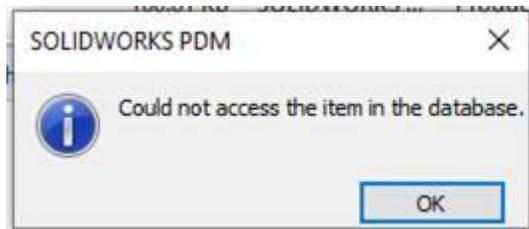
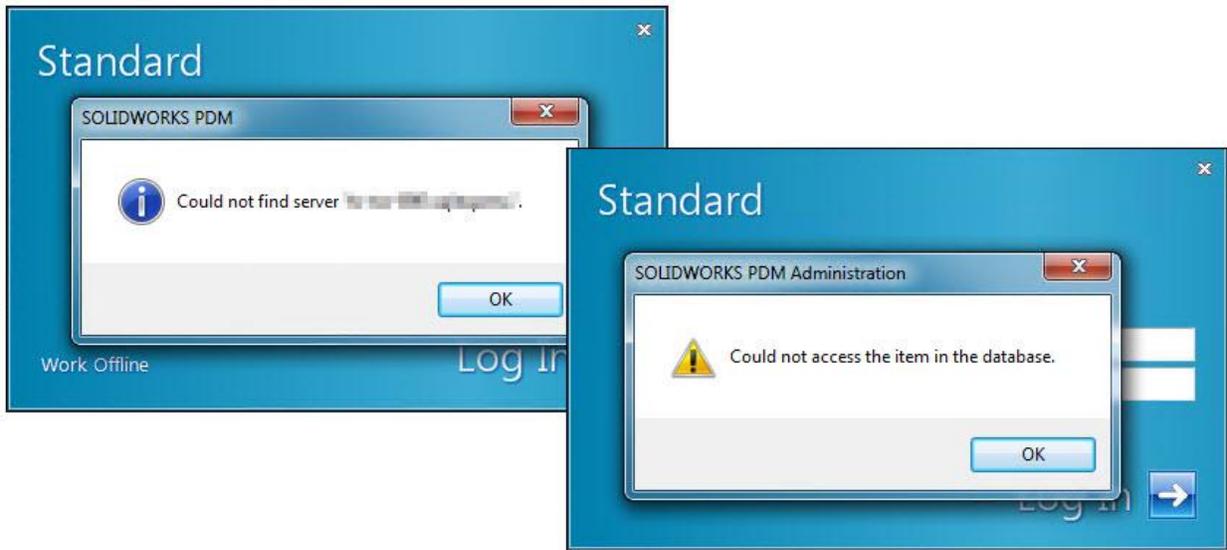
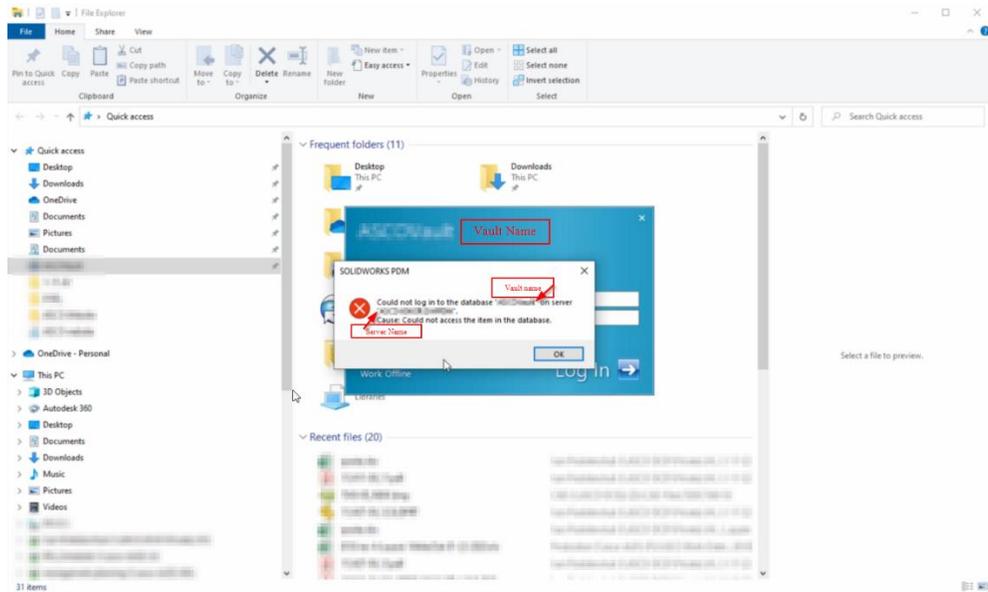
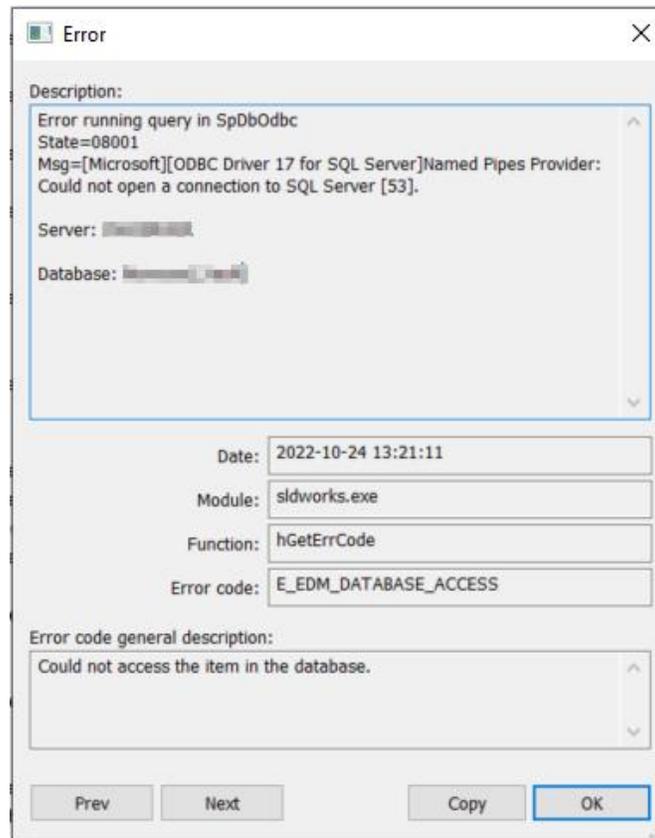


