



Troubleshooting Guide

BreakerPRO Not Accessible, Printing and SQL Server Not Found

Resolving Network Connections in BreakerPRO

BreakerPRO requires that all client PCs to be on the same network as the main server PC at all times in order to connect and be able to use the system.

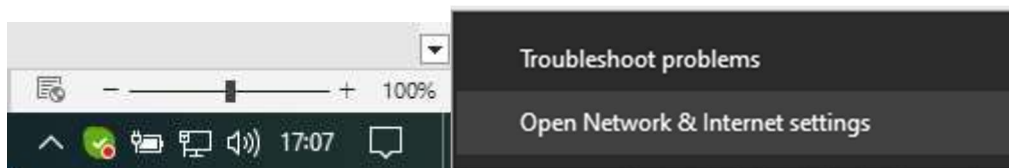
On occasion, Windows Updates will break the network settings that were set up to allow file sharing to work for BreakerPRO clients to access the main server PC. This can result in a runtime error when trying to open up BreakerPRO or a shared folder being inaccessible message.



In the first instance, please follow these steps to resolve as this is often only what is needed to restore the connection to BreakerPRO to the clients.

If this does not fix the matter or if you require assistance, do contact us.

This is for Windows 10 but Windows 11 is very similar in terms of settings.

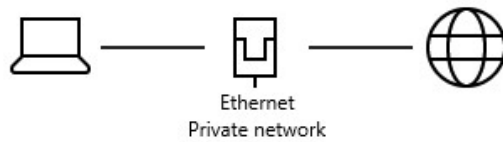
Firstly, go to the main server PC.



Right click the  icon (this may look like a  icon if not on a wired connection) and click on Open Internet and Network Settings.


Status

Network status




You're connected to the Internet

If you have a limited data plan, you can make this network a metered connection or change other properties.


 WiFi (Make Internet Great... 1.99 GB
From the last 30 days

Properties


Data usage

 Show available networks
View the connection options around you.

Advanced network settings

 Change adapter options
View network adapters and change connection settings.

 Network and Sharing Centre
For the networks that you connect to, decide what you want to share.

 Network troubleshooter
Diagnose and fix network problems.

[View hardware and connection properties](#)

Click on Properties.

Network profile

☐ Public

Your PC is hidden from other devices on the network and can't be used for printer and file sharing.

☒ Private

For a network you trust, such as at home or work. Your PC is discoverable and can be used for printer and file sharing if you set it up.

[Configure firewall and security settings](#)

Make sure the profile is set to **Private**.

Then do this step on the client PCs too to ensure each PC is accessible.

Then click back to go to the original menu after you right clicked.

Advanced network settings



Change adapter options

View network adapters and change connection settings.



Network and Sharing Centre

For the networks that you connect to, decide what you want to share.



Network troubleshooter

Diagnose and fix network problems.

Click on **Network and Sharing Centre**.

[Control Panel Home](#)

[Change adapter settings](#)

[Change advanced sharing settings](#)

[Media streaming options](#)

Click on **Change advanced sharing settings**.

Private (current profile) 

Network discovery

When network discovery is on, this computer can see other network computers and devices and is visible to other network computers.

- ☒ Turn on network discovery
 - ☒ Turn on automatic setup of network-connected devices.
- ☐ Turn off network discovery


File and printer sharing

When file and printer sharing is on, files and printers that you have shared from this computer can be accessed by people on the network.

- ☒ Turn on file and printer sharing
- ☐ Turn off file and printer sharing

Guest or Public 

In Private as well as Guest or Public click on Turn on network discovery and Turn on file and printer sharing.

All Networks 

Public folder sharing

When Public folder sharing is on, people on the network, including homegroup members, can access files in the Public folders.

- ☒ Turn on sharing so that anyone with network access can read and write files in the Public folders
- ☐ Turn off Public folder sharing (people logged on to this computer can still access these folders)

Media streaming

When media streaming is on, people and devices on the network can access pictures, music and videos on this computer. This computer can also find media on the network.

