ESET Tech Center

Error 0xC0100019 displayed when performing a Proxy Sync

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Problem

When you login to the Enterprise Server or manually performing a **Proxy Sync** the error *Proxy Sync Failed The Database connection could not be initialized (0xC0100019)* is displayed.

Solutions

This message indicates problem with database access by the Enterprise Server.

There are two known solutions to this error code listed below. If neither of these resolve the problem you are experiencing, please submit a support ticket detailing the problem you are seeing.

1. Install Native Client

The Microsoft SQL 2005 Native Client should be installed. Install this then reattempt the Proxy Sync operation. The SQL Native Client 2005 can be obtained from Microsoft: https://msdn.microsoft.com/en-us/sqlserver/ff658533

2. Restart Service

Press **Windows Key+R**
Enter **services.msc** then click **OK** to load the **Services** control panel.
In the list of services locate the **DESlock+ Enterprise Server Service**.
Right click the entry and choose **Restart**.
Attempt the **Proxy Sync** operation again.