rights on VinNOW Workstations.

The domain user or Windows user account must be added to SQL Server and the VinNOW database. You can add users by accessing VinNOW on the Server machine and under the *Set Up* menu, *System Options* and just below the system options settings is “*Register SQL*

Users". You can also use the VregSQLu.exe program which is located in the Program Files\VinNOW folder on the server machine. These wizards are provided for ease of entering Windows users and will add the user to SQL with the appropriate permissions. If you need to delete or work with users in SQL you must do that from SQL itself and not this wizard. If you receive an error that you do not have permission to access the wizard to register SQL users, it is because SQL does not recognize your Windows user as having permission. You will need to log onto the computer with a Windows user that has permission to access SQL and add SQL users.

Items that may cause SQL Server errors:

- Computer not being rebooted daily
- Mapped Drives
- Changes in Windows users passwords or permissions
- Windows power settings – should never turn off hard drive
- Windows Hibernate – must be set never hibernate
- Windows System Standby – must be set to never standby
- Network adapter – must not be set to allow computer turn off device to save power
- SQL Server 2008 or 2008R2

Windows 8.1pro, Windows 10pro.

VinNOW is designed to work on "Pro" versions of Windows 7, 8.1 or 10 only, not "Home" editions

VinNOW should not be installed on Windows 8.

On Windows 8.1pro or Windows 10pro, make sure the Windows user accounts are **local** accounts with full Admin permissions and not Microsoft accounts.

Make sure the machine is connecting to the network using Windows authentication and not allowing Windows to determine how to access the network. Network discovery should also be turned on. These settings can be found under the Control Panel, Network and sharing, advanced sharing settings.

VinNOW must be installed on computers that have Windows User Name with a password required for sign on.

If VinNOW does not start at all, check the properties of the shortcut and make sure it has not been changed to run in compatibility mode.

We have been hearing about problems with customers who are upgrading to Windows 10pro, and afterwards SQL Server will not automatically start even though the start mode is set to "Automatic". Our recommendation is to stop the SQL Services before the upgrade, then start them again when the upgrade is completed. If you are having problems with the services not starting automatically, stop the service, disable it, apply, change to manual, start the service then change the start mode back to "automatic". We have had good reports this resolves the issue. If you still have issues, you will need to contact your IT support.

If you are using Windows 10Pro and you need to check the settings in the configuration manager, most likely you will need to "run" to the configuration manager. The pathway is:

SQLServerManager11.msc (for SQL 2012) **SQLServerManager10.msc** for SQL 2008 and 2008R2 systems that still need to upgrade to SQL Server express 2012.

Changing Database Pathway or Serial Number Edit

For all client connectivity issues, check the path to the database to make sure it is correct. Also, If you change the machine the VinNOW database resides on and need to re-point the client machines to a new pathway, or have added features which would change your serial number and you need to do this by hand because the Windows user did not have permission to update the file, you will need to update your VinNOW.config file.

Pathways to the database machine and registered company names/serial numbers are stored in the VinNOW.config file located in the programdata folder which on most machines is normally a hidden file. This file is located at C:\Programdata\Update Software Inc\VinNOW\VinNOW.Config

If you need to change a pathway to a new server, open the VinNOW.config using Microsoft Visual Studio tools for Applications and edit the DB Path to reflect the correct path to the new server machine. Serial numbers can be edited in the same way. Be very careful not to delete any quotation marks or other necessary characters. Do not open/save with notepad or word, this needs to stay as a .config file.

If you need to edit the VinNOW.config and do not have Microsoft Visual Studio Tools, delete the file and log back into VinNOW. When the program does not find this file it will walk you through the wizard again and recreate itself. You will need to have the registered company name and serial number and correct UNC database path on hand. NOTE: The Registered Company Name and Serial number need to be exact including Capitalization. If you are in doubt of Capitalization, contact VinNOW Support

If the program cannot write the pathway to the server machine and defaults to the C: drive, this indicates the program cannot connect and be authenticated by SQL Server. If this happens, you need to resolve the connectivity issue prior to the wizard being able to correctly create the VinNOW.config. Please refer to our “Checklist for Connectivity Issues” document.

General Error Messages and Information

For workstation connectivity issues please refer to our “Connectivity Checklist” for a step by step check of VinNOW settings. The VinNOW_DB folder should always be on a root drive and not located within another folder.

Workstation Licenses

VinNOW assigns licenses by computer workstation, not by Windows user. You can have a single workstation, taking up a single VinNOW license have more than one Windows user on that machine accessing VinNOW. You need to make sure that any Windows user accessing VinNOW is added to the list of Windows users authorized to access SQL and the VinNOW database in SQL.

