

Configuration Guide to Installing Microsoft SQL Server Express for use with NetSupport DNA

Note: If you are installing Microsoft SQL Express on Windows Server 2003 please ensure that you have applied the latest updates using Windows Updates.

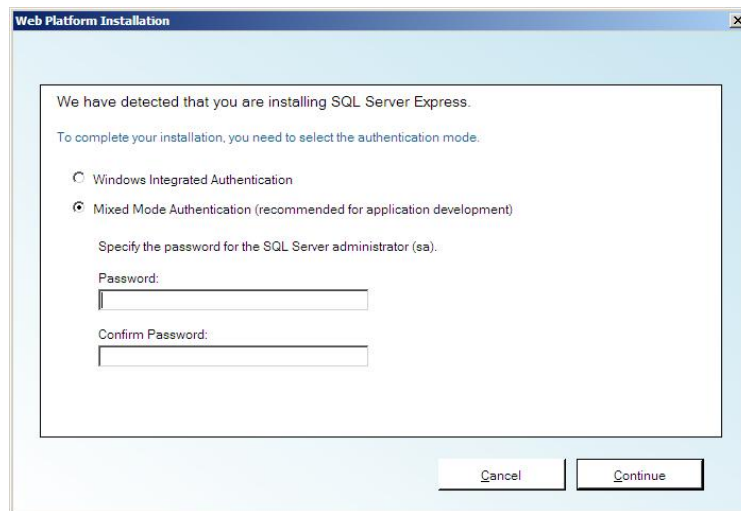
SQL Server Express Configuration

Note: The screen shots below are taken from a Microsoft SQL Server 2008 Express installation but the method and configuration is also applicable when using SQL Server 2005 Express.

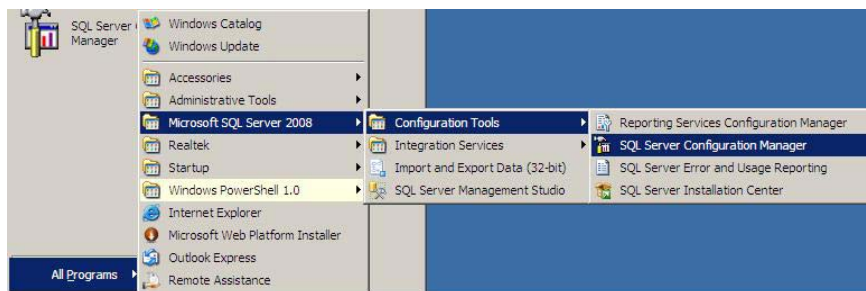
1. During the SQL Express installation procedure you will be prompted to select the Authentication Mode that the SQL Server will use for incoming connections.

At this point select the Mixed Mode Authentication option and enter a password for the SQL sa user account.

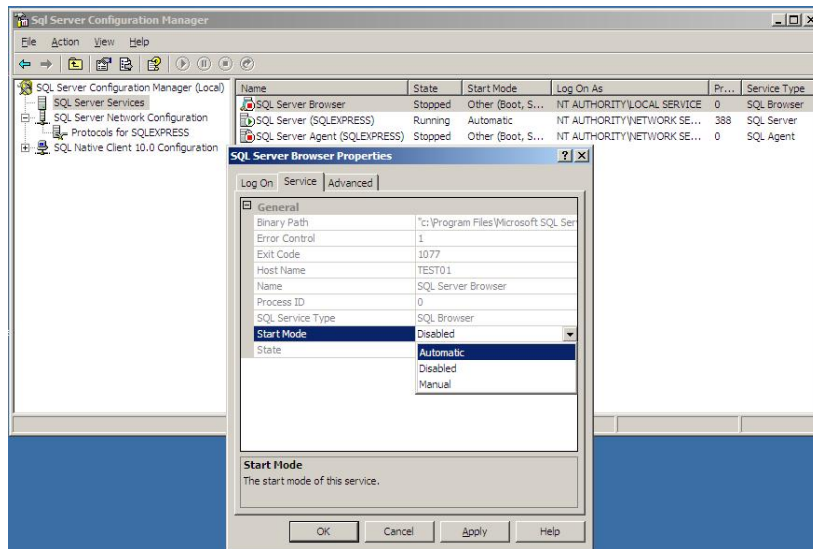
Note: This password must be complex i.e. it must contain both uppercase and lowercase letters and a numeric character. You will also need to use this password later when you install NetSupport DNA.



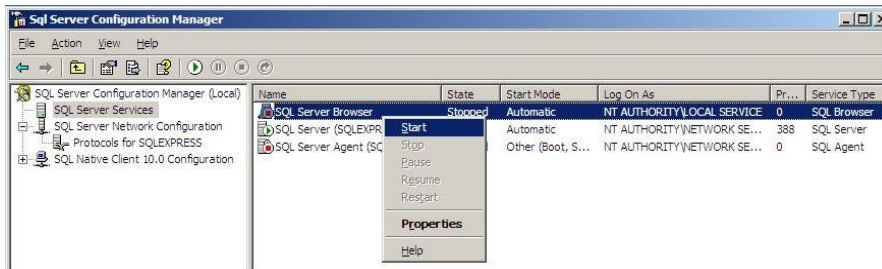
2. Once the SQL Server installation has completed successfully, open the SQL Server Configuration Manager.



