iLaw Help

SA Connection Failed

When you try to login to iLaw and the message shows 'SA Connection Failed' this means that the iLaw workstation cannot connect to the Database on the server. This guide helps you look for the probable causes and how you can resolve the issue. Some of the ways to check why iLaw is not logging on may involve the help of an IT professional.

1. Check to see if the Registry Settings are incorrect.
   • Connecting iLaw Workstations
   • Checking the Registry Settings

2. Check if iLaw can connect to the database
   • Check on the Server that the TCP/IP Ports are enabled
   • Start the iLaw service
   • Use the TCP/IP port number to connect to the SQL Server

1. Check to see if the Registry Settings are incorrect.

Connecting iLaw Workstations

When iLaw is installed on to a PC for the first time, during the install process you will be required to connect iLaw to the following:

The SQL Server: this is the actual iLaw database which will either be empty if iLaw has recently been installed, or contain your existing client cases and billing.

Shared files: The documents you create and the templates you use to create them are stored is a set place on your server. iLaw Workstations need to connect to the shared file location in order to obtain templates and previously created documents or letters and then place the updated versions back in that location.

The Licence Server: The amount of people that can log into iLaw at any same time is controlled by the licence server which also must have a connection.

Checking the Registry Settings

To check the settings for iLaw we need to open Registry Settings which is a place on your computer that amongst other low level processes, stores various configuration data of the software you have installed.

On Windows XP PC's click on 'Start '- 'Run'. In the **Open** box type 'regedit'

In regedit navigate the settings to the iLaw Installation Configuration
For Windows XP PC's
HKEY_LOCAL_MACHINE
SOFTWARE
Anya Designs Ltd
iLaw
InstallationConfig

On Windows Vista or Windows 7 PC's, click on **Start**. In the Search box type 'regedit'. The Installation Configuration will still be in the **Anya Designs Ltd** folder but it may be in the 'Wow6432' folder.

For Windows Vista or Windows 7 PC's
HKEY_LOCAL_MACHINE

SOFTWARE

Wow6432Node

Anya Designs Ltd

iLaw

InstallationConfig

iLaw configuration settings shown in Registry Editor
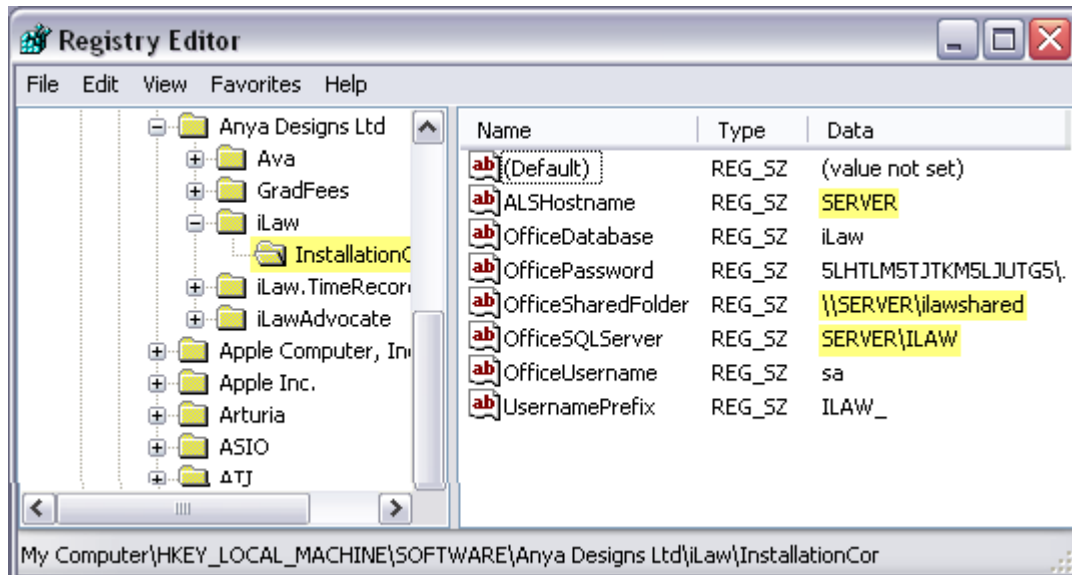
The ALSHostname should be your SERVER name only. If you are not sure on the name of your server you could ask your IT person. This connects iLaw to the licence server on the server machine or PC.

