ieSupportManager

Database Configuration

Guide For

Microsoft SQL 2005

Express Edition (MSDE)

Contents

Configuration of ieSupportManager for Use with Microsoft SQL 2005 Express Edition (MSDE)

This document outlines the steps involved to successfully configure ieSupportManager for use with Microsoft SQL 2005 Express Edition (MSDE). 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 steps required for MSDE.

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

If MSDE 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 MSDE please check with your database administrator. Please note it is possible to set the authentication mode after installing MSDE, this is described below.

Settings for MSDE Configuration Manager

The MSDE Configuration Manager allows the user to determine how workstations access the MSDE. ieSupportManager uses TCP/IP to connect to its database and this must be enabled.

- On the server click on Start / Programs / Microsoft SQL Server 2005 / Configuration Tools/ SQL Server Configuration Manager.
- Navigate to 'SQL Server 2005 Network Configuration', 'Protocols for SQLEXPRESS'
- On the right-hand pane if TCP/IP is disabled then right-click on TCP/IP and click on 'Enable'
- Navigate to 'SQL Native Client Configuration', 'Client Protocols'
- On the right-hand pane if TCP/IP is disabled then right-click on TCP/IP and click on 'Enable'
- Navigate to 'SQL Server 2005 Services'
- On the right-hand pane right click on 'SQL Server Browser' and then click on 'Start' (if its status is not set to 'Running'
- On the right-hand pane right click on 'SQL Server (SQLEXPRESS)' and then click on 'Stop'
- Next right click on 'SQL Server (SQLEXPRESS)' and then click on 'Start' (this will allow the service to enable the changes made above)

Settings for MSDE Surface Area Configuration

The MSDE surface Area Configuration allows user to configure various security settings and other restrictions based on the users' requirements. For ieSupportManager to be able to connect to the database from a workstation the following settings MUST be enabled.

- On the server click on Start / Programs / Microsoft SQL Server 2005 / Configuration Tools / SQL Server Surface Area Configuration
- Select 'Surface Area Configuration for Services and Connections'
- Navigate to 'Remote Connections' within Select 'SQLEXPRESS', 'Database Engine'
- Tick the box beside 'Local and Remote Connections'
- Now tick the either the box labelled 'Using TCP/IP Only' or 'Using both TCP/IP and names pipes' depending on your other applications requirements. Either way TCP/IP must be enabled for ieSupportManager
- Click 'Apply'
- Click on 'Service' (just above 'Remote connections')
- Set startup type to 'automatic'
- Click 'Stop' to stop the service (if the service state is set to running)
- Click 'Start to restart the service (this will allow the service to enable the changes made above)
- Navigate to 'Service' within 'SQL Server Browser'
- Set startup type to 'automatic' and then click 'Apply'
- Click 'Stop' to stop the service (if it is already running)
- Click 'Start to restart the service (this will allow the service to enable the changes made above)

Authentication Settings for Microsoft SQL Server Management Studio Express

Within the Microsoft SQL Server Management Studio Express it is necessary to check that the correct authentication has been set (if not already done so when MSDE was first installed).

If you have the password for the login ID 'sa' then

- Click on Start / Programs / Microsoft SQL Server 2005/ SQL Server Management Studio Express
- On the 'connect to server' dialog set the authentication to 'SQL Server Authentication'
- Input the login ID and password as per your installation of MSDE
- Click on 'Connect'

Now skip to the 'Install ieSupportManager Data Files For Microsoft SQL 2005 Express Edition (MSDE)' section.

If you do NOT have a password for the login ID 'sa' then

- Click on Start / Programs / Microsoft SQL Server 2005/ SQL Server Management Studio Express
- On the 'connect to server' dialog set the authentication to 'Windows Authentication'
- Click on 'Connect'
- Right-click on the top level item, for example, server-name\SQLEXPRESS, where 'server-name' is then name of the server
- Click on 'Properties'
- Click on 'Security'
- Tick 'SQL Server and Windows Authentication Mode' (if not already set)
- Click Ok
- Navigate to 'Security' and then 'Logins'
- On the right-hand pane right-click on the user 'sa' and click on 'Properties'
- Click on 'General'
- Type in a password for the user 'sa' and make a note of it (again double-check with your database administrator before setting this password as they may have one set already)
- Click on 'Status'
- Tick 'Enabled' under 'Login'

