

ESET Tech Center

Knowledgebase > Legacy > Legacy ESET Remote Administrator (6.x / 5.x / 4.x) > 6.x > I receive the notification 'Unable to connect to database-error 65536' when installing ESET Remote Administrator (6.x)

I receive the notification 'Unable to connect to database-error 65536' when installing ESET Remote Administrator (6.x)

Ondersteuning | ESET Nederland - 2017-11-08 - Comments (0) - 6.x

<https://support.eset.com/kb3673>

Issue

Allow TCP/IP communication with your SQL database on port 1433

Solution

1. Click **Start** → **All Programs** → **Microsoft SQL Server** → **Configuration Tools** → **SQL Server Configuration Manager**.



Figure 1-1

2. Expand **SQL Server Network Configuration** → **Protocols**, select the database instance that will be used with ERA and then double-click **TCP/IP**.



Figure 1-2

Click the image to view larger in new window

3. Select **Yes** from the drop-down menu under **Enabled** and click **Apply**. Click **OK** if you are prompted.



Figure 1-3

4. Click the **IP Addresses** tab and navigate to the **IPAll** section.

Set the **TCP Port** value to **1433** and click **Apply**. Click **OK** if you are prompted and then click **OK** to exit the **TCP/IP** window.



Figure 1-4

5. Select the SQL Server Services entry list, right click the database instance that will be used with ERA and select **Restart** from the context menu. The database issue should no longer occur during installation.



Figure 1-5

Click the image to view larger in new window

Tags
ERA 6.x