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. 🙀 Task Manager

File Options View

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🔍 Appinfo			8276	4	Application In			Running			netsvcs	
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🔍 AppXSvc				A	AppX Deploy		Stopped			wsappx		
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🔍 Audiosrv		3304	V	Windows Aud		ł	Running			LocalService		
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🔍 AxInstSV			A	ActiveX Install		I	Stopped			AxInstSVGroup		
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🔿 Fewer details | 🍓 Open Services

Task Ma	anager							_		×
File Options View Processes Performance App I			history	nistory Startup Users Details Service						
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Go to detail	s	open 3	CIVICES							

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.

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Services							~
File Action View	Help						
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🔍 Services (Local)	🔍 Services (Local)	_					
	AxTraxNG Server	Name	^	Description	Status	Startup Type	Log ^
	Start the service	🔍 ActiveX	Installer (AxInstSV)	Provides Us		Manual	Loci
		🔍 Adobe A	Acrobat Update Serv	Adobe Acro	Running	Automatic	Loci
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	Description: AxTraxNG Server Service	🍳 AllJoyn	Router Service	Routes AllJo		Manual (Trig	Loci
		🍳 App Rea	idiness	Gets apps re		Manual	Loci
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		🍳 Applicat	tion Information	Facilitates t	Running	Manual (Trig	Loci
		🔍 Applicat	tion Layer Gateway	Provides su		Manual	Loci
		🔍 AppX D	eployment Service (	Provides inf		Manual	Loci
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