MASIS BARCODE TECHNOLOGIES

Portal > Knowledgebase > Discontinued Products > MobileAsset > Version 7 > Multiple Products: SQL Server will not start, and the Event Viewer shows this error: "The client and server cannot communicate, because they do not possess a common algorithm."

Multiple Products: SQL Server will not start, and the Event Viewer shows this error: "The client and server cannot communicate, because they do not possess a common algorithm."

Jason Whitmer - 2019-01-15 - in Version 7

Symptom: When trying to start the SQL Server service, it fails and says to check the System Event log. Event Viewer shows the following:

The SQL Server (WASPDBEXPRESS) service terminated with the following service-specific error:

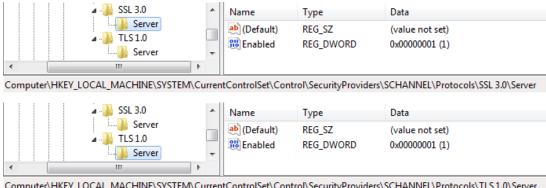
The client and server cannot communicate, because they do not possess a common algorithm.

Cause: In most cases, this is caused by IIS running on the same server as SQL Server with the SSL 3.0 and/or TLS 1.0 disabled.

Resolution: If possible, Microsoft recommends running IIS and SQL Server on separate server machines. Where that is not possible or practical, you will need to enable SSL 3.0 and/or TLS 1.0 in the IIS configuration.

If you are not running IIS on the same machine but are still getting this message, you can enable SSL/TLS in the registry. In regedit, navigate to

HKEY LOCAL MACHINE\SYSTEM\CurrentControlSet\Control\SecurityProviders\SCHANNEL\Pro tocols. In Protocols, if you have folders for SSL 3.0 or TLS 1.0, open them and look for either Server or Client. Within the Server and Client folders, if there already exists a DWORD entry for Enabled, Modify that entry and set it to 1. If there is no Enabled entry, create one by right clicking and select New > DWORD (32-bit) Value, name it Enabled, then set it to 1.



Computer\HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\SecurityProviders\SCHANNEL\Protocols\TLS 1.0\Server