

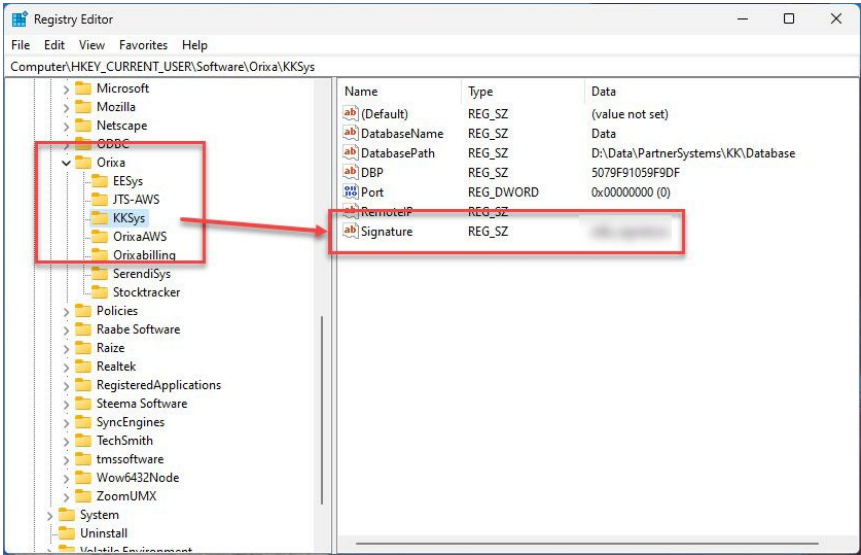
KKSys Database Access Issues

This page is a holder for helpful sections on how to ensure that the database works well on all new installations.

Failure to Open: Check Database Registry Settings

If a KKSys application is run on a computer and it fails to open with an error message "**Server Refused Connctcion**" it is possible that the Registry Settings for the computer in question are not correct.

Registry Settings can be reviewed either using the OrxRegistryManager, or Windowns Registry Editor.



Database "signature" settings

To Check the Registry Settings

1. Open the Windows Registry Editor, as shown in the image above.
2. Navigate to the Registry Key HKEY_CURRENT_USER/SOFTWARE/Orixa/[your-app-name]
3. In the panel on the right, check that the settings are correct.
4. If they are not correct, right-click on any setting, and select "Modify" from the list which appears.

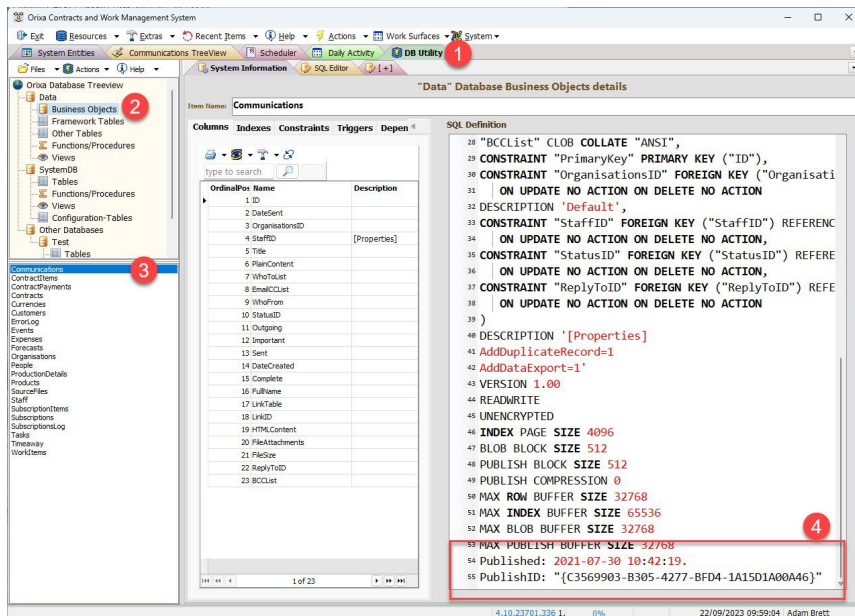
What should my Registry Settings be?

The values of Registry Settings for your App are secret and should not be shared. Your Developer or Administrator will have the details and can share them with you.

Call to "Save Updates" fails to produce an update file

The KKSys App runs as a multi-user-multi-node installation. Each user has their own instance of the KKSys database, and when they make changes to this the changes are saved in a log. The user can save logged changes to an Update File which can pass their changes back to the server. This enables multiple users of the KKSys to share and update data, even when they are outside network coverage.

When KKSys is newly installed on a staff laptop, the database must be **published**. If this step is missed, the resulting database will be set up in **stand-alone** mode, and no update log will be stored.



Check "Published" status of Table

To find out whether an installation of KKSys has been published, please take the following steps

1. Open the DB Utility on the user's computer.
2. Navigate to "Business Objects" in the Orixa Database Treeview
3. Click on any data-table in the list.
4. At the bottom of the SQL Definition for this data-table, the "Published" date, and "PublishID" will show.

If the "Published" details are not present, please run the following script:
PUBLISH DATABASE "Data", this SQL statement must be run from the Orixa Server

Running SQL Change Scripts

If a small change needs to be run (adding or altering the structure of a data-table) then please refer to this help page:

[Running SQL scripts to Change your App \(www.orixa.co.uk/85382\)](http://www.orixa.co.uk/85382)

If you are making a larger change, such as restoring a database or publishing a database, the SQL should be run from the Orixa Server, to see the steps needed for this, please refer to the final section of this help page:

[The Orixa Server Program \(www.orixa.co.uk/26000\)](http://www.orixa.co.uk/26000)