The OfficeSharedFolder should be \\SERVER\ilawshared. This connects iLaw to the shared folder so document templates can be accessed along with documents that may have already been created.

OfficeSQLServer should be set to SERVER\ILAW. This is the connection to the database itself and will be the most likely incorrect setting if you are seeing the SA Connection failed message.

If iLaw does not work with the default login with the correct settings entered than proceed to step 2 checking that iLaw can actually connect to the server..

2. Check if iLaw can connect to the database

If the configuration settings are correct then it is possible that iLaw cannot connect to the database because it is not able to properly connect to the database. This is the stage when you may want to enlist the help of your firm's IT Professional.

From **Control Panel** select **Administrative Tools** - **ODBC Datasources**. If the named instance "SERVER\ILAW" does not appear when browsing for SQL servers, just two instances of "SERVER" without any instance name suffix.

How to do this
- Double click on Data Sources (ODBC)
- Click Add
- Scroll and select SQL Server
- Click on Finish

If [SERVER NAME]\ILaw does not appear the workstation cannot connect to the iLaw Database. We then need to see if the Protocol ports for iLaw are enabled on the server.

Check that the TCP/IP Ports are enabled on the Server

From Programs – SQL Server 2008 R2 – Configuration Tools, select SQL Server Configuration Manager.
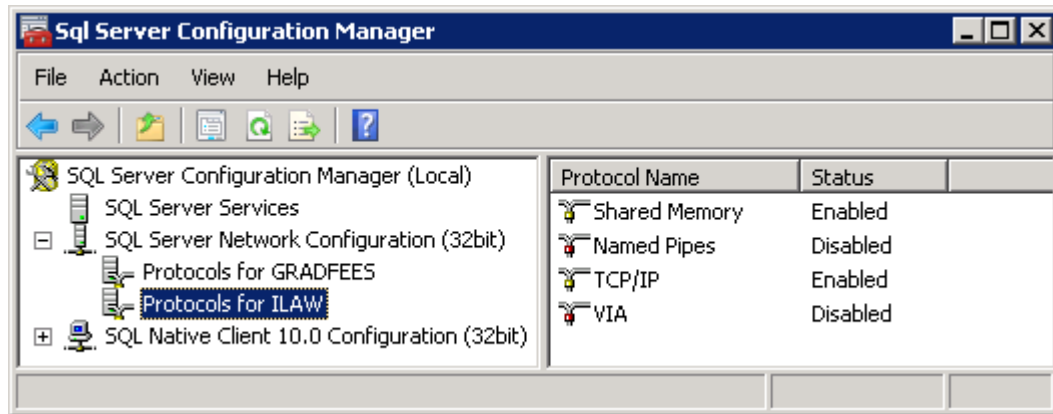
Selection of the SQL Server Configuration Manager
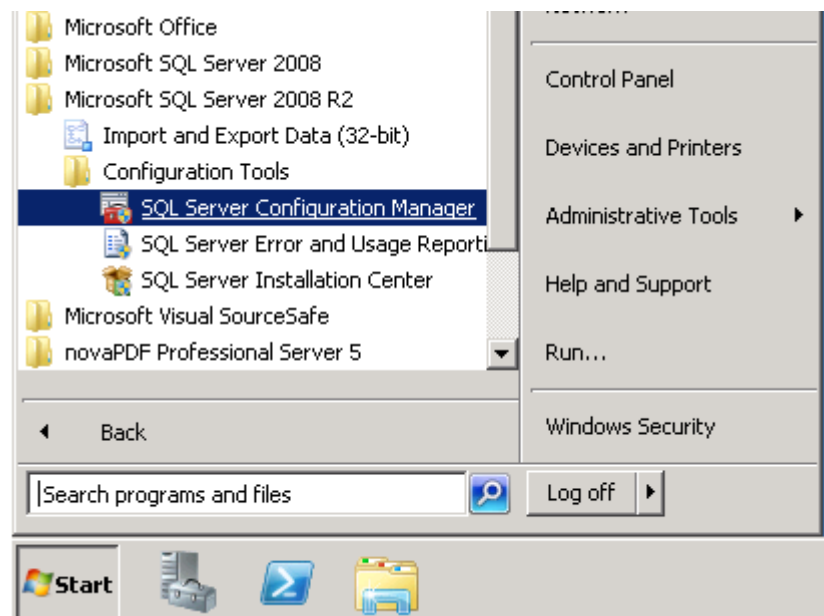
In Configuration Manager, navigate to the 'Protocols for ILAW' which are located in 'SQL Server Network Configuration (32 bit)'.

