

## **"Unable to configure database" error when SQL server is listening on custom port**

- Parallels Device Management

### **Symptoms**

You get error "Unable to configure database" while configuring PMM Proxy.  
Database *PMM\_<SITECODE>* isn't created on the SQL server.  
SQL server is configured to listen on non-default TCP port (different from 1433)

### **Cause**

PMM Proxy Configuration wizard fails to connect to the SQL Server as it is not aware of the custom port being used.

### **Resolution**

Configure automatic startup of **SQL Server Browser service** on the SQL server and configure firewall to allow incoming connections on **UDP port 1434** and your custom TCP port.  
**PortQryUI utility** must be able to return **InstanceName** and **TCP port** when executed against UDP port 1434 of the SQL server:

