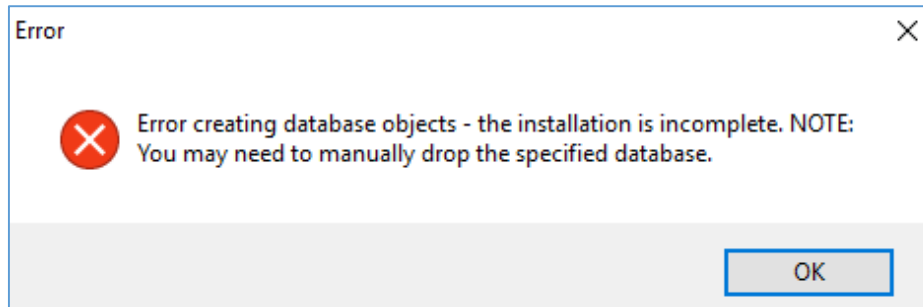# ReportIT Errors

Creating a Database

When attempting to create a database the following error is seen:

There are a number of possible causes for this error:

Possible cause 1: Incorrect SQL Server connection parameters entered.
Solution: Enter correct parameters

Possible cause 2: User does not have required permissions on the SQL Server.
Solution: Use SQL Server Management Studio and check permissions

Possible cause 3: SQL Server Native Client not installed (when connecting to a remote SQL Server).
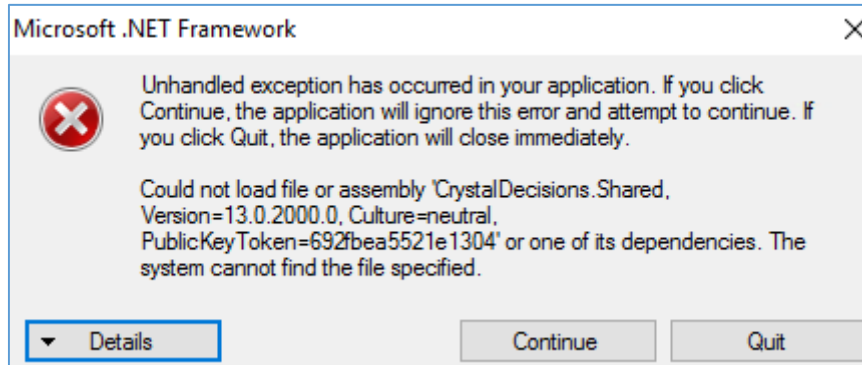Solution: Install SQL Server Native Client
Possible cause 4: A Firewall is blocking access to the remote SQL Server
Solution: Configure Firewall to allow access

Installing ReportIT Desktop

When attempting to install ReportIT Desktop the following error is seen:
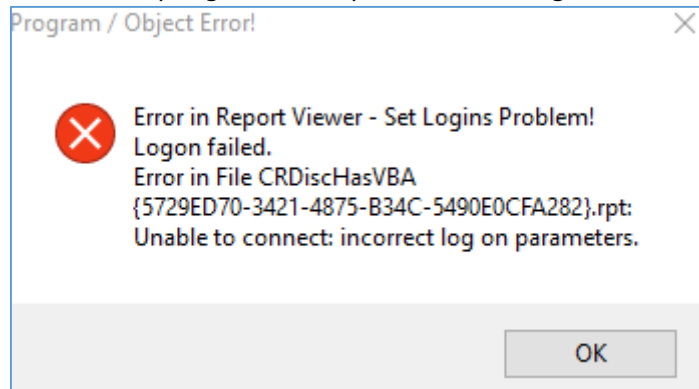

This error is generated if the Crystal run time is not installed

Solution: Install the supplied Crystal Reports Run Time

Running ReportIT Reports

When attempting to run a report the following error is seen:


```
Program / Object Error!                                    ✕

    ❌    Error in Report Viewer - Set Logins Problem!
          Logon failed.
          Error in File CRDiscHasVBA
          {5729ED70-3421-4875-B34C-5490E0CFA282}.rpt:
          Unable to connect: incorrect log on parameters.


                                            OK
```

This error is caused because the Crystal Run Time requires SQL 2008 R2 Native Client.

Solution: Install 2008 R2 Native Client, even if you are connecting to a later version of SQL server