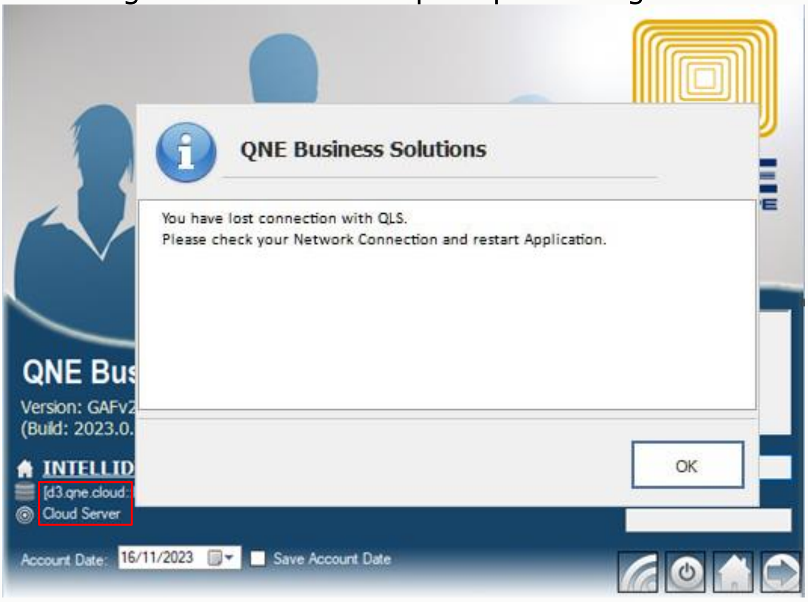
How to check Cloud database connection

Scenario:

When login Cloud database prompt message and unable login system



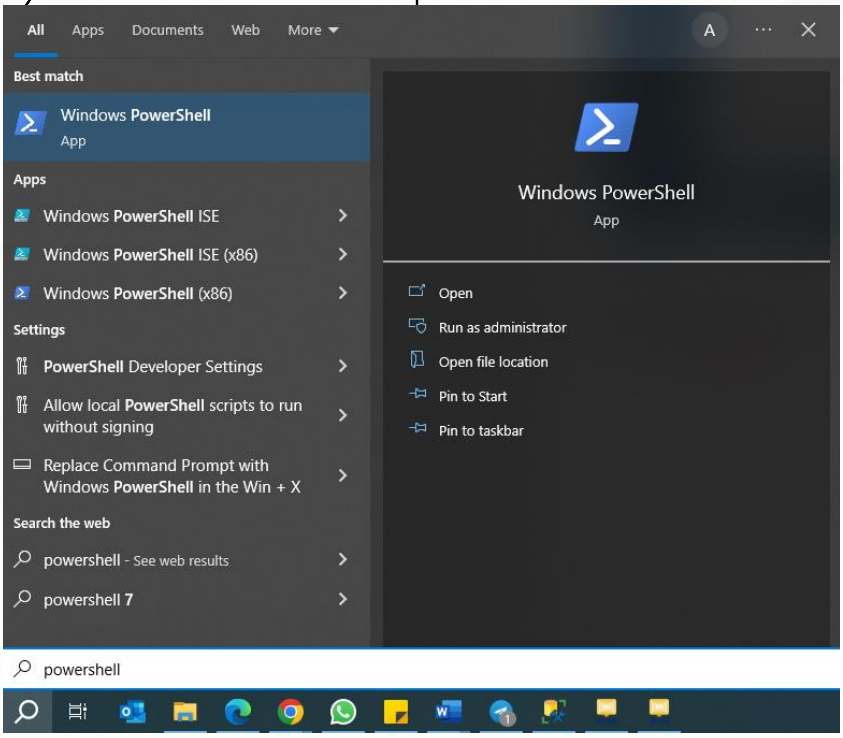
QNE Business Solutions

You have lost connection with QLS.
Please check your Network Connection and restart Application.

