

Tidal Enterprise Orchestrator: Unable to Connect to the SQL Server with a Non-Default Port

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Introduction

This document addresses the problem and solution for users who cannot connect to their SQL server during a Tidal Enterprise Orchestrator database installation.

Prerequisites

Components Used

The information in this document is based on these software and hardware versions:

- Tidal Enterprise Orchestrator 2.1 or later
- SQL server

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Problem

Users cannot connect to their SQL server during a Tidal Enterprise Orchestrator installation. This issue occurs because the user is not using the default port for their SQL server install.

Solution

Complete these steps in order to resolve this issue:

1. Go to the Database Configuration menu.
2. In the Database field, enter the database server name, followed by a comma, and then the port number.

For example: My-SQL-Server, 1468

Related Information

- **Technical Support & Documentation – Cisco Systems**
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