There are times when you are unable to log into the vault on a client machine with an error of 'Could not access item in database'



Or you see this repeated error in the PDM client log files.

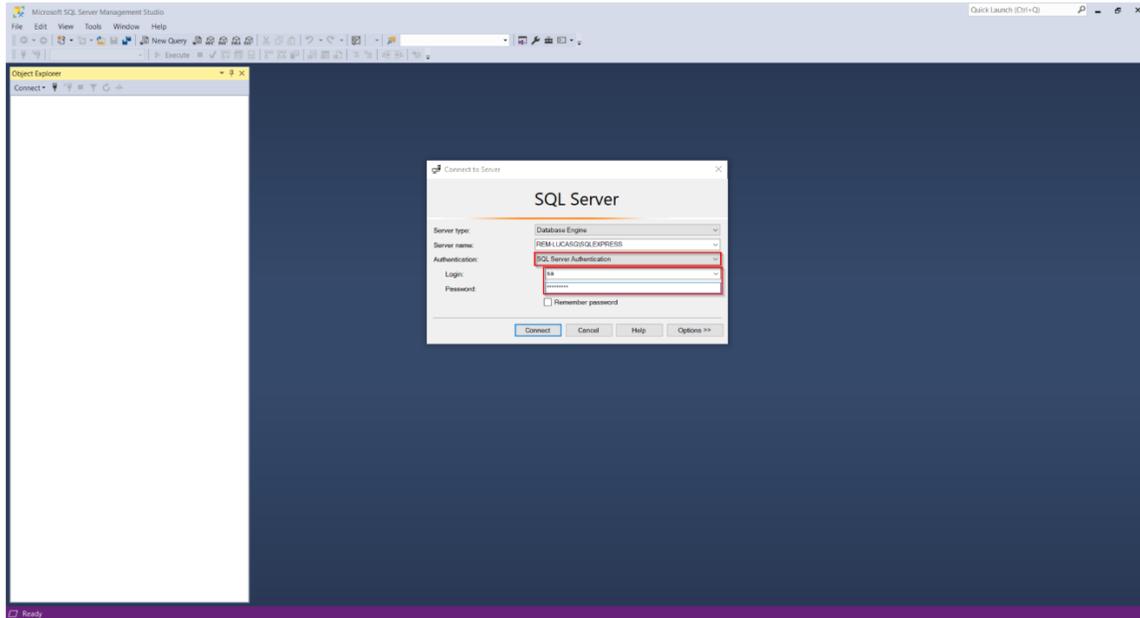
✘ Error	2022-04-11 10:24:07	E_EDM_DATABASE_ACCESS	Error reconnecting database connection
✘ Error	2022-04-11 10:24:07	E_EDM_DATABASE_LINK_FAILURE	Error checking new messages in database.
✘ Error	2022-04-11 10:24:54	E_EDM_DATABASE_ACCESS	Error running query in SpDbOdbc State=08001 Msg=[Microsoft][ODBC Driver 17 for SQL Server]Named Pipes Provider: Could not open a connection to SQL Server [53]. Server: [REDACTED] Database: [REDACTED]
✘ Error	2022-04-11 10:24:54	E_EDM_DATABASE_ACCESS	Error reconnecting database connection
✘ Error	2022-04-11 10:24:54	E_EDM_DATABASE_LINK_FAILURE	Error checking new messages in database.
✘ Error	2022-04-11 10:25:40	E_EDM_DATABASE_ACCESS	Error running query in SpDbOdbc State=08001 Msg=[Microsoft][ODBC Driver 17 for SQL Server]Named Pipes Provider: Could not open a connection to SQL Server [53]. Server: [REDACTED] Database: [REDACTED]
✘ Error	2022-04-11 10:25:40	E_EDM_DATABASE_ACCESS	Error reconnecting database connection
✘ Error	2022-04-11 10:25:40	E_EDM_DATABASE_LINK_FAILURE	Error checking new messages in database.
✘ Error	2022-04-11 10:26:26	E_EDM_DATABASE_ACCESS	Error running query in SpDbOdbc State=08001 Msg=[Microsoft][ODBC Driver 17 for SQL Server]Named Pipes Provider: Could not open a connection to SQL Server [53]. Server: [REDACTED] Database: [REDACTED]
✘ Error	2022-04-11 10:26:26	E_EDM_DATABASE_ACCESS	Error reconnecting database connection
✘ Error	2022-04-11 10:26:26	E_EDM_DATABASE_LINK_FAILURE	Error checking new messages in database.
✘ Error	2022-04-11 10:27:14	E_EDM_DATABASE_ACCESS	Error running query in SpDbOdbc State=08001 Msg=[Microsoft][ODBC Driver 17 for SQL Server]Named Pipes Provider: Could not open a connection to SQL Server [53]. Server: [REDACTED] Database: [REDACTED]



