# **PSES/PSNCDM Installation and SQL Issues**

# Note: it is the responsibility of the technician to ensure that the customer's SQL database has been backed up and a backup strategy is in place, before making any changes to a SQL database

Make sure that the all the pre-requisites for PSES/PSNDCM install have been met and the installation procedure has been followed in the correct sequence.

### **Minimum requirements**

Operating system	Microsoft Windows 2000 Server/Advanced Server Service Pack 4 or later Microsoft Windows Server 2003 Standard Edition Service Pack 1 or later* Microsoft Windows 2000 Professional Service Pack 4 or later Microsoft Windows XP Professional Service Pack 2 or later* Microsoft Windows Vista Business or Enterprise edition*
Hardware	CPU: 2 GHz or higher Memory: 512 MB or more Hard disk drive: 500 MB or more (for installation)
Software	Microsoft .NET Framework 2.0 or later Microsoft Internet Information Service 5.0 or later Microsoft SQL Server 2005 Express, Standard or Enterprise edition Microsoft SQL Server 2000 Standard or Enterprise edition

\* An exception must be added with Windows Firewall.

Refer to the PSNCDM and PSES User's Guide manuals for detailed installation instructions

Before beginning the installation, check for the following:

- IIS (Internet Information Services) is installed.
- Windows is logged on to with Administrator privileges.
- With Windows Vista, "IIS Metabase and IIS6 configuration compatibility" is enabled. To enable perform the following: "Control Panel" – "Programs and Features" – "Turn Windows features on or off" – "Internet Information Services" – "Web Management Tools" – "IIS6 Management Compatibility" – "IIS Metabase and IIS6 configuration compatibility"

The description below also applies to the installation of any PSES add-on applications.

Note

Before installing the utility, be sure to log on with Administrator privileges.

PageScope Net Care Device Manager uses Internet Information Services (IIS). Before starting the installation, IIS must be installed.

Using Microsoft SQL Server, PageScope Net Care Device Manager can manage data from devices and usage counters.

The free version of Microsoft SQL Server 2005 Express Edition can be downloaded using the installation file for PageScope Net Care Device Manager. However, the handling capacity is limited to 4 GB of data.

Depending on the combinations of PageScope applications, the size of the data handled in the database may become extremely large. If a large amount of data is expected to be handled, use Microsoft SQL Server 2005, which is available for purchase.

Select "Mixed Mode (Windows Authentication and SQL Server Authentication)" as the authentication mode for Microsoft SQL Server. It cannot be used with "Windows Authentication Mode".

If the server is reinstalled, start up Admin Console and check the settings on the Connection Setting tab.

The following settings are required in Windows Firewall on WinXP/Vista/2003 for PSES to Function. <Excepted program> C:\Program Files\KONICA MINOLTA\PageScope Enterprise Suite\bin\Release\PSESCoreScheduler.exe

#### <Port Number> 8085 (Common) 50002 (Authentication Manager only) <Other settings>

Change the settings on the Advanced tab as follows.

Select the [Local Area Connection] check box.

- Click the [Settings] button and select the [Web Server (HTTP)] check box on the Services tab.
- If SSL is enabled, select the [Secure Web Server (HTTPS)] check box. (For Windows Vista)Change the settings on the advanced tab as follows:
- Select the "Local Area Connection" check box. Change the settings on the Exceptions tab as described below.

Select the [World Wide Web Service (HTTP)] check box. If SSL is enabled, select the [Secure Web Server (HTTPS)] check box.

When installed on Windows 2003 Server, enable the Web service extension ASP.NET.

- In "Control Panel", open "Administrative Tools", and then start up

"Internet Information Services (IIS) Manager". Click "Local Computer", then "Web Service Extensions" in the console tree, and then enable "ASP.NET".

- When installed on any operating system other than Windows Server2003, this step is not necessary.

Additionally the following setting related to ASP.net may need to be configured or the following issue may occur:

After installing Microsoft SQL Server Express for PageScope Enterprise Suite and PageScope Net Care Device Manager, when you type <u>http://localhost/pses</u> and perform a search you get the following error:



The webpage cannot be found (see screenshot below)

This error is caused by an undefined patch which prohibits use of the ASP.net extension.

