

Resolving issues you may have with implementation

If for any reason you are unable to install ActiveEfficiency, check you have met the [Prerequisites](#).

If you are installing interactively, ensure that you are logged on using an account with local Administrator rights.

You can troubleshoot the installation by [reviewing the log files](#).

On this page:

- [SQL database connectivity errors](#)

SQL database connectivity errors

The most common issue while installing or upgrading ActiveEfficiency is related to SQL connectivity issues. You may get one of the following errors box after you specify the SQL database server.

- **SSL Security error**

Error Message: Could not connect to Microsoft SQL Server '[database server name]' [DBNetLIB][ConnectionOpen (SECCreateCredential()).] SSL Security error. (18)

This occurs when a TLS 1.0 registry key exists, but is disabled regardless of any other versions of TLS that are available and whether they are enabled or not. [There is a knowledge based article which describes this issue and the solution for it.](#)

- **Cannot generate SSPI context**

If you are using Kerberos, you may encounter an issue during installation when attempting to access the database. The will result in a message displayed onscreen or in the installer log file:

Error 27502. Could not connect to Microsoft SQL Server 'SRV3'. Cannot generate SSPI context (-2146893022)

If you encounter this issue, [details on how to resolve it can be found here](#).