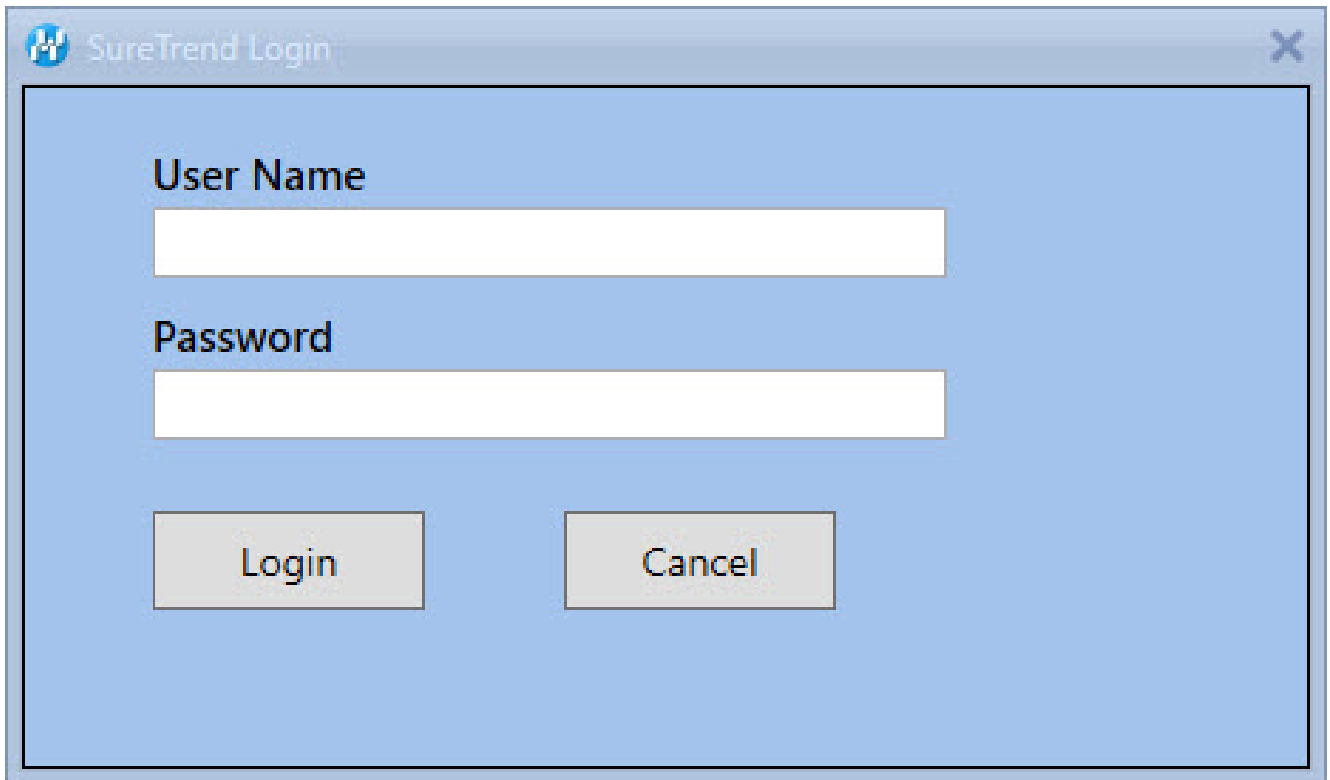


Database Connection

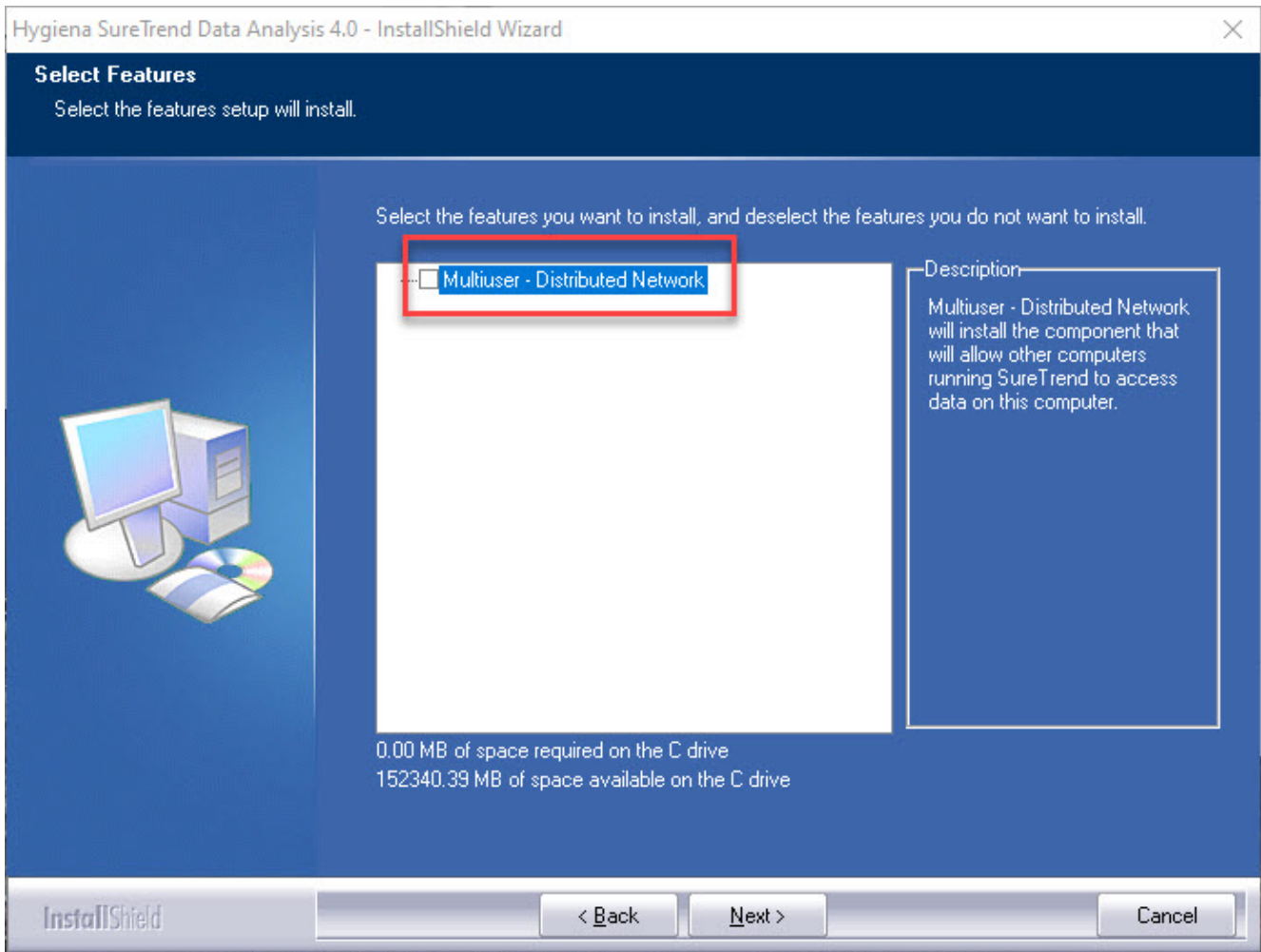
Introduction

On occasion, customers will see a message stating “Cannot Connect to Database” or receiving a username and password prompt when starting the software. This is caused when SureTrend can no longer access the SQL database. The most common causes are if the Database has been renamed or the location of the database has been changed. **Make sure all users of SureTrend software have Read/Write permission to the folder that contains the Database. If you do not have proper access contact your IT department.**