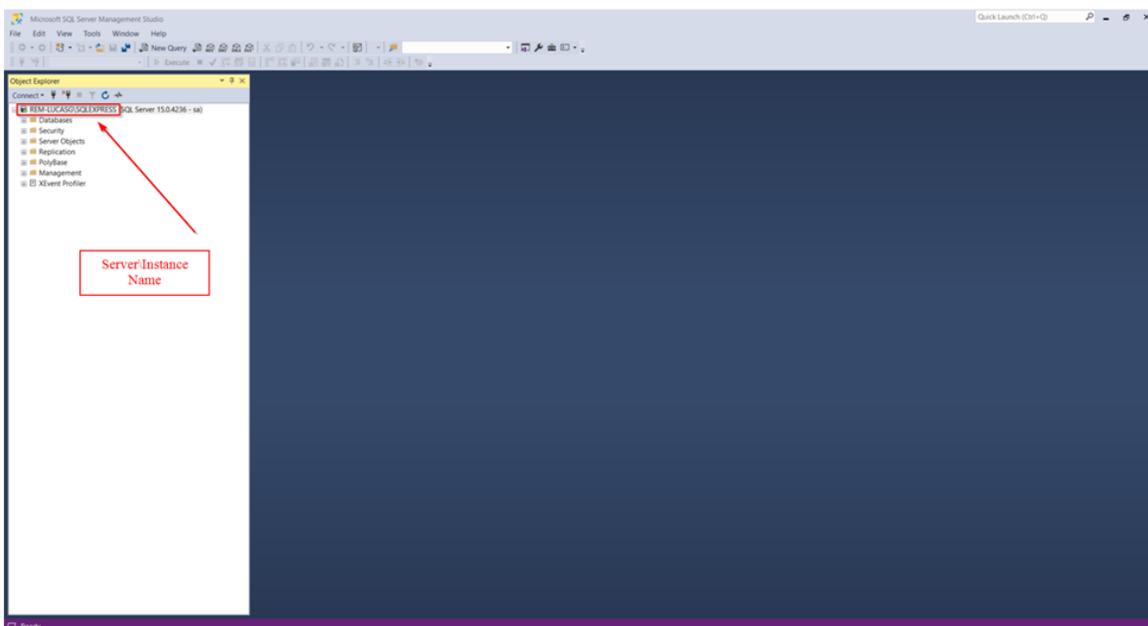
Creating an ODBC connection on your PDM Client machine will resolve this issue. Creating this connection is a manual handshake between the client machine and the database server. This has also been useful for client who work remotely and, in some cases, helps with performance.

Before you can create an ODBC connection on your client machine, you will need the following information.

