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

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

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