When I login to Amlib I receive an SQL Server error 20016 which refers to the SQL Server does not exist or access denied

Last updated: Mon, 13 Jul 2020 07:50:04 GMT

Symptom
• An error occurs at the Amlib Login Window and connection does not take place
  ◦ The error shown is number 20016 and cites that the SQL Server does not exist or access is denied

Applies to
• Amlib Login aborts

Resolution
Contact your IT support to find out whether changes have occurred on the network or firewalls. This error could occur if:

1. The firewall on the SQL server has refused the connection, or
2. The SQL server is not configured to accept remote connections.

Additional information
• If the error persists, please contact OCLC Support

Page ID
31640