We are getting SQL errors that refer to communication link failures in the log

Last updated: Fri, 01 Mar 2019 16:29:05 GMT

Symptom

• SQL errors display
• The amderror.log in the Amlib folder displays Communication Link Failures

Applies to

• Amlib
• Network environment

Resolution

Unfortunately these errors are notoriously hard to solve:

1. Communication link failure messages are written into the amderror.log in the Amlib program folder when there is a network communications failure between the machine running the Amlib program and the machine hosting the Amlib databases.
2. It can be related to faulty hardware or sometimes issues with the DNS Server.
3. It is usually necessary to call in your network specialist rather than Amlib support staff as it is definitely network related.

Additional information

It is possible to find more information on the Amlib content portal. (Sign in required.)

Page ID

17642