



# Message – “Database Server Could Not be Found” on client workstation in NPRO Network Nutritionist Pro application

- Sometimes the issue might be the server or the client. See the whole doc and see which issue might be happening for you.
- To trouble shoot your connection issues please go through each section below step by step to see which applies to your case.

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If the above steps do not resolve your issues please send us a debugging log from the ODBC so we can trouble shoot further..... **Error! Bookmark not defined.**

## Check the Server

### Client and Server IPs

Ask the client to provide the Client and Server IPs. Our tech will make a note of these for this ticket case. If the first three numbers of the IPs do not match, then they are on different subnets. If that is the case, read the

section at the bottom regarding route policies (you may still need to check the service etc. below so try those steps as well but don't forget the routing policies if you are on a different subnet)

### Check the service on the server.

1. Nutritionist Pro server uses the service "Nutritionist Pro Database Server" to allow clients to connect to it.
2. Ensure the service "Nutritionist Pro Database Server" exists and that it says it is set to Automatic start and that it is Running. To find the service go to Control Panel/Administrator/Service/Nutritionist Pro.
3. If you used our Database server monitor to launch your service, it should say running or started.
4. If you wish to use this backend service area to start the service, you can just remember that if you start it from here you do not need to start it from our database server monitor exe icon. Otherwise the app will try to launch 2 of the same service and cause a conflict.
5. If your service is stuck in limbo you can do a couple of things. Please note that our Database Server Monitor launches the service and if you run the service also from Windows/Admin Tools/Service then it will duplicate it and hang it. So in that case close the database server monitor and turn the Windows service to manual and try again to start. Sometimes a reboot of the server might be needed.
6. If the above steps do not work, please inform us so we can offer some manual way to create the service. Since this is the first step in our connection to the client, we need to be sure this part is done correctly before we check anything else.

### Default Port to communicate

1. Ports used by the client and server for communication:

Default: 2638 (TCP & UDP, bidirectional)

Alternative: 49152 (TCP & UDP, bidirectional)

Potentially necessary ports needing to be opened (not in all cases): 54585 and 54586 (TCP)

The aforementioned ports are required for communication between client and server. If client and server are on separate subnets, route policies \*must\* be made for the port that the server is using (2638 TCP/UDP, allow bidirectional traffic, or 49152 TCP/UDP, allow bidirectional traffic). If there are still communication issues, it is important to remember that if your facility has a test server or a second Nutritionist Pro Server that one of them is going to be using the alternative port. Make sure that the servers have different database server names (change one from Nutrition to Nutrition2/NutritionProd/NutritionNew/etc.). To change server name or port see link here <https://nutritionistpro.freshdesk.com/support/solutions/articles/5000736596-how-to-change-port-or-server-name-for-network-version>

IMPORTANT -- If it continues to happen, ensure the additional ports have bidirectional traffic permitted for TCP.

### Run NetStat to ensure server is listening

1. Run netstat -a and scroll through UDP and TCP listings to ensure that the server is listening on the proper port (2638 by default). If you changed the port, make sure you run based on the right port #.

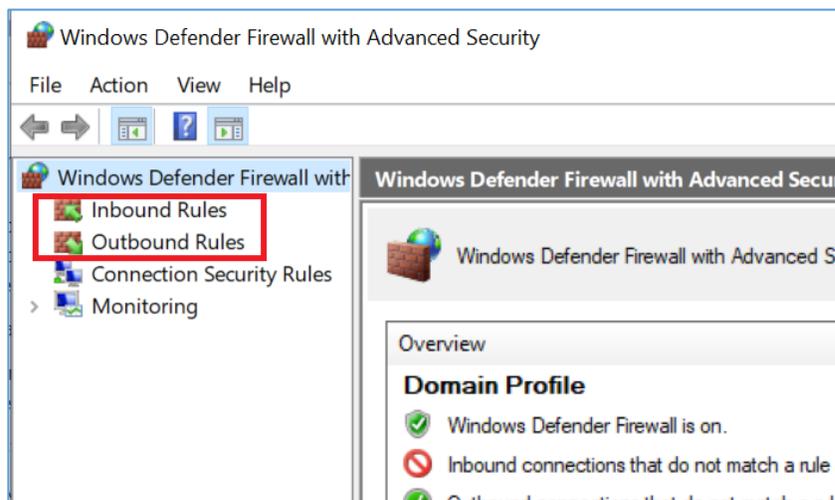
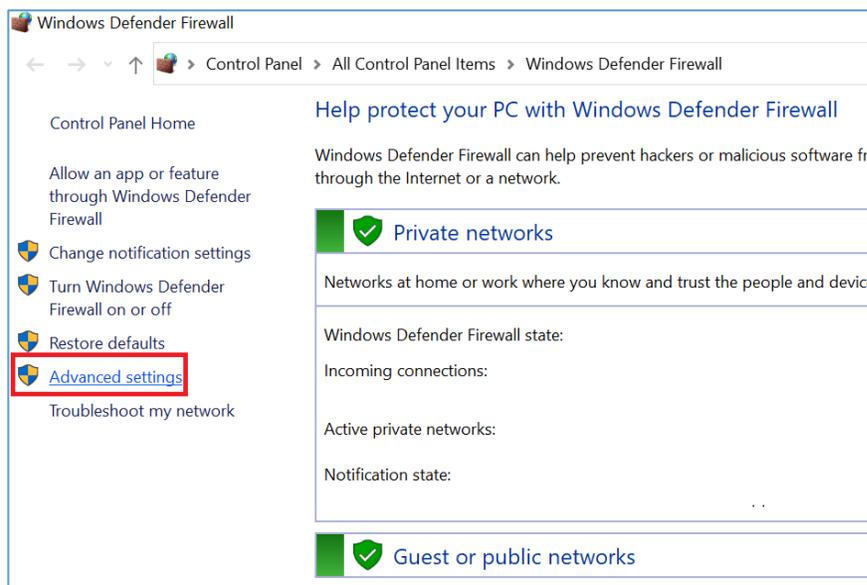
### Check Firewall

1. Check your Firewall(s): One for tcp on the port that the server is using and one for udp on the port (default is 2638), and that they are set to allow inbound connections.

2. Ensure that there are two inbound rules set if the firewall is turned on. One for UDP on port 2638 and one for TCP on port 2638 set to allow any traffic. If you are using a different port, then use that for the inbound rules.
3. If you are using any 3<sup>rd</sup> party Firewall software, please check that also.

### Check windows Firewall

1. Sometimes Windows Defender might place a block or firewall. From the control panel launch Windows Defender Firewall and go to Advance Settings. Then check both inbound and outbound. Search by Nutritionist Pro or by the port that will be used for this connection. Please check that see pictures below.



### Check Network Routing policies

1. If your client(s) and server are on the same intranet and subnet, first review your firewall rules and configurations to ensure that the rule is set to receive traffic on tcp and udp over the port the server is configured to listen on (default port is 2638).

2. **Last thing to check --- If you have looked at all the other options in this document on both client and server**, then it might be something in your network policy between the two devices or something changed on the server or client machine that is preventing the software from working and connecting. Please check the policies to make sure it's not an issue.

## Check the Client Side

### Check these steps

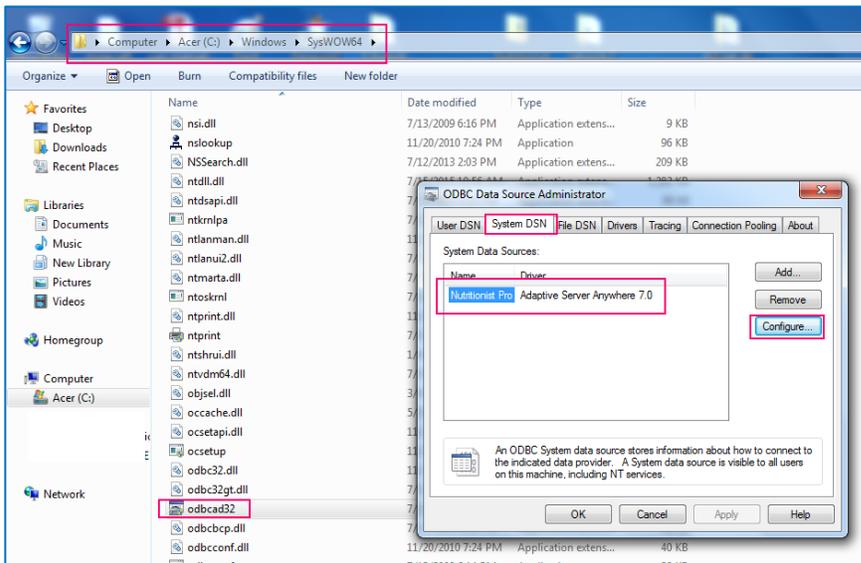
1. Ping server to ensure physical connectivity, Verify connectivity of the server and client, Ping: tests physical connections. If telnet is installed: telnet to 2638. If you get an error, the service isn't being detected. If you get a blank screen, the server is up and received the query
2. Check ODBC on client to ensure it's pointing to the proper IP address for the server -- see steps below.
3. Test connectivity with client, if needed try changing port from 2638 to another port (like 80 if the server doesn't also operate a web site) on both the server and client using the server name and port change tool and test again. If still failing, switch ports back to default (set server to 2638, remove port information entirely from client). See how to change port section above.
4. Route policy creation for server/client on different subnets. If you have tried the above server checks and the client is still not connecting, then a request might need to be made on your side to add route policies. Route policies may need to be *explicitly set* for these setups. A route policy needs to be set up if we've gone through all of the following steps and there still is no communication. Please connect with your company network administrator who handles and controls these rights and ask them to set these policies.