1	🕒 🕤 🕶 🔊 http://loca.host/PSES/	💌 🏘 🗶 Uve Search 🖉 🗴
	He He Information Services (US) Manager 술 쇼 등 E Action Services (US) Manager 두 는 도 표 문제 같은 것 같은 우 프 비	
	Internet all formations because     Internet all formations because     Internet all formations because     Internet all formations     I	Web Service Executor         Status         TP.404           Y Al Unitional Status         Prohibited           P Al Unitional Status         Prohibited           P Address Structure         Prohibited           P Struct Structure         Prohibited           P Woldow         Prohibited
	A and a first second sector much be a sector sector factor much be a sector sector factor much be a sector sector sector.      Device to the sector sec	<u>xx</u>

To correct this issue go to Programs > Admin Tools > IIS manager > Web service extensions > select the ASP.NET 2.0.50727 extension and click Allow button.

# **PSES/PSNCDM** install

If not logged into the PC with Admin privileges, the following error may occur:



On the main page, click [Basic Module].



On the Basic Module page, click [Download .NET Framework 2.0] download Microsoft .NET Framework 2.0.



If Microsoft.NET Framework 2.0 or greater is already installed, this step is not necessary.

On the Basic Module page, click [Download SQL Server 2005] link to download Microsoft SQL Server 2005 Express from the Microsoft site.

Note: If installing a chargeable add-on PSES application these modules will be included in the installer. However, if a supported version of Microsoft SQL Server will be utilized, this step is not necessary.

\*If installing the PSES Sales Demo Tool, install the SQL 2005 Express database provided with the installer.



#### Note: The free SQL Server 2005 Express Edition database capacity is limited to 4 GB.

Depending on the number of devices to be managed, the number of registered users and the management period, the size of the data handled in the database may become extremely large If a large amount of data is expected to be handled, use the Standard or Enterprise version of Microsoft SQL. More robust hardware may also be necessary depending on the configuration.

Microsoft		Sea	rch Microsoft	×
Download Center				
Download Center Home	Search All Downloads	×1	Go Advanced Sear	<u>ch</u>
Windows Office Servers	Microsoft SQL Brief Description	Server 2005 E	xpress Edition Service	Pack 2
Business Solutions	Microsoft SQL Server 200	5 Express Edition is a free, e	easy-to-use, lightweight version of SQL Se	erver 2005. :

File Name:	File Size
SQLEXPR.EXE	55.4 MB
SQLEXPR32.EXE	36.5 MB

**Note:** SQLEXPR32.EXE is a smaller package that can be used to install SQL Server Express on 32-bit operating systems only. The larger SQLEXPR.EXE package supports installing onto both 32-bit and 64-bit (WOW install) operating systems. There is no other difference between these packages.

Start the SQL Server 2005 installer, and install according to the instructions in the wizard. The installation may fail with the warning message:

"An installation package for the product Microsoft SQL Server Native Client cannot be found"

In this case, uninstall Microsoft SQL Native Client through "Add or Remove Programs", reboot, and then re-install Microsoft SQL Server 2005.

In order to troubleshoot the SQL connection, it is advised to also install the Client Components – Connectivity Components. (This feature can also be installed individually, by running the SQL installer again). This will install the SQL Server Config Manager which can be accessed through the Windows Start menu or an mmc console.

eature Selection Select the program features you want installed.	
ck an icon in the following list to change how a feat	Feature description Installs components for communication between clients and servers, including network libraries for ODBC and OLE DB.
2	
	This feature requires 21 MB on your hard drive.

The SQL 2005 DB, whether installed locally or remotely, *must use* "Mixed Mode" Authentication If connecting to an existing SQL database, the "sa" password of that SQL Server must be entered.

Aut	hentication Mode The authentication mode specifies the security used when onnecting to SQL Server.	
5	elect the authentication mode to use for this installation.	
(	Windows Authentication Mode	
(	Mixed Mode (Windows Authentication and SQL Server Authentication)	
5	ipecify the sa logon password below:	
	Enter password:	
	++++++	
	Confirm gassword:	

When connecting to a SQL DB that on the same computer that PSES is installed on, select "Local Computer" and provide the SQL Instance Name and "sa" password. For a new SQL install the "sa" password would have been specified during the SQL install.