The TCP/IP settings should be 'Enabled'. The 'Named Pipes' should also be set to 'Enabled'.

Protocols for ILAW selected in the SQL Server Configuration Manager


Start the iLaw service

Click on SQL Native Client 10.0 Configuration (32 bit). Right click on SQL Server (ILAW) and click on Restart.

Use the TCP/IP port number to connect to the SQL Server

iLaw Workstations can be connected to the server by using the TCP/IP port number. To find out the Port number for iLaw click on Protocols for ILAW – Right click on TCP/IP to access the **Properties** window. Now select the IP Addresses tab and scroll to the IPAll section which shows the TCP Dynamic Ports.

TCP/IP Properties
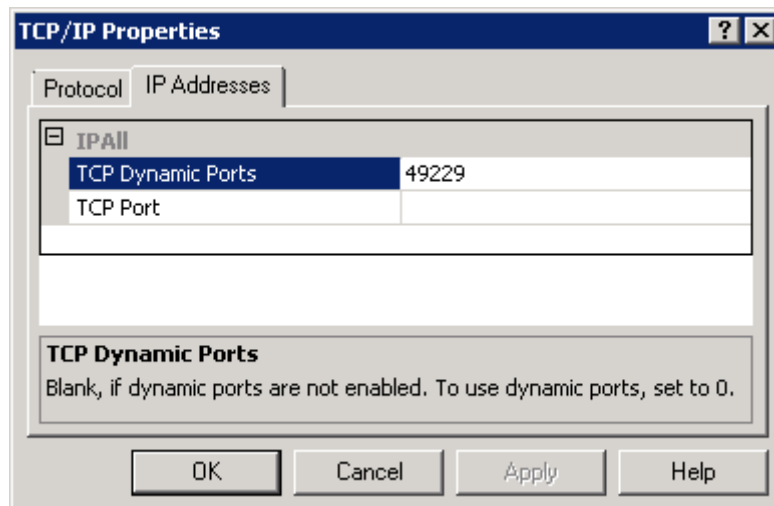
Take a note of the Port Number and return to the Registry settings for iLaw. Enter ILAW,PORT NUMBER in the SQL Server Configuration settings for the iLaw Workstation.

Using the Port number to connect to the iLaw database

Name	Type	Data
(Default)	REG_SZ	(value not set)
ALSHostname	REG_SZ	OLDSTEINE
OfficeDatabase	REG_SZ	iLaw
OfficePassword	REG_SZ	5LHTLM5TJTKM5LJUTG5\J
OfficeSharedFolder	REG_SZ	\\OLDSTEINE\iLawShared
OfficeSQLServer	REG_SZ	ILAW,49229
OfficeUsername	REG_SZ	sa
UsernamePrefix	REG_SZ	ILAW_