

Update Issue - Unable to connect to Advantage Database

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Update Issue - Unable to Connect to Advantage Database

Issue: During the update process (will happen in both Phase1 and Phase2) you get a message saying “Unable to connect to Advantage Database”

Notes: During the upgrade process, if the software is enabled for Advantage, the update will attempt to connect to the Advantage Database Server to perform the update process.

Resolution: Disable any firewall that could block the communication of the upgrade with the Advantage Database Server for the upgrade. Once the upgrade is complete the Firewall should be re-enabled. If disabling the firewall does not allow the upgrade to proceed, the update will need to be run from Safe Mode with Network Support.