

IT - Technical

Connection profile is not showing on workstation login screens- How can this be fixed?

The two possible causes of the Connection Profile not showing are

- a. your firewall or security/anti-virus software is preventing correct communication between the server and the workstation
See [What should my Firewall settings be?](#)
- b. if the workstation is located on a different subnet of your network than the server, then this is the problem. However if you have a router that can be configured to pass on IP broadcasts to subnets then that is the solution. If not then database server and path must be manually entered on the login screen (it will be remembered at the next login, so this only needs to be done once).

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