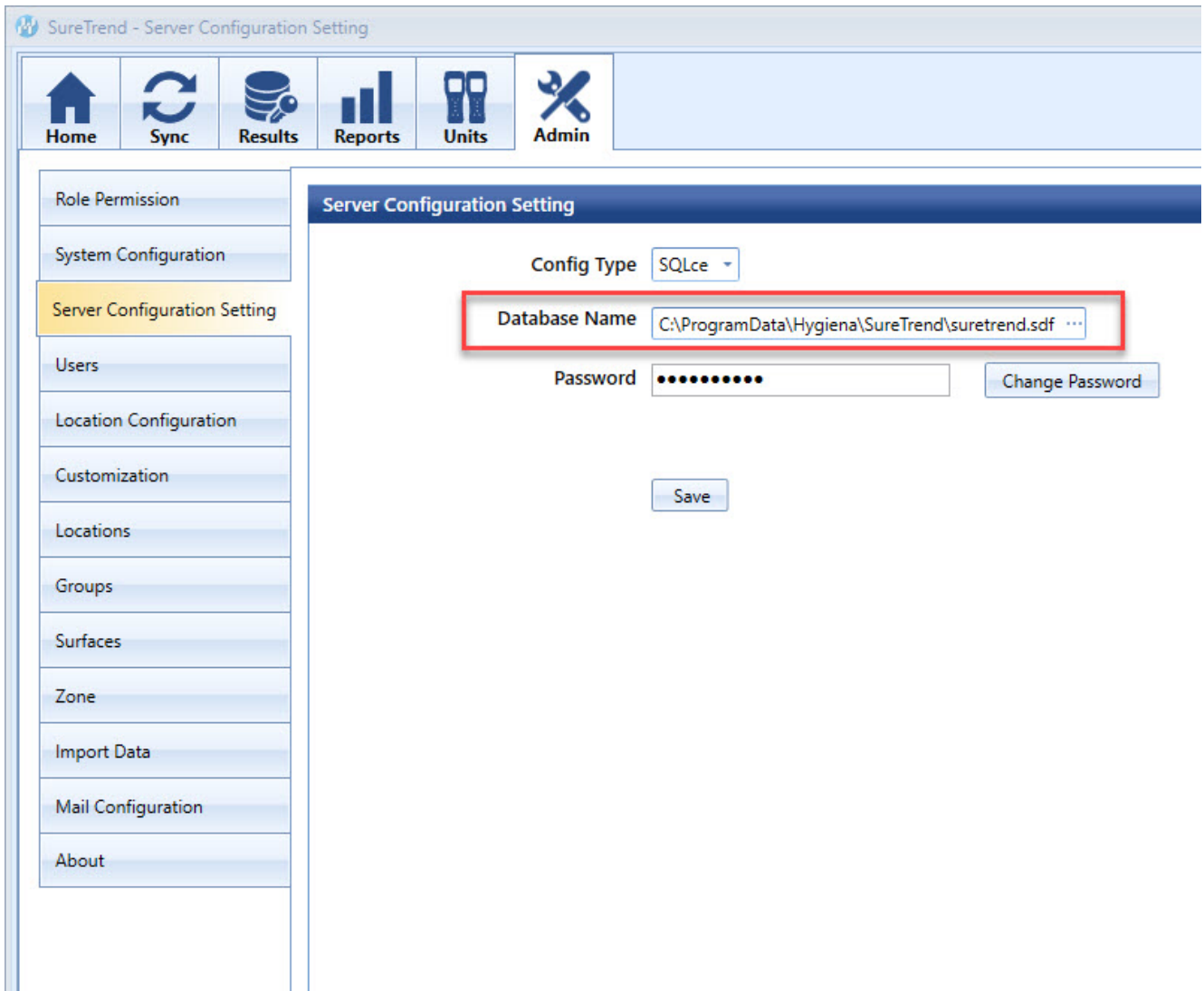


Solution

If this is affecting a new SureTrend user who has no data in the application then the software was most likely installed with the "Multiuser - Distributed" checkbox selected. Have the customer uninstall the software and reinstall it without checking the "Multiuser - Distributed Network". Complete instructions on a standard installation is located here: <https://help.hygiene.com/kb-doc/s4-standard-installation/>



If this is affecting a current SureTrend user and the database exists on a network drive then the path to the SQL database or its name most likely changed. Have the user change the name of the database back to what it was originally, or move the file back to where it was before. Alternatively you can direct the SureTrend 4 software to the correct file location. Read/Write access is mandatory in order to access the database and Sync your data. Go to the "Admin" tab then select "Server Configuration Setting" and type in the correct database file location.



If this is affecting a current SureTrend user and the database exists on a network with a **distributed** setup then they need to make sure that the network is accessible and operating normally. They will have to contact their IT group to check on this or fix the issue. Read/Write access is mandatory for the SureTrend 4 software to work properly.

SureTrend - Server Configuration Setting

Home Sync Results Reports Units Admin

Role Permission

System Configuration

Server Configuration Setting

Users

Location Configuration

Customization

Locations

Groups

Surfaces

Zone

Import Data

Mail Configuration

About

Server Configuration Setting

Config Type

Server

Port

Save

If this is affecting a current SureTrend user and the database exists on **SQLServer** then they need to make sure that they have read-write access to the location of the SQLserver. They will have to contact their IT group to check on this or fix the issue. Read/Write access is mandatory for the SureTrend 4 software to work properly.