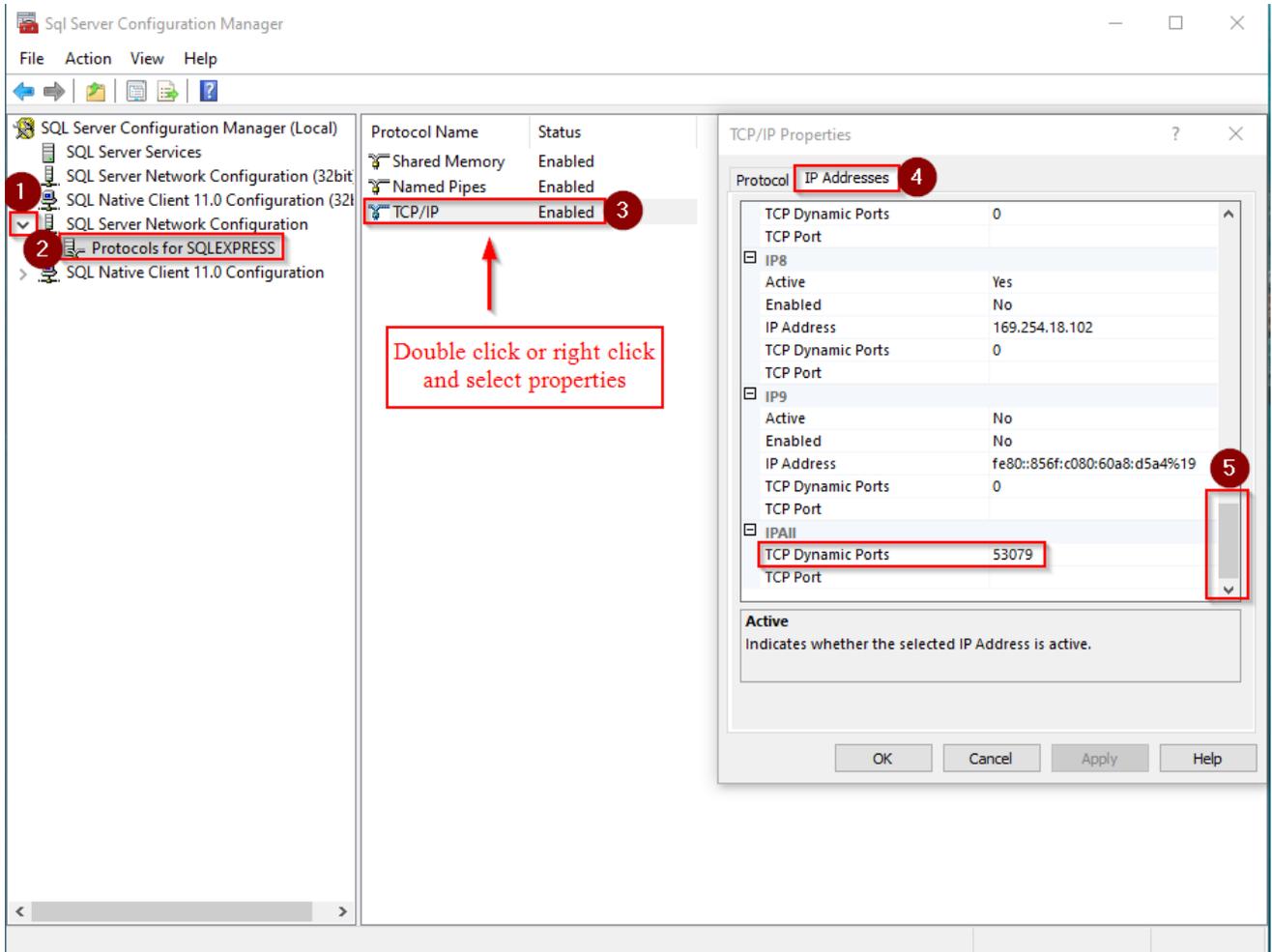
- 1) You will need the sa password to your database. You can test if it is the correct password by logging into Microsoft SQL Server Management Studio (SSMS)



- 2) Server\Instance Name. This can be found in the Microsoft SQL Server Management Studio (SSMS)



3) If you are using SQL Express (PDM Standard), you will need to know what ports SQL Express has dynamically used. You can find these in the SQL Server Configuration Manager. If you do not change this port to 1433, you will need to open this port in your Server's firewall.



