

ieSupportManager SQL 2000 Configuration Guide.
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Website: www.iecomputersystems.ie

ieSupportManager

Database Configuration

Guide For

Microsoft SQL Server 2000

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Configuration of ieSupportManager for Use with Microsoft SQL Server 2000

This document outlines the steps involved to successfully configure ieSupportManager for use with Microsoft SQL Server 2000. Please read all steps carefully as each step has been included for a reason. Most installation issues occur because some steps were skimmed over or were skipped completely.

ieSupportManager uses a database to store and retrieve its relevant data. Therefore, it is necessary to ensure that the required database is correctly configured before installing and configuring ieSupportManager itself. This document outlines the configuration and installation steps required for Microsoft SQL Server 2000.

Please refer to Microsoft's documentation for installing Microsoft SQL Server 2000 if it has not already been installed on the desired server. Once Microsoft SQL Server 2000 is in place on a server there are some extra configurations required to correctly install and use ieSupportManager with this database.

If Microsoft SQL Server 2000 has not yet been installed please ensure that you set the authentication mode to 'Mixed Mode (Windows Authentication and SQL Server Authentication)'. Then specify a password for the user 'sa'. Make a note of this password as it will be required later. If you do not know what settings were used when installing Microsoft SQL Server 2000 please check with your database administrator. Please note it is possible to set the authentication mode after installing Microsoft SQL Server 2000, this is described below.

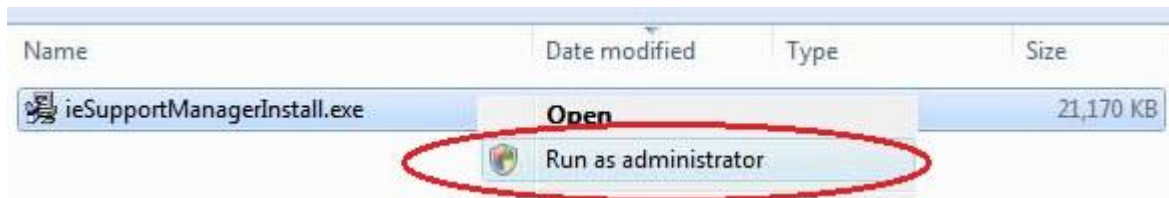
Authentication Settings for Microsoft Enterprise Manager for Microsoft SQL Server 2000

- Click on Start / Programs / Microsoft SQL Server / Enterprise Manager.
- In the left hand pane right click on your server name and select 'Properties' from the submenu.
- Click on the 'Security' tab.
- Under 'Authentication' ensure that 'SQL Server and Windows' is checked.
- Click on 'OK'.

Install ieSupportManager Data Files for Microsoft SQL Server 2000

- Run ieSupportManagerInstall.exe

Please Note: Before installing ieSupportManager on any machine you must ensure that you are logged into the local machine as the Administrator. If you are installing on Windows Vista, Windows 7 or Windows 2008 Server then you must right click on the ieSupportManagerInstall.exe file and select 'Run as administrator' (see below). If prompted by User Account Control click 'Yes' to allow the install program to run with full administrator permissions.



- Click on 'Install ieSupportManager 2.xx' and click on 'Next'.
- Click on 'Next' on the 'Welcome' screen.
- Read the License Agreement and click on 'I Agree'.
- When prompted for 'What would you like to do?' ensure that only 'Install ieSupportManager data files to server' is checked and click on 'Next'.
- Click on 'Microsoft SQL Server' and click on 'Next'.
- Browse to the Microsoft SQL Server default backup folder if not already shown. This is normally 'C:\Program Files\Microsoft SQL Server\MSSQL\Backup'. However, this may vary. Please check with your database administrator for the Microsoft SQL Server default backup folder name if different to the above.
- Click on 'Next' to accept the default backup folder for Microsoft SQL Server.
- When prompted with 'Start Installation' click on 'Next'.
- When the installation is complete click on 'Done'.
- Click on 'Finish' to exit the install.

