

**Customer Advice Note
CAN #166**

**RSS V3.62 Database Properties
Pop Up**

Date: August / 2022

Introduction

This Customer Advice Note details an issue with the installation of Remote Service Suite RSS V3.62, due to a missing install component the connection to the SQL database fails after install.

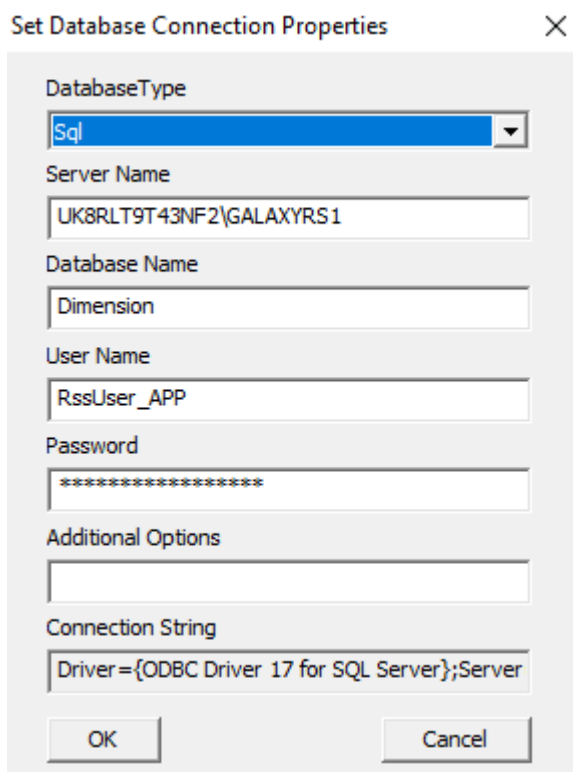
This document describes the resolution to this problem.

Products Affected

R056 , R057

Identification

Database properties v3.62 Properties pop up.



Set Database Connection Properties

DatabaseType
Sql

Server Name
UK8RLT9T43NF2\GALAXYRS1

Database Name
Dimension

User Name
RssUser_APP

Password

Additional Options

Connection String
Driver={ODBC Driver 17 for SQL Server};Server

OK Cancel

Attention: Resolution

To fix this issue please Install Microsoft ODBC Driver 17 for SQL Server

<https://docs.microsoft.com/en-us/sql/connect/odbc/download-odbc-driver-for-sql-server?view=sql-server-ver16>

Version 17

Version 17.10.1 is the latest general availability (GA) version of the 17.x driver. If you have a previous version of Microsoft ODBC Driver 17 for SQL Server installed, installing 17.10.1 upgrades it to 17.10.1.

↓ [Download Microsoft ODBC Driver 17 for SQL Server \(x64\)](#)

↓ [Download Microsoft ODBC Driver 17 for SQL Server \(x86\)](#)

- Release number: 17.10.1.1
- Released: June 30, 2022

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Impact

Hardware	y
Reporting	n
Standards and Legislation	n
Part Numbers Affected	y

Miscellaneous Changes	n
Signaling Changes	n
Technical Changes	n
Programming	n