

Client <> Server Infrastructure, Analysis and Troubleshooting

Our clients communicate via MSMQ with the Saveris server and connect with the installed SQL provider to the SQL database.

If you cannot establish a connection with the clients (typical here is that the software only flickers for a short time, or cannot be started at all), there is a high probability that no connection to the server is possible.

First steps:

1. Are these services enabled?

testo TDASsvcs

testo TDASsvcm.

SQL Server (TSAVERIS)

SQL Server Browser

SQL Server VSS Writer

Message Queuing

1. Can the server be pinged by a client?

2. Is the "Messaging Queuing Service" installed on the server?

3. Please deactivate the firewall (etc.) on the server for a test.

4. Please check if the messaging queuing service is installed on the server.

5. Is the client or the registered user authorized to access the server?

6. (For CFR installations) Is this user stored in one of the 3 Saveris groups?

7. Restart the client

General principles:

Please always install our software from a local drive (e.g. c:\temp, please not from desktop or user specific folders) and as administrator (right mouse click).

And of course be logged in as local admin.

Server:

Is the messaging queuing service installed on the server?

Is the "Message Queuing" service active?

Is TCP/IP activated? (SQL Server Configuration Manager >> Protocols for TSAVERIS)

How did you configure the SQL server (which configuration/ports?)

(a possible change to fixed port: see appendix)

Is there a problem with the firewall?

(for testing purposes you may want to disable the firewall completely)

MSMQ normally uses ports 135, 2103, 2105 for communication.

This link provides the basics:

<https://support.microsoft.com/en-us/help/178517/tcp-ports-udp-ports-and-rpc-ports-that-are-used-by-message-queuing>

The "Outgoing queue" is displayed under Message Queuing. Does it have entries? (see Appendix)

Client:

Is this registry entry available?

HKey_local_machine\Software\Wow6432Node\ testo\comsoft\comscore\rbmssserver

Is it configured with the correct server address/name?

Can the "tmqdas" be found under Message Queuing >> Private Queue? (see appendix)