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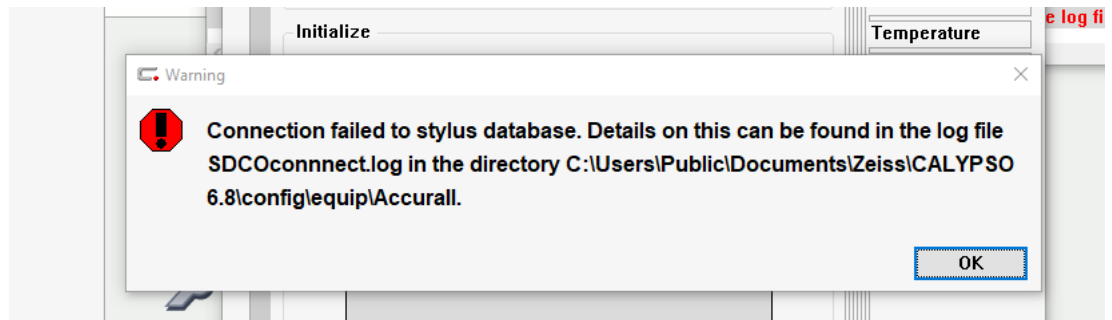


CALYPSO: Connection Failed to Stylus Database

Written by Jolene Vas



Warning: Connection failed to stylus database.



SOLUTION:

Begin by attempting a connection in simulation mode. If CALYPSO starts normally, then creating a new config folder could help fix this issue. Otherwise continue to the next step.

First, check to be sure SQL Server SDCO is Running in Services.

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Description:	Name	Start Name	Status	Start Type
Provides storage, processing and controlled access of data, and rapid transaction processing.	Secondary Logon	Enables starting processes under alternate credenti...		Manual
	Secure Socket Tunneling Pr...	Provides support for the Secure Socket Tunneling ...	Running	Manual
	Security Accounts Manager	The startup of this service signals other services th...	Running	Automatic
	Security Center	The WSCSvc (Windows Security Center) service m...	Running	Automatic (D...
	Sensor Data Service	Delivers data from a variety of sensors		Manual (Trig...
	Sensor Monitoring Service	Monitors various sensors in order to expose data a...		Manual (Trig...
	Sensor Service	A service for sensors that manages different senso...		Manual (Trig...
	Server	Supports file, print, and named-pipe sharing over t...	Running	Automatic (Tr...
	Shared PC Account Manager	Manages profiles and accounts on a SharedPC co...		Disabled
	Shell Hardware Detection	Provides notifications for AutoPlay hardware events.	Running	Automatic
	Sierra Wireless Card Detecti...	Detects Sierra Wireless modem devices. Provides ...	Running	Automatic
	Smart Card	Manages access to smart cards read by this comp...	Running	Manual (Trig...
	Smart Card Device Enumera...	Creates software device nodes for all smart card re...		Manual (Trig...
	Smart Card Removal Policy	Allows the system to be configured to lock the use...		Manual
	SMS Agent Host	Provides change and configuration services for co...	Running	Automatic (D...
	SNMP Trap	Receives trap messages generated by local or rem...		Manual
	Software Protection	Enables the download, installation and enforce...		Automatic (D...
Spatial Data Service	This service is used for Spatial Perception scenarios		Manual	
Spot Verifier	Verifies potential file system corruptions.		Manual (Trig...	
SQL Server (SDCO)	Provides storage, processing and controlled acces...	Running	Automatic	
SQL Server (SDCO-Helper)	Internal service for the SDCO-Instance of the SQL-...	Running	Automatic	

If it is not running, try right clicking and going to "start".

If error still persists, next step is to check whether the proper security exceptions have been added to the firewall as they seem to block few folders after a PC upgrade or Security update. A full list can be found here: <https://portal.zeiss.com/knowledge-base?query=Antivirus+and+Firewall+Exceptions&id=563509>

Setting Exceptions to folders and files

The anti-virus application configuration for scanning files and folders should have the following folders (all subfolders and files inclusive) marked as exceptions, that is files that do not have to be scanned whenever they are executed or whenever file I/O is performed by Zeiss software applications.