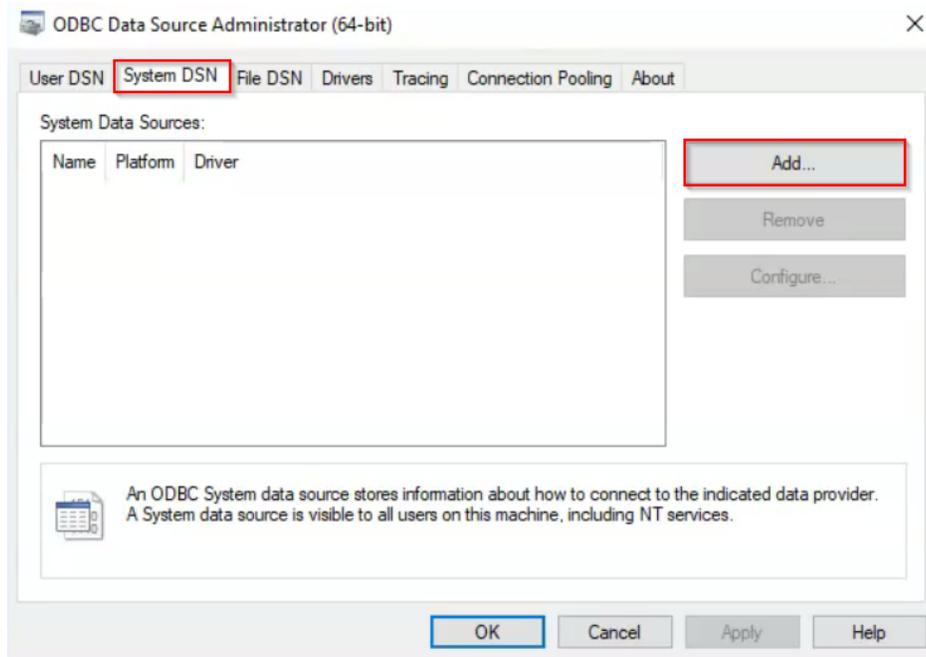
After gathering the above information, you are ready to proceed with setting up the ODBC connection on the client machine.

Go to the client machine having problems and open ODBC Data Sources (64-bit)

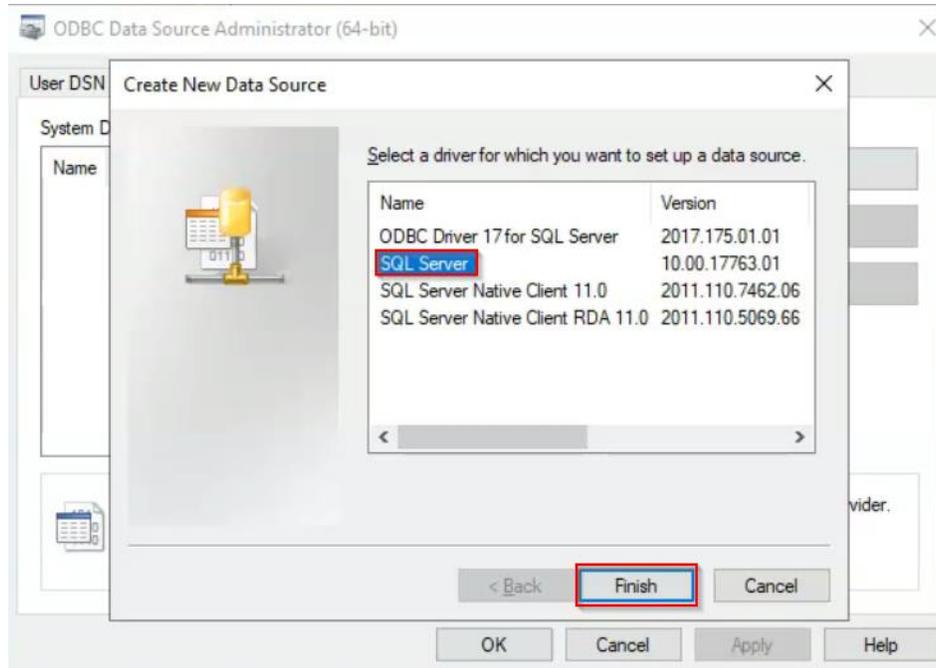
(it is sometimes needed to perform the same steps for the (32-bit) version, especially if using 32-bit Office applications)



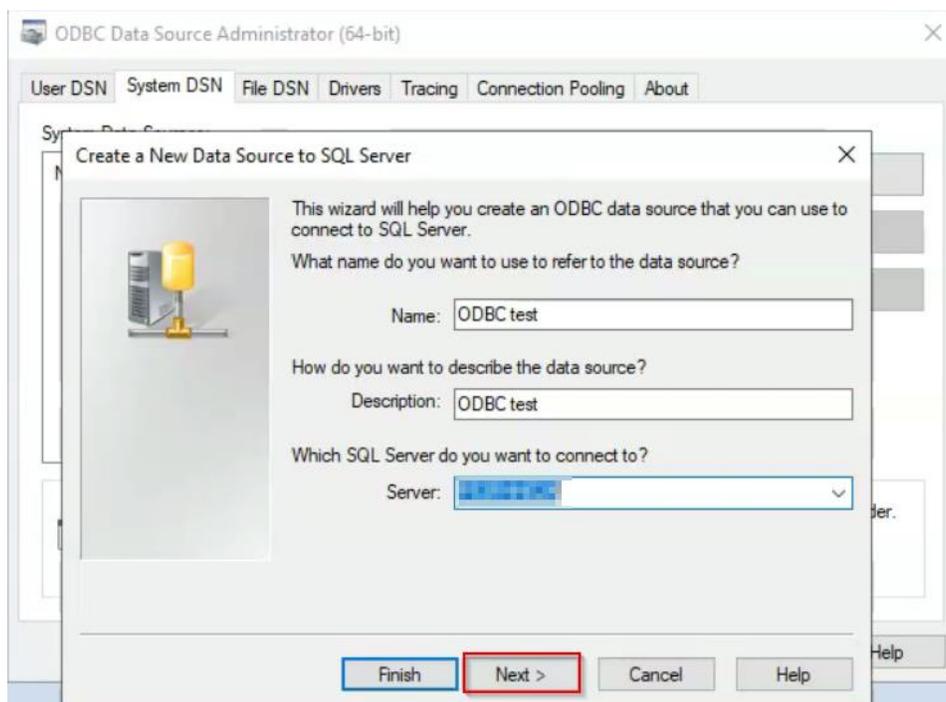
After opening ODBC 64-bit, navigate to the System DSN tab and add a source.



