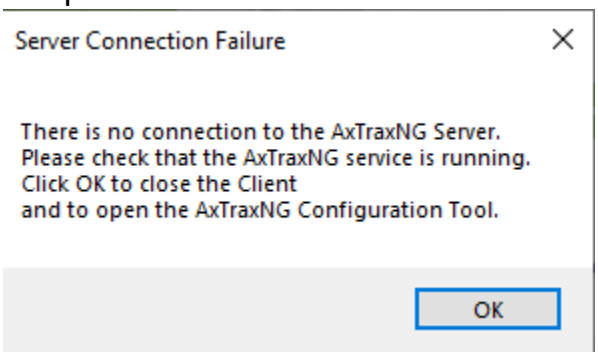
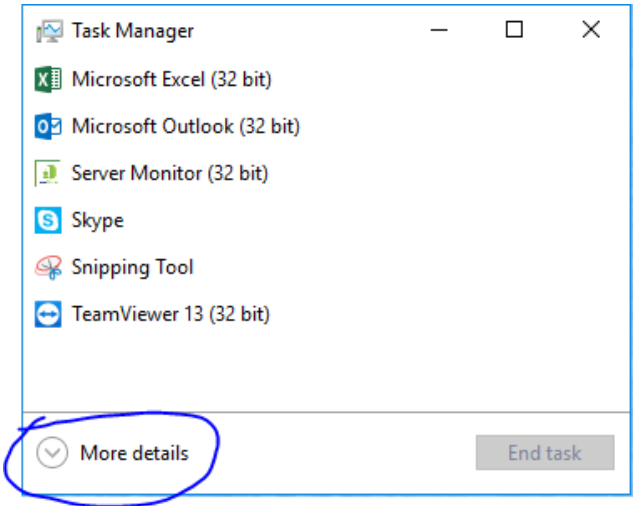
If you encounter the error “Server Connection Failure” as shown when attempting to open the AxtraxNG Client

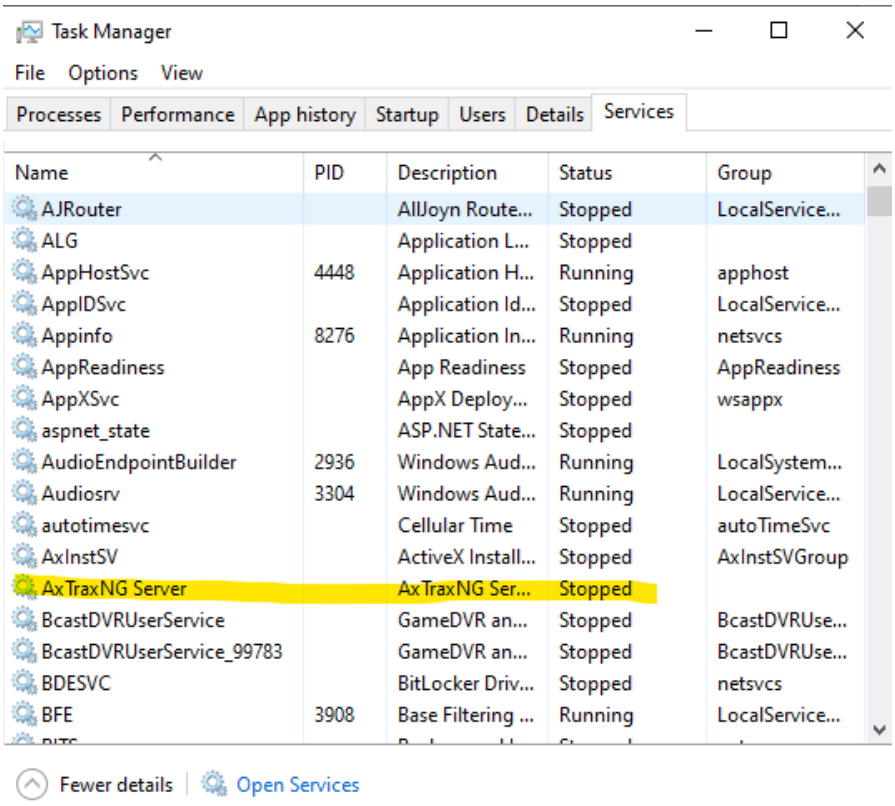


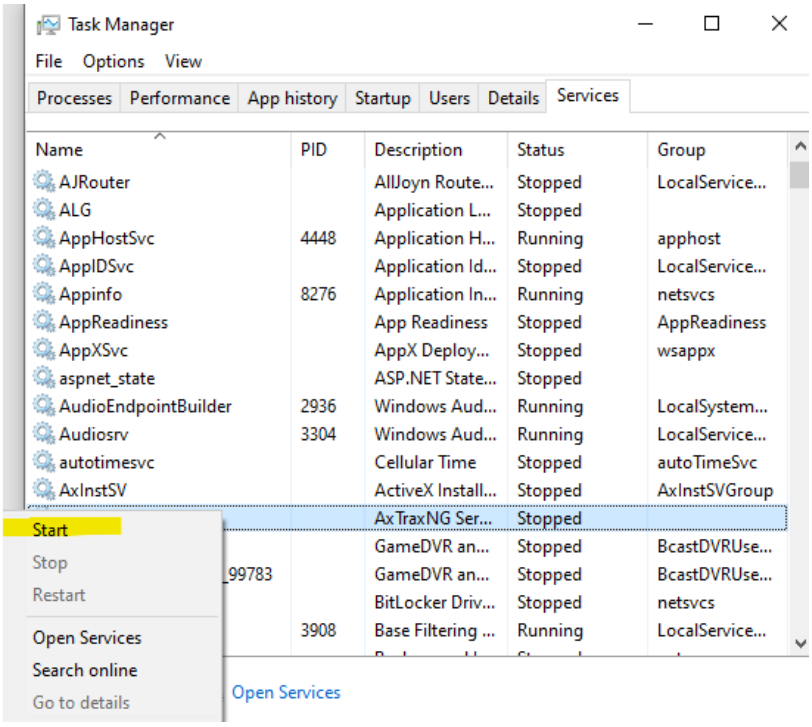
The issue may be that the AxtraxNG server is not running, this is an issue often caused by Windows update not restarting third party services after an update.

