

Tech Tips

Topic: When launching Velocity on Server or standalone Workstation a message box comes up stating “Access Denied: This computer is not authorized to connect to Velocity”.

Product: Velocity

Explanation: When Velocity is launched it query’s the SQL tables to ensure that all workstations are authorized to connect to Velocity. If a requirement is not met or there is an incorrect entry in a SQL table you will see the following message.



Troubleshooting steps:

1. Click **OK** on the Message Box.
2. Access the SQL Tables and open the **dbo.Workstations** table. Make sure that **WorkstationName** column has the correct workstation computer name. If the name is incorrect click in the cell and make the change required. Once change has been made click outside the cell to save the entry.

	SiteID	WorkstationID	WorkstationName	EnrollmentStati...	CurrentOperator	GraphicsInUse	GraphicsInDesign
▶	1	3	SHANTH-GX620	0	keithp	1	0
*	NULL	NULL	NULL	NULL	NULL	NULL	NULL

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- Next access the SQL Tables and open up the **dbo.Registry** table. Make sure the **ComputerName** column has the correct computer name in all of the required fields. Next make sure that the **RemoteServerIP** cell has the correct Server name. If the names are incorrect click in the cell and make the change and click outside the cell to save the entry.

dbo.Registry		Summary		
ComputerName	Application	Property	Value	
SHANTH-GX620	Client	24HourTimeFormat	0	
SHANTH-GX620	Client	AppPath	C:\Program Files\Hirsch Electronics\Velocity	
SHANTH-GX620	Client	CacheBulk	0	
SHANTH-GX620	Client	CacheDLData	0	
SHANTH-GX620	Client	CacheRecent	0	
SHANTH-GX620	Client	CheckPoint	5000	
SHANTH-GX620	Client	ClientRoutingEn...	1	
SHANTH-GX620	Client	ConnectionTimeout	100	
SHANTH-GX620	Client	Database	Velocity	
SHANTH-GX620	Client	DisplayReg	1	
SHANTH-GX620	Client	EnableTriggered...	1	
SHANTH-GX620	Client	InstallDate	08/24/2012 00:00:00 AM	
SHANTH-GX620	Client	LogAlarmsOnly	0	
SHANTH-GX620	Client	Mode	1	
SHANTH-GX620	Client	OfflineWarning	0	
SHANTH-GX620	Client	RemoteServerIP	SHANTH-GX620	
SHANTH-GX620	Client	RemoteServerPort	2025	
SHANTH-GX620	Client	ShowSplash	1	
SHANTH-GX620	Client	SQL Server	SHANTH-GX620/hirsch	
SHANTH-GX620	Client	UseCustomizedV...	1	
SHANTH-GX620	Client	VerboseDebug	1	
SHANTH-GX620	Client	Version	3.1.17	
SHANTH-GX620	Client	ViewerFonts	MS Sans Serif	

- After making the proper changes to the tables close out of SQL and launch Velocity.