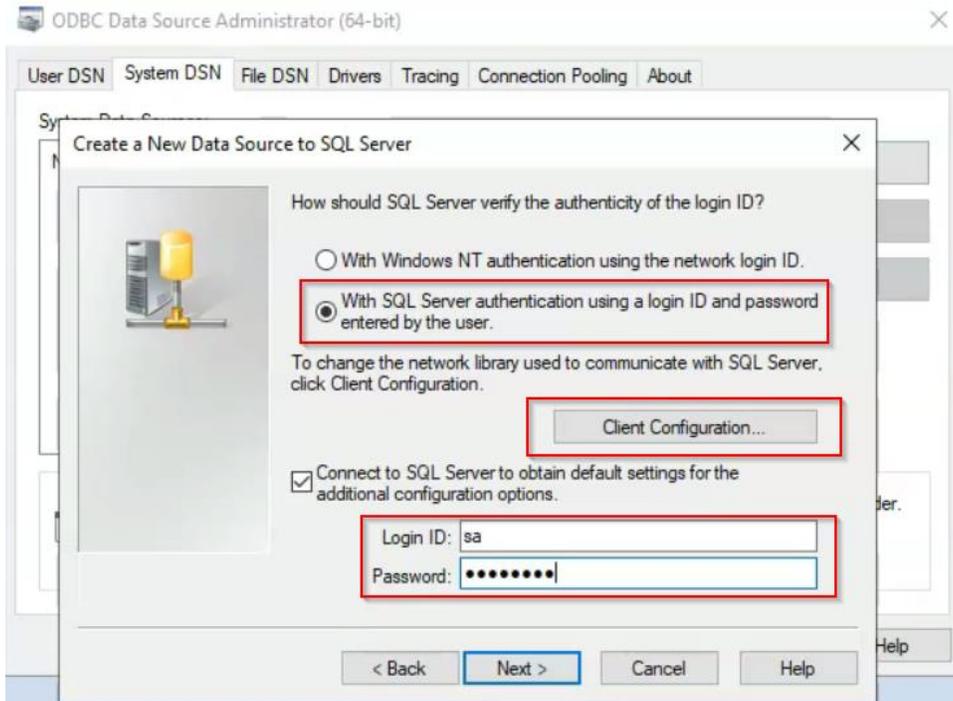
Select SQL Server and hit finish



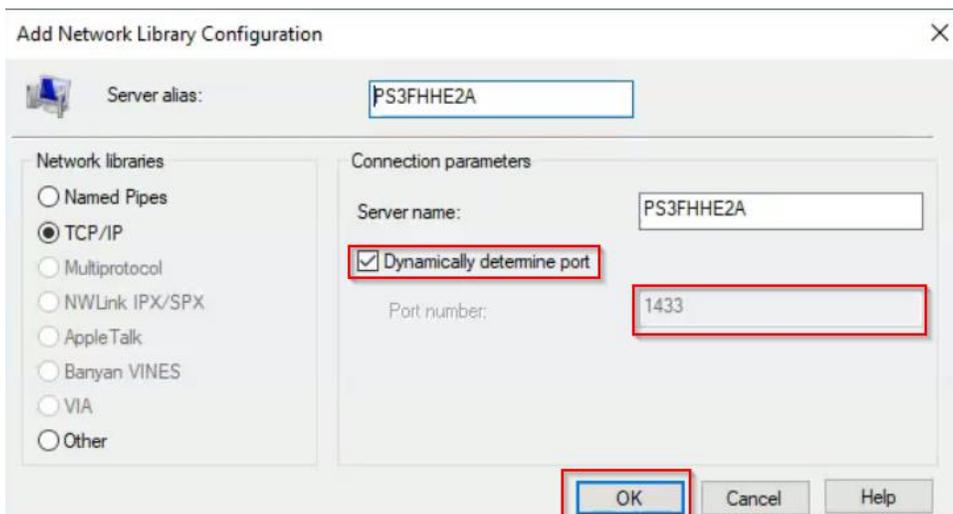
You will then name and describe the data source you are creating. More importantly you need to select or enter the name of your server hosting your database. This is the information found from step 2 when logging into SSMS.



