

A connection to CHURCH WINDOWS could not be opened (on a local install) (6/21)

System

When a computer is renamed, the connection to SQL databases may be broken, which causes the Error *A connection to CHURCHWINDOWS could not be opened – contact support.*

- 1. Windows typically names a new PC something like 'DESKTOP-h25pc123".
 - When you install Church Windows on a machine, the SQL databases are linked to this name.
 - If you rename the PC to FINANCE-PC, for example, it breaks the connection to SQL.

When you try to open Church Windows, you get the Error A connection to CHURCHWINDOWS could not be opened – contact support'.

To fix the Error -

- Right-click on your Desktop Church Windows icon and choose Open file location'.
- This will open the CW Install folder.
- Locate and Delete the file cw.exe CONFIG File.

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access	Copy to - Rename folder	÷ 🚱 🗄	Invert selection	
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🖈 Quick access	AllInformationLayouts	06/11/2021 10:23 AM	File folder	
🔜 Desktop 🛛 🖈	BasicMembershipLayouts	06/11/2021 10:23 AM	File folder	
👆 Downloads 🖈	BlankDataEntryLayouts	09/24/2020 4:29 PM	File folder	
🗟 Documents 🖈	CheckLayouts	06/11/2021 10:17 AM	File folder	
Pictures 🖈		06/11/2021 10:17 AM	File folder	
Kloud 9 stuff	DashboardLayouts	11/09/2020 2:16 PM	File folder	
Summit Hosting	data	06/14/2021 3:05 PM	File folder	
	DonationStatementLayouts	06/11/2021 10:17 AM	File folder	
Time Sheets	Help	01/24/2021 1:21 PM	File folder	
Welcome e-mail	InvoiceLayouts	02/01/2021 1:43 PM	File folder	
OneDrive	MembershipLayouts	06/11/2021 10:23 AM	File folder	
Documents	pictures	04/27/2021 1:43 PM	File folder	
Email attachmer	StatementLayouts	02(01/2021 1:43 PM	File folder	
	Support Info	05/18/2021 4:01 PM	File folder	
Pictures	UpdateBackups	06/14/2021 3:05 PM	File folder	
This PC	CommandLineBackupUtility -Reg. Me-	05/24/2018 12:27 PM	Text Document	
3D Objects	CommandLineBackupUtilit	01/13/2021 10:54 AM	Application	
Desktop	CommandLineBacktol uity.exe	05/18/2021 4:01 PM	CONFIG File	
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Downloads	<pre> cw.exe</pre>	05/18/2021 4:01 PM	CONFIG File	
	CW_dtdb	01/13/2021 9:54 AM	Application	
Music	CWSupportDiagnostic	01/13/2021 10:54 AM	Application	
Pictures	CWSupportDiagnostic.exe	05/18/2021 4:01 PM	CONFIG File	
Videos	inance.ver	04/14/2021 11:34 AM	VER File	
Local Disk (C:)	RptFmtOptions	04/12/2021 2:08 PM	XML Document	
- New Volume (D:	RptOptions	04/12/2021 2:08 PM	XML Document	
2TB WD External	🜼 SupportFunctions	01/13/2021 10:54 AM	Application	



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On the Type here to search box, type the word Control and click on the Control Panel App.



In the upper right corner, make sure your *View By* is set to *Large icons*.

All Control Panel Items			
	All Control Panel Items		~
Adjust your computer's settings	View by: Large icons 👻		
Administrative Tools	AutoPlay	Backup and Restore (Windows 7)	RitLocker Drive Encryption
📜 Color Management	Credential Manager	Date and Time	Default Programs
Device Manager	Devices and Printers	Ease of Access Center	File Explorer Options
File History	Flash Player (32-bit)	Fonts	lndexing Options
Intel® HD Graphics	Internet Options	Keyboard	Mail (Microsoft Outlook) (32-bit)
Mouse	Network and Sharing Center	Phone and Modem	Power Options
Programs and Features	Recovery	Region	RemoteApp and Desktop Connections
Security and Maintenance	Sound	Speech Recognition	Storage Spaces
Sync Center	System	Taskbar and Navigation	Troubleshooting
10	Windows Defender	-	

Select the Programs and Features option.

Locate your Church Windows install, select it and Click Repair.

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_	crobat Reader DC	Adobe Systems Incorporated	06/08/2021	350 MB	21.005.20048		
	for SQL Server 2017	Microsoft Corporation	06/13/2020	11.0 MB	14.0.1000.169		
	Vindows (C:\CW\)	Computer Helper Publishing	04/29/2021	381 MB	22.1906.1		
Church V	Vindows (Workstation Install)	Computer Helper Publishing	01/24/2021	257 MB	22.1906.1		
Church V	Vindows Payroll (C:\CWPay\)	Computer Helper Publishing	05/25/2021		21.03.000		
S Citrix File	5	Citrix	05/20/2021	48.5 MB	21.5.5.0		
📀 DVDFab	12 (x64) (25/03/2021)	DVDFab Software Inc.	03/31/2021	221 MB	12.0.2.2		
💿 Google C	hrome	Google LLC	06/15/2021		91.0.4472.106		
🔾 GoTo Op	ener	LogMein, Inc.	06/13/2020	336 KB	1.0.533		
G Gramma	rly	Grammarly	08/25/2020	64.9 MB	1.5.66		
🕞 Gramma	rly for Microsoft® Office Suite	Grammarly	08/25/2020	36.8 MB	6.7.223		
👑 HandBra	ke 1.3.3		03/15/2021		1.3.3		
🔠 Intel® Gi	raphics Driver	Intel Corporation	06/12/2020	74.2 MB	20.19.15.4531		
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Kaspersk	y Endpoint Security for Windows	AO Kaspersky Lab	05/18/2021	359 MB	11.6.0.394		
< Kaspersk	y Security Center Network Agent	Kaspersky	05/18/2021	106 MB	13.0.0.11247		
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This will replace the *Config file* with a clean one that will be properly configured the next time you run Church Windows.