Issue: On Client workstation you receive an error: VinNOW Database must be created on this PC

This error indicates the client machine is looking towards itself to connect with the database and not the server machine. The primary cause of this error is when the wizard is run

establishing the path to the database the program could not connect and therefore created a default C: pathway. This is a network connectivity or SQL issue and not an issue with the VinNOW program.

Issue: On Client workstation you receive an error: Unable to locate SQL DB info

This could either be a pathway or a permissions error and indicates the client machine cannot see the SQLInfo.txt file in the VinNOW_DB folder. **This is a network connectivity or SQL issue and not an issue with the VinNOW program.**

To troubleshoot either of these errors:

1. Make sure the pathway to the DB machine is a UNC (\\)pathway and not a mapped drive.
2. Test the pathway from the computer to the database machine by using the “search programs and files” or “Run” command to make sure the connection can be made.
3. Check the VinNOW.Config file to make sure the pathway is correct.
4. If the machine still will not connect refer to the “Checklist for Connectivity Issues” document at <https://www.vinnow.com/clientcenter/doc> and follow the steps to check your folder permissions and system set up on the server and workstation.
5. Check that the workstations are connecting to the network using Windows authentication and not “allow Windows to determine how to access the network” in network settings and network discovery should be turned on.

Issue: On Client workstation you receive an error: “VinNOW database must be created on the database server before running VinNOW on this PC”.

This is a network error. For some reason VinNOW cannot see the VinNOW database on the server and therefore thinks it needs to create it on the local machine.

The VinNOW program on the client machine at this point is attempting to read the SQLInfo.txt in the VinNOW_DB folder. It will read the SQL instance and SQL DB names and attempt to connect to them. It is not telling you that it cannot connect; it is telling you that it does not see or can read the SQLInfo.txt file at all, or it is reading the text file and cannot see the database. **This is network connectivity or SQL issue and not an issue with the VinNOW program.**

1. Client machines can be dropped from the network, the first step would be rebooting which often reconnects the machine to the network.
2. Check the path to the database to make sure it is correct.
3. Check to make sure the VinNOW_DB folder on the server machine has full permissions for “Everyone”
4. Check the SQL Configuration Manager to make sure the SQL Browser is started and is connecting to the network.
5. Check to make sure Windows user account was added to authorized logins in SQL using VregSQLu.exe which is located in the Program Files VinNOW folder or in the VinNOW program under the set up menu, system options and then directly below system option settings is Register SQL Users. The Windows user account should populate on both sides of the display. The left side of the display is the authorization to SQL Server; the right side is the authorization to the Database.

6. If the machine still will not connect refer to the “Checklist for Connectivity Issues” document at <https://www.vinnow.com/clientcenter/doc> and follow the steps to check your folder permissions and system set up on the server and workstation

Issue: On Client workstation you receive error: "Cannot open database "VinNOWDB" requested by the login. The login failed."

This is a SQL Permissions error and not an issue with the VinNOW program. The program is able to access the SQLInfo.txt file in the VinNOW_DB folder and is accessing SQL which is checking the Windows User's permissions to see if the user is authorized to access SQL and/or the VinNOW SQL database.

1. If on a workgroup network configuration, make sure that the Windows user account has a password and the Windows user name and password matches the user name and password that was replicated on the server or database machine. In a workgroup SQL determines permissions based on the permissions of the Windows users that are on the server/DB machine, we have seen these errors generally when a user has changed the password on a client machine but not on the database machine.
2. Check to make sure Windows user account was added to authorized logins in SQL using VregSQLu.exe which is located in the Program Files VinNOW folder or in the VinNOW program under the setup menu, system options and then directly below system option settings is Register SQL Users. The Windows user account should populate on both sides of the display. The left side of the display is the authorization to SQL Server, the right side is the authorization to the Database.

(The VregSQLu.exe is provided to simplify adding authorized users to SQL. If the user exists on one side of the display, reenter the user. You will get a message that the user already exists. Exit and reenter the application and you should see the user on both sides of the application chart. If you need to remove or change the settings for users for whatever reason, that must be done directly through SQL Server, our application only adds users. Remember that there is a user for both the server and a user for the DB.)

- Note: The VregSQLu.exe program must run on the Server PC. The Windows login accessing VregSQLu.exe must have sysadmin rights to SQL and the Database.
- Check the workstations are connecting to the network using Windows authentication and not “allow Windows to determine how to access the network” in network settings and network discovery should be turned on.

Issue: Error “Login Failed, Windows user is from an untrusted domain”

This error indicates the Windows user is not recognized by SQL. This could be due to a mismatch in passwords if in a workgroup, or Domain permissions. If everything appears correct, check your SQL event log to see which user the workstation is actually attempting to log in as.

