

## "Unable to configure database" error when SQL server is listening on custom port

• Parallels Device Management

## **Symptoms**

You get error "Unable to configure database" while configuring PMM Proxy. Database *PMM\_<SITECODE>* isn't created on the SQL server. SQL server is configured to listen on non-default TCP port (different from 1433)

## Cause

PMM Proxy Configuration wizard fails to connect to the SQL Server as it is not aware of the custom port being used.

## Resolution

Configure automatic startup of <u>SQL Server Browser service</u> on the SQL server and configure firewall to allow incoming connections on **UDP** port **1434** and your custom TCP port.

**PortOryUI utility** must be able to return **InstanceName** and **TCP port** when executed against UDP port 1434 of the SQL server:

