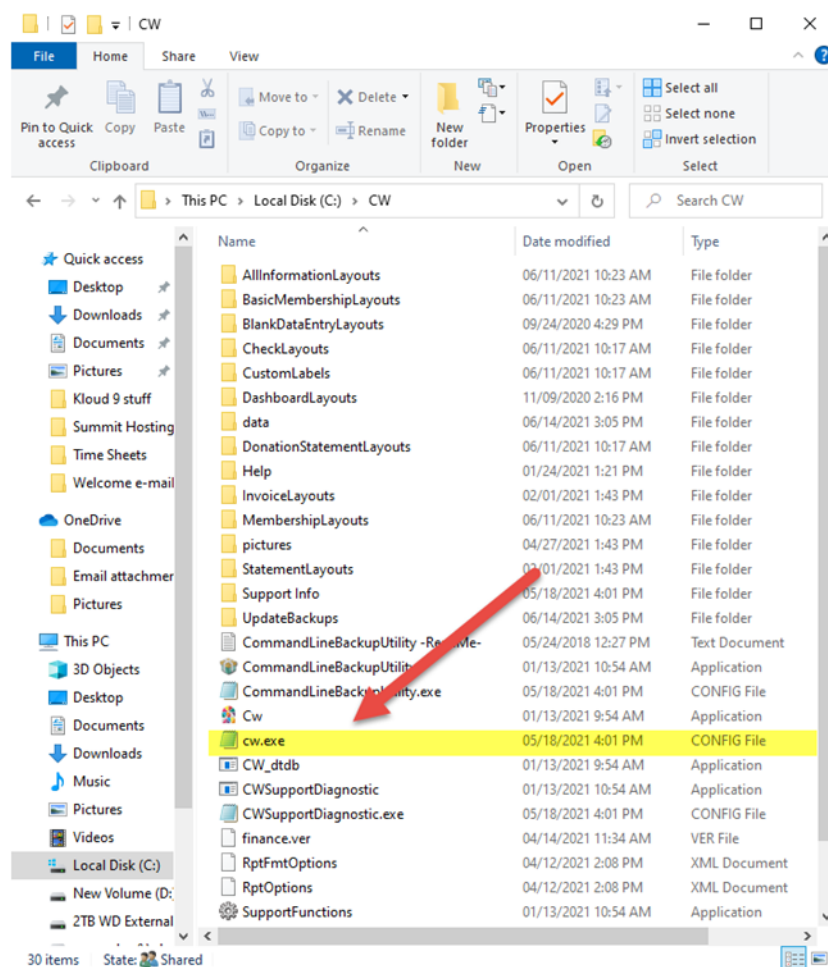When a computer is renamed, the connection to SQL databases may be broken, which causes the Error *A connection to CHURCHWINDOWS could not be opened – contact support.*