The install should now have created a backup database iesm_support.bak in your Microsoft SQL Server 2000 backup directory. You must now restore this database into Microsoft SQL Server 2000 and create a Microsoft SQL Server 2000 user before you install the ieSupportManager program files on your client machines.

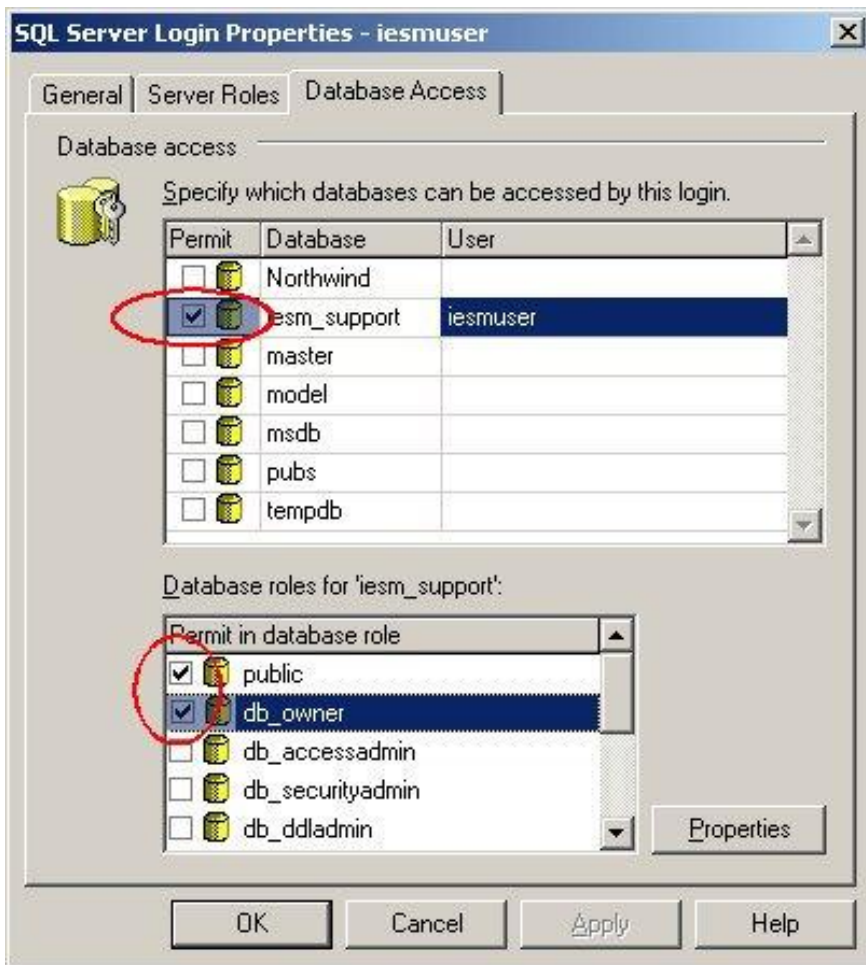
Restore ieSM_Support

It is now necessary to restore the ieSupportManager database that was previously installed into the Microsoft SQL Server backup directory (described in the 'Install ieSupportManager Data Files for Microsoft SQL Server 2000' section above) into Microsoft SQL Server.

- Click on Start / Programs / Microsoft SQL Server / Enterprise Manager.
- In the left hand pane underneath your server name right click on 'Databases' and select 'All Tasks / Restore Database' from the submenu.
- The 'Restore Database' dialog should now be displayed.
- On the 'General' tab opposite 'Restore as database' type in **iesm_support**
- Click on 'From Device'.
- Click on 'Select Devices'.
- The 'Choose Restore Devices' dialog should now be displayed.
- Click on 'Add'.
- The 'Choose Restore Destination' dialog should now be displayed.
- Click on the browse button beside 'File Name' and highlight **iesm_support.bak**
- Click on 'OK'.
- Click on 'OK'.
- Click on 'OK'.
- You should now be back at the 'Restore Database' dialog.
- Now click on the 'Options' tab.
- Ensure that the 'Move to physical file name' column is set to the correct directory ('C:\Program Files\Microsoft SQL Server\MSSQL\Data\').
- Click on 'OK'.
- When "Restore of database 'iesm_support' completed successfully" is displayed click on 'OK'.

Create the iesmuser login

- Click on Start / Programs / Microsoft SQL Server / Enterprise Manager.
- In the left hand pane underneath security right click on 'Logins' and select 'New Login' from the submenu.
- On the 'General' tab opposite 'Name' type in **iesmuser**
- Under 'Authentication' ensure that 'SQL Server Authentication' is checked.
- For the password type in **iesmpassword**
- Now click on the 'Database Access' tab.
- Highlight the **iesm_support** database in the top pane.
- Ensure that both 'Public' and 'db_owner' are checked in the lower pane (see screen-shot below).
- Now click on 'OK' and you should be prompted to 'Confirm Password'.
- Again type in **iesmpassword** and click on 'OK'.

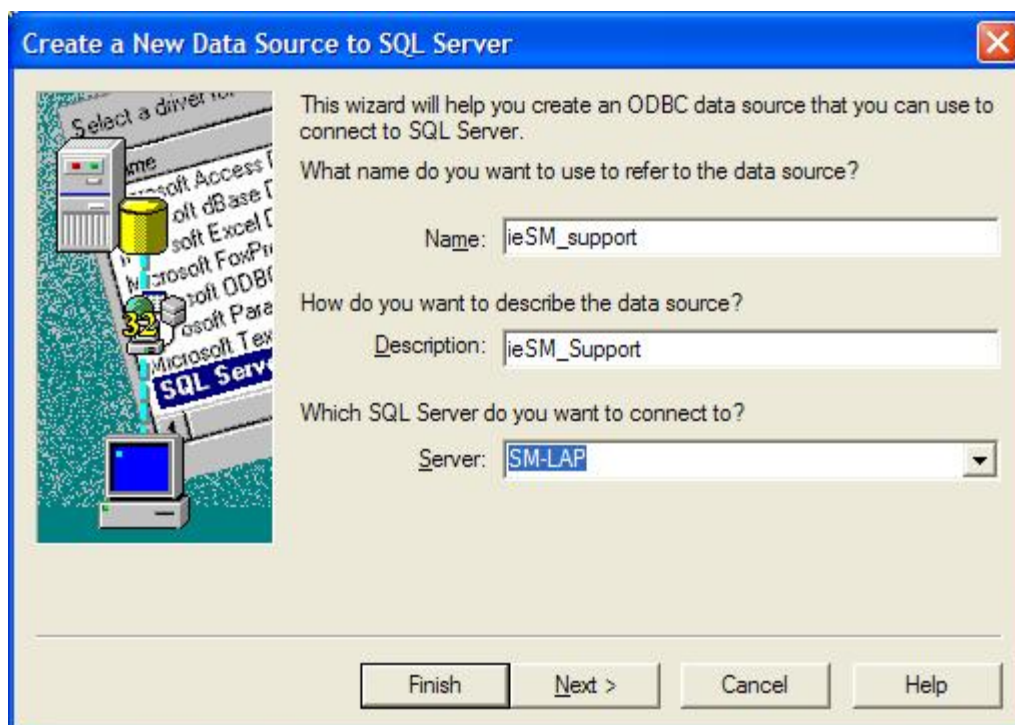


You have now restored the database and created the required login. You are now ready to install ieSupportManager itself and its associated modules, full instructions for which can be found on our website at www.iecomputersystems.ie/downloads/downloads.htm

