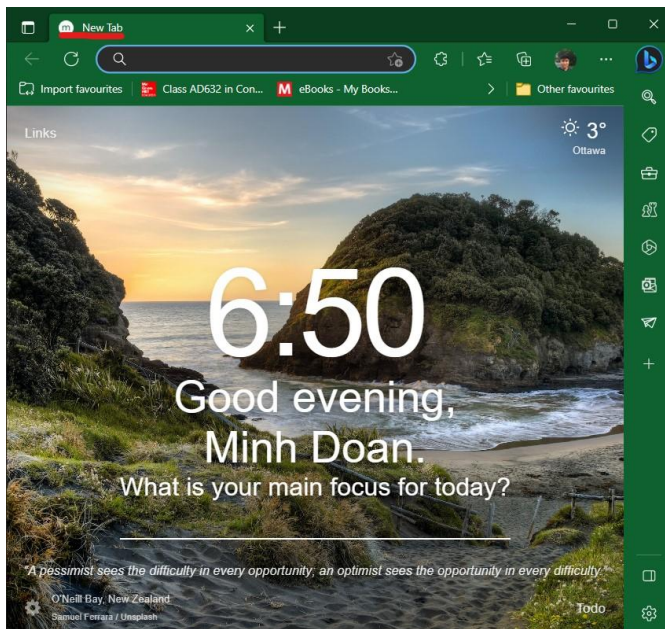


Guide to check connection to AuraDB

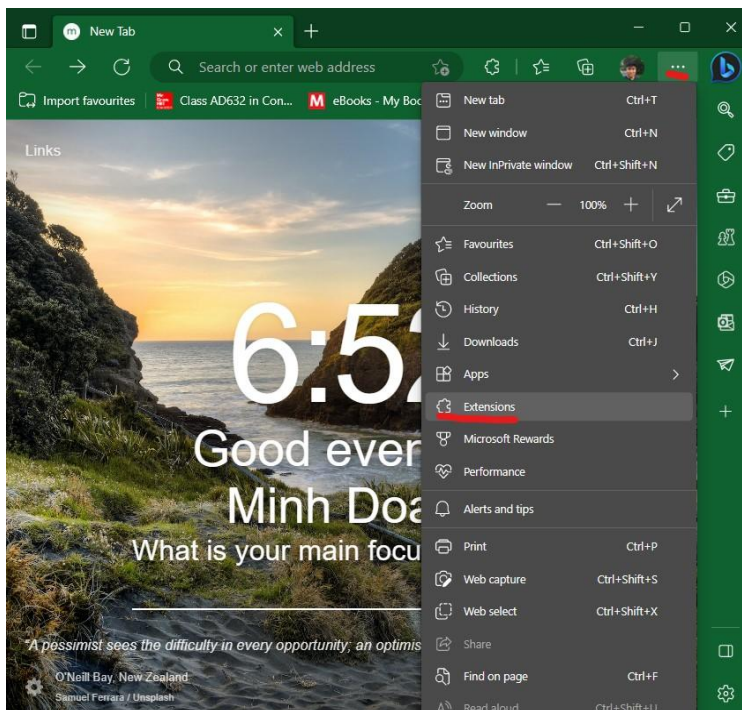
This guide helps you to check off potential problems when connecting to AuraDB from neo4j browser, or neodash.

Step 1: Check browser connection:

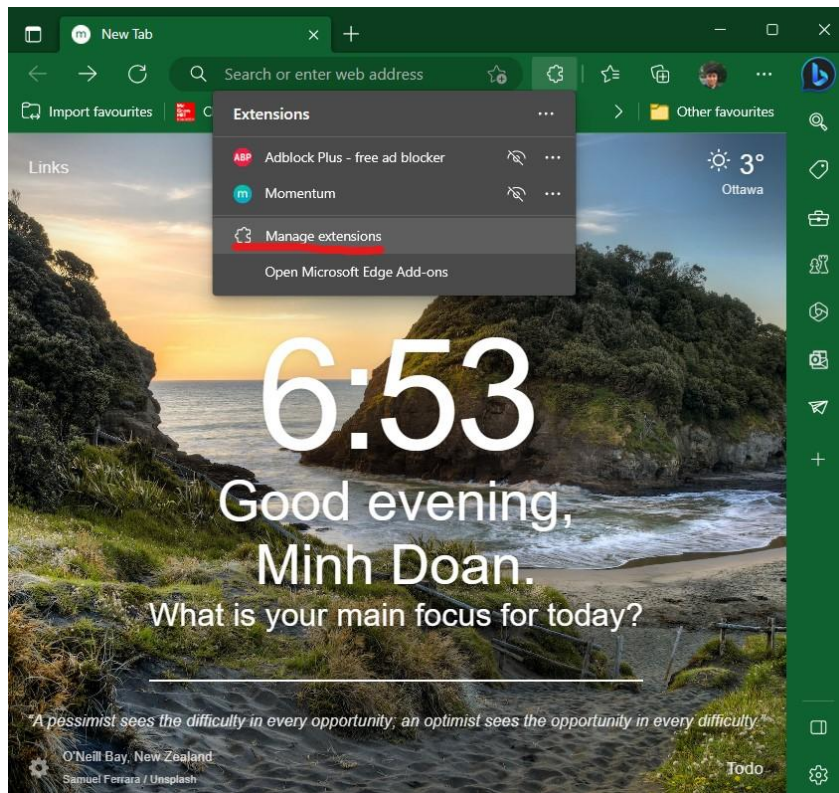
1. Launch any of these three browsers: Chrome, Firefox, and Edge.



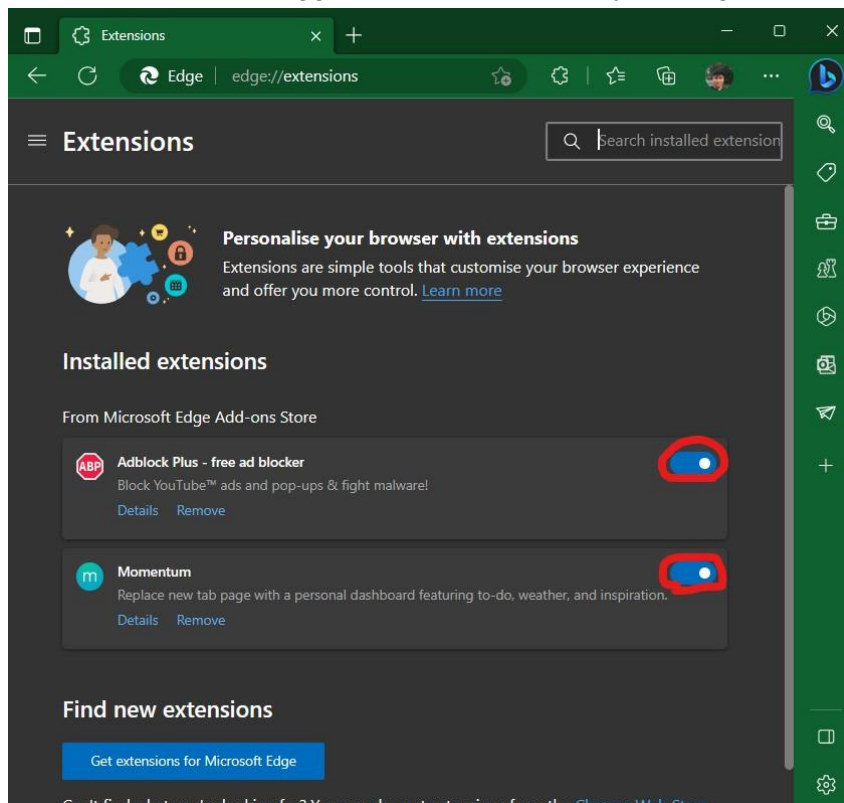
2. If you have any extensions, you can disable them through these steps:



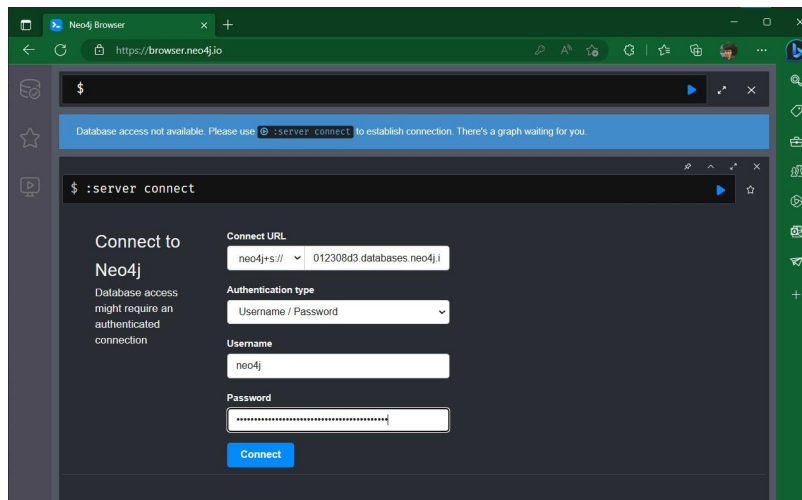
3. Then go into manage extensions



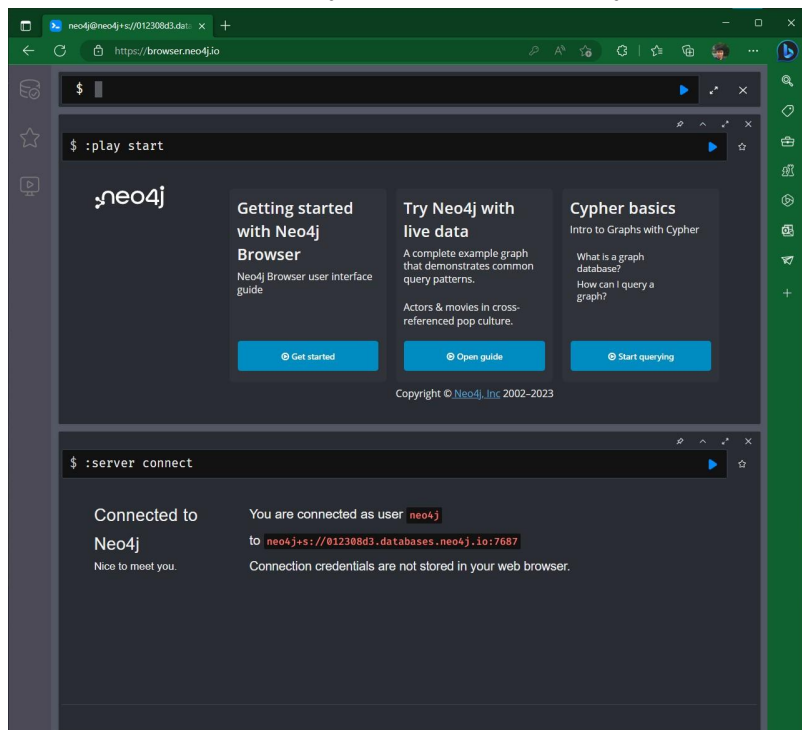
4. Once inside, toggle the extensions off by clicking on the circled buttons below



5. Once done, try to connect to the AuraDB with neo4j browser again:



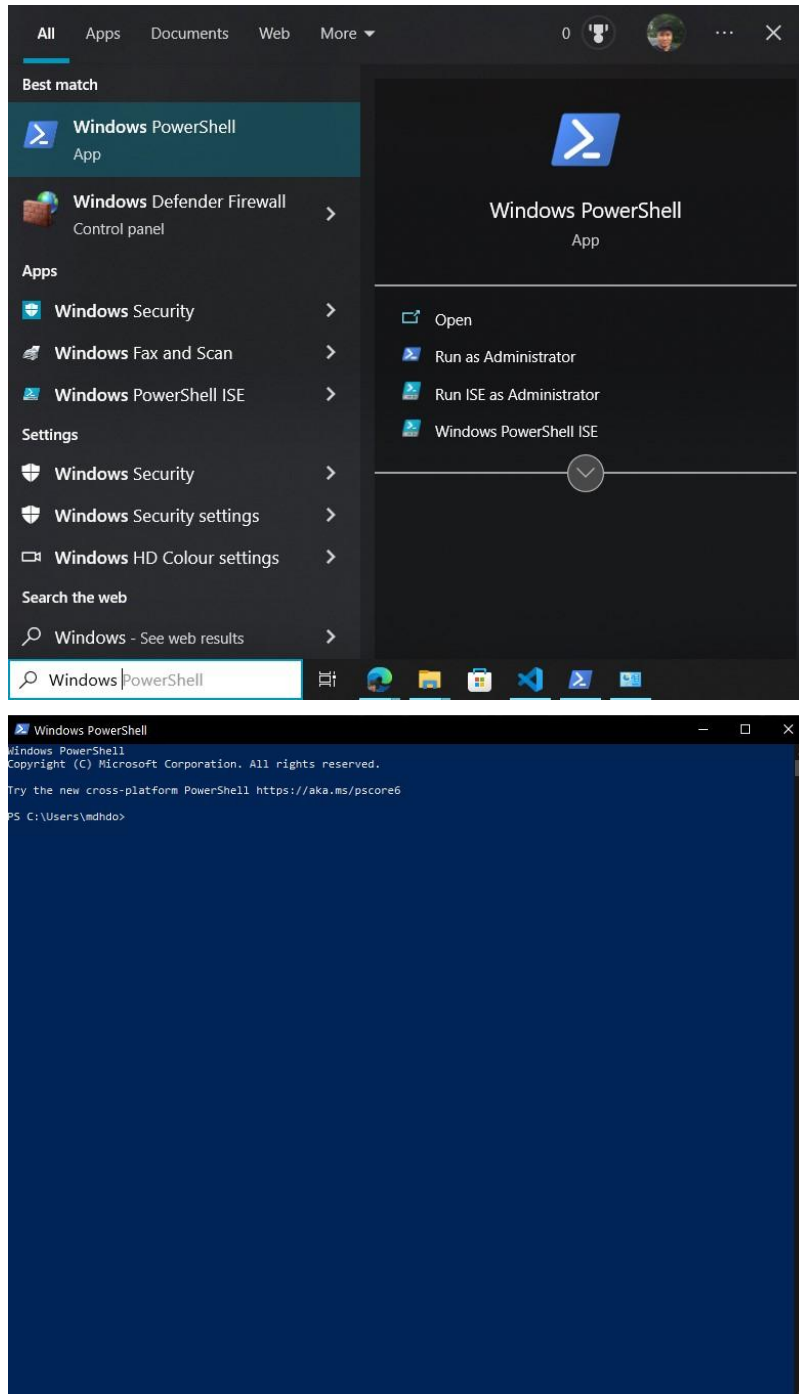
6. When successfully connect to AuraDB, you should see the following:



Step 2: Check incoming connection with PowerShell

If Step 1 did not help you, then we will check your computer connections to see if it is accepting incoming connections.