SureTrend - Server Configuration Setting

Home Sync Results Reports Units Admin

Role Permission

System Configuration

Server Configuration Setting

Users

Location Configuration

Customization

Locations

Groups

Surfaces

Zone

Import Data

Mail Configuration

About

Server Configuration Setting

Config Type

Server

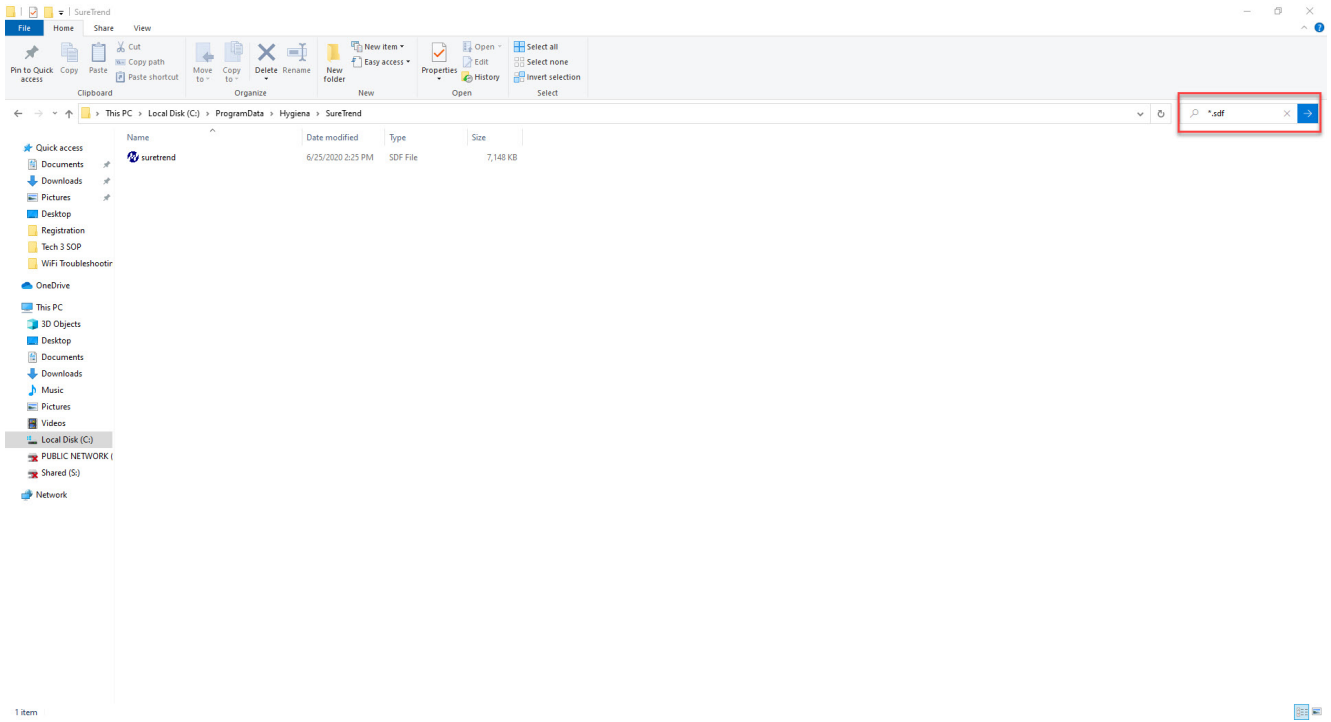
Database Name

Use Windows Integrated Security

Specify Credentials

Save

If the user does know where the SureTrend.sdf file is located or is not sure of the name they should search for it in the windows explorer app by typing *.sdf to find all instances of possible database locations on their system.



Forgot Password

Account Log In

Forgot Username and/or Password

1. Go to <https://suretrend.hygiene.com/ForgotPassword>
2. Enter your email or username.
3. Click Next.
4. An email will be sent to you giving you instructions on how to reset Username and/or Password. Check your junk mail if you do not receive the email. The email will come from suretrendcloud@hygiene.com.



Check your email

You should receive an email containing instructions on how to create new password.

Didn't receive an email ?

Check your spam or bulk folders for messages coming from noreply@hygienia.com

[Return to login](#)

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5. When creating a new password you must use your **USERNAME**, not your **EMAIL** address, to identify your account.



Not a member yet?
[Create new account](#)

Next

[Help](#)

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Account Recovery

1. Go to <https://suretrend.hygiene.com/>
2. Click on the link that says “Forgot Username or Password”:
<https://suretrend.hygiene.com/ForgotPassword#!/>
3. Enter your Username or Email address of the previous employee. Have your IT administrators route emails to the previous employee’s email account to you, or the previous administrator can send you the Username and Password email to you when it comes in. The email will come from suretrendcloud@hygiene.com.
4. An email will be sent to you giving you instructions on how to reset Username and/or Password. Check your junk mail if you do not receive the email. The email will come from noreply@hygiene.com

Contact Hygiene Technical Support for further assistance.

- Phone: 1-888-HYGIENA (1-888-494-4362, option 2)
- Email: techsupport@hygiene.com
- [Submit a Support Ticket](#)
- [Schedule a Microsoft Teams meeting with support](#)