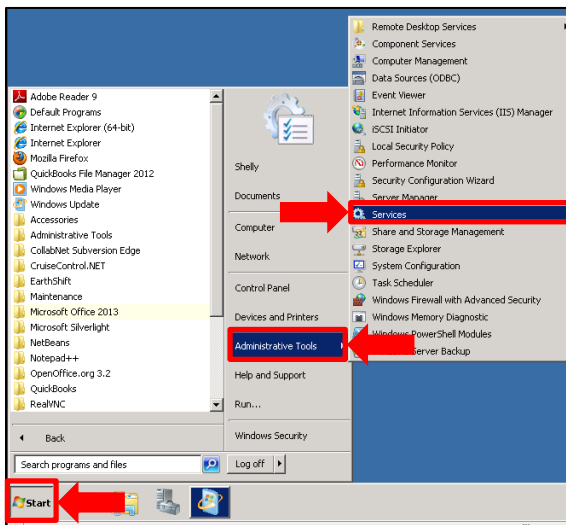# What to do when your database does not appear when you open SimaPro (for multi-user versions ONLY)

You go to open SimaPro and only the local server is showing up!

1. Close SimaPro
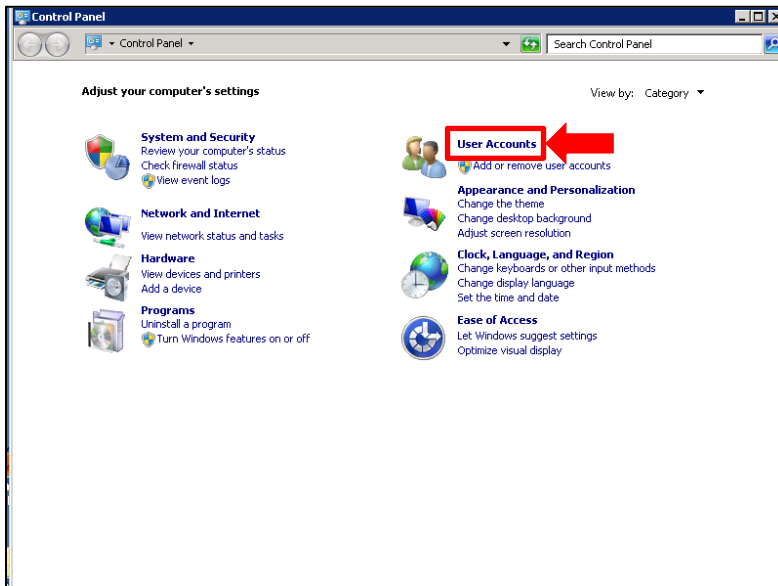2. Click Start/Administrative tools/Services

3. Within the 'Services' window, click on the 'Standard' tab and