Solution

Method 1: Check have port being blocked

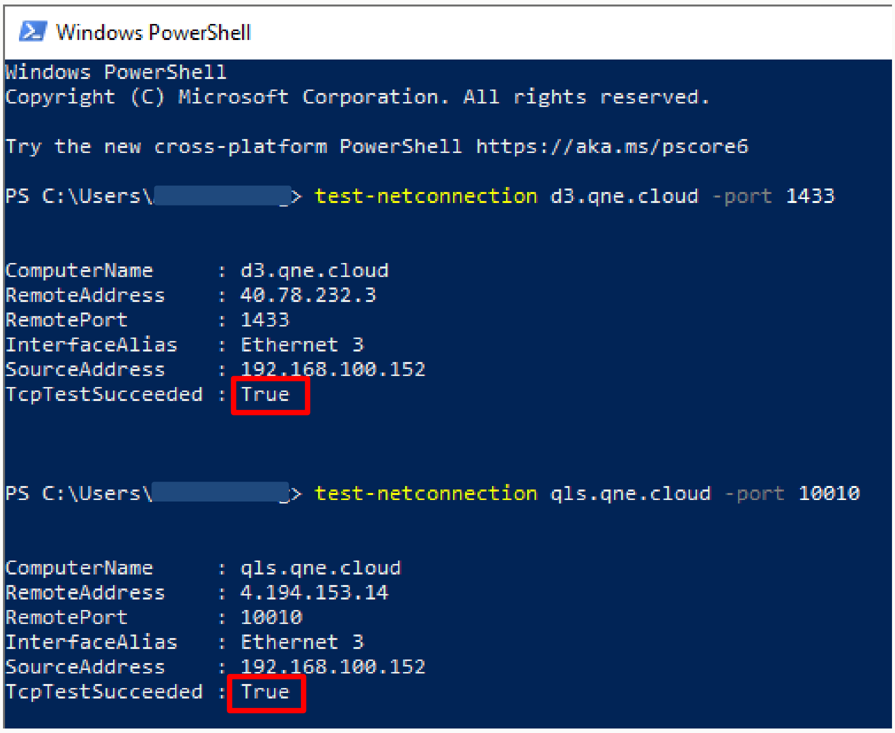
1) Search Powershell and open



2) Type or copy below script and press enter

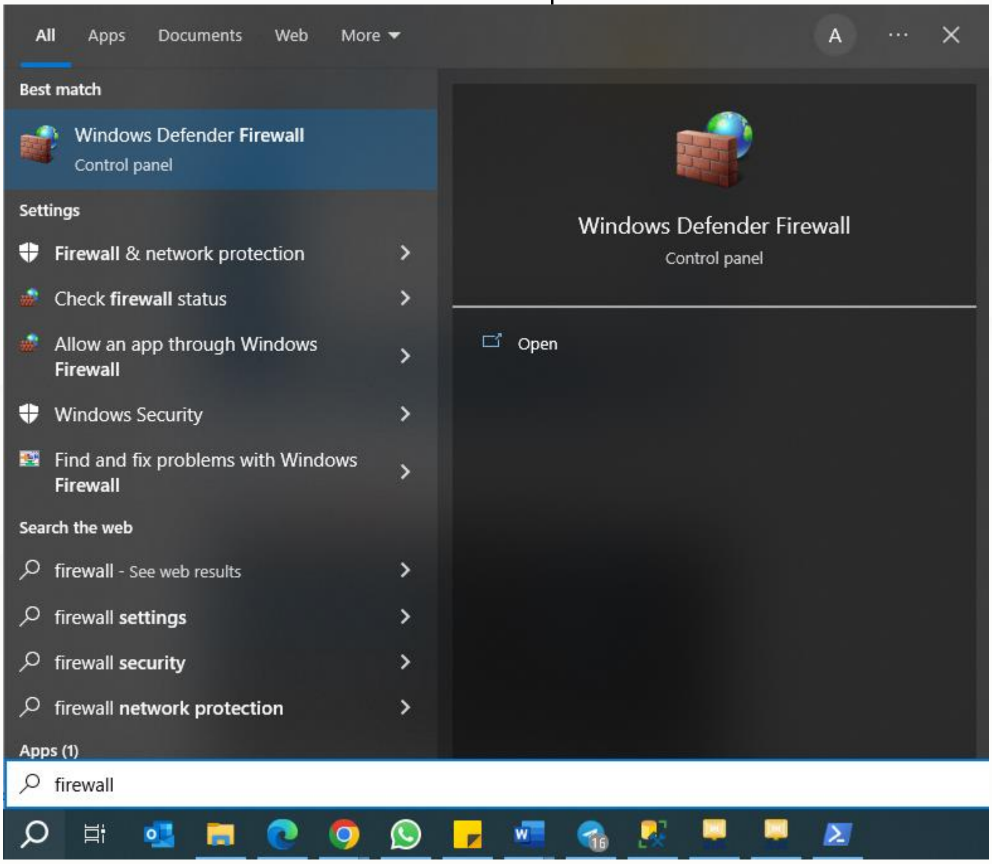
test-netconnection d3.qne.cloud -port 1433

test-netconnection qls.qne.cloud -port 10010

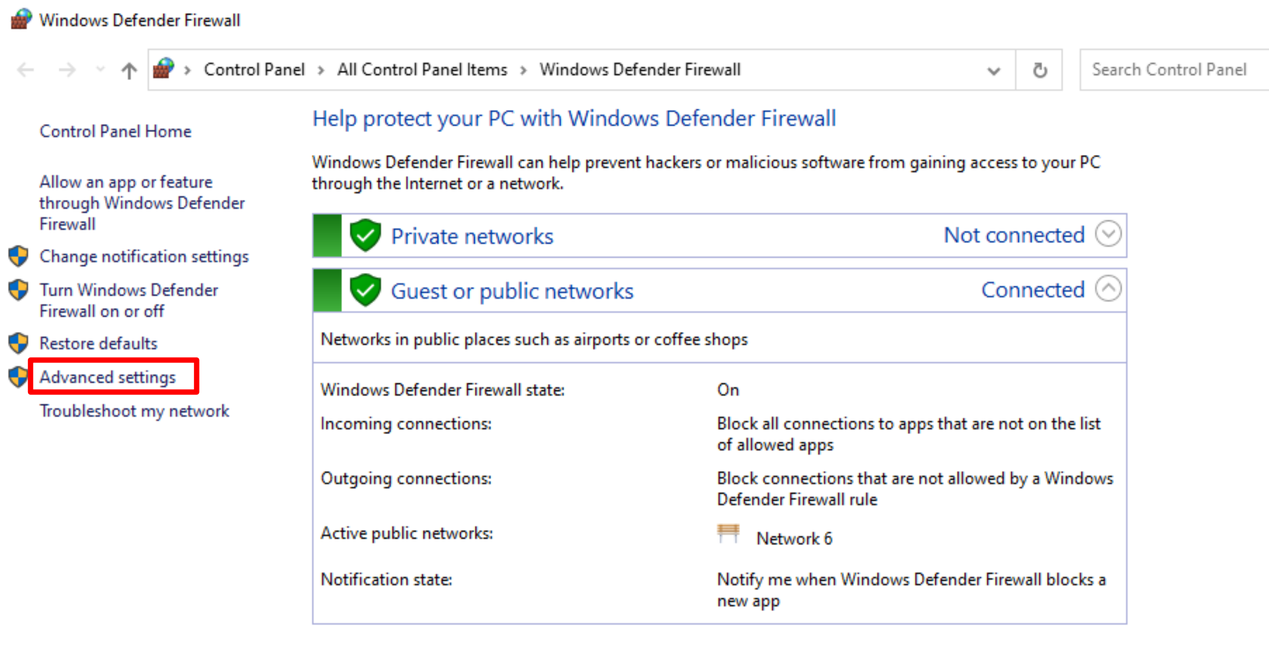


```
Windows PowerShell
Copyright (C) Microsoft Corporation. All rights reserved.

Try the new cross-platform PowerShell https://aka.ms/pscore6

PS C:\Users\[redacted]> test-netconnection d3.qne.cloud -port 1433


ComputerName     : d3.qne.cloud
RemoteAddress    : 40.78.232.3
RemotePort       : 1433
InterfaceAlias   : Ethernet 3
SourceAddress    : 192.168.100.152
TcpTestSucceeded : True



PS C:\Users\[redacted]> test-netconnection qls.qne.cloud -port 10010


ComputerName     : qls.qne.cloud
RemoteAddress    : 4.194.153.14
RemotePort       : 10010
InterfaceAlias   : Ethernet 3
SourceAddress    : 192.168.100.152
TcpTestSucceeded : True
```

3) If result not showing True, set remote port exception in Firewall for both 1433 and 10010. Search Firewall and open


All
Apps
Documents
Web
More
A
Best match
Windows Defender Firewall
Control panel
Settings
Firewall & network protection
Check firewall status
Allow an app through Windows Firewall
Windows Security
Find and fix problems with Windows Firewall
Search the web
firewall - See web results
firewall settings
firewall security
firewall network protection
Apps (1)
Windows Defender Firewall
Control panel
Open
firewall

4) After open, click Advanced settings > Outbound Rules > right click > New Rule…


Windows Defender Firewall
Control Panel > All Control Panel Items > Windows Defender Firewall
Search Control Panel
Control Panel Home
Allow an app or feature through Windows Defender Firewall
Change notification settings
Turn Windows Defender Firewall on or off
Restore defaults
Advanced settings
Troubleshoot my network

Help protect your PC with Windows Defender Firewall

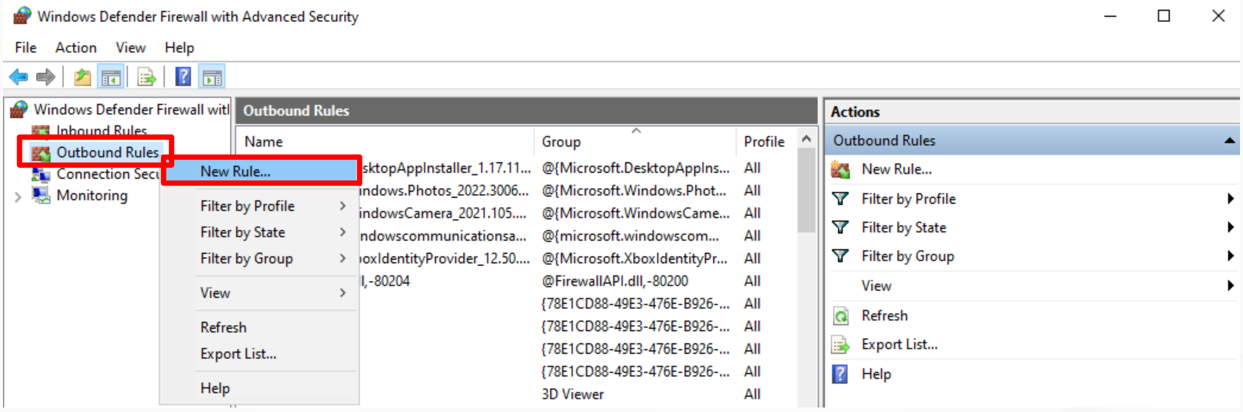
Windows Defender Firewall can help prevent hackers or malicious software from gaining access to your PC through the Internet or a network.