3. Click on **SQL Server Services** and double click **SQL Server Browser**. Click the **Service** tab and using the arrow next to **Start Mode** change the setting to **Automatic**. Click **OK**.

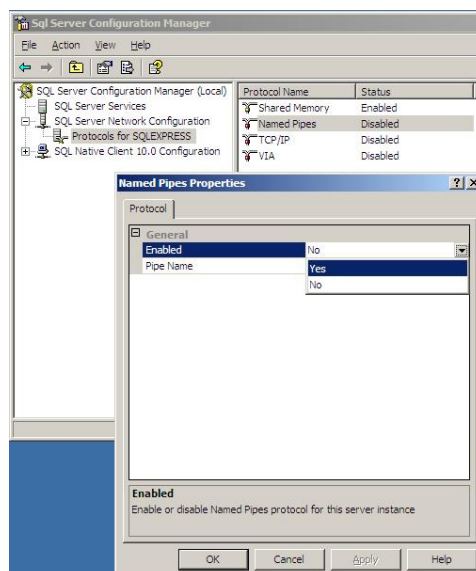


4. Right click on **SQL Server Browser** and click **Start** to start the service.



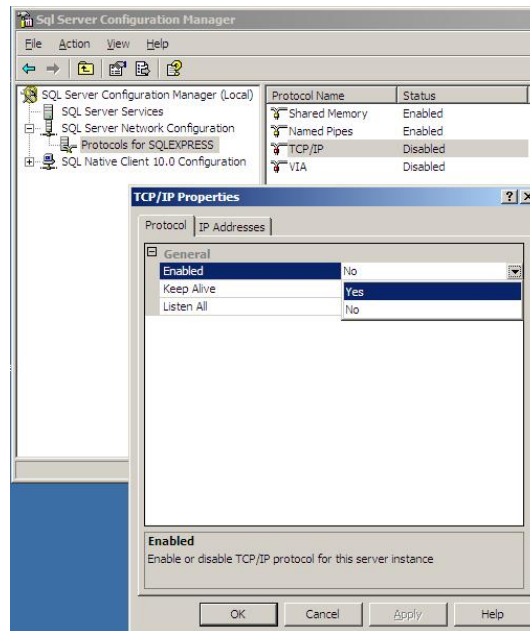
5. Click + next to **SQL Server Network Configuration** and click **Protocols for SQLEXPRESS**. Double click on **Named Pipes** and use the down arrow to change the **Enabled** setting to **Yes**.

Note: You will see a message informing you that the settings will not be saved until the SQL Server services are restarted. Click OK.

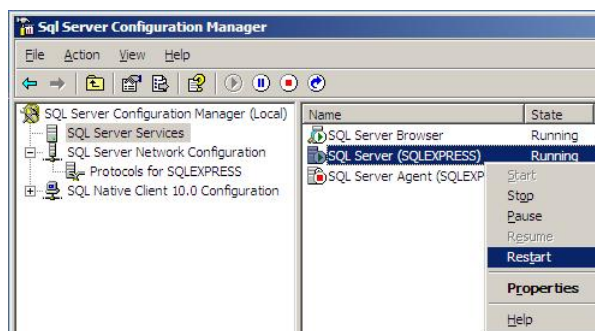


6. Double click on **TCP/IP** and use the down arrow to change the **Enabled** setting to **Yes**.

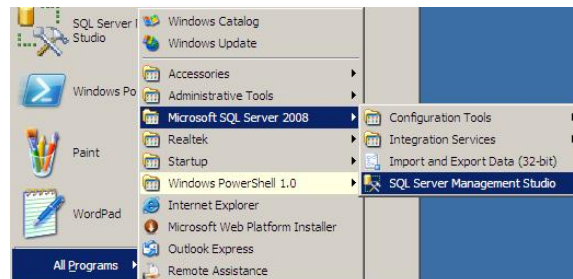
Note: You will see a message informing you that the settings will not be applied until the SQL Server services are restarted. Click OK.



