**Error when logging into Dealer Incentives Trip - Event Tabulation (CashBash Event App)**

\*\*Description: \*\* Error when logging into Dealer Incentives Trip - Event Tabulation (CashBash Event App)

Following procedure has failed: (provider: SQL Network Interfaces, error: 26 - Error Locating Server/Instance Specified)

\*\*Cause: \*\* This may occur due to an invalid configuration to the SQL server in the web.config file.

\*\*Resolution: \*\* The steps taken to resolve the issue:

1. Identify the active AWS EC2 instance by logging in to AWS console.

Refer KB0012610 on How to access and navigate to an application in Consul

Refer KB0012611 on How to identify current Active environment (blue or green) using Consul

Refer the config KB KB0024330 to get the AWS tag name.

2. Remote logon to the active AWS EC2 instance via CyberArk

Refer KB0012630 How to login to AWS Console and find an application

Refer KB0012618 on How to login to a AWS Windows instance using CyberArk

3. Navigate to the folder C:\Apps\cashbash-eventapp\ on the file system where the application resides.

4. Verify the database connectivity using SQL Server Management Studio with the connection string details found on the Web.config file.

<add name="CashBashDB" connectionString="Data Source={{$config.DatabaseServer}};Initial Catalog={{$config.Database}};User ID={{ $secret.UserId

}};Password={{ $secret.Password}}" providerName="System.Data.SqlClient" />

config.DatabaseServer and config.Database values can be found in Consul.

Refer KB0012612 on How to identify application configuration using Consul.

secret.UserId and secret.Password values are stored in Vault.

5. If the connection is successful, make sure the information in the web.config is mentioned in the correct syntax.

6. If the connection is not successful, or the information in the web.config file is incorrect, report it to Service Delivery and work with them to update

web.config with the correct SQL configuration string.

Refer KB0012511 on How to get secrets using Vault

7. Repeat the above steps on both the AWS ECS active nodes.

\*\*KB Number: \*\* KB0024324