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## Upgraded to new Server and now no connection

Posted by capitalmeats - 2016/05/05 19:27

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GoDaddy forced me to upgrade to new MS Server and now my ARI-Data Tables have stopped working.

I use the ADTs to connect to an external MSSQL database. I have created an ODBC in the PLESK, it says it connects just fine.

I have tried using MS SQL option and ODBC option with came "ARI Data Tables: Couldn't connect to external database." error. I have tried adding :1433 into the IP with same nonresults.

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## Re:Upgraded to new Server and now no connection

Posted by capitalmeats - 2016/05/05 19:33

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Also, from past trouble shooting, confirmed with GoDaddy that all PHP extensions for MS SQL and ODBC are installed.

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## Re:Upgraded to new Server and now no connection

Posted by admin - 2016/05/06 11:21

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Hello,

Could you provide a link to a page where the problem occurs and a temporary access to Joomla! backend by email so we can investigate the problem?

Regards,  
ARI Soft

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## Re:Upgraded to new Server and now no connection

Posted by capitalmeats - 2016/05/06 14:50

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Sent email

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## Re:Upgraded to new Server and now no connection

Posted by admin - 2016/05/06 15:21

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Check your mail please.

Regards,  
ARI Soft

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## Re:Upgraded to new Server and now no connection

Posted by capitalmeats - 2016/05/06 15:37

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I have not received anything by email yet. Can you resend?

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## Re:Upgraded to new Server and now no connection

Posted by capitalmeats - 2016/05/06 16:01

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sent information

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## Re:Upgraded to new Server and now no connection

Posted by admin - 2016/05/07 05:05

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Check your mail.

Regards,  
ARI Soft

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## Re:Upgraded to new Server and now no connection

Posted by scanady - 2019/07/25 21:46

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Same issue here. Any movement on this over the last 3 years?

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## Re:Upgraded to new Server and now no connection

Posted by admin - 2019/07/26 18:53

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Hello,

This is not a problem with the extension, it is a problem with configuration. Could you specify what exactly doesn't work and send screenshot(s) of module settings page by email?

Regards,  
ARI Soft

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