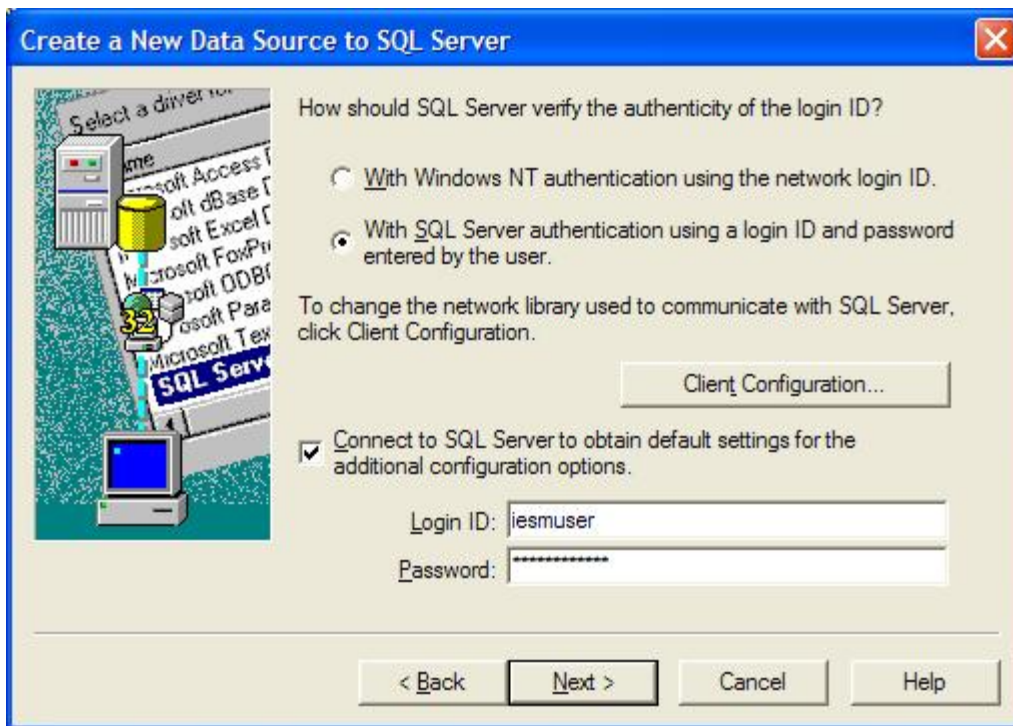
ODBC Settings for Microsoft SQL Server 2000

The ieSupportManager installation routine automatically configures the ODBC settings for connecting to the Microsoft SQL Server 2000 database. However, if it is necessary to manually configure this at any time then the following steps and screen dumps show an example of how the ieSupportManager ODBC settings should be configured.

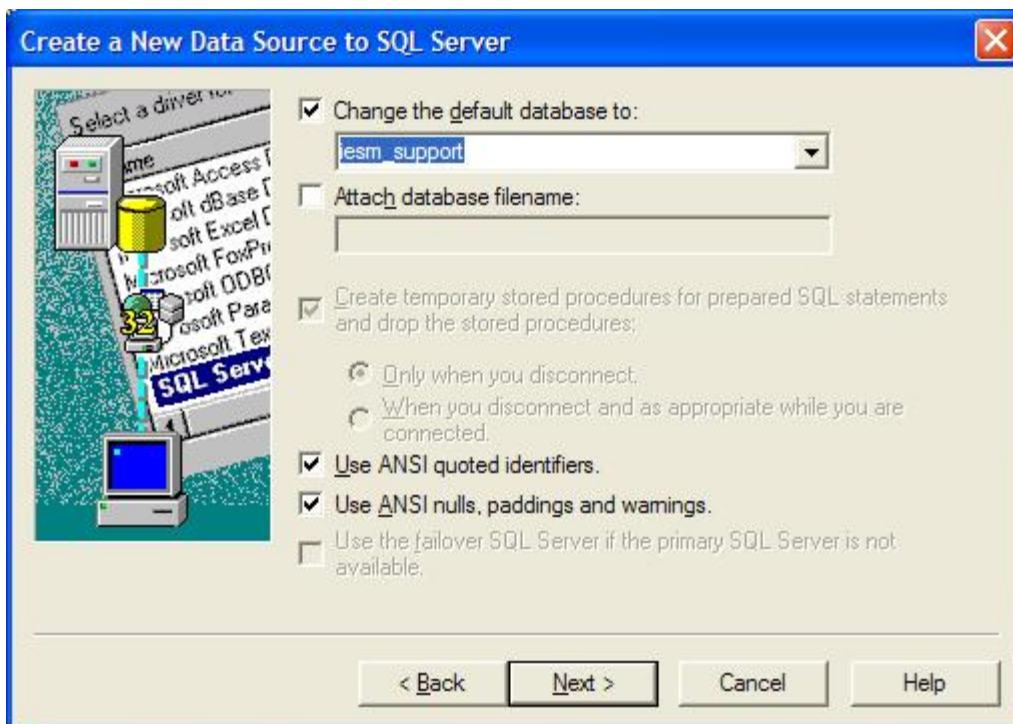
1. Click on Start / Settings / Control Panel / ODBC (if you are using Windows 2000 or Windows XP, Start / Settings / Control Panel / Administrative Tools / Data Sources (ODBC) or if you are using a 64 bit PC or server then you need to click on Start / Settings / Control Panel / View 32-bit Control Panel Items / Data Sources (ODBC)) and click on the System DSN tab.
2. Click on the 'System DSN' tab. If an entry for 'ieSM_Support' exists then highlight it and then click on 'Configure'. Otherwise click on 'Add' and then select 'SQL Server'.
3. Next set the name and description to 'ieSM_Support'.
4. Set the SQL server that you wish to attach to by typing in its name or by selecting it from the drop-down list as per the example shown below.
5. Click Next.



