

Database 'XXX' on  
server 'qned3' is  
not currently  
available

[Version 1.0]

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**QNE**  
**SOFTWARE**

## QNE TIPS

Product : QNE Optimum


Version: 1.00

Doc No : 1

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### Amendment Record

REV. No	Nature of Change	Prepared By	Prepared Date	Reviewed & Approved by
1.0	Creation	Jason Lee	01-Oct-2021	

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## SCENARIO

Login to QNE Cloud (qned3) database via QNE Optimum prompted

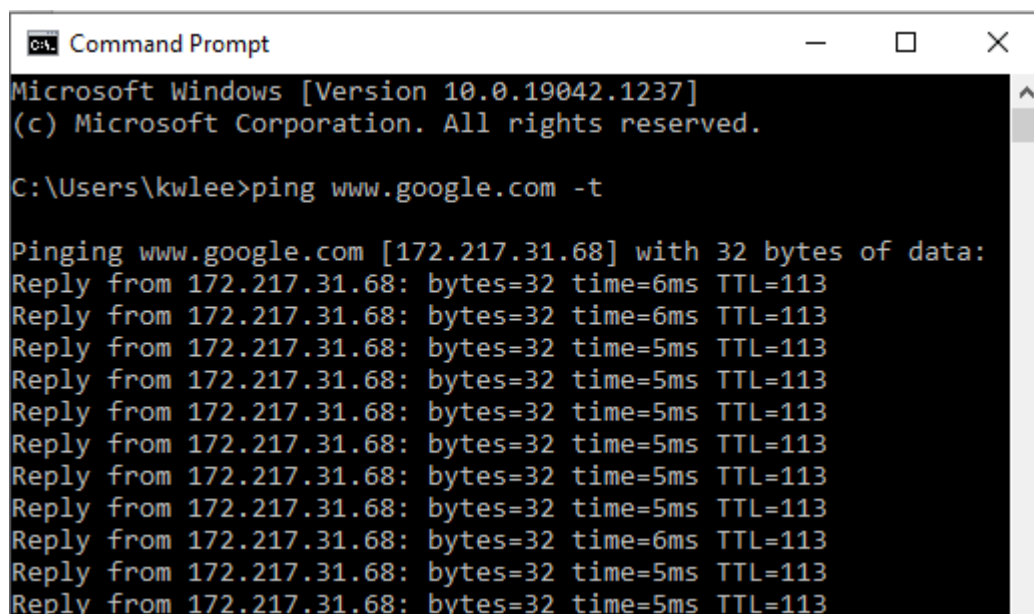
*"Database 'XXX' on server 'qned3' is not currently available". Please retry the connection later. If the problem persists, contact customer support, and provide them the session tracing ID of '123-456-789'*

There are 2 possibility that can cause this problem

1. Azure performing "Switch routing of connections to new compute instance"
2. Unstable internet connection

## SOLUTION

1. Login again after 10 minutes because the switch can result in a brief service interruption when databases are unavailable generally for less than 30 seconds and often for only a few seconds. If there are long running transactions running when connections are dropped, the duration of this step may take longer in order to recover aborted transactions.
2. If still unable to login after 10 minutes, then most properly your internet is not stable and you can use CMD ping command to checkout
3. Select Windows button/Search
4. Type in "cmd" and launch Command Prompt (CMD)
5. Type "ping [www.google.com](http://www.google.com) -t" and press Enter



```


C:\> Command Prompt
Microsoft Windows [Version 10.0.19042.1237]
(c) Microsoft Corporation. All rights reserved.

C:\Users\kwlee>ping www.google.com -t

Pinging www.google.com [172.217.31.68] with 32 bytes of data:
Reply from 172.217.31.68: bytes=32 time=6ms TTL=113
Reply from 172.217.31.68: bytes=32 time=6ms TTL=113
Reply from 172.217.31.68: bytes=32 time=5ms TTL=113
Reply from 172.217.31.68: bytes=32 time=5ms TTL=113
Reply from 172.217.31.68: bytes=32 time=5ms TTL=113
Reply from 172.217.31.68: bytes=32 time=5ms TTL=113
Reply from 172.217.31.68: bytes=32 time=5ms TTL=113
Reply from 172.217.31.68: bytes=32 time=5ms TTL=113
Reply from 172.217.31.68: bytes=32 time=6ms TTL=113
Reply from 172.217.31.68: bytes=32 time=5ms TTL=113
Reply from 172.217.31.68: bytes=32 time=5ms TTL=113

```

6. If there are "Request Timed Out" or "Transmit Failed. General failure" then you should restart your modem & router

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7. If your “time=” is long ms (three-digit ms) then most properly someone within your network is utilizing high bandwidth or your internet is just unstable
8. If your ping result is still bad after restart modem & router, contact your ISP (Internet Service Provider) for further assistance.

**\*\* Learn more about [Azure Cloud](#)**

**\*\* Learn more about [QNE Hybrid Cloud Software](#)**