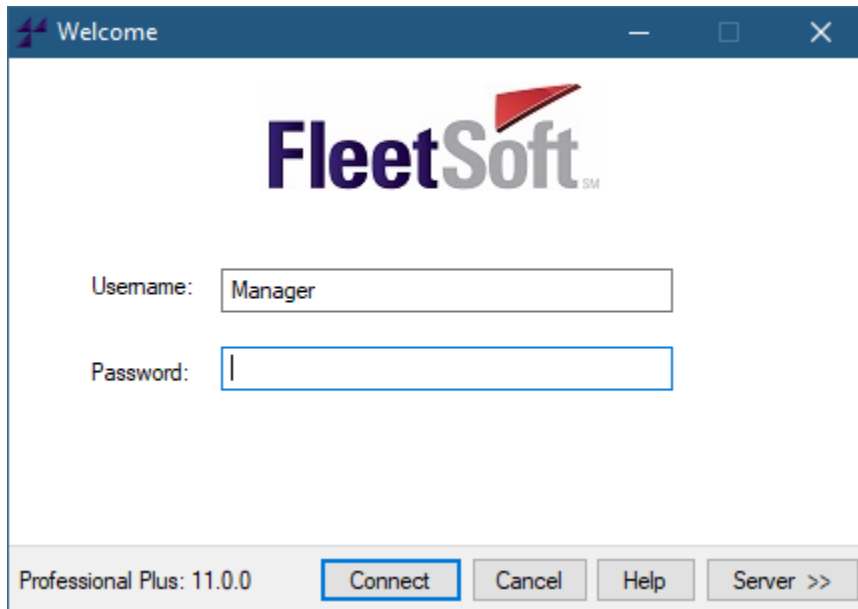


## Running Fleetsoft Software

---

### Login Screen

You can begin using Fleetsoft software by double-clicking the icon on your desktop or in the start menu. You must specify a Fleetsoft username and password. If your database is located on a different computer or server, then press “Server” button and enter the correct SQL Server name (see below).



Fleetsoft includes its own list of user accounts and passwords, separate from any other Windows, Active Directory, or SQL Server accounts that you might have.

The two default user accounts are:

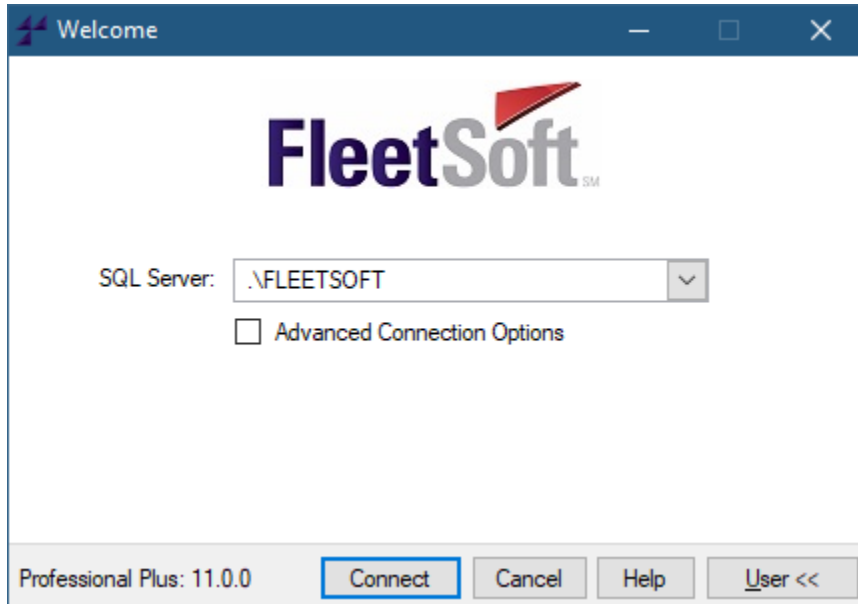
- *Manager* (password is *pass*)
- *Mechanic* (has no password).

By default, the Manager account has access to change all data including the site settings and security options for other accounts. The default Mechanic account cannot remove data, change site settings, or access security options.

The “Username” and “SQL Server” fields are saved each time the program is opened and closed, but the Password field must be entered each time.

User accounts can be created or modified to have no password. Active Directory-enabled user accounts do not require a password (single sign-on).

## SQL Server Name



- The default SQL Server name is **.\FLEETSOFT**.
- If you upgraded from a previous version, the SQL Server name could be **.\TRUCKTRACKER**.
- If you are connecting over a network from a client workstation, enter the server's hostname or IP address before the backslash.

The format of this field is:

- ComputerName\SQLName (i.e. SERVER34\TRUCKTRACKER)
- IPAddress\SQLName (i.e. 192.168.20.111\MYSQLSERVER)
- IPAddress,Port\SQLName (i.e. 192.168.20.111,3456\SQLEXPRESS)

Press the drop down arrow to find other SQL Servers that are broadcasting on the network and show them in the list of SQL Servers.

