



TelePresence

Resolving an SQL Authentication Error

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1 Introduction

This Document provides a fix to Cisco TelePresence Management Suite Provisioning Extension (TMSPE) Installation issue that causes SQL authentication error.

1.1 Release Notes

Table 1 - Release Notes

| Technical Change | Title(s) of Affected Section(s) | Changes Made By | Date |
|------------------|---------------------------------|-----------------|----------|
| Initial Release | | Senait Mebrahtu | 8/8/2012 |
| | | | |
| | | | |

2 Resolving the SQL Authentication Error

SQL authentication error displays " a network related or instance specific error occurred while establishing a connection to SQL server. The server was not found or was not accessible. Verify that the instance name is correct and that SQL server is configured to allow remote connections. (provider: SQL Network Interfaces, error: 26 Error locating server and instance specified)" (See screen shot of the error on Figure1) .

To resolve, complete the following checklist:

- a. Open the SQL configuration manager.
- b. Then enable the Name Pipes and TCP/IP portocols.
- c. Start the SQL server browser service.

Resolving an SQL Authentication Error

The following screen shot shows the SQL Server Configuration Manager and the SQL Server Browser service window:

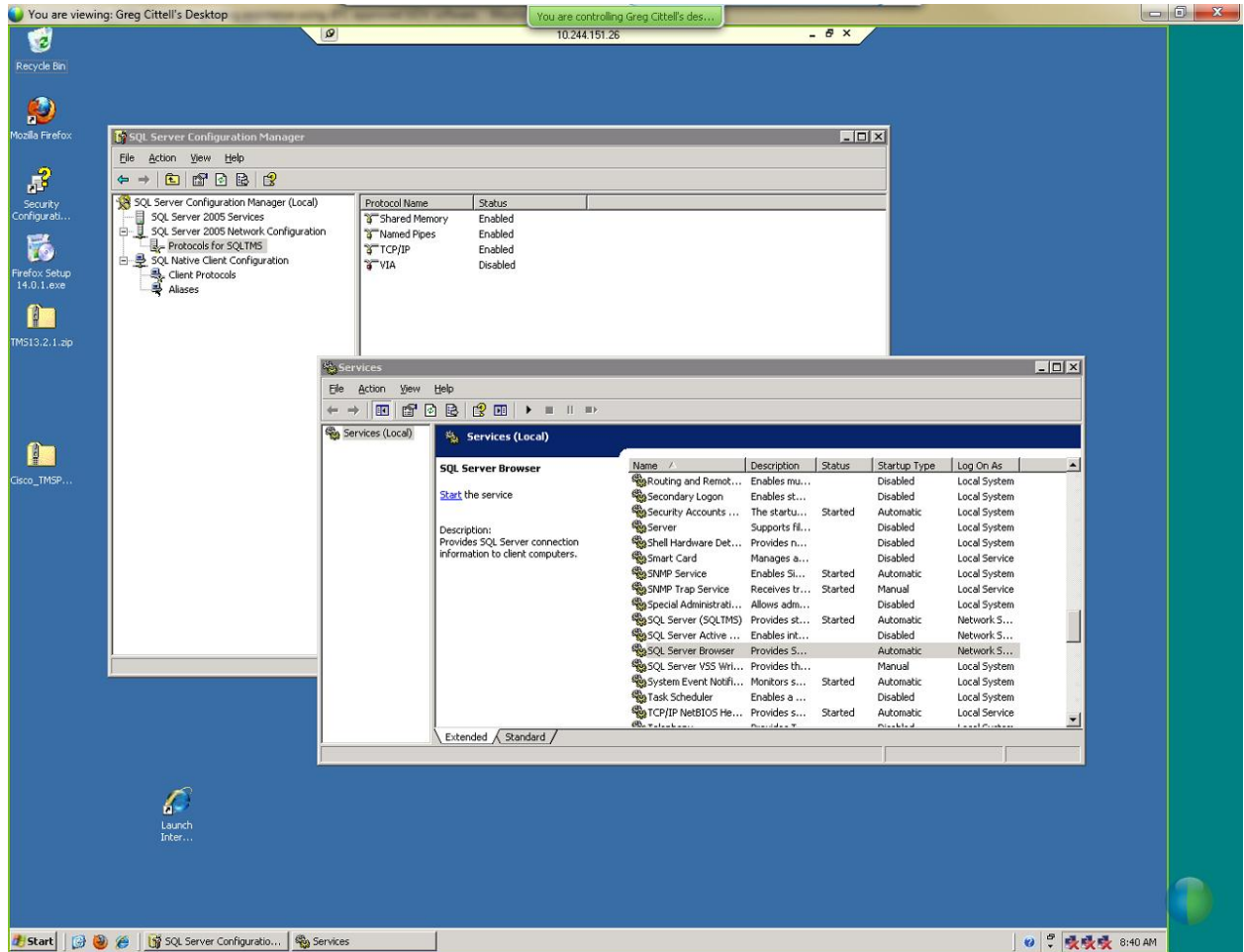
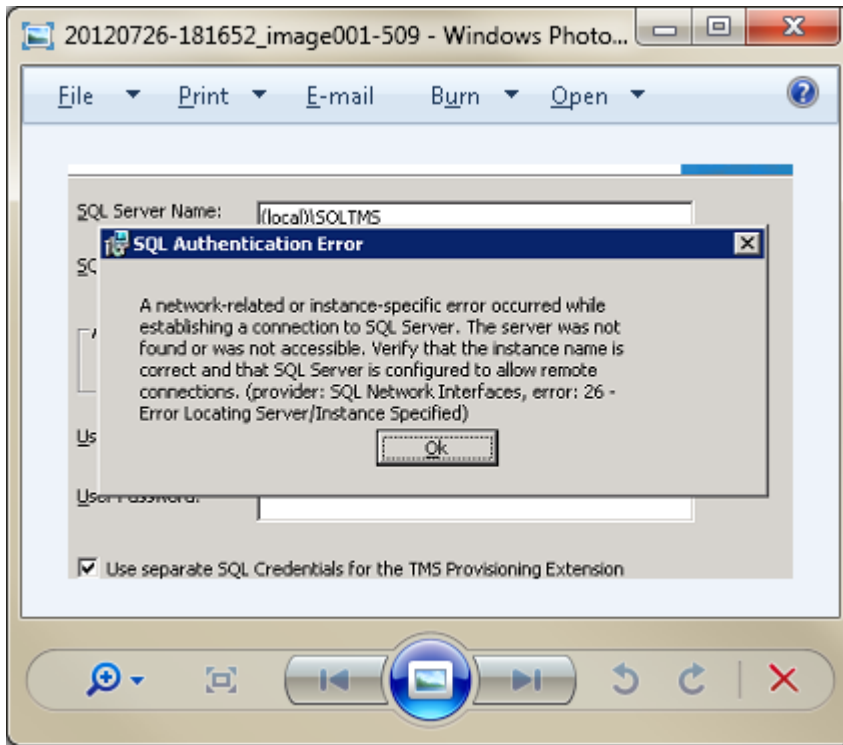


Figure 1 - Screen Shot of the error on the install prompt.



Reference:

TMSPE deployment guide documentation enhancement request is raised under the reference number CSCub29349

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