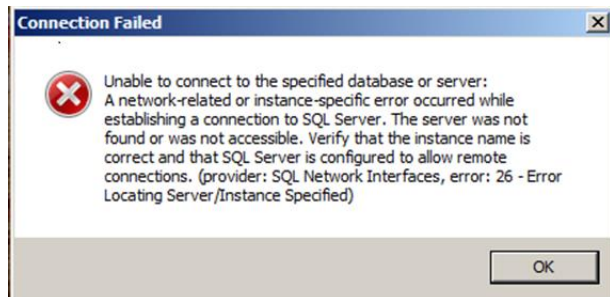


# Frequent TIER.Net support calls: Unable to connect to parent TIER.Net server via network

## Symptoms:



## Solution:

This is a tricky one to troubleshoot as Windows networking varies between different versions operating systems and network infrastructure. I.e Windows XP vs Windows 10, Wired point to point vs wireless hubs and routers (Plus many more!). For these reasons it is practically impossible to make a step by step solutions manual for all possible configurations. Luckily the fundamentals do not change much and can be applied on all Windows operation systems but may look slightly different.

**Please refer to the Networking TIER.Net instruction manual for detailed steps on how to network TIER.Net.** We have not seen any cases of TIER.Net being unable to connect after troubleshooting the following issues.

1. The computers are not networked properly and can't see each other (can't ping)  
If the computers can't ping each other TIER.Net won't be able to be networked. Period.
2. SQL Server has not been configured for network use. Please ensure that all of the following are correctly set as per user guide
  - SQL browser is enabled and running
  - TCP/IP and Named pipes are enabled
3. Windows firewall is blocking TIER.Net. See guide on Vula for how to allow TIER.Net through the firewall
4. Try disable anti-virus just to test if it is blocking
5. The syntax of the server is entered incorrectly in database connection wizard

*If the problem persists, please email [tiernet\\_support@uct.ac.za](mailto:tiernet_support@uct.ac.za) for additional assistance*