[Choose media streaming options...](#)

File sharing connections

Windows uses 128-bit encryption to help protect file sharing connections. Some devices don't support 128-bit encryption and must use 40- or 56-bit encryption.

- ☒ Use 128-bit encryption to help protect file sharing connections (recommended)
- ☐ Enable file sharing for devices that use 40- or 56-bit encryption

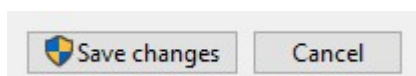
Password-protected sharing

When password-protected sharing is on, only people who have a user account and password on this computer can access shared files, printers attached to this computer and the Public folders. To give other people access, you must turn off password-protected sharing.

- ☐ Turn on password-protected sharing
- ☒ Turn off password-protected sharing

Then drop down to **All Networks** and click on **Turn on sharing so that anyone with network access can read and write files in the Public Folders**.

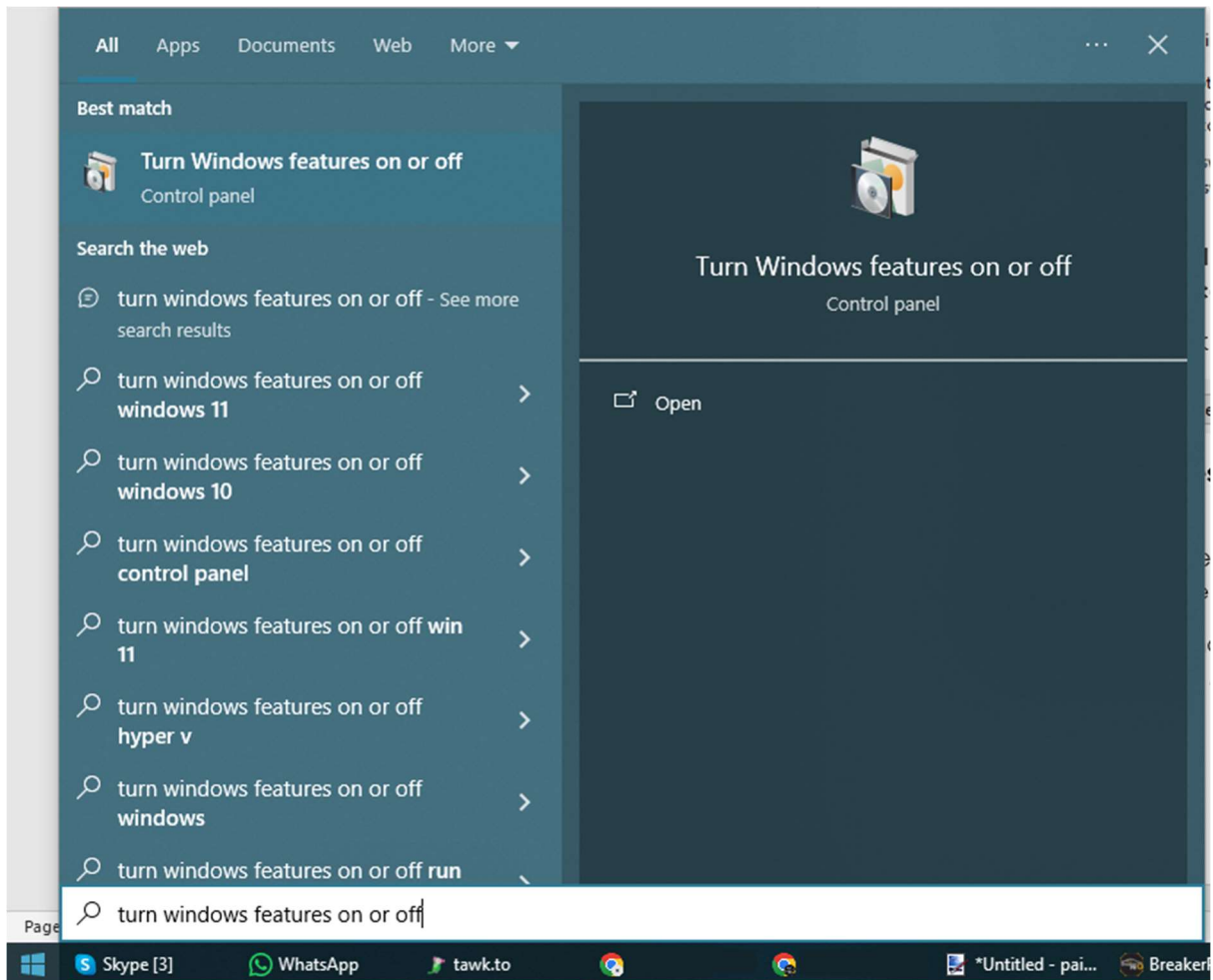
Then go down to click on **Turn off password-protected sharing**.