Install ieSupportManager Data Files for Microsoft SQL 2005 Express Edition (MSDE)

- 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.
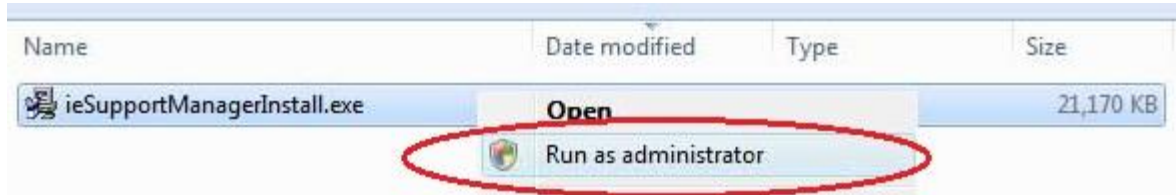
- Click on 'Install ieSupportManager 2.xx' and click on 'Next'.
- Click on 'Next' on the 'Welcome' screen.
- Read the License Agreement and click on 'I Agree'.
- When prompted for 'What would you like to do?' ensure that only 'Install ieSupportManager data files to server' is checked and click on 'Next'.
- Click on 'Microsoft SQL Server' and click on 'Next'.
- Browse to the MSDE default backup folder if not already shown. This is normally 'c:\program files\microsoft sql server\mssql.1\mssql\backup', however this may vary. Please check with your database administrator for the MSDE default backup folder name if different to the above.
- Click on next
- 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 MSDE backup directory. You must now restore this database into MSDE and create a MSDE user before you install the ieSupportManager program files on your client machines.

Restore ieSM_Support into Microsoft SQL 2005 Express Edition (MSDE)

It is now necessary to restore the ieSupportManager database that was previously installed into the MSDE backup directory (described in the 'Install ieSupportManager Data Files for Microsoft SQL 2005 Express Edition (MSDE)' section above) into MSDE.

- Click on Start / Programs / Microsoft SQL Server 2005/ Microsoft SQL Server Management Studio Express
- In the left-hand pane underneath your server name right click on 'Databases' and select 'Restore Database' from the submenu
- The 'Restore Database' dialog should now be displayed.
- Click on the 'General' tab on the right-hand pane
- Type '**iesm_support'** in to the 'to database' field
- Click on 'From Device'.
- Click on the button (with 3 dots) to the right of 'From Device'
- Ensure 'File' is set from the 'Backup media' drop-down list
- Click Add
- The MSDE backup folder should be highlighted by default. If it is not then navigate to the MSDE backup folder (normally 'c:\program files\microsoft sql server\mssql.1\mssql\backup', however this may vary. Please check with your database administrator for the MSDE default backup folder name if different to the above)
- Highlight 'iesm_support.bak' and click 'Ok'
- Click 'Ok'
- Tick the 'Restore' box underneath the list 'Select the backup sets to restore'
- Click on 'Options' on the left-hand pane
- Ensure that the ' Restore As' column is set to the correct directory for both ieSM_Support_Log and ieSM_Support_Data. Normally, 'c:\program files\microsoft sql server\mssql.1\mssql\data', however this may vary. Please check with your database administrator for the MSDE default backup folder name if different to the above.
- Click on 'OK' to start the restore.
- When "The restore of database 'iesm_support' completed successfully" is displayed click on 'OK'.