Folders and all files within

C:\Users\Public\Documents\Zeiss
C:\Program Files (x86)\Zeiss
C:\Program Files (x86)\Zeiss\CALYPSO\bin
C:\Program Files (x86)\Zeiss\FACS
C:\Program Files (x86)\Zeiss\CountdownClock
C:\Program Files (x86)\Zeiss\CMM Observer
C:\Program Files (x86)\Zeiss\FISClient
C:\Program Files (x86)\Zeiss\Basic Reporting
C:\ProgramData\Zeiss

Please note that we should always load any support executable software that we may use with Calypso, CMMOS, and FACS under the C:\Program Files (x86) folder. This allows for an easier exception setup in the customer's product.

Ports that should remain unblocked



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Application	Service	Port Number
Calypso	ZVICONTROL	8888
CMMOS	KMGIO.DLL	4712
ZVICONTROL	Non-Zeiss, FACS	8888
AATServer	Non-Zeiss	8890
nonCZcontrol	Non-Zeiss	8891
acis	Calypso CAD	9953
qfm	QFM	9997
weprom	Zeiss DMIS	9998
DMECONTROL	I++ DME	1294
CTConnect	Zeiss CT	49431
LKControl	Zeiss LK	1400

Executables that should remain unblocked

The following executable files should remain unblocked by any firewall. Most firewalls usually block out ports that are open and closed by software applications.

Application	Executable
Calypso	vwnt.exe, scalypso.exe, StartCalypso.exe
ACIS	acisnn.exe, acisnn_catiav.exe
FACS	FacsLoader.exe
W&T DIO	DigitalEA.exe
CalypsoNonCZ	AATInterface.exe, AATRMi.exe, ClientMINT.exe
Qdas converter	qdasconv.exe
Calypso Viewer	czviewer.exe
PiWeb	PiWebBasic.exe, cmm.exe

After this, reboot the PC and try Calypso.

If the connection still fails, Rename the following folders (if they exist) by adding "_OLD" to the end of the folder name:

- C:\Program Files (x86)\Microsoft SQL Server
- C:\Program Files\Microsoft SQL Server
- C:\ProgramData\Zeiss\SDCO

Delete/Un-install in Control Panel:

- Microsoft SQL server 2014
- SDCO Scripts

Re-install the SDCO Scripts from the Install Media

Check to be sure SQL Server SDCO is Running in Services



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The screenshot shows the Windows Services console for 'Services (Local)'. The 'SQL Server (SDCO)' service is selected and highlighted in yellow. The console displays a list of services with columns for Name, Description, and Status. The 'SQL Server (SDCO)' service is running. The description for this service is 'Provides storage, processing and controlled access of data, and rapid transaction processing.'

Name	Description	Status
Secondary Logon	Enables starting processes under alternate credenti...	Running
Secure Socket Tunneling Pr...	Provides support for the Secure Socket Tunneling ...	Running
Security Accounts Manager	The startup of this service signals other services th...	Running
Security Center	The WSCSVC (Windows Security Center) service m...	Running
Sensor Data Service	Delivers data from a variety of sensors	Running
Sensor Monitoring Service	Monitors various sensors in order to expose data a...	Running
Sensor Service	A service for sensors that manages different senso...	Running
Server	Supports file, print, and named-pipe sharing over t...	Running
Shared PC Account Manager	Manages profiles and accounts on a SharedPC co...	Running
Shell Hardware Detection	Provides notifications for AutoPlay hardware events.	Running
Sierra Wireless Card Detecti...	Detects Sierra Wireless modem devices. Provides ...	Running
Smart Card	Manages access to smart cards read by this comp...	Running
Smart Card Device Enumera...	Creates software device nodes for all smart card re...	Running
Smart Card Removal Policy	Allows the system to be configured to lock the use...	Running
SMS Agent Host	Provides change and configuration services for co...	Running
SNMP Trap	Receives trap messages generated by local or rem...	Running
Software Protection	Enables the download, installation and enforce...	Running
Spatial Data Service	This service is used for Spatial Perception scenarios	Running
Spot Verifier	Verifies potential file system corruptions.	Running
SQL Server (SDCO)	Provides storage, processing and controlled acces...	Running
SQL Server (SDCO-Helper)	Internal service for the SDCO-Instance of the SQL-...	Running

Rebooting the PC may be required.

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