

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.

| File Home Share | View | | ^ | |
|------------------------|------------------------------------|---------------------|------------------|--|
| n ta Cruick Capy Bacta | | Properties | Select all | |
| access | Copy to - Rename folder | ÷ 🚱 🗄 | Invert selection | |
| Clipboard | Organize New | Open | Select | |
| 🗧 🔶 👻 🕇 📙 > This | PC > Local Disk (C:) > CW | ې ق 🗸 | Search CW | |
| ^ | Name | Date modified | Туре | |
| 🖈 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 | |
| Documents | 🕺 Cw | 01/13/2021 9:54 AM | Application | |
| 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 | |



o ('\$') ନ୍ଦ All Web Apps Documents More 🔻 Best match **Control** Panel • App Apps **Control Panel** Settings > Арр 8 Run > 📫 Open Windows Administrative Tools > Search the web Control - See web results > Recent e 1 Programs and Features Settings (6+) • Uninstall a program Get programs ۰. System . Windows Administrative Tools e 1 Edit group policy Internet Options ۰. ۰. Network and Sharing Center e 1 Windows Defender Firewall 6 넑 1 0 0

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.

| View installed updates To uning Turn Windows features on or | tall or change a program | | | | | | |
|----------------------------------------------------------------|-----------------------------------------|--------------------------------------------|--------------|----------|---------------|-----|-----|
| Turn Windows features on or | | | | | | | |
| Turn Windows features on or | stall a program, select it from the ban | d then click Uninstall, Change, or Repair. | | | | | |
| off Oranging a | | | | | | | |
| Organize • | - Uninstall Repair | | | | | 855 | - (|
| Install a program from the network Name | ^ | uplisher | Installed On | Size | Version | | |
| _ | 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 | | |
| piPod Sup | port | Apple Inc. | 05/05/2021 | 51.9 MB | 12.11.3.7 | | |
| 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 | | |
| C Microsof | t Edge | Microsoft Corporation | 06/13/2021 | | 91.0.864.48 | | |
| - Microsof | t Edge WebView2 Runtime | Microsoft Corporation | 06/13/2021 | | 91.0.864.48 | | |
| Alierand | + ODDC Driver 12 For COL Conver | Missoraft Composition | 06/12/2020 | O CO MAD | 14.0 1000 160 | | |

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