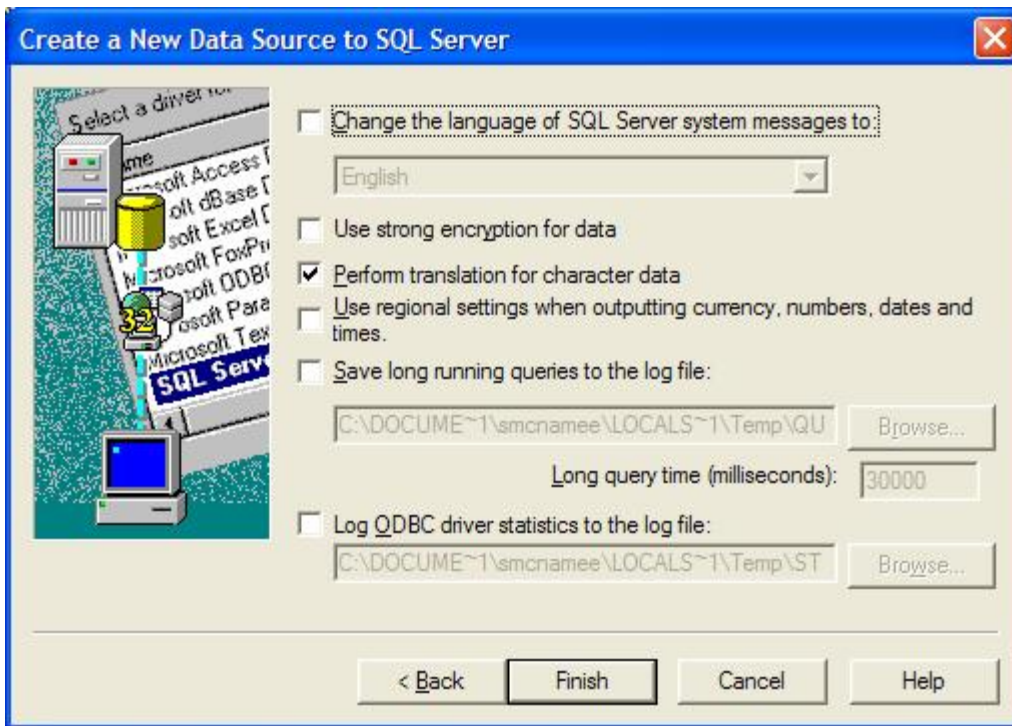
6. Next set the authentication to use SQL server authentication as per the screen dump below.
7. Also, tick the connection box as per the example below.
8. Set the 'Login ID' to 'iesmuser'.
9. Set the 'Password' to 'iesmpassword'.
10. Click Next.



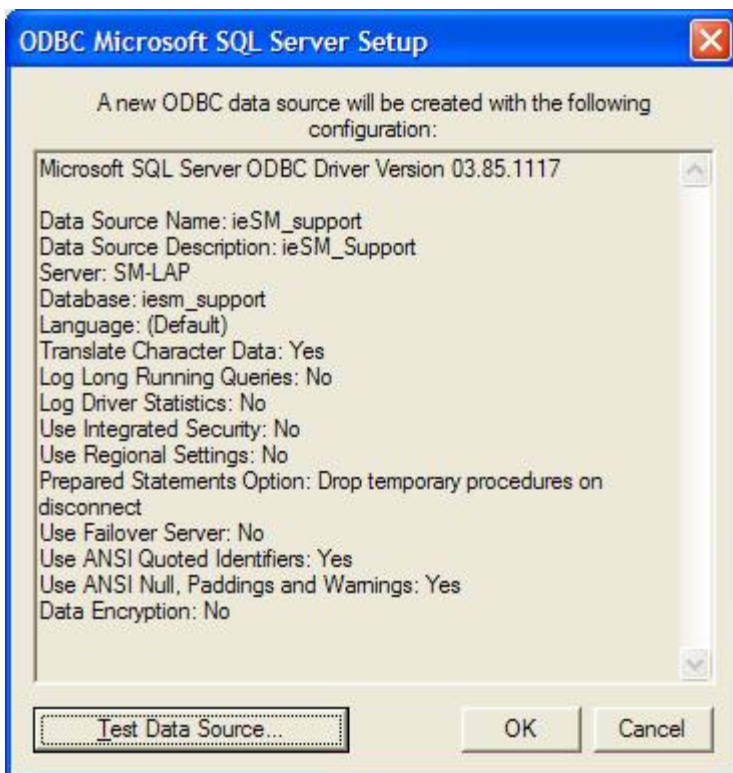
11. Set the default database to 'iesm_support'
12. Leave the other items at their default settings.
13. Click Next.



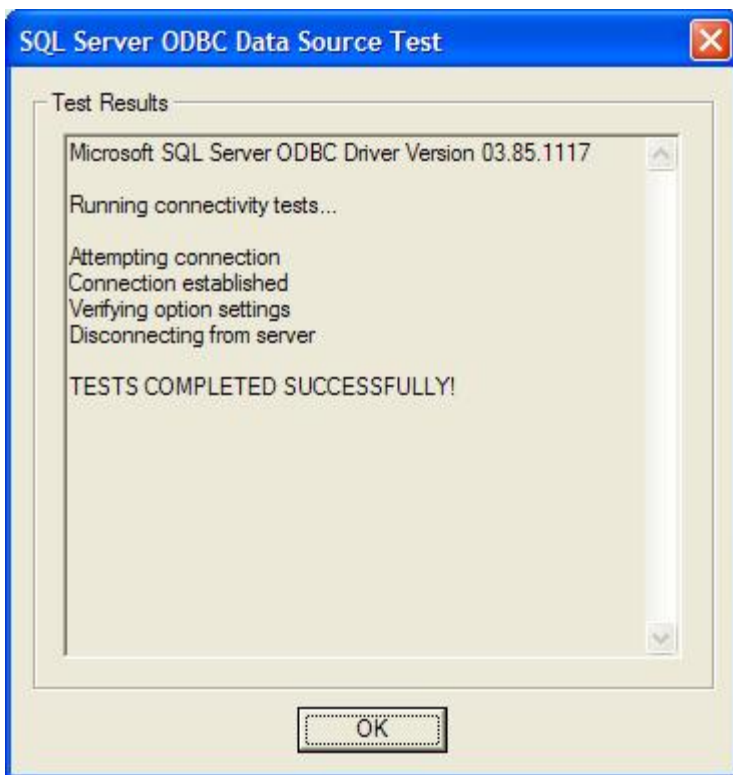
- 14. Leave the settings below at their default settings.
- 15. Click Finish.



- 16. Lastly, ensure you test your settings by clicking the 'Test Data Source' button.



17. You should receive results similar to the screen below.



Contact Us

If having consulted this installation guide and you still cannot find the solution to your problem then please do not hesitate to contact us, full details can be found at www.iecomputersystems.ie/contactus.htm