Private networks — Not connected

Guest or public networks — Connected

Networks in public places such as airports or coffee shops

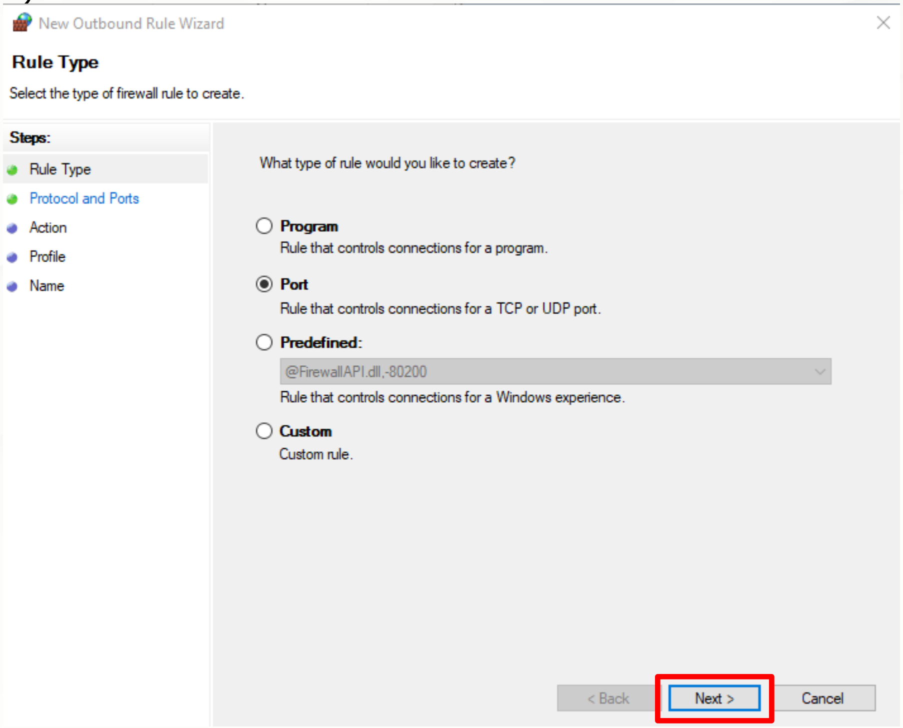
Windows Defender Firewall state:	On
Incoming connections:	Block all connections to apps that are not on the list of allowed apps
Outgoing connections:	Block connections that are not allowed by a Windows Defender Firewall rule
Active public networks:	Network 6
Notification state:	Notify me when Windows Defender Firewall blocks a new app



Outbound Rules

Name	Group	Profile
sktopAppInstaller_1.17.11...	@{Microsoft.DesktopAppIns...	All
ndows.Photos_2022.3006...	@{Microsoft.Windows.Phot...	All
indowsCamera_2021.105....	@{Microsoft.WindowsCame...	All
ndowscommunicationsa...	@{microsoft.windowscom...	All
oxIdentityProvider_12.50....	@{Microsoft.XboxIdentityPr...	All
l,-80204	@FirewallAPI.dll,-80200	All
	{78E1CD88-49E3-476E-B926-...	All
	{78E1CD88-49E3-476E-B926-...	All
	{78E1CD88-49E3-476E-B926-...	All
	{78E1CD88-49E3-476E-B926-...	All
	3D Viewer	All

5) Select Port > Next



Rule Type

Select the type of firewall rule to create.

What type of rule would you like to create?

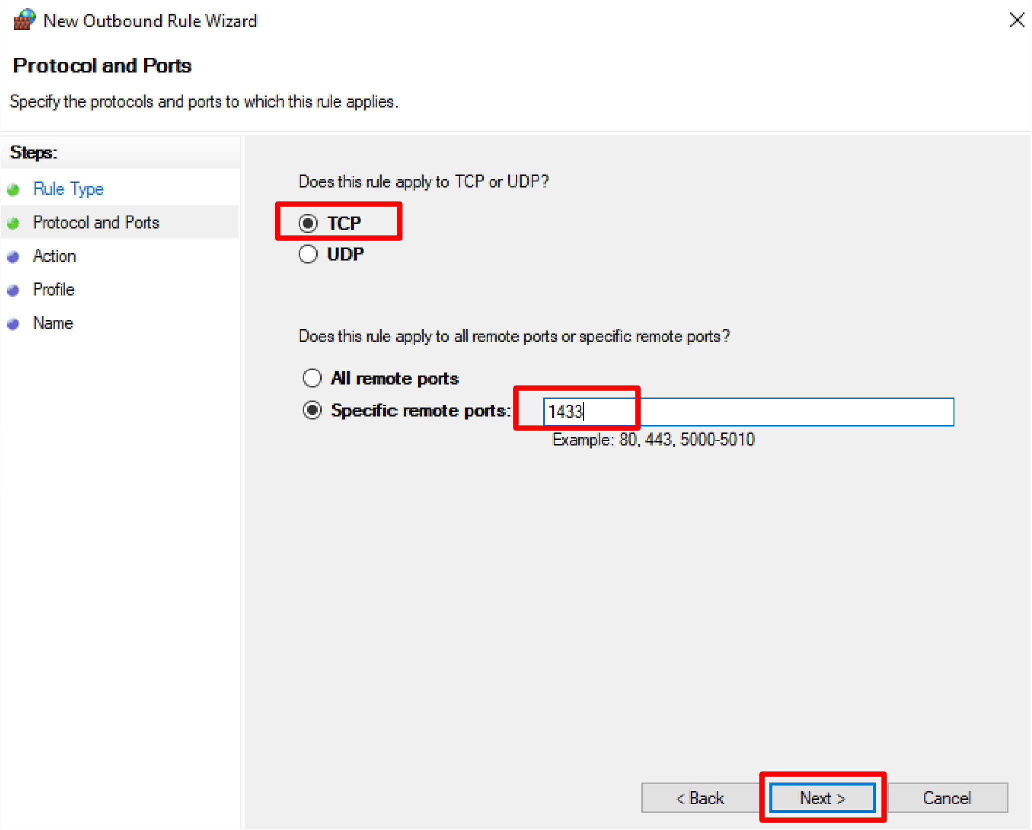
○ **Program**
Rule that controls connections for a program.

● **Port**
Rule that controls connections for a TCP or UDP port.

○ **Predefined:**
@FirewallAPI.dll,-80200
Rule that controls connections for a Windows experience.

○ **Custom**
Custom rule.

6) Add Port TCP, Port number: 1433 > Next



New Outbound Rule Wizard

Protocol and Ports

Specify the protocols and ports to which this rule applies.

Steps:

- Rule Type
- Protocol and Ports
- Action
- Profile
- Name

Does this rule apply to TCP or UDP?