Create the iesmuser login

- Click on Start / Programs / Microsoft SQL Server 2005/ Microsoft SQL Server Management Studio Express
- In the left hand pane underneath security right click on 'Logins' and select 'New Login' from the submenu.
- On the 'General' tab opposite 'Login Name' type in **iesmuser**
- Under 'Authentication' ensure that 'SQL Server Authentication' is checked.
- For the password type in **iesmpassword** in both the 'Password' and 'Confirm password' fields
- Untick 'Enforce password policy'
- Untick 'Enforce password expiration'
- Untick 'User must change password as next login'
- On the 'Default database' drop-down list select 'iesm_support'
- Now click on the 'User Mapping' tab
- Highlight and then tick 'iesm_support' on the top of the right-hand pane.
- Ensure that **both** 'Public' **and** 'db_owner' are checked in the lower pane (see screen-shot below).
- Now click on the 'Status' tab
- Ensure that 'Enabled' is ticked under 'Login'
- Click on 'OK'
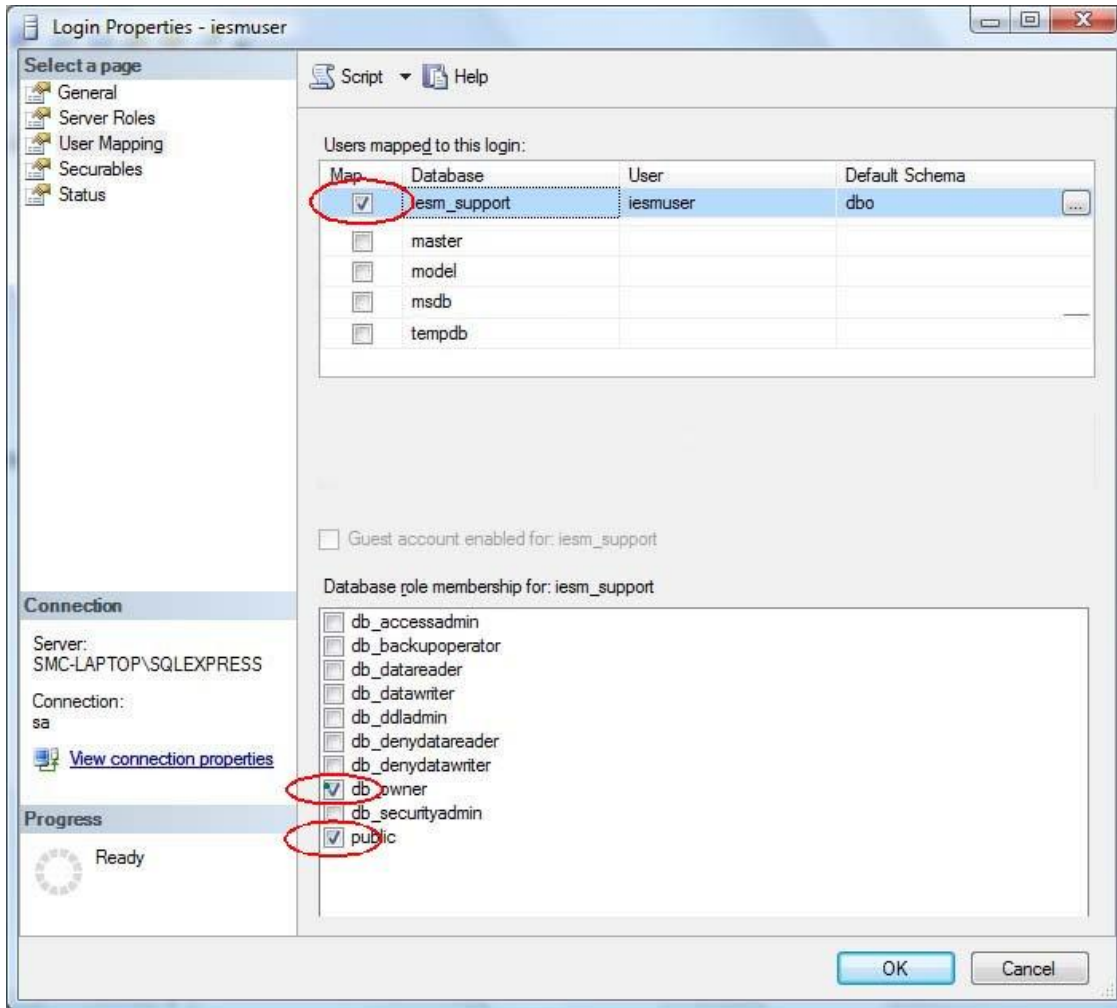
You have now restored the database and created the required login. You are now ready to install ieSupportManager itself and its associated modules, full instructions for which can be found on our website at www.iecomputersystems.ie/downloads/downloads.htm

