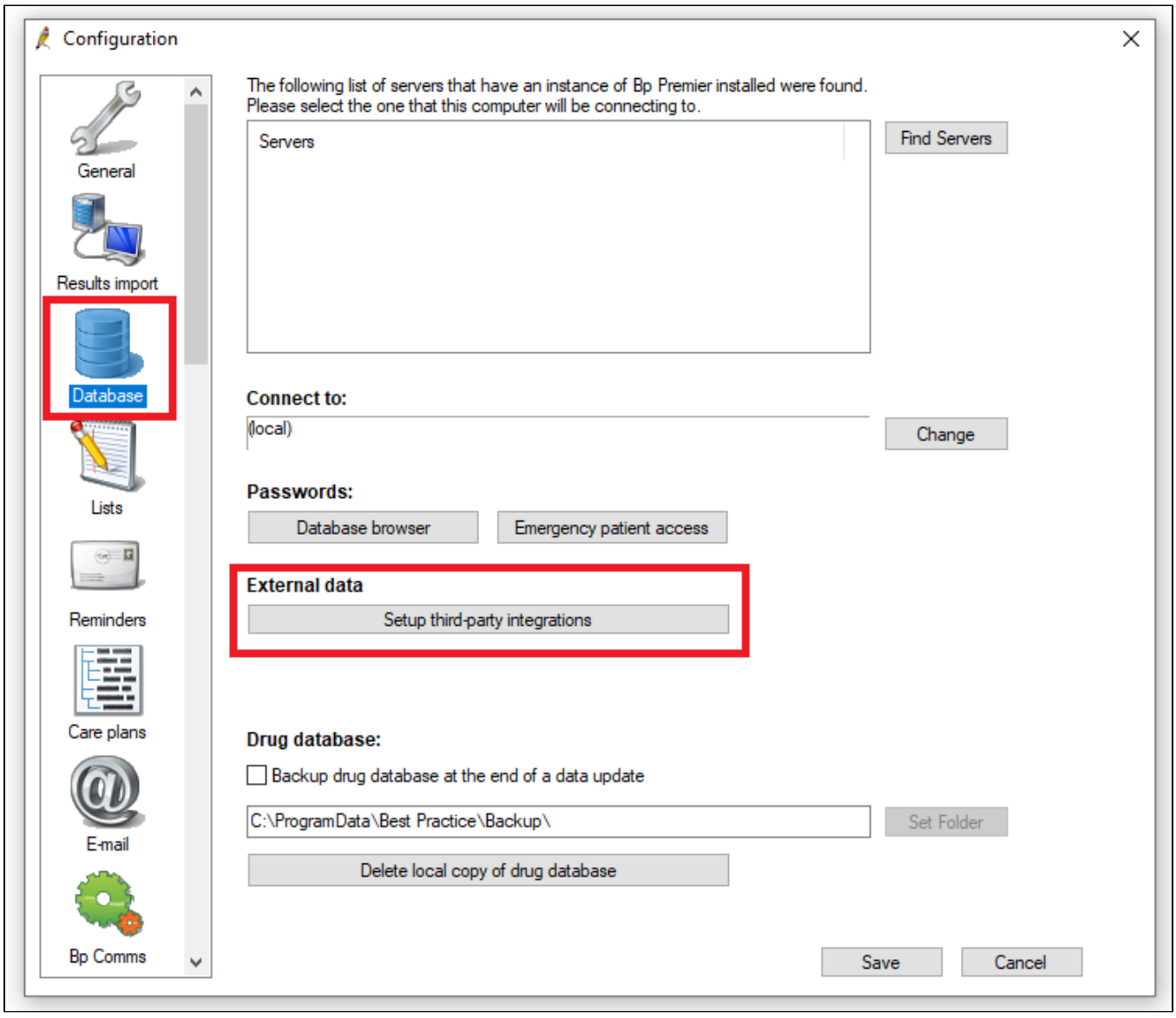
BP Users - Error Cannot Connect to BP Database

