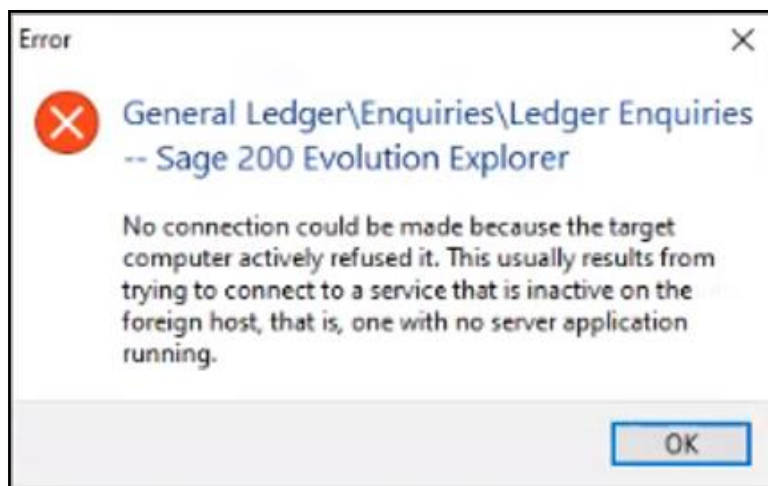


Article Outline	'No connection could be made because the target computer actively refused it' Central Search error
Article Date	2020/11/19
Knowledge Type	Solving an error message
Primary Module	Freedom Service - Central Search
Secondary Module	Freedom Service - Central Search
Knowledge Source	Incoming Customer Query

### Description of the Error

The following type of error message may be observed when trying to use the Central Search, especially on an Evolution workstation.



### Solution/Details

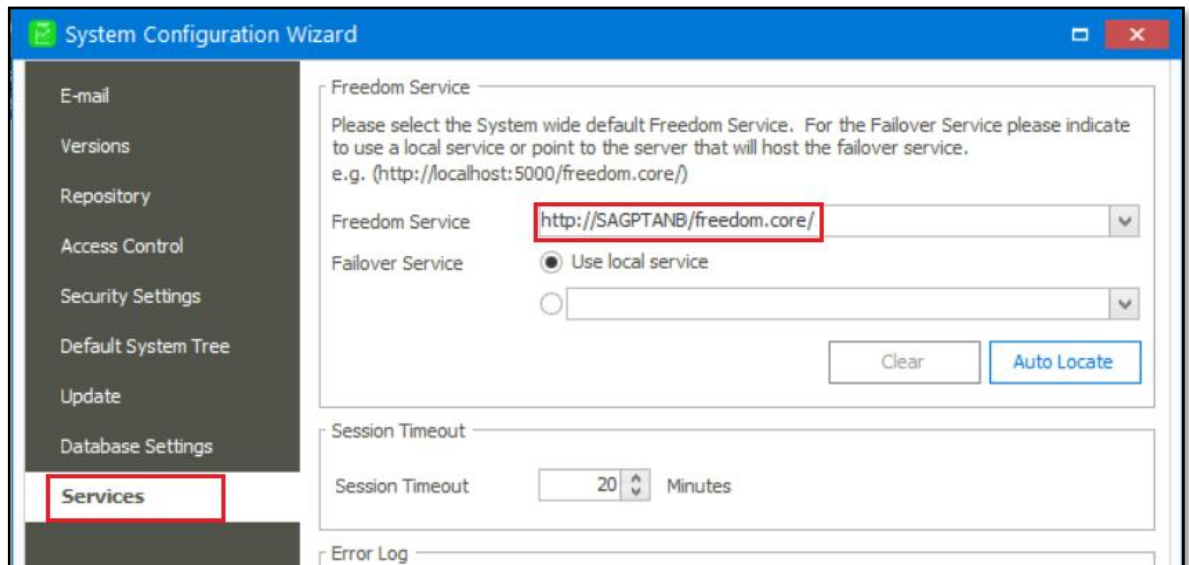
Firstly, please carefully study and ensure all steps in the attached Freedom Service Setup guide has been adhered to as there could be countless of reasons and factors causing the above error.