ODBC Settings for Microsoft SQL 2005 Express Edition (MSDE)

The ieSupportManager installation routine automatically configures the ODBC settings for connecting to the Microsoft SQL 2005 Express Edition 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 setting 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.
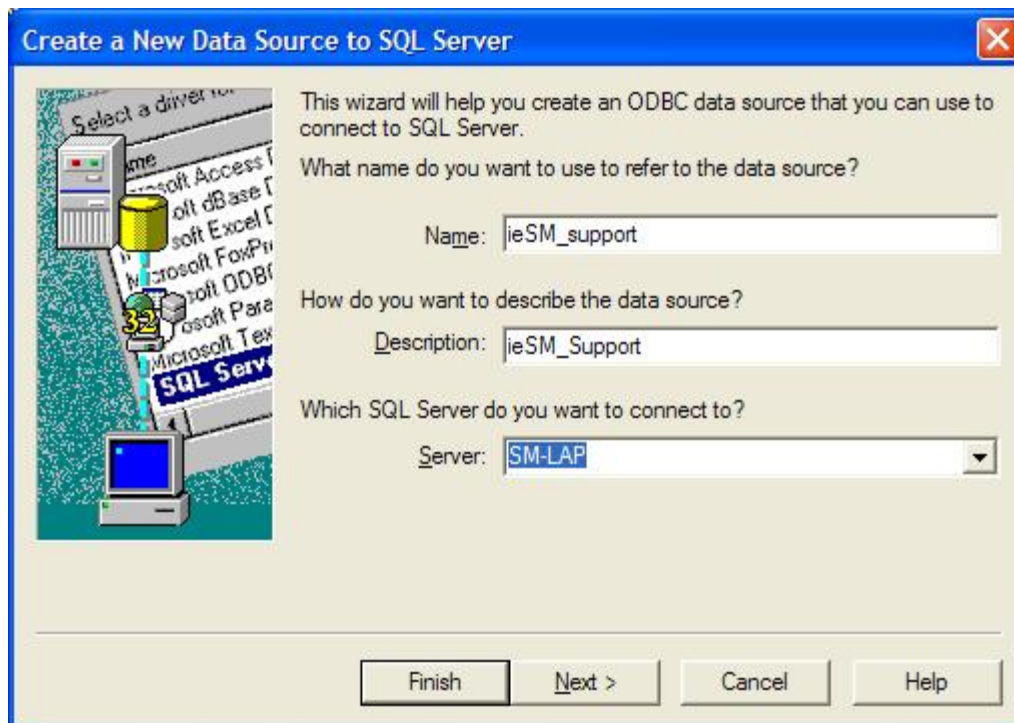