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.
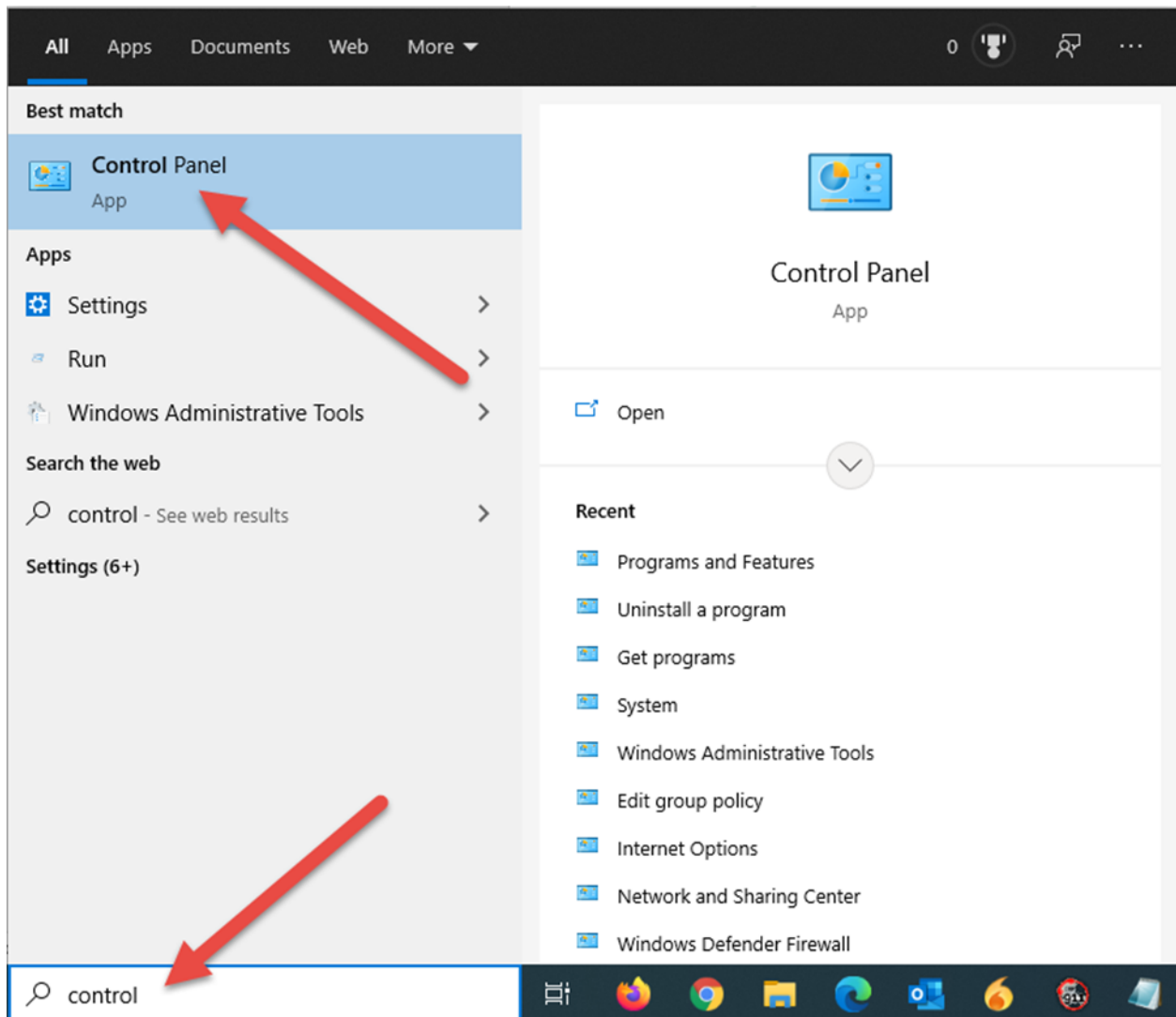
When you try to open Church Windows, you get the Error *A connection to CHURCHWINDOWS could not be opened – contact support'.*
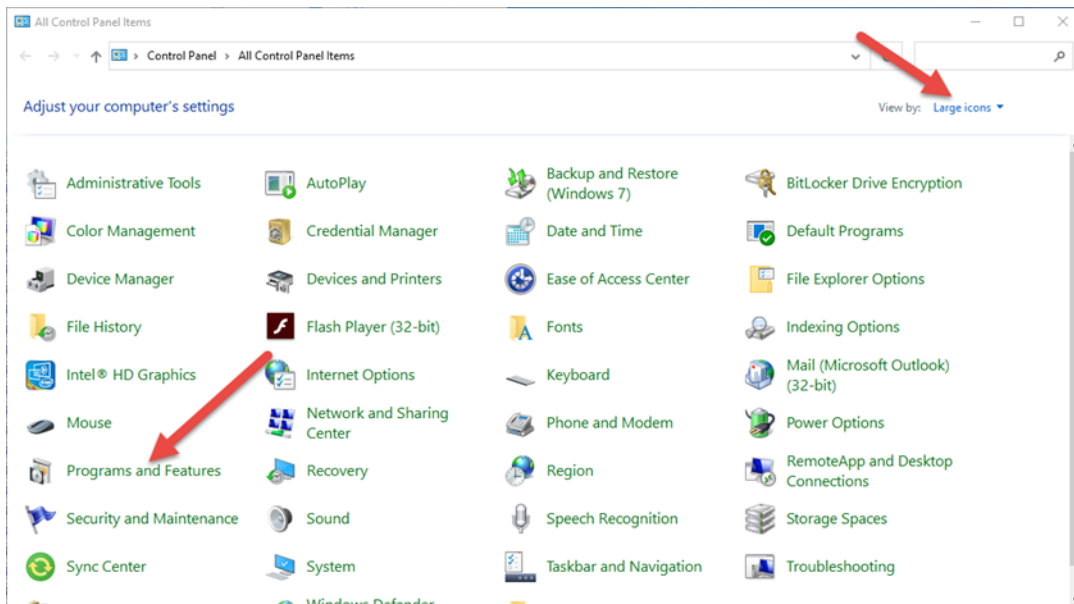
To fix the Error -
- Right-click on your Desktop Church Windows icon and choose O*pen file location'.*
- This will open the CW Install folder.
- Locate and Delete the file *cw.exe CONFIG File.*