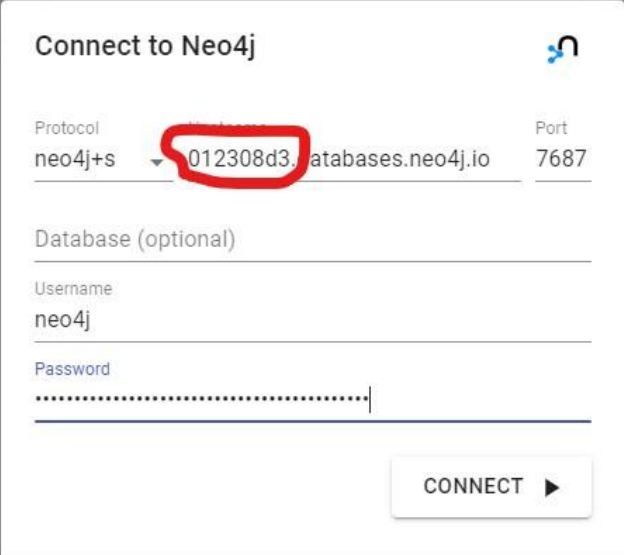
1. Launch Windows Powershell from the search bar



2. Then copy this code below to check:

```
Test-NetConnection <DBID>.databases.neo4j.io -Port 7687
```

The DB ID can be found here:



The image shows a 'Connect to Neo4j' dialog box. It has a title bar with the Neo4j logo. Below the title, there are fields for 'Protocol' (set to 'neo4j+s'), 'Host' (set to '012308d3.databases.neo4j.io', which is circled in red), and 'Port' (set to '7687'). There are also optional fields for 'Database', 'Username' (set to 'neo4j'), and 'Password' (masked with dots). A 'CONNECT' button with a right-pointing arrow is at the bottom right. Below the dialog box, there is a grey box with text: 'Enter your Neo4j database credentials to start. Don't have a Neo4j database yet? Create your own in [Neo4j Desktop](#), or try the [Neo4j Aura](#) free tier.'

3. You should see the following result after pressing Enter

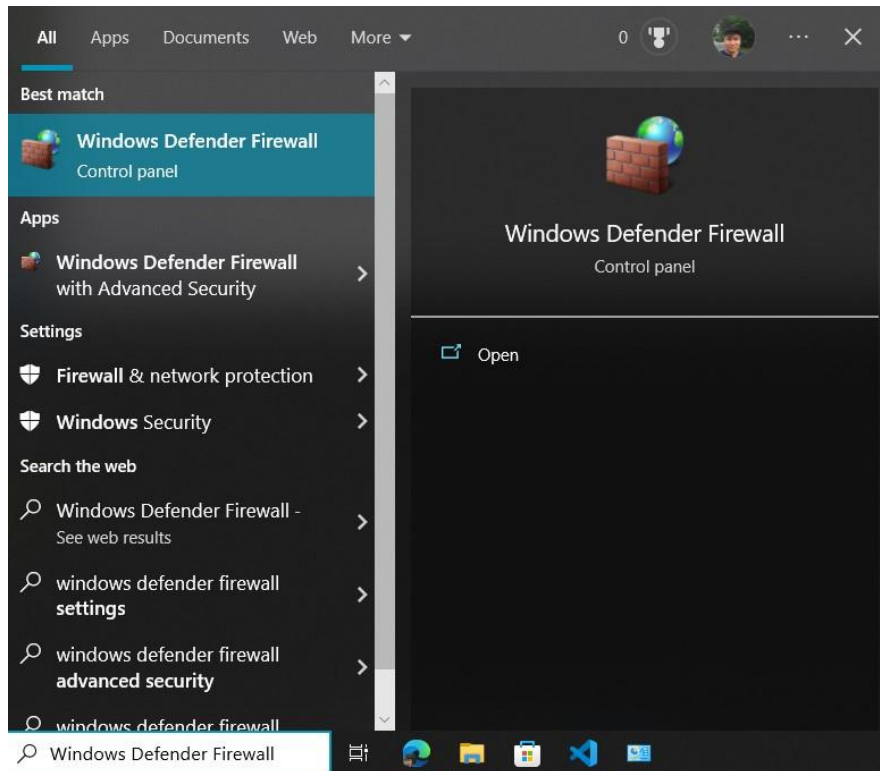
```
Windows PowerShell
Copyright (C) Microsoft Corporation. All rights reserved.

Try the new cross-platform PowerShell https://aka.ms/pscore6

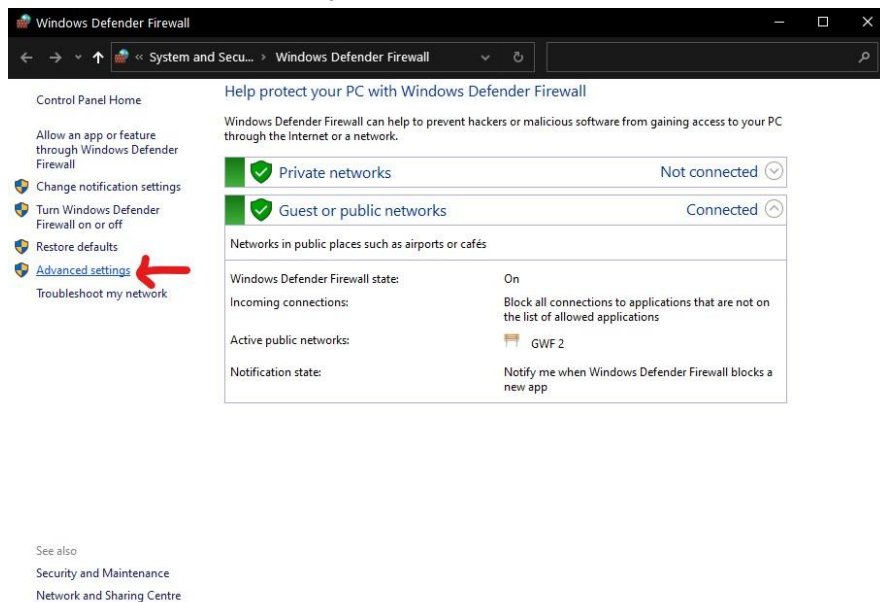
PS C:\Users\mdhdo> Test-NetConnection 012308d3.databases.neo4j.io -Port 7687

ComputerName : 012308d3.databases.neo4j.io
RemoteAddress : 
RemotePort    : 7687
InterfaceAlias : Ethernet
SourceAddress  : 192.168.1.18
TcpTestSucceeded : True
```