scroll down to SimaPro 7.3.3 Database Server. Under status, it will be empty. Right click and select 'Start'
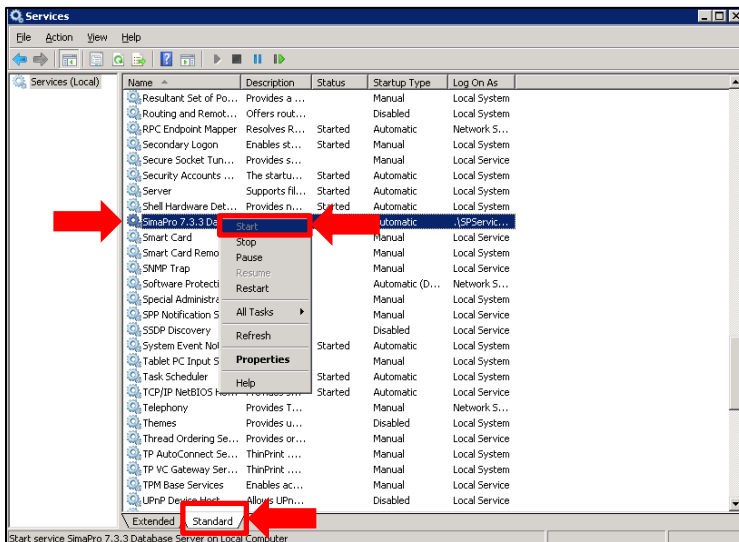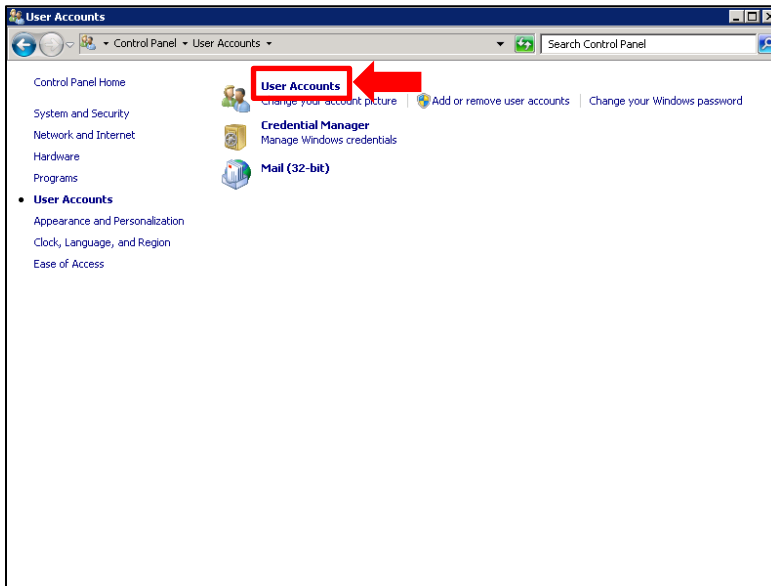
4. If you receive an error message that a log-in failure has occurred, click on Start/Control Panel
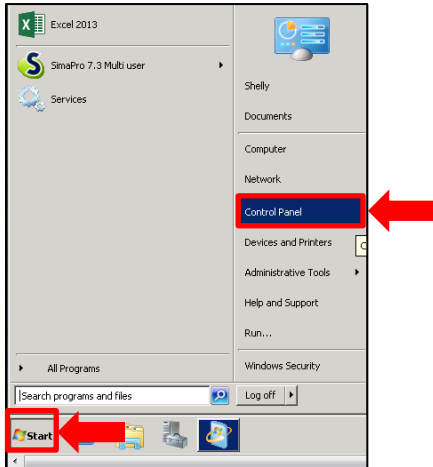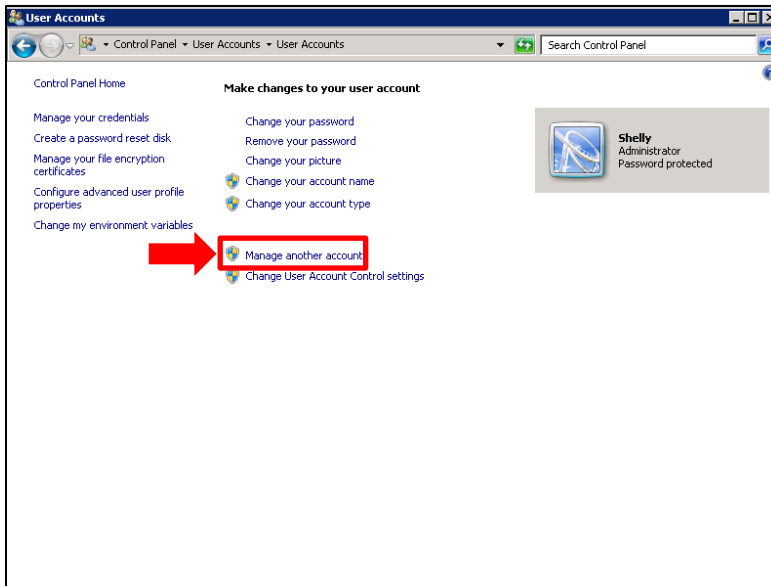

