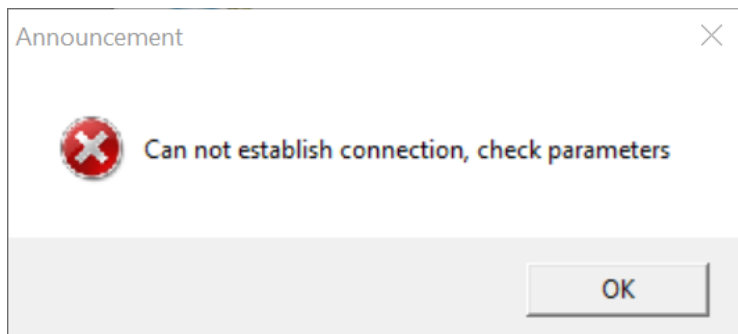


# 7) Unable to connect to OZOLS TMS

If by connecting to OZOLS TMS you encounter the message:

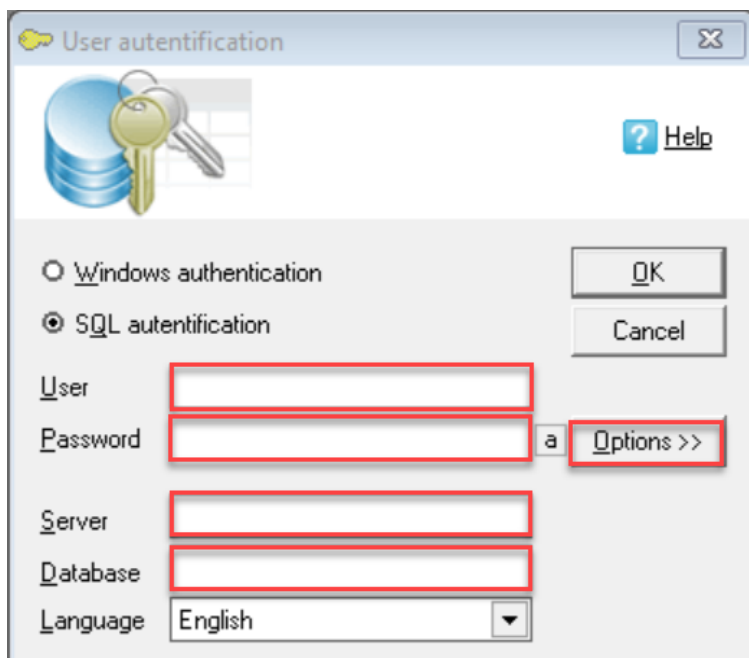


1. If the Notification waiting time is less than ~5 seconds:

Make sure you have entered the **User Name and Password correctly**.

2. If waiting time for Notification is more than ~5 seconds:

1. Press the "**Options <<**" button
2. Check if the **server name and database name** are entered correctly
3. Make sure the **internet connection** is working



The image shows a 'User authentication' dialog box. It has a title bar with a key icon and the text 'User authentication'. Below the title bar is a graphic of a blue database cylinder and a yellow key. To the right of the graphic is a 'Help' button with a question mark icon. The main area contains two radio buttons: 'Windows authentication' (unselected) and 'SQL authentication' (selected). Below these are five input fields: 'User', 'Password', 'Server', 'Database', and 'Language'. The 'User', 'Password', 'Server', and 'Database' fields are empty and have red rectangular boxes drawn around them. The 'Language' field is a dropdown menu showing 'English'. To the right of the 'Password' field is a small 'a' icon and an 'Options >>' button, which also has a red rectangular box drawn around it. At the bottom right are 'OK' and 'Cancel' buttons.

User authentication

Help

☐ Windows authentication

☒ SQL authentication

User

Password  a Options >>

Server

Database

Language English ▼

OK

Cancel

If the above instructions have not solved the problem, please contact OZOLS TMS Customer Support at [info@cloudex.lv](mailto:info@cloudex.lv) or call +371 (283) 8 83 00

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