

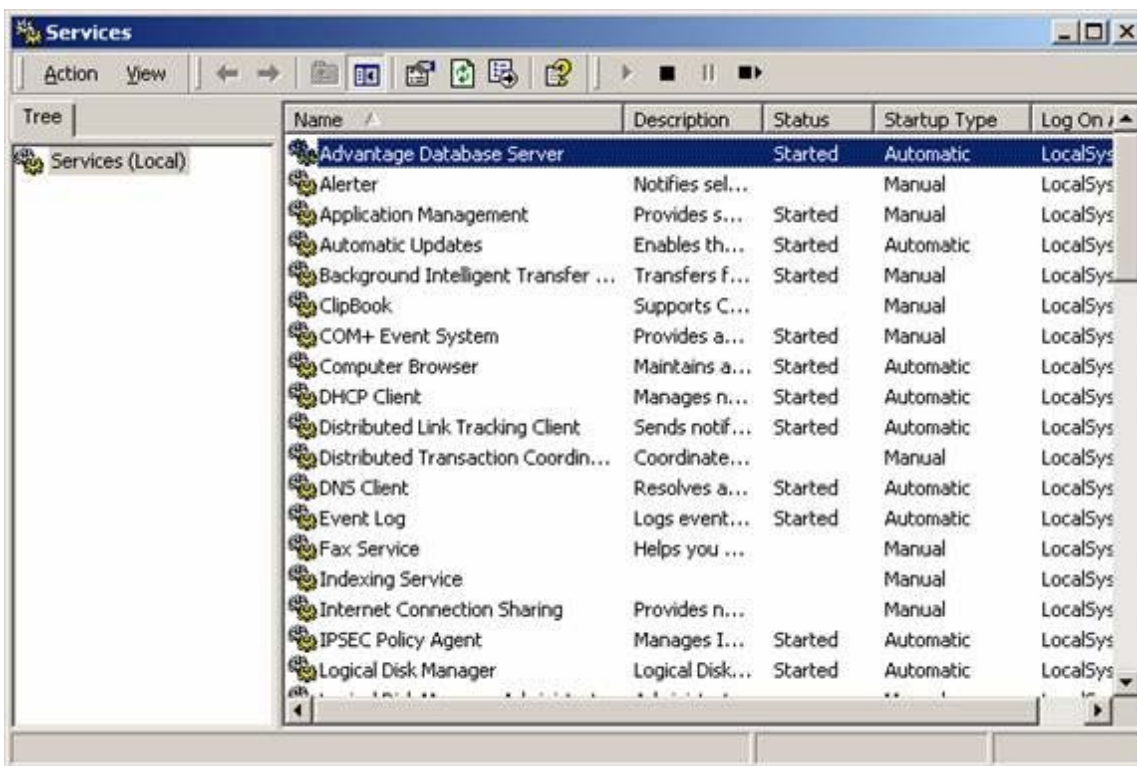
## Error 6420: Unable to discover the Advantage Database Server

The Advantage application was unable to connect to the Advantage Database Server. This error can be caused by a number of issues.

1. The Advantage Database Server is not started or installed on your server machine. Verify that that Advantage is installed and started on your server machine by clicking on Start, Settings, and Control Panel. Double-Click on Administrative Tools. Next, double-click on Services.

Here you will see a list of the services installed on your machine, listed in alphabetical order. Find Advantage Database Server. If it is not listed, Advantage is not installed, and will need to be installed.

The status should be listed as Started. If it is not, highlight Advantage, and click on Action, and Start.



2. Your network is not set up using the TCP/IP protocol, and static IP addresses. This condition would need to be corrected by a Value Added Reseller (VAR) or a Network Technician.

If the first two solutions do not apply to your situation or correct the error, the following process may be followed. The process outlined below will establish a direct connection to Advantage from the workstations.

The information contained in the article below is technical in nature. If you have any questions regarding this process, please contact either NDCHealth Technical Support at 1-800-333-4747, or a VAR.

1. Determine the IP addresses of the server. This can be found by clicking on Start and Run. Type Command and press Enter. This will open a DOS Prompt. Type IPCONFIG. The IP address of the server will be listed under IP Address.



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Microsoft Windows [Version 5.00.2600]
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H:\>ipconfig

Windows IP Configuration

Ethernet adapter Local Area Connection:

    Connection-specific DNS Suffix . : physicians.ndchealth.com
    IP Address. . . . . : 172.21.210.181
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : 172.21.210.253