Else, if after ensuring the attached guide has been properly applied and you still observe the above error, do the following:

### Phase 1: Initial Tests

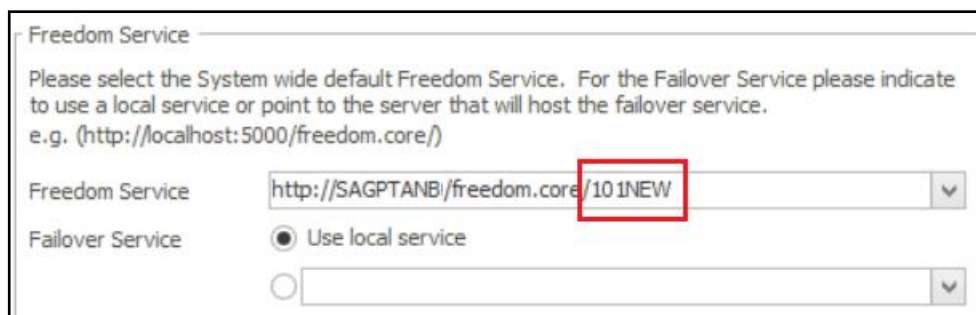
1. Please first consult with the client's local IT technician to approve and assist with this solution below, especially from **Phase 2** below.
2. First ensure that Freedom Server and the Central Search works fine on the main Evolution Server PC (where Freedom Server is installed on). First fix any errors/issue in here if needed before even considering going to any workstation.
3. On the workstation log in as agent Admin and go to Administration | System Configuration | System Wizard | Services tab.

In here notice the string value highlighted below.



The screenshot shows the 'System Configuration Wizard' window with the 'Services' tab selected. The 'Freedom Service' dropdown menu is highlighted with a red box, displaying the value 'http://SAGPTANB/freedom.core/'. The 'Failover Service' is set to 'Use local service'. The 'Session Timeout' is set to 20 minutes. The 'Error Log' section is empty.

4. The above value is already unexpected as you would have expected to see the actual company database name as well, as can be seen below



This close-up screenshot shows the 'Freedom Service' dropdown menu. The value 'http://SAGPTANB/freedom.core/101NEW' is highlighted with a red box, indicating the unexpected string value.

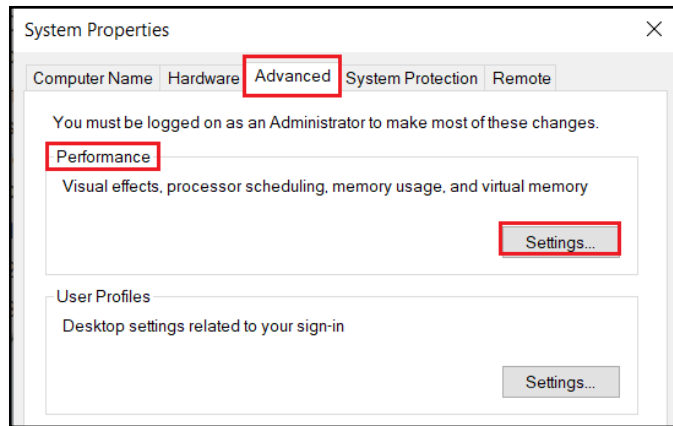
5. If you click the Finish button at the bottom of the screen, you should also observe the same type of error message as when using the Central Search on the workstation.
6. Close Evolution on the workstation.