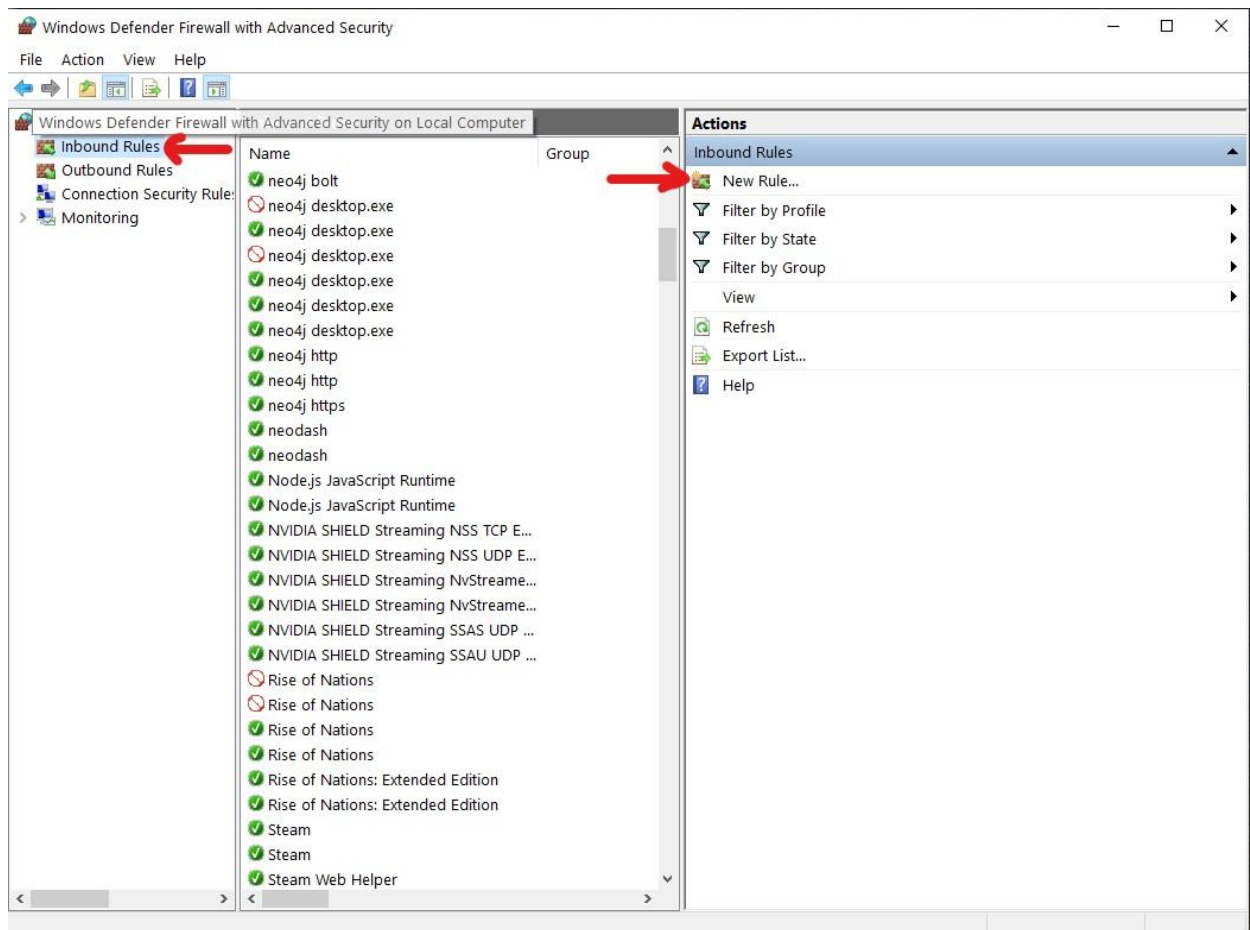
4. If your result does not have the last line as "TcpTestSucceeded: True", then we will have to configure your - Windows Defender Firewall - . Search for that application and open it.