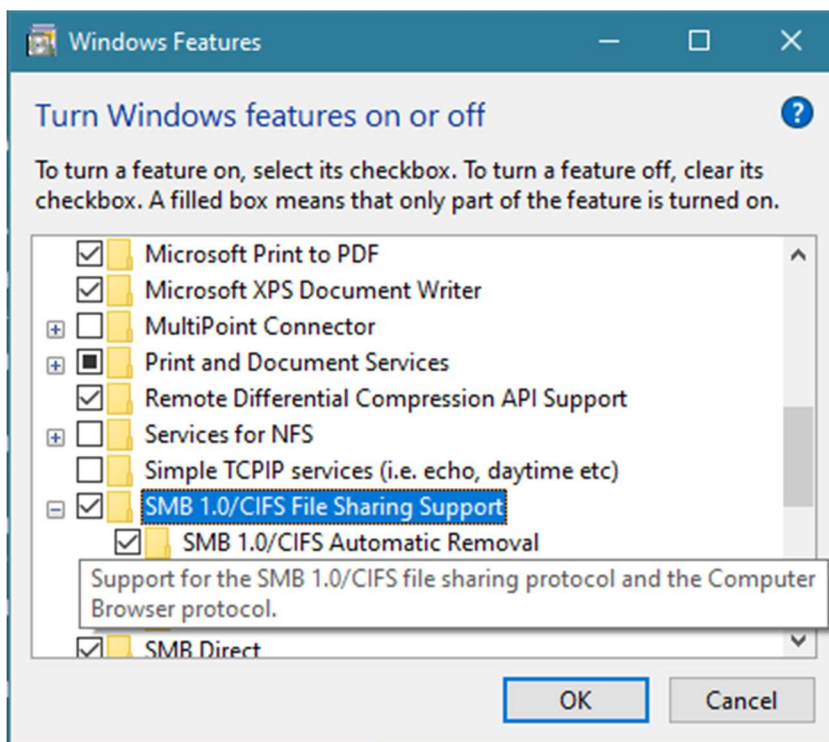
Click on **Save changes** and then check that the client PC network settings are the same.

Once all PCs have the same network settings as above, connectivity to BreakerPRO should be restored.

If you are still experiencing problems, click on the Start button (or press the Windows key) and type in **Turn Windows features on or off**.



Then scroll down and tick on **SMB 1.0/CIFS File Sharing Support** then click OK.



