

Rich client unable to connect to SQL database

1.0 – Problem Description

A rich client receives the error message “This version of Checkpoint requires a newer database revision. This environment may produce unexpected errors.” as illustrated in the sample screenshot in Figure 1 below.

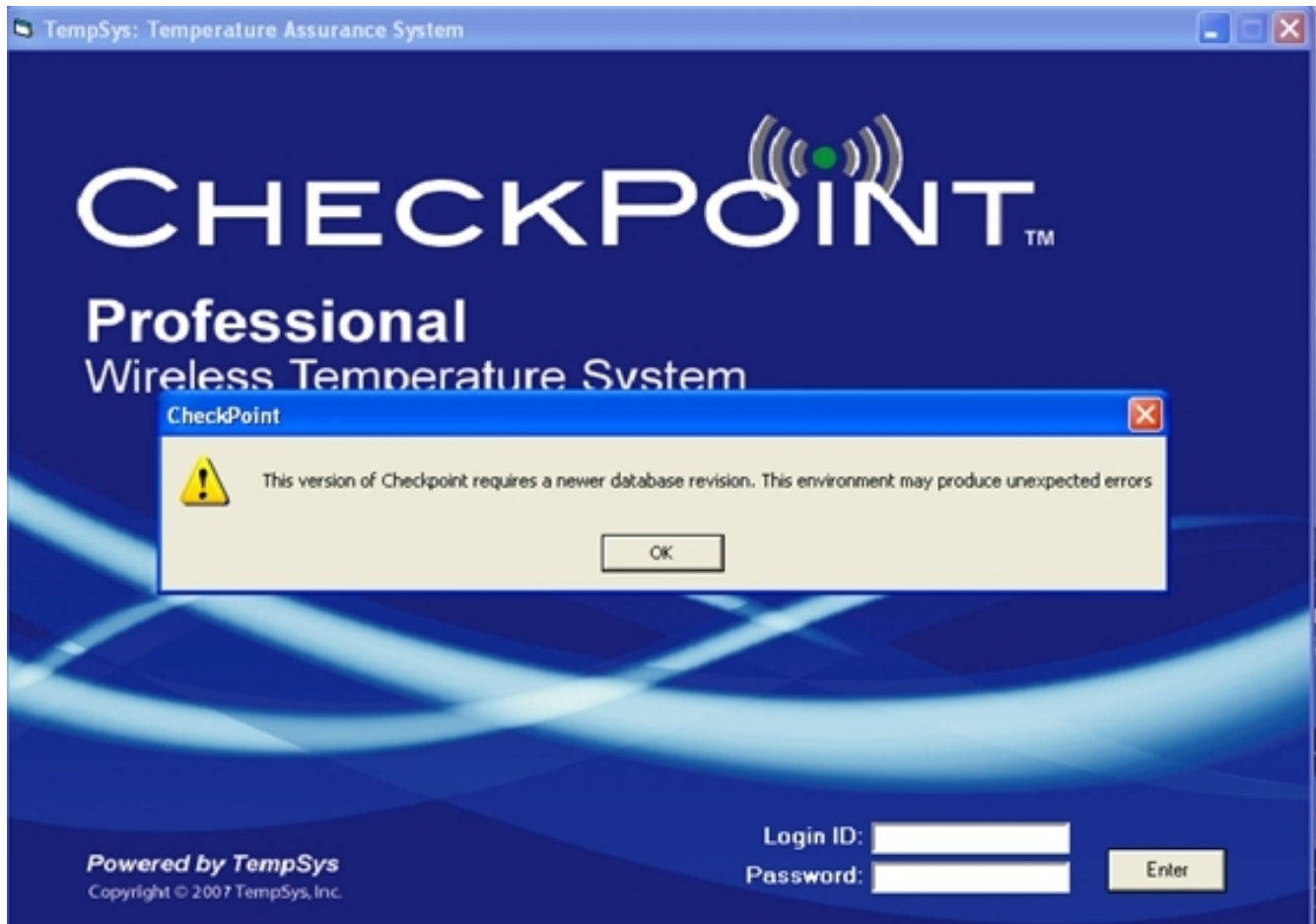


Figure 1 - “This version of Checkpoint requires a newer database revision. This environment may produce unexpected errors.” error message.

2.0 – Versions of Checkpoint rich client software affected

All versions prior to Version 9.0, on all supported operating system platforms.