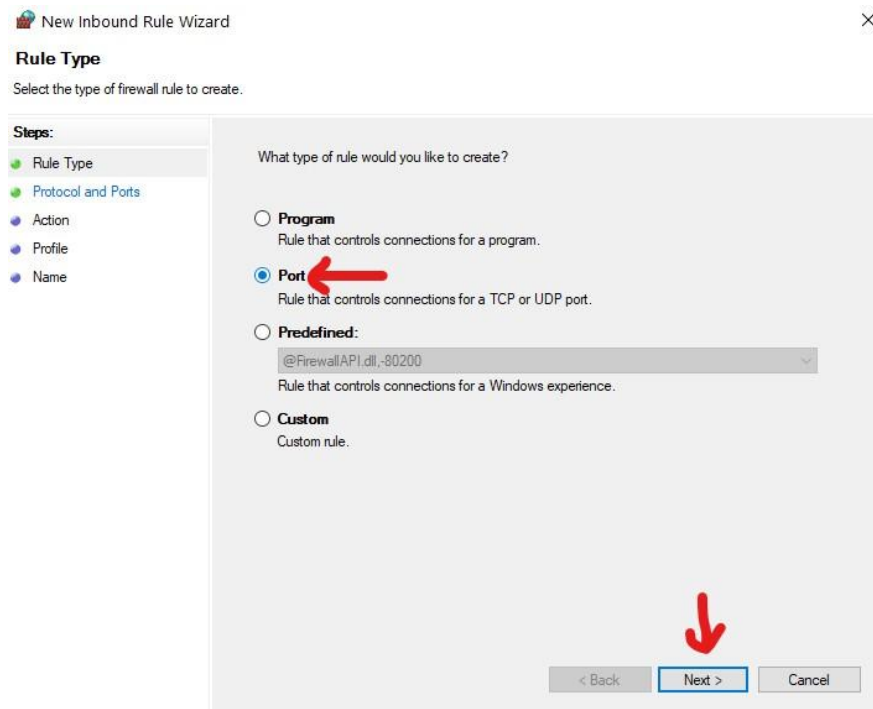
5. Once inside, go to “Advance settings”. Note here that this requires an admin privileged account, shown by the shield icon.