● TCP

○ UDP

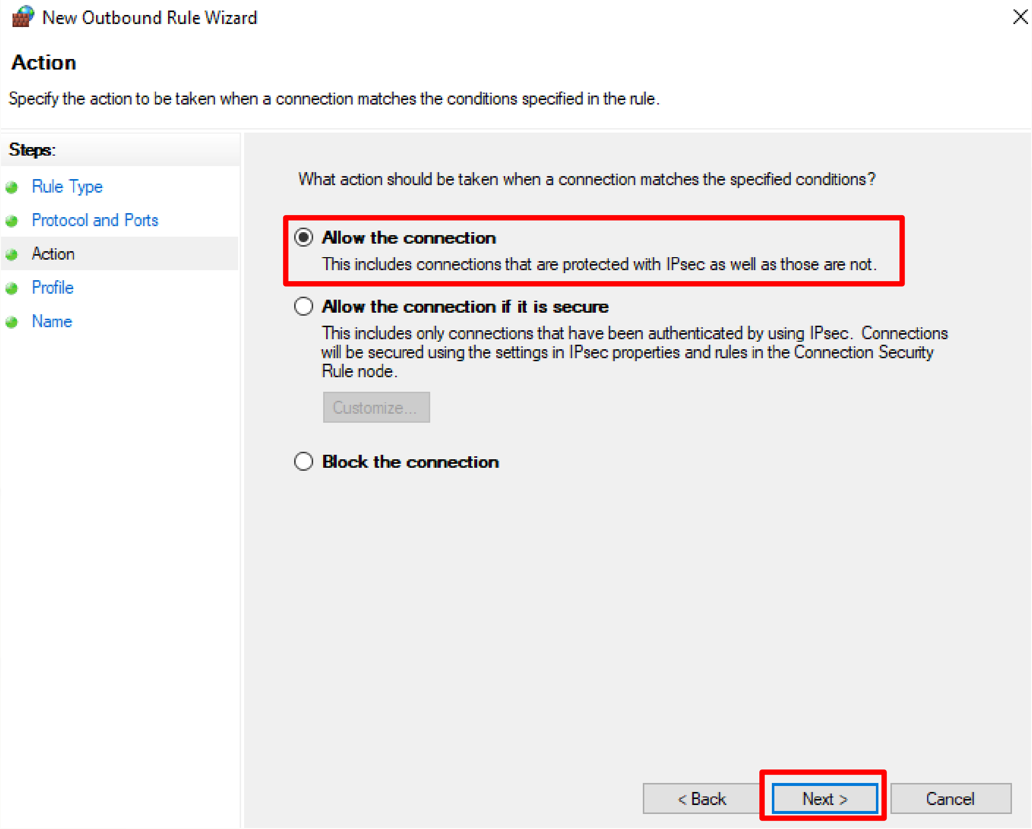
Does this rule apply to all remote ports or specific remote ports?

○ All remote ports

● Specific remote ports: 1433

Example: 80, 443, 5000-5010

7) Select Allow the connection > Next



New Outbound Rule Wizard

Action

Specify the action to be taken when a connection matches the conditions specified in the rule.

Steps:

- Rule Type
- Protocol and Ports
- Action
- Profile
- Name

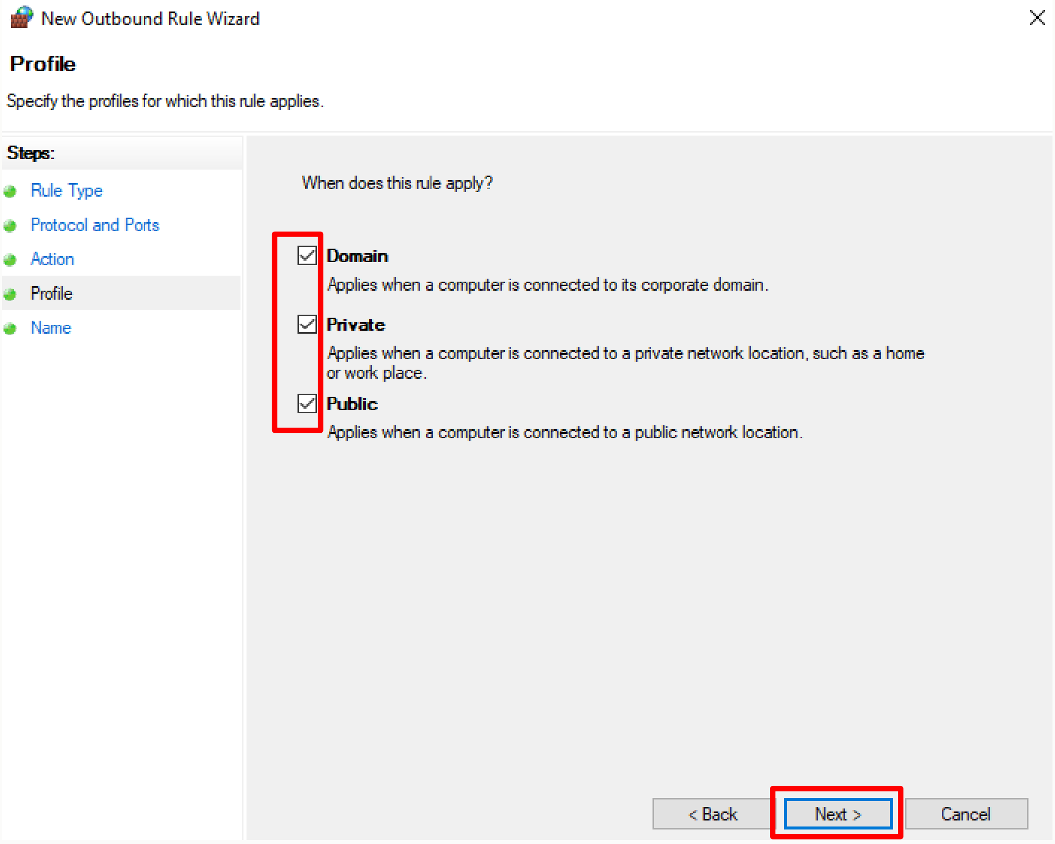
What action should be taken when a connection matches the specified conditions?

● **Allow the connection**
This includes connections that are protected with IPsec as well as those are not.

○ **Allow the connection if it is secure**
This includes only connections that have been authenticated by using IPsec. Connections will be secured using the settings in IPsec properties and rules in the Connection Security Rule node.

○ **Block the connection**

8) Click Next



New Outbound Rule Wizard

Profile

Specify the profiles for which this rule applies.

