

## FreeTDS: Unable to connect: Adaptive Server is unavailable or does not exist (20009) (SQLDriverConnect)

- Parallels Secure Workspace

### Symptoms

This message is seen in the console of the Parallels Secure Workspace appliance (virtual machine) - this may require the appliance to be rebooted first:

```
[08S01] [unixODBC][FreeTDS][SQL Server]Unable to connect: Adaptive Server is
unavailable or does not exist (20009) (SQLDriverConnect)
```

### Cause

- There are known issues with the July 2022 updates of Microsoft Hyper-V, causing this error.
- Network connectivity between the Parallels Secure Workspace appliance and Microsoft SQL Server.

### Resolution

#### When the appliance is running on Microsoft Hyper-V and July 2022 updates have been installed:

There's a known issue when Microsoft Hyper-V is patched with the July 2022 updates in combination with using a Named Instance, which results in UDP traffic not reaching the Microsoft SQL Server. Related Microsoft KBs include - but may not be limited to - KB5015807, KB5015808.

There are two options:

- Move the Parallels Secure Workspace appliance to a Hyper-V where these updates are not present. (Not yet patched or after rolling back the Windows updates).
- Contact support. This will require a remote SSH intervention for which the support team will need to be able to connect directly from the headquarters' public IP address to the SSH port of the Parallels Secure Workspace appliance.

#### Else:

Verify connectivity based on the Microsoft SQL Settings of the Parallels Secure Workspace appliance.

- **Named instance** (instance name specified, but **no port**): Parallels Secure Workspace must be able to connect to **UDP port 1434** of the Microsoft SQL Server.

- **TCP** port is configured (typically **1433**): Parallels Secure Workspace must be able to connect to this TCP port of the Microsoft SQL Server.

## Checking the Microsoft SQL Settings when the appliance is down

Important: it's not possible to simply adjust the settings in the database table.

On the Microsoft SQL Server, run this SQL query to confirm the database settings:

```
# Adjust 'WORKSPACE' to the database name that is being used for Parallels  
Secure Workspace.  
SELECT * FROM [WORKSPACE].[dbo].[configuration_configuration]
```

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