Error Message 'Database Needs Updated to 4.0 Version' at Login

Q. A workstation is getting message 'Make Agvance database current - the database needs to be updated to the 4.0 version.' The data is already version 4.0 or higher. How can I fix this issue?

A. Print the screen and click the **OK** button (the program will not reconvert your data). Print the error message that follows. Fax both to the SSI support group. Include any additional information like:

- Is this occurring on all workstations?

- Have you successfully accessed Agvance from this machine previously?

This message can mean that the data is detached, or that the SQL Server services are not running on the data server, or that the workstation has lost its connection to the network.

Another case where this message has been seen is when a user in a Terminal Server session is connecting to data on their local machine, and the local machine is running Windows XP Service Pack 2 with the Windows Firewall enabled. To fix this, you need to add an exception to the Windows Firewall for the port SQL Server users:

1. Open *My Network Places* and select *View Network Connections*.

2. Right click on the local area connection and select *Properties*.

3. Go to the *Advanced* tab and click on the **Settings** button.

4. On the *General* tab, make sure that the *Don't Allow Exceptions* option is unchecked.

5. On the *Exceptions* tab, select *Add Port*.

6. The *Port Name* is *SQL Server*. The *Port Number* is *1433*.

7. Make sure that the new *SQL Server* exception is checked, then click **OK** twice.

8. Windows Firewall will now accept requests to port 1433.