

SedonaDocs SQL timeout

02/14/2024 10:08 am EST

Opening ticket fails w/ SQL error

Check SQL Activity monitor for processes, all users, sort by header.

If nothing big touching the database, check log file size for docs

Check that server can be pinged from another machine on customer network

If ping works, it's not a DNS issue, Check that named pipes is enabled and ip address from successful ping matches the ipaddress on server

If both of the above are correct, check Windows Firewall