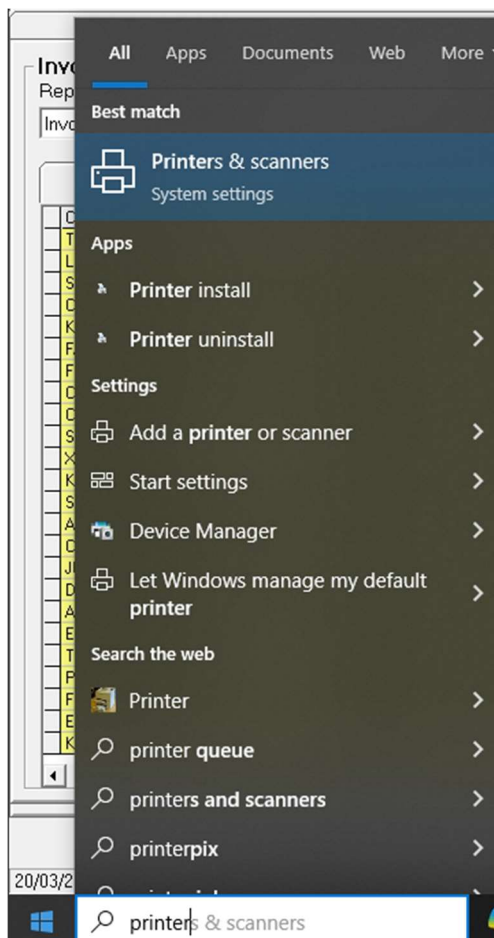
Restart the PCs as prompted and then check to see if the client can access BreakerPRO once more by clicking on the BreakerPRO icon on the desktop.

If this is still not resolved, please consult your IT provider as a network conflict has taken place and this cannot be resolved by BreakerPRO Support.

Printing Issues – Label Printer Printing Invoices and Work Orders

If you encounter the label printer printing out work orders or invoices, please check the following.

First, press the Windows key and type in printer and click on Printers & scanners.



Scroll down and make sure “Let Windows manage my default printer” is unticked.

Printers & scanners

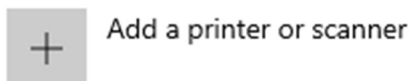
☐ Let Windows manage my default printer

When this is on, Windows will set your default printer to be the one you used most recently at your current location.

Then scroll up to the list of printers and go to the printer that you want to use as the default printer for the PC and click on Manage.

Printers & scanners

Add printers & scanners



Printers & scanners



AnyDesk Printer



Brother DCP-L2530DW series

Open queue

Manage

Remove device

Then, click on Set as default.

🏠 Brother DCP-L2530DW series

Manage your device

This device has a few different functions. Pick one to manage settings for that function.

Brother DCP-L2530DW series ▾

Printer status: Default

Open print queue

Set as default

Then, please go to Tools > Settings > Product > Printing / Labels.

BreakerPRO - The Salvogroup Ltd - Server - (ID: 1529) Version: (1.1.7378 - 19/03/2025 11:21)

Exit Tools Ebay Inventory Customers Help Live Chat Support WhatsApp

Tools menu:

- OEM Part Numbering by VIN
- Lookup Part Compatibility
- Vehicle Registration Lookup F9
- Scan Part Barcode F12
- Search Part Number F1
- Image Capturer F7
- Send Email
- Send SMS F6
- Change User Password
- Web Upload
- Import >
- Export >
- Print Report F8
- New Statement
- Reports
- Settings >
- Update Application
- Backup >
- Management (Lyons Systems Only)

Search Filters:

- Invoice ID
- Invoice Date

Invoice Total	Marketing
65.00	EBAY
65.00	EBAY
55.00	EBAY
45.00	COUNTER SAL
40.00	EBAY
40.00	EBAY
40.00	COUNTER SAL
10.00	COUNTER SAL

Settings submenu:

- System
- Product
- Vendors
- Subscription

Footer: COUNTER CUSTOMER / COUNTER / 19/03/25 60.00 COUNTER SAL

Click on the dropdown to select your printer then click Save at the bottom.

Product Settings

Select Options | **General** | Courier Settings | Warranty Settings

Invoice / Statement | View | Other | **Printing / Labels** | Mobile App

Label Printing

Label Type: Single Label ☒ Passthrough Mode

Single Label Printer Brand: Zebra

Brother Printer: Ensure to install Brother SDK b-PAC

Label Template - Location:

Zebra Printer 1 Name

Label Template: \\SALVOSEVER\AutoManag

Label Printer Destination: ZDesigner S4M-203dpi ZPL

Shared Printer Network Path: \\SALVOKELLY\ZDesignerKelly

☐ Prompt Label Copies

Zebra Printer 2 Name

Label Template:

Label Printer Destination:

Shared Printer Network Path:

A4 Document Printing

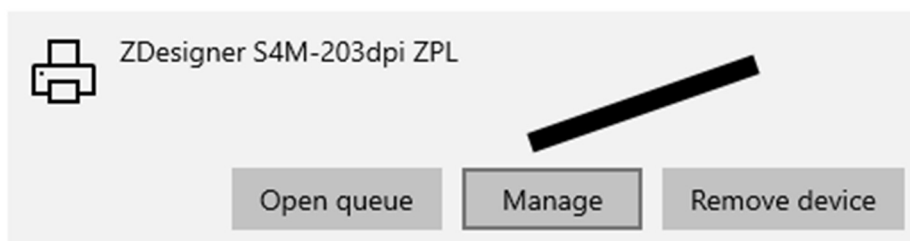
Printer Destination: Brother DCP-L2530Dw series

- Fax
- ZDesigner S4M-203dpi ZPL
- Brother DCP-L2530Dw series**
- Brother DCP-L2530Dw series (Copy 1)
- AnyDesk Printer
- HP OfficeJet Pro 9020 series [FAB782]
- Brother DCP-L2530Dw series [ac50ded8]
- OneNote for Windows 10

Please try printing off an invoice or work order to check that it has been fixed.

Printing Issues – Label Printer Printing Code instead of Part Label or Location

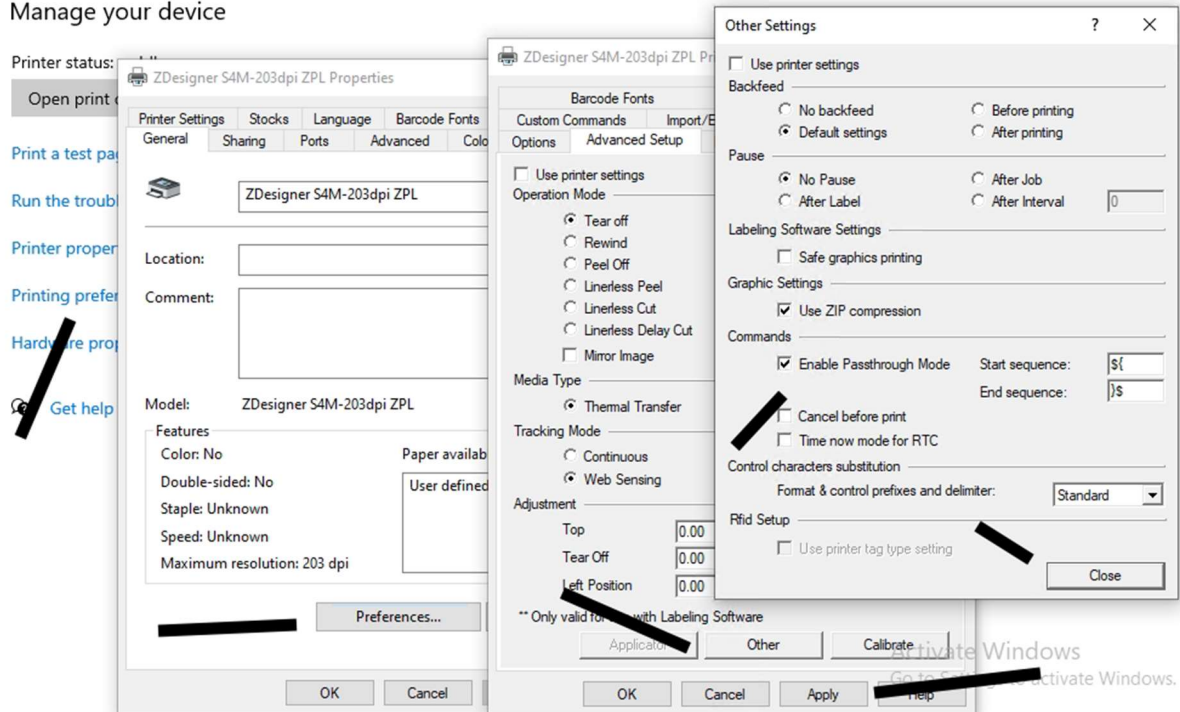
The label displays code however in this instance, it is due to Passthrough Mode not being ticked on printer settings. As per the above steps, go to the Printer settings but click Manage on your Zebra ZDesigner label printer.



Then click on Preferences > Other > tick Enable Passthrough Mode, click Close and then Apply. This should fix the issue.

🏠 ZDesigner S4M-203dpi ZPL

Manage your device



Once again, in Tools > Settings > Product > Printing / Labels, check that Passthrough Mode is ticked, and then click on Save.

Product Settings

Select Options **General** Courier Settings Warranty Settings

Invoice / Statement View Other **Printing / Labels** Mobile App

Label Printing

Label Type: Single Label ☒ Passthrough Mode

Single Label Printer Brand: Zebra

Brother Printer: Ensure to install Brother SDK b-PAC

Label Template - Location:

Zebra Printer 1 Name:

Label Template: \\SALVOSEVER\AutoManag

Label Printer Destination: ZDesigner S4M-203dpi ZPL

Shared Printer Network Path: \\SALVOKELLY\ZDesignerKelly

☐ Prompt Label Copies

Zebra Printer 2 Name:

Label Template:

Label Printer Destination:

Shared Printer Network Path:

A4 Document Printing

Printer Destination:

- Brother DCP-L2530D'w series
- Fax
- ZDesigner S4M-203dpi ZPL
- Brother DCP-L2530D'w series**
- Brother DCP-L2530D'w series (Copy 1)
- AnyDesk Printer
- HP OfficeJet Pro 9020 series [FAB782]
- Brother DCP-L2530D'w series [ac50ded8]
- OneNote for Windows 10

Please try printing off a label to check that it is now printing. If there are still issues, please contact us for further assistance.

SQL Server Not Found/Can't find SQL Server Database

If there is an issue when logging into BreakerPRO and you are faced with the error message - SQL Server Not Found - this is most likely due to the SQL Server service not starting. There are many reasons for this such as the PC may have recently been switched on and the service is still to start or the service failed to start due to an error on boot.

