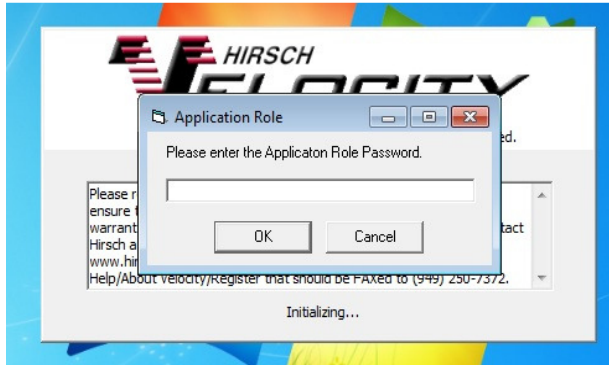# Tech Tips

Topic: Prompt for Application Role Password

"Please enter the Application Role Password"

Product: Velocity

Explanation:

Velocity uses an application role to connect to SQL. SQL uses its own authentication for application roles, meaning that the application role, with permissions and password, are stored in the database. The software must provide the correct password for the application role in which it is trying to use. Velocity stores the password as an encrypted value in the Windows Registry. If the password in the Windows registry is not the same as what is stored in SQL the application cannot connect to the database and will generate the above message.

Typically you will only see the message on the server after restoring a database in which the database application role password was set differently than what was set during the new install. You will also see the message when you launch a client after changing the application role password on the server.

The application role password is set for the application and database in one of two ways:

1) It is initially set for the database and application during the installation at this stage:

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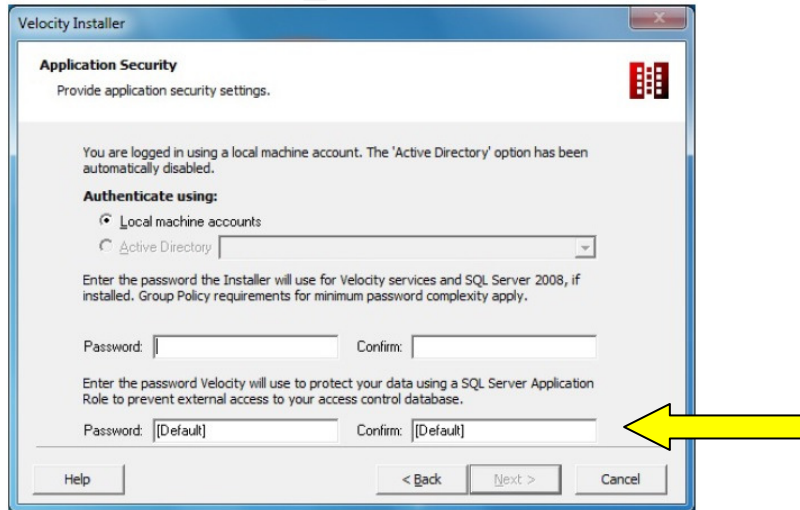
* Note: If left as default the password is i5X9FG42

    2) After install you can change the password for both the database and application from the service control manager – you can only perform this if logged in as an administrator and the application already has the correct password:
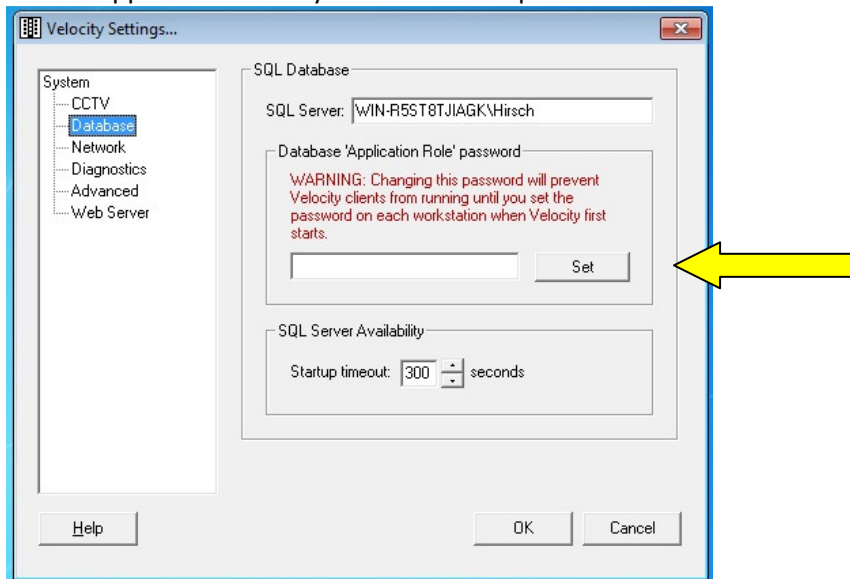
Troubleshooting steps:

Step 1: If you know the password use the known password

Step 2: If you do not know the password, or the known password did not work try the default: i5X9FG42

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Step 3: If the application role password still cannot be set you will need to change the application role password on the database

1) Go to SQL Management Studio and connect to the instance of SQL that contains the Velocity database

2) Go to the Application Roles (Database -> Velocity -> Security -> Roles -> Application Roles

3) Right-Click the Velocity Users application role and go to "Properties"

4) In the General page of the properties set the password to the desired password and click "Ok"

5) You can now use the new password as the application role password when Velocity prompts you for the password