A connection to CHURCH WINDOWS could not
be opened (on a local install)
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On the *Type here to search* box, type the word *Control* and click on the *Control Panel App*.
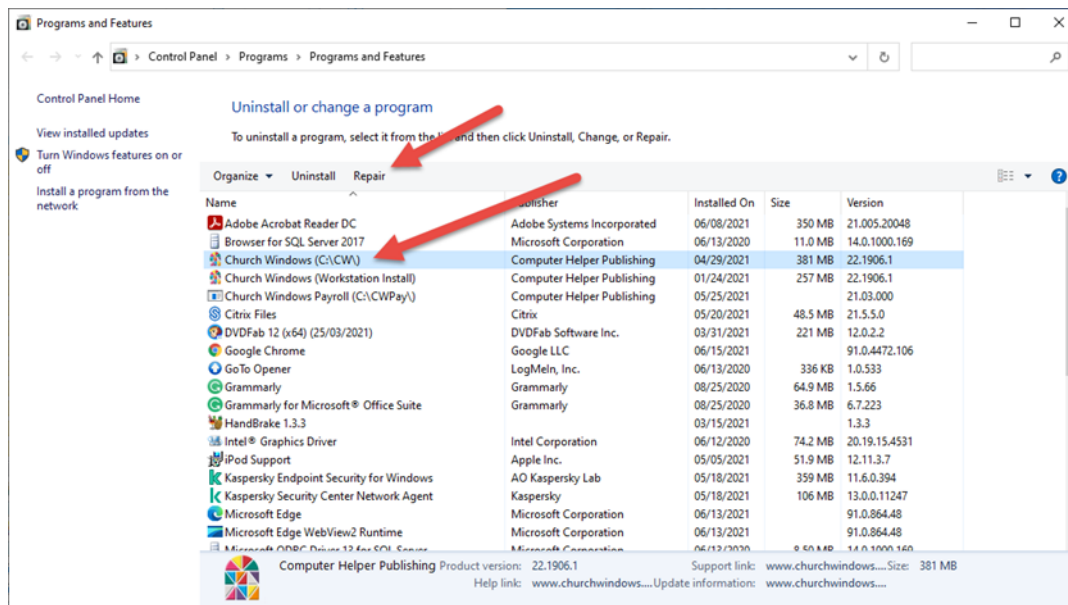
In the upper right corner, make sure your *View By* is set to *Large icons*.

Select the *Programs and Features* option.

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

This will replace the *Config file* with a clean one that will be properly configured the next time you run Church Windows.