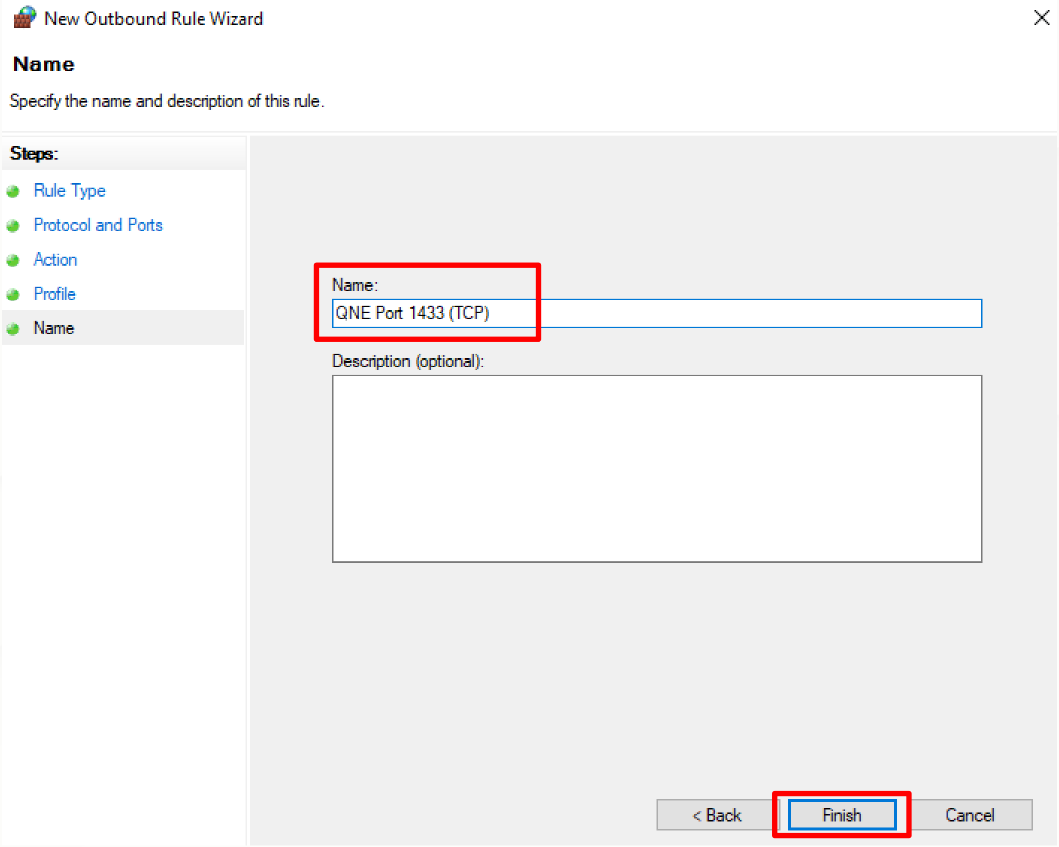
When does this rule apply?

☑ **Domain**
Applies when a computer is connected to its corporate domain.

☑ **Private**
Applies when a computer is connected to a private network location, such as a home or work place.

☑ **Public**
Applies when a computer is connected to a public network location.

9) Name this port as ‘QNE Port 1433 (TCP)’ and click Finish



New Outbound Rule Wizard

Name

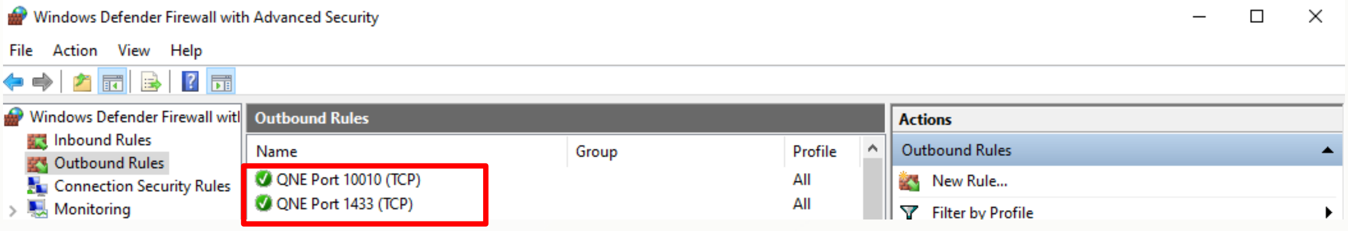
Specify the name and description of this rule.

Name: QNE Port 1433 (TCP)

Description (optional):