5. Then click on 'User Accounts'
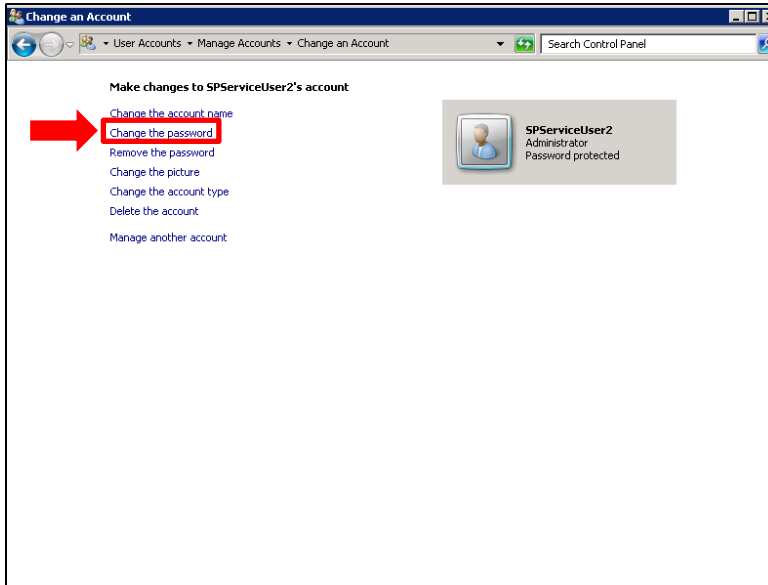
6. Select 'User Accounts' again

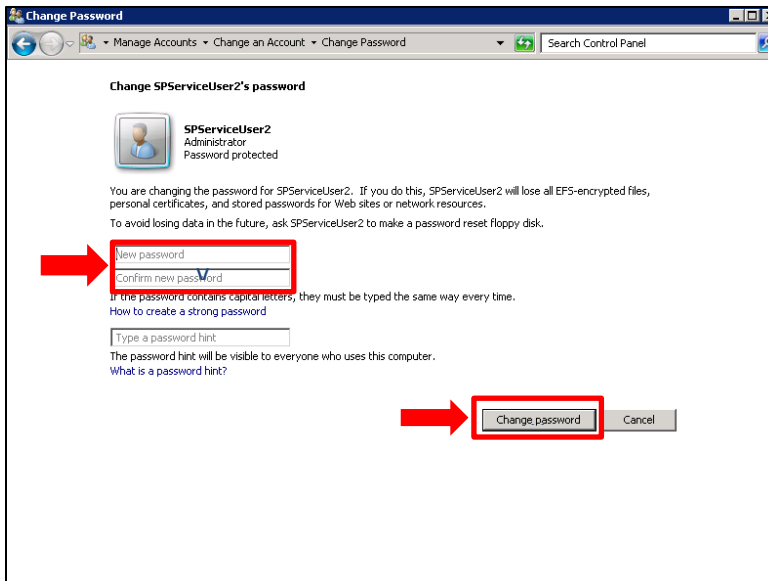7. Select 'Manage another account'

8. Find and select the SimaPro Service User (NOTE: The account name might be 'SPServiceUser' or some variation of that)
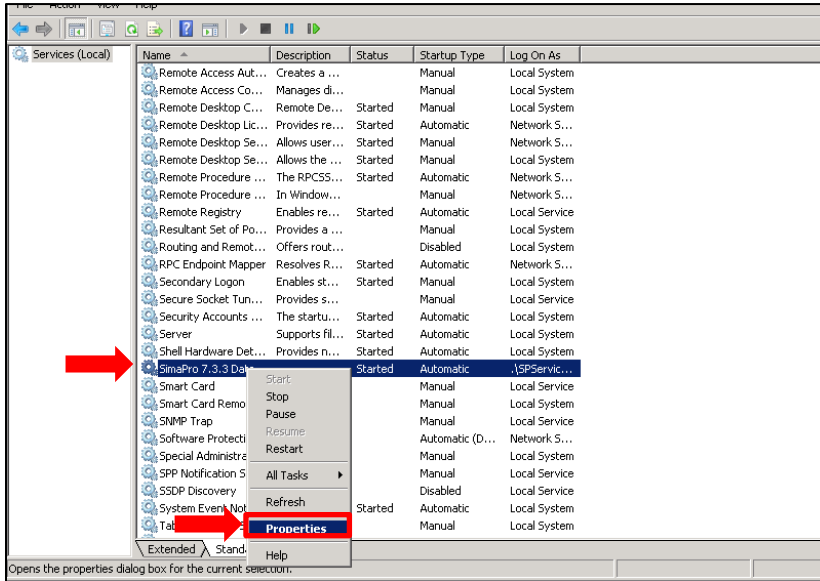
9. Select 'Change the password'

10. Type in the new password and select 'Change password' (NOTE: It can be the same password as before)
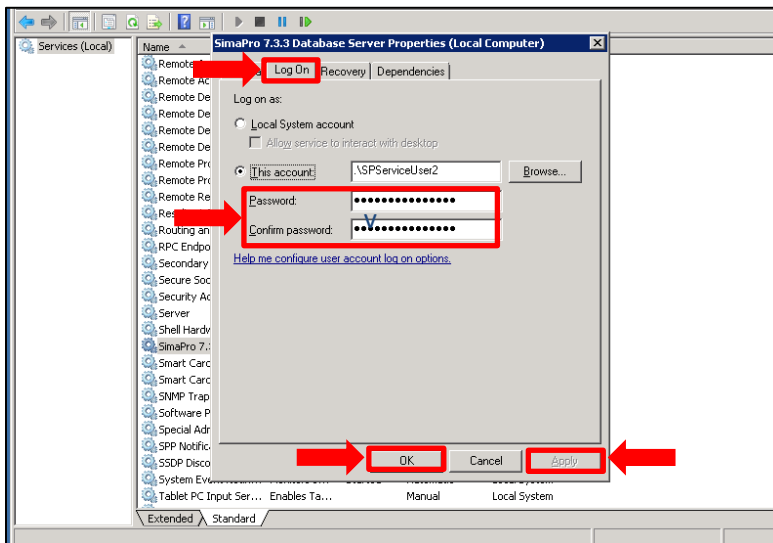

11. Go back into the 'Services' window (Start/Administrative Tools/Services)

12. Right click on the SimaPro 7.3.3 Database Server and select 'Properties'

13. Click on the 'Log On' tab, type in the new password and click 'Apply' and 'OK'

14. Open SimaPro and voilà, your database reappear in the 'Open database' window, under 'Server' (NOTE: You may need to click on 'Server' and manually select it)