6. Open the advanced settings, and select “Inbound Rules”. Then “New Rule” on the right side



7. Once here, select "Port", then "Next"



- Then specify the connection to “TCP”, then select “Specific local ports” and enter 7687 as the port to open for incoming connections

New Inbound Rule Wizard

Protocol and Ports

Specify the protocols and ports to which this rule applies.

Steps:

- Rule Type
- Protocol and Ports
- Action
- Profile
- Name

Does this rule apply to TCP or UDP?

☒ TCP

☐ UDP

Does this rule apply to all local ports or specific local ports?

☐ All local ports

☒ Specific local ports: 7687

Example: 80, 443, 5000-5010

< Back Next > Cancel

- Once next, select “Allow the connection” and then “Next”

New Inbound Rule Wizard

Action

Specify the action to be taken when a connection matches the conditions specified in the rule.

Steps:

- Rule Type
- Protocol and Ports
- Action
- Profile
- Name

What action should be taken when a connection matches the specified conditions?

☒ Allow the connection

This includes connections that are protected with IPsec as well as those are not.

☐ Allow the connection if it is secure

This includes only connections that have been authenticated by using IPsec. Connections will be secured using the settings in IPsec properties and rules in the Connection Security Rule node.

Customize...

☐ Block the connection

< Back Next > Cancel

- Enable the connections then click next

New Inbound Rule Wizard

Profile

Specify the profiles for which this rule applies.

Steps:

- Rule Type
- Protocol and Ports
- Action
- Profile
- Name

When does this rule apply?

☒ **Domain**
Applies when a computer is connected to its corporate domain.

☒ **Private**
Applies when a computer is connected to a private network location, such as a home or work place.

☒ **Public**
Applies when a computer is connected to a public network location.

< Back Next > Cancel

11. Finally, we need to name this rule so we can find it next time we want to change it:

New Inbound Rule Wizard

Name

Specify the name and description of this rule.

Steps:

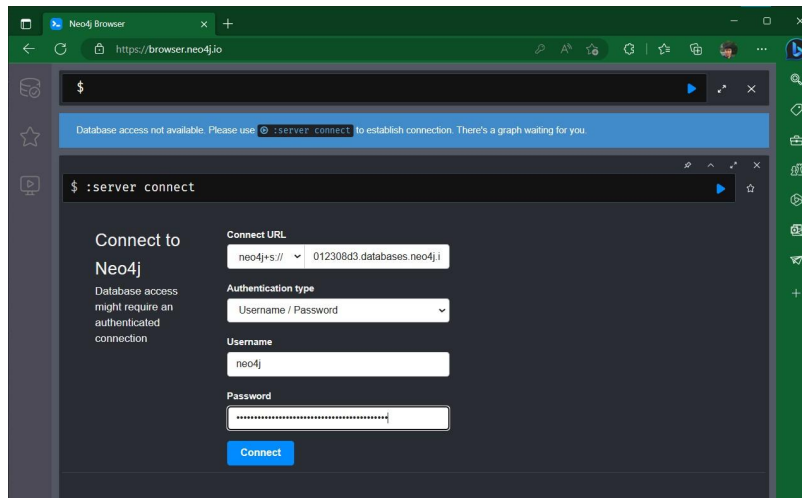
- Rule Type
- Protocol and Ports
- Action
- Profile
- Name

Name:
AuraDB connect

Description (optional):

< Back Finish Cancel

12. After doing this, try to connect to AuraDB again, through the browser and you should see the same screens as above.



13. When successfully connect to AuraDB, you should see the following:

