



## SQL Server Refused the Connection

**Symptoms:** Error message says the program is unable to find or connect to the SQL Server Instance SQLEXPRESSCRM

**Diagnose:** Determine if this is a primary or a secondary machine. Note that the error message will always say that failed to connect to the “remote server”.

**Note:** *This document is applicable only in cases where CRM was successfully installed and ran correctly previous to this incident.*

### **Resolution:**

Primary System: Possible causes include:

- The SQL Server instance is not running. Go to **Control Panel – Administrative Tools – Services**. Check if **SQL Server (SQLEXPRESSCRM)** is running. If not, right click and **Start**. Ensure that its startup type is set to **Automatic**.
- Check that the **SQL Server Browser** service is enabled also (but it won't necessarily be running)

Secondary System: Possible causes include:

- The primary system is not up and running Windows. (CRM does not have to be running, but Windows does.)
- The primary system is not connected to the network.
- The SQL Server instance on the primary system is not running. On the primary, go to **Control Panel – Administrative Tools – Services**. Check if **SQL Server (SQLEXPRESSCRM)** is running. If not, right click and **Start**. Ensure that its startup type is set to **Automatic**.
- SQL Server Browser service is disabled on the primary system. On the primary, go to **Control Panel – Administrative Tools – Services**. Check if **SQL Server Browser** is running. If not, right click and **Start**. Ensure that its startup type is set to **Automatic** or **Automatic (Delayed)**.
- Secondary system does not have network connectivity to the primary system. Open File Explorer, and check if the primary system can be seen in the Network entries. If yes, determine if something else has changed since the successful installation when both systems were working. Have your school's network settings changed in any way? Has a firewall been added or changed?