



Dear Therm user,

unfortunately Therm cannot connect to a database server.

This can be possible error causes:

- Have you already restartet Therm?
Please click "Exit" by a right click on the microweb symbol in your task bar. You will find the symbol on the right side of your taskbar after clicking onto the arrow. The microweb symbol looks like a spider web.
- Do you use Windows 10?
Perhaps the temp directory has been moved by the change of version.
You could open the directory "% temp%" in your file explorer - if there are empty subdirectories named microweb *, you should delete them.
You can find the most recently used data by looking for "userslock.MYI" on your PC, then search for the modification date of this file. If you have found the most recently used data, you should copy the entire directory contents to the Therm subdirectory "\ mysql-5.1.30 \ data \ therm63".

If this does not help, the problem can have 3 reasons:

- 1) The database is damaged - in this case it's enough to remove the ; in the line ";CopyMysqlFiles=0" within the microweb.ini file (see Therm directory).
- 2) A firewall blocks the communication of the MySQL-program with the browser.
- 3) The internal communication via the port is already used by another program.

If the problem is no. 3, there are 2 options:

- a) Remove the ; in the 2 lines ";OnStart=%%\$server..." and ";OnExit=%%\$server_..." within the microweb.ini (see Therm directory)
- b) Find out, which programs blocks the ports 3306 (Standard) and 3000 (after changing the ini-file: the following command in the command line gives out a list of all ports: netstat -ano
The last column shows the ID of the process, which is blocking the port.

To find out, which application is responsible, please open the task manager and see which process-ID the tab "Processes" tells you. You have to chose "Aspect" within the menu, then go to "Chose columns" and mark "PID".

Whats a little bit more comfortable is to use the freeware program "Opened Ports Viewer 1.2.2", you can download it here: <http://www.rittal.de/downloads/opview.rar>

Simply unpack it, open the file "OPView.exe" and see, what blocks the port 3306.

If you should have further questions, don't hesitate to contact therm@rittal.de