



[Knowledgebase](#) > [Errors](#) > [Connect timed out. Could not connect to the database server](#)

Connect timed out. Could not connect to the database server

Nels Haugen - 2021-03-22 - [Errors](#)

Issue: When trying to open the LPX program an error comes up indicating that you are not able to connect to the data at port 3053. The error may be: "**Connect timed out. Could not connect to the database server at: [Servername] on port 3053**"

Context: The program is trying to communicate with the server through a port to use the Firebird Service to connect to the database.

Causes listed in order of suggested troubleshooting:

1. The most common cause is a firewall blocking the needed port (s). Verify that any firewall protection on the server is configured to allow *incoming connections* for port 3053 and 3050. These firewall rules are set by default for Domain and Private networks.

- These rules should have been created for the Windows Firewall by the LPX installer.
- Check to see if your anti-virus programs has a firewall and make sure it is not blocking the port.
- The network type might need to be changed to Private in some anti-virus programs (e.g. in AVG, Oct 2017)
- If the network is protected with a hardware firewall such as SonicWall or Untangle then it may be blocking the ports 3051 and 3053. In this case the LPX server installer cannot set permissions for ports 3051 and 3053 these will need to be configured by who ever administers these firewalls.

2. Make sure the Firebird service is running on the server. This service was installed by the LPX program to run automatically at startup.

3. On the workstationview the file c:/wsi/app/LPIBEW_data.ini. The "Alias LPIBEW" should be: LPIBEW=[ServerName]/3053:LPIBEW (With the [ServerName] being the name of the computer LPX was installed on.)

4. In a command line run DNSlookup and verify that the server name correctly resolves to the IP address that is the server

5. HOSTS file: Re-install client for server. If LPX was still hanging with "cannot complete network connection," open Port 3053 in Windows Firewall and added LaborPowerExp -- didn't work. Edit HOSTS file on client machine to add [IP ADDRESS] [SERVERNAME.]

6. **In stand-alone LPX installations only:** If there is no network connection via wired or wireless network, the workstation will not have an IP address and networking will be disabled. This will prevent firebird from connecting to the data via Port 3053. One solution is to set a static IP address for one of the networked adapters (e.g. the wired connection). This triggers networking to be active.

- Tags
- [Connection](#)
- [Port](#)

Related Content

- [Unable to complete network request to host](#)