KONICA MINOLTA	Scope Enterprise Suite
eate the Database.	
SQLServer Settings	
O Local Computer	
Computers on the network	
IPAddress / DNS Host Name	
Instance Name	SQLExpress
sa Password	
Account	PSESUSER
Password	
Password (Confirmation)	
Database Name (1)	PSESCoreDB
Database Name (2)	PSESCore Tab

\*Additionally, *before* performing the PSES install, especially when connecting to an existing SQL database on another computer, you may want to first verify if a succesful connection to can be performed through SQL Management Studio (A free Microsoft utility). This procedure is described later in this document.

To connect to a SQL 2005 DB on another computer, you must know the IP Address/DNS Name of the computer, the Instance name and the existing "sa" password. Additionally, provide a password for the PSESUSER (If this user already exists, you will need to specify another user name.

📄 KONICA MINOLTA 🛛 🗯	Score Enterprise Suite
eate the Database.	
SQLServer Settings	/
Cocal Computer	
Computers on the network	
IPAddress / DNS Host Name	10.5.1.143
Instance Name	SQLExpress
sa Password	****
Account	PSESUSER
Password	******
Password (Confirmation)	
Database Name (1)	PSESCoreDB
Database Name (2)	PSESCoreTab
Education runne (L)	FSESCORTAD
	Create Cancel

After the PSES core has been installed, proceed to the install of PSNCDM.

You must also provide the "sa" password of the SQL Server 2005 being connected to during the install of each PSES module.

KONICA MINOLTA PageScope Ne	t Care Device Manager 1.0		X
	🕸 PAGE SCOPE Net C	Care Device	e Manager
Top Menu > PageScope Net Ca	re Device Manager	Readme	
PageScope Net	KONICA MINOLTA PageScope Net	Care Device Manager	_ <b>_</b> X
User's Manual Net Care Device M	Installing KONICA MINOLTA PageS The program features you selected a	cope Net Care Device Manager	he
	The wizard is now installing Manager Please wait . This	KONICA MINOLTA PageScope Net Ca may take several minutes.	are Device
	PSESDBInitializeUtility		
		Scope Enterprise Suite	
	Create the Database. SQLServer Settings		
	C Local Computer		
	(e) Computers on the network IPAridress / DNS Host Name	10.5.1.143	
User N	Instance Name	SQLEppress	
ADOBL® READER® Get Ad	sa Password		
	Database Name	PSESDBNetCare	xit
		Create	Cancel

After the install, make sure the PSES and SQL services are started.

🎇 IMAPI CD-Burning COM Service	Manages C		Manual	Local System
🆓 Indexing Service	Indexes co		Manual	Local System
No. IPSEC Services	Manages I	Started	Automatic	Local System
🎭 KONICA MINOLTA PageScope Enterprise Suite Service 👘		Started	Automatic	Local System
an .	•			

🐐 SQL Server (SQLPSESCORE)

Provides st... Started Automatic

If the install is successful, you will be able to log into and verify the settings in the PSES Admin console. The default Admin password is "Admin" (which can be changed through this console). This is the same password used to login to the PSES web application as System Administrator.

Admin Console		
SKONICA MINOLTA 🕸 🍪 Enterpri	ise Suite	
Server Status		
The server is running normally.		
Login		
Language	English	~
System Administrator Password		

To be able to modify the DB settings, proxy settings or perform backup or restore, the DB must first be stopped.



