

Tidal Enterprise Orchestrator: Connect TEO to the Database Server

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Introduction

Tidal Enterprise Orchestrator (TEO) has the ability to launch multiple consoles and connect to different servers. There are occasions where a connectivity error will occur when a newly installed TEO server cannot connect to an existing TEOProcess Database. This situation can occur when the server is installed on a different machine than the server registered with the TEOProcess database.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

- Tidal Enterprise Orchestrator 2.1+
- Database for TEO

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.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Symptoms

This error is generated:

```
Error 1053: The service
           did not respond to the start or control request in a timely
           fashion
```

Status

A resolution is available for this issue.

Resolution

Perform these steps in order to connect to the database:

1. Connect to the database server using the credential that has the update permissions for the TEOProcess database.
2. Issue this SQL Query (assuming SQL database for TEOProcess):

```
Use <TEO_PROCESS_DATABASE>
UPDATE
    [dbo].[Version] SET [AppServer] = null , [ModifiedBy] = SYSTEM_USER ,
    [ModifiedTime] = GETUTCDATE()
```

3. Start the TEO Automation Server.
4. Launch the TEO Console.

Related Information

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