6. Next set the authentication to use SQL server authentication as per the screen dump below.
7. Also, tick the connection box as per the example below.
8. Set the 'Login ID' to 'iesmuser'.
9. Set the 'Password' to 'iesmpassword'.
10. Click Next.
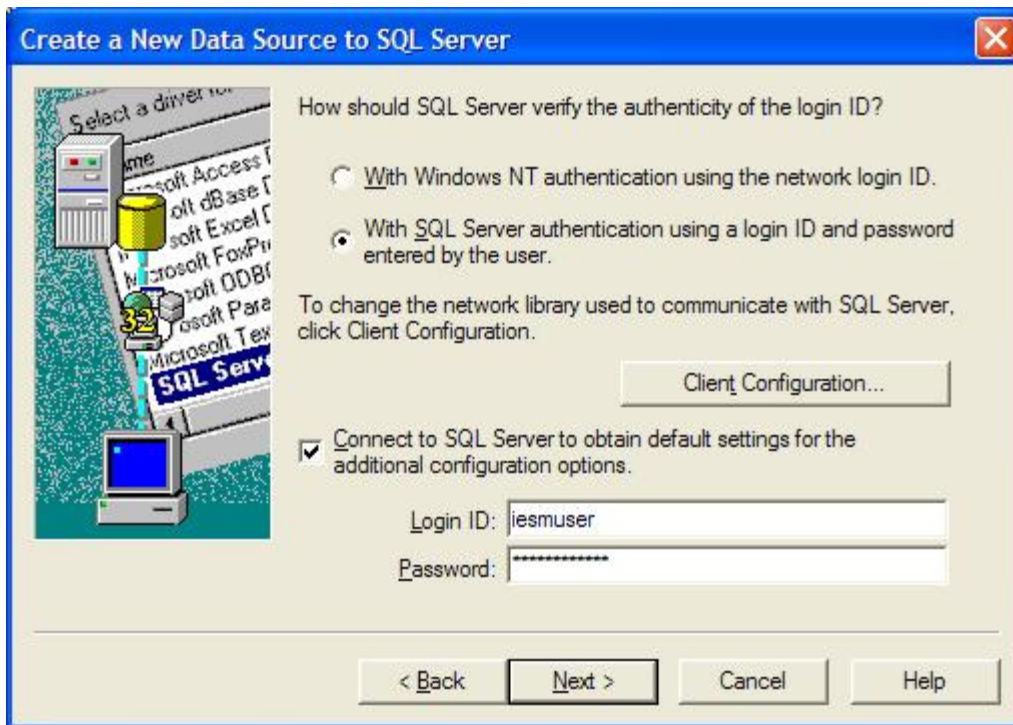
11. Set the default database to 'iesm_support'