H:\>

```

2. From the DOS prompt on the NDCMedisoft server, run the command NETSTAT -A. This will list all used TCP ports on the NDCMedisoft server. The TCP ports are listed after the colon following the name of the server computer. Leave this DOS window open for reference.

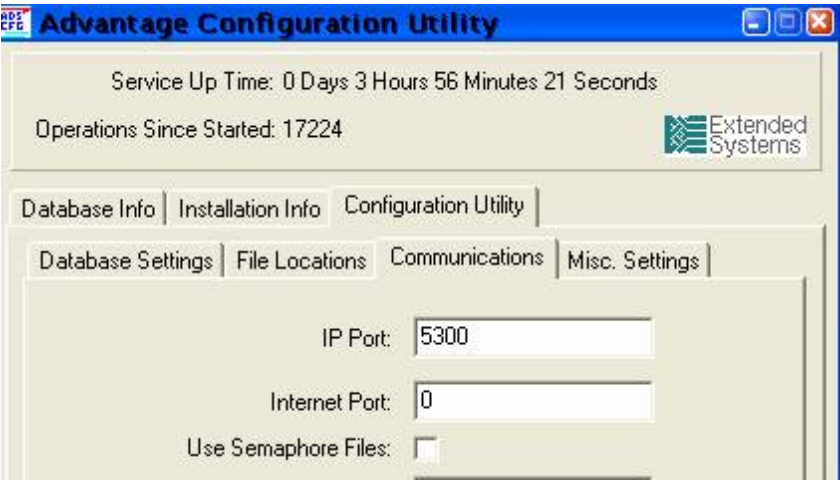
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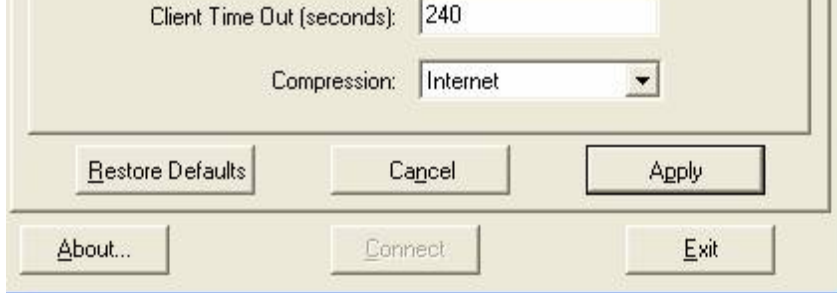
C:\WINDOWS\System32\command.com

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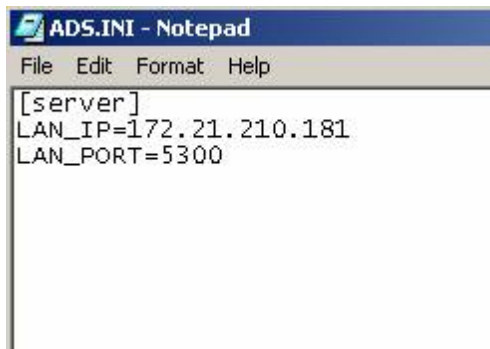
Proto	Local Address	Foreign Address	State
TCP	frandr2:ftp	frandr2.physicians.ndchealth.com:0	LISTENING
TCP	frandr2:epmap	frandr2.physicians.ndchealth.com:0	LISTENING
TCP	frandr2:microsoft-ds	frandr2.physicians.ndchealth.com:0	LISTENING
TCP	frandr2:1025	frandr2.physicians.ndchealth.com:0	LISTENING
TCP	frandr2:1075	frandr2.physicians.ndchealth.com:0	LISTENING
TCP	frandr2:1084	frandr2.physicians.ndchealth.com:0	LISTENING
TCP	frandr2:1111	frandr2.physicians.ndchealth.com:0	LISTENING
TCP	frandr2:1141	frandr2.physicians.ndchealth.com:0	LISTENING
TCP	frandr2:1142	frandr2.physicians.ndchealth.com:0	LISTENING
TCP	frandr2:1145	frandr2.physicians.ndchealth.com:0	LISTENING
TCP	frandr2:1330	frandr2.physicians.ndchealth.com:0	LISTENING
TCP	frandr2:1583	frandr2.physicians.ndchealth.com:0	LISTENING
TCP	frandr2:2166	frandr2.physicians.ndchealth.com:0	LISTENING
TCP	frandr2:2167	frandr2.physicians.ndchealth.com:0	LISTENING
TCP	frandr2:2170	frandr2.physicians.ndchealth.com:0	LISTENING
TCP	frandr2:2171	frandr2.physicians.ndchealth.com:0	LISTENING
TCP	frandr2:2249	frandr2.physicians.ndchealth.com:0	LISTENING
TCP	frandr2:2701	frandr2.physicians.ndchealth.com:0	LISTENING
TCP	frandr2:2702	frandr2.physicians.ndchealth.com:0	LISTENING
TCP	frandr2:3351	frandr2.physicians.ndchealth.com:0	LISTENING
TCP	frandr2:5000	frandr2.physicians.ndchealth.com:0	LISTENING
TCP	frandr2:netbios-ssn	frandr2.physicians.ndchealth.com:0	LISTENING
TCP	frandr2:1075	207.46.107.84:1863	ESTABLISHED

3. On the NDCMedisoft server, open the ADS Configuration utility. (This can be opened by clicking on Start/Programs/Advantage Database Server/Ads Configuration Utility) Click on the Configuration Utility tab, then click on the Communications tab. In the input box labeled IP Port input any TCP port between 0 and 65536 that IS NOT in the list in the DOS window from the NETSTAT command. Keep a note of the ports you have chosen, as you will need it for each client.





4. On each client, a file named ADS.INI needs to be either created, or edited if it already exists, in the windows directory. To create this file got to My Computer/C:/Windows. In the Windows folder go to file new and select text file. You will need to name the file ADS.INI. This file must look exactly as listed bellow, but with the relevant IP address and IP port for your particular LAN. On the first line, type [server]. The second line LAN\_IP=needs to be the IP address of the NDCMedisoft server. The third line LAN\_PORT= is the port that you chose to enter in the ADS configuration utility in step 3. Click on File and Save.



These Steps should correct the error 6420.