

Self-Troubleshooting Tips

1. Did you see login failed error while installing or Login to SQL Planner?



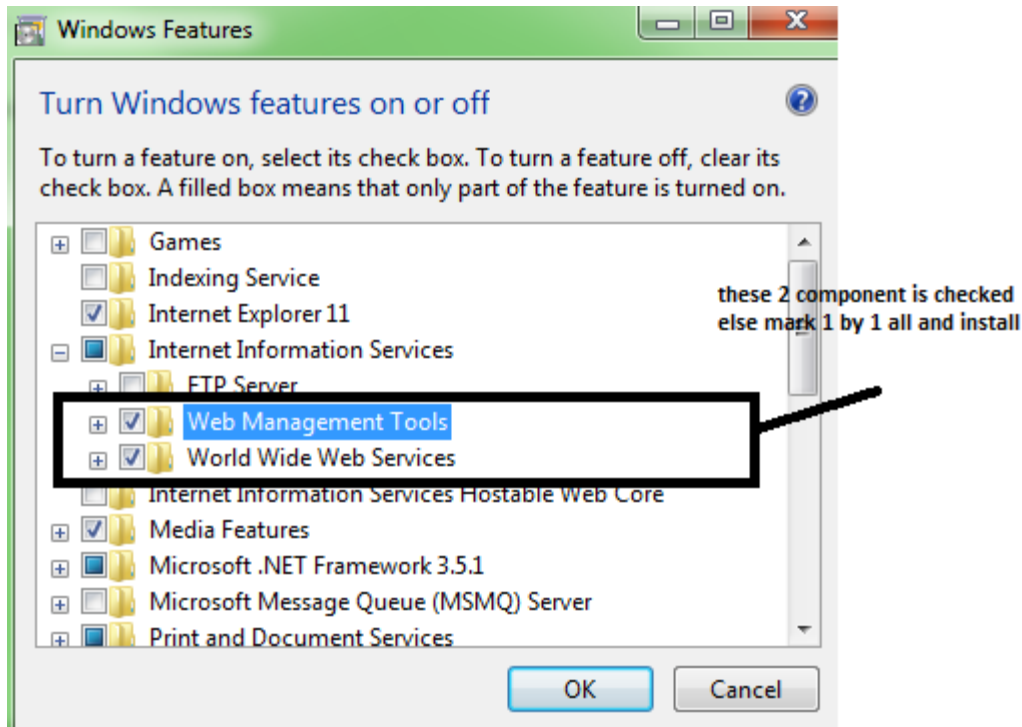
This is because if you have specified SQL server instance name instead of IP address, to fix, in this case you must first enable Named Pipes setting in SQL server , to do this go to SQL Server configuration manager > client protocol > Named Pipe – Enable it.
Restart SQL Server service and browser.
Uninstall SQL Planner now and Install Again.

Ensure you have SQL Browser and SQL Server service is automatic set to start and should not be in stop mode else SQL Planner will not function from next restart onwards.

2. Can you please confirm following:

- While installing IIS did you selected all options manually mentioned in this step said in this video: <https://youtu.be/LUFWwmfHNlo>

Ensure these 2 component is checked else expand them and mark 1 by 1 to all and install



- Is your SQL server version 2012 Or higher on the same machine where you are installing SQL Planner ?

- did you provide SQL server Sys admin credentials when SQL Planner installer asked?
- Which windows operating system are you using? And is it 64 bit ?
- do you see 2 folder in c drive and content in it : SQLMaintenancePlanner and SQLMaintenancePlannerSQLDB?

- Please login to SQL server instance and confirm that the “SQLPlanner” database and “SQLMaintPlanner” user exists as shown in below picture?