We have also experienced that with Windows 7 machines, when you change the user name through user accounts it does not always change at all levels. If you have problems connecting, we have found the proper way to change/confirm a user account is to go to the

Control Panel, go 'Administrative Tools', then to the 'Computer Management'. This is a Microsoft Management Console Plug In collection that includes 'Local Users and Groups'.

On Windows 8.1 and Windows 10 Check the workstations are connecting to the network using Windows authentication and not “allow Windows to determine how to access the network” in network settings and network discovery should be turned on.

Issue: splash screen that says “please wait....loading” starts but the program does not load.

This indicates something is blocking the program from completing connection to the database:

1. Check to make sure your anti-virus program and the firewall program being used on the client machine and server are not blocking network traffic. The quickest way to establish if this is the issue is to turn them both off and see if you can connect. You can then turn them on one at a time to see which is blocking the program. The firewall should be set to allow connection of the SQL Server on TCP 1433 and SQL Browser on UDP 1434
2. Check to make sure that the path to the VinNOW DB is correct and the user has full permissions to access the VinNOW_DB folder on the server.
3. Make sure the SQL Server Browser service is enabled and on network service
4. Make sure there is not an issue with the router (if applicable).
5. If the machine still will not connect refer to the “Checklist for Connectivity Issues” document at <https://www.vinnow.com/clientcenter/doc> and follow the steps to check your folder permissions and system set up on the server and workstation

Issue: Run-time error 2147217900 (80040e14) Backup database permission denied in databases "VinNOWDB"

This is a permissions/security error. We have been able to correct this error on some systems by making sure that “NETWORK SERVICE” and “Everyone” has full permissions to the VinNOW_DB folder and its sub-folders. You should also add “NT AUTHORITY\NETWORK SERVICE” to the VregSQLu.exe which is located in the Program Files VinNOW folder or in the VinNOW program under the set up menu, system options and then directly below system option settings is Register SQL Users

Issue: Posting error returned by msxml.dll”

- The ms xml error may be an authority issue, virus software caused, or a Windows operating system error.

Issue: Error when trying to log into VinNOW:

“SQL Server Network Interfaces: Server doesn’t support requested protocol [xXXXXXXXXX].”

1. Check to make sure that the path to the VinNOW DB is correct and the user has full permissions to access the VinNOW_DB folder on the server.
2. If the machine still will not connect refer to the “Checklist for Connectivity Issues” document at <https://www.vinnow.com/clientcenter/doc> and follow the steps to check your folder permissions and system set up on the server and workstation

Issue: Error when trying to log into VinNOW for the first time on a client machine: “Named Pipes Provider: Could not open a connection to SQL Server [2].”

- Check to see if Named Pipes and TCP/IP protocols are enabled in the SQL Server Configuration Manager under SQL Server Network Configuration.

Issue: Path/File access Error, the VinNOW login screen comes up but you get this error when trying to log on a user.

1. Check C:\Programdata\Update Software Inc\VinNOW\VinNOW.Config to make sure the path to the database is correct.
2. Check to make sure the DB folder is shared and everyone has full permissions. In addition to users, you may need to add “Everyone” with full permissions.

Handshaking error:

Make sure that the native client and the SQL Server are the same versions. Outdated Native Client Versions or Native Client mismatch to the SQL Server version can cause handshaking errors. Issues with the Windows user not being recognized by the database machine or domain controller can also result in handshaking errors.

VPN Connections

VinNOW will work across a VPN connection. The VinNOW Help Desk does not set up or support VPN Connections, please contact your IT support for information or issues with VPN Connectivity.

VinNOW recommends if you are connecting via a VPN that you have a domain network set up as SQL Server uses Windows Authentication.

If your machine that is connecting via a VPN is getting an error message of **“Cannot open database “VinNOWDB” requested by the login. The login failed.”** Or **“Login Failed, Windows user is from an untrusted domain”** make sure the VPN is resolving onto the network with the same client machine windows user and password that was entered into the table of authorized SQL Server users.

Issues Accessing Training Database

As you will be able to see in the following information, it is critical that the Windows user from the client machine has permission to read, write and delete files on the Server or Database machine. In general here is how the training database works:

To access the training database, the VinNOW user must have the checkbox for training database checked in their user profile to have the option for logging into the Training Database even to appear when they log in.

When you log into VinNOW and choose the training database with the check box for reset data the program:

- Does a backup and puts it in the VinNOW_DB\Vinsys folder
- Takes that backup and renames it “workstationID_Training.bak” in the Vinsys folder.
- A check is done for existing training database with the same name and if found does a SQL detach of the DB and deletes the .mdf and .ldf files associated with it (those files live in the VinNOW_DB\TrainingDB folder)

- Checks for an existing Training DB backup file in the TrainingDB folder (VinNOW_DB\TrainingDB\workstationID_Training.bak) and deletes it if found
- Copies the workstationid_Training.bak from the VinNOW_DB\VinSYS folder to the VinNOW_DB\TrainingDB folder
- Deletes the workstationid_Training.bak from the VinNOW_DB\VinSYS folder
- Restores the database from workstationid_Training.bak with move to which puts the.mdf and .ldf in the VinNOW_DB\TrainingDB folder

The training DB should be restored at this point, you should see the workstationid_Training.bak, workstationid_Training.mdf, workstationid_Training.ldf all in that VinNOW_DB\TrainingDB folder and the program should open.

