Client Unknown Error Connecting To Database

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Symptom

If an unknown error occurs while trying to connect to the database when licensing a client, and you can ping the server and access shared folders, use the following steps.

Resolution

1. Go to **Program Files > GE > FCWnx > Logs > LicenseInfo.txt** .
2. Open **regedit** on the server and browse to the following location: `HKEY_LOCAL_MACHINE > SOFTWARE > Wow6432Node > GE > FCWnx > Database` .
3. Verify that the **DefaultUserPassword** in the registry is the same as the Database Password in **LicenseInfo**. If it is not, copy the **DefaultUserPassword** from the registry and set it as the Database Password in **LicenseInfo**.
4. Connect to the database from the client.

Applies To

FCWnx

Additional Information