



## ALARM LOCK

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*Note: Technical Service is for security professionals only*

# ALARM LOCK Tech Support

## TECH NOTE



**Date:** Thursday, March 23, 2023

**Subject:** "Unable to Connect to the Database" Warning Message

**Models:** DL-Windows V5

If you receive the DL-Windows warning message "**Unable to Connect to the Database**" when launching DL-Windows, proceed as follows:

1. Check Services - Ensure both the **SQL Server** and the **SQL Server Browser** are enabled and "Running". See Video Link (<https://youtu.be/Ktq8RHq7llq>).
2. Go to folder <C:\ProgramData\AlarmLock>
  - Delete ALL .xml files within ALL folders of ALL versions of DL Windows listed in this folder
  - Open the Database Configuration program and try connecting to the database using the database configuration tool using Windows Authentication
3. In the Database Configuration Program: If you are still unable to connect using Windows Authentication, change Windows Authentication to SQL Authentication and use the login below. Click **Next** twice then click **Finish**.

"SQL Authentication" Default Username/Password

- **User:** sa
- **Password:** alarmlock@2012