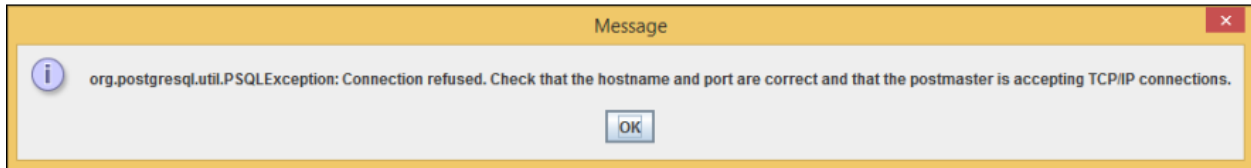# CIM Identities Data Entry Form Troubleshooting

## *Can't connect to PostgreSQL*

Solution 1: Check your Firewall settings

If you encounter an error such as this:

Then chances are likely that your Firewall settings are too strict and are blocking access to port 5432. If you've installed PostgreSQL and haven't changed any of its default settings, then it should be listening on port 5432 by default.

1. **Press the Windows key on your keyboard or manually open the search bar on Start menu and type "Firewall" to open "Windows Firewall and Advanced Security".**
2. **On the navigator menu on the left side of the screen right click "Inbound Rules" and select "New Rule…" or select it from the Navigator menu on the right.**
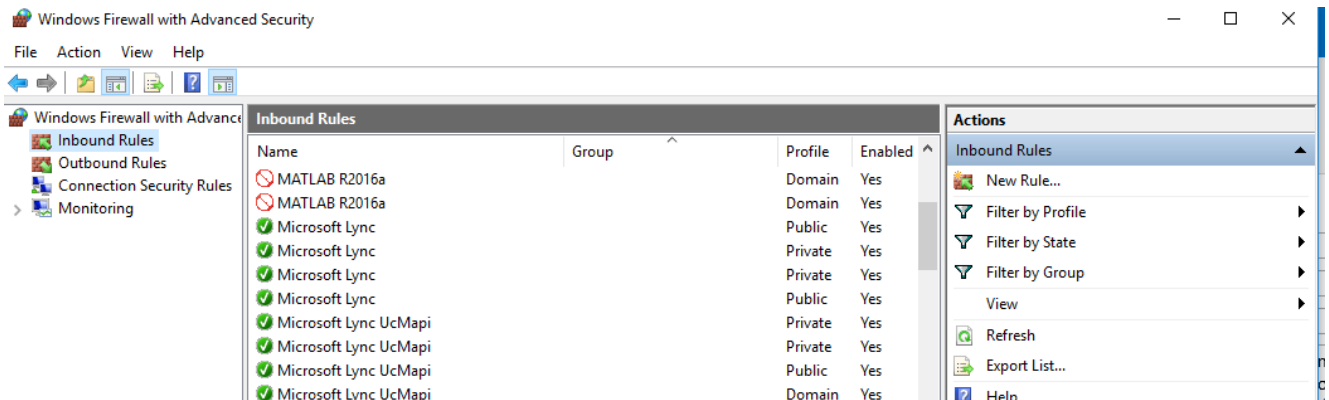
3. **Select "Port" and then click "Next"**
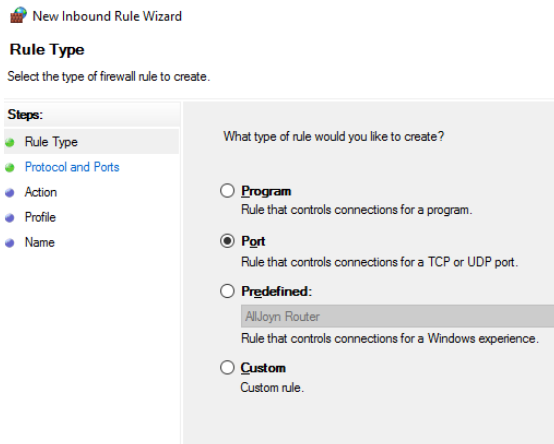
4. Select "TCP" and then "Specific Ports" and enter 5432 and click "Next".
5. Select "Allow the Connection" and click "Next".
6. Check all boxes (default is checked) and "Next".
7. Give the Rule a name and description if you'd like, and click "Finish".

Solution 2: Verify that your password is correct

When setting up PostgreSQL initially, it asks you for a password. Make that the password you're entering when prompted is the same password that was setup for PostgreSQL.

Solution 3: Verify that user name has not been changed

By default, the user name in PostgreSQL is "postgres". If that has been changed, the source code will have to modified as it assumes that the user name has not been changed.