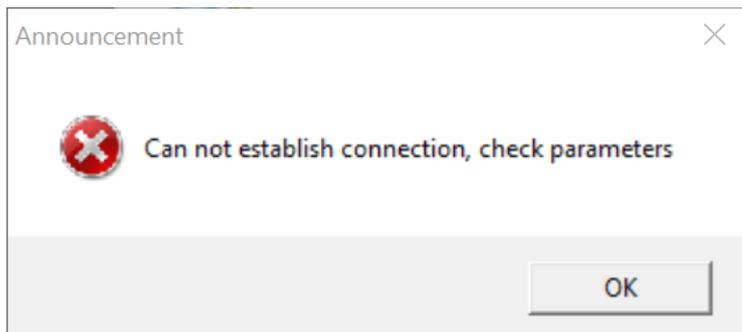


# 7) Unable to connect to OZOLS TMS

If by connecting to OZOLS TMS you encounter the message:

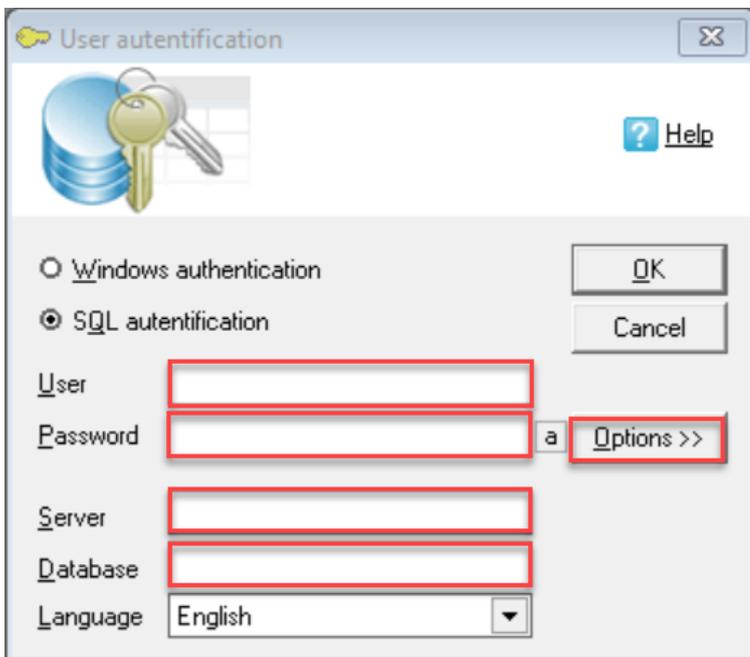


1. If the Notification waiting time is less than ~5 seconds:

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



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

Revision #9

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