Database settings.

ver Start and Stop	Database Settings	Proxy Settings	Backup	Restore	Change Password		
atabase Installation	Location						
<ul> <li>Local Computer</li> <li>When the databas</li> <li>Computers on the</li> <li>When the databas</li> </ul>	e is installed on the c ne network e is installed on the c	omputer which is omputer which is	same as t not the se	he server.) rver.)			
IP Add	dress / DNS Host Na	me	[	10.5.1,143			[Required] 1-255 chars
onnection Setting a	of Databse						
Instance Name			5	6QLE xpres	s		[Required] Max: 16 chars
Account			F	PSES			[Required] Max: 128 chars
Password			-	жки			Max: 128 chars
SSL Authentication			6	SSL Authe	ntication OFF	~	

# SQL Errors

The following errors can occur due to local or remote SQL database configuration

An error has occurred while establishing a connection to the server. When connecting to SQL Server 2005, this failure may be caused by the fact that under the default settings SQL Server does not allow remote connections. (provider: Named Pipes Provider, error: 40 - Could not open a connection to SQL Server)

The error below can occur if the SQL DB is not started

	KONICA MINOLTA	Le scoff Enterprise Suite
_		
	The ope Please	rations cannot continue due to an error in the application. login again.

The errors below can occur if the SQL DB being connected to has not been configured to allow remote connections

Server for PageScope	PSESDBInitializeUtility		
Installing Server for Pa	C KONICA MINOLTA 🛛 🎼	Score Enterprise Suite	iger
The program features yc	Create the Database.		
The wizard is r	SQLServer Settings		
时 🖓 wait . This may	C Local Computer		
Status:	Computers on the network		
	IPAddress / DNS Host Name	TW-XP12	
I	Instance Name	SQLEXPRESS	
PSESDBInitializeUtilit	ty		
Install5hield	Database Name (1)	PSESCoreDB	
Instell5hield	Database Name (1)	PSESCoreDB	
Install5hield	Database Name (1) Database Name (2)	PSESCoreDB PSESCoreTab	
Instali5hield	Database Name (1) Database Name (2)	PSESCoreDB PSESCoreTab	
InstallShield	Database Name (1) Database Name (2)	PSESCoreDB PSESCoreTab Create Cance	
InstallShield	Database Name (1) Database Name (2)	PSESCoreDB PSESCoreTab Create Cance	
InstallShield	Database Name (1) Database Name (2)	PSESCoreDB PSESCoreTab Create Cance	
InstallSheld	Database Name (1) Database Name (2)	PSESCoreDB PSESCoreTab Create Cance	
InstallShield User Get A Double READER® User Get A	Database Name [1] Database Name [2]	PSESCoreDB PSESCoreTab Create Cance	
InstallShield User Get A nnect to Server Cannot connect	Database Name (1) Database Name (2) to TW-XP8A\MPSC_DB.	PSESCoreDB PSESCoreTab Create Cance	
InstallSheld User Get A Innect to Server Cannot connect Additional infe	Database Name (1) Database Name (2) to TW-XP8A\MPSC_DB. prmation:	PSESCoreDB PSESCoreTab Create Cance	
InstallShield User Get A Cannot connect Additional info L.> Timeout exp responding.	Database Name (1) Database Name (2) to TW-XP8A\MPSC_DB. ormation: pired. The timeout period elapse (Microsoft SQL Server)	PSESCoreDB PSESCoreTab Create Cance	the server is not

## Note: It is possible to have multiple SQL instances on the same computer.

An issue can occur, if a SQL instance already exists on the same computer where PSES is being installed. Then during the PSES install, another SQL DB instance is being installed to be used with PSES.

During the install of PSES, you may see the first SQL instance displayed. However, this may not be the PSES SQL DB instance. If you default and install, a SQL initialization error will occur because the correct PSES DB is not being connected with. This issue may also prevent a complete un-installation.

If a SQL instance already exists on the computer where PSES is being installed, verify through SQL Server Config Manager the SQL instance name of the SQL DB being used for PSES.

