

If these steps do not resolve the issue you are experiencing, or if the error you are getting is not listed below, please contact us for assistance.

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### **~ Firewall Settings for the BA.**

#### **The BA stops at Locate Server.**

- Occurs after install process, when trying to run the BA (Countdown stops at "Locate Server").
  - First, verify that you are on the latest version of the BA. Download and Instructions can be found on the [Download BA](#) page.
  - This is typically a firewall issue. Here are the ports that need to be open on the firewall:
    - Mvib.net on Port 443 (HTTPS)
    - BA.Mvib.net on Port 443 (HTTPS)
    - BA.Mvib.net on 3306 (ODBC)
    - These firewalls need to be set to send and receive.
    - For good measure, a reboot can be performed.

### **~ "Error opening file for operation"**

**This typically means the User does not have rights to install the program or the BA is currently running.**

- If you have installation privileges, check if BA.exe is running within Task Manager and kill the process if it is. Then click Retry.
- If you do not have installation privileges, please get assistance with your I.T. to install the BA.

### **~ Error: "Connect to Database FAILED. MySQL returned -1. Try again or exit program".**

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- BA.Mvib.net on Port 443 (HTTPS)
- BA.Mvib.net on 3306 (ODBC)
- These firewalls need to be set to send and receive.
- For good measure, a reboot can be performed.