## Phase 2: Applying Data Execution Prevention setup

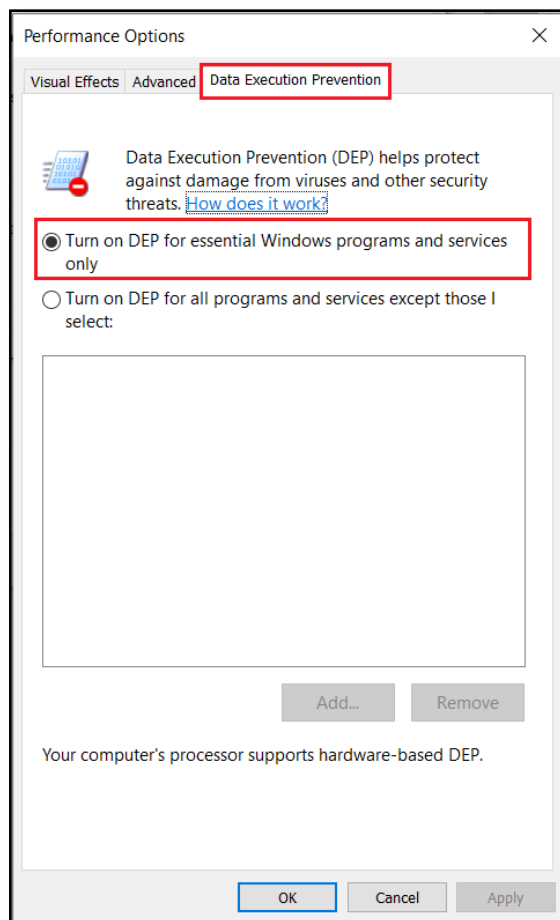
1. First open this URL to study and learn more about a standard Windows feature called Data Execution Prevention (DEP).

<https://www.dell.com/support/article/en-za/sln288643/what-is-data-execution-prevention-dep?lang=en>

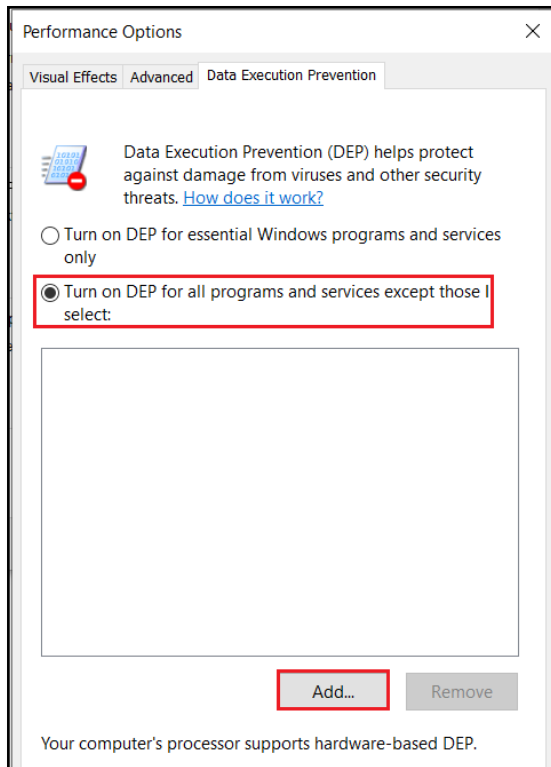
2. On the Evolution server PC go to Computer (this PC) | Properties | Advanced System Settings | Advanced tab
3. On this screen, click the Settings button under the Performance section.



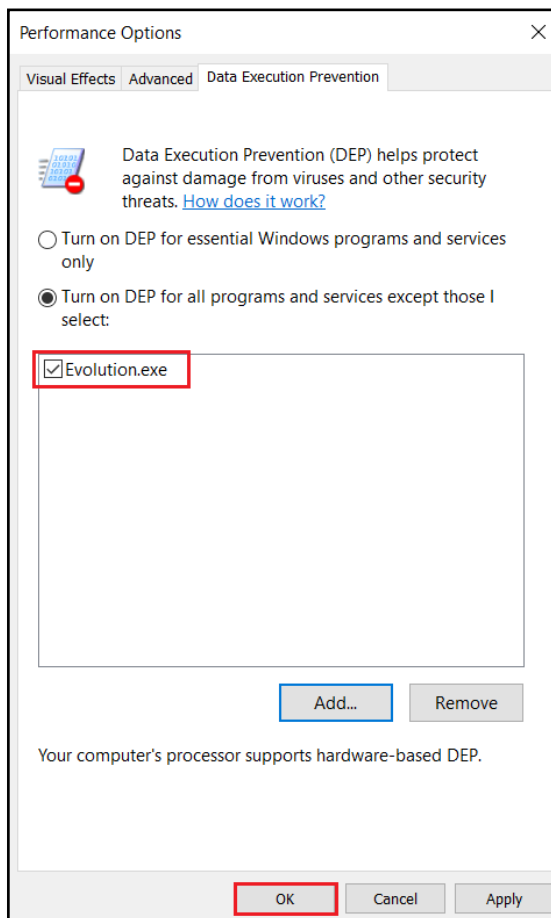
4. On the Data Execution Prevention tab, notice the default setting as highlighted below. If the setting is on the bottom option below, please refer to the last page of this article and continue from there.



