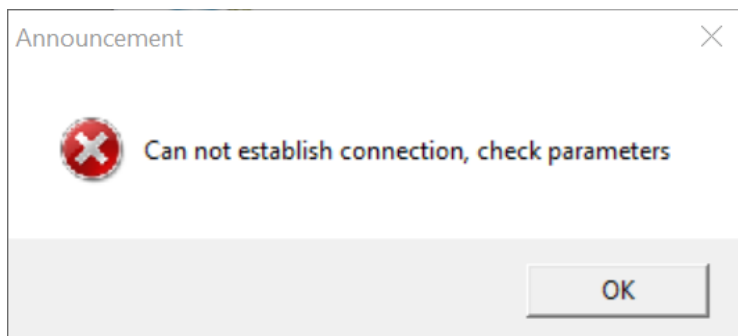


7) Unable to connect to OZOLS TMS

If by connecting to OZOLS TMS you encounter the message:

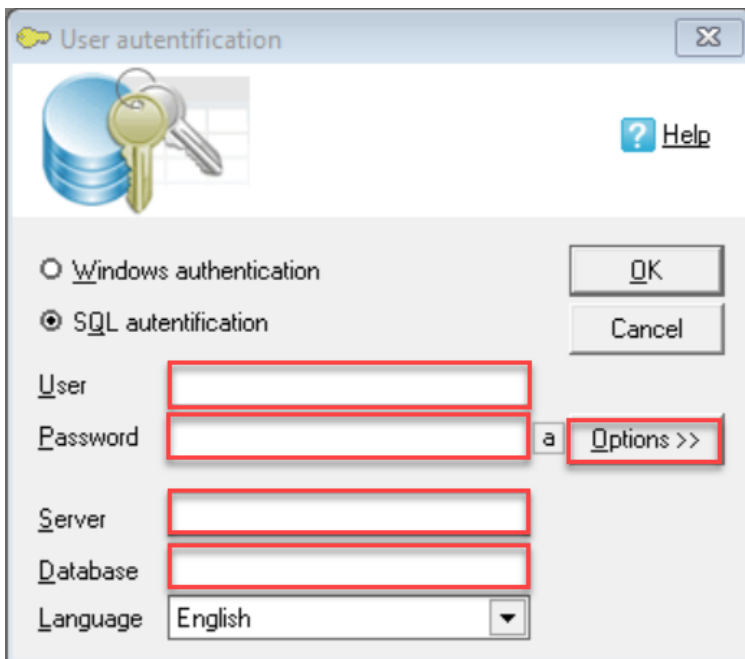


1. If the Notification waiting time is less than ~5 seconds:

Make sure you have entered the **User Name and Password correctly**.

2. If waiting time for Notification is more than ~5 seconds:

1. Press the "**Options <<**" button
2. Check if the **server name and database name** are entered correctly
3. Make sure the **internet connection** is working



The image shows a 'User authentication' dialog box. It has a title bar with a key icon and the text 'User authentication'. Inside, there is a graphic of a blue database cylinder and a yellow key. A 'Help' button with a question mark icon is in the top right. Below the graphic, there are two radio buttons: 'Windows authentication' (unselected) and 'SQL authentication' (selected). To the right of these are 'OK' and 'Cancel' buttons. Below the radio buttons are five input fields: 'User', 'Password', 'Server', 'Database', and 'Language'. The 'User', 'Password', 'Server', and 'Database' fields are highlighted with red rectangles. The 'Language' field is a dropdown menu showing 'English'. To the right of the 'Password' field is a small 'a' icon and an 'Options >>' button, which is also highlighted with a red rectangle.

User authentication

Help

☐ Windows authentication

☒ SQL authentication

OK

Cancel

User

Password

Server

Database

Language English

Options >>

If the above instructions have not solved the problem, please contact OZOLS TMS Customer Support at info@cloudex.lv or call +371 (283) 8 83 00

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