7. Click on **SQL Server Services** and right click on **SQL Server (SQLEXPRESS)**. Click **Restart**.



8. Open the SQL Server Management Studio.

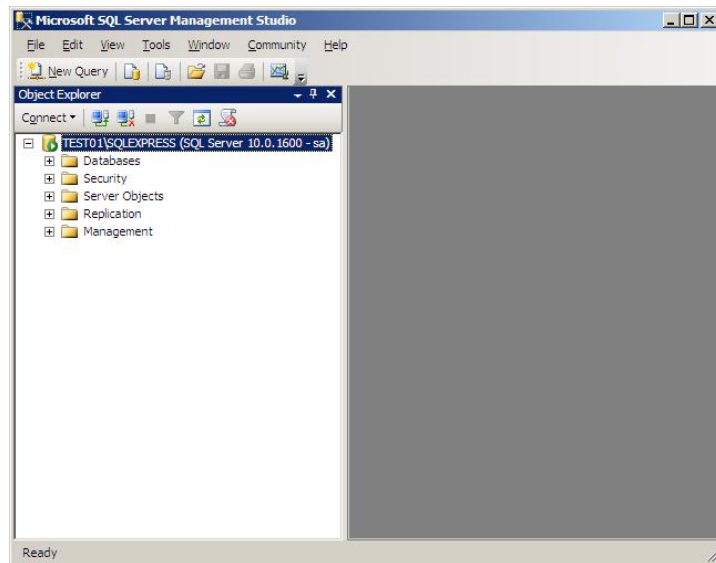


9. On the Connect to Server window ensure the Login is set to **sa** if it not already present, and then enter the complex password you used in Step 4. If you do not want to be prompted to enter the sa user password each time you open the SQL Server Management Studio you can tick the Remember password option. Click **Connect**.



10. The Microsoft SQL Server Management Studio window will appear showing the SQL Server installation running on the machine.

The SQL Server has now been configured for use with a NetSupport DNA software installation.

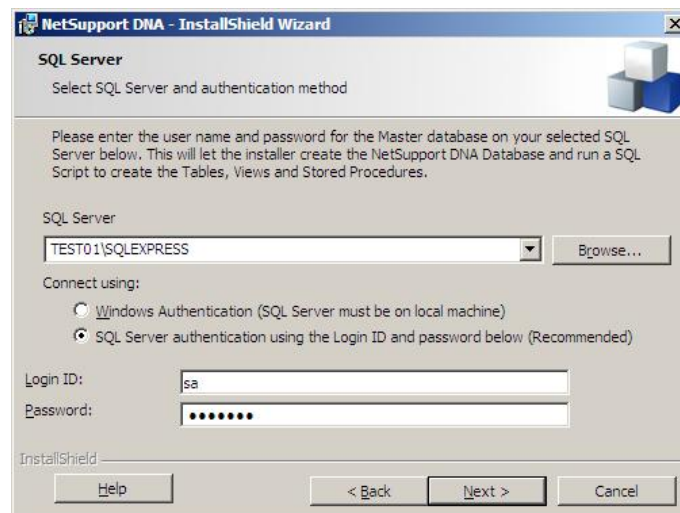


NetSupport DNA Installation Requirements

During the NetSupport DNA installation process you will be required to enter the name of the SQL Server that you wish to use to host the NetSupport DNA database.

When prompted to enter the SQL Server details please ensure that you use the **[SQLServerMachineName]SQLEXPRESS** format as shown in the screen shot below.

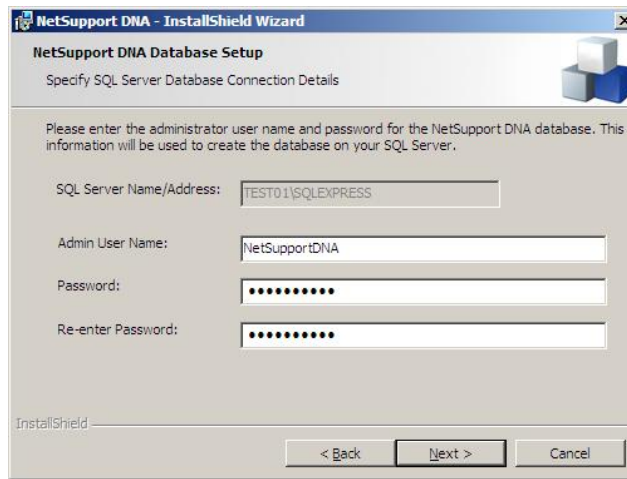
Use sa as the Login ID and enter the complex password that was created in step 1 above.



Part of the NetSupport DNA installation process is to create a user on the SQL Server that is used by the DNA Server software component to access the NetSupport DNA SQL database.

It is a requirement of SQL Server Express that the password used for this connection is also complex i.e. it contains both uppercase and lowercase letters and a numeric character.

If a non-complex password is used at this point the NetSupport DNA installation will continue but will subsequently fail when it attempts to write data into the SQL database.



The final requirement that needs to be noted when installing NetSupport DNA is that any machine that has the NetSupport DNA Console software component installed on to it will also need the Microsoft SQL Server Native Client software installed

This is required to allow the NetSupport DNA Console to connect to the NetSupport DNA SQL database on the SQL Express server.

The SQL Server Native Client software component can be downloaded free of charge from the Microsoft web site.