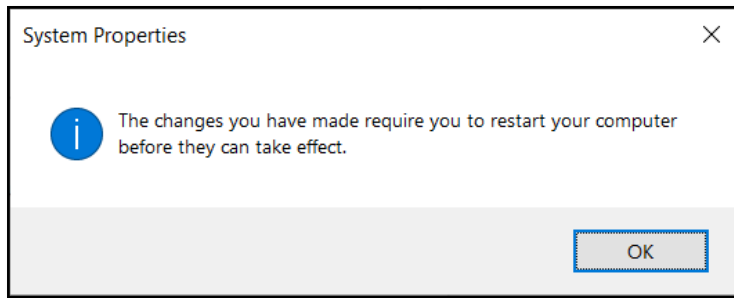
5. Now select the option marked below and click the Add button.



6. Browse for the Evolution.exe file in your installed Evolution folder (in e.g. the C:\Program Files (x86)\Sage Evolution folder).
7. When done, it should be displayed as below.



- Click the OK button above and then OK on the message prompt below.



- Restart the Server PC.
- Repeat steps 2 to 8 on all the Evolution workstations.

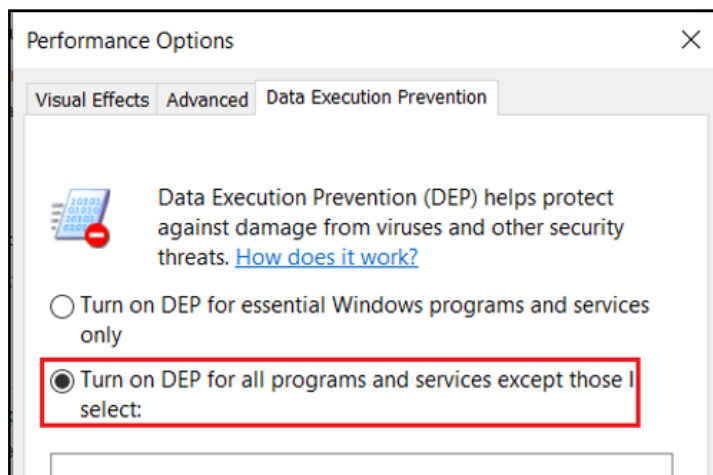
### Phase 3: Testing Freedom Server and Central Search on the workstation

- Repeat Phase 1, Step 3 on the workstation.
- On this screen, click the Finish button at the bottom of the screen
- This time no error message should be observed.
- If you close and re-open the company on the workstation you should now observe that the complete path, which now includes the logged in company name as well, has been populated.
- Also, the Central Search feature should now work fine on the workstation
- If still required, repeat the steps 1-5 on the other workstations.

### Phase 4: Alternative DEP Setting

Else, if there is still a problem with Central Search on the workstations, consider the following:

The setting highlighted below may be currently selected on the server PC,



If this is the case select the top option above (**Turn on DEP for essential Windows programs and services only**), click the OK button and restart the server PC.

**At this stage, before changing the workstations' settings at all**, first restart the workstations and then properly test if the above error message is now resolved or not.

If resolved, then no further actions are required.