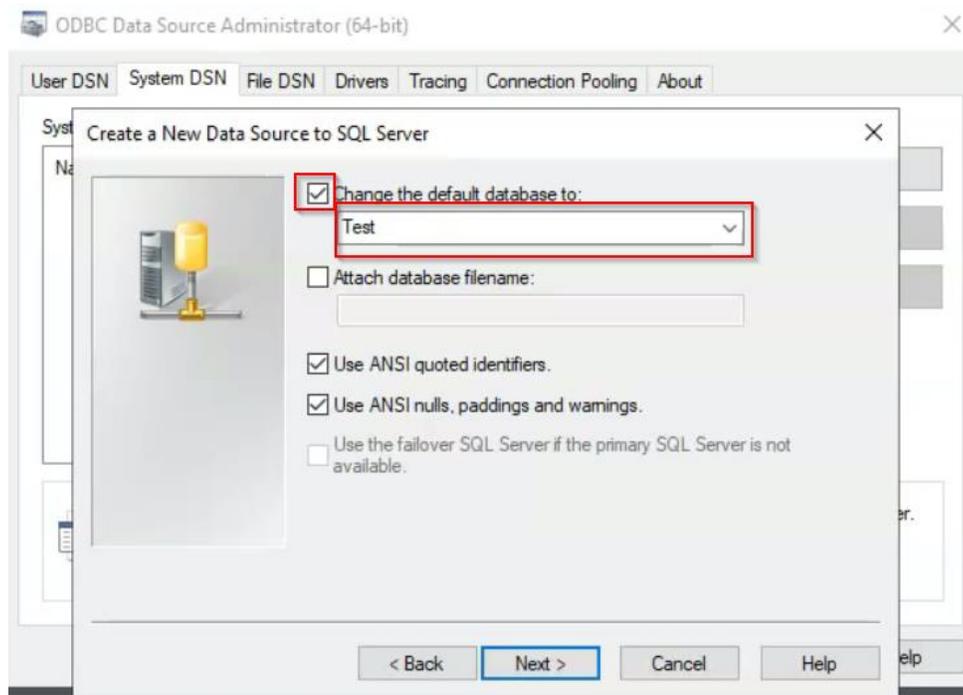
You will then select the SQL server authentication radio button. Then log in with your sa username and password. !!!BEFORE SELECTING NEXT BE SURE TO CLICK ON CLIENT CONFIGURATION!!!



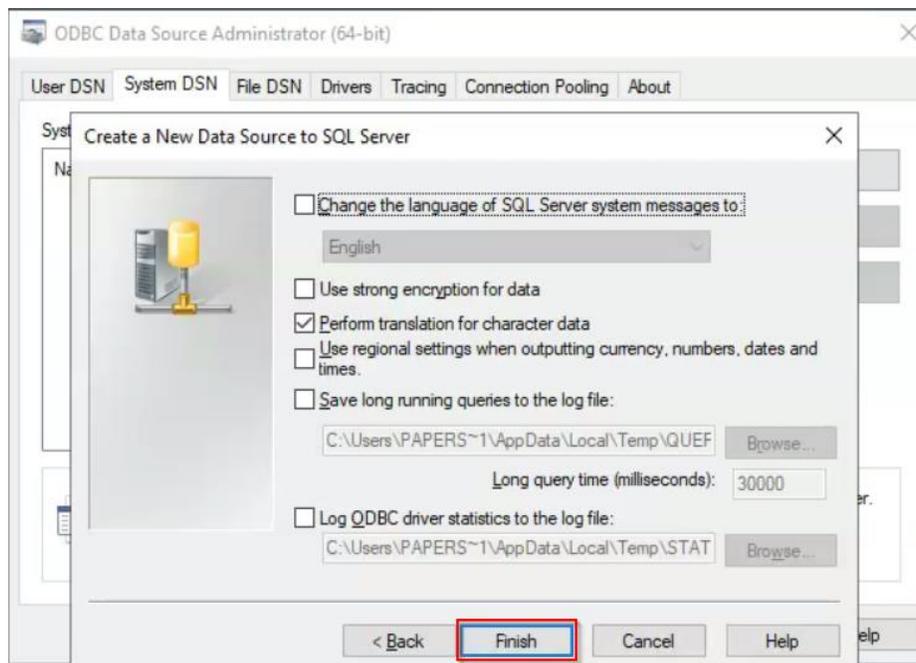
After hitting client configuration before selecting next you will add your dynamic port you got from the SQL Server Configuration Manager. This is found in step 3 from the above required information. In order to add your own dynamic port, you will first need to uncheck the 'Dynamically determine port' option. If you do not need to change this information, do not uncheck that option.



