

## JDBC errors

i am using the cloud version of the software; i am trying to access our mysql database in a different ip address; how to do this?

i am giving jdbc string as

```
jdbc:mysql://xxx.com/saierp?characterEncoding=UTF8
```

getting the following error when i click OK "Fail to retrieve column"

i would like to get a detailed error message; i also want to know from which ip address this request is done so i can add to my mysql database

thanks