If an error occurs when connecting to the local or remote SQL 2005 DB, check the DB settings through the SQL Server Config Manager on the computer that the SQL DB is installed on. (Many of these settings are disabled by default)

SQL Server Configuration Manager				
File Action View Help				
SQL Server Configuration Manager (Local) SQL Server 2005 Services SQL Server 2005 Network Configuration Protocols for SQLEXPRESS SQL Native Client Configuration Client Protocols Aliases	Name	State Running Running	Start Mode Automatic Automatic	Log On As NT AUTHOR NT AUTHOR

Make sure the following protocols are enabled and verify which SQL ports are being used. (You may need to configure Firewall exceptions based on these settings)

😽 SQL Server Configuration Manager			
File Action View Help ← → € 🗳 🖗 🔀			
SQL Server Configuration Manager (Local)         SQL Server 2005 Services         SQL Server 2005 Network Configuration         Protocols for SQLEXPRESS         SQL Server Client Configuration         SQL Client Protocols         Aliases	Protocol Name Shared Memory Named Pipes TCP/IP	Status Enabled Enabled Enabled Disabled	

Verify the SQL instance name

nsole Root	Name		State
SQL Server Configuration Manager (Local)	i so	L Server (SQLEXPRESS)	Running
SQL Server 2005 Services	QLEXPRESS) P	roperties	? X pped
■ Protocols for SQLEXPRESS ■ SQL Native Client Configuration Log On Servi	e Advanced		
Client Protocols			
Aliases Binary Path		C:\Program Files\Microsoft S	OL Ser
ent Viewer (Local)	ol	1	
Exit Code		0	
Host Name		PSNCDM	
Name		SQL Server (SQLEXPRESS)	
Process ID		8096	
SQL Service	Туре	SQL Server	
Start Mode		Automatic	
State		Running	
Name Name of servic	е.		

Right click on TCP/IP and select Properties

Make sure the Protocol is enabled.

		Protocol TP Addresses
Protocol Name	Status	Enabled Yes
📄 Shared Memory	Enabled	Keep Alive 30000
📄 Named Pipes	Enabled	Listen All Yes
TCP/IP	Enabled	No Delay No
	Enabled	
		Enabled Enable or disable TCP/IP protocol for this server instance

Make sure the TCP/IP Addresses being connected to are both set to "Active" and "Enabled"

SQL Console1 - [Console Root\SQL Serve	Configuration Manager (Local)	NSQL Server 2005 Ne	twork Configuration\Protoco
File Action View Favorites Window He	p		
· → 🖻 🗉 🗗 🖬 😭			
Console Root	Protocol Name	Statur	
- SQL Server Configuration Manager (Local)	Shared Memory	Enabled	
SQL Server 2005 Services	a Named Pipes	Disabled	
SQL Server 2005 Network Configuration	TCP/IP	Disabled	
□ = Protocols for SQLEXPRESS □ = SQL Native Client Configuration	TCP/IP Properti	25	? 🛛
Scient Protocols	Protocol IP Addr	esses	
Event Viewer (Local)	IE IP1		1
	Active	Yes	•
Internet Explorer	Enabled	No	_
Microsoft Office Sessions	IP Address	11.11	.5.17
Security	TCP Dynamic P	orts 0	
System	TCP Port		
Services (Local)	IP2		
	Active	Yes	
	Enabled ID Address	N0	0.1
	TCP Dynamic P	127.0 orte 0	.0.1
	TCP Dynamic P	ons u	
	E TPAIL		
	TCP Dynamic P	orts 0	
	TCP Port		
	Active Indicates whether	the selected IP Address is	Apply Help
TCP/IP Properties Protocol IP Addresses		2	
E @1	/		
Active			
Fuchted		<u> </u>	
Enabled	es	=	
IP Address 1	e80::5426:6a24:4713:feac%8		
TCP Dynamic Ports			

Yes

0

Yes

Yes

Active Indicates whether the selected IP Address is active.

OK Cancel

169.254.254.172

Yes 2002:43ba:b696::43ba:b696

Apply

Help

E 1P10 Active

Enabled IP Address

TCP Port

Enabled

IP Address

TCP Dynamic Ports

In orders to make a SQL connection from another computer, the SQL TCP/IP Client Protocol should be enabled. Also, note what port the connection is taking place on.

			1	1
SQL Server Config	Juration Manager (Local)	Name	Order	Enabled
SQL Server 2005 Network Configuration	005 Network Configuration	a Shared Memory	1	Enabled
	3 TCP/IP	2	Enabled	
🖳 🖳 SQL Native Cli	ent Configuration	WIN WIA	2	Disablec
Client Pro	- Pasta	4 141		
Aliases	ICP/IP Properties			
	Protocol			
				1
	🖬 General			
	Default Port	1433		
	Enabled	Yes		
	Keep Alive	30000		
	Keep Hire Interval	1000		

If the install still fails you may need to install the free Microsoft SQL Management Studio to further troubleshoot.