When you create a Training DB that has not existed before, the steps are the same.. If you have issues, you can watch the process occur if you have the folders open and will be able to see what step it stops on.

If the permissions are set appropriately this process works without any issue.

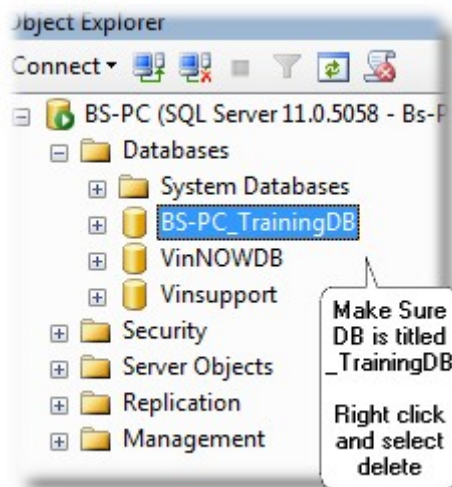
Deleting TrainingDB

There are various conditions in SQL that would make the training database inaccessible by the program. Should you encounter error messages, the resolution is to delete the training DB from SQL:

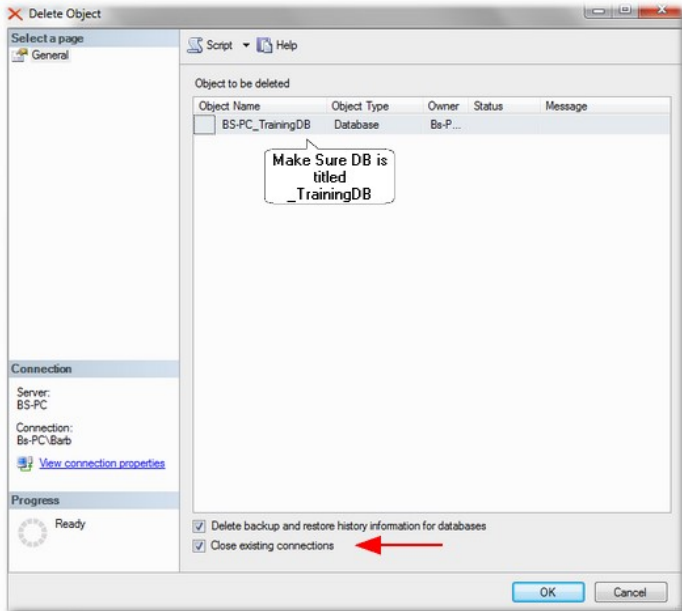
Through your VinNOW File Menu in the production version of VinNOW, do a backup of the VinNOWDB database in case you accidentally take an action that affects the production database.

Start SQL Server Management Studio

- Connect to the proper instance where your DB resides
- Expand out “Databases” by clicking the + to the left of it
- Select on the training database you want to delete by click on it, then right click and select “Delete”



You will then see a Delete Object window, make sure the database you want to delete is displayed and it is titled xxxxx_TrainingDB (xxxxx being the name of the workstation having an issue), on the bottom of the window check the box “close connections” and click OK



Once you have deleted the training DB, look in the VinNOW_DB\TrainingDB folder and delete any .bak files you should then be able to log into VinNOW and select to create another training DB. If the training database does not recreate, look to the steps at the beginning of this document to determine where the issue is.

Error Messages:

Error Message: Unable to access the Training Database "Operating system error 5 (Access is denied)"

This is a permissions error. Check your Network Service Account permissions and the permissions to the VinNOW_DB, VinNOW_DB\VinSys and VinNOW_DB\Training folders. Everyone should have full control on these folders. This is a SQL or folder permission issue and not an issue with the VinNOW program

Items to check if you are having issues:

:

- The permission on the VinNOW_DB folder, VinSys folder, TrainingDB folder to make sure that “everyone” and all users have full control
- Check to make sure that the NT AUTHORITY\NETWORK SERVICE is added to both SQL and the Database in the VRegSqlu located in C:\Program Files (x86)\VinNOW

If you are getting errors when attempting to access the training database and either they are not permissions based, or you have resolved the permissions issue and are still getting an error, the best way to resolve training database issues is to delete the training database from SQL and delete any left over .bak files from the C:\VinNOW_DB\TrainingDB folder.