### Consider setting up a small simple box for the nutrition team

1. Still not working –If none of the above steps have resolved your issue then please consider setting up a simple box for the nutrition team to use their application since it's for a small group of people on your team perhaps your team would be willing to setup that for them. You don't need a windows server to install our application you can install on windows 8 or 10 and use that to connect the other machines.

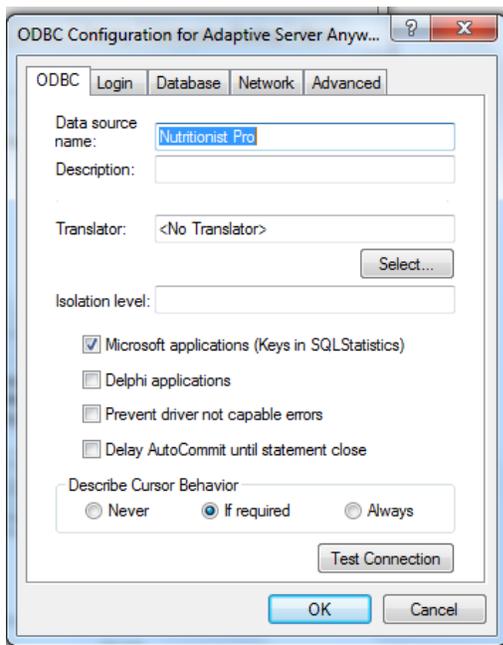
### ODBC on Client Work Station what it should look like see each tab below

1. **On the client machine** where you see this error launch the ODBCAD32 from the **C:\Windows\System32\SysWOW64\odbcad32**
2. Next click on system DSN and highlight Nutritionist Pro and hit configure



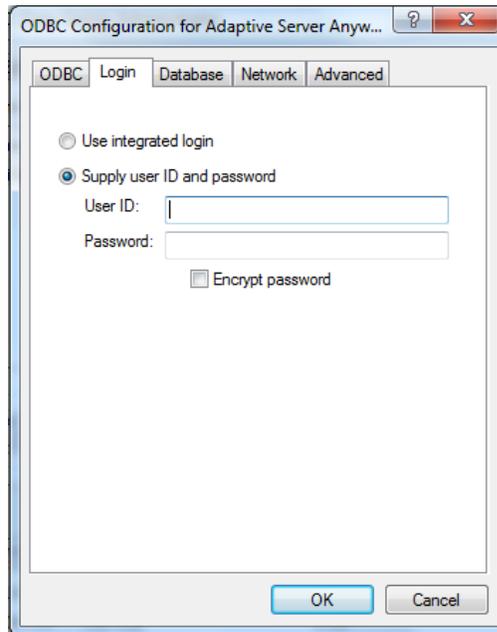
3. ODBC tab

- a. Please leave the data source name as shown in the image. This is important and the application relies on this source name



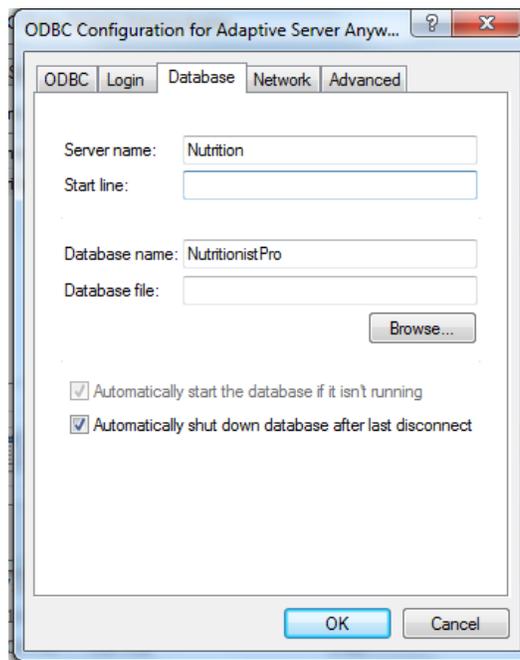
4. Login Tab see image

- a. Here by default you can leave this info as shown



5. Database tab

- a. Do not change the server name here it is our default server name and it uses this name to search for the server. We do have a utility that allows you to change the server name if you wish BUT you must use a separate utility to change it on both the server and client. If you need steps for that please let us know and we can provide them.
- b. In addition, we also need the database name to stay as it is shown. Please make sure you have the db name as shown as well.



6. Network Tab – IMPORTANT here if you want to type in the TCP/IP of your server please go ahead BUT when you add the IP make sure you type it like this
- a. **host=000.000.00.00 with no spaces**

