

Web Membership Database Troubleshooting

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Troubleshooting Web Membership Database (ASPNETDB/WEBPREFSDB) configuration related issues.

ASPNETDB database

- Typically resides on the IIS server that hosts BoldNet
- Contents:
 - ASP.NET/Web Application database storing our BoldNet web user data
 - Stored Procedures used by AppServer to load/store web user data
- Configuration Points:
 - Supervisor Workstation > Tools > Options in System > Web membership database details
 - BoldNet/MWC web.config(s)

WEBPREFSDB database

- Typically resides on the IIS server that hosts BoldNet
- Contents:
 - BoldNet user recent customers, site customizations, branding
 - Note: Some data is specific to BoldNet Silverlight / BoldNet PDA (legacy BoldNets)
- Configuration Points:
 - BoldNet/MWC web.config(s)

Troubleshooting Tips:

Connectivity Requirements:

- Each AppServer must be able to resolve the database server by name
- Each AppServer must be able to connect to the SQL port on the database server
- BoldNet/MWC IIS server must be able to connect to the SQL port on the database server

SQL Server/SQL Express Config Notes:

- SQL must be configured to allow remote connections and have TCP/IP and Named Pipes enabled
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< *** raw notes below - in progress *** >

- Web.config should be configured to use SQL auth (not user instance) for webprefsdb and aspnetdb
 - Web.config should specify the Data Source as either equal to the actual machine name the sql server is on (with \SQLEXPRESS, where applicable). Alternatively, you can use Data Source=. (implies localhost), but you cannot use Data Source=.\ or DataSource=localhost.
 - SQL Express, if so, Sql Browser running, or more ideally, SQL Express configured to use port 1433?
 - SQL configured to allow remote connections, TCP/IP is also enabled
 - Each application server can resolve the web server by name?
 - Each application server can telnet to port 1433 on the web server?
 - Must be licensed for Customer Web IDs or Dealer Web IDs.
 - Errors in the log from the Web Gateway/Application Server when refreshing the BoldNet login page?
- All else fails, try a connection string that includes the port specifically in the data source, and forces TCP/IP via network library DBMSSOCCN.
- Example: <add name="LocalSqlServer" connectionString="Data Source=BOLDNET\SQLEXPRESS,1433;Network Library=DBMSSOCCN;Database=ASPNETDB;Uid=sa;Pwd=B0ldt3ch;" />