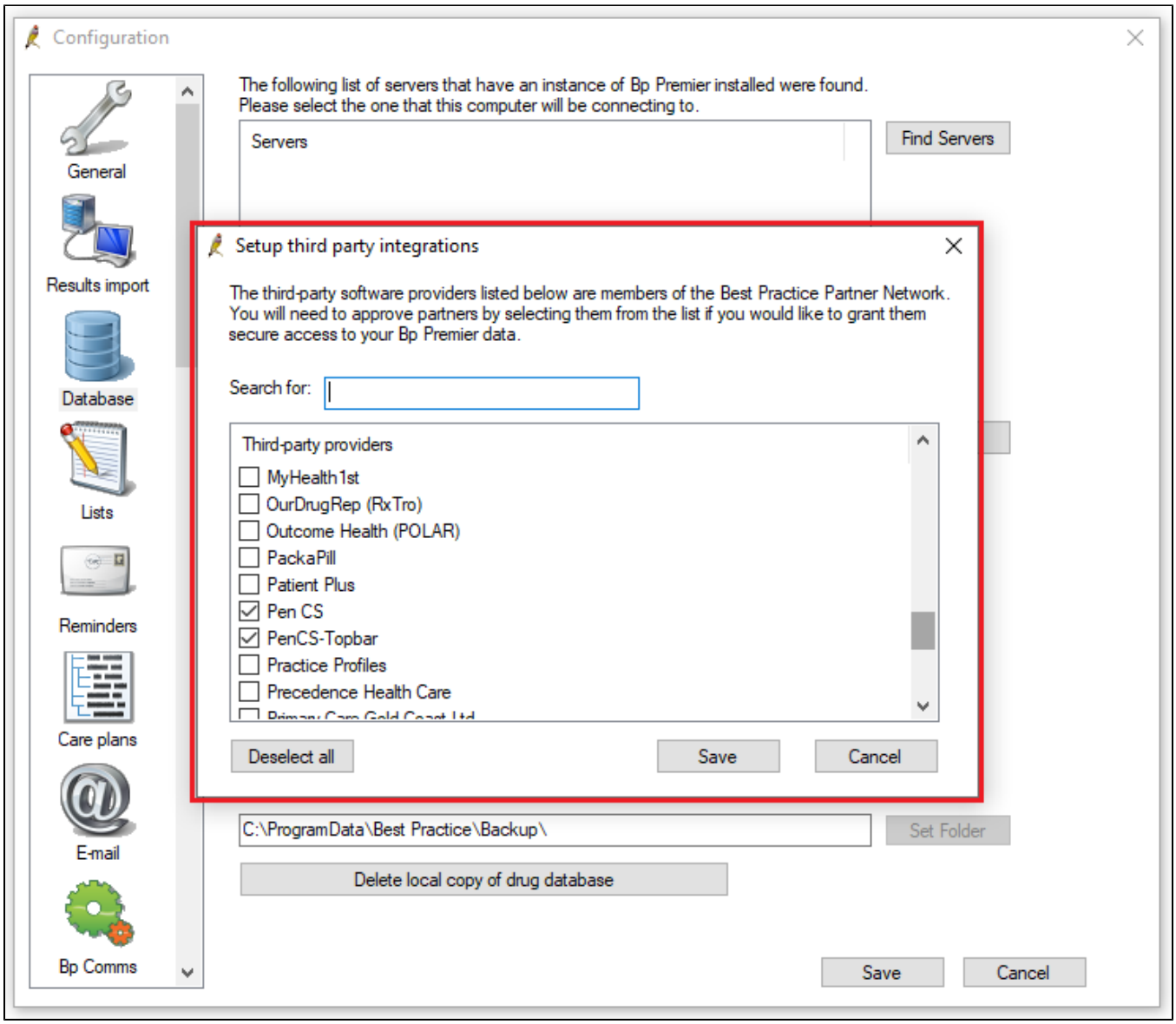
ERROR

This error is possible for Best Practice Jade users.

SOLUTION 1

- Go to the **Configuration** windows in **BP**
- Click on **Database**-**Setup third-party integration** button
- Select **PenCS-Topbar** in the list and save
- Restart **All Topbar Services** and try login





POSSIBLE OTHER REASONS FOR THIS ISSUE

The Clinical Database server firewall is stopping Topbar from connecting to the database

The Topbar Server is pointing to incorrect Database Server