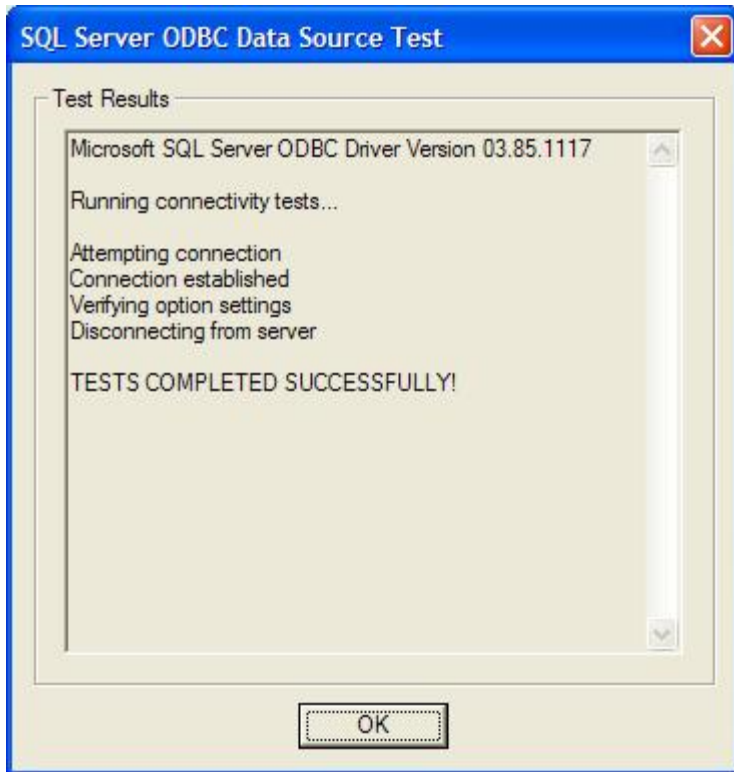12. Leave the other items at their default settings.
13. Click Next.
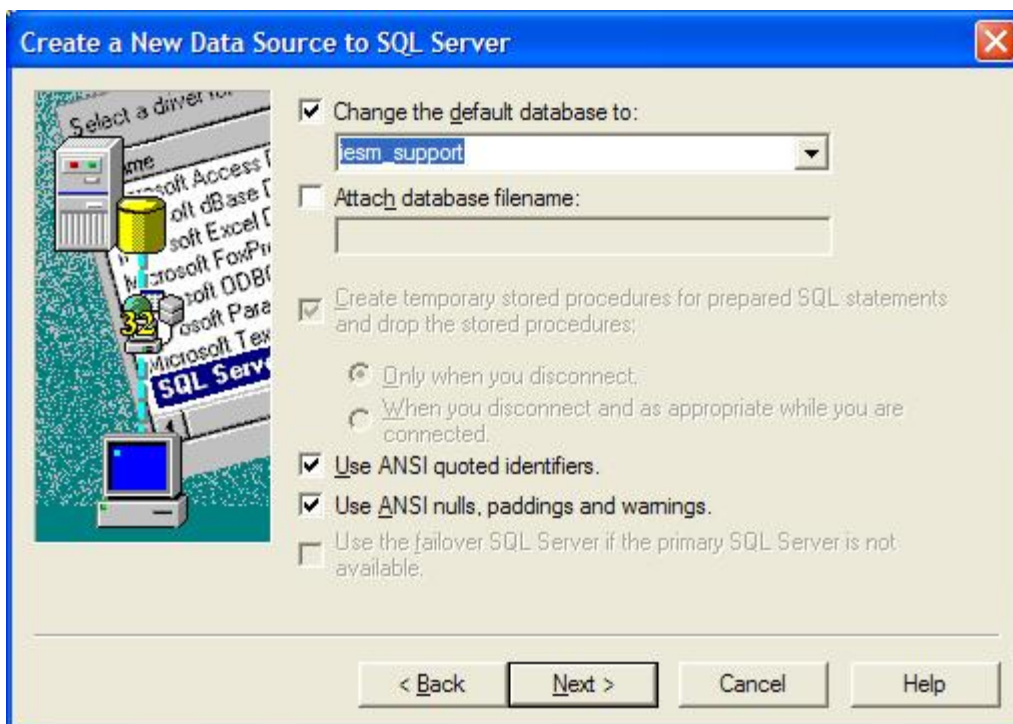
14. Leave the settings below at their default settings.
15. Click Finish.
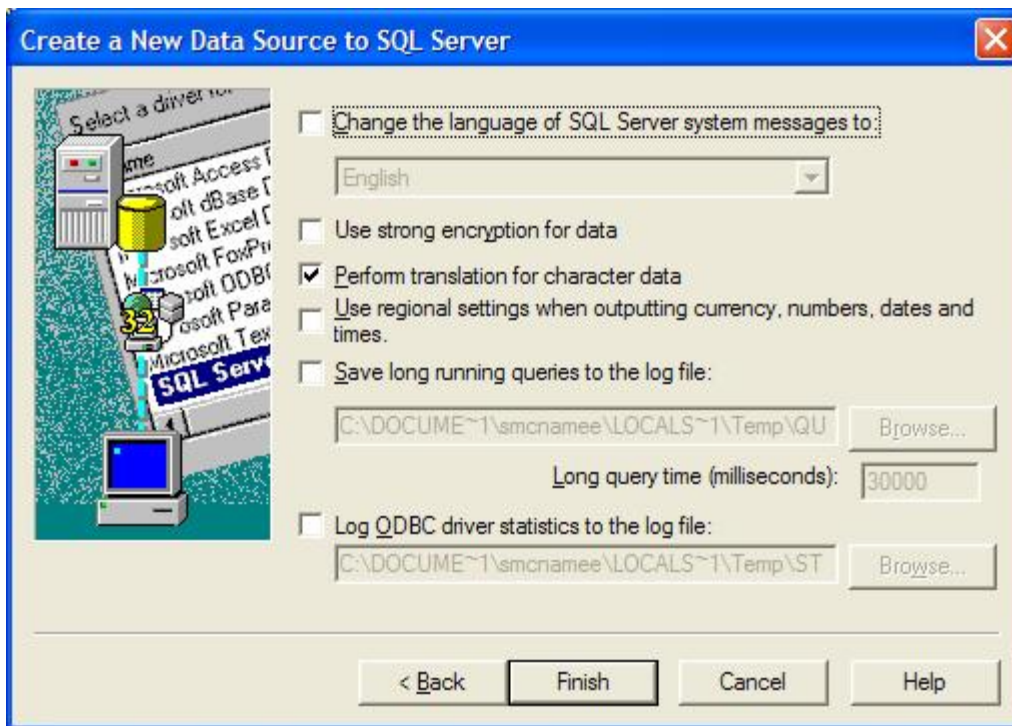
16. Lastly, ensure you test your settings by clicking the 'Test Data Source' button.

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