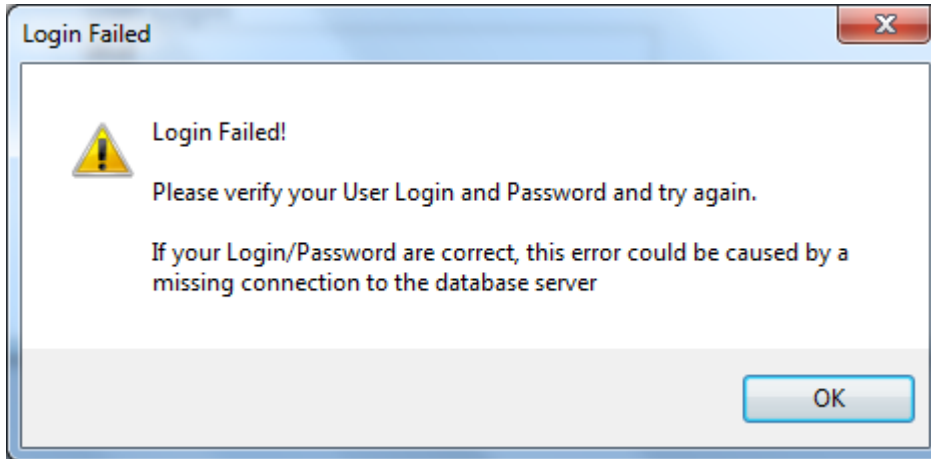


vBound Help – Login Failing

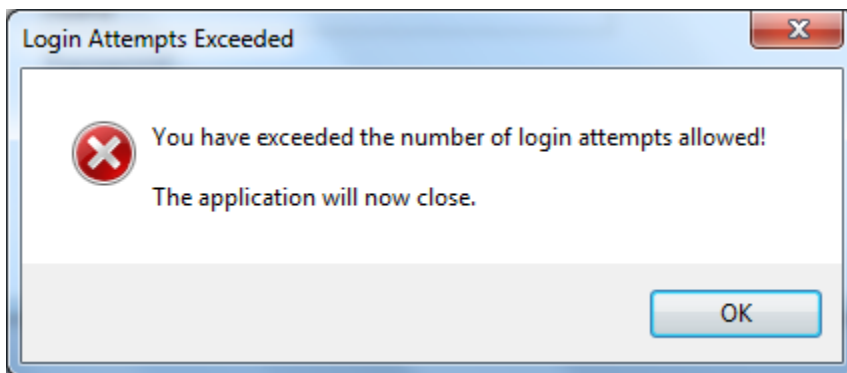
Revised: 11/18/2014

Issue

User Login and Password are correctly entered, but the login fails with the following dialog:



After 3 unsuccessful login attempts, the application will display this dialog and close.



Cause

Variety of reasons.

vBound Help – Login Failing

Revised: 11/18/2014

Resolution

To resolve this issue, you must work through the following steps:

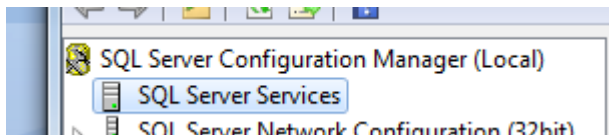
1. Verify that you are correctly typing both the User Login and Password. The Password IS case sensitive, so check that the Caps Lock is not on.
2. Verify database is installed on 64-bit OS.
3. Verify the database status is 'Running'. (See Below) If 'Stopped', restart the database.
4. Is the database on a different computer than the application? If so it is probably a network issue and you should contact support for more detailed assistance regarding networks and firewalls.

Verify the database status is 'Running'

The SQL Server install includes a tool named the SQL Server Configuration Manager. After starting this tool, verify that the SQL Server Service for 'VBOUND' has a status of 'Running', as pictured below.

You can use this tool to START any database that has a status of 'Stopped'.

Select SQL Server Services:



Verify VBOUND on the list:



To start the SQL Server Configuration Manager

- a. Windows 7
 - i. Click Start
 - ii. Click All Programs
 - iii. Click Microsoft SQL Server 2012
 - iv. Click Configuration Tools
 - v. Click SQL Server Configuration Manager
- b. Windows 8
 - i. Go to the Start Screen
 - ii. Start typing "SQL Server"
 - iii. Select the app "SQL Server Configuration Manager"