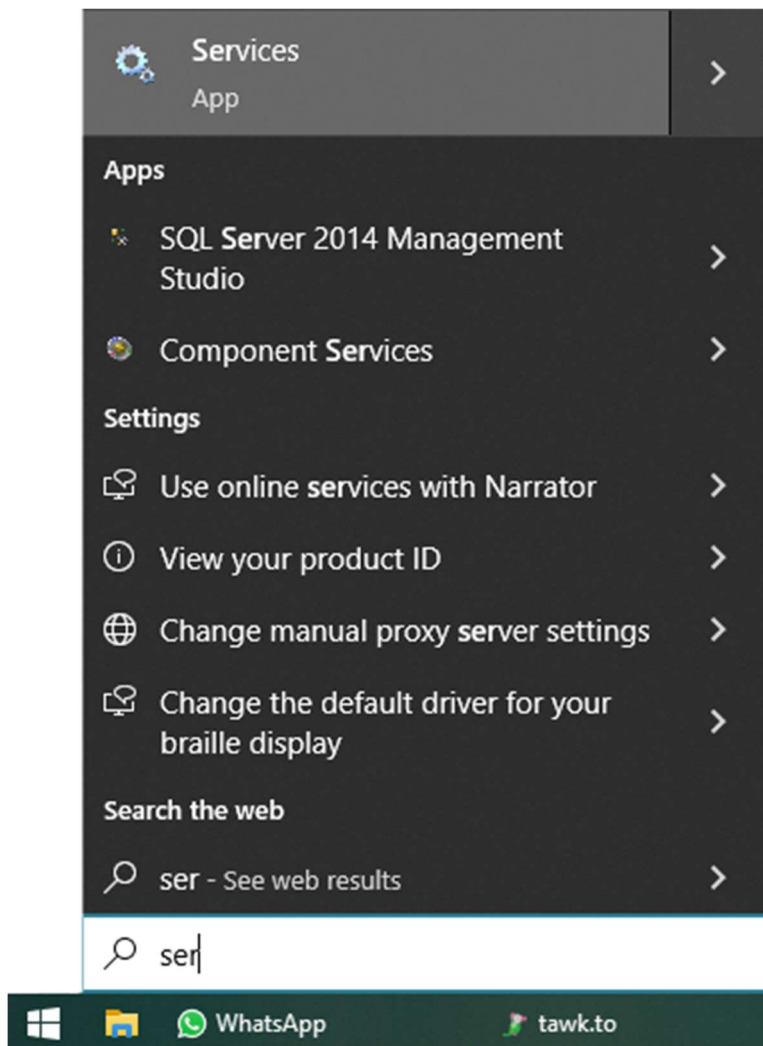


It only takes a minute to start/restart this service, so I will outline the steps on the next page.

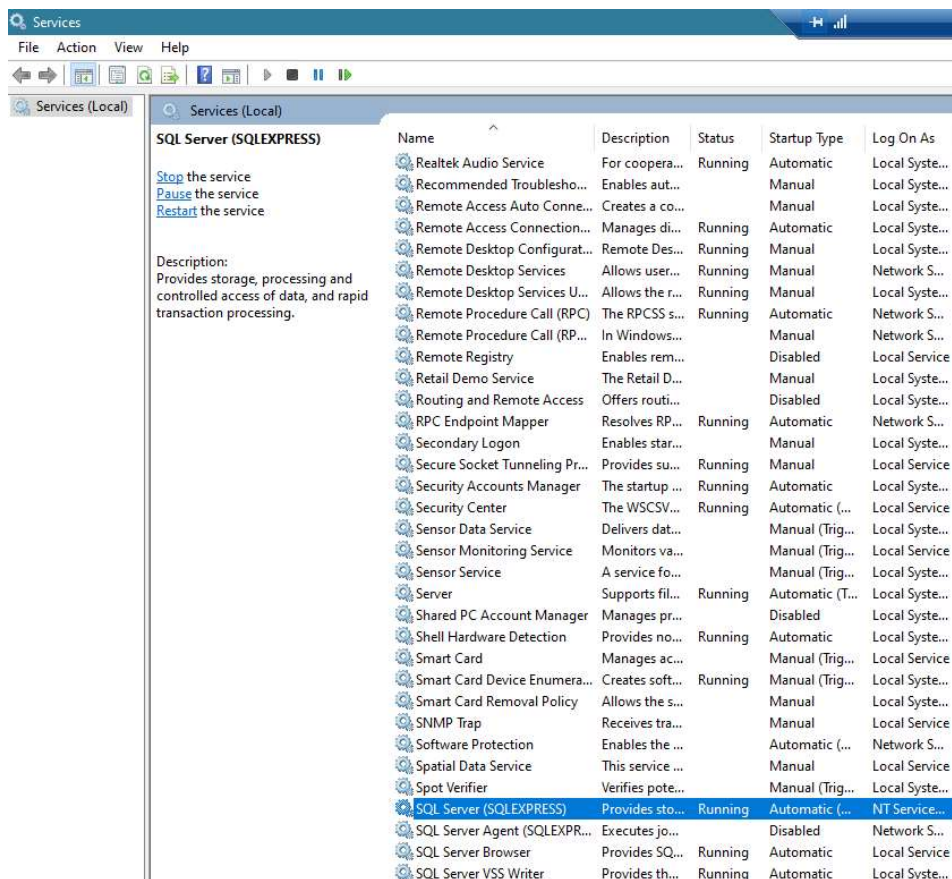
Option 1

Services on the Server/Main PC

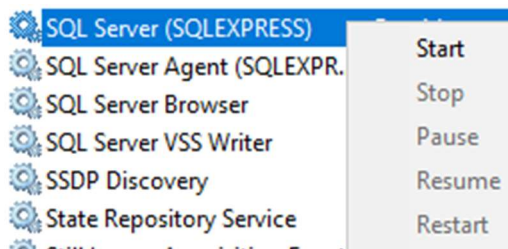
Go to the Start Menu and type in “Services” and press enter.



