

Connection Error

Purpose

While attempting to log in you get a connection error.

Prerequisites

- Administrative credentials required to perform any updates.

Steps to Perform

1. Uninstall and attempt to reinstall
2. Disable or create an exception in the Windows firewall for port 5432
3. If configured as multi-user, ensure the client is pointed to the server database with the correct credentials.

For additional assistance and video tutorials visit our website:

www.realityworks.com/support/