3.0 – Error message root cause

The client software is unable to establish a connection with the CheckPoint SQL server database.

4.0 – Basic Resolution Steps

4.1 Step A – Verify database path in the registry:

- Please note: Changes made to the Windows registry happen immediately, and no backup is automatically made. Do not edit the Windows registry unless you are confident about doing so.
- ✦ Click on “Start” → “Run”. Type “regedit” then click on “Ok”.
- ✦ This will open the “Registry Editor” window.

- ⤴ Browse to HKEY_LOCAL_MACHINE\SOFTWARE\TempSys\Temperature Assurance. Alternatively, on 64-bit systems, browse to HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\TempSys\Temperature Assurance.
- ⤴ The value data in the “Database Path” field should point to TempSys instance on the CheckPoint SQL server. The server name can be specified as a numerical IP address (example: 192.168.10.10) or as NetBIOS computer name (example: SERVERNAME). Usually, the CheckPoint database instance on the SQL server will be “tempSys”.

**Example of database path using numerical IP addressing:
192.168.10.10\tempSys**

**Example of database path using NetBIOS addressing:
SERVERNAME\tempSys**

- ⤴ To correct an invalid path, double-click on “Database Path”, this will open a “Edit String” window. Change the Value Data to the correct path as shown in the screenshot in Figure 2 below, click on “Ok”, then close the registry editor by clicking on the “X” in the upper right-hand corner of the window.

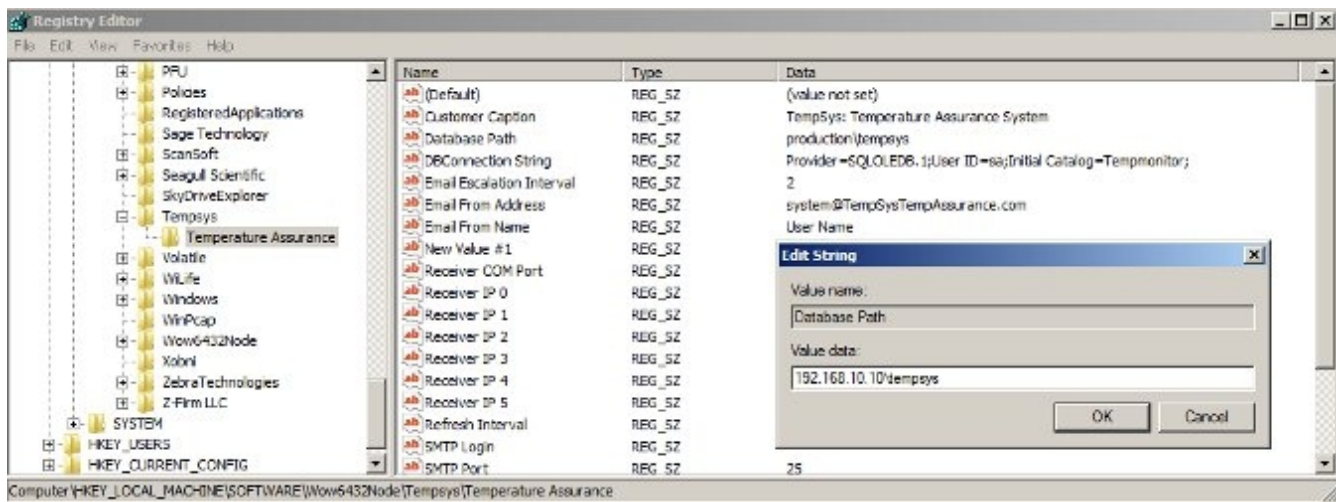


Figure 2 – Editing the database path in the Registry Editor.

- ⤴ Open the CheckPoint rich client application, and attempt to log in.

5.0 – Contacting TempSys for further assistance

If the Basic Resolution Steps have not successfully corrected the NSC condition, please contact CheckPoint Customer Support for further assistance:

1. Customer Support Portal: <http://checkpoint.kayako.com> – Submit a ticket
2. E-Mail: Send an e-mail message to support@tempSys.net and include the following information:
 - a. Your name and contact information (phone and e-mail address)
 - b. Name of your organization
 - c. Description of the problem
 - d. Best time to reach you
3. Phone: Call our Support Center Dispatching Center at (510) 526-7624