Scroll down until you see “SQL Server (SQLEXPRESS)”



Right click and if it has stopped – click on Start, otherwise click Restart.



Once it is showing as Running, try logging into BreakerPRO.

If you can't find Services please go to Option 2





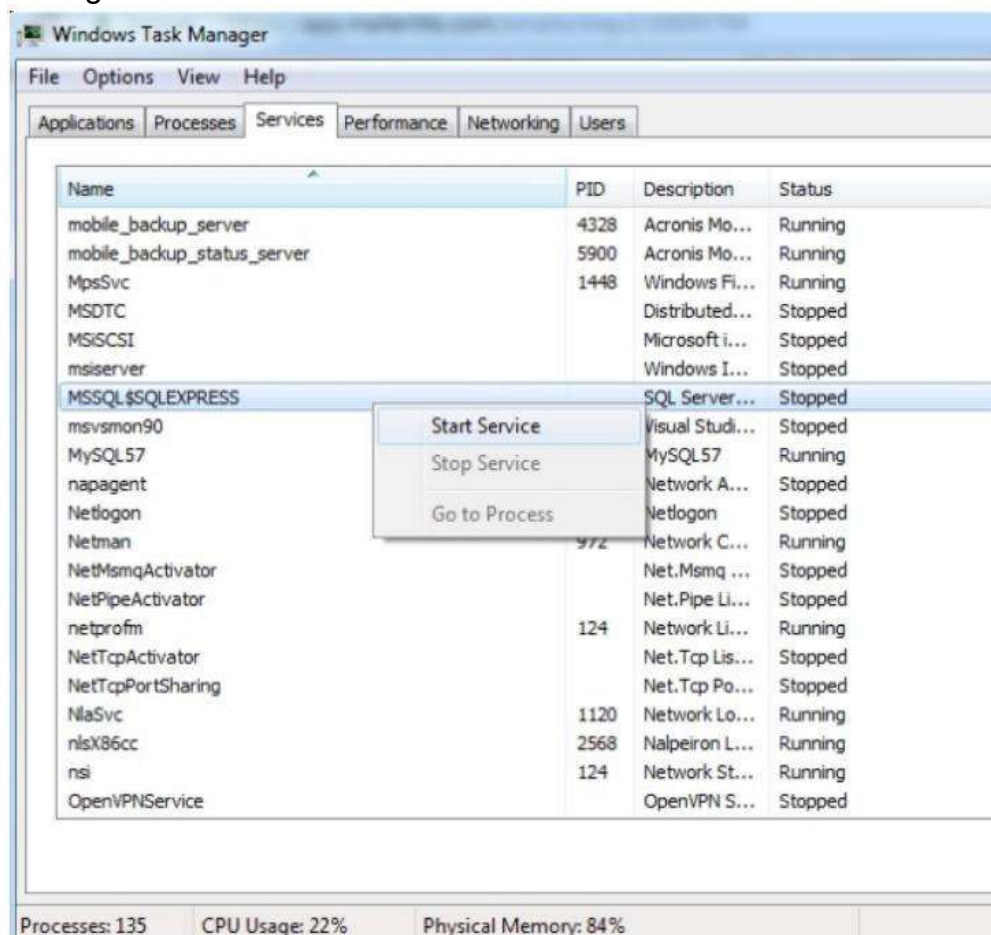
Option 2

Task Manager on the Server/Main PC

Right click on your taskbar and select "**Task Manager**"
Select the "**Services**" tab

Order the services by name by clicking on the "**Name**" column header
Locate the **MSSQL\$SQLEXPRESS** service.

Right click and select start



Once **MSSQL\$SQLEXPRESS** is showing as "**Running**" BreakerPRO will be able to log on successfully.