If attempting to connect to a remote SQL database, install this utility on the computer where PSES/PSNCDM is installed and test connecting to the remote SQL DB.

×

File Edit View Tools Window Community Help 일 New Query 📑 📂 🚽 🕼 🗓 📴 🦆 😤 🚽 Object Explorer • 4 × Connect to Server 왕 왕 = 김 7 Windows Server System SQL Server 2005 Server type: PEZ2\SQLEXPRESS Server name: ~ Authentication: SQL Server Authentication × Login: sa v Password: Remember password Connect Cancel Help Options >>

SQL Management Studio can be used to browse and connect to SQL installations on the network,

		Browse for Servers	×
Connect to Server	Windows Server System	Local Servers Network Servers Select a SQL Server instance in the network for your connection:	1
Server <u>type:</u> Server name: Authentication: Login: Password:	Database Engine	Database Engine           2003R2-1         (9.0)           KMBS-CSRC01         (8.0)           T5-CSRC2031         TS-0C1           T5-DC1         (8.0)           T5-RFAX-W2K3         TW:XP15\SQLEXPRESS           TW:XP15\SQLEXPRESS         (9.0)           TW:XP8AUMPSC_DB         (8.0)           VMWARE-SERVER\SOFTGRID         (8.0)	
<u>C</u> onnect	Cancel Help Dptions >>	OK Cancel Help	

If you cannot connect locally or remotely through SQL Management Studio, then you will not be able to connect to the SQL DB during the PSES/PSNCDM install

New Query 🛛 🛐 🚰 🗐 🧟	Select a page	💁 Script 🝷 🚺 Help		
🛃 🔲 🍸	Memory Processors Security	21		
🗄 🚞 Databases	Connections	Name	PEZ2\SQLEXPRESS	
🛾 🚞 Security	🚰 Database Settings	Product	Microsoft SQL Server Express Edition	
Server Objects	Advanced	Operating System	Microsoft Windows NT 5.1 (2600)	
ia Replication	Permissions	Platform	NT INTEL X86	
🚞 Management		Version	9.00.3042.00	
		Language	English (United States)	
		Memory	1023 (MB)	
		Processors	1	
		Root Directory	C:\Program Files\Microsoft SQL Server\MSSQL.1\/	
		Server Collation	SQL_Latin1_General_CP1_CI_AS	
		Is Clustered	False	
	Connection Server PEZZ/SQLEXPRESS Connection: 88	Name Name of the server and instance.		
	View connection properties			

This utility can provide important information, including SQL "Instance Name" and ports utilized.

The following information is displayed if you click on "View Connection Properties"

🧏 Microsoft SQL Server Manag	gement Studio Express	Connection Properties			
File Edit View Tools Windo	🖥 Server Properties - PEZ2	Connection Properties			
😫 New Query 📑 📴 🗐	Select a page	Current connection properties:			
Object Explorer	🚰 General	Authentication			
왕 왕 = 의 7	Processors				
E R PEZ2\SOLEXPRESS (SOL Serve	🔗 Security	Authentication Method	SQL Server Authentication		
🗄 🚞 Databases	Connections	User Name	sa		
🕀 🛅 Security	🔗 Database Settings	Connection			
표 🚞 Server Objects	🚰 Advanced	Database	master		
표 🚞 Replication	🚰 Permissions	SPID	56		
표 🚞 Management		Network Protocol	<default></default>		
10000		Network Packet Size	4096		
		Connection Timeout	15		
	Connection	Execution Timeout	0		
		Encrypted	No		
		Product			
		Product Name	Microsoft SQL Server Express Edition		
		Product Version	9.0.3042 SP2		
		Server Name	PEZ2\SQLEXPRESS		
		Instance Name	SQLEXPRESS		
		Language	English (United States)		
		Collation	SQL_Latin1_General_CP1_CI_AS		
		Server Environment	and the second		
		Computer Name	PEZ2		
	Server:	Platform	NT INTEL X86		
	PEZZISULEXPRESS	Operating System	5.1 (2600)		
	Connection:	Processors	.1		
	sa 📕	Operating System Memory	1023		
	View connection properties				
		User Name			
	D	The name of the user or login used to	connect.		
	Progress				
	Ready				
	Sec. 1		Close Help		
	0.750		Close (Tep);		