Open the task manager in windows, if there are not multiple tabs click more details and select the tab services.

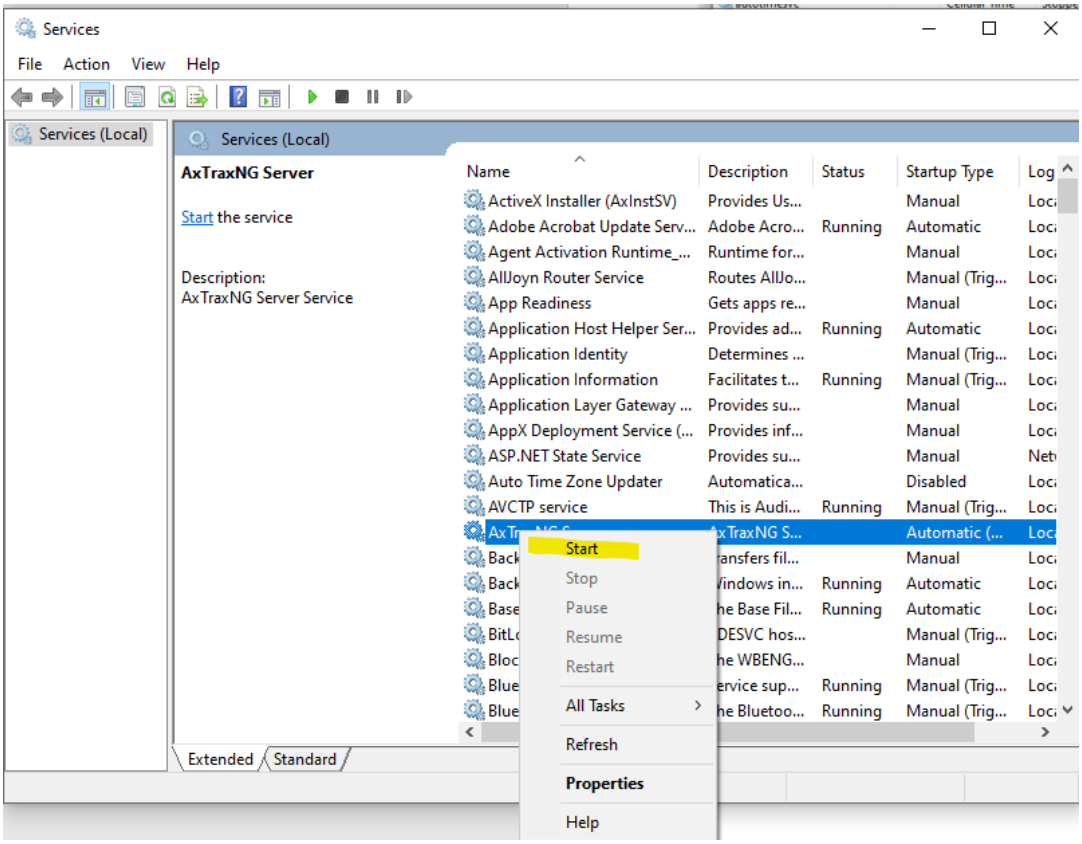


Select the Services tab then click on the column heading Name to sort alphabetically then scroll down the list and look for
AxtraxNG Server then MSSQL$VERITRAX as shown, if either status is stopped or is blank, right click on it and select start.





If you get the message “Access Denied”, select Open Services at the bottom. From the services screen attempt to start the AxtraxNG server and or SQL Server Veritrax in the same manner.


Services
File Action View Help
Services (Local)
Services (Local)
AxTraxNG Server
Start the service
Description:
AxTraxNG Server Service
Name
Description
Status
Startup Type
Log
ActiveX Installer (AxInstSV)
Provides Us...
Manual
Adobe Acrobat Update Serv...
Adobe Acro...
Running
Automatic
Agent Activation Runtime_...
Runtime for...
Manual
AllJoyn Router Service
Routes AllJo...
Manual (Trig...
App Readiness
Gets apps re...
Manual
Application Host Helper Ser...
Provides ad...
Running
Automatic
Application Identity
Determines ...
Manual (Trig...
Application Information
Facilitates t...
Running
Manual (Trig...
Application Layer Gateway ...
Provides su...
Manual
AppX Deployment Service (...
Provides inf...
Manual
ASP.NET State Service
Provides su...
Manual
Auto Time Zone Updater
Automatica...
Disabled
AVCTP service
This is Audi...
Running
Manual (Trig...
Automatic (...
Start
Stop
Pause
Resume
Restart
All Tasks
Refresh
Properties
Help
Extended
Standard