10) Repeat these steps to add port 10010

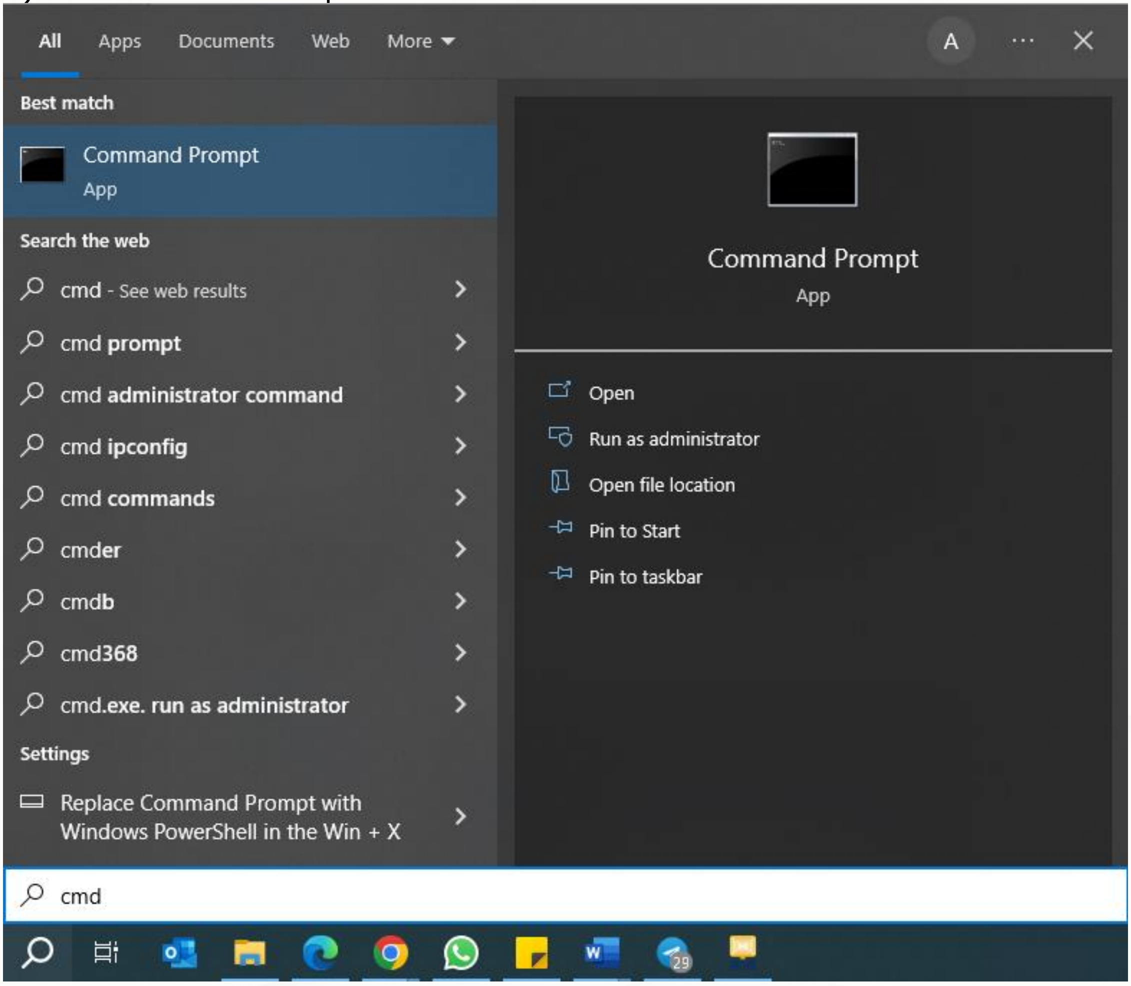
11) Two new ports added as showed below



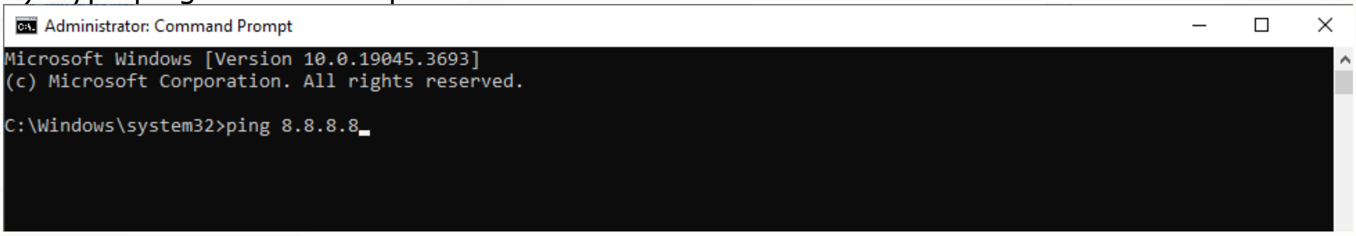
Name	Group	Profile
QNE Port 10010 (TCP)		All
QNE Port 1433 (TCP)		All

Method 2: Check connection by using Command Prompt

1) Search CMD and open

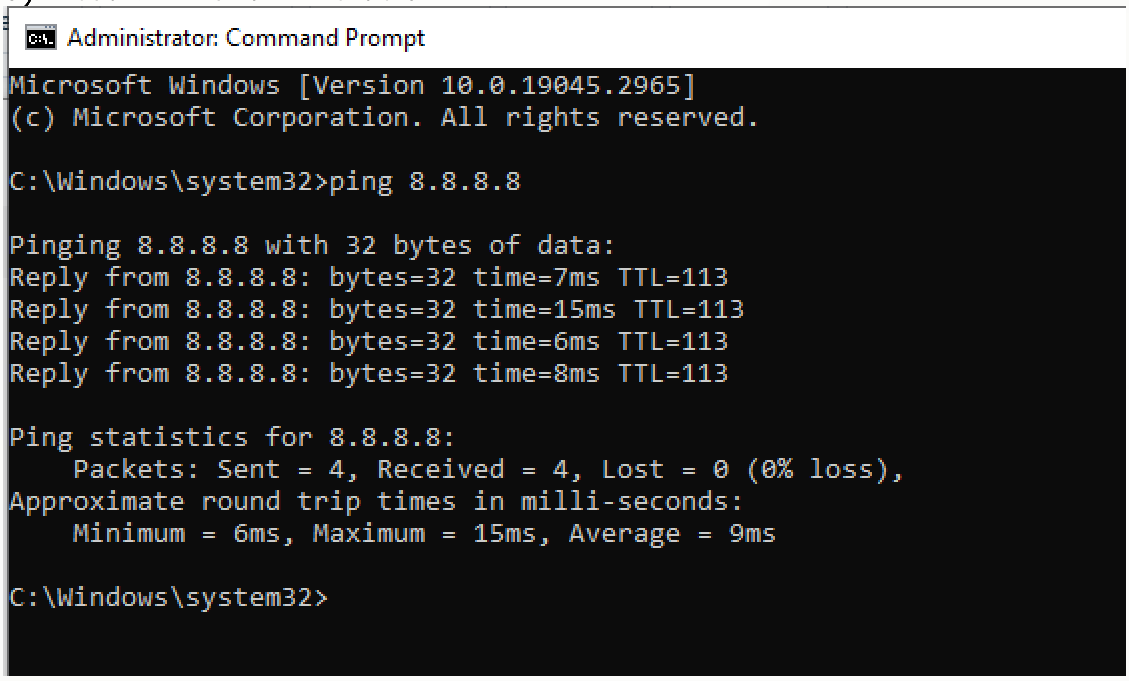


2) Type ping 8.8.8.8 and press enter



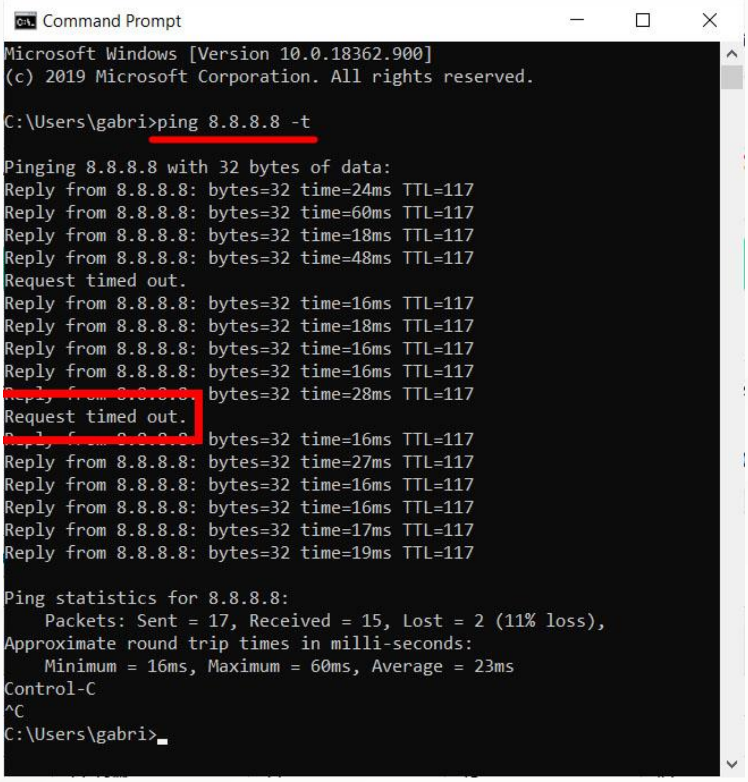
```
Microsoft Windows [Version 10.0.19045.3693]
(c) Microsoft Corporation. All rights reserved.

C:\Windows\system32>ping 8.8.8.8_
```

3) Result will show like below



```
Microsoft Windows [Version 10.0.19045.2965]
(c) Microsoft Corporation. All rights reserved.

C:\Windows\system32>ping 8.8.8.8

Pinging 8.8.8.8 with 32 bytes of data:
Reply from 8.8.8.8: bytes=32 time=7ms TTL=113
Reply from 8.8.8.8: bytes=32 time=15ms TTL=113
Reply from 8.8.8.8: bytes=32 time=6ms TTL=113
Reply from 8.8.8.8: bytes=32 time=8ms TTL=113

Ping statistics for 8.8.8.8:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
Approximate round trip times in milli-seconds:
    Minimum = 6ms, Maximum = 15ms, Average = 9ms

C:\Windows\system32>
```

If show other message example Request timed out. or Destination is unreachable mean there is a problem with your connection

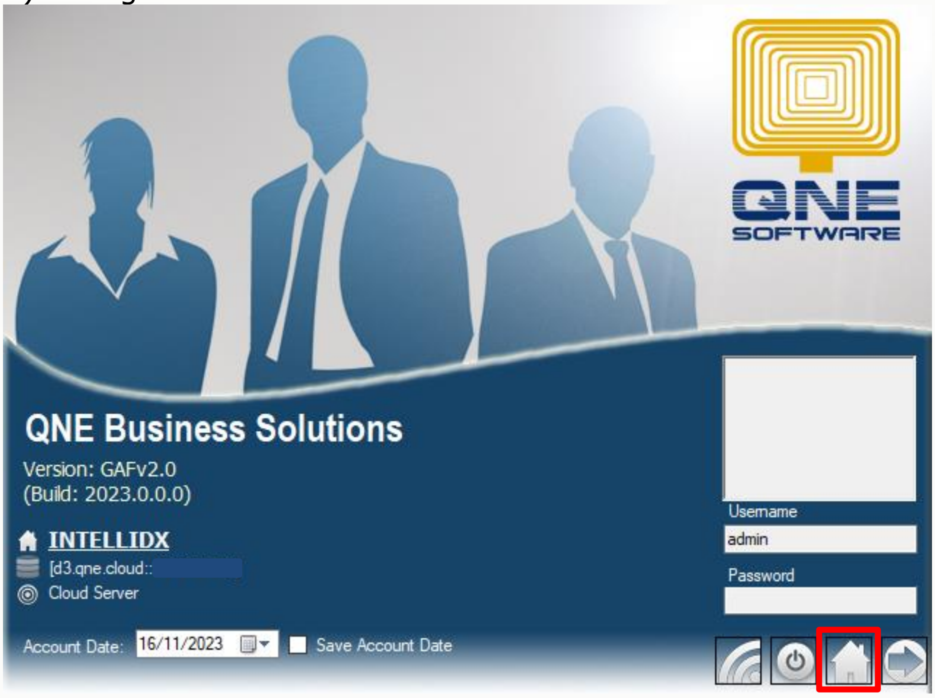


```
Microsoft Windows [Version 10.0.18362.900]
(c) 2019 Microsoft Corporation. All rights reserved.

C:\Users\gabri>ping 8.8.8.8 -t

Pinging 8.8.8.8 with 32 bytes of data:
Reply from 8.8.8.8: bytes=32 time=24ms TTL=117
Reply from 8.8.8.8: bytes=32 time=60ms TTL=117
Reply from 8.8.8.8: bytes=32 time=18ms TTL=117
Reply from 8.8.8.8: bytes=32 time=48ms TTL=117
Request timed out.
Reply from 8.8.8.8: bytes=32 time=16ms TTL=117
Reply from 8.8.8.8: bytes=32 time=18ms TTL=117
Reply from 8.8.8.8: bytes=32 time=16ms TTL=117
Reply from 8.8.8.8: bytes=32 time=16ms TTL=117
Reply from 8.8.8.8: bytes=32 time=28ms TTL=117
Request timed out.
Reply from 8.8.8.8: bytes=32 time=16ms TTL=117
Reply from 8.8.8.8: bytes=32 time=27ms TTL=117
Reply from 8.8.8.8: bytes=32 time=16ms TTL=117
Reply from 8.8.8.8: bytes=32 time=16ms TTL=117
Reply from 8.8.8.8: bytes=32 time=17ms TTL=117
Reply from 8.8.8.8: bytes=32 time=19ms TTL=117

Ping statistics for 8.8.8.8:
    Packets: Sent = 17, Received = 15, Lost = 2 (11% loss),
Approximate round trip times in milli-seconds:
    Minimum = 16ms, Maximum = 60ms, Average = 23ms
Control-C
^C
C:\Users\gabri>
```

Have check with both Method and result show **True** and **0% loss** but still unable login system

Method 3: Change QLS Server to qls.qne.cloud ,port 10010

1) At login screen > click Home button



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Version: GAFv2.0
(Build: 2023.0.0.0)

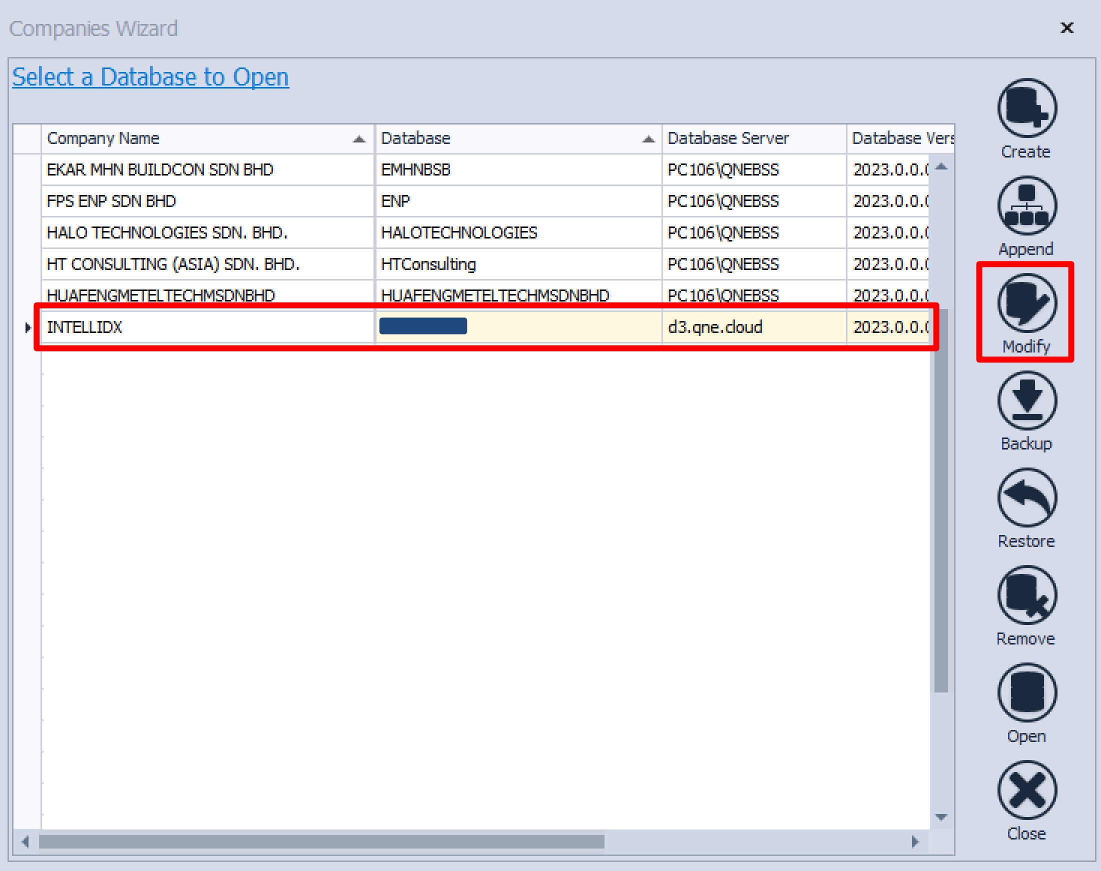
INTELLIDX
[d3.qne.cloud:: [redacted]
Cloud Server

Account Date: 16/11/2023 □ Save Account Date

Username: admin

Password:

2) Click Modify

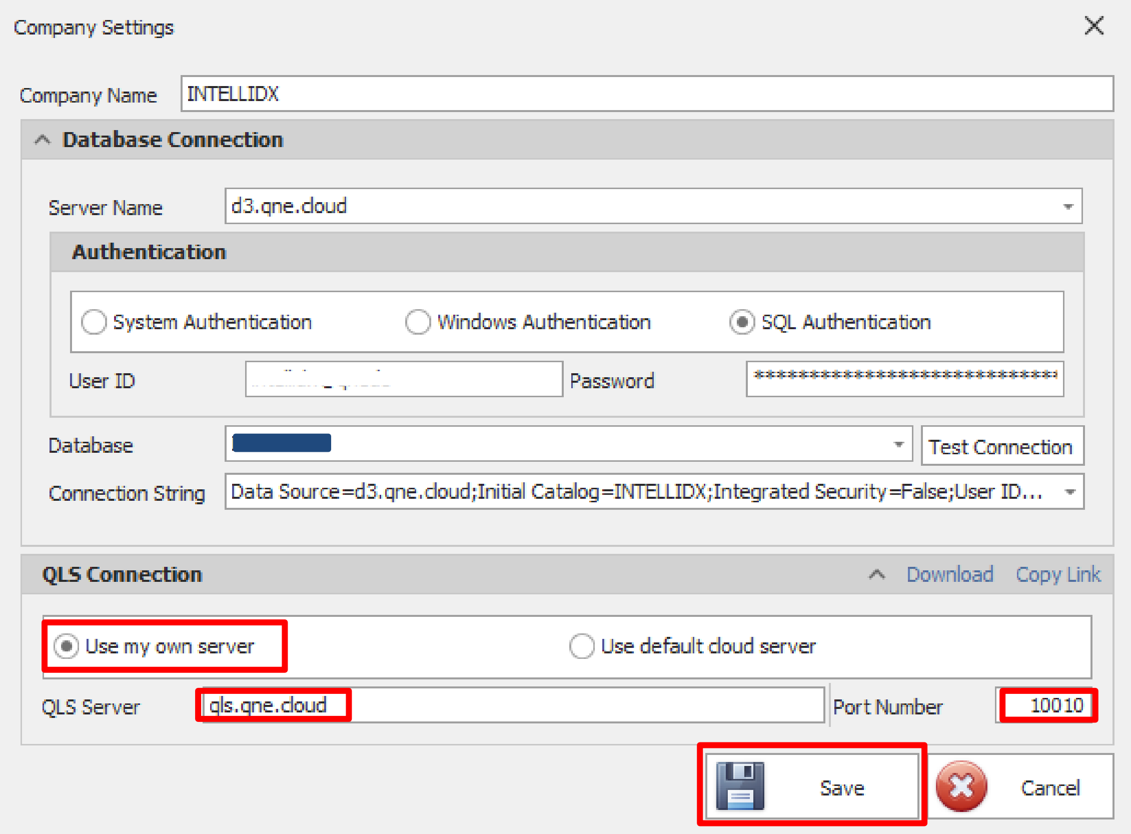


Companies Wizard

Select a Database to Open

Company Name	Database	Database Server	Database Vers
EKAR MHN BUILDCON SDN BHD	EMHNBSB	PC106\QNEBSS	2023.0.0.(
FPS ENP SDN BHD	ENP	PC106\QNEBSS	2023.0.0.(
HALO TECHNOLOGIES SDN. BHD.	HALOTECHNOLOGIES	PC106\QNEBSS	2023.0.0.(
HT CONSULTING (ASIA) SDN. BHD.	HTConsulting	PC106\QNEBSS	2023.0.0.(
HUAFENGMETELTECHMSDNBHD	HUAFENGMETELTECHMSDNBHD	PC106\QNEBSS	2023.0.0.(
INTELLIDX	[redacted]	d3.qne.cloud	2023.0.0.(

3) Select Use my own server > QLS Server: qls.qne.cloud , Port Number: 1010 > Save



Company Settings

Company Name: INTELLIDX

Database Connection

Server Name: d3.qne.cloud

Authentication

○ System Authentication ○ Windows Authentication ● SQL Authentication

User ID: [redacted] Password: ******************************

Database: [redacted]

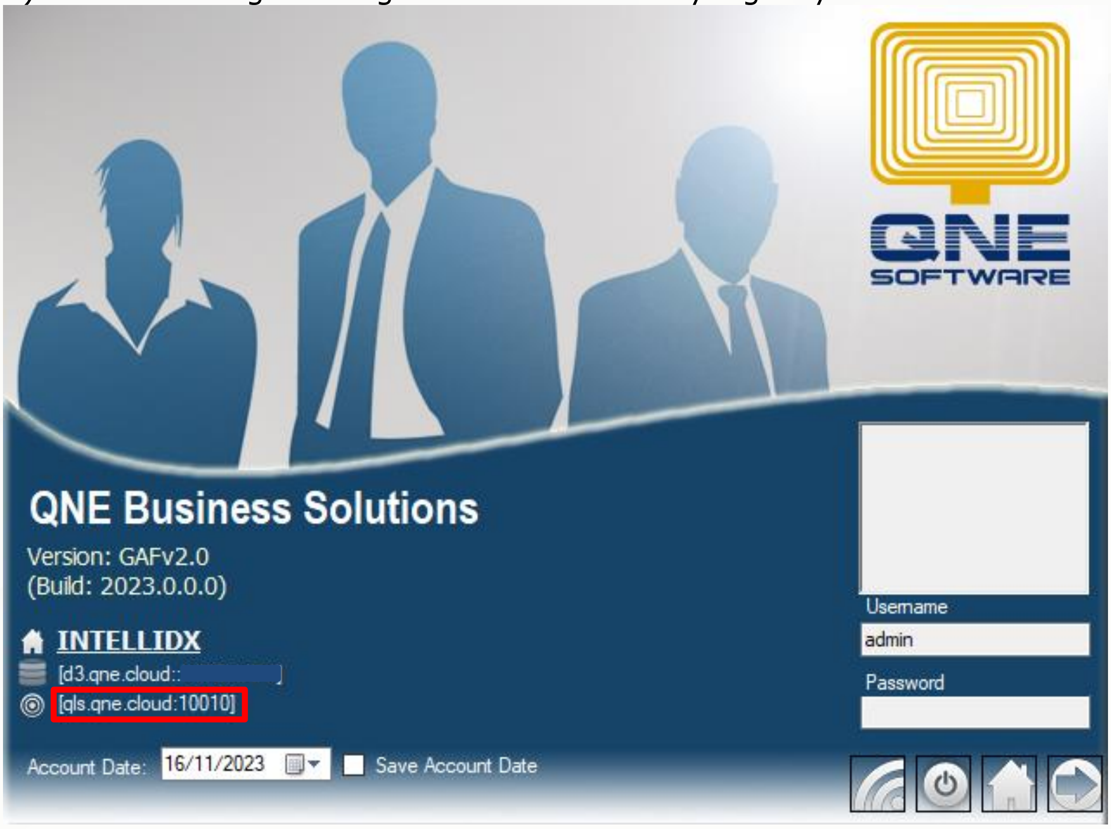
Connection String: Data Source=d3.qne.cloud;Initial Catalog=INTELLIDX;Integrated Security=False;User ID...

QLS Connection

● Use my own server ○ Use default cloud server

QLS Server: qls.qne.cloud Port Number: 10010

4) Will see changed at login screen and can try login system now



QNE Business Solutions

Version: GAFv2.0
(Build: 2023.0.0.0)

INTELLIDX

[d3.qne.cloud:: [redacted]]

[qls.qne.cloud:10010]

Username: admin

Password:

Account Date: 16/11/2023 □ Save Account Date