If the "sa" user is not configured to log in through "SQL Server" Authentication, *which is required for PSES*, it is possible to change the "sa" user to use "SQL Server" Authentication. This can be done by first logging in to the SQL Server through "Windows Authentication".

Nicrosoft SQL Server Management Studio Express				
File Edit View Tools Window Community Help				
😫 New Query 🕞 🧭 🚽 🕼 🖺 🎒 🏂 🥻 😤 🖕				
Object Explorer	₩ ₽ ×			
1991년 - 1917 - 1917				
		Connect to Serve		×
		SOI Serv	Window Window	vs Server System
		SQLSCI	<b>CI</b> .2005	
		Server type:	Database Engine	~
		Server name:	TW-XP15\SQLEXPRESS	~
		Authentication:	Windows Authentication	~
		User name:	TW-XP12\Administrator	×
		Password:		
			Remember password	
		Connec	ct Cancel Help	Options >>

Note: it is the responsibility of the technician to ensure that the customer's SQL database has been backed up and a backup strategy is in place, before making any changes to a SQL database

The "sa" user could be modified to login through "SQL Server authentication" and a "sa" password could then be created. This "sa" password would then need to be provided during the install of PSES.



After performing this step, you can then test to see if logging as "sa" using "SQL Server authentication" will be successful.

🍇 Microsoft SQL Server Management Studio	Express		
File Edit View Tools Window Community	Help		
😫 New Query 📑 🚰 🚽 🗿 🚯 🧾 🥦	🍹 🚰 🖕		
Object Explorer 🗸 🗸 🗙	Connect to Serv	mr .	
	SQL Ser	Windows Serv Ver.2005	er System
	Server type:	Database Engine	
	Authentication:	SQL Server Authentication	
	Login:	sa	~
	Password:	Remember password	
	Conn	ect Cancel Help Opti	ons >>

The following error can occur if attempting to access the PSES server from a remote computer, due to Firewall settings on the remote or local computer.



It may be necessary to set Firewall Exceptions



If a PSES or PSNCDM install has failed, even if the SQL connection problem has been resolved, the best practice is to uninstall through the installer. PSES components should be uninstalled in the reverse order that they were installed. The PSES base should be uninstalled *after* the other components.



Additionally, the PSES DB can be backed up through the PSES Admin Console (which must first be stopped to perform the operation)

🚔 Admin Console	
SCOPE Enterprise Suite	
Server Status The server is running normally.	
Login	
Language System Administrator Password	
	Login

🗳 Admin Console						
		nterprise S	uite			?
Server Start and Stop	Database Settings	Proxy Settings	Backup Restore	Change Password		
Server Status						
The server has stop	ped.					
						,
						×
				Start	St	op
					ų	·

erver Start and Stop	Database Settings	Proxy Settings	Backup R	estore Char	nge Password			
ackup Settings								
Save Directory							Browse	)
C:\Program Files\M	licrosoft SQL Server\I	MSSQL.1\MSSQ	L\Backup\				[Required] Max: 246 chars	
File Name		Data	BaseBackup		yyyymmdd.B	ak	[Required] Max: 244 chars	
ackup Interval								
💿 No Backup								
Monthly		1 st		~	23:00	×.		
🔿 Weekly		Sund	ay	*	23:00	~		
🔵 Daily		23:00	*					
Please check that	SQL Server has write	permission to the Backup N	folder specifi	ed on the Sav	e Directory. Apply		Clear	

erver Start and Stop	Database Settings	Proxy Settings	Backup Restore	Change Password	
Restoration Setting					
Backup File					Browse
	_				[Required] Max: 259 chars
					Class
		Restoration in Pre	229100		liear