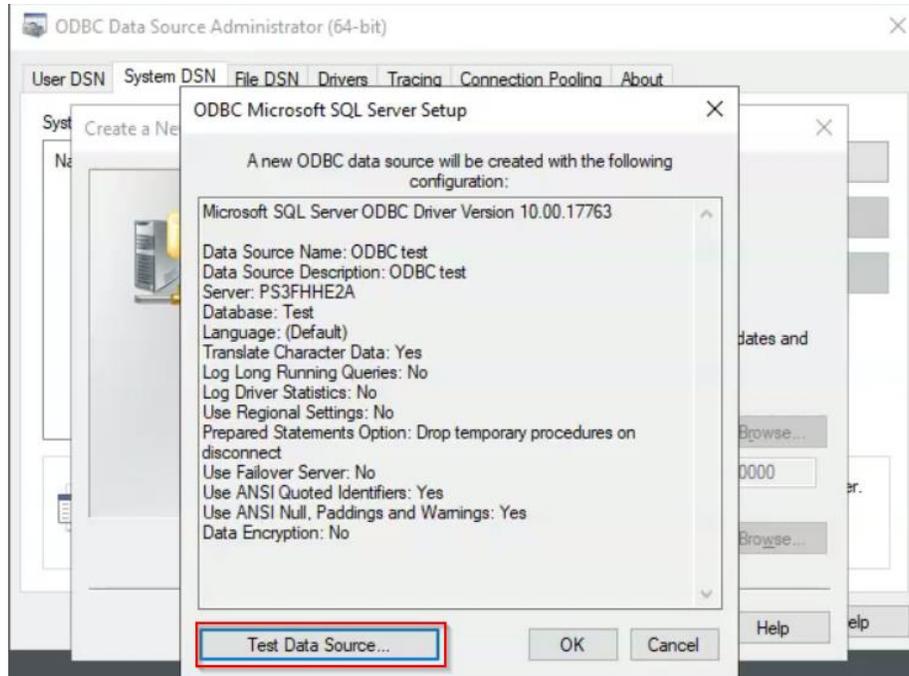
You will select change the default database to and select your vault name. Then click next



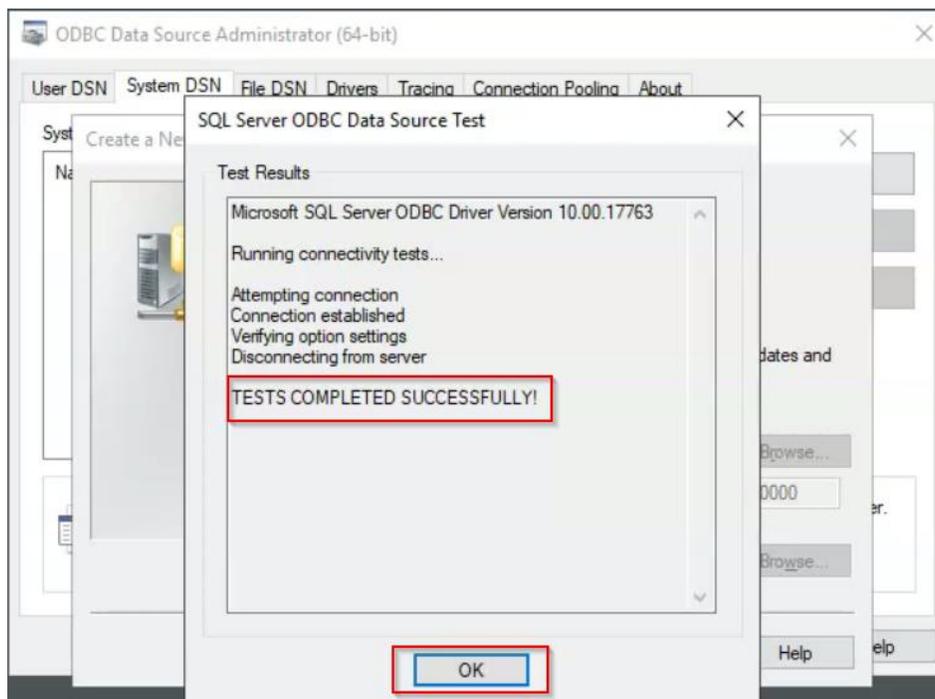
The next page we do not have to change anything and select finish



Select Test Data Source



If everything was entered correctly you should see the following screen and simply click ok.



These are the steps to create an ODBC connection to your database.