### Connection.ini

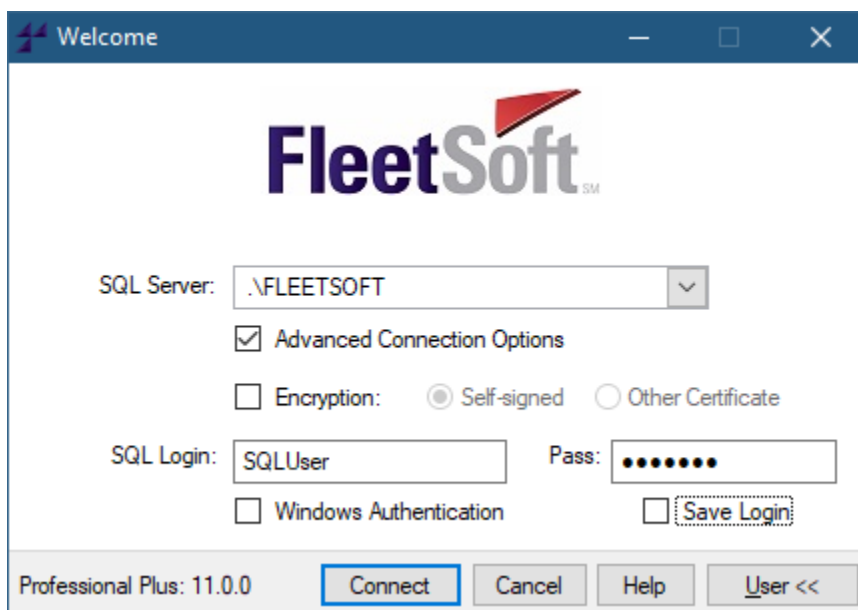
You can pre-load the SQL Server name each time the program is launched by creating a connection.ini file in the same folder as the TT11.exe file.

The first line of the file should be [SQLServer], and the second line should be Name=SQLServerName. See screenshot below for example.

```
connection.ini - Notepad
File Edit Format View Help
[SQLServer]
Name=.\FLEETSOFT
```

### Advanced Connection Options

Advanced connection options are not required unless forced by your SQL Server administrator.



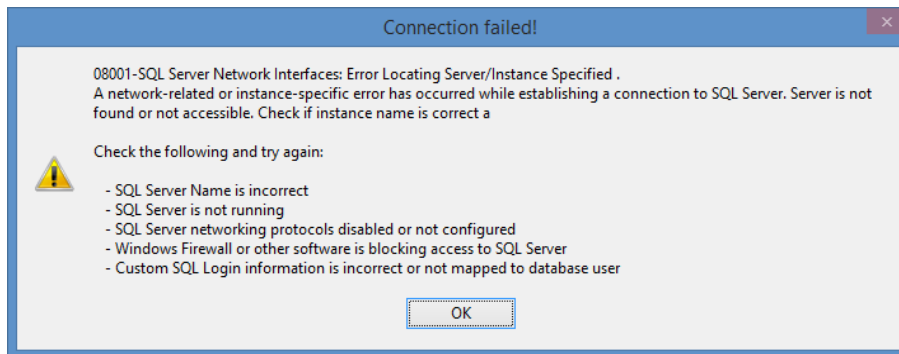
The **Encryption** option will encrypt all traffic before sending to the SQL Server. The connection will attempt to use a self-signed server certificate (“trusted”) or another certificate that you manually installed (“trusted”) on both the SQL Server and the workstation.

Enter the SQL Login account name and password or choose Windows Authentication. If you choose “Save Login” then the password will be encrypted in a text file under the current user’s roaming profile.

All custom SQL Login accounts using the program must have **VIEW SERVER STATE** permission, as well as the proper mapping to a Database User or Application Role with **INSERT, UPDATE, DELETE, and EXECUTE** permissions on the **TruckTracker** database.

To restore or upgrade a database in SQL Server, the Login account must be a member of the SYSADMIN server role, or have **CREATE DATABASE** and **ALTER LOGIN** permissions.

## Connection Failed Error Message



### *08001-SQL Server Network Interfaces: Error Locating Server/Instance Specified.*

- Check the SQL Server name on the login screen. Make sure the correct name is entered. Press the drop down box to see a list of possible SQL Server names.
- If you are connecting to the database over a network, make sure the network connection is working on the client and server. Try the IP address instead of the computer name.
- On the server machine, using “SQL Configuration Manager”, verify the TCP/IP protocol is Enabled. Try restarting all SQL services, or reboot the SQL server machine.
- Windows firewall or other firewall software is blocking the inbound SQL connections. Start by temporarily disabling the firewall software and try to connect again.

### *08001-SSL Provider: The certificate chain was issued by an authority that is not trusted.*

- The Encryption option is enabled on the login screen. To disable certificate checking, enable the Advanced Connection Options, turn off the Encryption option, and then disable the Advanced Connection Options again.

### *28000-Login Failed for 'TruckTrackerUser'.*

- It could be the case that the SQL Server name is correct, but the mapping between the default login account and database user objects is broken. This could happen if the database was recently moved or restored from another computer. To fix this automatically, **install the latest update or the setup program again, and choose the “Repair” option.**
- It could be the case that the SQL Server name you entered is valid, but it’s not the SQL Server where TruckTracker database is installed, so you would need to find the correct SQL Server name where TruckTracker database is located.
- If you entered custom credentials and you receive a login failed message, then either the account doesn’t exist, the password is incorrect, or the account is disabled.